IITM Web Client User Guide

User Queries

1. What difference in email address user@zmail.iitm.ac.in and user@iitm.ac.in?
2. What is the attachment size in Zimbra?
3. Email folders shared with other users?
4. Email filter configuration in Zimbra?
5. Signature not visible, How to set up email signature settings?
6. Group contact creation request?
7. Email client configuration in mobile with Calendar and Contact sync? *(Document Available in CC Web site)*
8. Apple client calendar & contacts configuration? *(Document Available in CC Web site)*
9. Outlook configuration with calendar and contact sync? *(Document Available in CC Web site)*
10. How to forward email forwarding to another account?
11. Configuring a Zimbra email address in Gmail? *(Document Available in CC Web site)*
12. Particular email recovery?
13. Why delay in new email immediate notification or No auto Browser refresh ?
14. Misconfiguration issue with plain text?
15. Inline image for email presentation?

Topics

Topics

Topics

Topics

Difference between Modern and Classic UI

Modern UI

As mentioned in the name, the complete interface has a modern look. But it has some bugs still in the development stage.

Compare to classic view additional font style are available.

Example:
1. Recipient email address details are not visible while composing the email.
2. Sometimes emails are misaligned.
3. Group contact creation option not available.
4. Creates confusions in signature settings.

Classic UI

As mentioned in the name, the complete interface has a classic look. But it is a bug-free user interface.

Compare to modern view font style are less.

Example:
1. Recipient email address details are visible while composing the email.
2. Email alignment better then modern UI.
3. Group contact creation option available.
4. Better understandable Signature settings.

Zimbra Login Options:

To Logging the web console enter the URL:
"**web.zmail.iitm.ac.in**" from your preferable
web browsers(Ex. Chrome, Firefox or
Internet Explorer)

1. From Username enter Email ID like
   user@zmail.iitm.ac.in or **User**.

2. From the Password enter the **LDAP password.**

3. Web App Version: **Default** (Other
   options **Classic or Modern**)

Note: If password remainder required,
Please check the "Stay Signed In".
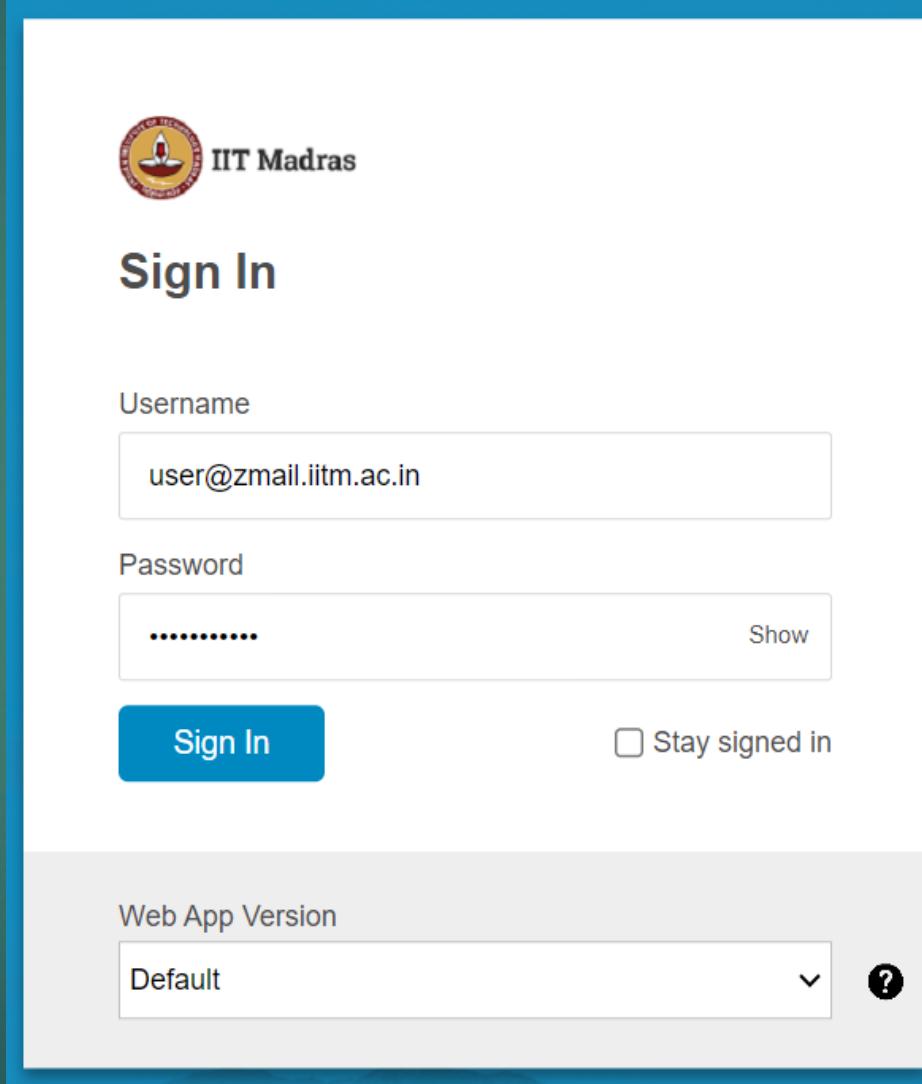
Setup default Login Web UI

Settings → General → Here we have choice to Select Modern or Classic UI.

From general settings we have option to select default login UI as modern or classic.

Please Note: This UI selection option only available in Modern version.

If previous classic UI users, Please use the login page version options to login modern UI. After login to modern, we can change default as screenshot referred settings menu.
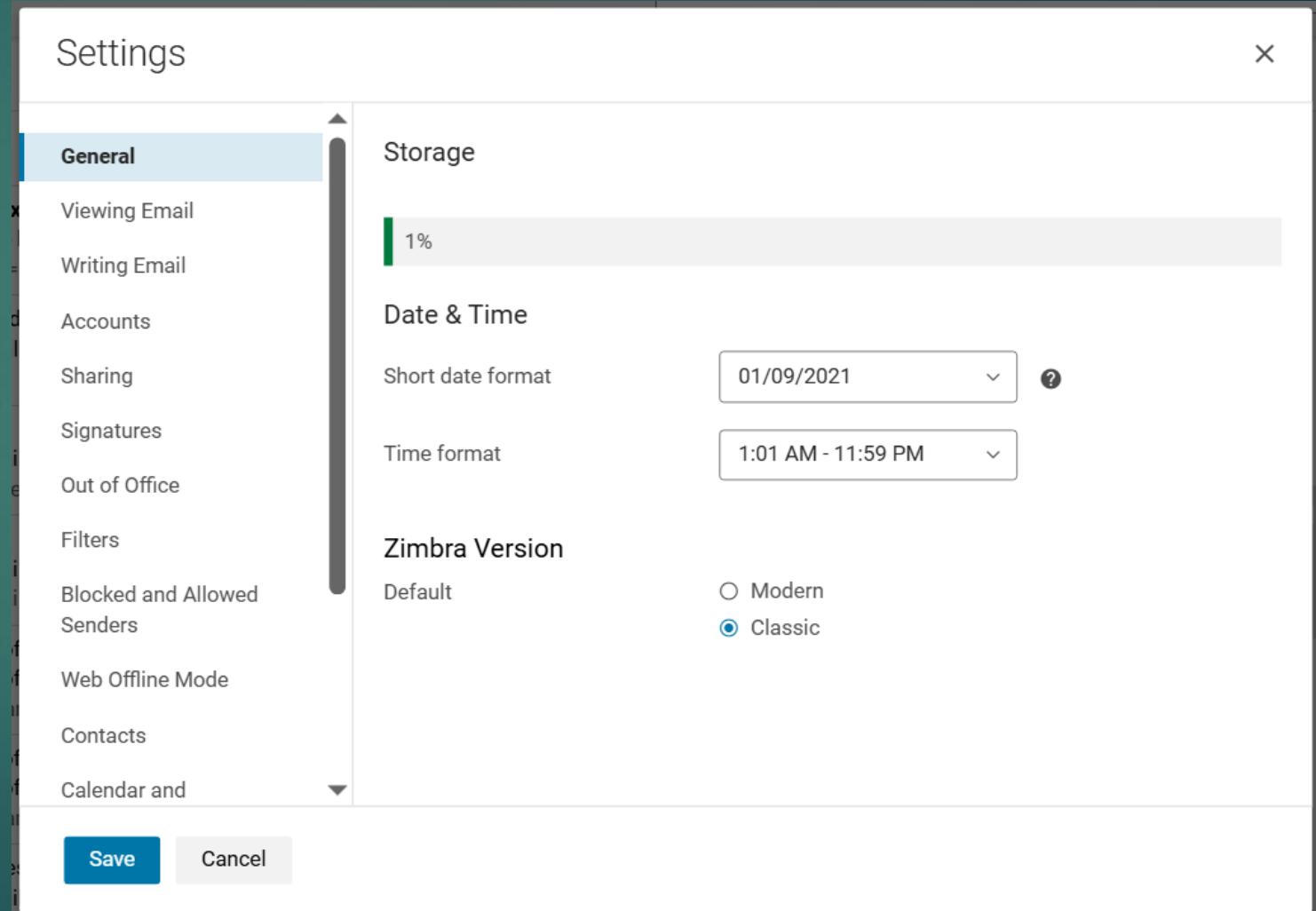
Setup default from address (Modern UI)
Settings → Accounts → Expand Default → From **Address** click on email address and Select user@iitm.ac.in.

Every user has a mail Address:
user@zmail.iitm.ac.in (Primary)
user@iitm.ac.in (Alias)
This two email address points to single indudival users mailbox.

This is like a hose has two door number for single house old and new.

Using this setting keeps the previously well-known email or old email address used as the default address, user@iitm.ac.in, while drafting new emails or replying to emails.
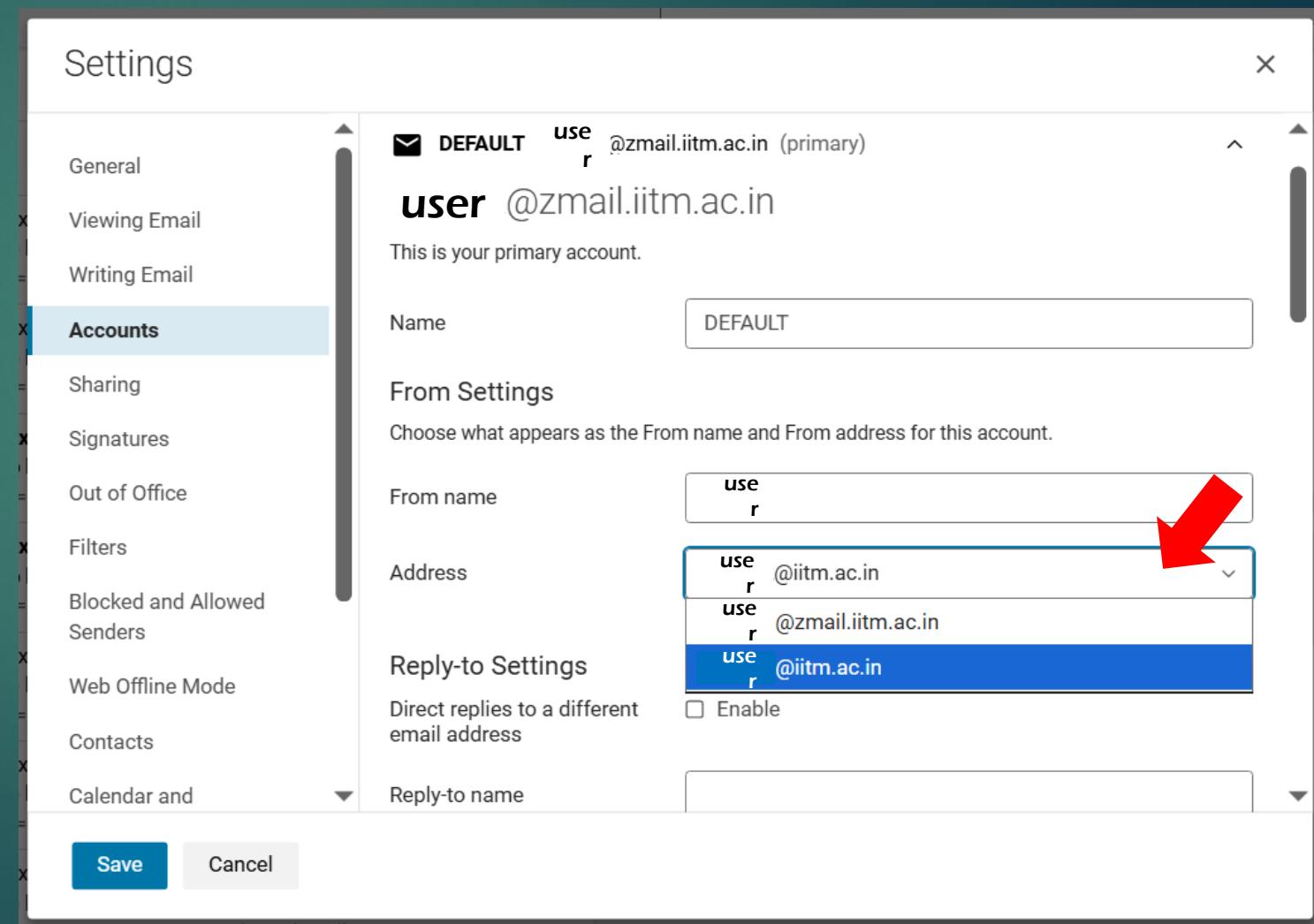
Setup default from address (Classic UI)
Preferences → Accounts → Select Primary Account → Please select from as user@iitm.ac.in.
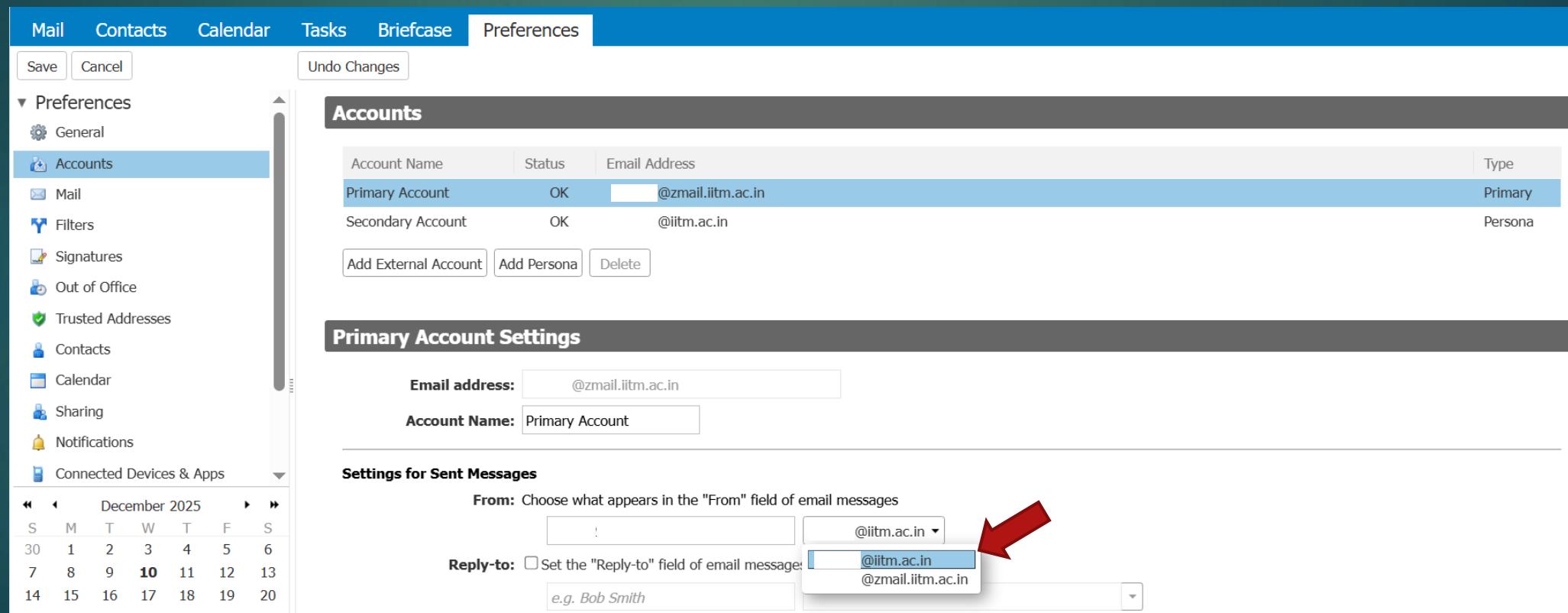
User total & used mailbox size

Modern UI: From settings -> General.
Classic UI: Hold your system courser on right side Top corner name.
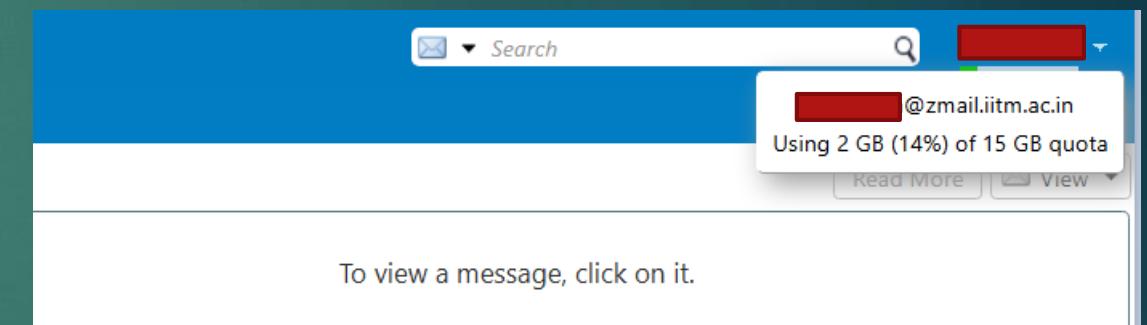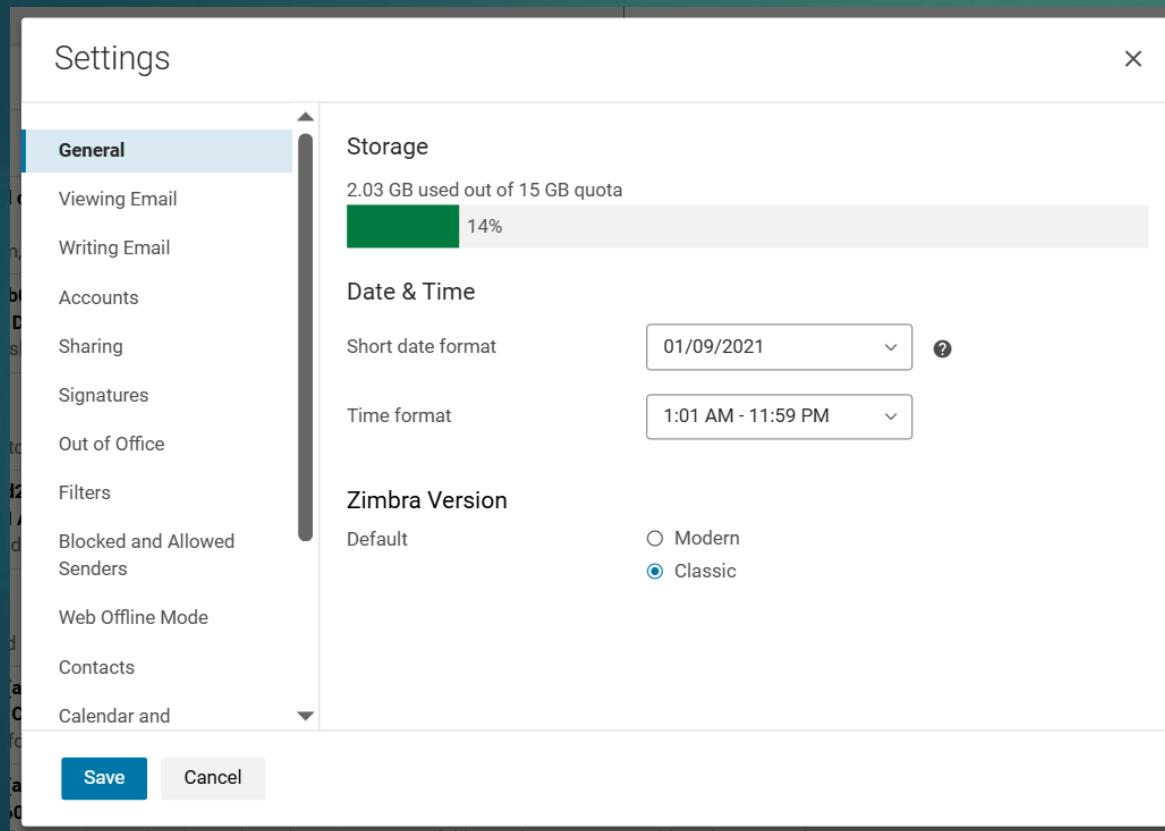
Email Forwarding : Modern UI

Step-1: Navigate Settings

Step-2: Select Accounts

Step-3: Extend the "Default" accounts

Step-4: navigate Forward your mail to another account: here please enter your forward email address example: user@smail.iitm.ac.in.

Step-5: Add

Step-6: Save and exit

Please makers Enable forwarding & keep a copy here check box is selected.

If keep a copy here unchecked: email forwarded without server side copy.

If Enable email forwarding unchecked: email forwarding will not works.
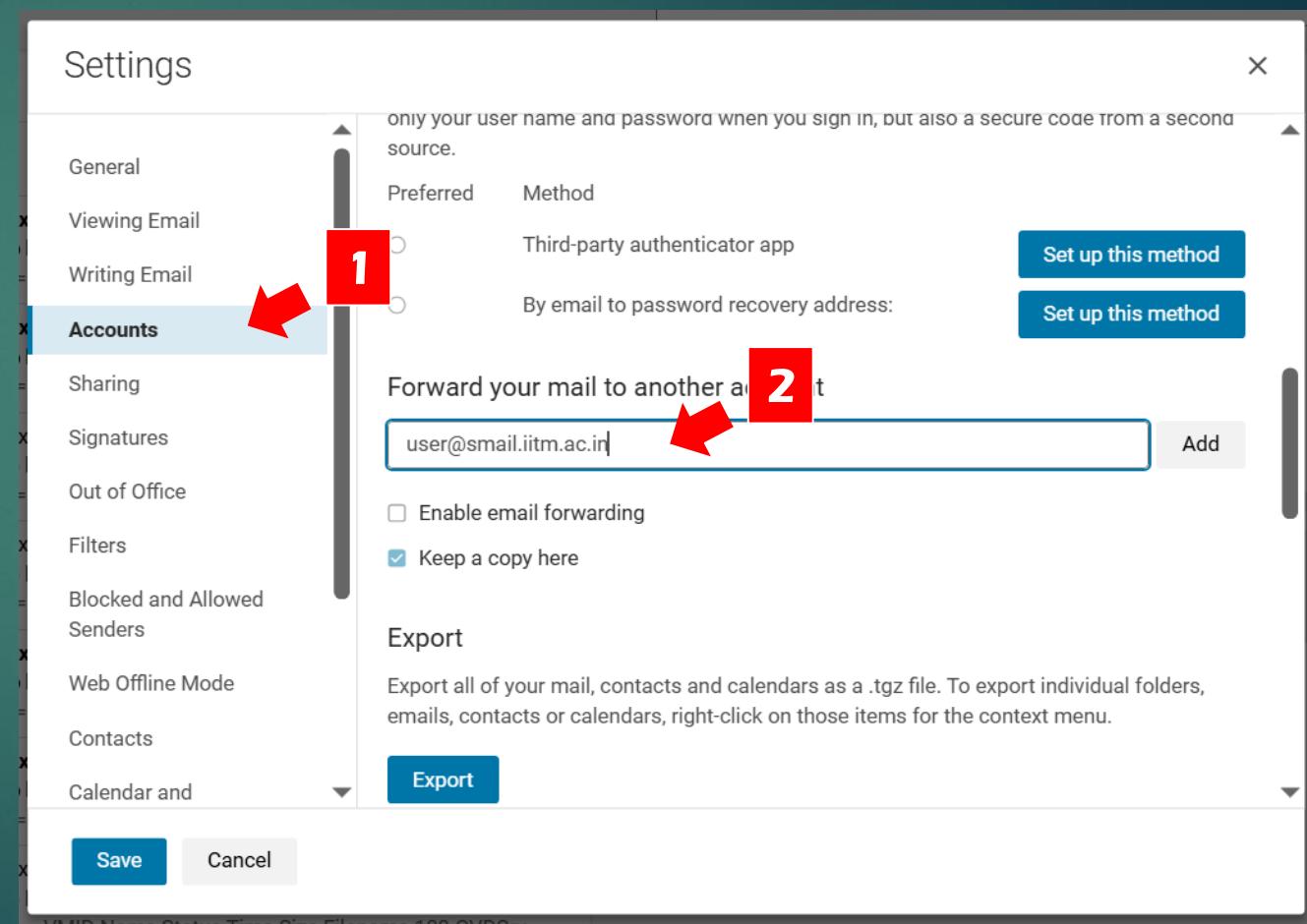
Email Forwarding : Classic UI

Step-1: Go to Preference tab
Step-2: Select "Mail" session
Step-3: From right side navigate Receiving Message.
Step-4: From Forward a copy to: field please enter your forward email address example: user@smail.iitm.ac.in.
Step-5: Save and exit

Please makers Remove local copy of message check box is not selected.

If Remove local copy of message selected: email forwarded without server side copy.
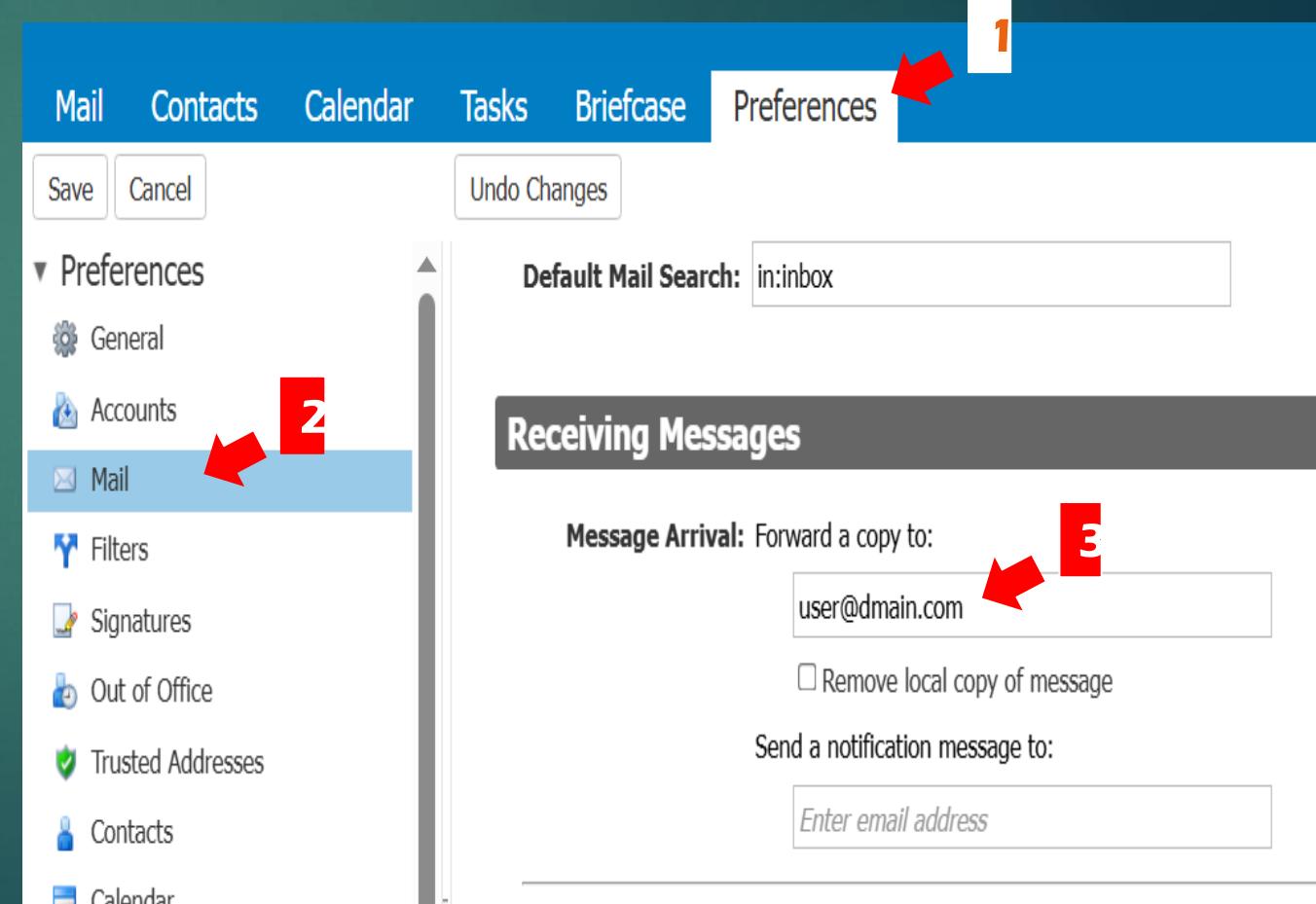
Zimbra Signature

Signature setting procedures may differ, but the allowed signature character size is the same for both the Modern and Classic UIs:

Please Note: In Zimbra maximum signature length is 10240 characters

Character → Size conversion
1 character ≈ 1 byte (plain text)
10240 characters = 10240 bytes
10240 bytes ÷ 1024 = 10 KB
10 KB ÷ 1024 ≈ 0.0098 MB
→ ≈ 0.01 MB

Please try to avoid Image URL & Image in signature.

Signature: Modern UI

The primary (default) email address configured for New Mail and Reply or Forward is visible only during email drafting.

Users may see the same email address (user@iitm.ac.in) listed twice in the Signature settings drop-down menu, which can cause confusion. The second instance represents the default (primary) email address. This is because, from the default account setting, we are using user@iitm.ac.in as the from address

Please note: This is the Zimbra Modern UI bug, We expect the team will fix this ASAP.
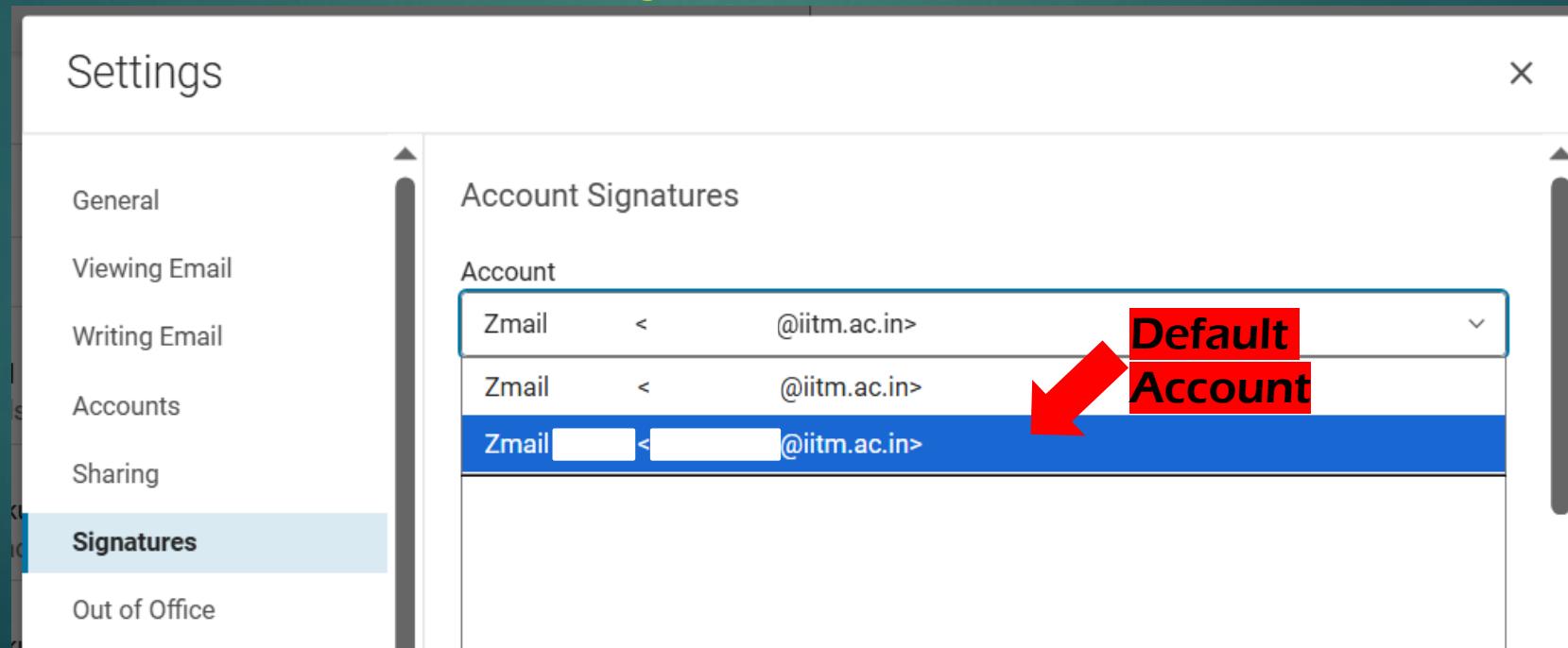
Signature: Modern UI

After selecting the second email address, we can setup a signature for a new email and replying/forwarding a message.

Please save the changes before closing the windows.
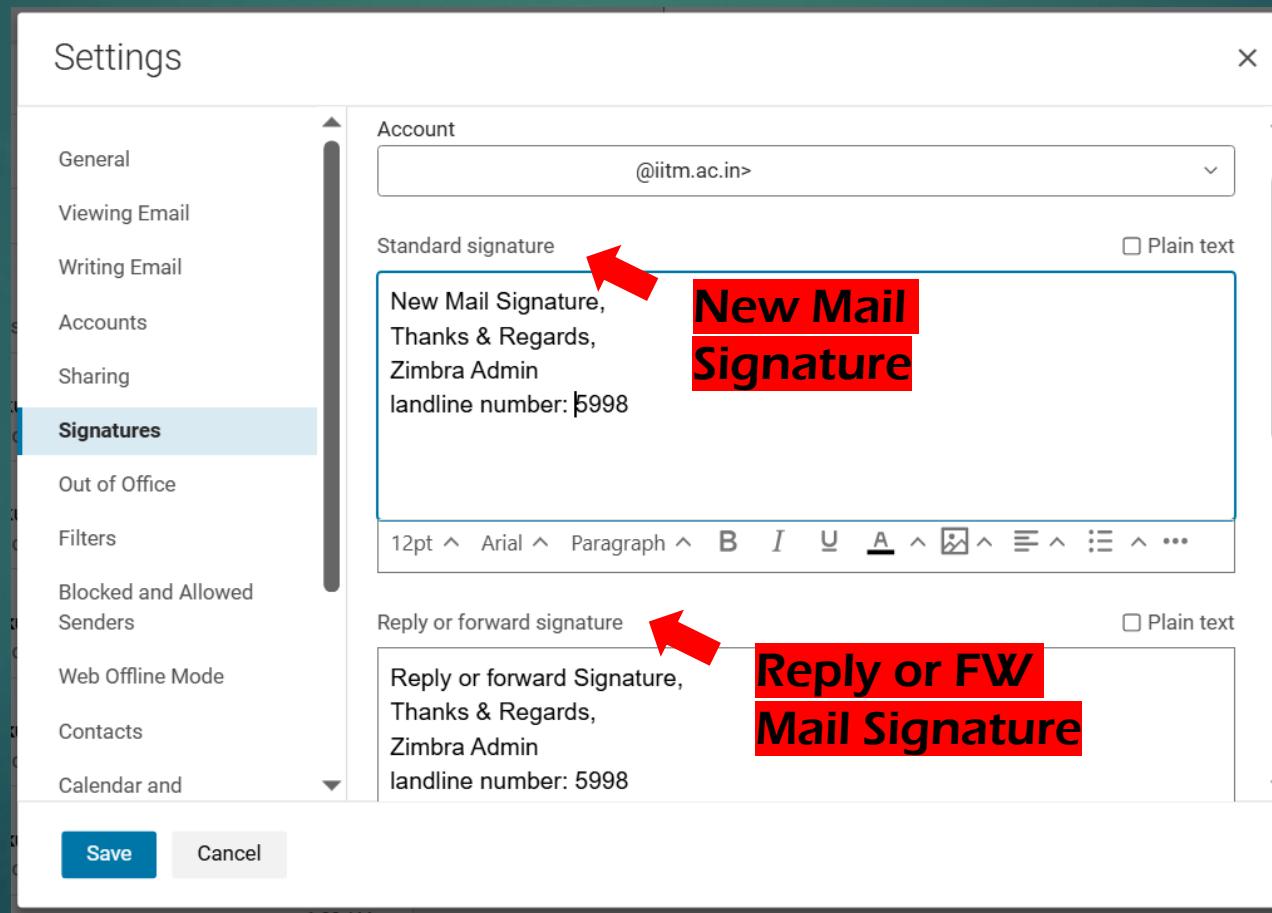
Signature: Classic UI

In the Classic view, the Signature setting option is available under the Preferences tab.
Go to Preferences → Select "Signature" on the left side → Set up the signature → Save the changes.

While setup signature please select Format "Format as HTML".

In the Classic version, we can create a list of signatures and assign them for new emails or for replying/forwarding messages, based on the user's preference.

The primary email address for "New Mail" and "Reply or Forward" is visible only during email drafting. For other signatures, they must be selected manually.

Please Note: The maximum number of characters that can be in a signature. The default is 10240 characters.

Signature: Classic View

1. Go to Preference.
2. Select Signature option.
3. Select format "Format As HTML"
4. Select New Signature.

5. Select Setup Signature.
6. Choose the created signature for New Message and Reply/Forwards.
7. Save the changes.
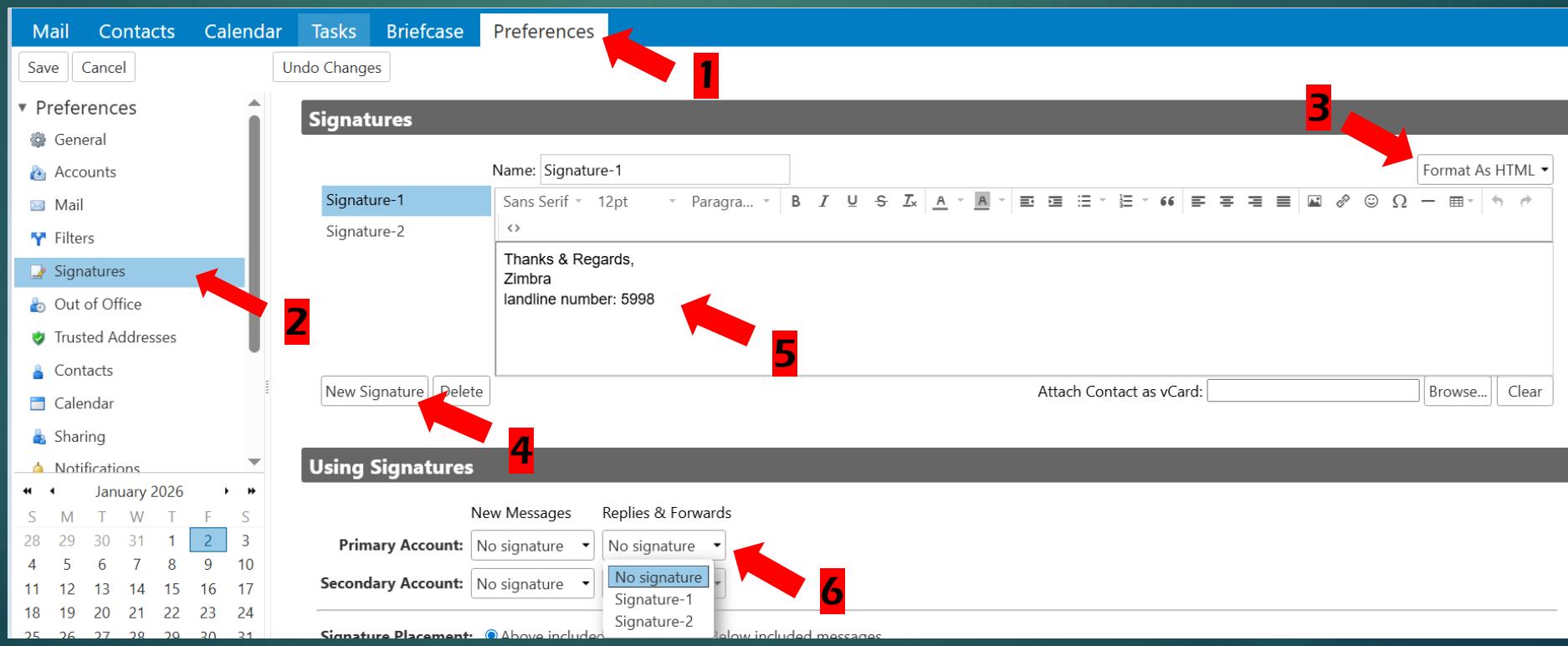
Font Settings: Modern UI

1. **Go to Settings.**
2. **Please select "*Writing Email*".**
3. **Navigate "*Compose*"**
4. **Please choose your preferable font type and size.**
5. **Save the changes.**
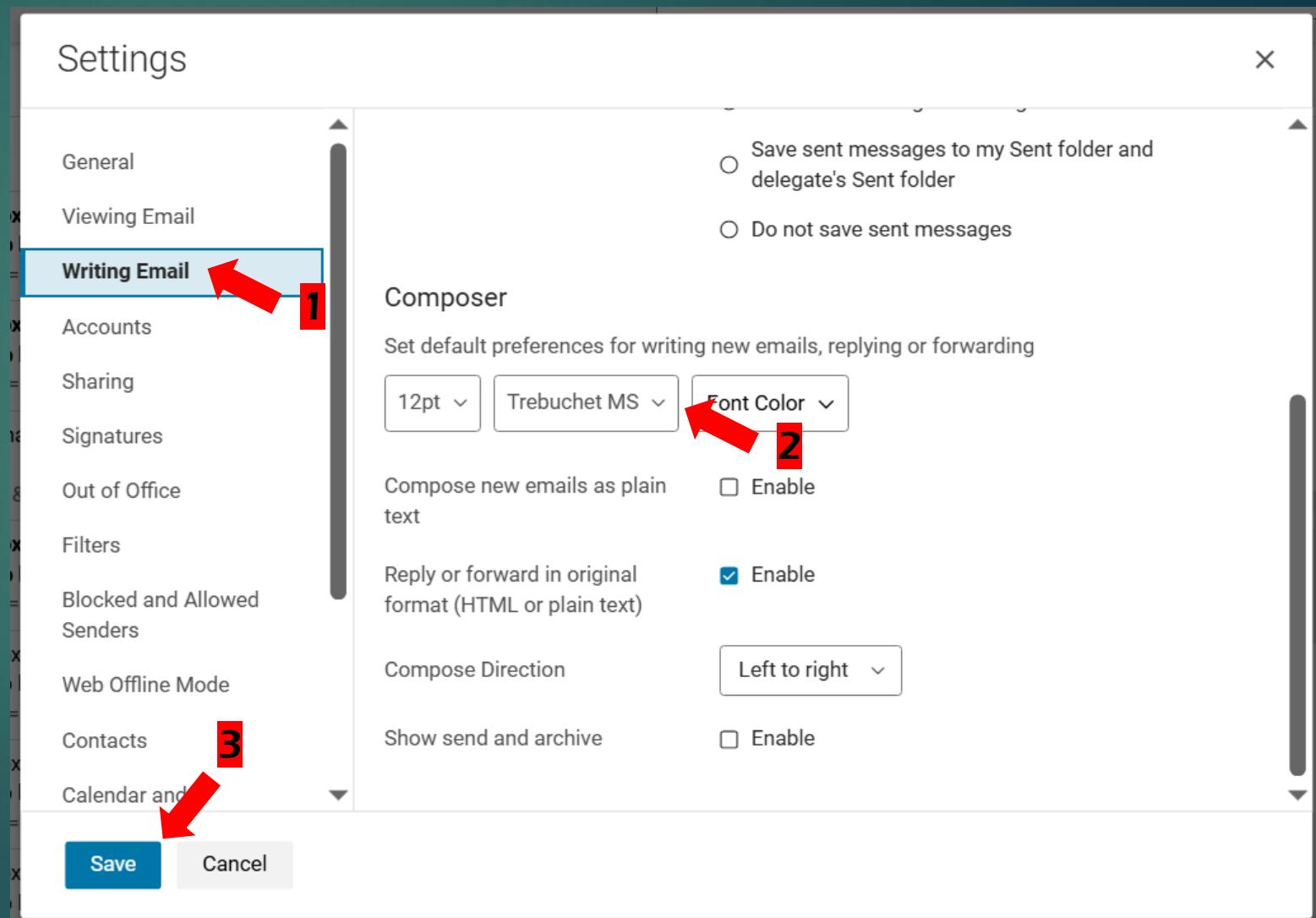
Font Settings: Classic UI

1. **Go to Settings.**
2. **Please select "Mail".**
3. **Navigate "Composing Message".**
4. **Please choose your preferable font type and size.**
5. **Save the changes.**
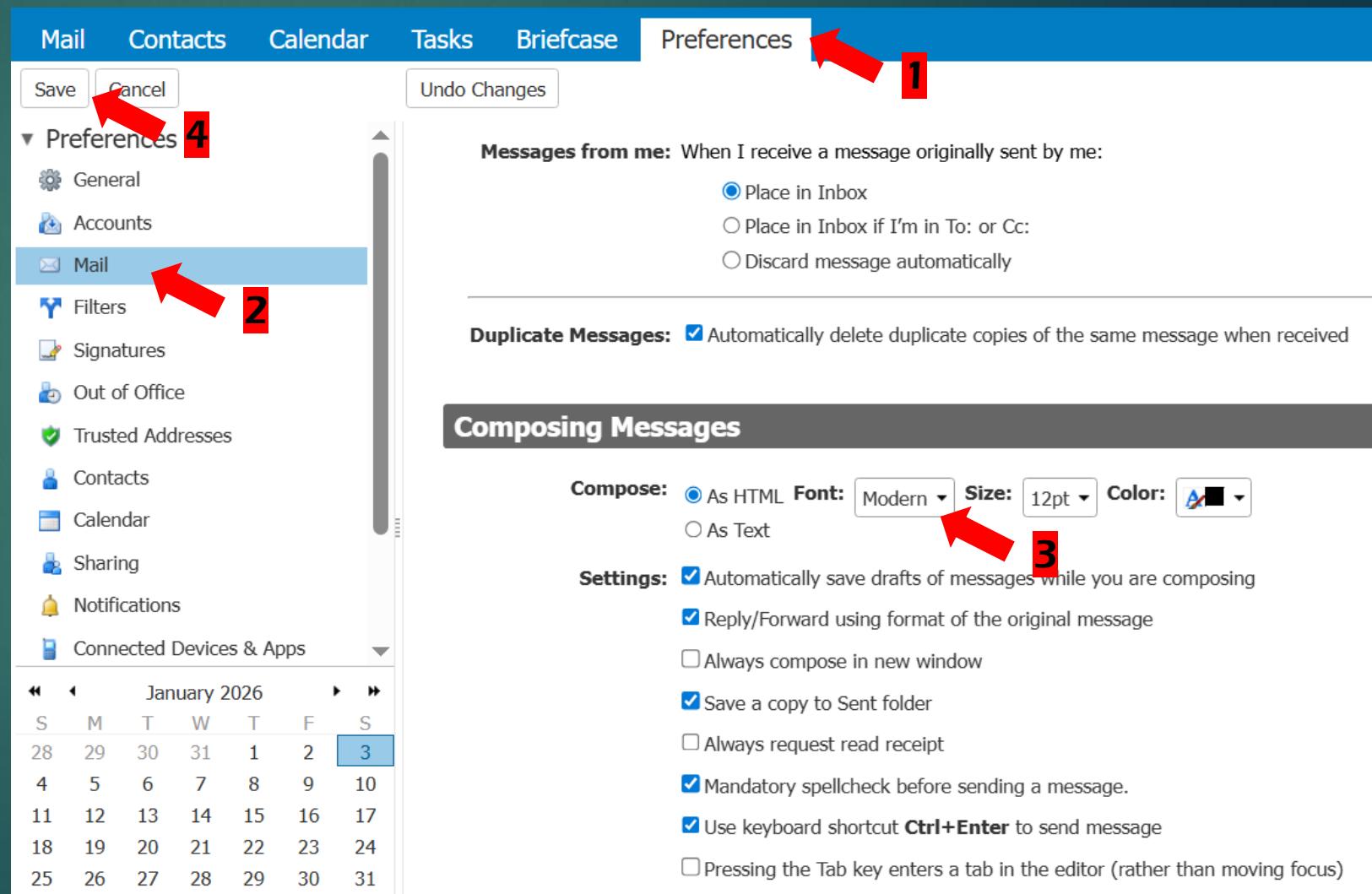
Immediate Browser refresh Settings (Modern UI)

In Zimbra for system & Services performance by default Zimbra maintains the auto referment time is 5 Mints in for Web console.

If use wants to immediate reflection please refer the use screenshot highlighted "Check for new mail" settings.
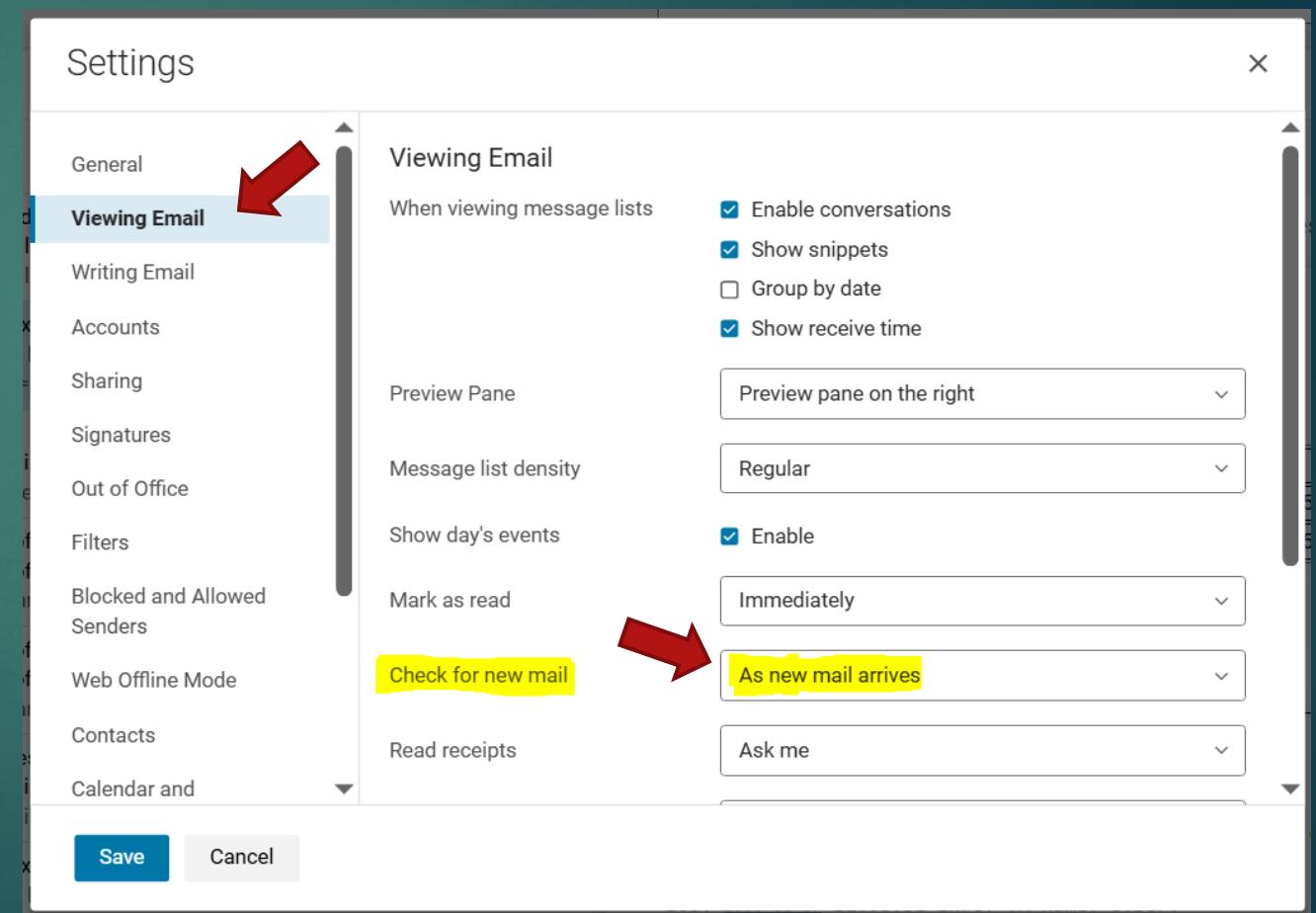
Immediate Browser refresh Settings (Classic UI)

In Zimbra for system & Services performance by default Zimbra maintains the auto referment time is 5 Mints in for Web console.

If use wants to immediate reflection please refer the use screenshot highlighted "Check for new mail" Preference.
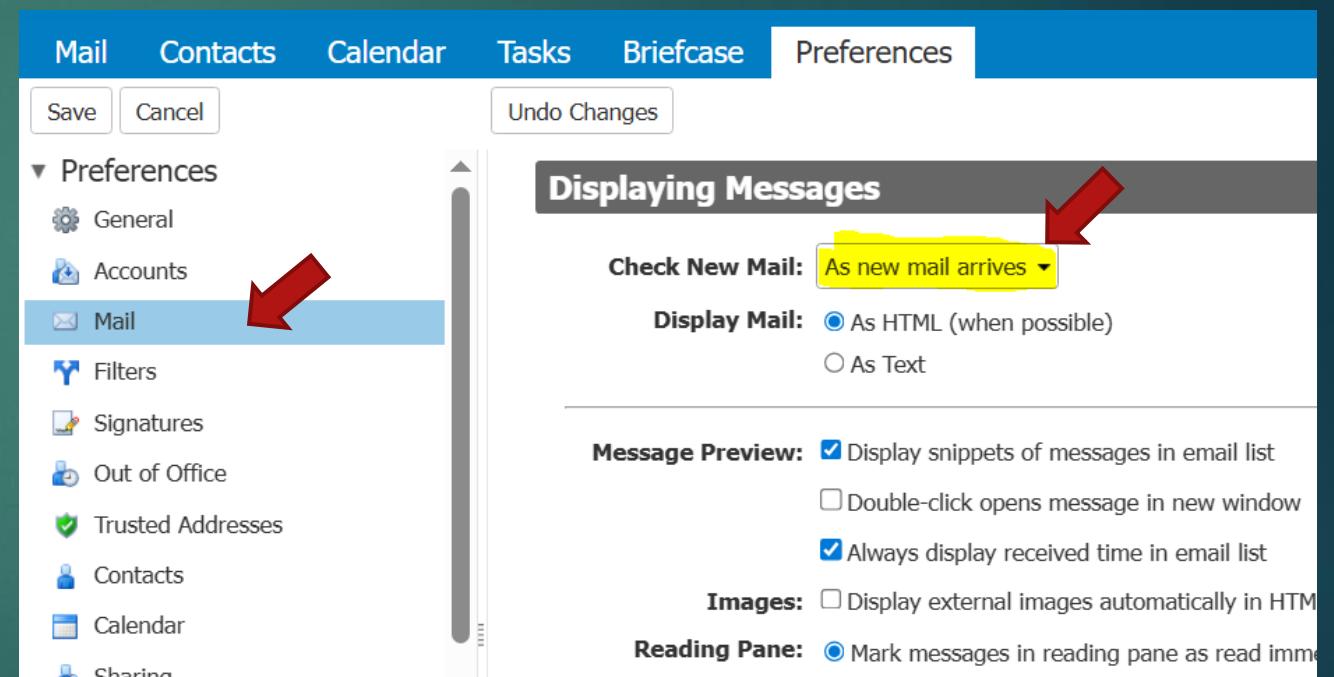
Inline Image

An inline image is an image inserted directly inside the email body, displayed along with the text (not as a separate attachment).

Advantages:
Better visibility – Image is visible immediately when the email is opened.
Professional look – Useful for signatures, logos, banners, and announcements.

When composing email there is image icon is available that is the inline image option.
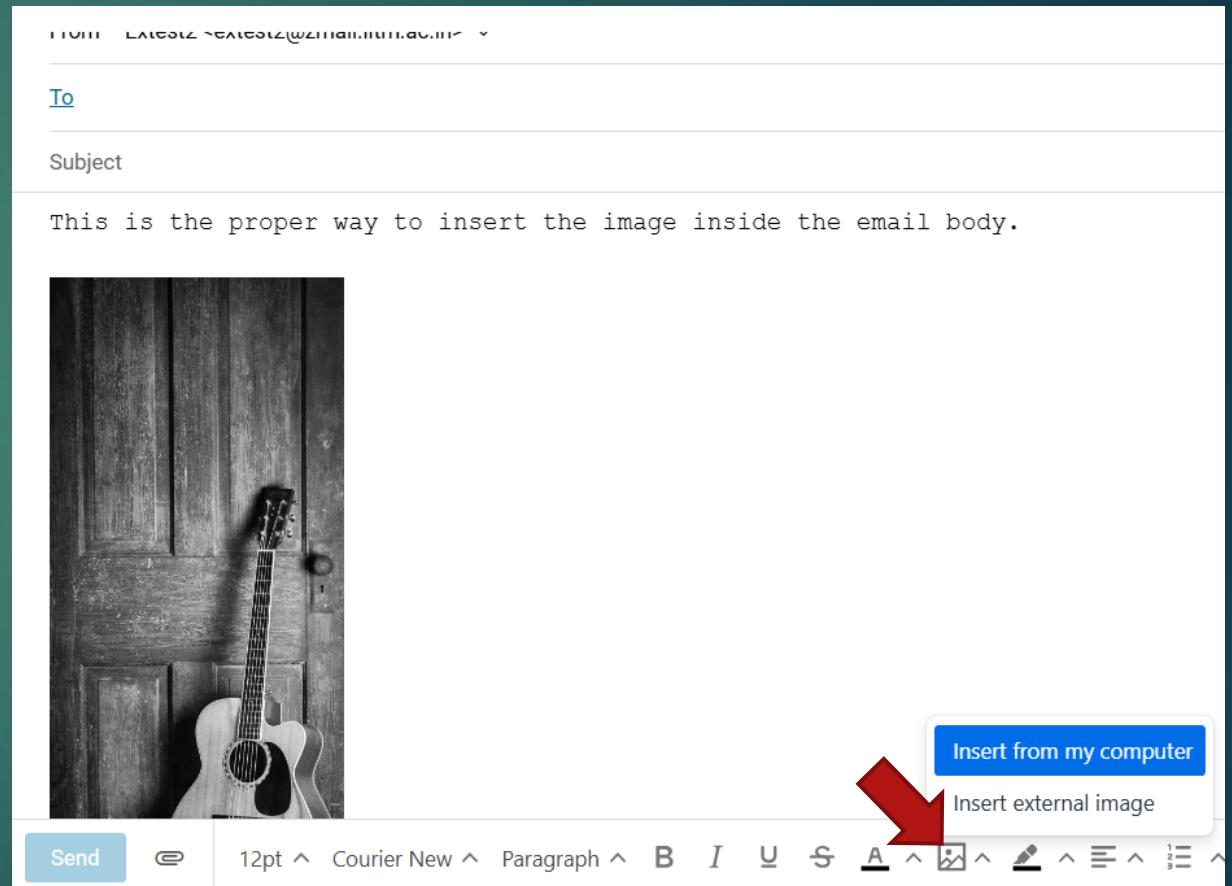
Contact Group: Classic UI

A **Contact Group** in Zimbra is used to **send one email to multiple recipients at once** by grouping email addresses under a single name.

Advantage:
Saves time – No need to type multiple email addresses every time.
Reduces errors – Avoids missing or mistyping recipients.
Quick communication – Ideal for frequently contacted people (team, vendors, friends).

Please Note: This contact group Creation/Manage option only available from classic UI.
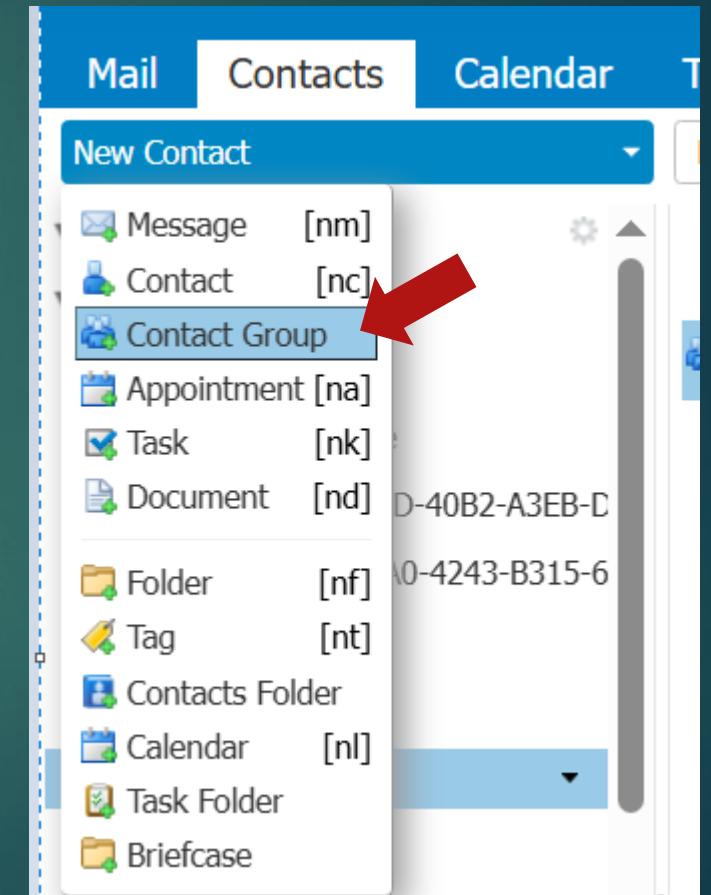
Step1: Enter preferable group name.
Step2: Fine the user from right side panel.
Step3: If the user wants to add an external user, please type the email address in the bottom right corner.
Step4: Save the changes.
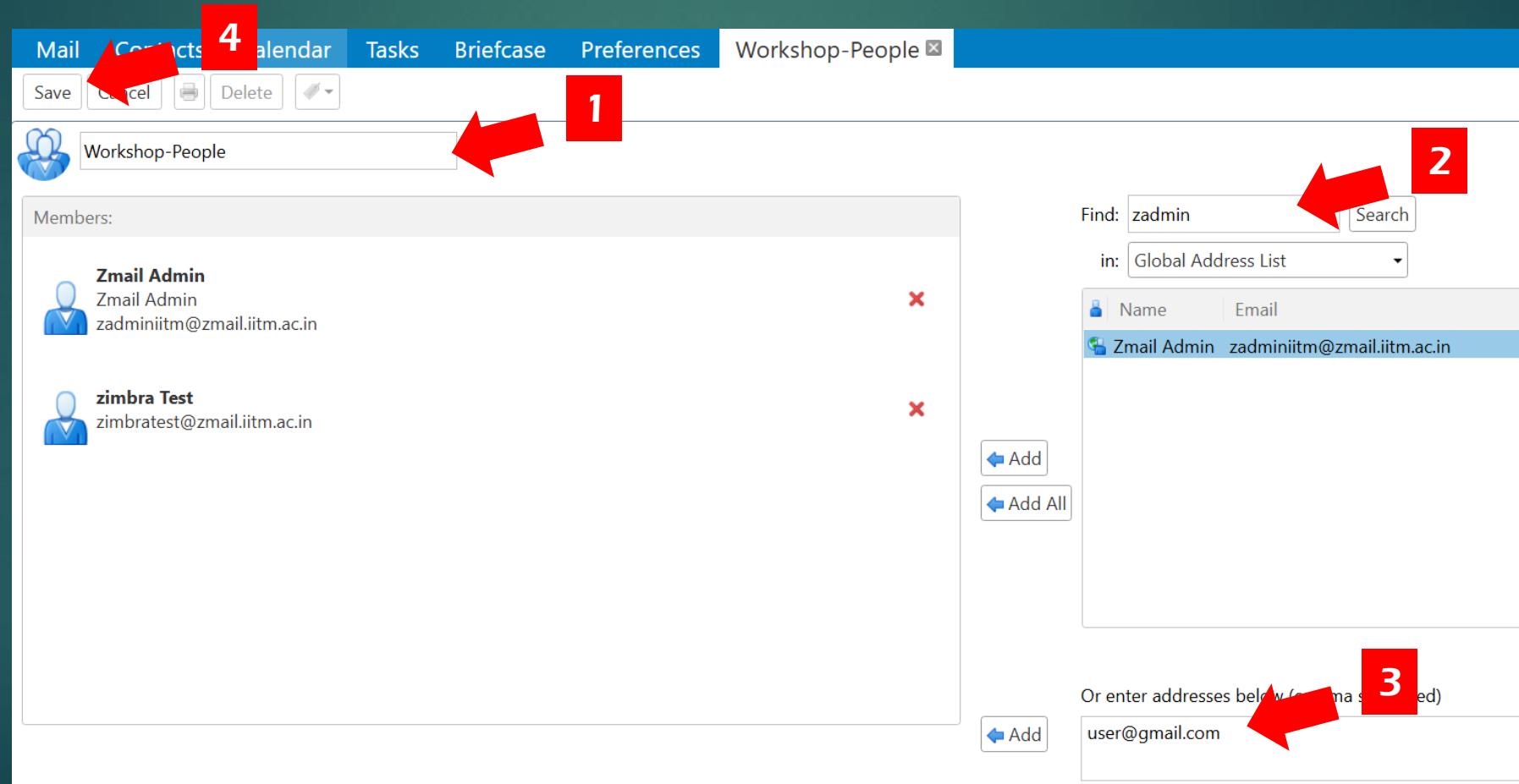
HTML vs Plane text View:

By Default Zimbra loads with HTML View.

What Happens If You Enable Plain Text Option in Zimbra?

When Plain Text mode is enabled:

- **Emails are composed and displayed as text only.**
- **No formatting (font size, color, bold, tables) is allowed.**
- **Inline images and logos are removed.**
- **Email signatures appear as text only.**
- **Hyperlinks are shown as plain text URLs.**
- **Email size becomes smaller.**
- **Security is improved (no HTML-based content).**

Settings

General

Viewing Email

Writing Email

Accounts

Sharing

Signatures

Out of Office

Filters

Blocked and Allowed Senders

Web Offline Mode

Contacts

Calendar and

Message list density — Regular

Show day's events — ☑ Enable

Mark as read — Immediately

Check for new mail — 5 minutes

Read receipts — Ask me

New mail notifications — When a new message arrives in Inbox

Show images in emails — Never by default

View emails as plain text — ☐ Enable

Show images by default in mail from these trusted addresses or domains — Enter email address or domain — Add

Save   Cancel

Zimbra Email Filters: Modern UI

Zimbra Email Filters

In modern view we have two modes for email filers:

Basic:
In basic mode there is single condition for each criteria. Once in a time we can choose one email address, Subject and Body details we can define.

Advanced:
In Advanced mode, users can define multiple criteria such as sender email addresses, subject keywords, and body content, along with additional filter options like date, social messages, and attachments.

In Advance we can performed more then one task in a filter.

Please Note: ☑ and do not process additional filters (check-box stops other filters from running on a message which meets the criteria for multiple filters.)

Difference Between Any & Any

ALL: *Action is applied only when all conditions match.*

ANY: *Action is applied when at least one condition matches.*

Email Filtering Options

Move to folder:
You can move the filtered email to either Junk or Trash

Mark as read:
Leave the message in the inbox but mark it as read.

Permanently delete:
Discard the email, so it does not appear in the Trash folder.

Forward to
Redirects the email to another email address without saving a local copy in the user mailbox.

Keep in Inbox
Keeps a copy of the email in the Inbox when Forward or Redirect is used.

Star:
Flag the email so that it stands out and appears with a star in the email list.

Tag With:
Mark an email with tags that you have created. For more information check tags.

Zimbra Email Filters

From modern UI: Setting → Filters → Create Filters → Below New filer window will appears.

Here, a backup report email is received every day. If the backup is successful, it should go into a different folder. Failed emails should land in the inbox.

Name: Demo Filter 1
**Mode: Basic**

Contrition Type: All (Match All condition)

Condition1: from is user@domain.com
Condition2: Subject "Success"

Then(Single Action):
Move to Folder : Folder "Backup Report"

Save and Save the setting.

Add a new filter   ✕

Mode Selection   Switch to advanced

| Filter Name | Demo Filter 1 |

If an incoming message meets [all ⌄] of these conditions

From	contains ⌄	user@domain.com	☑ Match case
To/CC	contains ⌄		☐ Match case
Subject	contains ⌄	Success	☑ Match case
Body	contains ⌄		☐ Match case
Then	Move to folder ⌄	Backup Report ⌄

☑ and do not process additional filters

[Save] [Cancel]
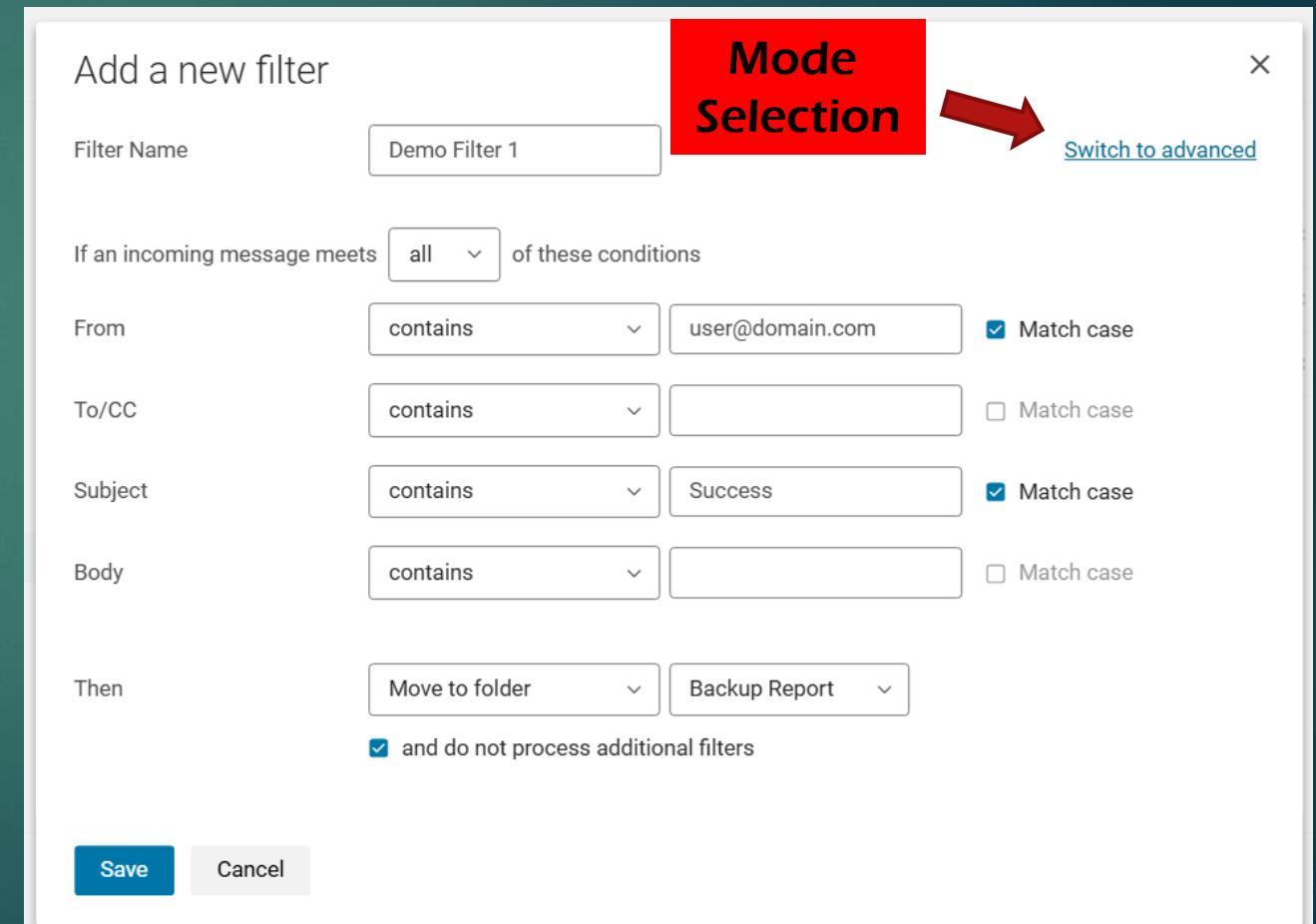
Zimbra Email Filters

From modern UI: Setting → Filters → Create Filters → Switch to Advance →Below New filer window will appears.

Here, for example a backup report email is received every day. If the backup is successful, it should go into a different folder. Failed emails should land in the inbox. Redirect to another user and take this mail as project-1.

Name: Demo Filter 3
Mode: Advance

Contrition Type: All (Match All condition)

Condition1: from is user@domain.com
Condition2: Subject "Success"

Then(Three Action):
Move to Folder : Folder "Monitoring"
Forward to : user@iitm.ac.in
Tag With: Project-1

Save and Save the setting.
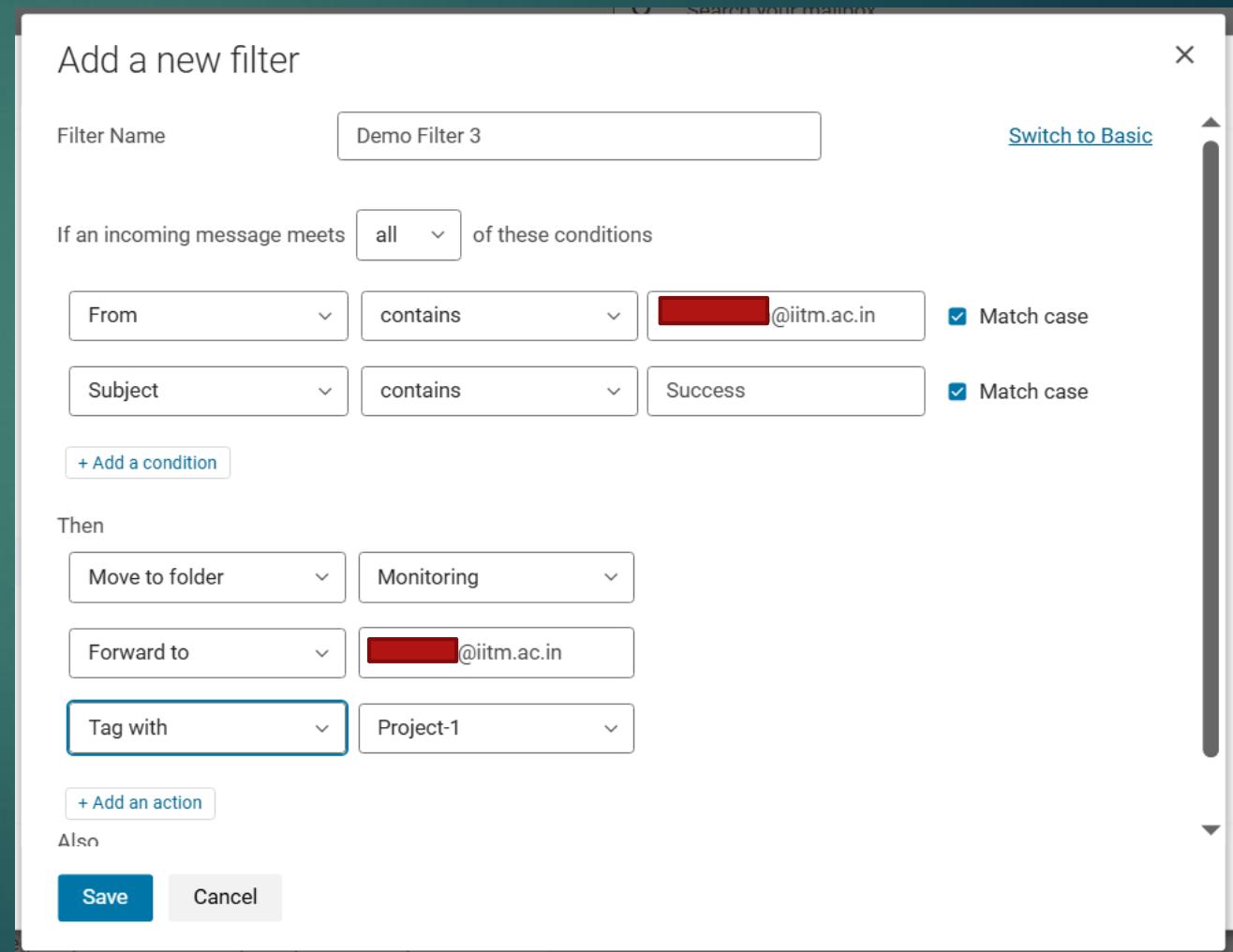
Add a new filter

Filter Name   [Demo Filter 3   ]   Switch to Basic

If an incoming message meets [all ∨] of these conditions

[From   ∨]   [contains   ∨]   [████████@iitm.ac.in]   ☑ Match case

[Subject   ∨]   [contains   ∨]   [Success   ]   ☑ Match case

[+ Add a condition]

Then

[Move to folder ∨]   [Monitoring   ∨]

[Forward to   ∨]   [████████@iitm.ac.in]

[Tag with   ∨]   [Project-1   ∨]

[+ Add an action]

Also

[Save]   [Cancel]

Managing Zimbra Email Filters

From modern UI: Setting → Filters → list of Filters available → Click in triple dote icon → Run/ Edit / Delete

Details
Lists the conditions for an email to meet and the action to take when an email meets the filter criteria.

Run
Choose an account and then folder(s) on which to run the filter.

Edit
Opens the appropriate editor — Basic or Advanced — to edit a filter.

Delete
Prompts a confirmation dialog before deleting a filter.
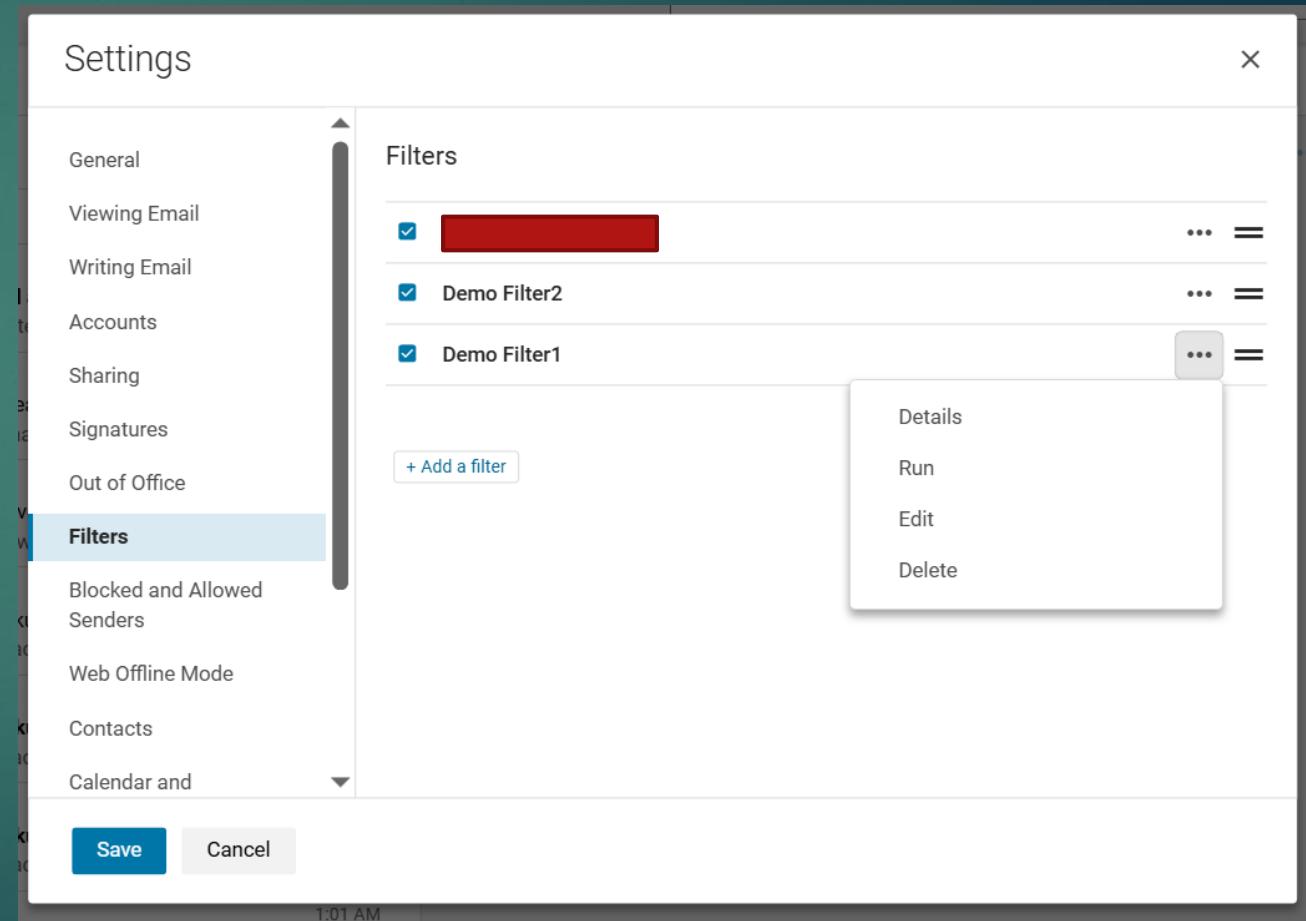
Zimbra Email Filters Options

You can define filters to manage incoming and outgoing email messages. A filter consists of one or more conditions and one or more actions. If the message matches the conditions, the specified actions are performed.

From classic UI:
Users can define multiple criteria such as sender email addresses, subject keywords, and body content, along with additional filter options like date, social messages, and attachments.

In Advance we can performed more then one Actions in a filter.

Please Note: ☑ and do not process additional filters (check-box stops other filters from running on a message which meets the criteria for multiple filters.)

Difference Between Any & Any

ALL: *Action is applied only when all conditions match.*

ANY: *Action is applied when at least one condition matches.*

Email Filtering Options

Move to folder:
You can move the filtered email to either Junk or Trash

Mark as read:
Leave the message in the inbox but mark it as read.

Permanently delete:
Discard the email, so it does not appear in the Trash folder.

Forward to
Redirects the email to another email address without saving a local copy in the user mailbox.

Keep in Inbox
Keeps a copy of the email in the Inbox when Forward or Redirect is used.

Star:
Flag the email so that it stands out and appears with a star in the email list.

Tag With:
Mark an email with tags that you have created. For more information check tags.

Zimbra Email Filters

From Classic UI: Preference → Filters → Create Filters → Below right side shown **Add Filter** window appears.

Zimbra Email Filters

From Classic UI: Preference → Filters → Create Filters

Here, for example a backup report email is received every day. If the backup is successful, it should go into a different folder. Failed emails should land in the inbox. Redirect to another user and Tag this mail as project-1.

Name: Demo Filter 2
Mode: Advance

Contrition Type: All (Match All condition)

Condition1: from is user@domain.com
Condition2: Subject "Success"

Then(Three Action):
Move to Folder : Folder "Backup Report"
Forward to : user@iitm.ac.in
Tag With: Project-1

Click Ok and Save the setting.
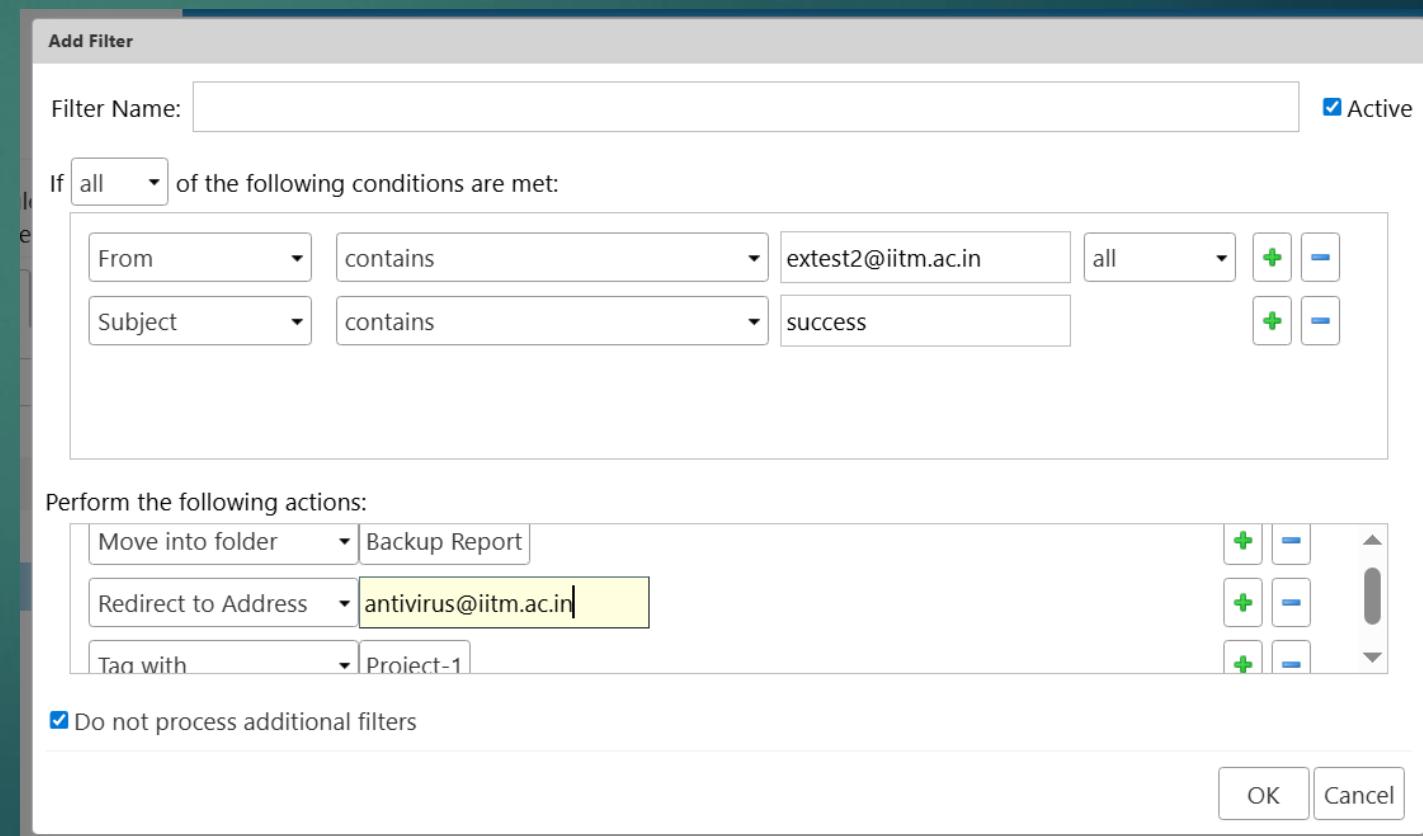
IITM Zimbra Email folder sharing

Modern UI

Zimbra E-Mail folder Sharing Options

Choose appropriate permissions from the Sharing Permissions drop-down.

View
Users can view all emails under the shared folder but cannot make changes to that folder.

View, edit, add, and remove
Users have permission to view and edit the contents of a folder, create new subfolders, present items on your behalf, and delete items from the folder.

View, edit, add, remove, and administer
Users have permission to view and edit the content of a shared folder, create new subfolders, present on your behalf, delete items from the shared folder, and share the folder with others.

Step 1. Please right lick on respective folders to share
Step 2. select "Share" option to share the folders
Step 3. In Popup window enter Respective email IDs and Select the permissions
Step 4. Click "Add" Button & "Save"

**Note:** At same sharing option we can manage existing shared permission.
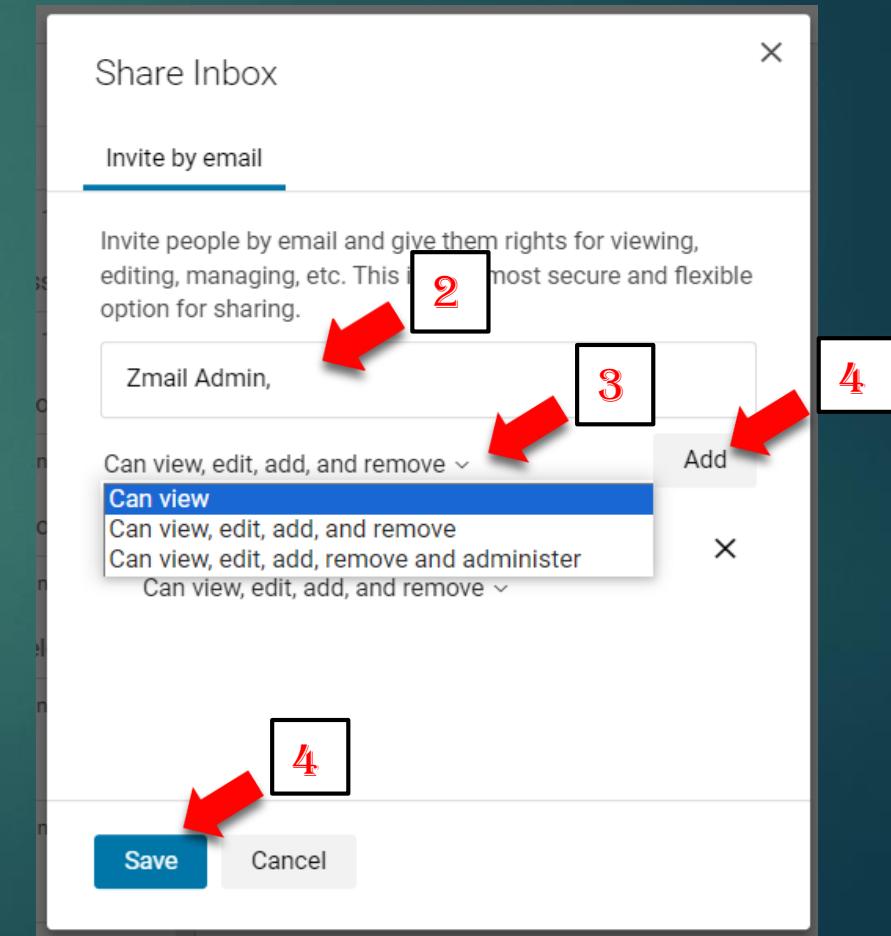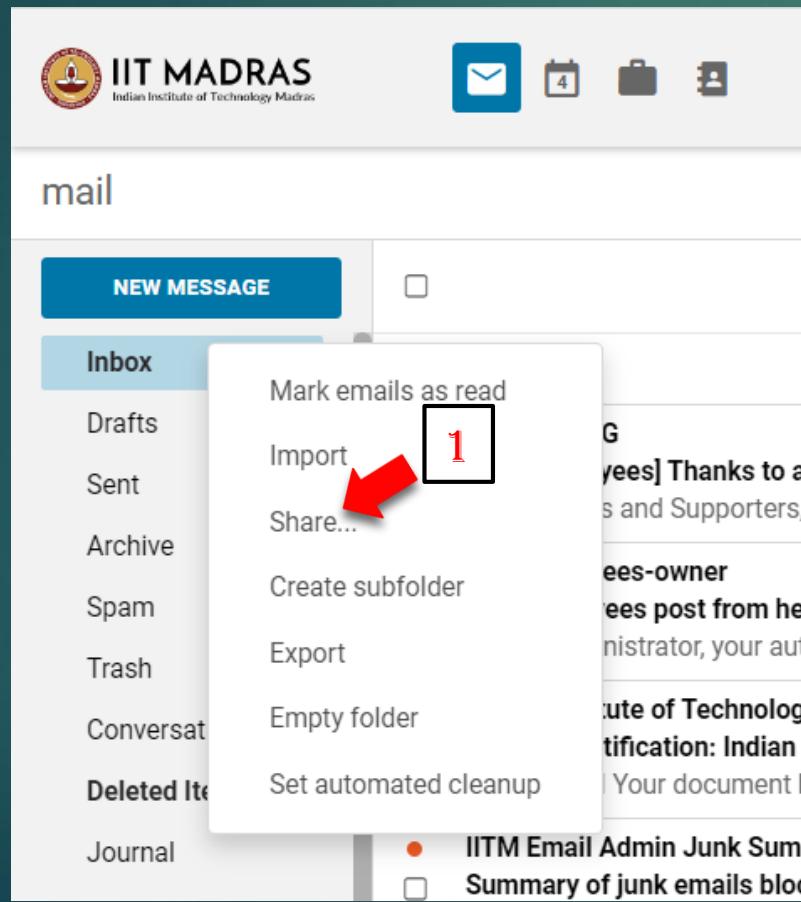
Recipient:
Step1: The recipient user have to accept the share.
Step2: For recipient user identity, user can set preferable name for share Email folder.
Step3: Click 'Save"
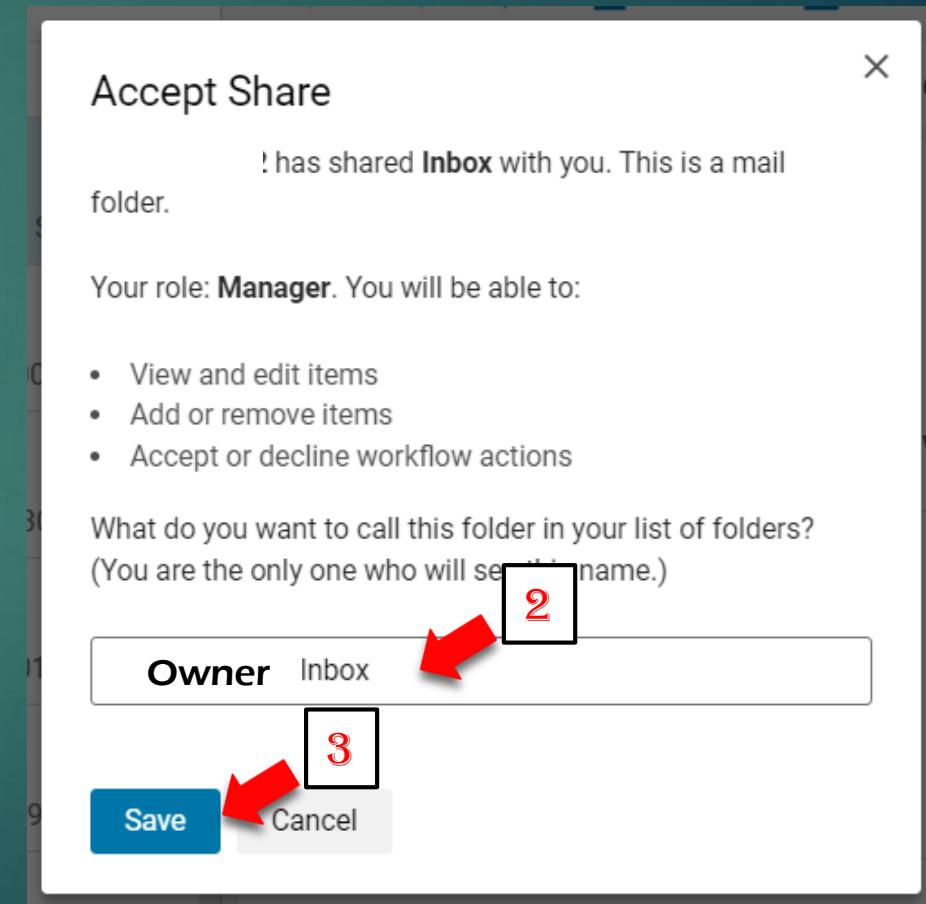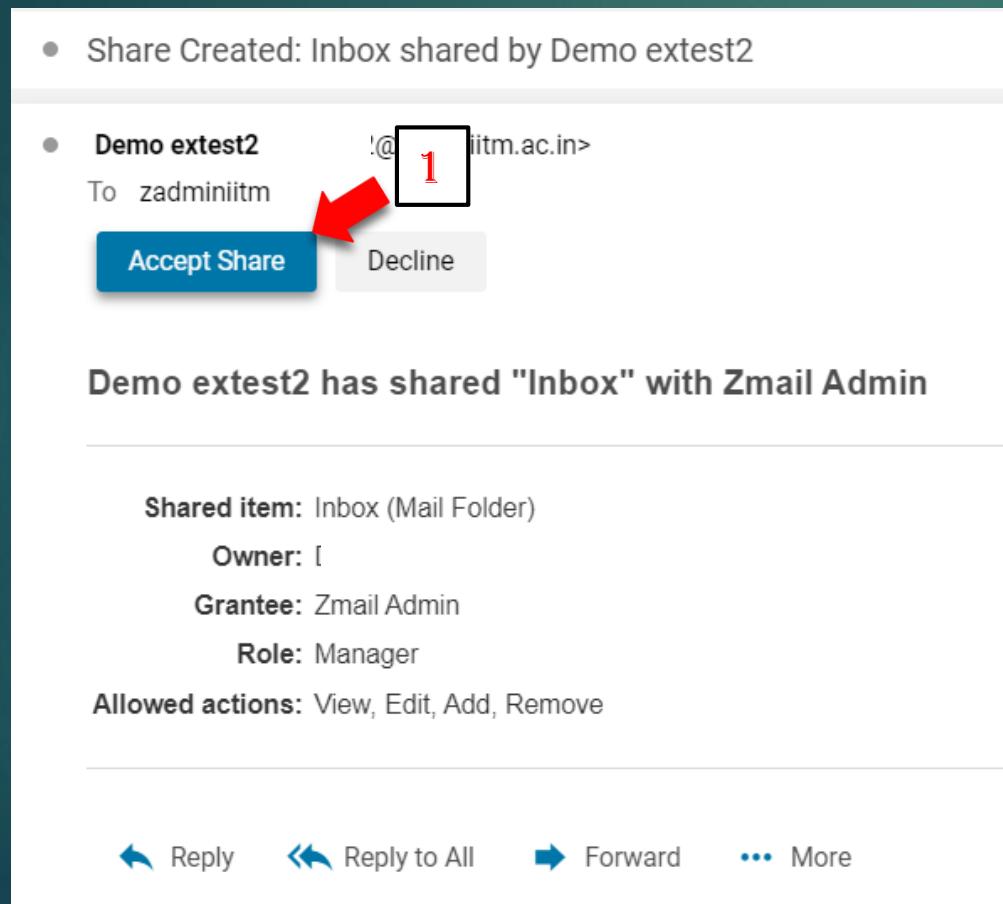
IITM Zimbra Email folder sharing

Classic UI

Zimbra E-Mail folder Sharing Options

Choose appropriate permissions from the Sharing Permissions drop-down.

Viewer - View
Users can view all emails under the shared folder but cannot make changes to that folder.

Manager - View, edit, add, and remove
Users have permission to view and edit the contents of a folder, create new subfolders, present items on your behalf, and delete items from the share folder items.

Admin - View, edit, add, remove, and administer
Users have permission to view and edit the content of a shared folder, create new subfolders, present on your behalf, delete items from the shared folder items, and share the folder with others.

Step1: Right click on folder (*Which we want to share*).
Step2: Select *"Edit Properties"*
Step3: Click on *"Add Share"*

Note: From edit properties we can manage existing shared permissions.

Step4: Type Email Address **user@zmail.iitm.ac.in**.
Step5: Select preferable permissions.
Step6: Then click on "Ok" button.

Share Properties

Name: Inbox

Type: Mail Folder

Share with: ⦿ Internal users or groups

○ External guests (view only)

○ Public (view only, no password required)

1

Email: ▮▮▮▮▮@zmail.iitm.ac.in ×

Role

○ **None** None

○ **Viewer** View

⦿ **Manager** View, Edit, Add, Remove **2**

○ **Admin** View, Edit, Add, Remove, Administer

Message

Send standard message ▾

Note: The standard message displays your name, the name of the shared item, permissions granted to the recipients, and sign in information, if necessary.

3

OK | Cancel

Recipient:
Step1: The recipient user have to accept the share.
Step2: For recipient user identity, user can set preferable name for share Email folder.
Step3: Click 'Yes"

External Sharing:

**User will receives email like below**

1. New user please select option one.

   External user can set preferred used name and password.

2. Existing user please select option two and login.

   Username: Zimbraiitm.smail.iitm.ac.in   Password: Previously Assigned Password

IITM Zimbra Calencar sharing

Modern UI

Zimbra Calendar Sharing Options

Choose appropriate permissions for calendar sharing:

View - Users can view all calendar events under the shared calendar but cannot make changes to that folder. [Example: No option to edit add & delete events, can't create sub folder] [If private included above permission applied to private events also]

View, edit – User can view and edit the existing calendar. [Example: No add & delete events, can't create sub folder]

View, edit, add, and remove - Users have permission to view and edit the event of shared calendar, create new event & subfolders. If calendar event deleted, even deleted including owner. [If private included above permission applied to private events also]

View, edit, add, remove, and administer - Users have permission to view and edit the event of shared calendar, create new event & subfolders. If calendar event deleted, even deleted including owner. With admin permission they can modify permission & share the folder with others. [If private included above permission applied to private events also]

Step 1. Please right lick on respective calendar to share.
Step 2. select "Share" option to share the folders.
Step 3. In Popup window enter email IDs and Select the preferable permissions
Step 4. Click "Add" Button & "Save"
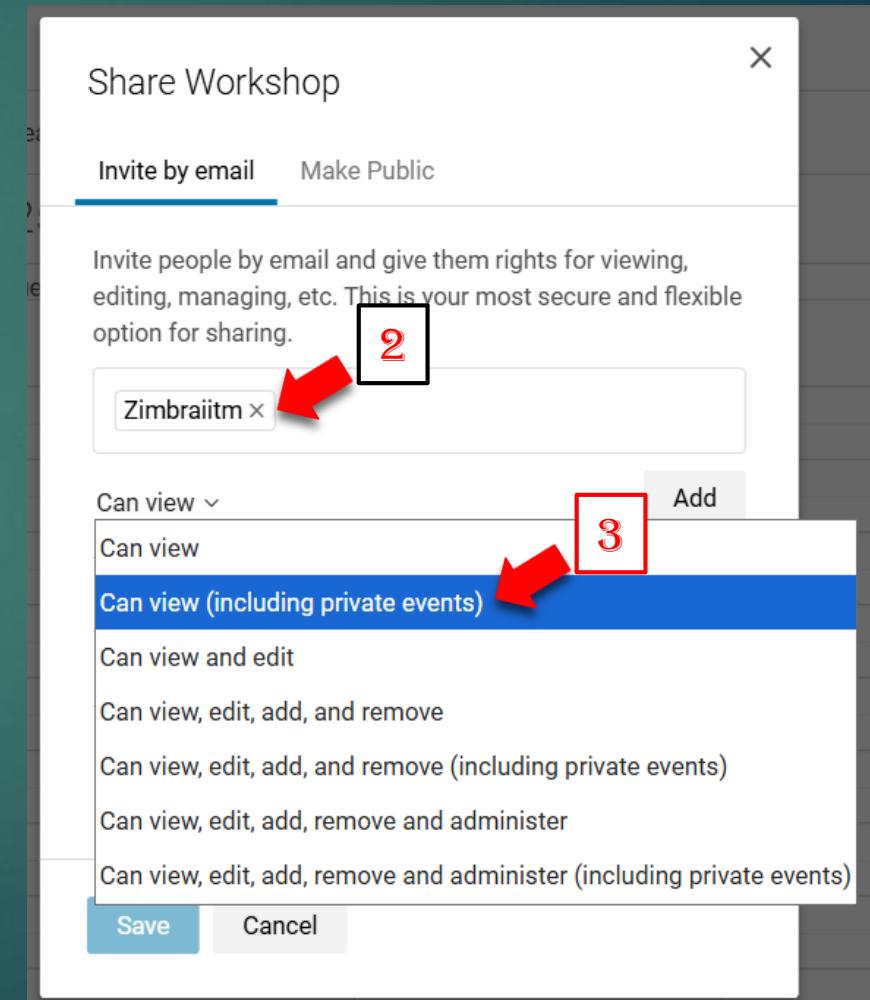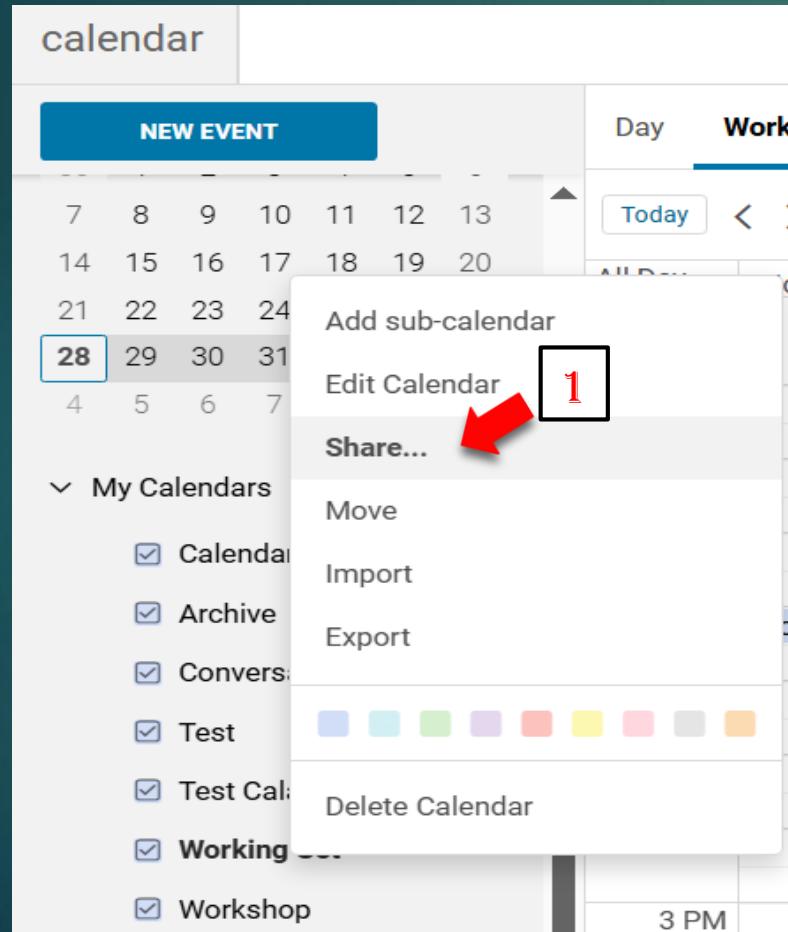
Recipient:
Step1: The recipient user have to accept the share.
Step2: For recipient user identity, user can set preferable name & Color for share calendar folder.
**Step3:** Save the changes

External Sharing:
User will receives email like below
1. New user please select option one.
   External user can set preferred used name and password.
2. Existing user please select option two and login.
   Username: Zimbraiitm.smail.iitm.ac.in   Password: Previously Assigned Password

IITM Zimbra Calendaire sharing
Classic UI

Step1: Right click on folder (Which we want to share).
Step2: Select "Edit Properties"
Step3: Click on "Add Share"

Note: From edit properties we can manage existing shared permissions.
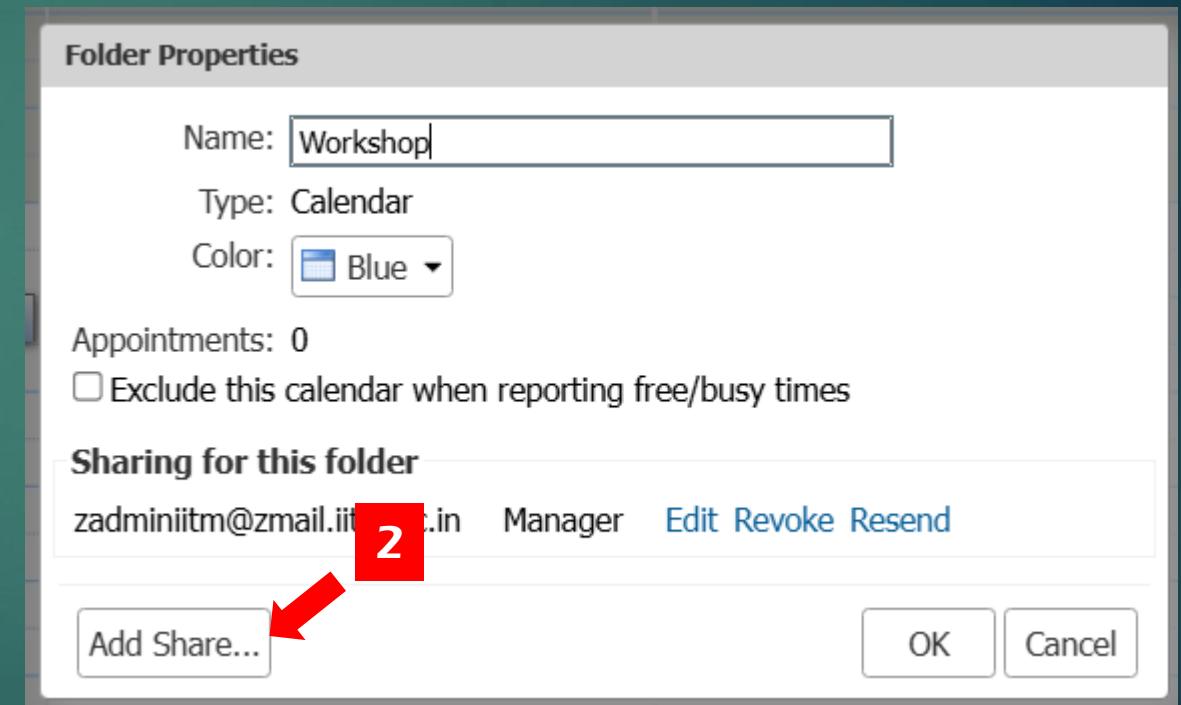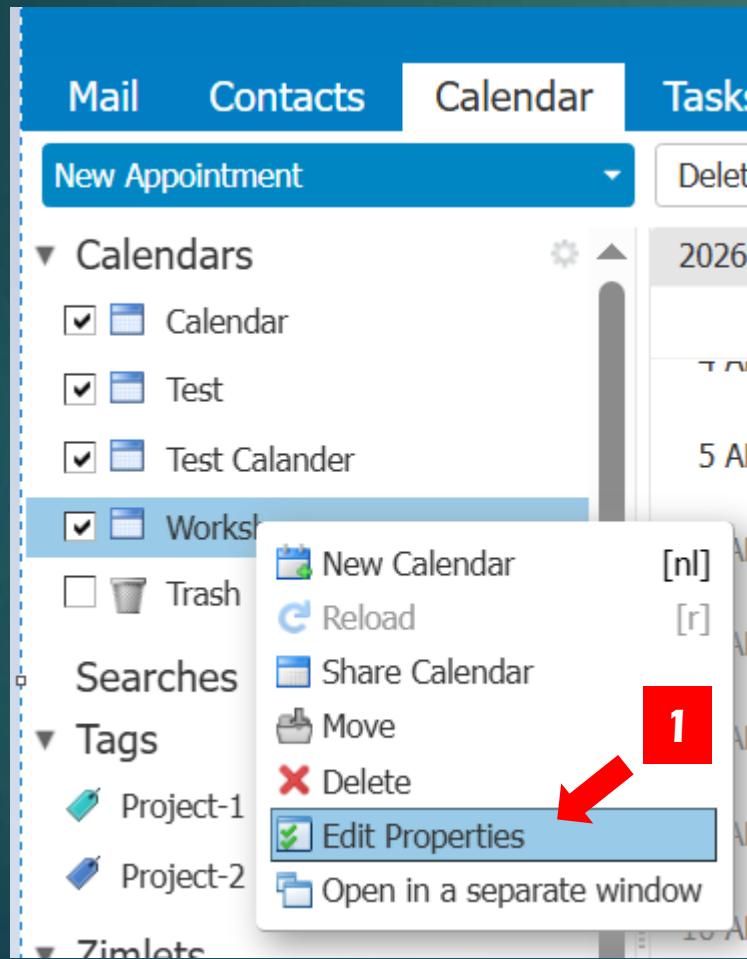
Step4: Type Email Address **user@zmail.iitm.ac.in**.
Step5: Select preferable permissions.
Step6: Then click on "Ok" button.
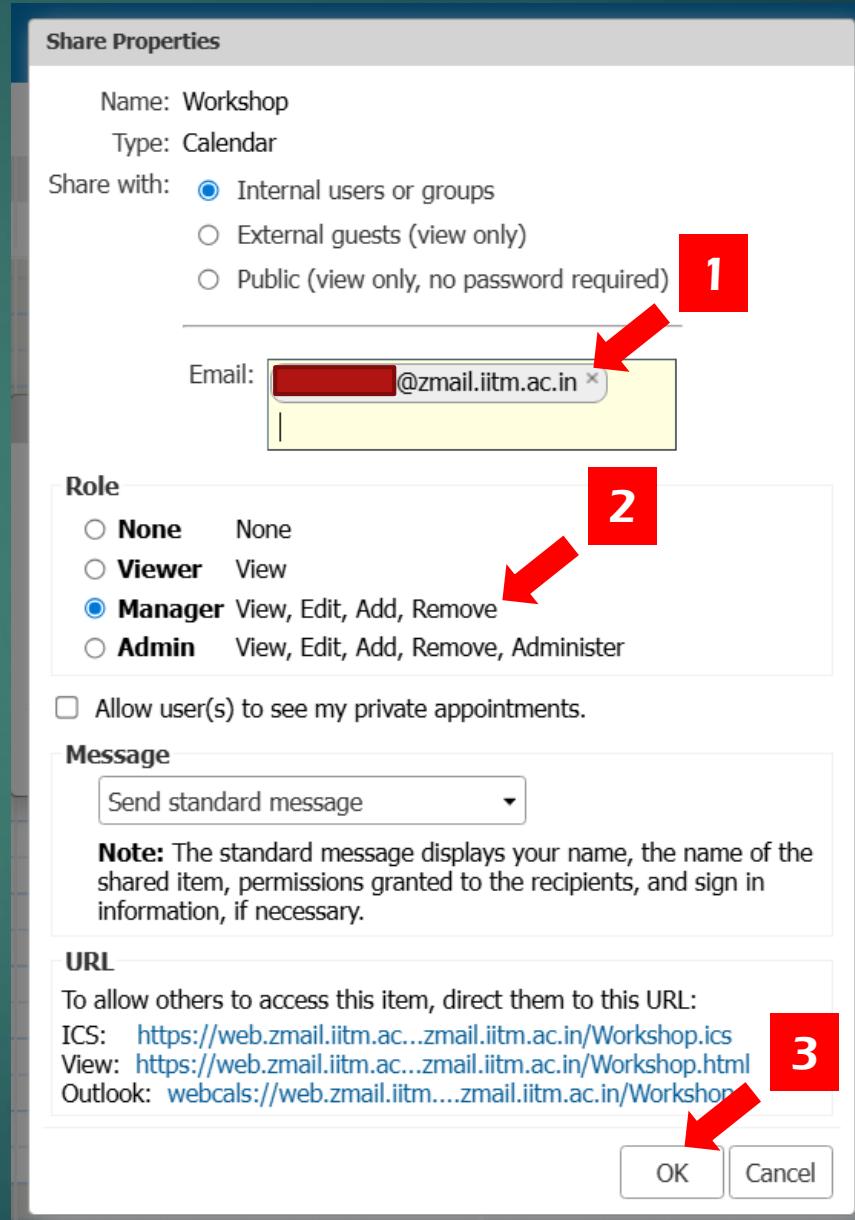
Recipient:
Step1: The recipient user have to accept the share.
Step2: For recipient user identity, user can set preferable name for share calendar folder.

⊞ **Share Created: Workshop shared by Extest2**

From: "Extest2" <extest2@zmail.iitm.ac.in>

To: "Zmail Admin" <zadminiitm@zmail.iitm.ac.in>

[Accept Share] [Decline Share]

Extest2 has shared "Workshop" with Zmail Admin

Shared item: Workshop (Calendar Folder)
Owner: Extest2
Grantee: Zmail Admin
Role: Manager
Allowed actions: View, Edit, Add, Remove

Accept Share

Extest2 has shared their **Inbox** folder with you.

They have granted you the **Manager** role, which means:
- You can **View** and **Edit** items in the folder.
- You can **Add** and **Remove** items to/from the folder.
- You can **Accept** and **Decline** workflow actions for the folder.

Do you want to accept this share?

Name: [Extest2's Inbox]

Color: [🖼 None ▾]

[Do not send mail about this share ▾]

[Yes] [No]

IITM Zimbra contact sharing

Modern UI

Zimbra Contact folder Sharing Options

Choose appropriate permissions from the Sharing Permissions drop-down.

View
Users can view all emails under the shared folder but cannot make changes to that folder.

View, edit, add, and remove
Users have permission to view and edit the contents of a folder, create new subfolders, present items on your behalf, and delete items from the folder.

View, edit, add, remove, and administer
Users have permission to view and edit the content of a shared folder, create new subfolders, present on your behalf, delete items from the shared folder, and share the folder with others.

step1: go to contacts menu.
Step2: Right click contact folder (Which We need to share).
**Step3:** Select "Share"
Step4: Enter email address for the recipient.
Step5: Select permission

Step6: Click "Add"
Step7: Save the changes and settings.

From same page privilege can managed at any time.

Global Address List

Archive

2

Contact Group

Conversation Action Sett

Working Set

+ Add a folder

∨ Tags

Project-1

Project-2

New List

Rename folder

Move folder

Delete folder **3**

Share...

Create subfolder

Import...

Export...

Share Contact Group ✕

Invite by email

Invite people by email and gi**4**m rights for viewing, editing, managing, etc. This i most secure and flexible option for sharing.

6

Zmail Admin ✕

Can view, edit, add, remove **5** dminister ∨ | Add

Can view

Can view, edit, add, and remove

Can view, edit, add, remove and administer

7

Save | Cancel
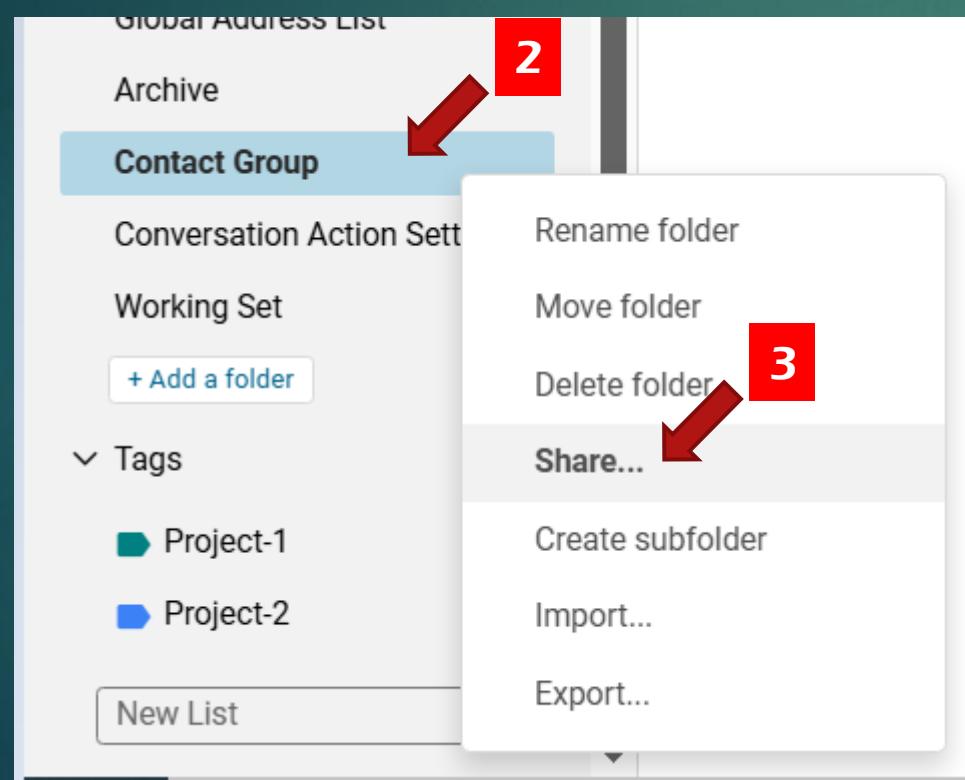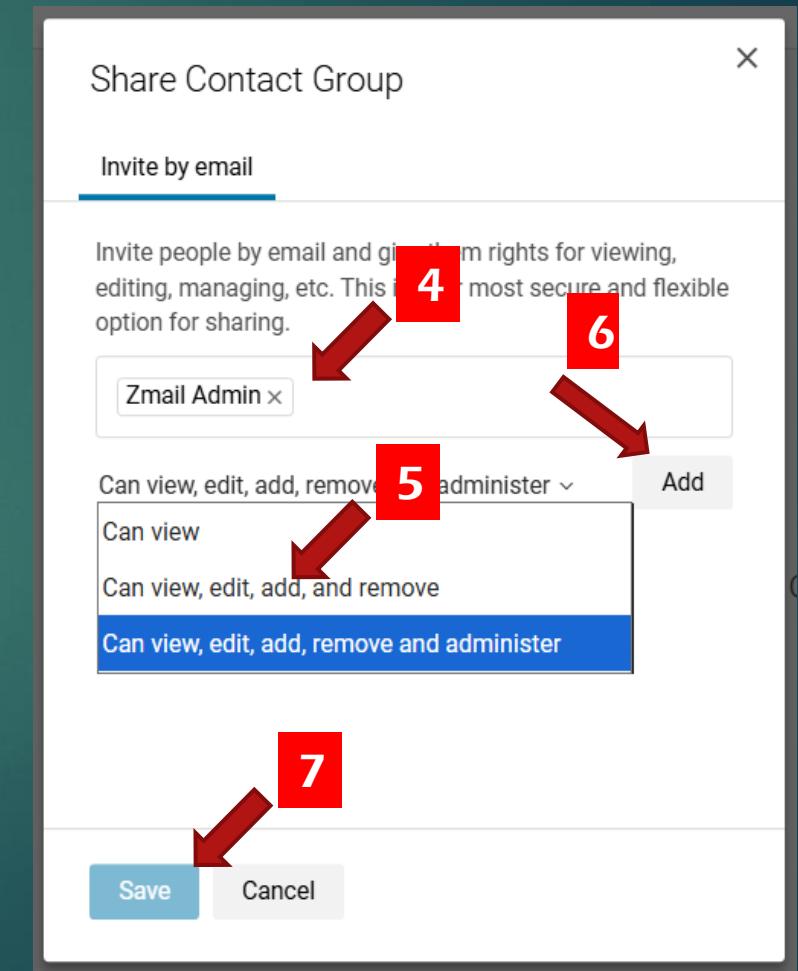
Recipient:
Step1: **The recipient user have to accept the share.**
Step2: **For recipient user identity, user can set preferable name for share contact folder.**

● Share Created: Contact Group shared by Extest2

● **Extest2** <extest2@zmail.iitm.ac.in>
  To zadminiitm

  [Accept Share]   [Decline]

Extest2 has shared "Contact Group" with Zmail Admin

Shared item: Contact Group (Address Book Folder)

Owner: Extest2

Grantee: Zmail Admin

Role: Admin

Allowed actions: View, Edit, Add, Remove, Administer

Accept Share ✕

Extest2 has shared **Contact Group** with you. This is a contact folder.

Your role: **Admin**. You will be able to manage the contact as if it were your own:

- View and edit items
- Add or remove items
- Accept or decline workflow actions
- Delete, share, or unshare the contact

What do you want to call this contact in your list of contacts? (You are the only one who will see this name.)

Extest2 Contact Group

[Save]   [Cancel]
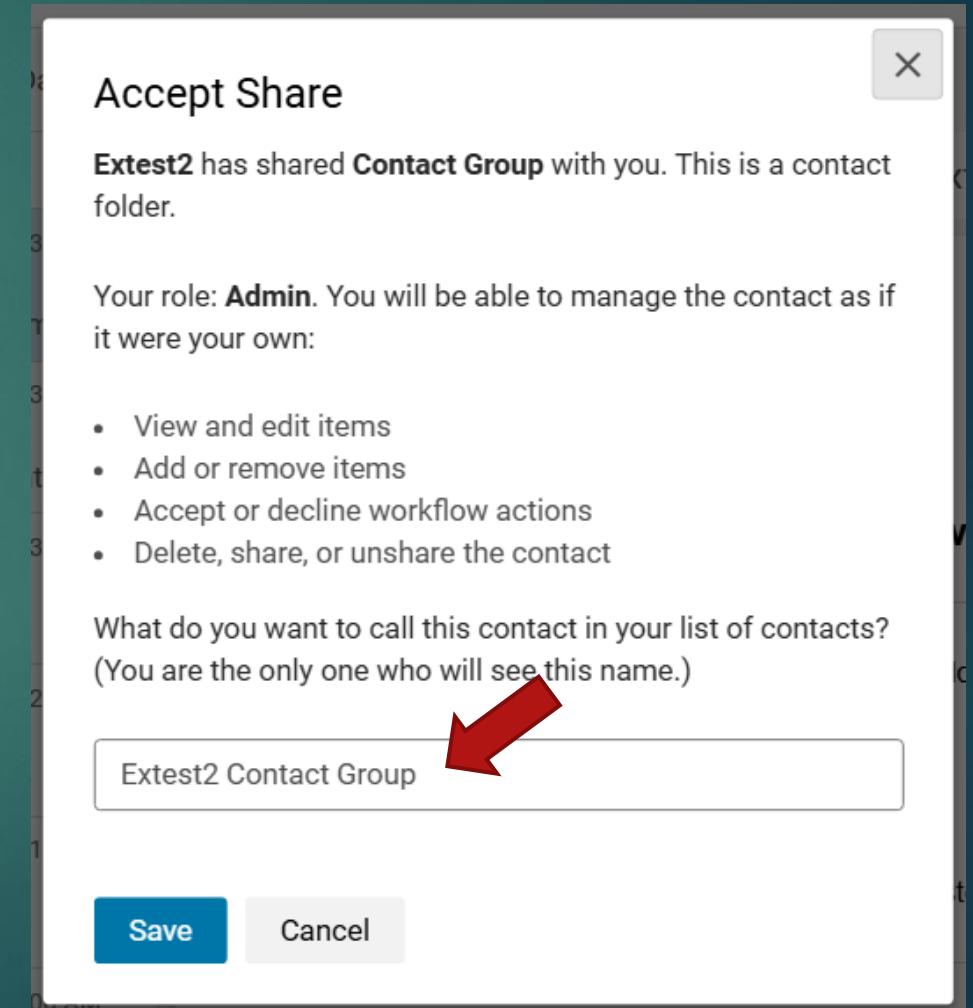
IITM Zimbra contact sharing
Classic UI

Step1: Right click on folder (Which we want to share).
Step2: Select "Edit Properties"
Step3: Click on "Add Share"

Note: From edit properties we can manage existing shared permissions.

Step4: Type Email Address <u>user@zmail.iitm.ac.in</u>.
Step5: Select preferable permissions.
Step6: Then click on "Ok" button.

Recipient:
Step1: The recipient user have to accept the share.
Step2: For recipient user identity, user can set preferable name for share contact folder.

IITM Zimbra Brief-case Sharing

Zimbra Brief-Case folder Sharing Options

Choose appropriate permissions from the Sharing Permissions drop-down.

View
Users can view all emails under the shared folder but cannot make changes to that folder.

View, edit, add, and remove
Users have permission to view and edit the contents of a folder, create new subfolders, present items on your behalf, and delete items from the folder.

View, edit, add, remove, and administer
Users have permission to view and edit the content of a shared folder, create new subfolders, present on your behalf, delete items from the shared folder, and share the folder with others.

step1: go to brief-case menu.
Step2: Right click on folder (Which We need to share).
Step3: Select "Share"
Step4: Enter email address for the recipient.
Step5: Select permission
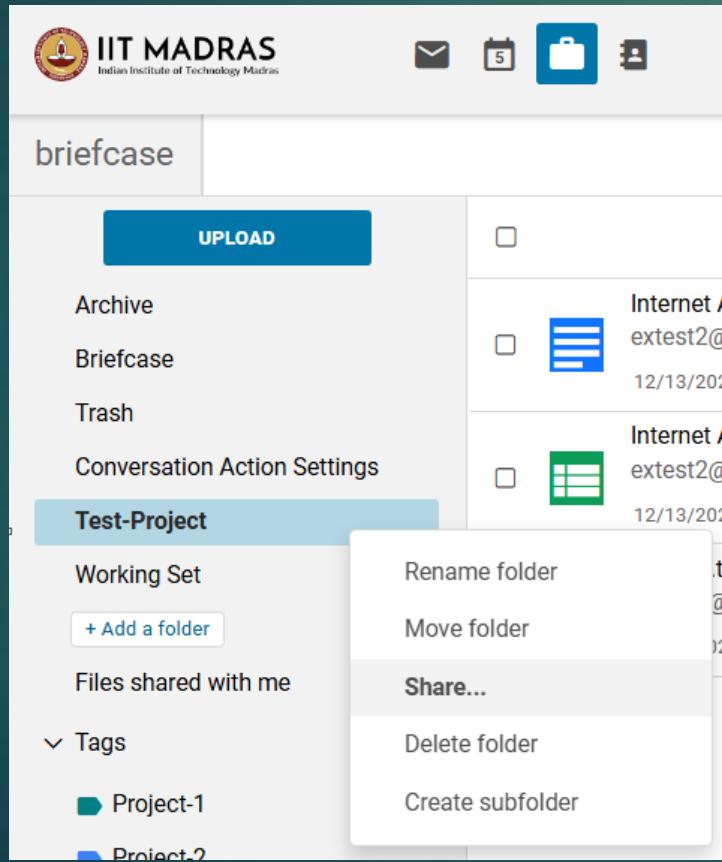
Step6: Click "Add"
Step7: Save the changes and settings.

From same page privilege can managed at any time.

Recipient:
Step1: The recipient user have to accept the share.
Step2: For recipient user identity, user can set preferable name for shared Brief-case folder.
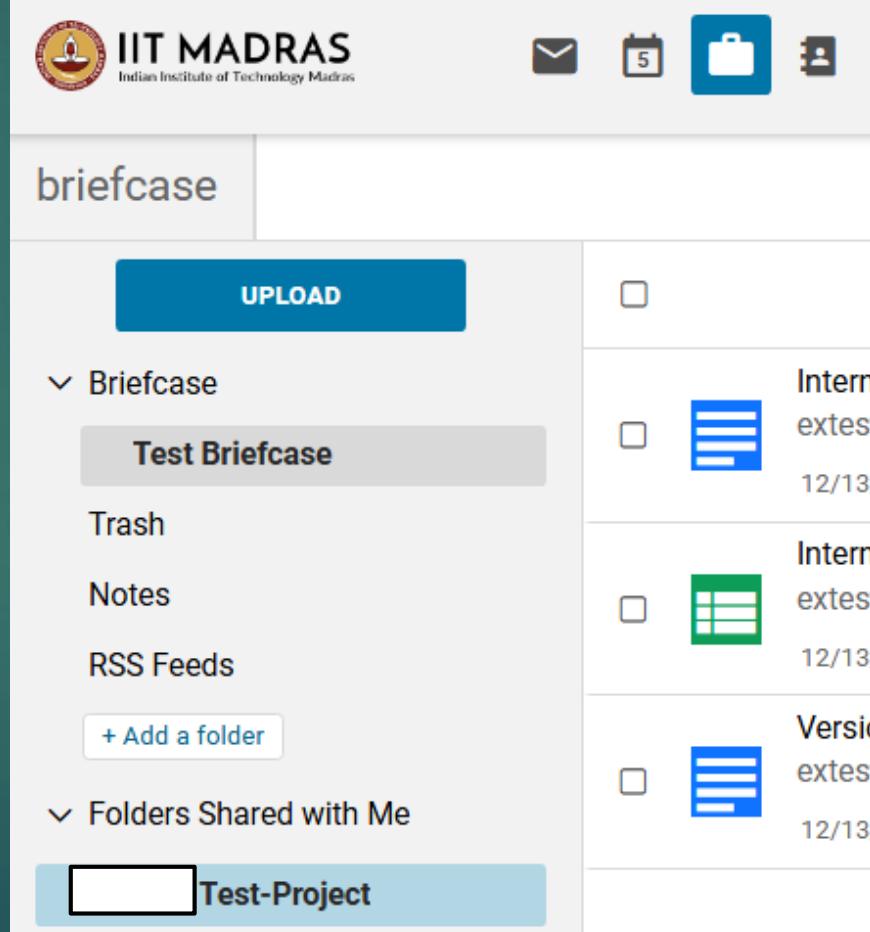
Particular Email Restoration

Normal Delete:

When a user deletes an email using the Delete option:
- The email is moved to the Trash folder
- It remains in Trash for 30 days
- If the email is not restored within 30 days, it is removed from Trash
- Even after removal from Trash, the user can still restore the email using Recover Deleted Items for an additional 15 days
- 📌 Total recovery period: 45 days

Permanent Delete / Empty Trash:

When a user permanently deletes an email or uses Empty Trash:
- The email is not available in Trash
- It is stored only in Recover Deleted Items
- The email can be restored for 15 days only
- After 15 days, the email is permanently deleted and cannot be recovered.
- 📌 Total recovery period: 15 days

Particular Email Restoration

If your mail not in trash folder please check the email from Recover deleted items.

Step1: Right click on Trash Folder.
Step2: Select "Recover Deleted Items"

The recovery deleted item window will appears. Here we can search the deleted message by subject or sender address.

Please read previous restoration condition.
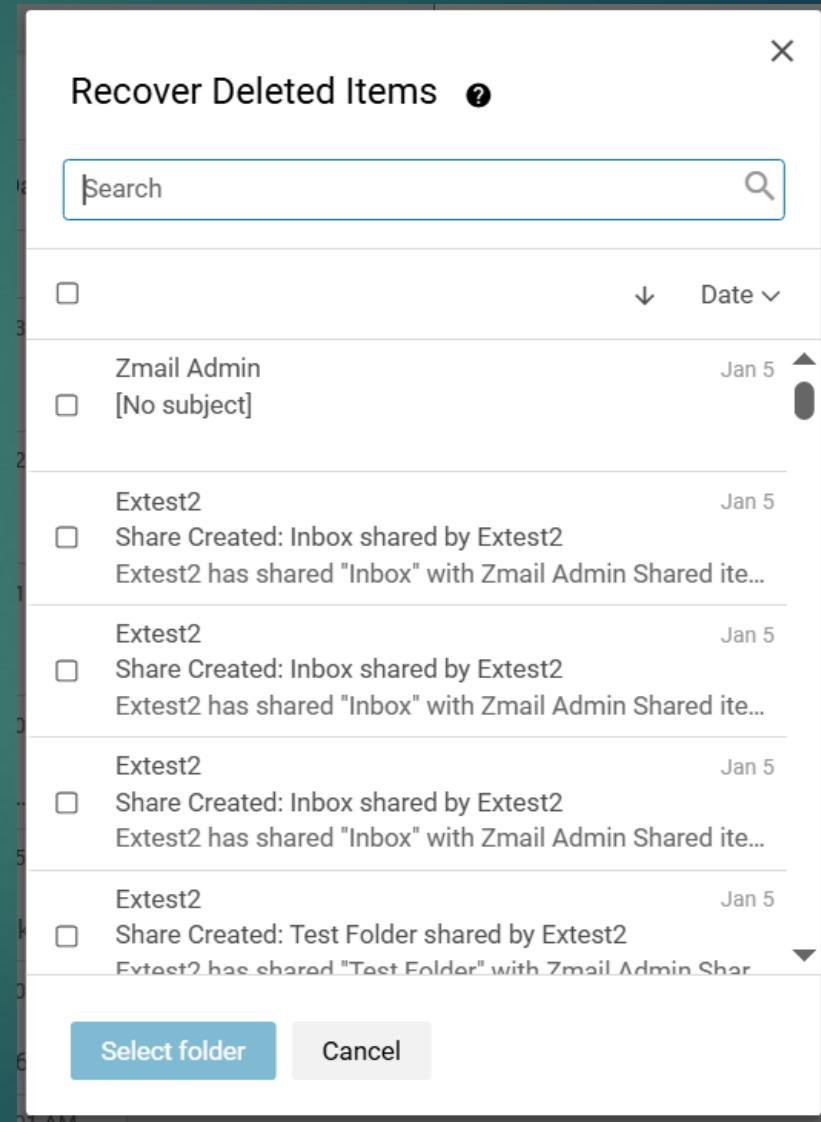
Particular Email Restoration

If your mail not in trash folder please check the email from Recover deleted items.

Step1: Right click on **Trash** Folder.
Step2: Select "**Recover Deleted Items**"

The recovery deleted item window will appears. Here we can search the deleted message by subject or sender address.

Please read previous restoration condition.
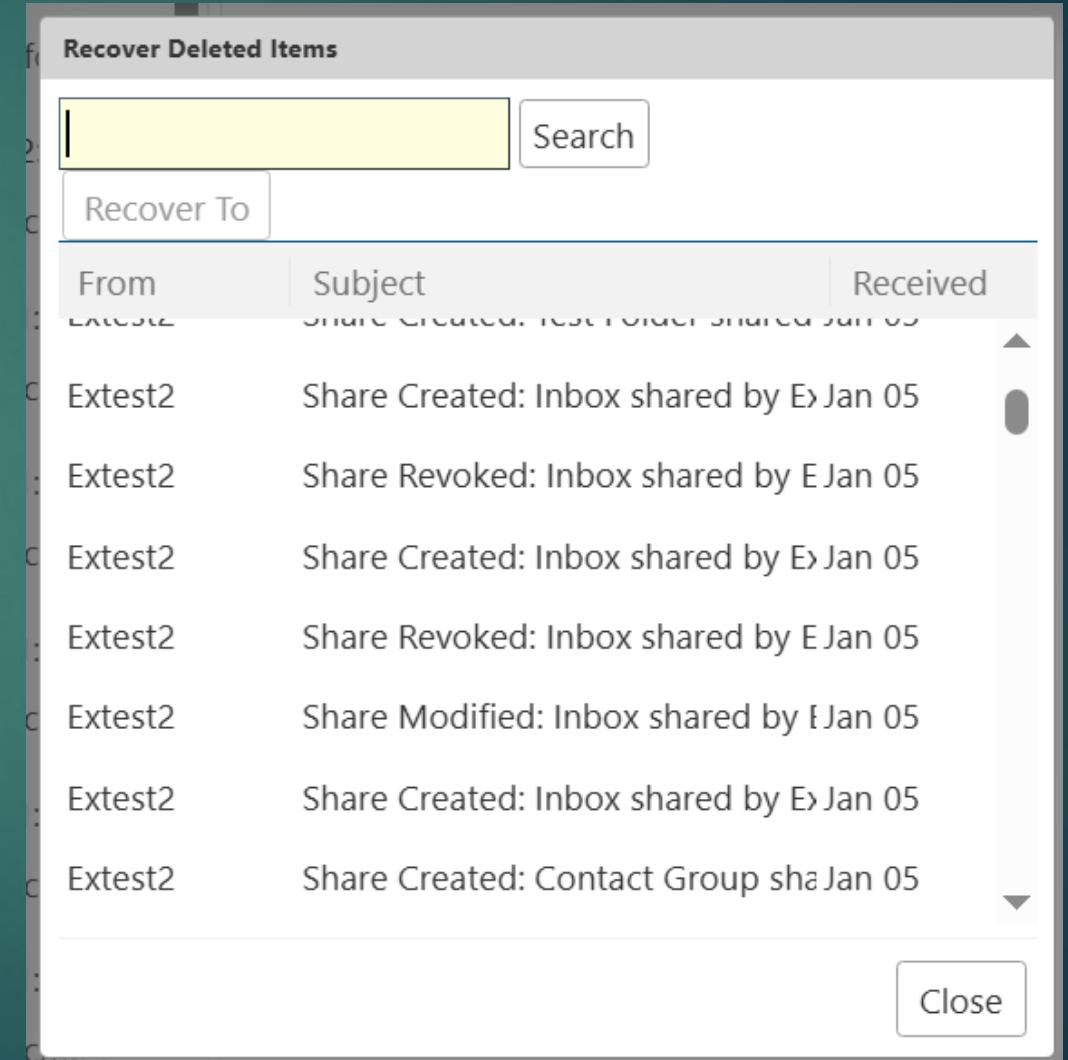
MFA Authentication by using Application

Zimbra MFA Verification Code

In Zimbra two different options for MFA authentication:

Application base verification.

Email based verification code.

Enabling both option at same time is the recommended. We can choose any one of them primary or preferable option.

Please refer the screenshot here I have choose the email option as preferable.

Please Note: In my case when ever logging into web verification code send to verification email. We can use Application is another option.

IITM Zimbra 2FA Authentication Options

❖ **Web Authentication using OTP or Verification code:**

➢ **Generating OTP through APP(Google Authenticator or Microsoft Authenticator Apps).**

➢ **Generating OTP through E-Mail.**

➢ **Zimbra Outlook Connecter.**

❖ **E-Mail Client Authentication using Passcode:**

➢ **Self-generated 16 Digit passcode.**

Zimbra-supported authenticator application

For the web access browser with two factors (Google Authenticator, Microsoft Authenticator).

For more details please refer the URL: https://wiki.zimbra.com/wiki/TOTPApps

Application	iOS	Android	Windows	MacOS
Google Authenticator	Validated 🔒	Validated 🔒	n/a	n/a
Microsoft Authenticator	Available 🔒	Available 🔒	Validated 🔒	n/a
Authy	Validated 🔒	Validated 🔒	Validated 🔒	Available 🔒
Red Hat FreeOTP	Validated 🔒	Validated 🔒	n/a	n/a
Yubico	Available 🔒	Available 🔒	Validated 🔒	Available 🔒
Oracle Mobile Authenticator	Validated 🔒	Validated 🔒	n/a	n/a

IITM Zimbra MFA supported E-email client & configuration

❖ **Android Mobile:**

- Active Sync (**Email, Contact & Calendars are synced**)

- IMAP

- POP3

❖ **Windows Desktop:**

- Zimbra Outlook Connecter (**Email, Contact & Calendars are synced**).

- IMAP configuration.

- POP3 Configuration.

❖ **Apple Device:**

- IMAP

- POP3

- CalDEV & CareDEV (**Contact & Calendars are synced**).

MFA Application

To enable the two-factor authentication on Zimbra, please follow the steps below:

Step1: Go to setting.
Step2: Select "Accounts"
Step3: Navigate "Two-factor authentication".

Please enable to both method:
• Application app
• By email to password recovery.

Step4: Click "Set up this method" for Application App

New setup window will appears and it ask for password verification. Please enter your LDAP Password.
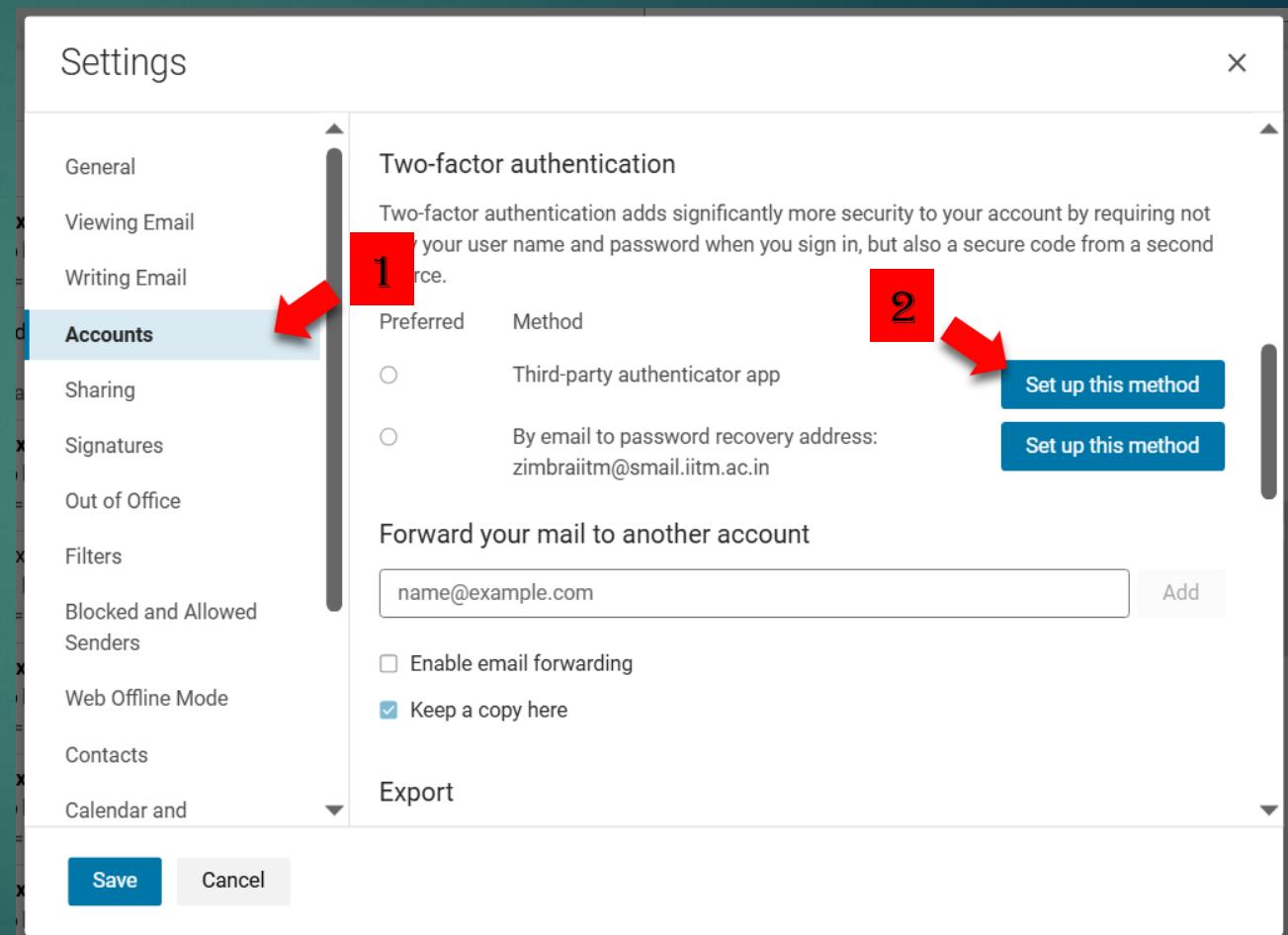
Step5: Once we click on the "Set up this method" button, we have to enter the LDAP password for verification.
Step6: Then click on the "Next" button.
Step7: Click "Next" and install the preferred authenticated application on your mobile device for web access.

A new wind will appear with QR Code scan option.

Confirm password

×

Please provide the password for **subesh@example.com**

5

••••••••|

6

Next
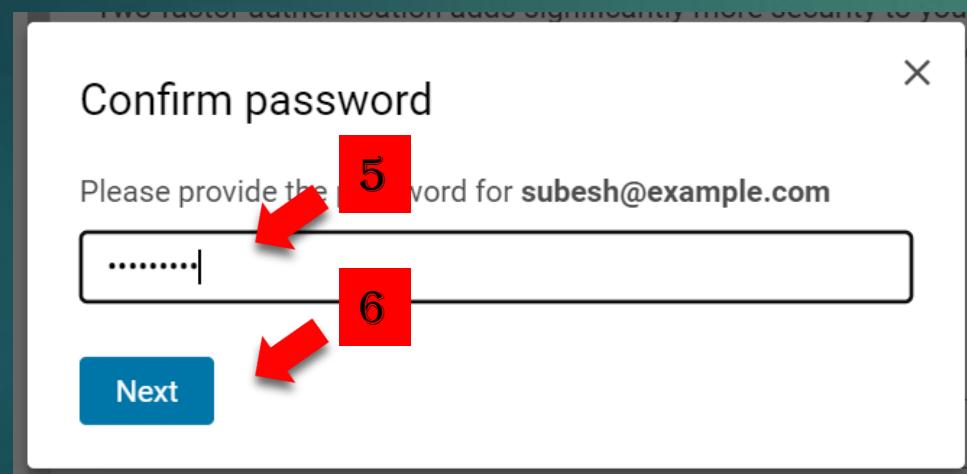
Install an authentication app on your mobile device

×

Download and install an authentication app on your mobile device. A list of supported authentication apps can be found at:

https://wiki.zimbra.com/wiki/TOTPApps

Once you have installed the app, configure it using your mobile phone number, and add a new account for this email service. Then return here and click Next to get a key to connect your account to the authenticator app.

7

Next
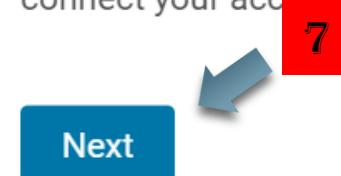
We have to configure the mobile for MFA code.

**Step8**: We have to scan the QR Code to configure MFA in mobile.

Please Note: here we have a screenshot reference for Microsoft authenticator app, If your using different application please add configure MFA Respectively.
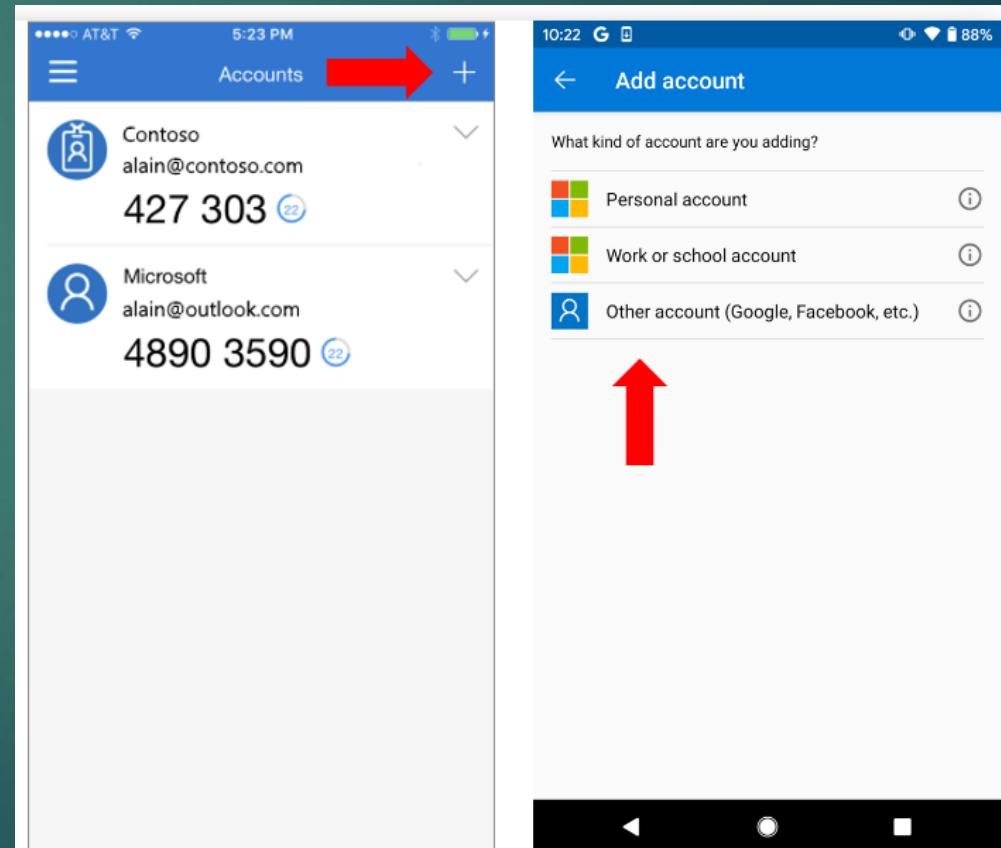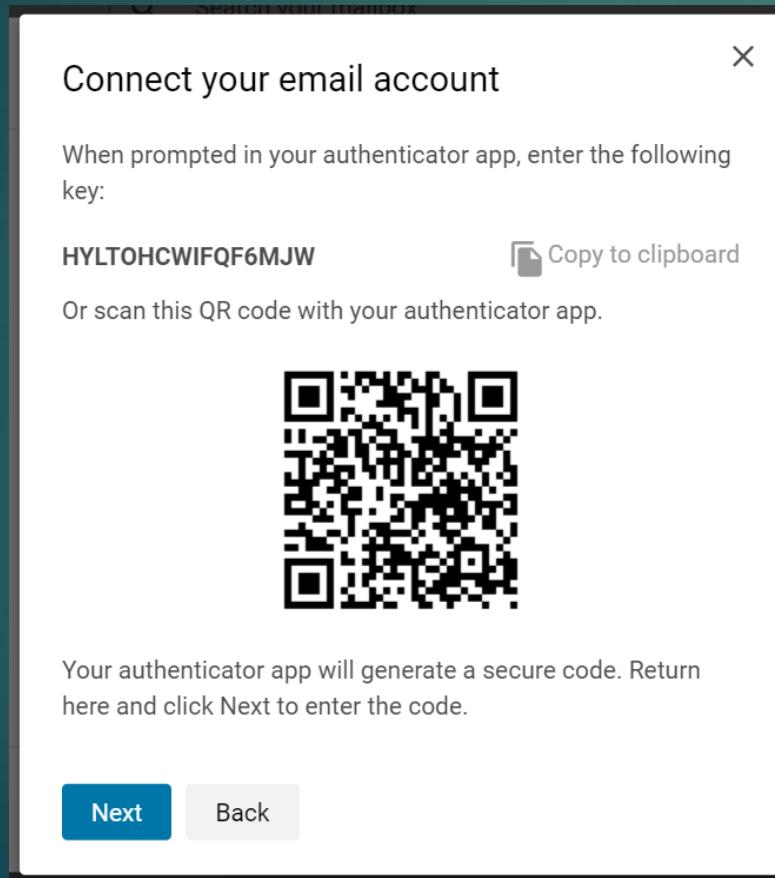
Step9: After setup your authenticator app, Enter the authentication code for verification.
Stpe10: After Verification succeed click "**finish**".

MFA configuration is completed.

Enter the authentication code

✕

Enter the secure co[1] nerated by your authentication app.

895606

[2]

Verify   Back

✕

Success

You have successfully configured a two-factor authentication method. You will be prompted for a code each time you sign in.

If you don't have access to your phone or recovery email, you may also print out a set of one-time codes that can be used to sign in.

Click "Finish" to complete setup and activate two-factor authentication for your account.

[3]

Finish

After MFA enabled:

When ever login your account, we have to entering the verification code. This code is changed every 30 seconds once new code generated.

If we use the trust this device option, We can avoid the authentication code for that trusted device.
[This is not good practice to secure data].

To remove the trusted device from Zimbra, Please login to the same trusted device and follow the same.

Go to settings → Accounts → Expand Default account → Scroll down find the Two factor authentication → Click "Do not trust this device" option.

To remove other device from trusted, please use the Do not trust all other device.

MFA Authentication using Email

Zimbra MFA Verification Code

In Zimbra two different options for MFA authentication:

Application base verification.

Email based verification code.

Enabling both option at same time is the recommended. We can choose any one of them primary or preferable option.

Please refer the screenshot here I have choose the email option as preferable.

Please Note: In my case when ever logging into web verification code send to verification email. We can use Application is another option.

Mail password recovery

To enable the two-factor authentication on Zimbra, please follow the steps below:

Step1: Go to setting.
Step2: Select "Accounts"
Step3: Navigate "Two-factor authentication".

Please enable to both method:
- **Application app**
- **By email to password recovery.**

Step4: Click "Set up this method" for Email method.

New setup window will appears and it ask email address where the verification code need to send.
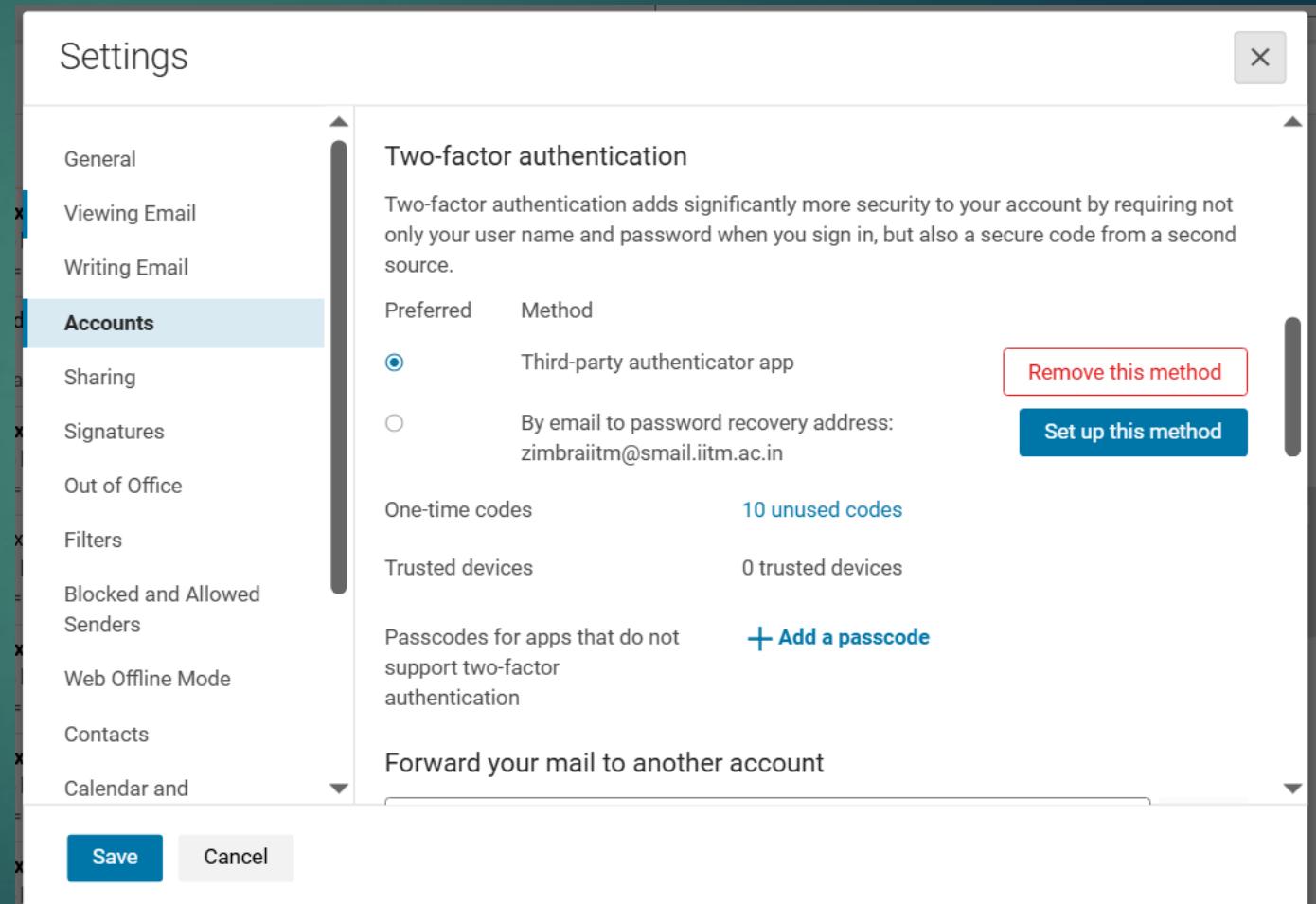
Step5: From 2fa window enter email address like: user@smail.iitm.ac.in.
Step6: Click "Next"
Step7: In new window, we have to enter the LDAP password for verification.

After enter the LDAP password, An verification code email sent to respective email address.
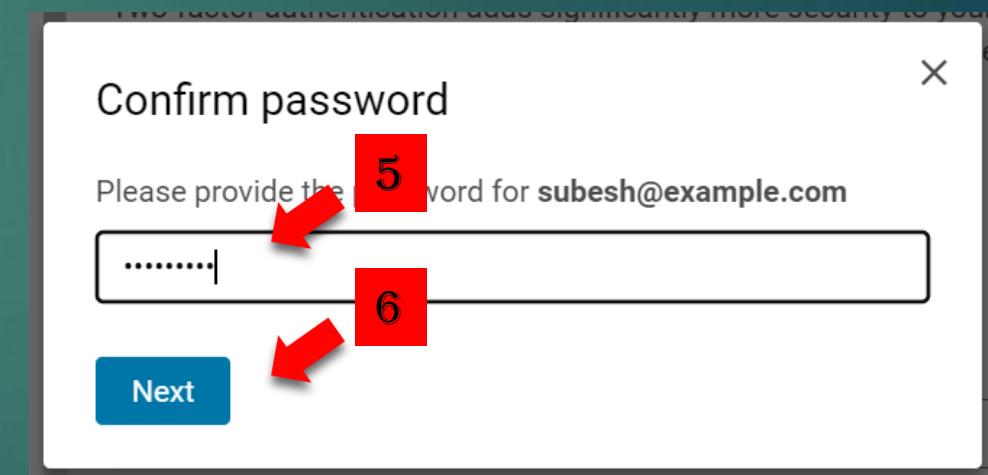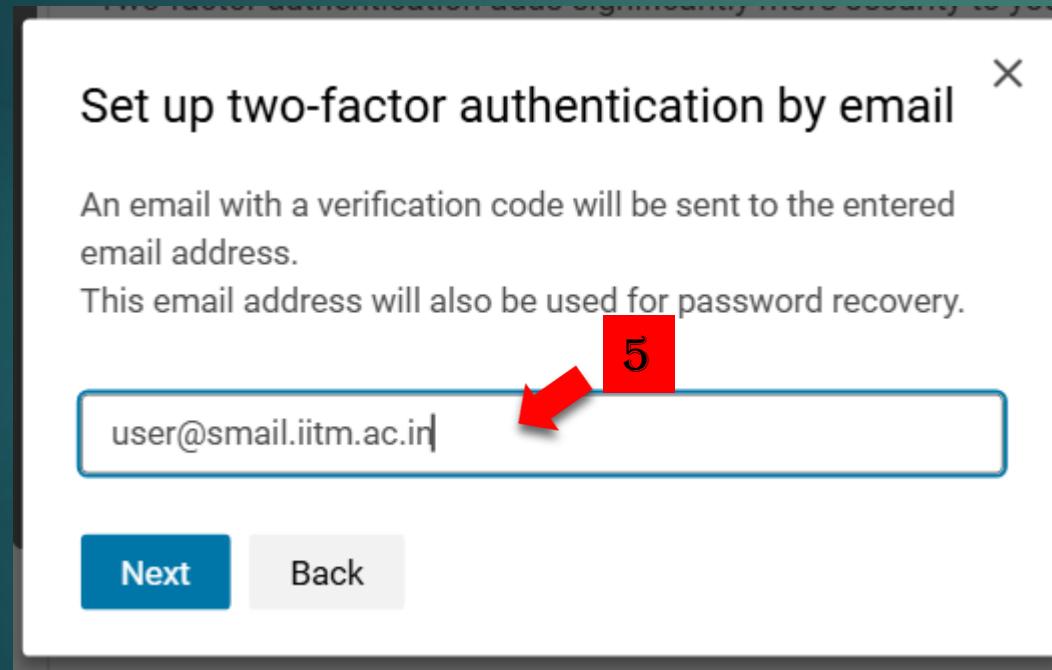
Step8: Please enter received verification code.
Stpe9: After Verification succeed click "**finish**".

MFA by using Email , Is completed.

After MFA enabled:

When ever login your account, we have to entering the verification code. This code is changed every 30 seconds once new code generated.

If we use the trust this device option, We can avoid the authentication code for that trusted device. [This is not good practice to secure data].

To remove the trusted device from Zimbra, Please login to the same trusted device and follow the same.

Go to settings → Accounts → Expand Default account → Scroll down find the Two factor authentication → Click "Do not trust this device" option.

To remove other device from trusted, please use the Do not trust all other device.

IITM Zimbra Export or Import user Account

Export Options

Modern Console:

In modern console, From the settings we have the option to export the overall mailbox in ".tgz" format. It includes email, contacts, and calendar details.

If we want to export or import a particular contact or calendar, right-click on the respective email, contact, or calendar folder to export or import.

To export your overall email and contact and calendar please use following steps:

Go to Settings → Accounts → Expand the "DEFAULT" → Scroll down to find export & Import option → Click "Export" button.
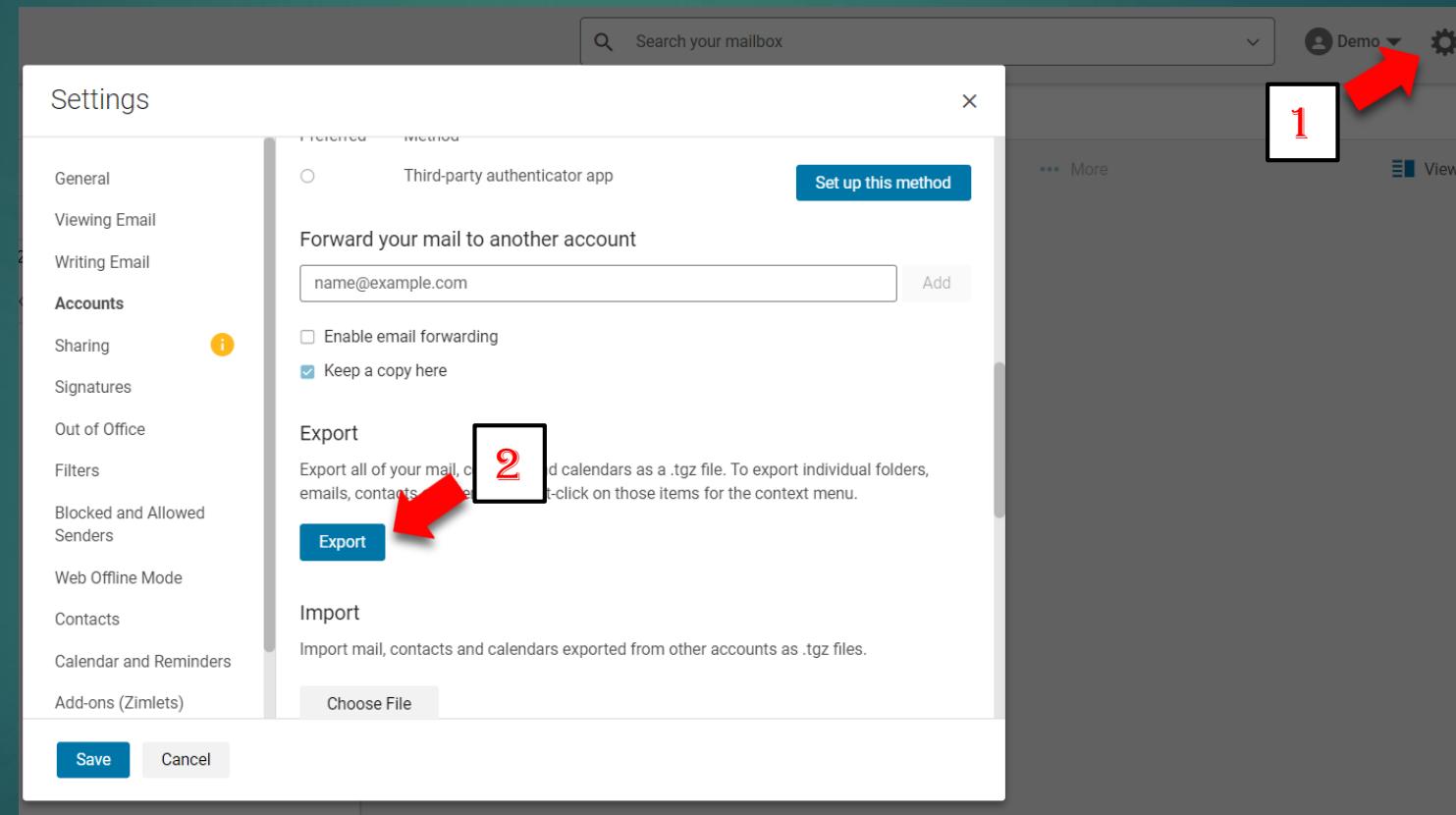
By using following steps we can export particular folder of contact.

- Go to contacts menu → Right click on preferred contact folder → Select "Export" → Select you preferred export type → Click "Export Now" Button.

- By exporting the CSV file we can re-upload in your zimbra account or Microsoft outlook software, For Thunderbird we can choose LDIF format.
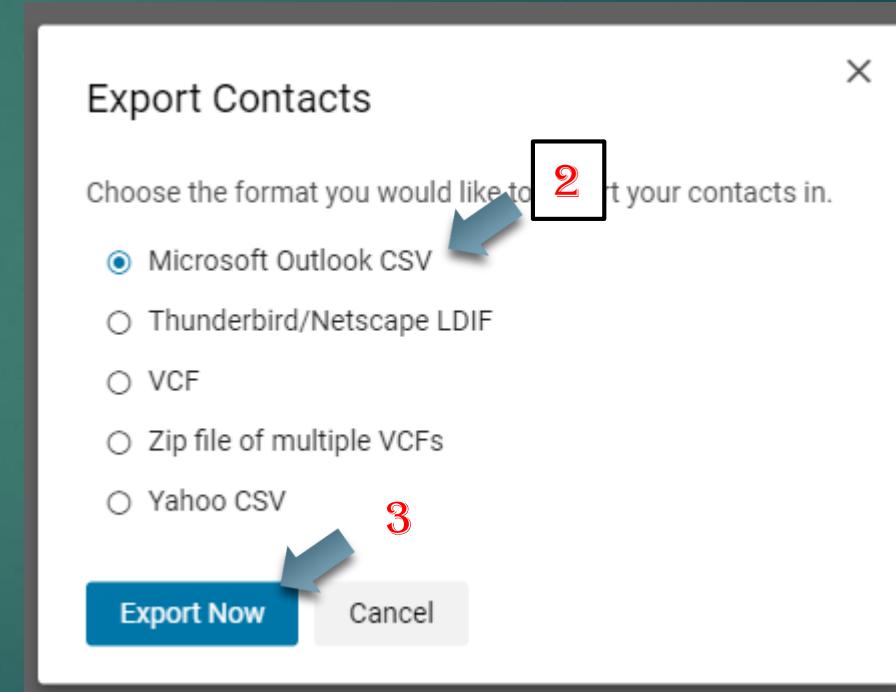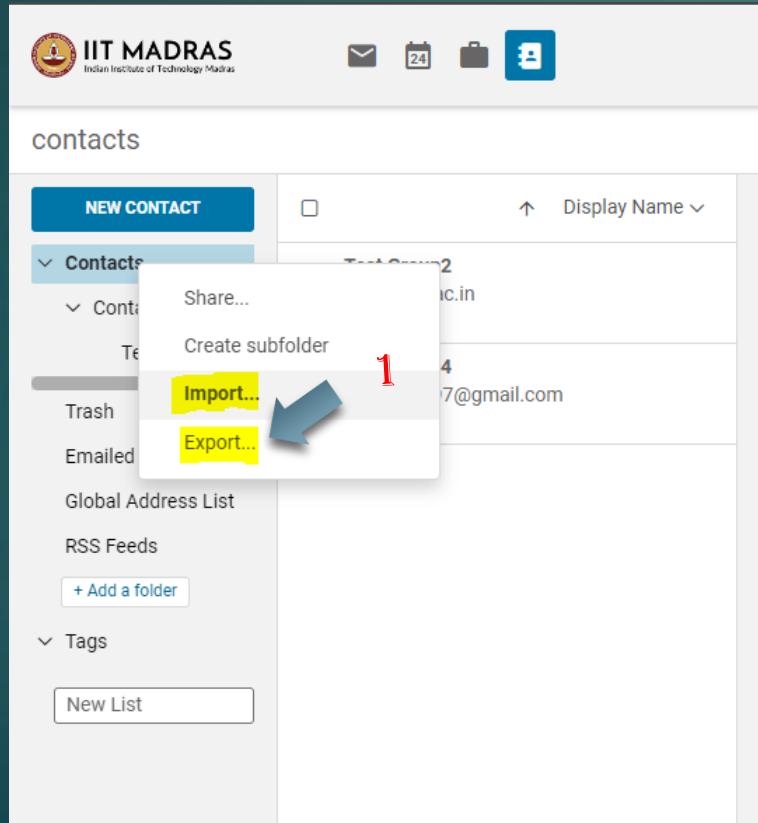
By using following steps we can export particular folder of contact.

- Go to Calendar menu → Right click on preferred calendar folder → Select "Export" → Click "Export Now" Button.

- All the calendar details will export in the format of ".ics" file, we can re-upload in your zimbra account or Microsoft outlook software, Thunderbird client as well.
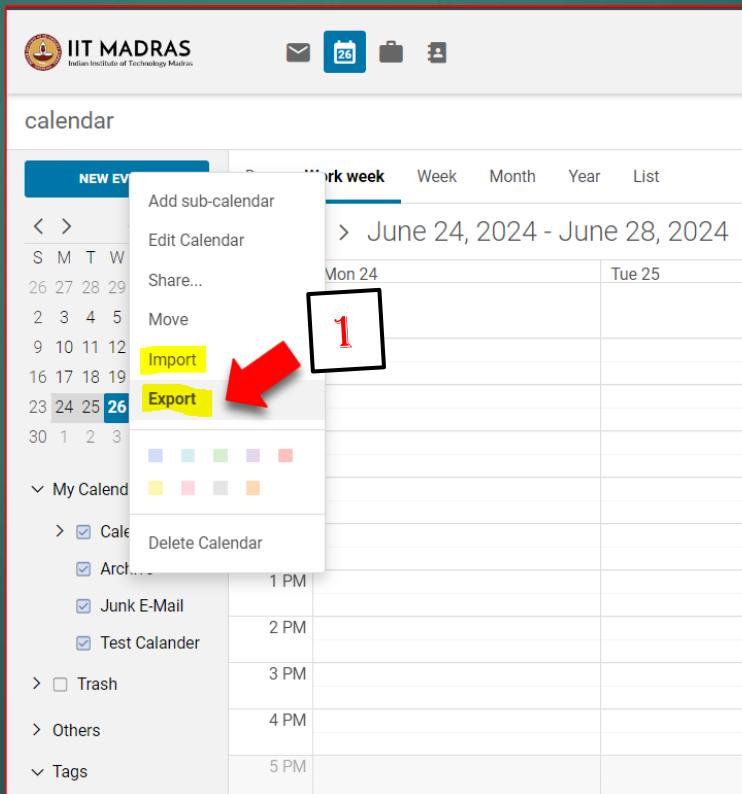
In modern console to Importing the exported .tgz file, Please refer the following steps.

Go to Settings → Click on "Accounts" → Select "DEFAULT" → Scroll down and find "Import" → Choose your tgz file by using option "Choose File" → Then Click "Import" Button → Once the import is completed "Import Complete" Popup.
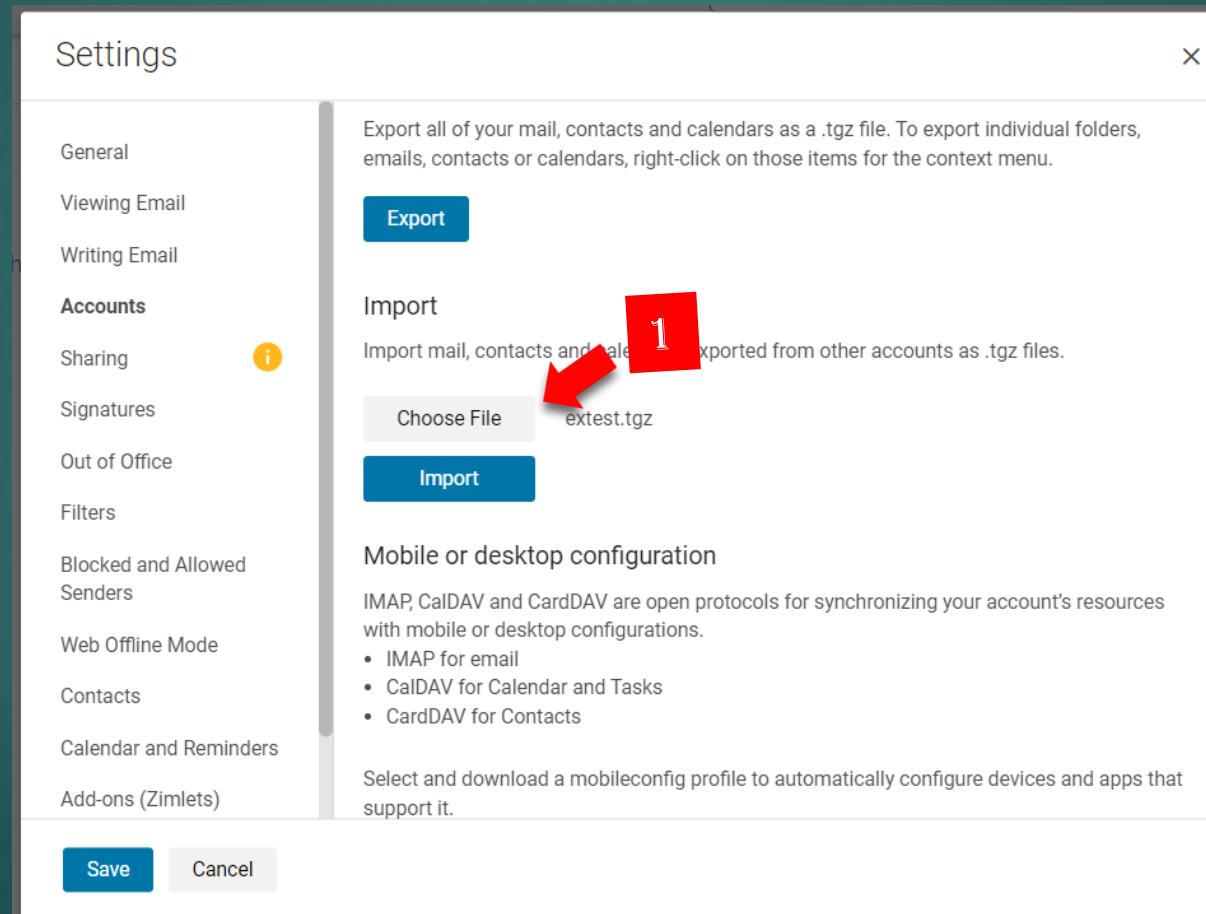
Zimbra Attachment size limitation

Internal & External Sending Message Size Limit:
Zimbra Mta Max Message Size: 52428800 (50 MB)
Zimbra File Upload Max Size : 26214400 (25 MB)

Please note:
- ❖ **Message size Limits only for sending, Not for receiving.**
- ❖ **And based on attachment size email delivery will get delay**

Zimbra Supported E-Mail Clients & configuration options

Zimbra Supported E-Mail Clients and Configuration Options		
Device	Application or Software's	Configuration Options
Mobile	Gmail App	IMAP & POP3, Active Sync (Email, Contacts, Calendar)
	Outlook App	IMAP & POP3, Active Sync(Email, Contacts, Calendar)
	thunderbird	IMAP & POP3
Windows Desktop	Outlook Software (Version: 2013, 2016,2019)	IMAP, POP3, Zimbra Outlook Connector Method (Email, Contacts, Calendar)
	Outlook O365	IMAP, POP3
	Thunderbird	IMAP & POP3
iPhone	Gmail App	IMAP & POP3, CalDAV & CardDAV (Contacts, Calendar)
MAC Device	Apple Mail Client	IMAP & POP3, CalDAV & CardDAV (Contacts, Calendar)
	Thunderbird	IMAP & POP3

Please note: Configuration steps available from CC Web Site: https://cc.iitm.ac.in