

IITM Zimbra Desktop Configuration by using IMAP & POP3 (With 2FA)

FOR MORE CLARIFICATION, CONTACT TO "SANAND@IITM.AC.IN"

IMAP & POP Configuration by using 2FA Passcode

After enabling the Zimbra two-factor authentication, we have to generate the passcode for email client configuration. Following devices and applications support IMAP & POP configuration with Zimbra passcode.

Windows Desktop:

1. **Outlook desktop.**
2. **Thunderbird Mail Client.**

Mac Device:

1. **Thunderbird Mail Client.**
2. **Apple Mail client.**

Mobile Device:

1. **Gmail Application**
2. **Outlook Application**

This all the application devices are support the Zimbra application passcode.

How to create or Generate Passcode:

Once enabling the two-factor authentication, To generate the Passcode follow the same.

Settings → Accounts → Scroll down and find “**Two Factor authentication**” → click “**Add a passcode**” → Enter **preferred name** & Click **Next** → **Note the Passcode**. → Click “**ok**” and “**Save**”

Two-factor authentication

Two-factor authentication adds significantly more security to your account by requiring not only your user name and password when you sign in, but also a secure code from a second source.

Preferred Method

Third-party authenticator app

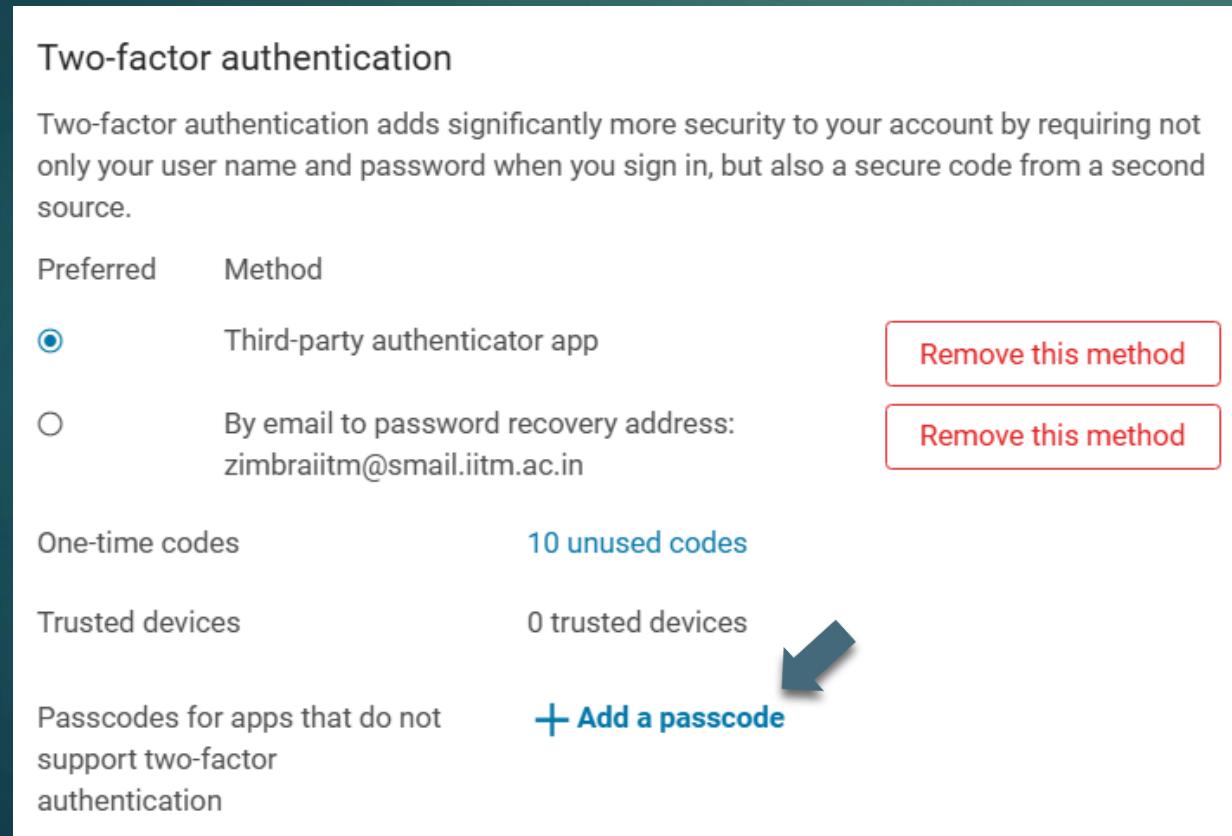
By email to password recovery address:
zimbraiitm@smail.iitm.ac.in

One-time codes 10 unused codes

Trusted devices 0 trusted devices

Passcodes for apps that do not support two-factor authentication

+ Add a passcode



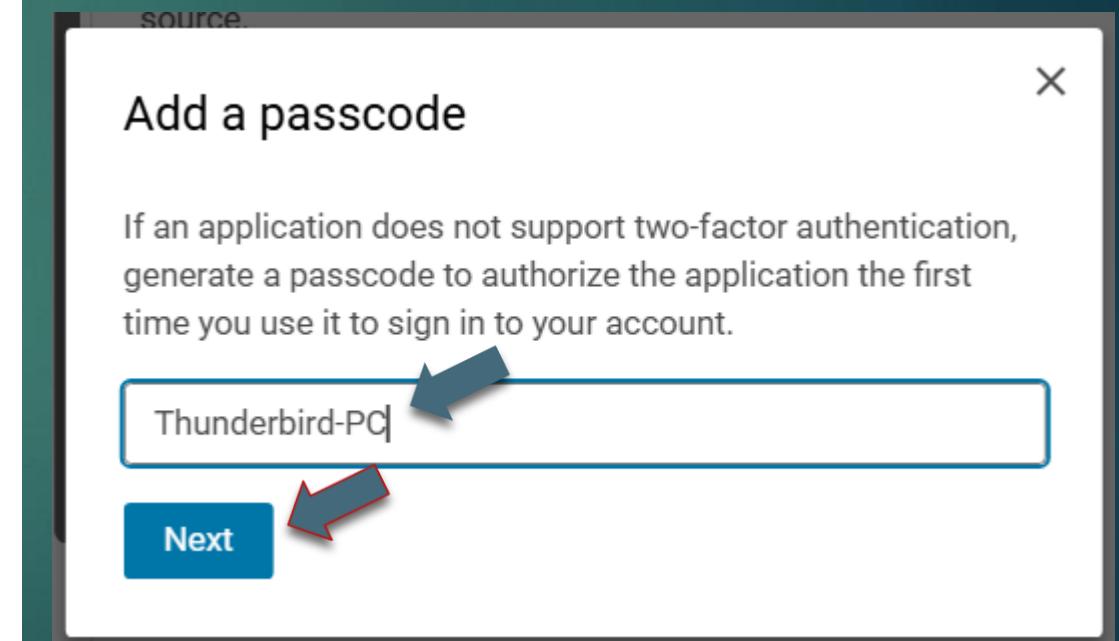
source X

Add a passcode

If an application does not support two-factor authentication, generate a passcode to authorize the application the first time you use it to sign in to your account.

Thunderbird-PC

Next

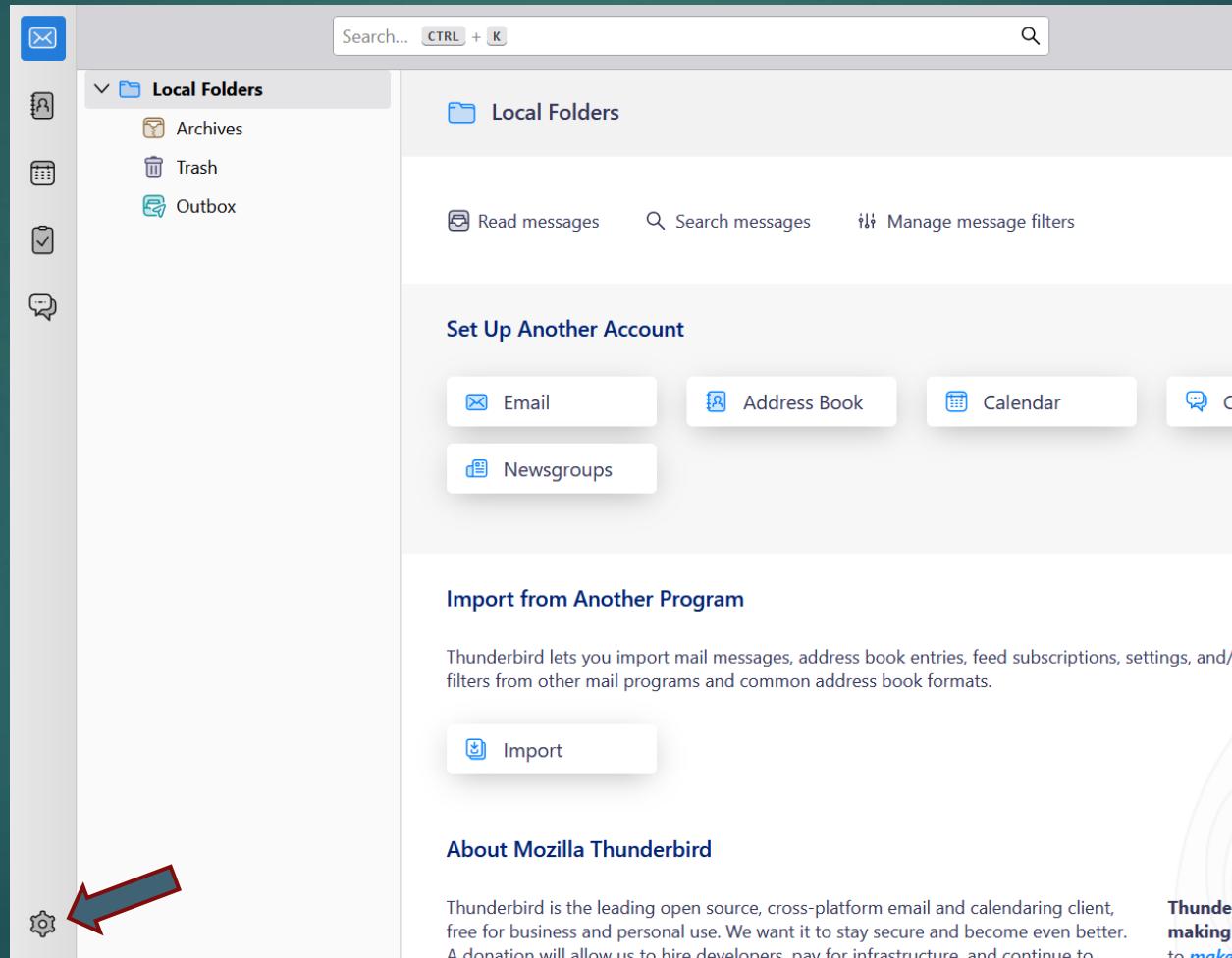


Thunderbird Mail Configuration using IMAP Service with Zimbra 2FA Passcode

Step 1:

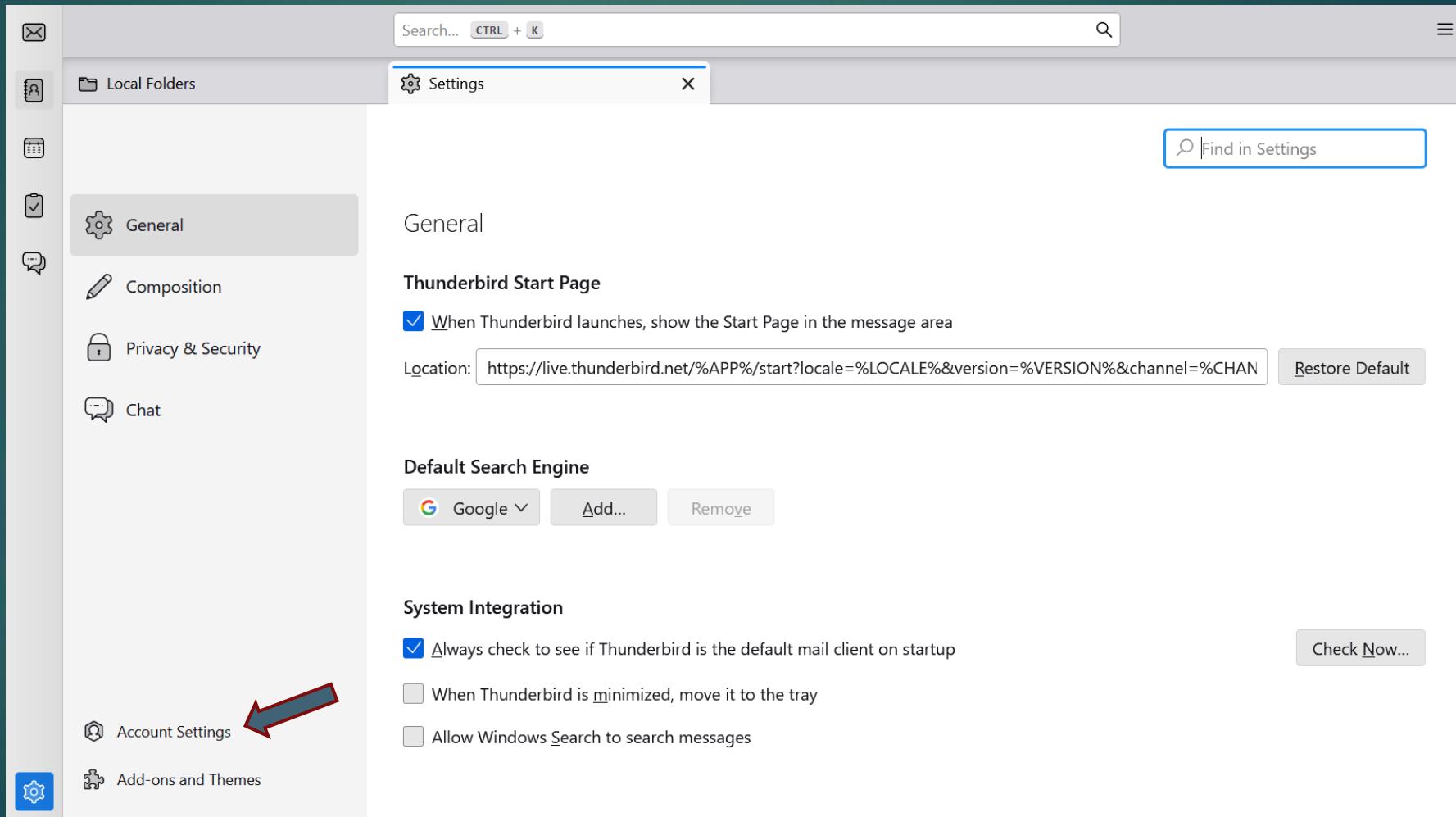
To setup your Zimbra email in thunderbird, please follow the steps given bellow.

Go to settings menu, from the Thunderbird application under left side bottom **settings** option available.



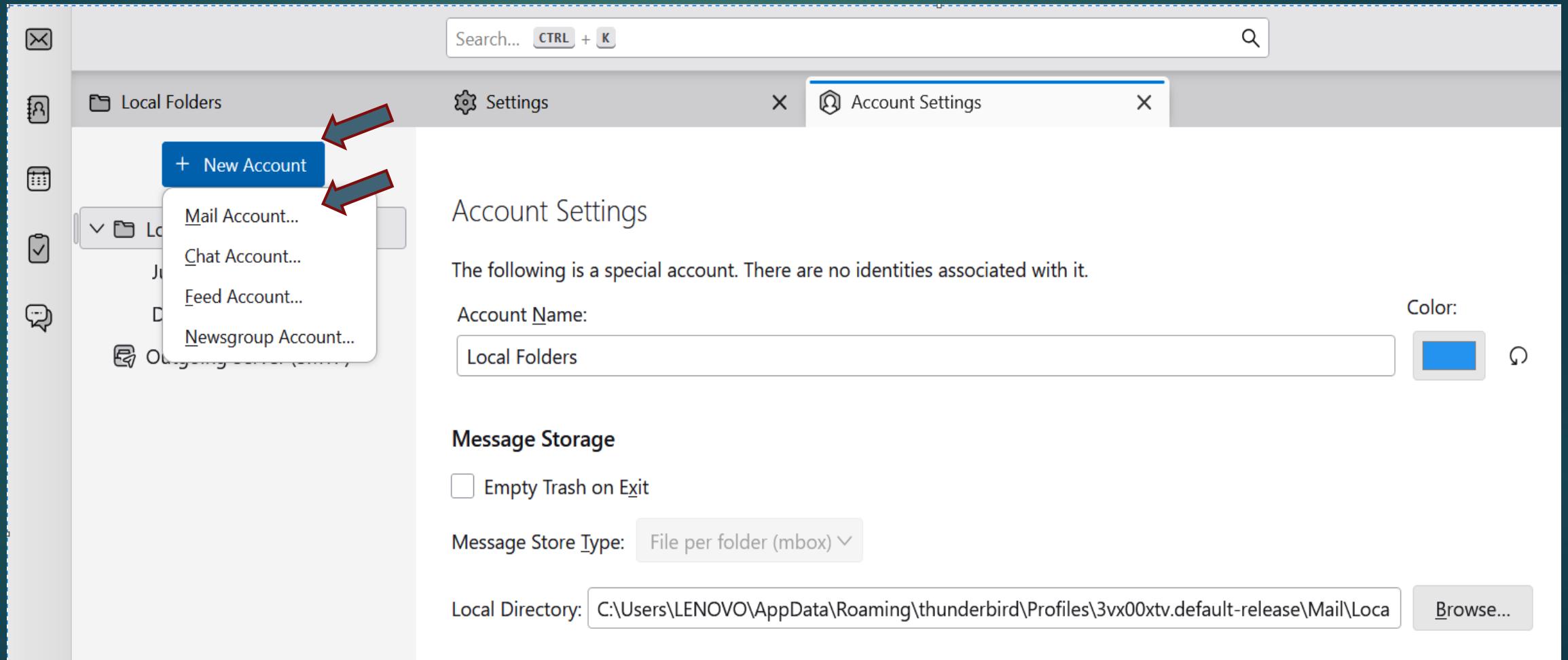
Step 2:

From settings page click on “**Account settings**” to setup your Zimbra account on Thunderbird.



Step 3:

From Account settings, to create a new account, click on the button “New Account,” then select “Mail Account.”



Step 4:

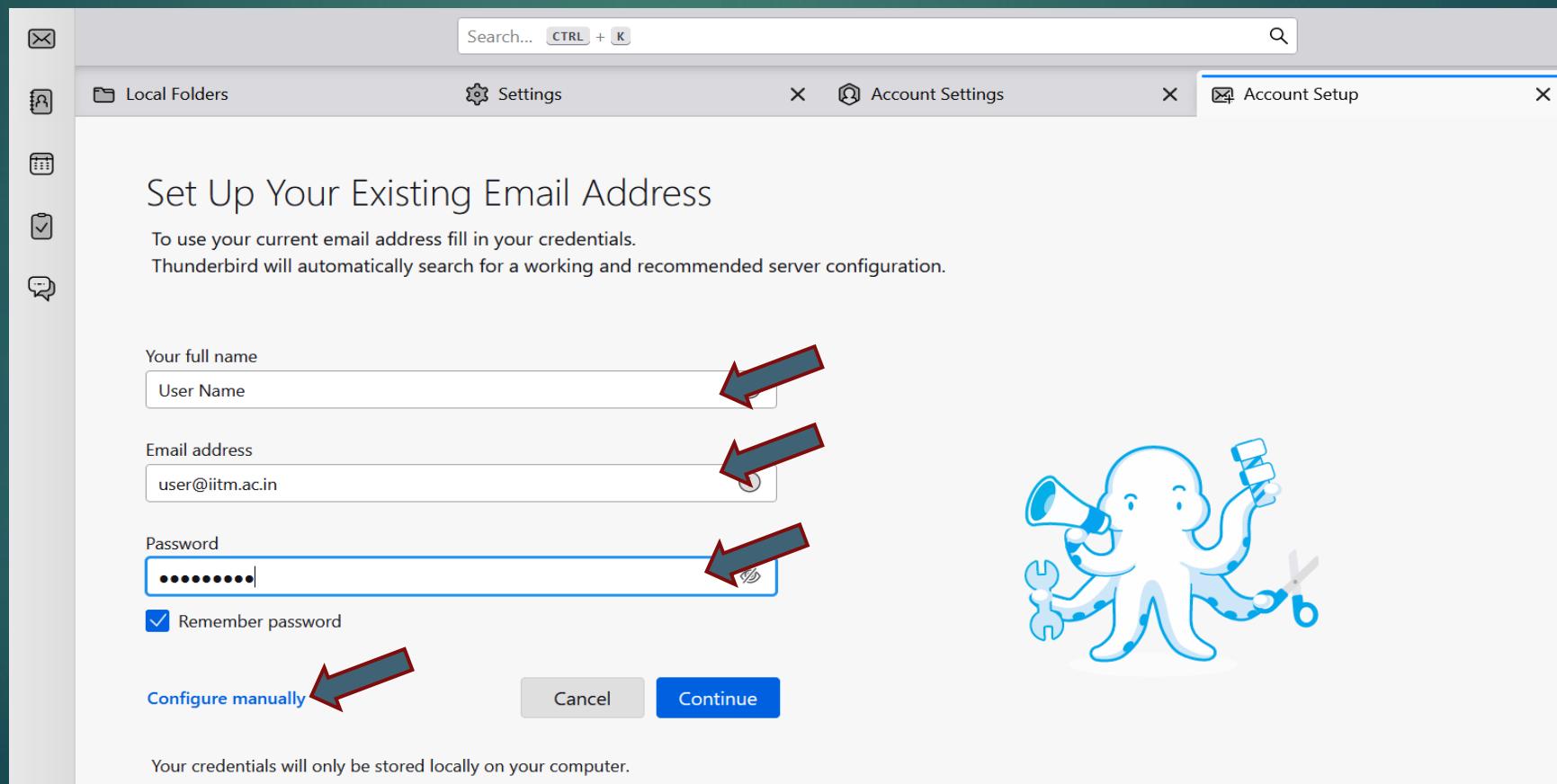
From Account Setup page, Enter your details.

Your full name: “User Name”

Email Address: user@iitm.ac.in or user@zmail.iitm.ac.in

Password: 2FA Onetime-Passcode

Then Click on “Configure manually” option.



Step 5:
Following incoming & Outgoing configurations are need to setup.

Incoming Server

Protocol: IMAP

Hostname: web.zmail.iitm.ac.in

Port: 993

Connection security: SSL/TLS

Authentication method: Autodetect

Outgoing Server

Hostname: smtp.iitm.ac.in

Port: 465 or 587

Connection security: SSL/TLS

Authentication method: Autodetect

Username: LDAP User

Then click on the “Re-test” button. We can figure out like settings were found. That means the configuration is correct. To proceed further, Click “done.”.

Set Up Your Existing Email Address

To use your current email address fill in your credentials. Thunderbird will automatically search for a working and recommended server configuration.

Your full name: Extest2

Email address: extest2@iitm.ac.in

Password: *****

Remember password

Manual configuration

INCOMING SERVER

Protocol:	IMAP
Hostname:	web.zmail.iitm.ac.in
Port:	993
Connection security:	SSL/TLS
Authentication method:	Autodetect

Username: extest2@iitm.ac.in

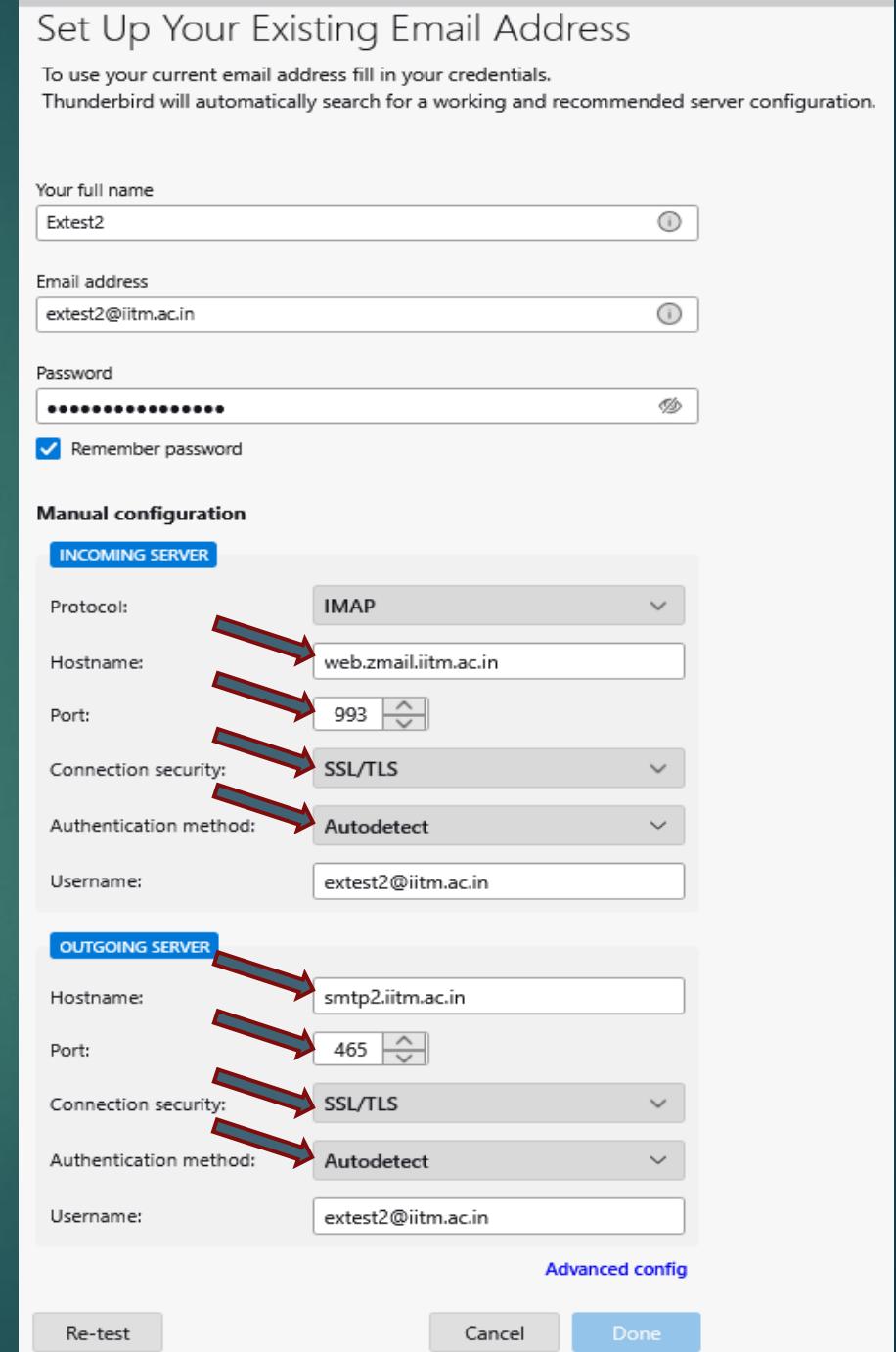
OUTGOING SERVER

Hostname:	smtp2.iitm.ac.in
Port:	465
Connection security:	SSL/TLS
Authentication method:	Autodetect

Username: extest2@iitm.ac.in

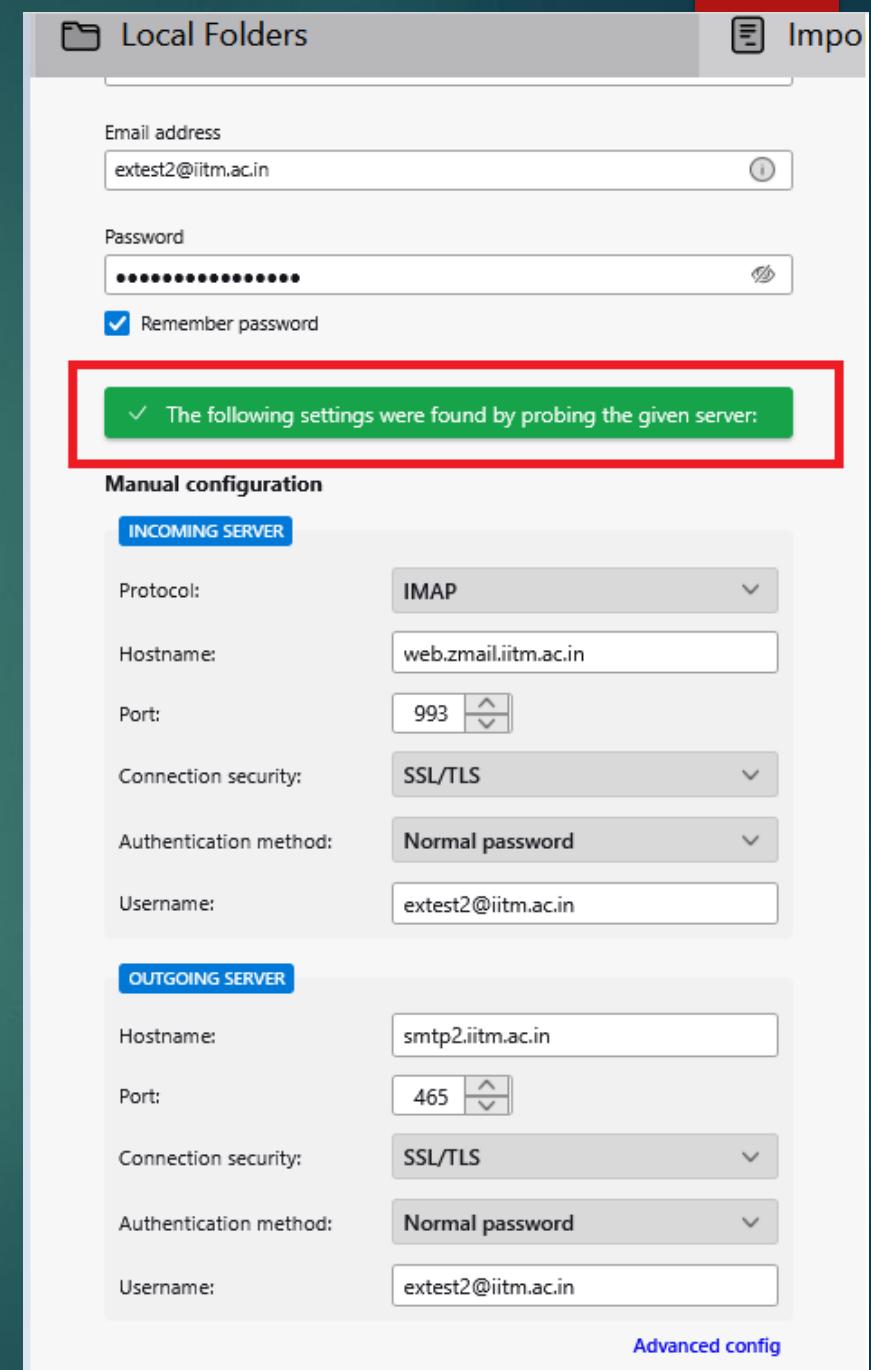
[Advanced config](#)

Re-test **Cancel** **Done**



Step 6:

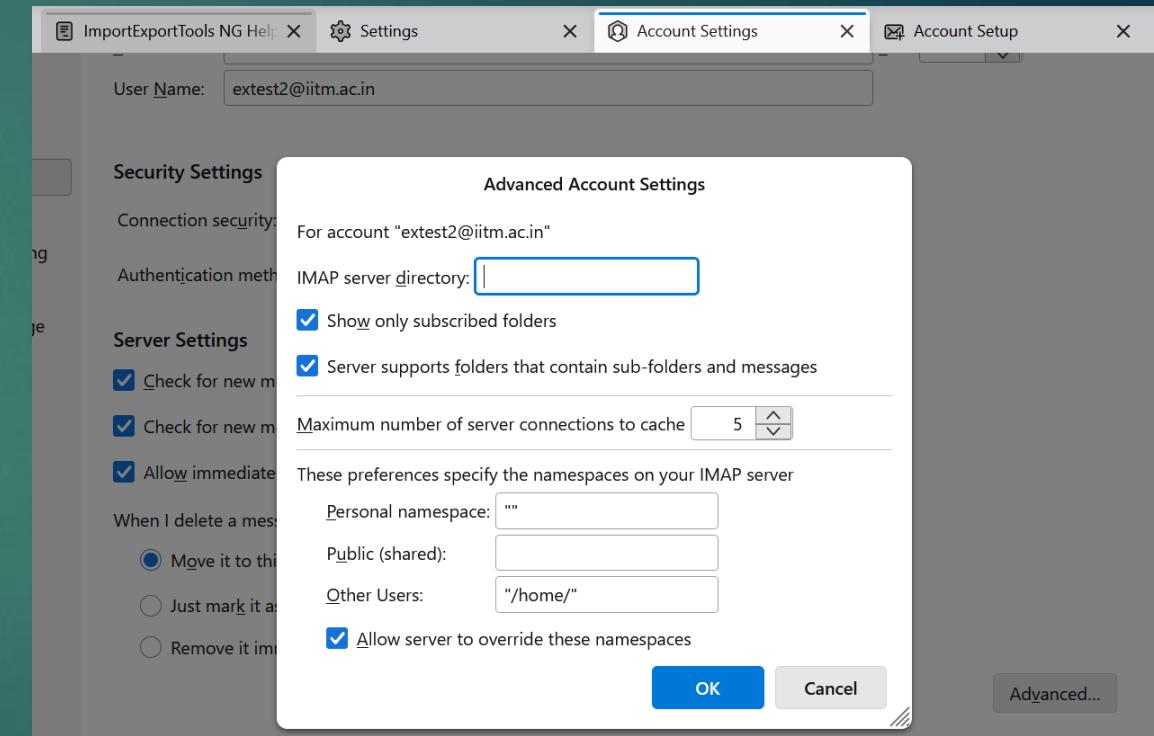
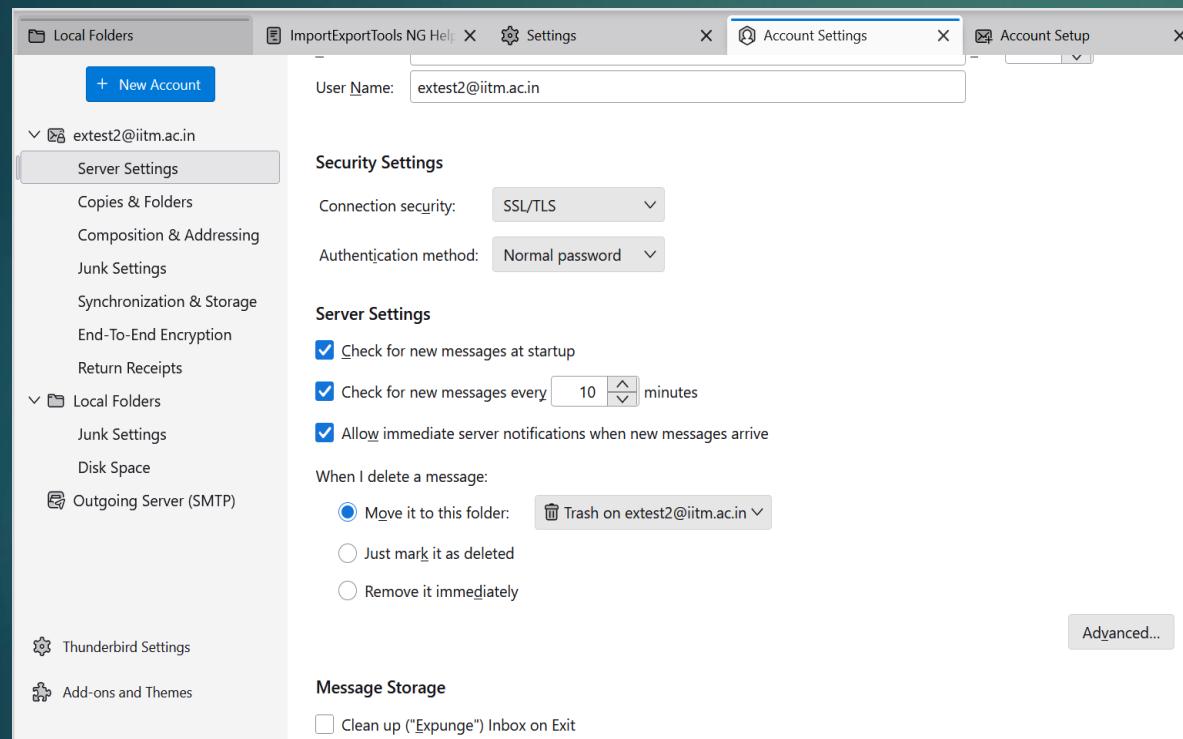
After incoming & Outgoing configurations completed and re-test the configuration. We can figure out like **settings where found**. That means the configuration are correct to proceed further click “done”.



Step 7:

To enabling subfolders in thunderbird mail client please follow the steps below.

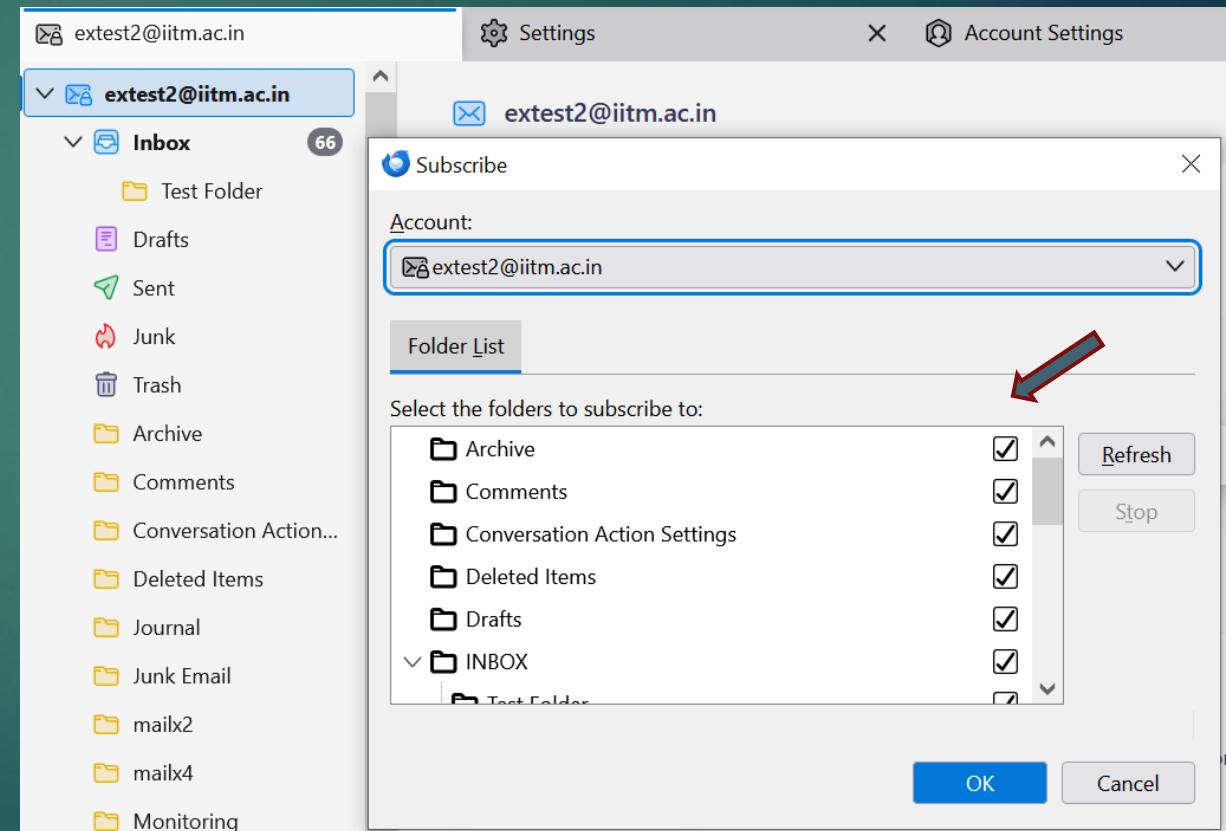
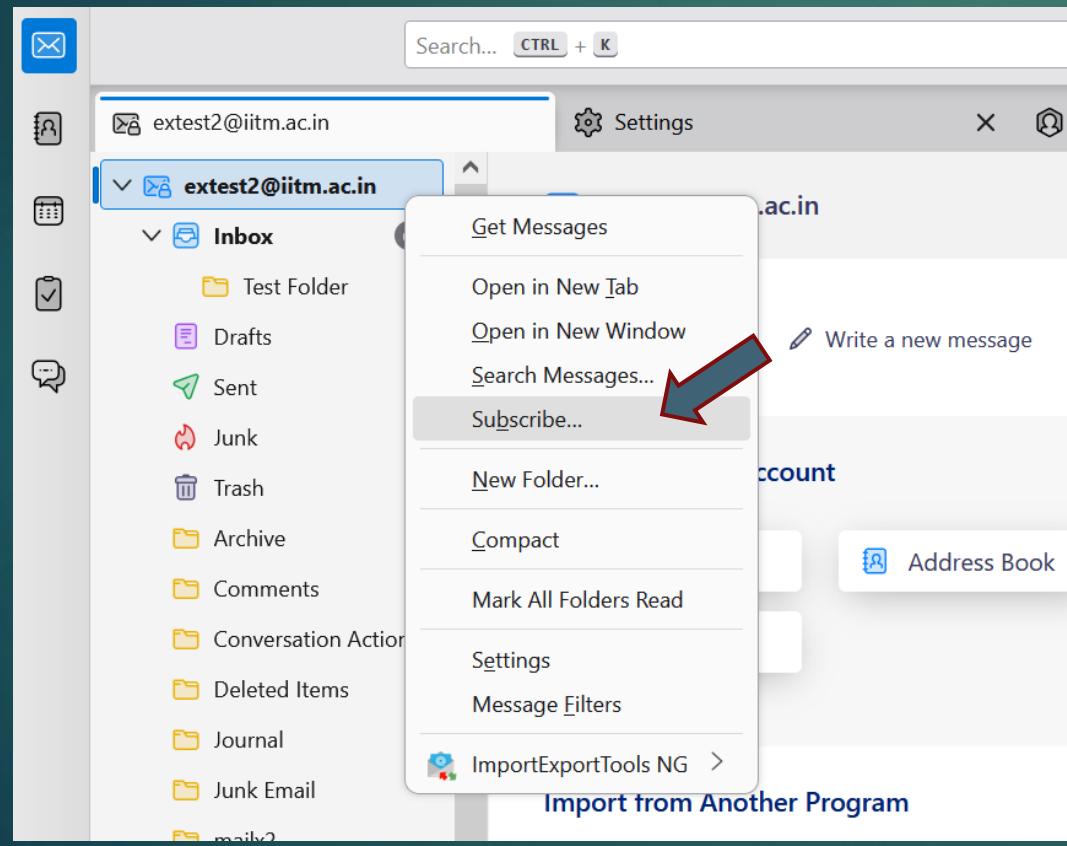
Account Settings → Security Settings → Advance Option → Select the checkbox like below screenshot referred option



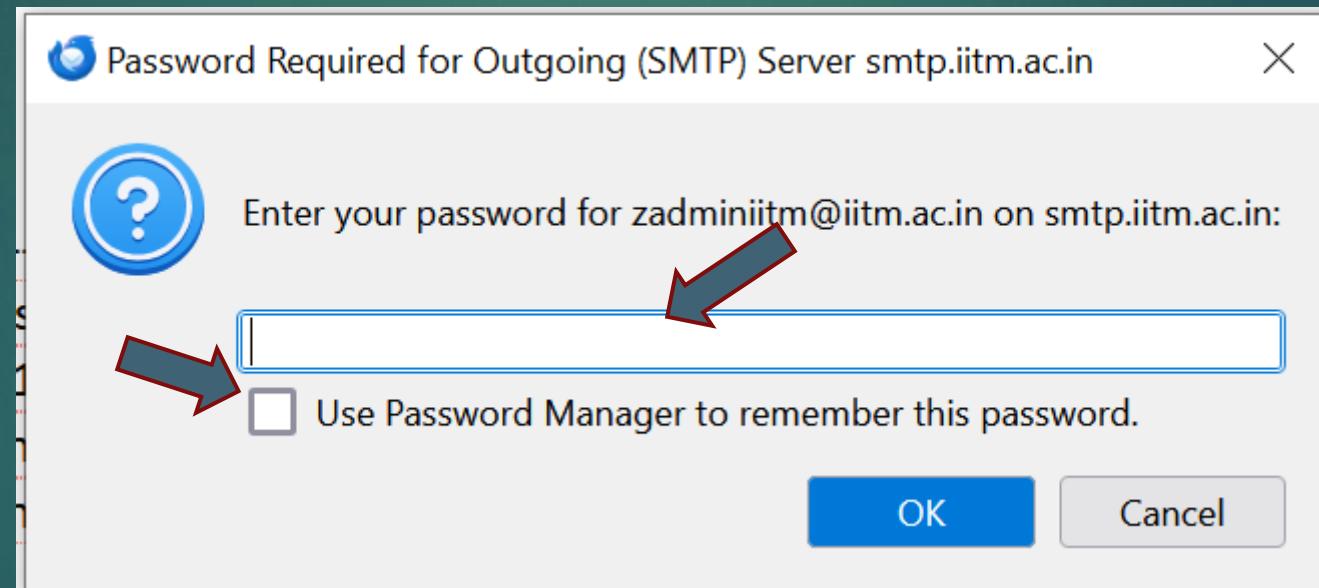
Step 8:

Then we have to subscribe the folders manually for once.

Right Click on Email Address → Select “Subscribe” → Select All the folders → then Click “OK”



When we trying to send mail below popup will appear. Please enter the LDAP password for Outgoing server access. Must check the box to use the password permanently.

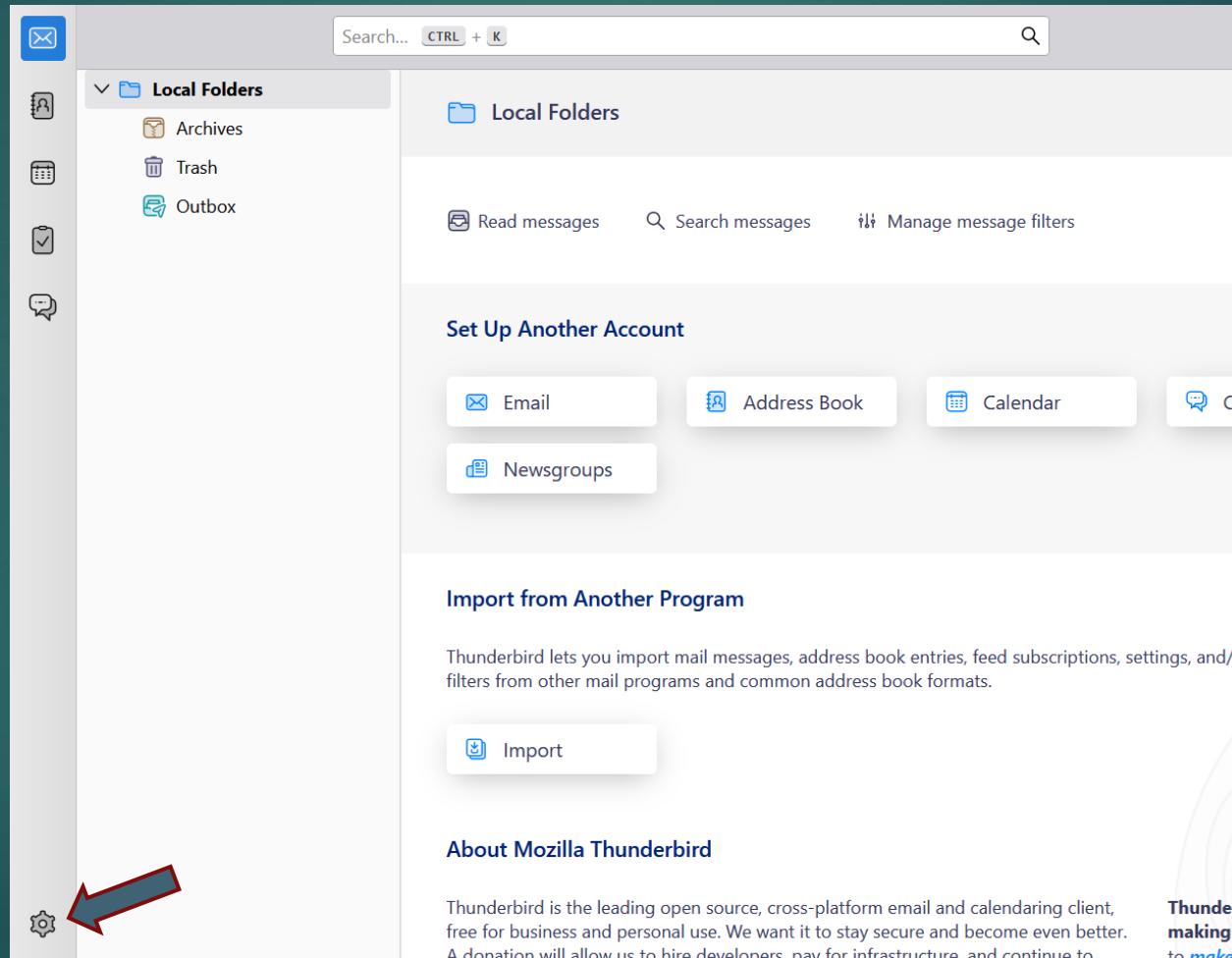


Thunderbird Mail Configuration using POP3 Service Zimbra with 2FA Passcode

Step 1:

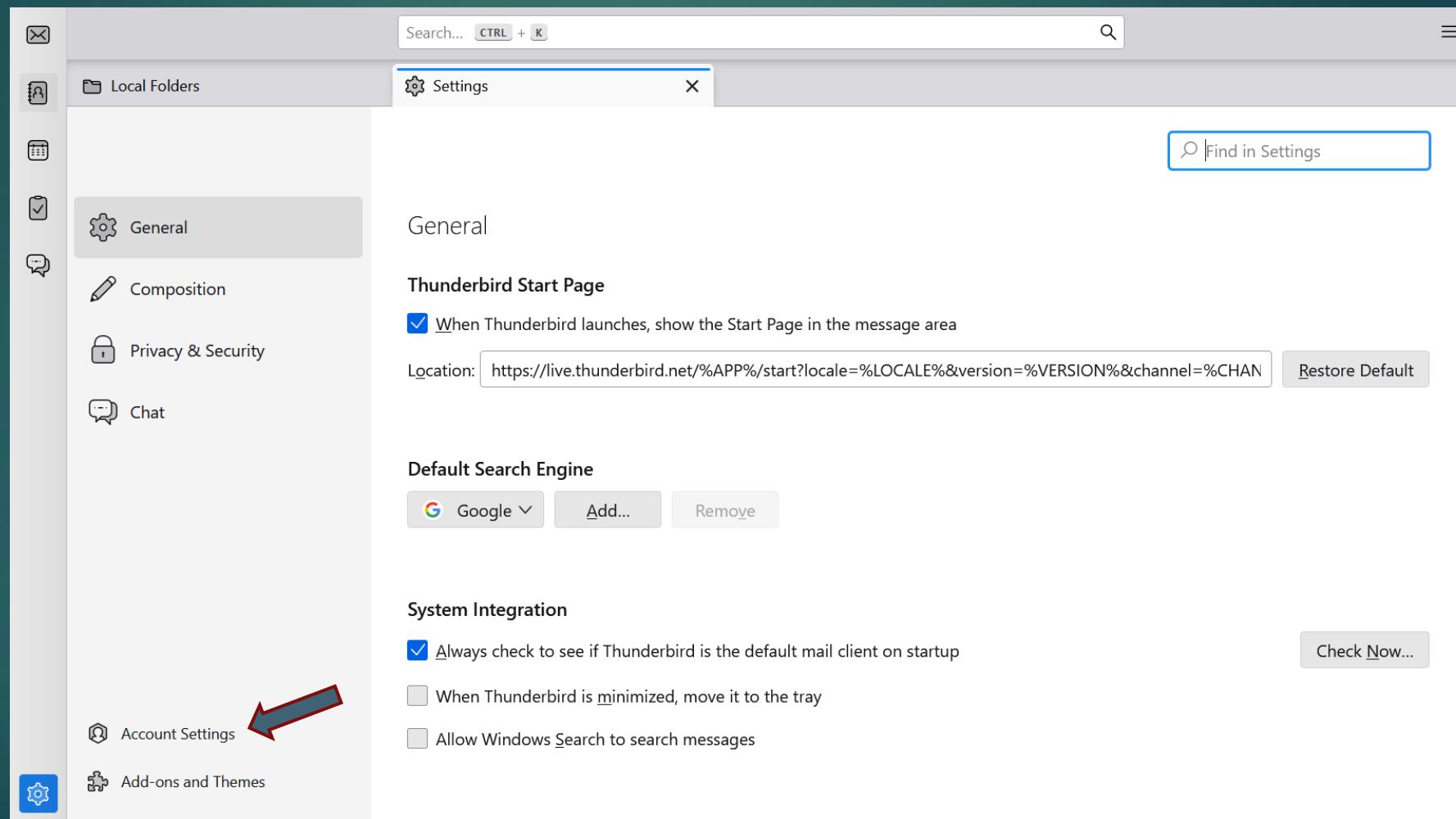
To setup your Zimbra email in thunderbird, please follow the steps given bellow.

Go to settings menu, from the Thunderbird application under left side bottom **settings** option available.



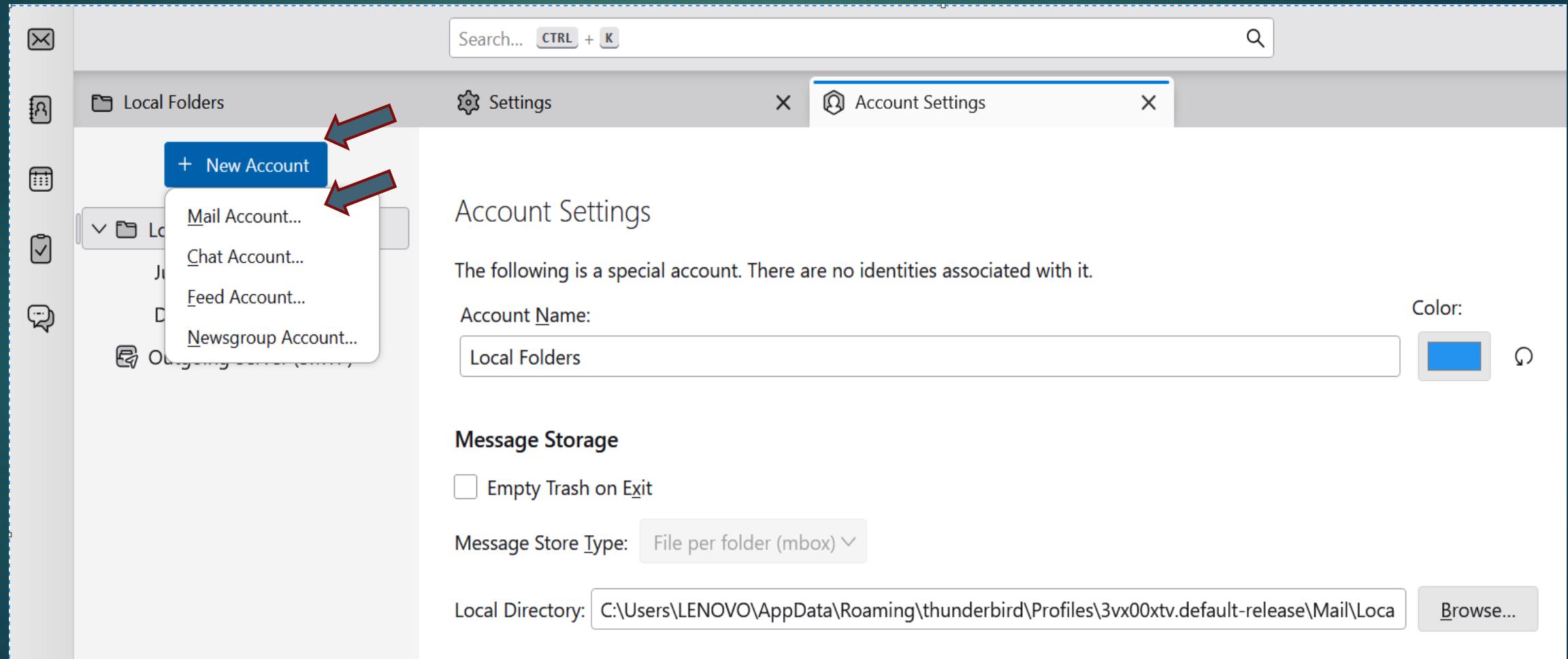
Step 2:

From settings page click on “**Account settings**” to setup your Zimbra account on Thunderbird.



Step 3:

From Account settings, to create a new account, click on the button “**New Account**,” then select “**Mail Account**.”



Step 4:

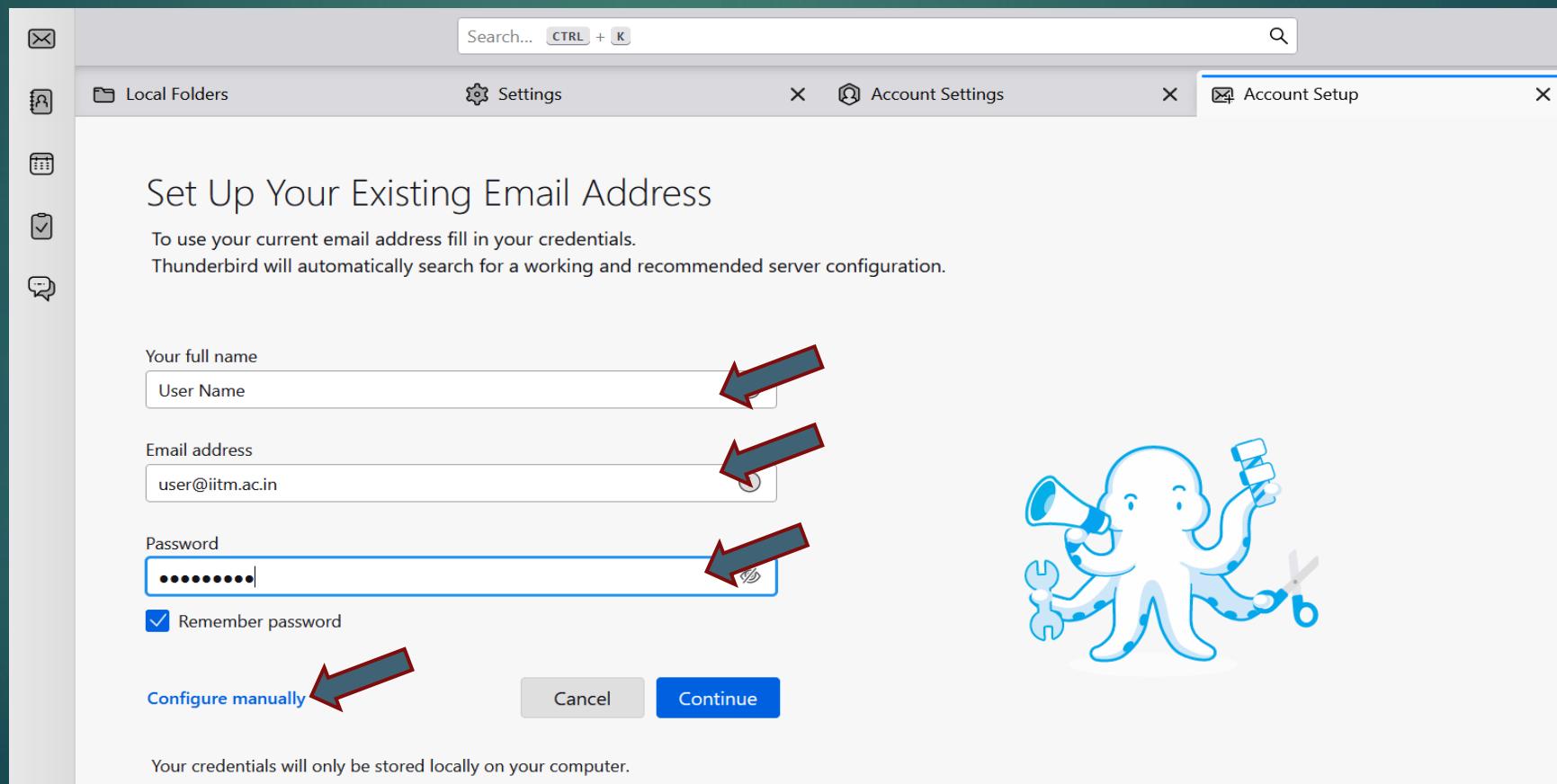
From Account Setup page, Enter your details.

Your full name: “User Name”

Email Address: user@iitm.ac.in or user@zmail.iitm.ac.in

Password: 2FA Onetime-Passcode

Then Click on “Configure manually” option.



Step 5:
Following incoming & Outgoing configurations are need to setup.

Incoming Server

Protocol: **POP3**

Hostname: **web.zmail.iitm.ac.in**

Port: **995**

Connection security: **SSL/TLS**

Authentication method: **Autodetect**

Outgoing Server

Hostname: **smtp.iitm.ac.in**

Port: **465 or 587**

Connection security: **SSL/TLS**

Authentication method: **Autodetect**

Username: **LDAP User**

Then click on the “Re-test” button. We can figure out like settings were found. That means the configuration is correct. To proceed further, Click “done.”.

Manual configuration

INCOMING SERVER

Protocol: **POP3**

Hostname: **web.zmail.iitm.ac.in**

Port: **995**

Connection security: **SSL/TLS**

Authentication method: **Autodetect**

Username: **extest2@iitm.ac.in**

OUTGOING SERVER

Hostname: **smtp2.iitm.ac.in**

Port: **587**

Connection security: **STARTTLS**

Authentication method: **Autodetect**

Username: **extest2@iitm.ac.in**

[Advanced config](#)

Re-test

Cancel

Done

Thunderbird will attempt to auto-detect fields that are left blank.

Step 6:

After incoming & Outgoing configurations completed and re-test the configuration. We can figure out like **settings where found**. That means the configuration are correct to proceed further click “done”.

✓ The following settings were found by probing the given server:

Manual configuration

INCOMING SERVER

Protocol:	POP3
Hostname:	web.zmail.iitm.ac.in
Port:	995
Connection security:	SSL/TLS
Authentication method:	Normal password
Username:	extest2@iitm.ac.in

OUTGOING SERVER

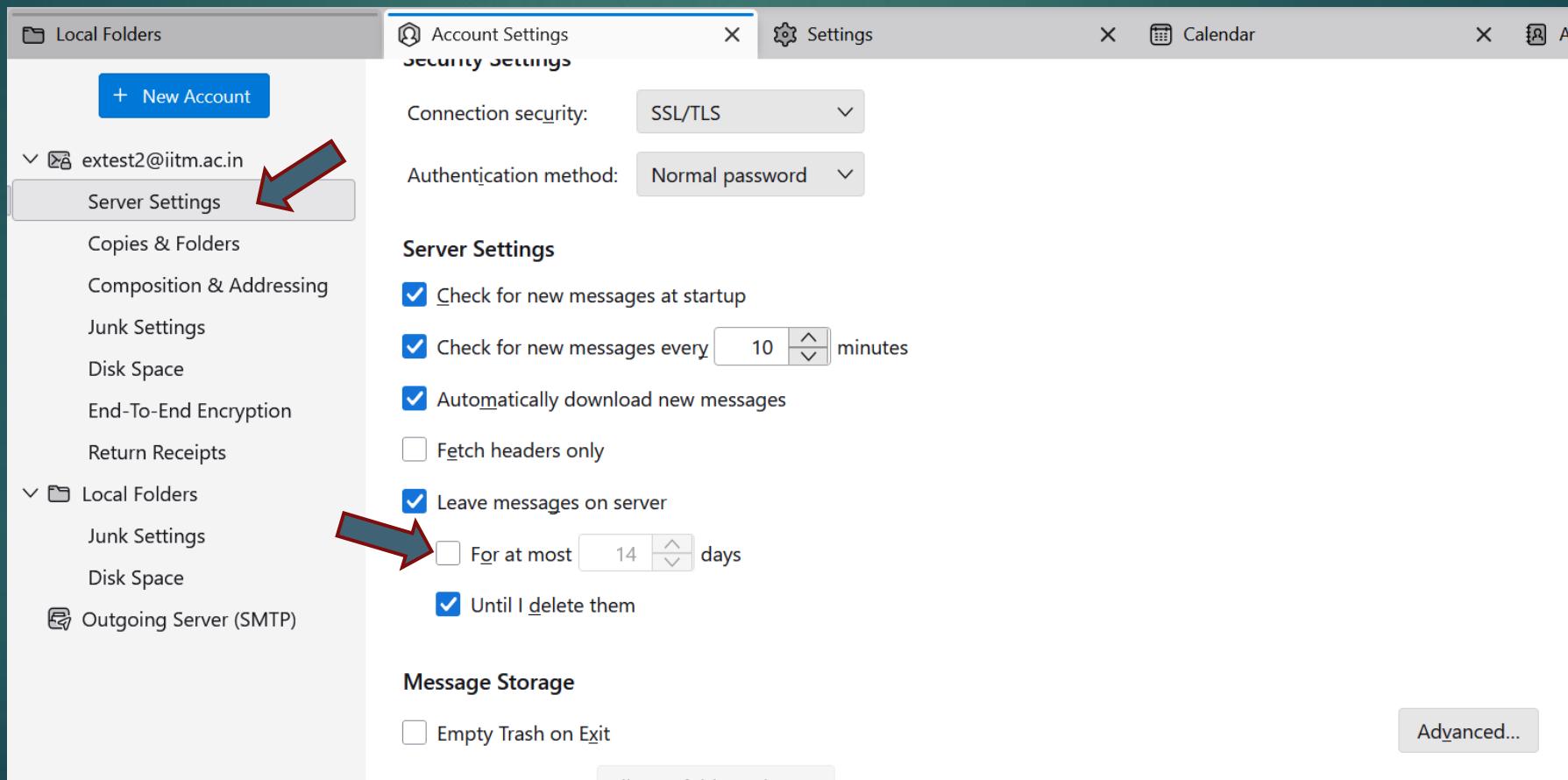
Hostname:	smtp2.iitm.ac.in
Port:	465
Connection security:	SSL/TLS
Authentication method:	Normal password
Username:	extest2@iitm.ac.in

[Advanced config](#)

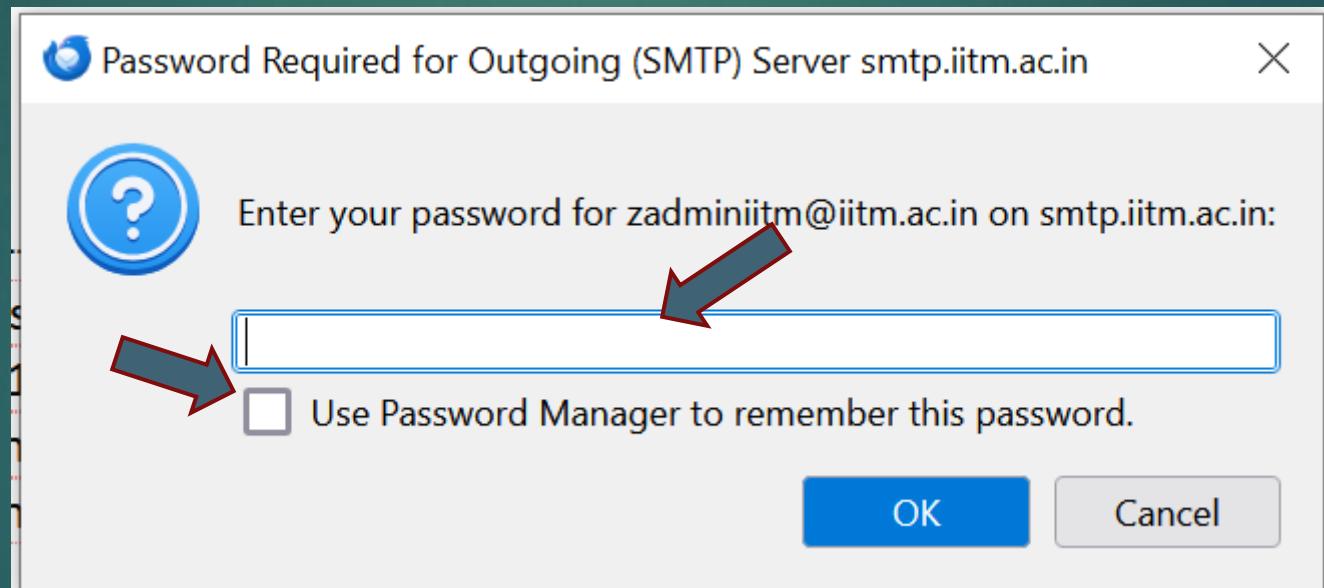
Step 7:

After configuring the email client using POP3, we have to make sure the server copy is enabled or not.

If we forgot to **uncheck the day limit**, the **server-end copy will be deleted automatically**. Please make sure the below server settings are configured exactly as below.



When we trying to send mail below popup will appear. Please enter the LDAP password for Outgoing server access. Must check the box to use the password permanently.

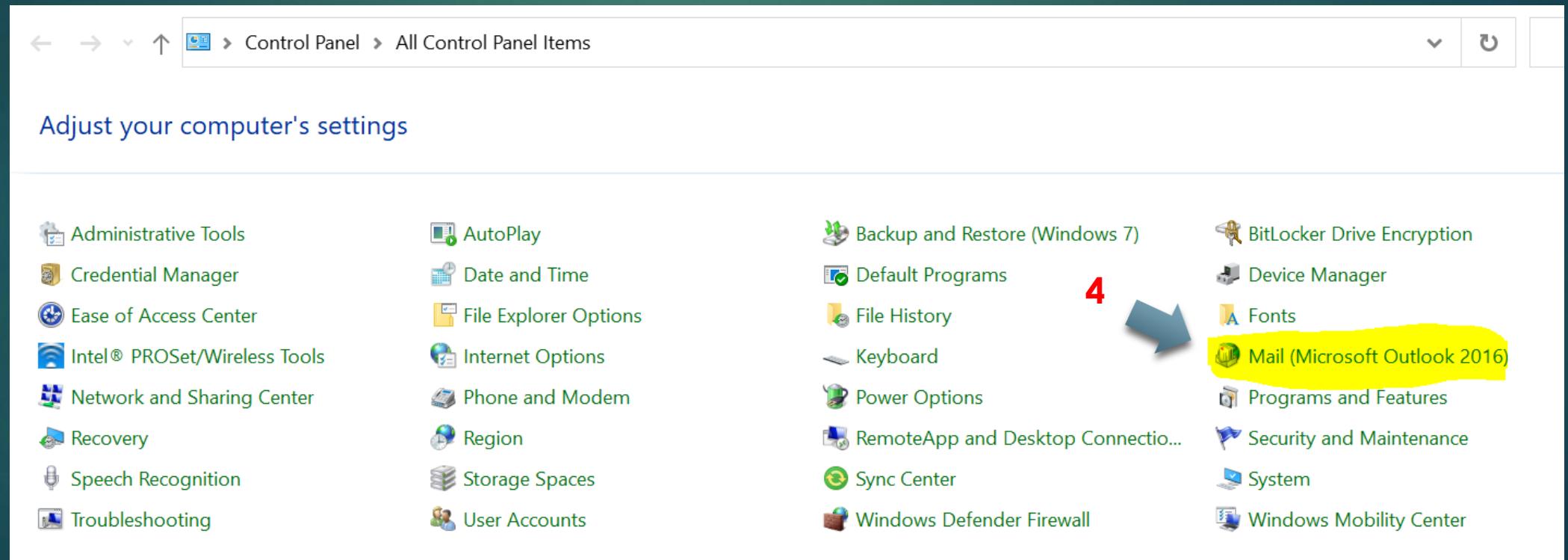


Outlook IMAP Configuration with 2FA Passcode

Step-1

To configure your Zimbra account on outlook client, go to control panel and find Mail tool.

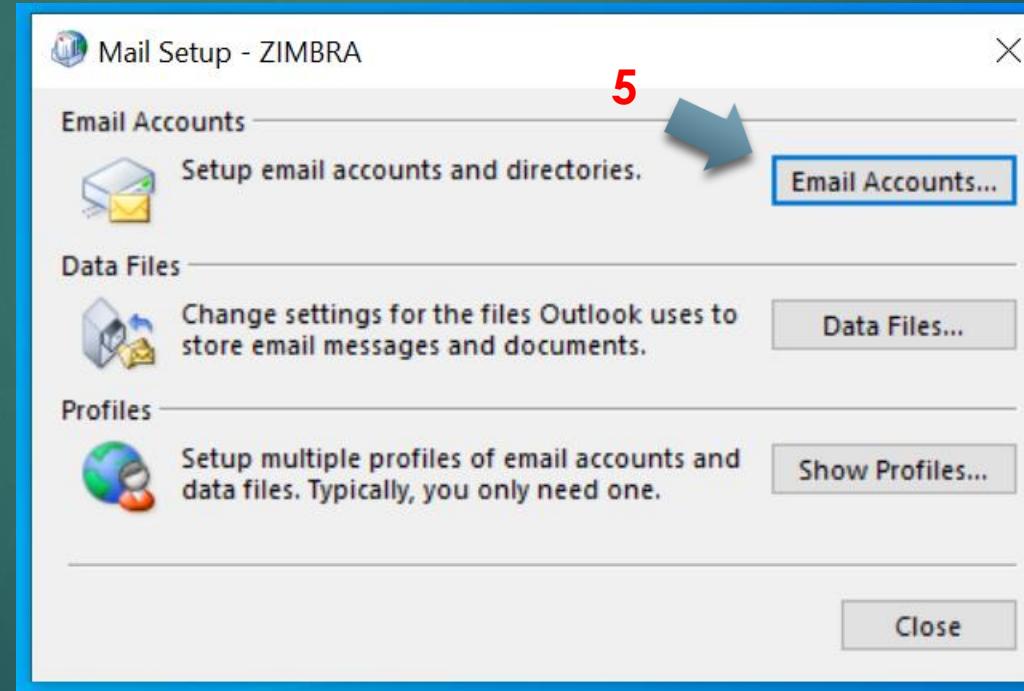
Windows Search box → Type control panel → All Control panel Items → Mail.



Step-2

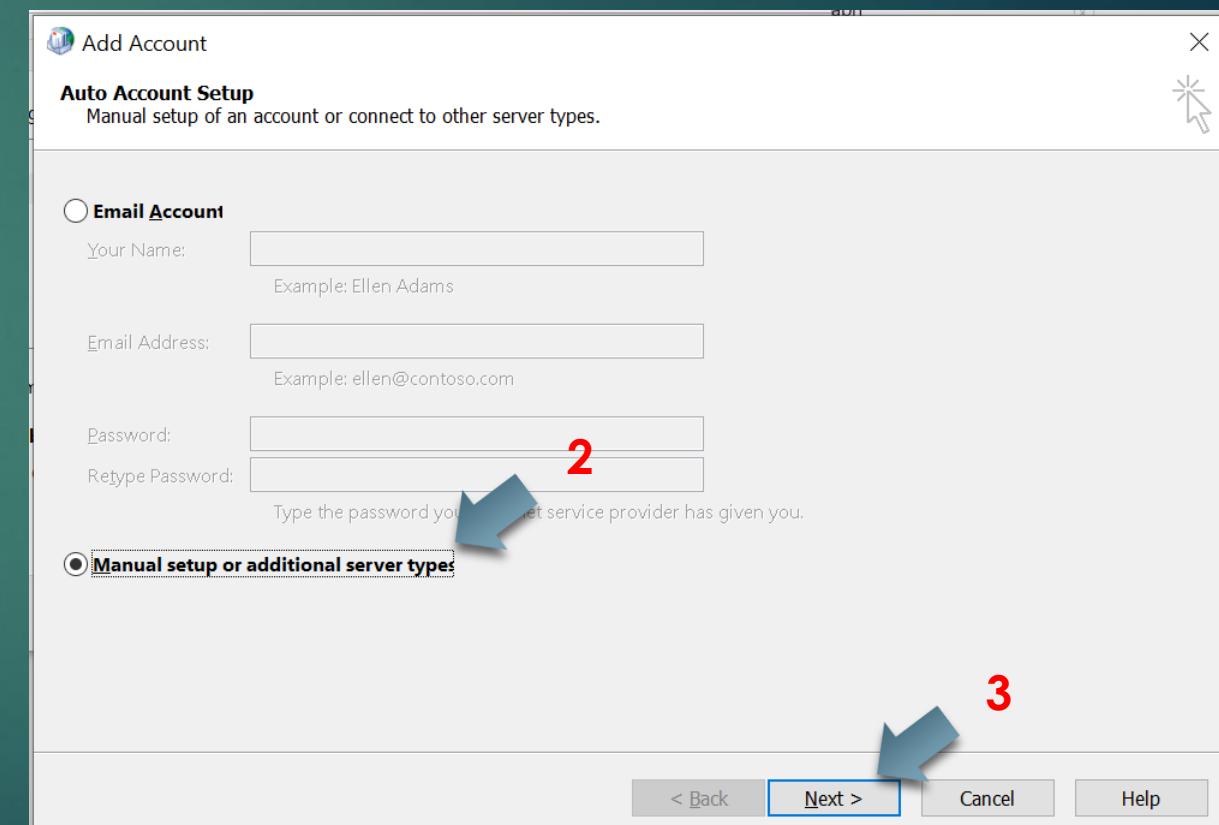
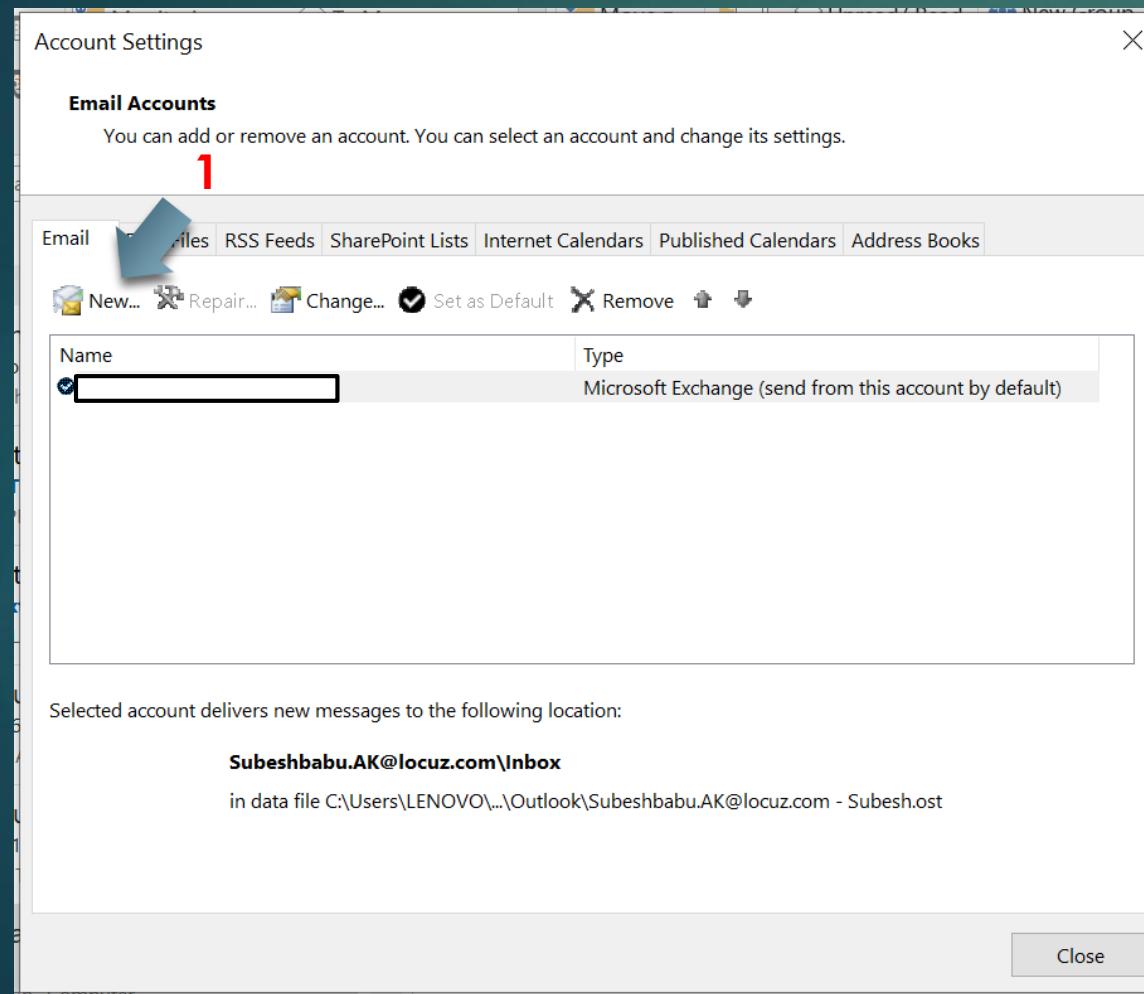
To configure your Zimbra account on outlook client, go to control panel and find Mail tool.

Windows Search box → Type **control panel** → All Control panel Items → Mail → Click “**Email Accounts**” Button.



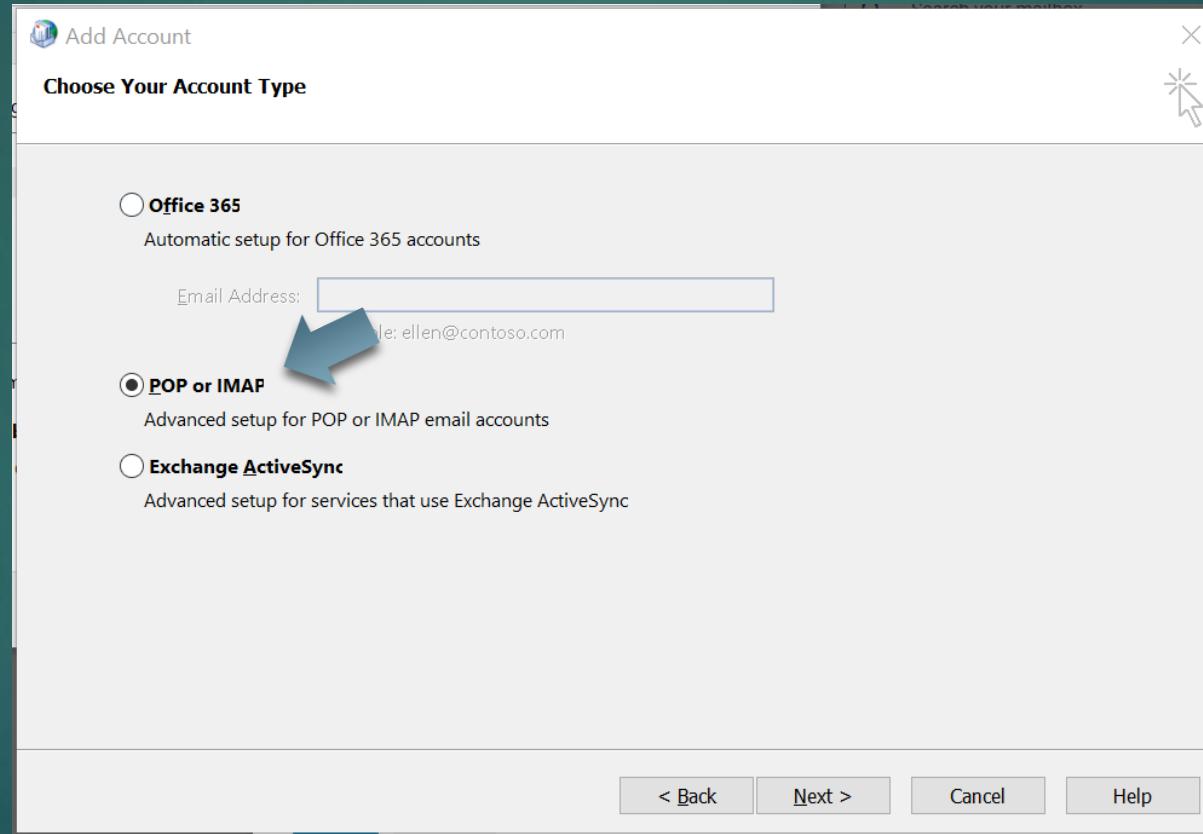
Step 1:

From account setting, click on new to add new account. Then select “Manual Setup or additional server types” and Click “Next”.



Step-2

From this page choose “**POP or IMAP**” option, then click “Next”.



Step-3:

From the Account settings enter the following requested details accordingly.

User Information

Your Name: **Name**

Email Address: user@iitm.ac.in or
user@zmail.iitm.ac.in

Server Information

Account Type: **IMAP**

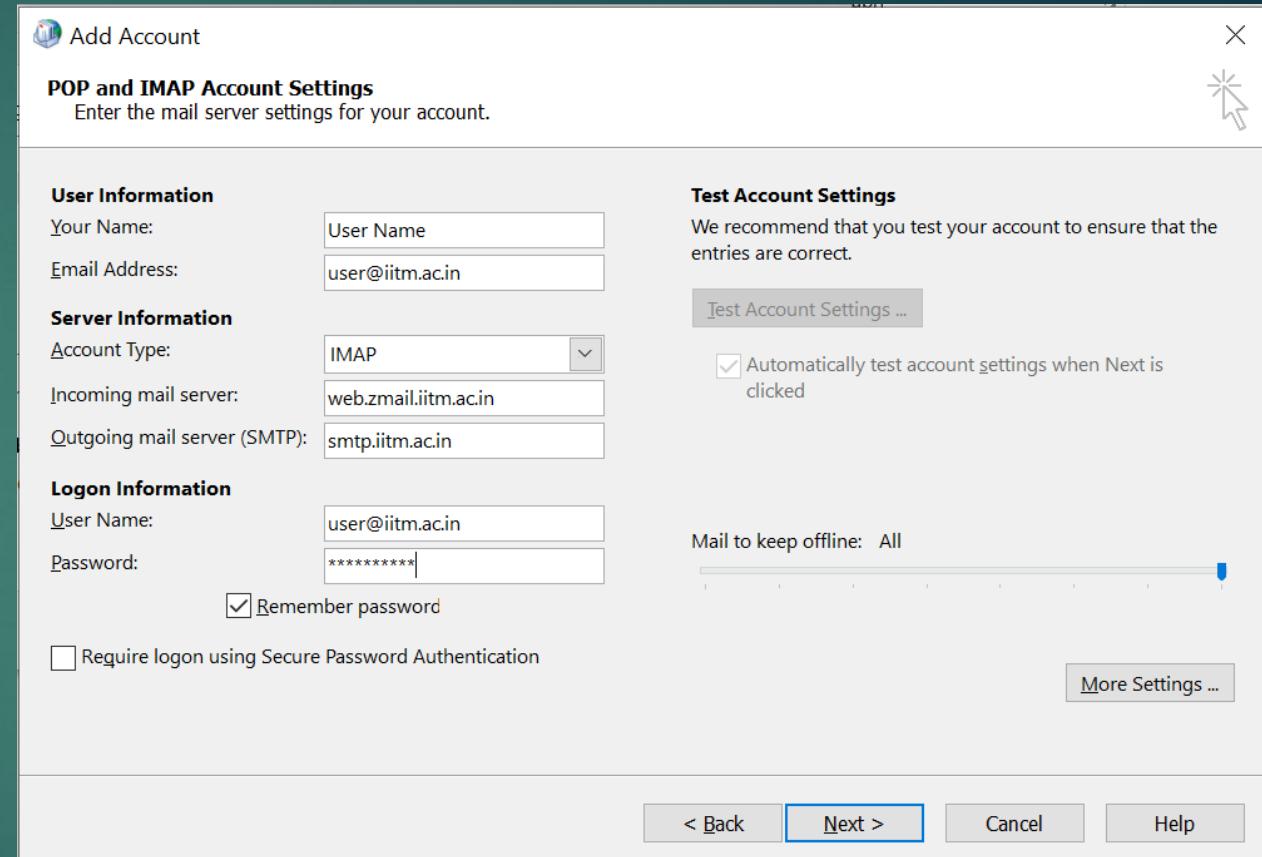
Incoming Server: **web.zmail.iitm.ac.in**

Outgoing Server: **smtp2.iitm.ac.in**

Logon Information

User Name: user@iitm.ac.in or
user@zmail.iitm.ac.in

Password: **2FA Passcode**

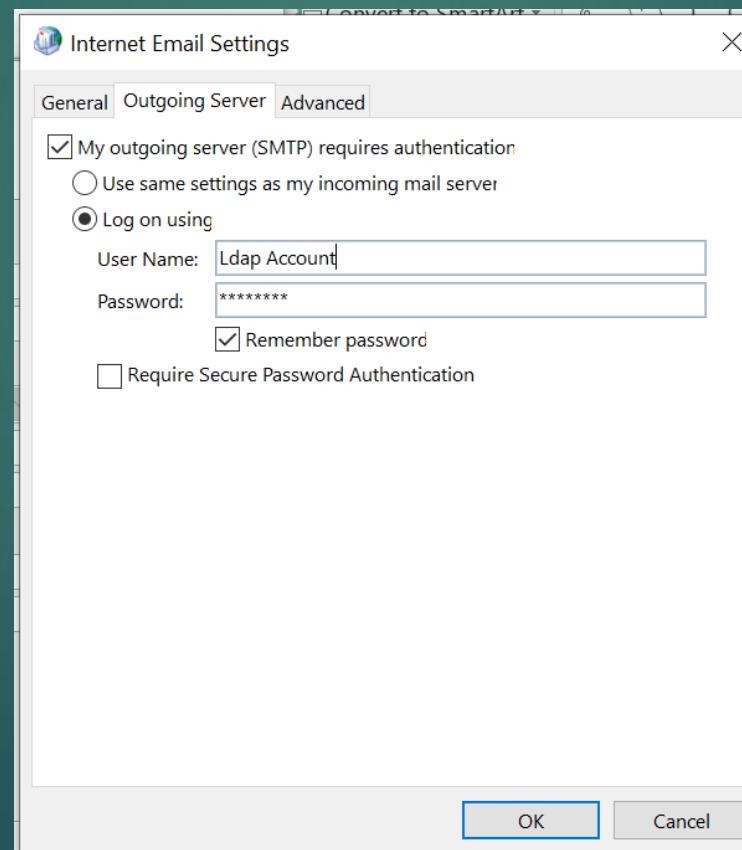


After enter the all details click on “**More Settings**”, to setup **smtp authentication** and **port configuration**.

Step 4:

From the internet email settings page, Go to “Outgoing server” tab and check the “My outgoing Server (SMTP) requests authentication”.

Select “Log on Using” and enter your LDAP Account and LDAP Password from the cell.



Step 5:

From the same internet email settings page, go to “Advanced” tab. Change the port and security type respectively.

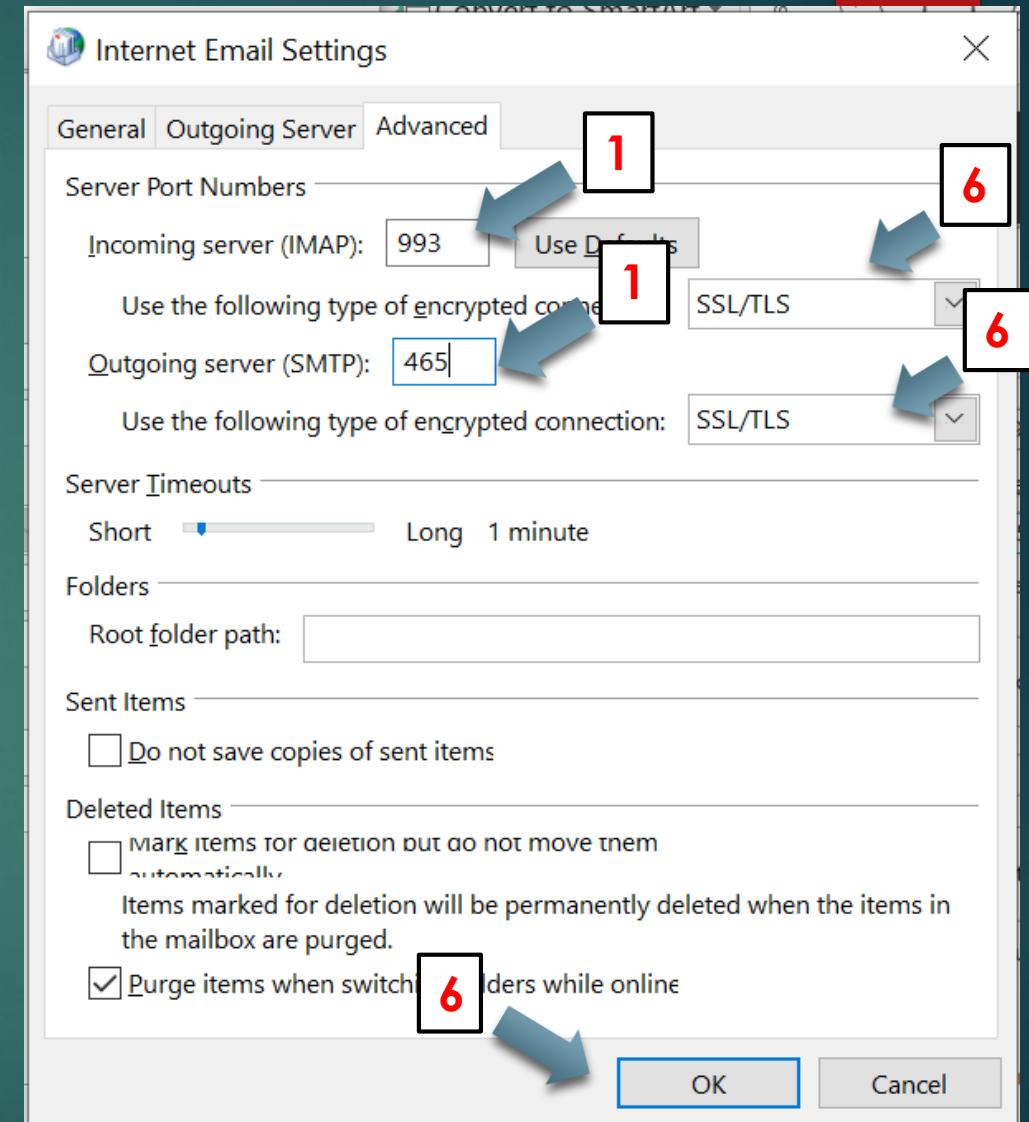
Incoming Server(IMAP): 993

Encrypted Connection: SSL/TLS

Outgoing Server(SMTP): 465 or 587

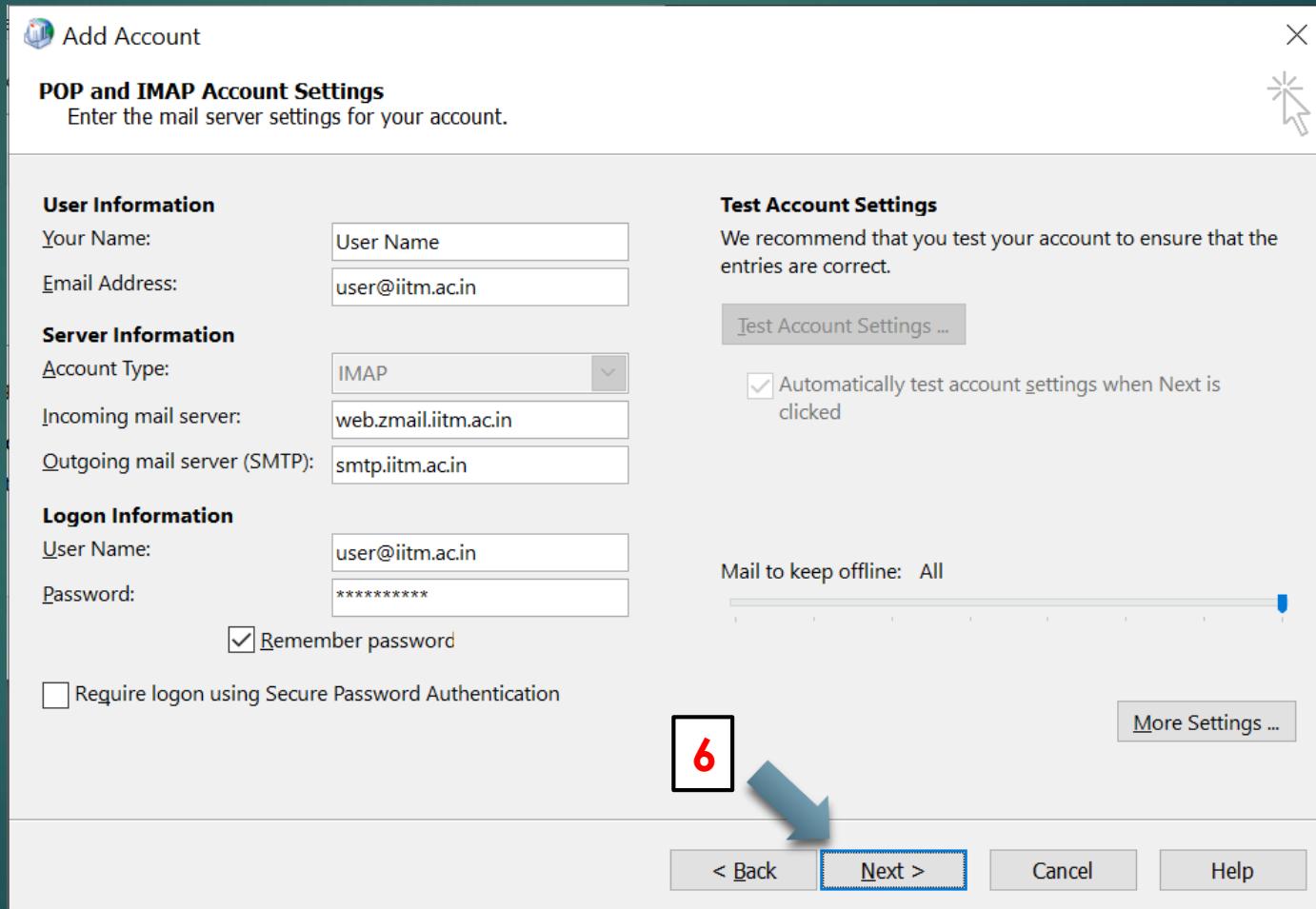
Encrypted Connection: SSL/TLS or STARTLS

After setup all the details, then Click on “ok” button.

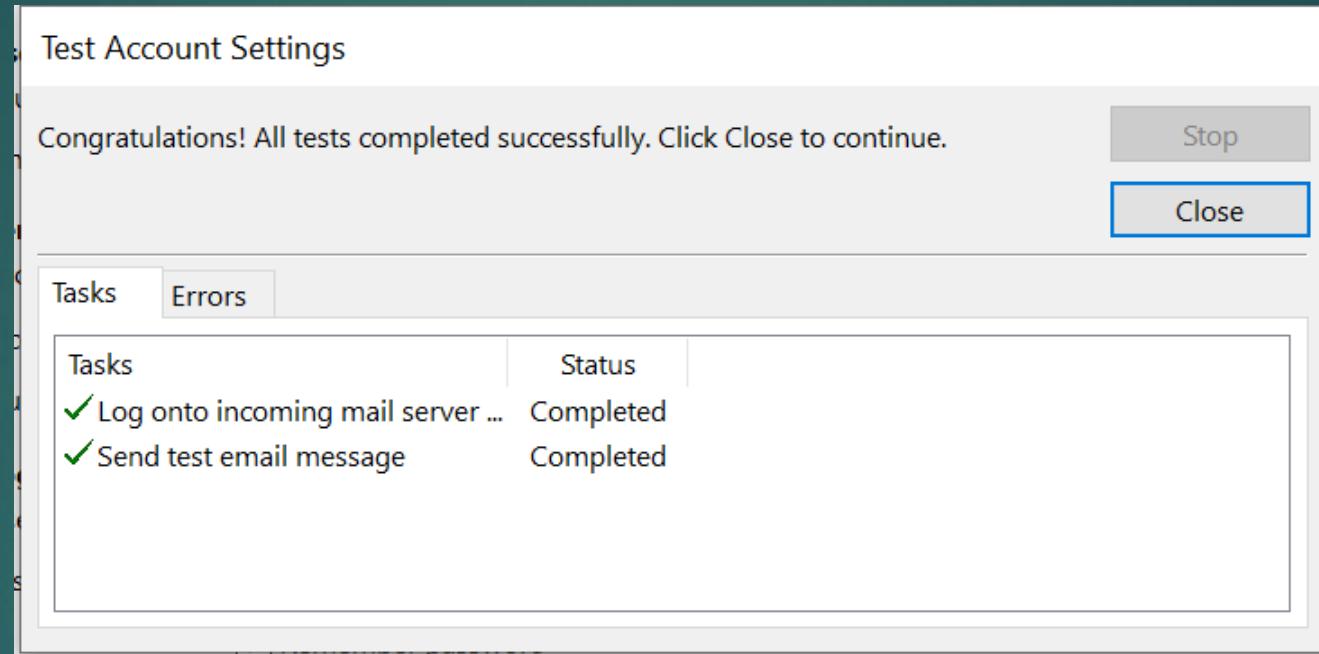


Step-6

After completing the smtp authentication and port setting, Click on “Next” Button.



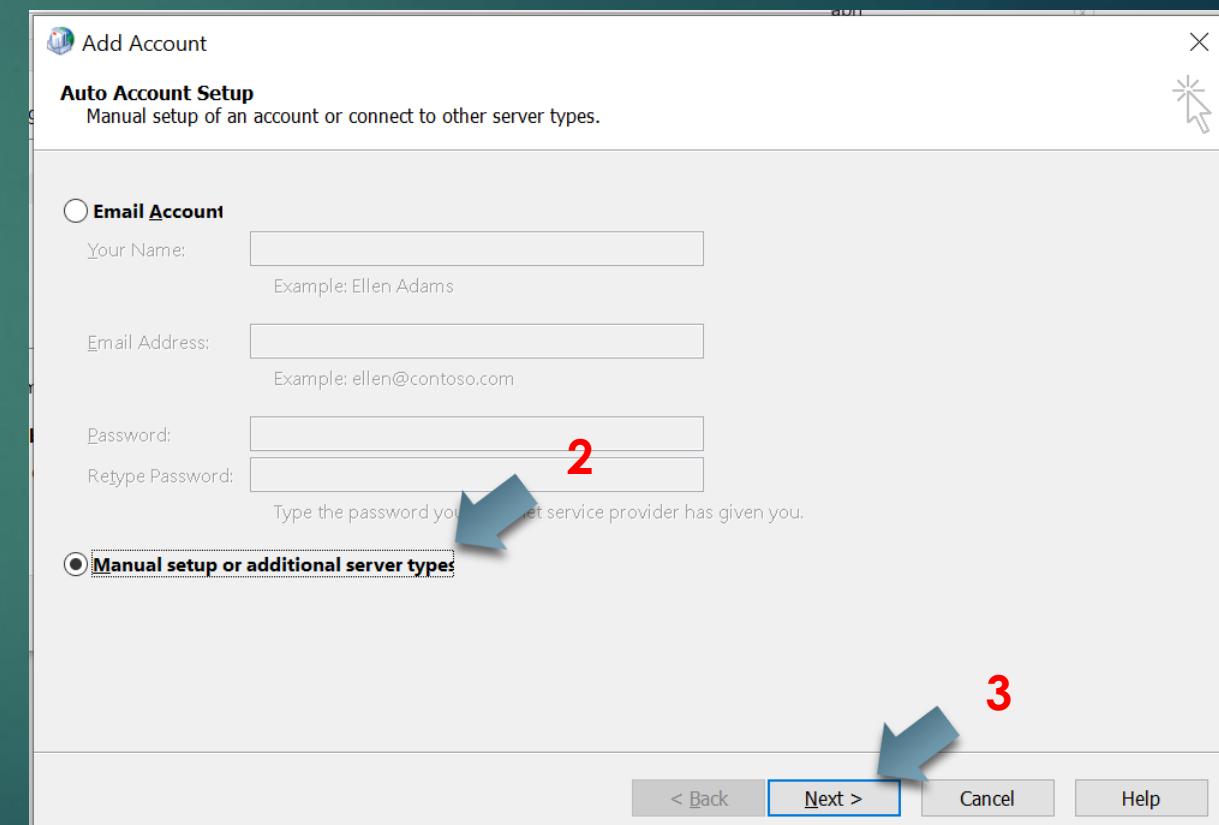
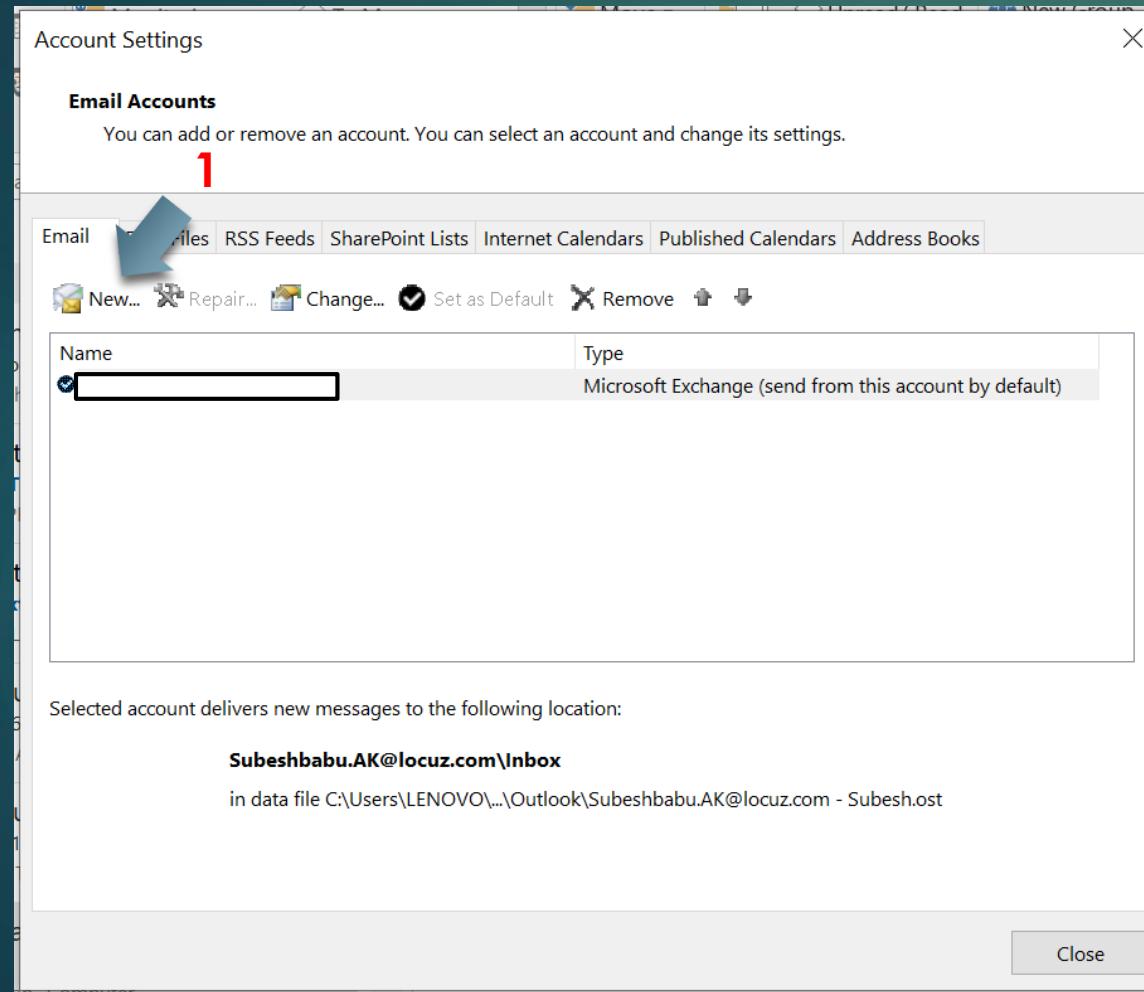
Once, your apply the setting and click OK button, Below screenshot referred Popup will applies.



Note: Based on your mailbox size all the emails will fetch automatically.

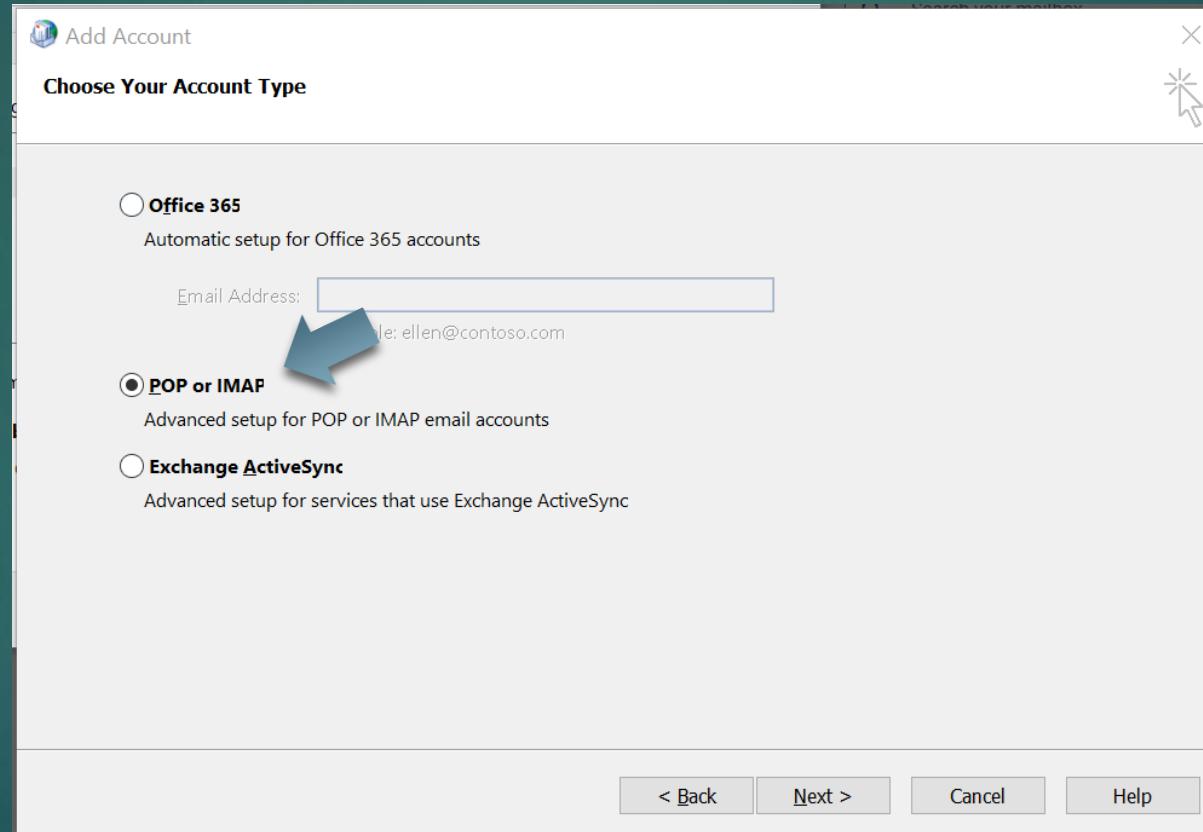
Step -1

From account setting, click on **new** to add new account. Then select “**Manual Setup or additional server types**” and Click “**Next**”.



Step-2

From this page choose “**POP or IMAP**” option, then click “Next”.



Step-3:

From the Account settings enter the following requested details accordingly.

User Information

Your Name: **Name**

Email Address: **user@iitm.ac.in** or
user@zmail.iitm.ac.in

Server Information

Account Type: **POP3**

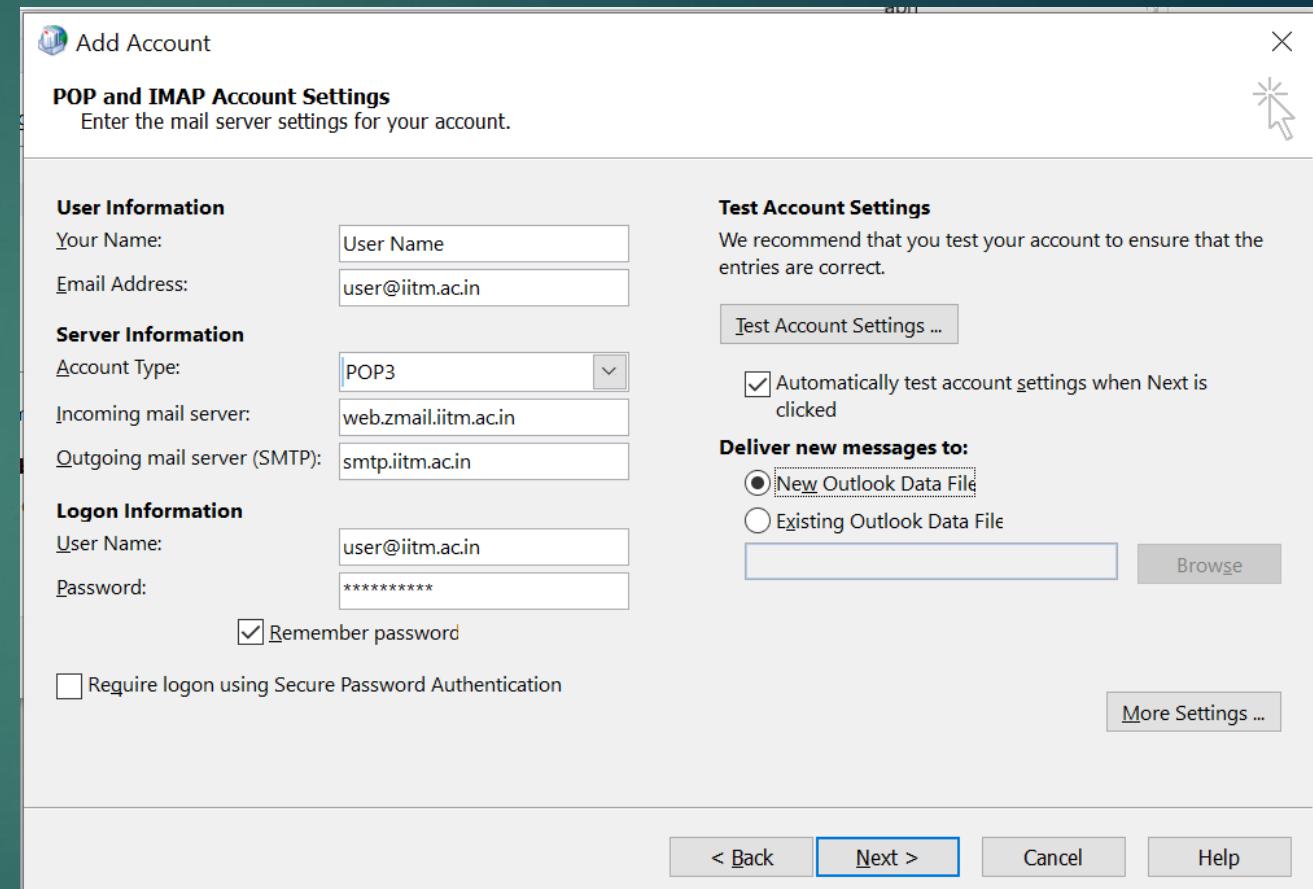
Incoming Server: **web.zmail.iitm.ac.in**

Outgoing Server: **smtp2.iitm.ac.in**

Logon Information

User Name: **user@iitm.ac.in** or
user@zmail.iitm.ac.in

Password: **2FA Passcode**

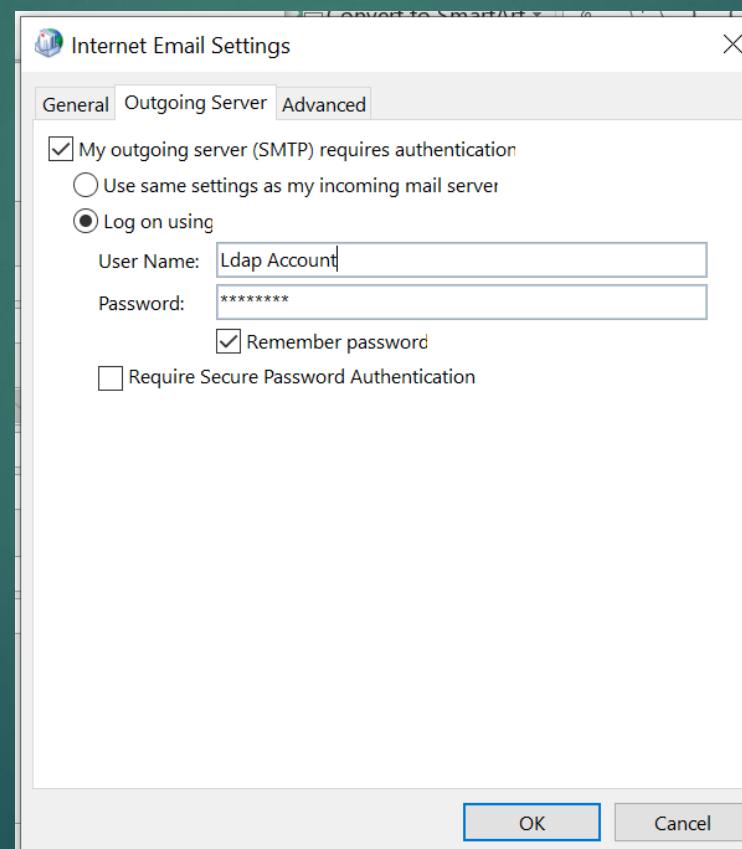


After enter the all details click on “More Settings”, to setup smtp authentication and port configuration.

Step-4

From the internet email settings page, Go to “Outgoing server” tab and check the “My outgoing Server (SMTP) requests authentication”.

Select “Log on Using” and enter your **LDAP Account** and **LDAP Password** from the cell.



Step-5

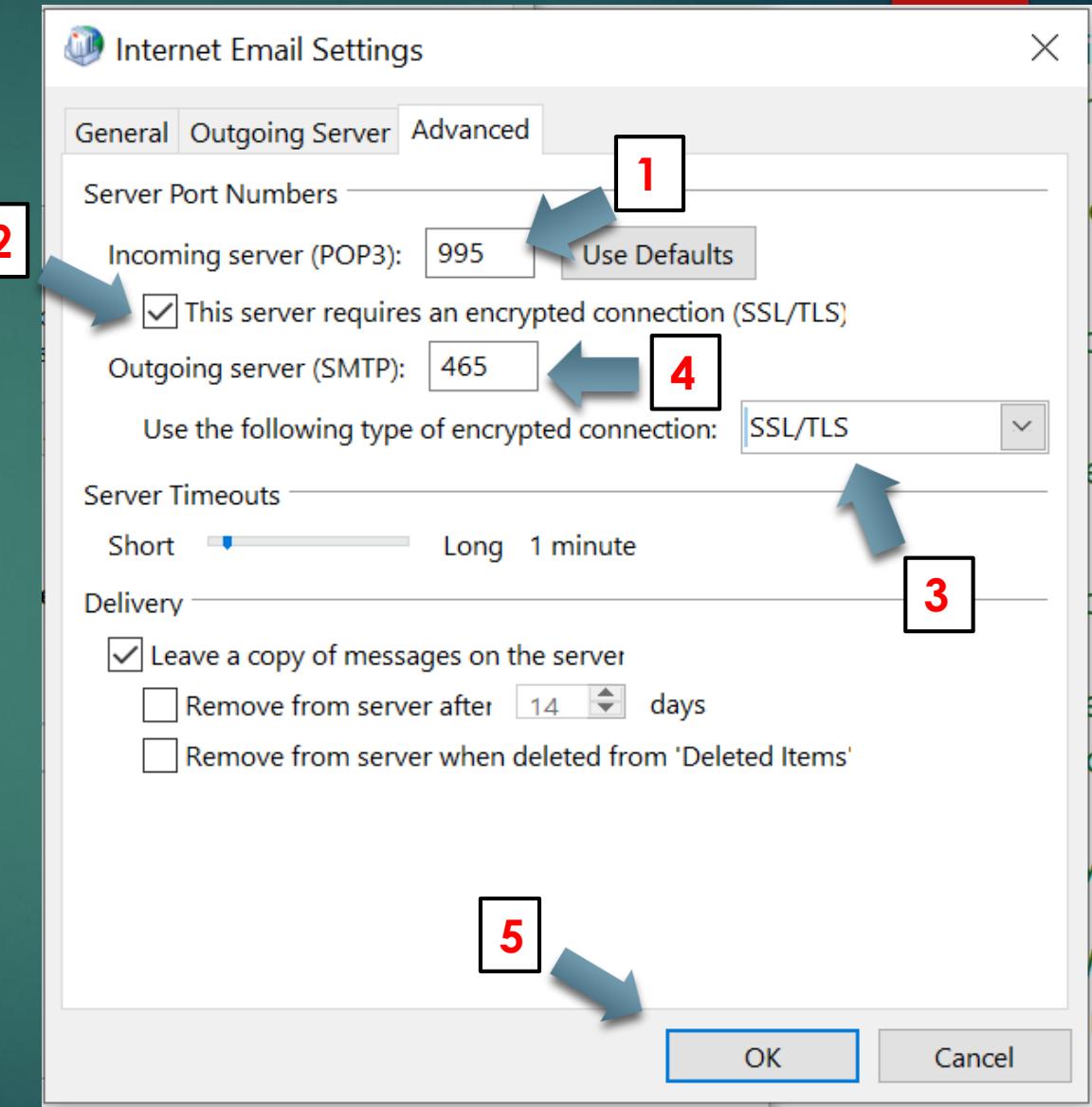
From the same internet email settings page, go to “Advanced” tab. Change the port and security type respectively.

Incoming Server(IMAP): 995
Check the Encrypted Connection for SSL/TLS

Outgoing Server(SMTP): 465 or 587
Encrypted Connection: SSL/TLS or STARTLS

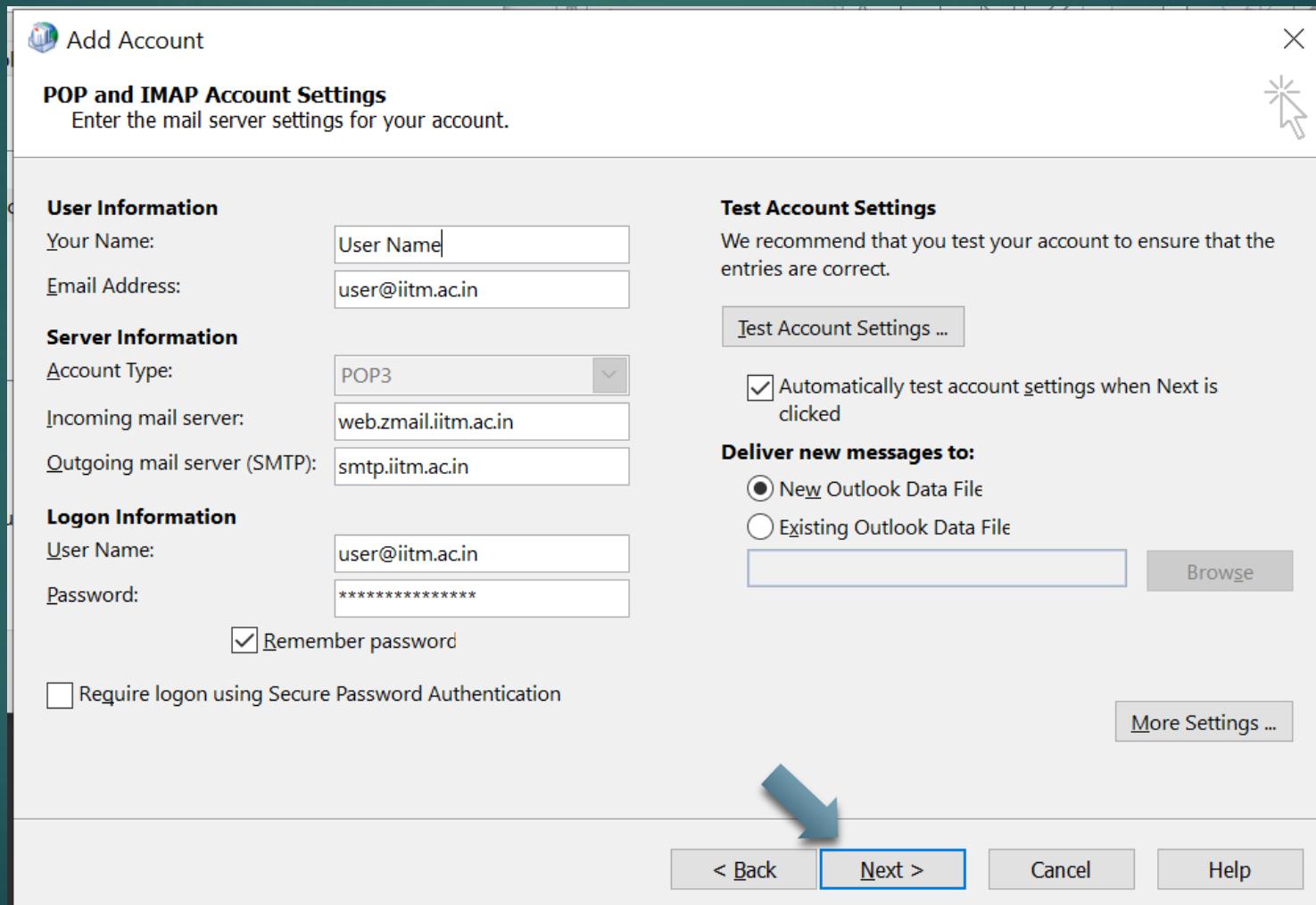
Note: To store the copy of mail from the server, we have unchecked the remove from server option. Please select the option based on your preference.

After setup all the details, then Click on “ok” button.

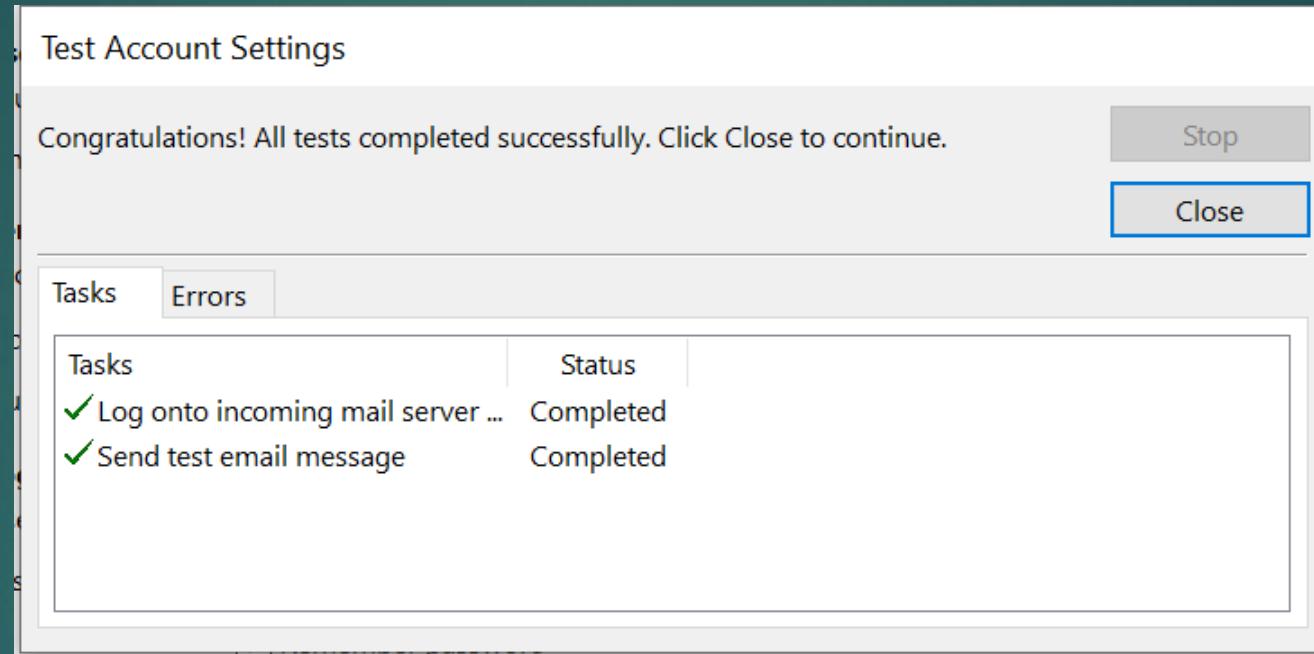


Step-6

After completing the smtp authentication and port setting, Click on “Next” Button.



Once, you apply the setting and click OK button, Below screenshot referred Popup will applies.



Note: Based on your mailbox size all the emails will fetch automatically.