

SLMail Pro

Upgrade Guide for 6.x Users

Version 6.3

SLMail Pro Version 6.3 Upgrade Guide January 2006

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Any errors, corrections, suggestions, or omissions should be sent to documentation@seattlelab.com.

SLMP-6.3 U6x-000-UD1-IN1

Table of Contents

1. Introduction.....	1
How to Contact SeattleLab.....	1
2. System Requirements.....	2
2.1 Upgrade restrictions.....	2
2.2 Supported Operating Systems	2
2.3 Hardware	2
2.4 TCP/IP	2
2.5 Internet Server	2
2.6 Web Browser	2
2.7 Privileges	2
3. Upgrade from SLMail Pro 6.x to 6.3.....	3
3.1 Run database maintenance on SL Report Center	3
3.2 Run SLMail Pro Backup	4
3.3 Back up SLWebmail data	5
3.4 SLMail Pro 6.0 Users ONLY - Uninstall the SLMail Pro 2.0.14 patch	5
3.5 Uninstall SLMail Pro 6.x.....	6
3.6 Reboot the server	6
3.7 Install SLMail Pro 6.3.....	7
3.8 Reinstall Norman	7
3.9 Restore the SLMail Pro User Data	7
3.10 Register SLMail Pro.....	8
SLMail Pro 6.x to SLMail Pro 6.3 Upgrade Licensing	8
3.11 Import SLWebmail Users.....	8
3.12 SLMail 6.x upgrade to SLMail Pro 6.2 is complete! What to Do Next.....	8

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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 6.3

SLMail Pro 6.0 + patch 2.0.14 → SLMail Pro 6.3

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. Upgrade from SLMail Pro 6.x to 6.3

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.

For SLMail Pro 6.0 users - WARNING! The 2.0.14 patch must be installed first on 6.0 before you migrate!

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

3.1 Run database maintenance on SL Report Center

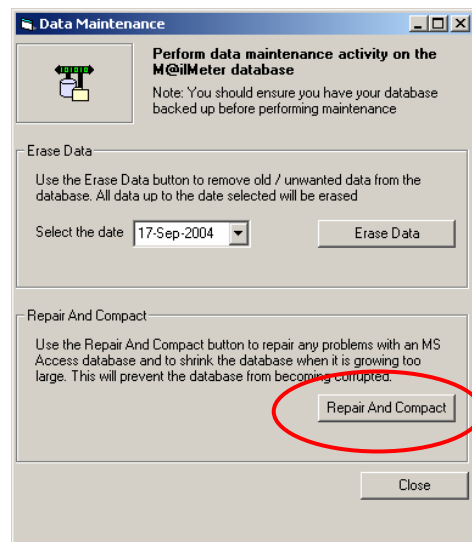
___ First.

Before you begin the upgrade procedure run the data maintenance operation on the SL Report Center database.

Go to Start Menu | Programs | SLMail Pro | **SLMail Pro Configuration** (System Control)

When you see the Configuration display:
Select Database | **Data Maintenance** tab

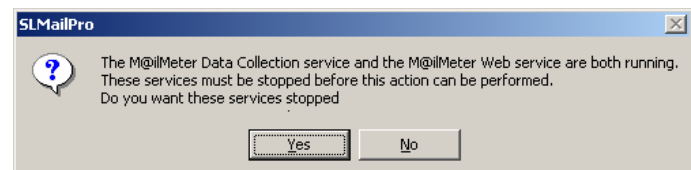
Click on **Repair and Compact**.



___ Second.

You will be prompted to stop the services.

Choose **Yes**.

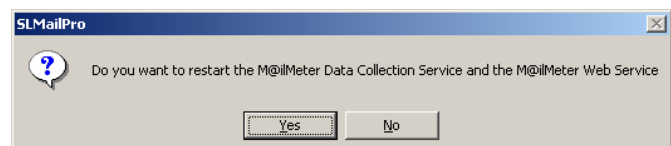


___ Third.

When the process completes you will be prompted to restart the Data Collection and Web Service.

Choose **No**.

You can now close the System Configuration (Control) window.



3.2 Backup your SLMail Pro 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.

___ Fourth.

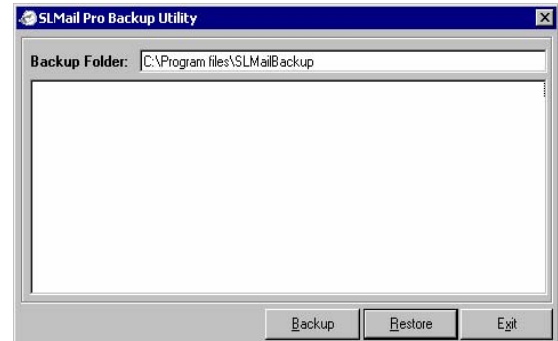
Warning! First stop all SLMail services from the Windows Services Manager.

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.

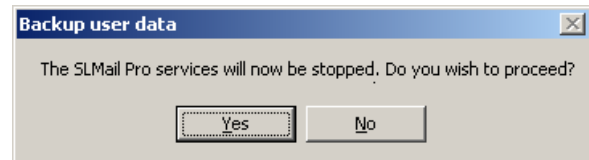
Select **Backup**.



___ Fifth.

You will be prompted to stop the services.

Select **Yes**.



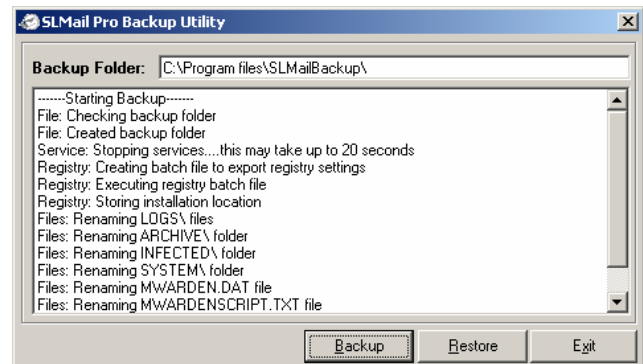
This utility exports your registry files along with the following files and folders to

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**.



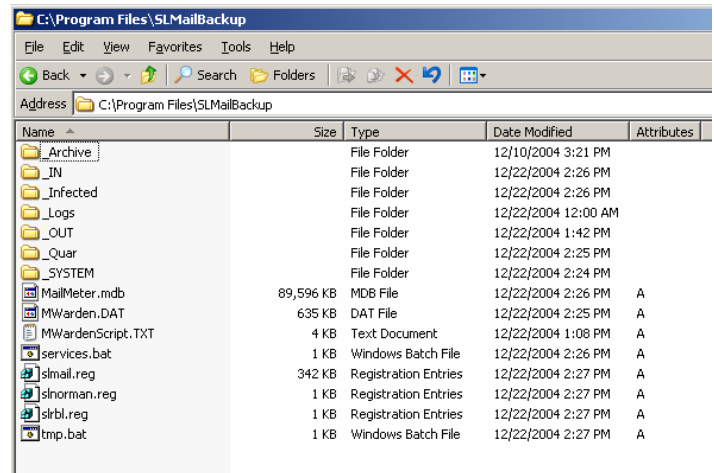
___ Sixth.

When it completes, click **OK**.

Then **Exit** the Backup Utility.



This is what the Backup folder will contain:



3.3 Back up your SLWebmail data

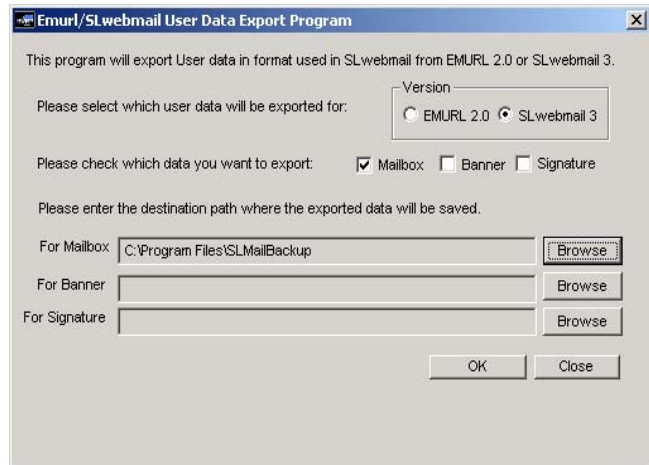
If you are currently using SLWebmail, you also need to back up this data. To do this, download the SLWebmail User Export utility (**UserExport.exe**) from the SeattleLab [website](http://www.seattlelab.com/Products/SLMailPro/Utilities.asp) (<http://www.seattlelab.com/Products/SLMailPro/Utilities.asp>)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

___ Seventh.

Run the **UserExport.exe**.

This launches the SLWebmail User Data Export Program.

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



3.4 SLMail Pro 6.0 Users ONLY - Uninstall the SLMail Pro 2.0.14 patch

___ Eighth.

Uninstall SLMail Pro patch 2.0.14.

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

Select **SL Mail Pro Patch Installer**.

Choose **Uninstall**.

3.5 Uninstall SLMail Pro 6.x

___ Ninth.

Uninstall SLMail Pro 6.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.

___ Tenth.

The process will also uninstall Norman Anti-Virus if you have it licensed.

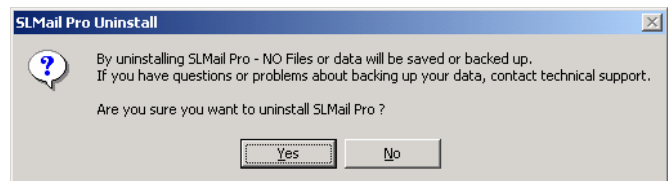
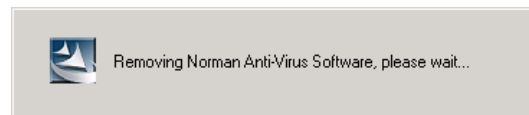
Warning! *If the Norman Anti-Virus Control entry is still present in the Add/Remove Programs after removing SLMail Pro, you must uninstall it from the Add/Remove Programs. Also Uninstall the Anti-Virus entry.*

___ Eleventh.

You will be prompted with an uninstall confirmation message.

Click **Yes**.

Choose ***Uninstall.***



3.6 Reboot the server

___ Twelfth.

When the uninstall process completes, reboot the server.

3.7 Install SLMail Pro 6.3

___ Thirteenth.

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

Follow the directions in the SLMail Pro Installation Guide.

3.8 Reinstall Norman

___ Fourteenth.

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

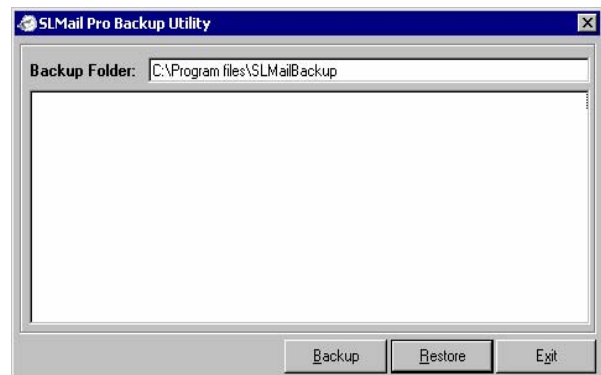
Follow the directions in the SLMail Pro Installation Guide – Anti-Virus software.

3.9 Restore the SLMail Pro User Data

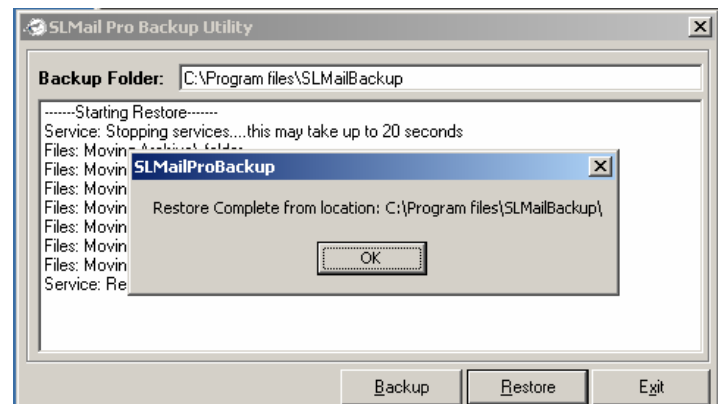
___ Fifteenth.

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

Select **Restore**.



The Backup Restore process will complete.



3.10 Register SLMail Pro

___ Sixteenth.

Register SLMail Pro.

SLMail Pro 6.x to SLMail Pro 6.3 Upgrade Licensing

When you upgrade from SLMail Pro 6.x to the latest version you may have to register licenses depending on what was previously purchased.

1. SLMail Pro license – there is no need to update this license if your new installation is on the same server as the previous one - it was automatically migrated during the upgrade procedure.
2. Anti-Virus license – Norman Anti-Virus will install with a 14 day evaluation license. If you have a current Norman license and Authentication Key, you will need to update it (Virus Control tab).
3. Anti-Spam license – there is no need to update this license if your new installation is on the same server as the previous one - it was automatically migrated during the upgrade procedure.

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

3.11 Import SLWebmail Users

___ Seventeenth.

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 6.x upgrade to SLMail Pro 6.2 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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