

SLMail Pro

Upgrade Guide for 5.x Users

Version 6.3

**SLMail Pro Version 6.3
Upgrade Guide for 5.x Users
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Any errors, corrections, suggestions, or omissions should be sent to documentation@seattlelab.com.

SLMP-6.3 U5x-000-UD1-IN1

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1. Introduction

SLMail Pro provides a new level of performance and reliability for email users. With today's high volume of spam and virus attacks, SLMail Pro offers a tremendous value for organizations needing a cost effective email server.

SLMail Pro contains:

- an email server for sending (SMTP) and receiving email messages (POP3). It has been recently upgraded to include over 300 internal improvements.
- MailWarden Pro content filtering that you can use to screen your email messages. It offers two optional components, Anti-Virus and Anti-Spam, on an annual subscription fee basis. The Anti-Virus component uses the award winning Norman engine. The Intelligent Anti-Spam connects to a real time, constantly updated Global Spam Center that identifies and tracks spam attacks worldwide. Because it only validates known spam, you end up with zero false positives.
- SLWebmail offers access to email from any web browser. It is separately managed so you can control who can retrieve their email using its simple web interface.
- SL Report Center delivers analytic reports on email traffic, to/from pairs, subject, attachment types, and "top ten" internal and external users.

The installation of SLMail Pro has been tested in many environments. It installs in a few minutes and delivers a powerful email solution for organizations from a few people to thousands.

Welcome to SLMail Pro!

Please take your time to read this Upgrade Guide and follow its instructions step by step to avoid mistakes and confusion.

How to Contact SeattleLab

Users with Support contracts can contact our Total Customer Care specialists for assistance.

Technical Support:

- Email: support@seattlelab.com
- Live Chat – go to www.seattlelab.com support

Sales:

- Email: sales@seattlelab.com

2. System Requirements

2.1 Upgrade restrictions

The following upgrade choices are currently supported:

SLMail 5.x installations moving → SLMail Pro 6.2

SLMail Pro 6.0 + patch 2.0.14 → SLMail Pro 6.2

WARNING! the patch must be installed first on 6.0 before you migrate!

SLMail Pro 6.x → SLMail Pro 6.3

2.2 Supported Operating Systems

Must have:

- IIS 4.0 or higher installed
- all of the latest Windows updates installed
- NTFS formatted file system

Microsoft Windows Server 2003

Microsoft Windows 2000 + SP4

Microsoft Windows NT4.0 + SP6a

2.3 Hardware

Pentium III and above.

Disk space: 500MB minimum, 1 GB Free Space or more recommended

Memory: 128 minimum, 256 MB or higher recommended.

2.4 TCP/IP

TCP/IP Stack (MS Winsock 2.0 or greater) Static TCP/IP Address.

2.5 Internet Server

The Microsoft IIS 4.0 or higher internet server must be installed for the SLMail Pro administration interface.

2.6 Web Browser

Internet Explorer with cookies enabled - 5.5 minimum but 6.0 recommended.

Note: By default, the IE security setting in a Windows2003 installation is at the highest level. This prevents JavaScript running and all cookies. When a user attempts to logon to the SLMail Pro admin center for the first time from Windows, the OK button is disabled but no error messages is given (if cookies and JavaScript are disabled). This is because normally a small piece of JavaScript is run to check that IE meets minimum requirements and then enables the OK button. The Windows security setting needs to be lowered to accept cookies and run JavaScript.

2.7 Privileges

You must have System Administration rights on the server to install SLMail Pro.

3. SLMail Pro 5.x to SLMail Pro 6.x Upgrade Process

To upgrade from a previous installation you must use the Backup and Restore utility. It should have been included in your download. If not, you can download it from www.seattlelab.com/Products/SLMailPro/Utilities.asp.

If you are currently using SLWebMail, you must download the User Export utility. You can download this from www.seattlelab.com/Products/SLMailPro/Utilities.asp.

If you have the standalone version of SLSupervisor with SLMail 5.5, your old data will not be migrated with SLMail Pro 6.2. You cannot view the old data with the SL Report Center.

Please follow the directions, step by step carefully, to ensure a successful migration.

3.1 Back up your SLMail files

You should have received the SLMail Pro Backup Utility in your download. If not, you can download it from www.seattlelab.com/Products/SLMailPro/Utilities.asp.

___ **First.**

Warning! First stop all SLMail services from the Windows Services Manager.

Warning! After you run the Backup Utility your current SLMail Pro System will not operate.

Run the **SLMailProBackup.exe**. This launches the Backup and Restore utility.

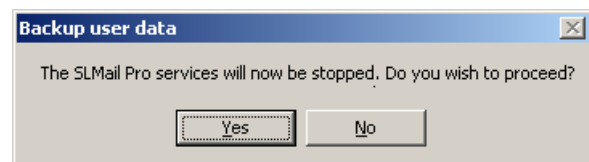
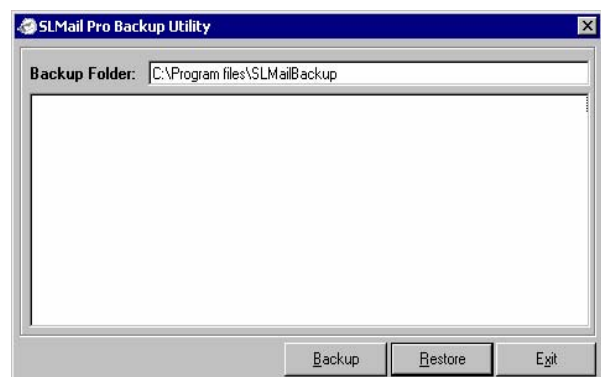
Verify that the Backup folder path is the same drive as your SLMail Pro installation.

Select **Backup**.

___ **Second.**

You will be prompted to stop the services.

Choose **Yes**.



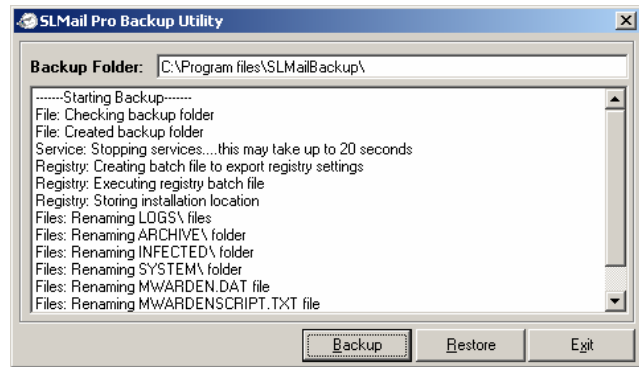
This utility exports your registry files along with the following files and folders to

C:\Program Files\SLMailBackup

- System Folder (SLMail)
- In Folder (SLMail)
- Out Folder (SLMail)
- MWarden.dat (Mail Warden)
- MWardenscripts.txt (Mail Warden)
- Mailmeter.mdb (SLMail Supervisor)
- Archive (Mail Warden)
- Quar (Mail Warden)

Verify that the Backup folder path is the same drive as your SLMail Pro installation.

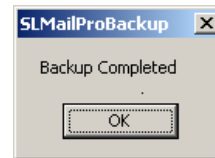
Click **Backup**.



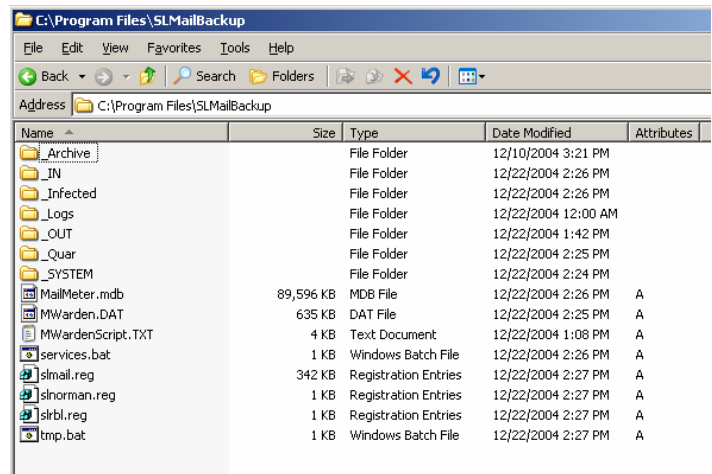
Third.

When it completes, click **OK**.

Then **Exit** the Backup Utility.



This is what the Backup folder will contain:



3.2 Back up your SLWebmail data

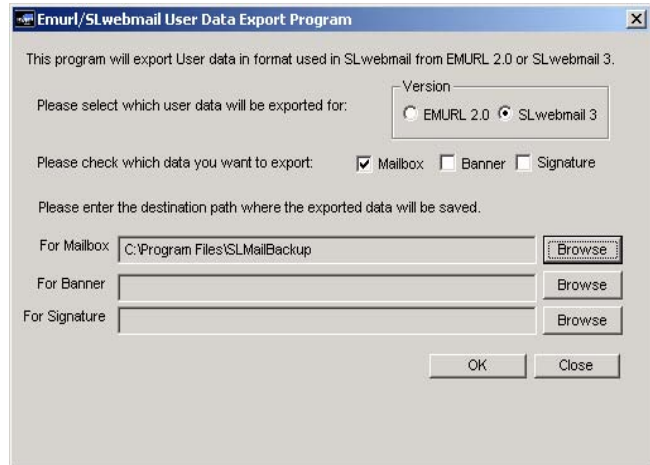
If you are currently using SLWebmail, you also need to back up this data. To do this, download the SLWebmail User Export utility (**UserExport.exe**) from the SeattleLab [website](http://www.seattlelab.com/Products/SLMailPro/Utilities.asp) (<http://www.seattlelab.com/Products/SLMailPro/Utilities.asp>) and save it to your desktop.

___ Fourth.

Run the **UserExport.exe**.

This launches the SLWebmail User Data Export Program.

- a. Select the Version *SLWebMail3*.
- b. Check which data you want to export: Mailbox, Banner, Signature.
- c. Enter the Destination Path where the exported data will be saved.
- d. Click *OK* to export the data. There will be a file created titled as follows:
mailbox<date><time> e.g. mailbox
09122004054835.



3.3 Uninstall SLMail 5.x

___ Fifth.

Uninstall SLMail Pro 5.x except for the SLMail Pro Backup and Restore utility and the User Export utility

Go to Start | Settings | Control Panel | Add or Remove Programs.

Select **SL Mail Pro, SLMail Supervisor, SLWebMail**.

Warning! If you have the Norman Anti-Virus installed, make sure you write down your Norman Authentication Key before uninstalling SLMail Pro.

Choose **Uninstall**.

3.4 Uninstall Norman Anti-Virus

___ Sixth.

If you are running Norman Anti-Virus you need to uninstall Norman using the **DelNVC5.exe**

C:\Program Files\SLMail\Norman\NVC\Bin\
DelNVC5.exe

3.5 Reboot the Server

___ Seventh.

When the uninstall process completes, reboot the server.

3.6 Install SLMail Pro 6.3

___ Eighth.

Install SLMail Pro 6.3. To do this, double click on the **smailpro.exe**.

Follow the directions in the SLMail Pro Installation Guide.

3.7 Reinstall Norman

___ Ninth.

If you previously had Norman installed, then re-install it now from the Virus Control tab of the SLMail Pro System Control panel.

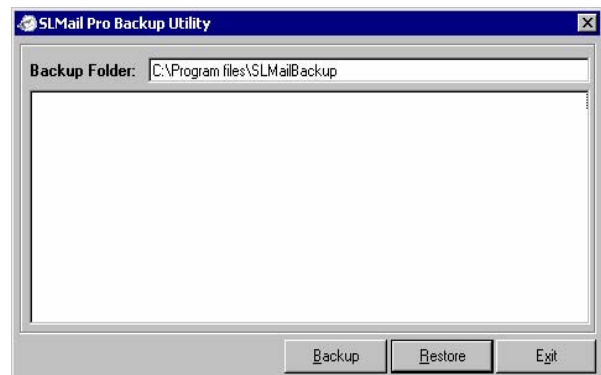
Follow the directions in the SLMail Pro Installation Guide – Anti-Virus software.

3.8 Restore the SLMail Pro User Data

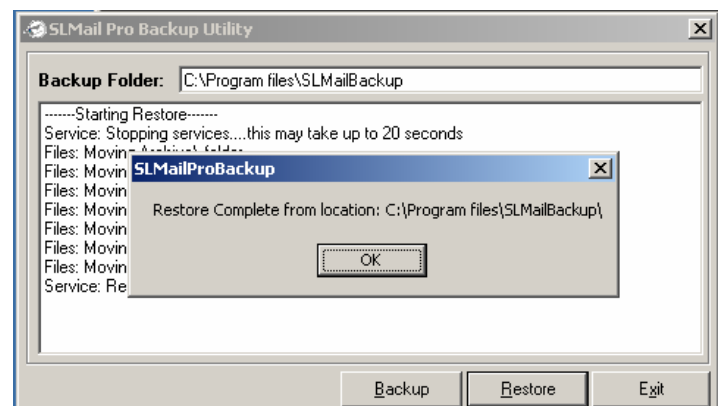
___ Tenth.

Run SLMailProBackup.exe to launch the Backup and Restore Utility.

Select **Restore**.



The Backup Restore process will complete.



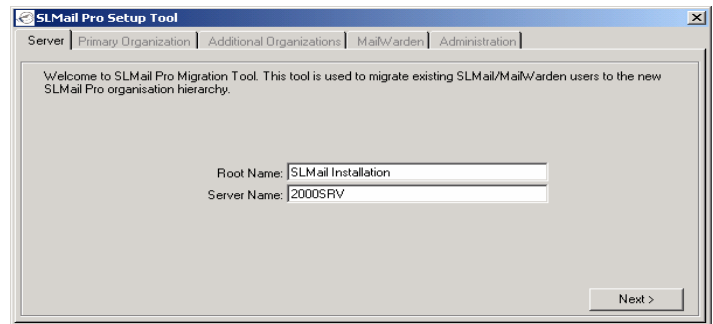
3.9 SLMail 5.x Data Migration

___ Eleventh.

CRITICAL! To complete your installation you must migrate your previous SLMail 5.x information into the SLMail Pro format.

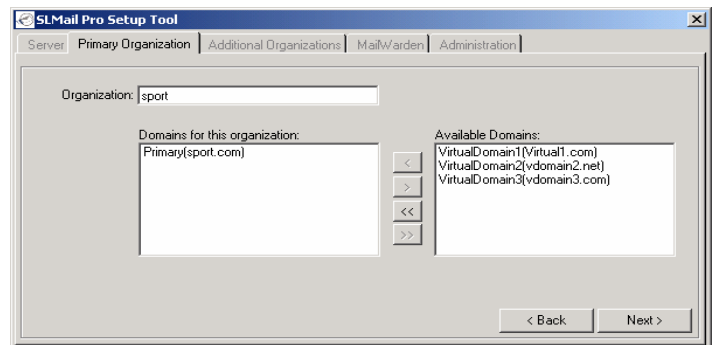
In the SLMail Pro directory
 C:\Program Files \SLMail,
 double click on the **SLMailMigration.exe** file.

The Root Name will always be SLMail Installation. The Server Name is where SLMail Pro is installed.



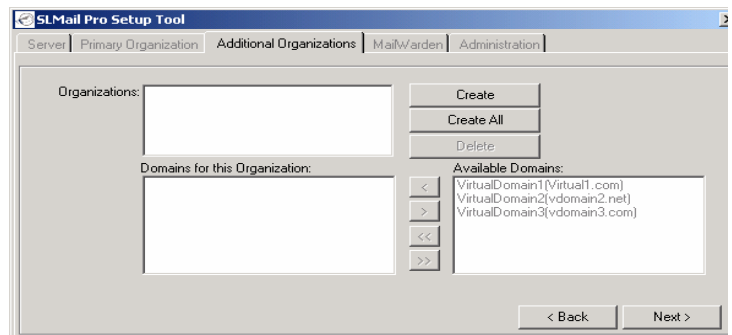
___ Twelfth.

Choose the Primary Organization and its domain.

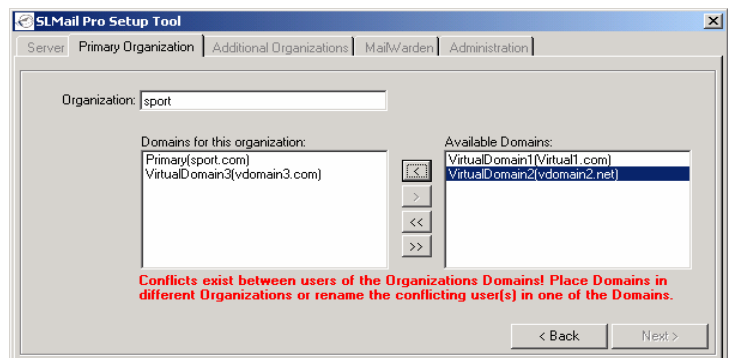


___ Thirteenth.

Click on “Create All” to place each domain into a separate Organization. Enter the Organization name and select domains to have more than one domain per Organization.

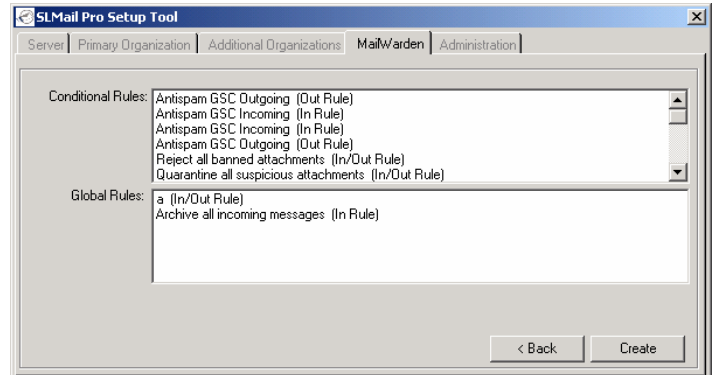


WARNING! If you have users or forwarders with the same name in more than one domain, the domain cannot be in the same Organization.



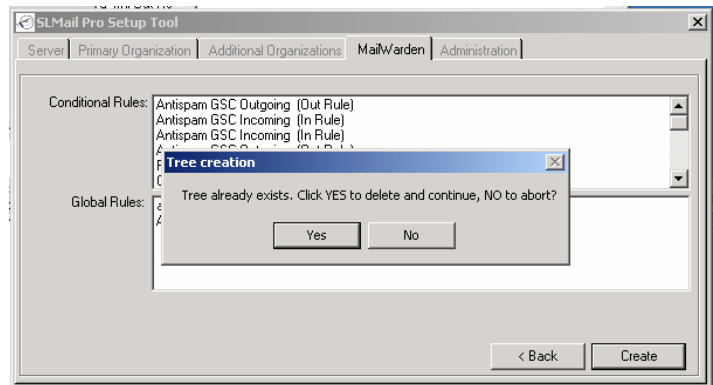
____ Fourteenth.

For MailWarden Migration, click **Create** to begin creating the new directory tree.



____ Fifteenth.

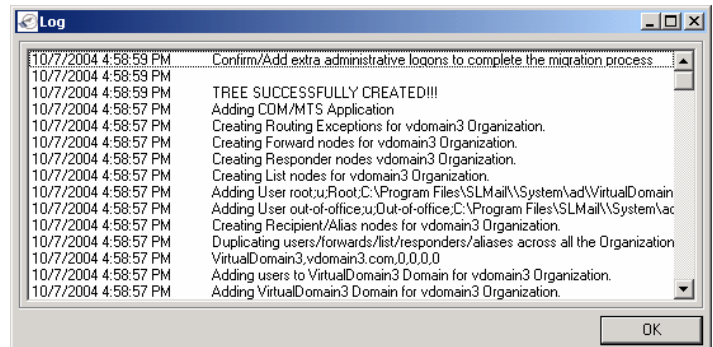
Choose **Yes** to create the new tree.



____ Sixteenth.

You will see a log of the tree creation.

The migration process is complete.



3.10 SLMail 5.x to SLMail Pro Upgrade Licensing

___ **Seventeenth.**

Register SLMail Pro.

When you upgrade from SLMail 5.x to SLMail Pro 6.x, you may have to register 3 licenses depending on what you have purchased.

Please follow the directions in the SLMail Pro Installation Guide for License Registration.

3.11 Import SLWebmail Users

___ **Eighteenth.**

If you were using SLWebmail in the previous version of SLMail Pro, run the **Import SLWebmail Users Utility**.

Start | Programs | SLMail Pro | SLWebmail | **Import SLWebMail Users**

Browse to the file (mailbox<date><time> e.g. mailbox 09122004054835) that was created in above, and select import.

3.12 SLMail 5.x upgrade to SLMail Pro is complete! What to Do Next

Congratulations! You have successfully installed SLMail Pro.

Now you are ready to configure users and domains. Take out the SLMail Pro Administration Guide and double click on the SLMail Pro Administration icon on your desktop.

- Default username is **admin**
- Default password is **admin**

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