MAPILab Groupware Server
Technical Documentation
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1. Introduction

1.1. About the program

MAPILab Groupware Server (MGS) is a program product built on the technology “client – server” that provides shared real-time access to the local folders of Microsoft Outlook. Shared folders are stored in Microsoft Outlook data files (files of PST format), which allow not only to create new folders of common access, but also to give access to the folders that already exist. Moreover, MAPILab Groupware Server provides differentiation of access permissions to shared resources: personal (for each user of public folders) or common (for groups of users).

The main advantage of MGS is the possibility to give direct access to shared resources (contact lists, mail folders, calendars, etc.) by means of the local network. Clients work with a single common store instead of his/her own, so the changes made by one user will become immediately visible for all other users.

The server management can be performed from any network computer with the help of a special program, which is included in the product and is called Administrator. In order to administer the server, the user should have Administrator rights. These rights can be granted to one or several users, and absolutely any user can handle administering.

MAPILab Groupware Server is oriented on small- and middle-size corporate networks. MGS – is a solution that doesn’t require a dedicated server – the software can be installed on any computer that is connected to the local network and on which Microsoft Outlook is installed. Microsoft Exchange Server, Lotus Domino or any other server products are not required to be installed for proper operation of our program, and the existence of any of them will not have an influence on the program functionality, as well as the used MGS will not affect the work of any of these products.
1.2. Features

From the client’s point of view, the folders on MAPILab Groupware Server look like and behave the same as the public folders on Microsoft Exchange Server (Public Folders): at the very moment, when somebody creates a new item in the folder (contact, note, etc.), it will become visible to all users of the folder. Any changes made with the item will be immediately reflected on the computers of other users of the current folder.

Public folders are an easy and handy tool for data collecting, sequencing and common access to it. Usually, they are organized by means of Microsoft Exchange Server, where these folders are created and managed. However, when the product MAPILab Groupware Server is used, there is no need to install Microsoft Exchange Server. After installing MGS, you will have the possibility to easily organize:

- Public mail folders;
- Public contact folders;
- Public calendars;
- Public task folders;
- Public note folders;
- Public journals.

Permissions can be imposed on public folders; so that it can be specified what users can work with item in this folder. MGS gives an opportunity to use the following kinds of permissions (access permissions to public resource):

- View;
- Create;
- Edit;
- Delete;
- Create subfolders;
- Edit access permissions.

Public folders allow to enhance the cooperation between groups of users, allow to manage the threads of incoming mail, the threads of news, the process of developing applications and even the location of resources.

Public folders differ from other folders, because a number of users have access to their content. For example, by creating public folders, a team of developers can establish team-work with documents and discussion of questions related to the project.
One more easy way to benefit from the public folders – use them as a single residence for messages, which can be viewed by many users.

Let us examine, for example, the work of the customer technical support service.

Setup the service mailbox to relay the mail thread into the public folder so that all staff-members will have the possibility to view all messages addressed to technical support. Besides reviewing messages, an employee can reply to a message, mark as read, forward, mark with a flag and all these actions will be visible to all other users of this public folder.

One more example. The distribution lists of the worldwide web are a powerful source of informational support. However, they create lots and lots of messages. It is not expedient to store this whole data volume in the mailbox of every user that wants to receive them. There is a way out of this situation: create a public folder for each distribution list and assign free access to it. The user has the right to decide whether he wants to read messages from one or another distribution or not.

1.3. Program operation

The program product MAPILab Groupware Server consists of three components: server part, client part and a utility for managing the server - Administrator. Before installing it is necessary to select the computer, which will act as a server, i.e. the computer, on which the server part of the software will be installed with all settings and data about shared resources, and to which all clients will connect in order to get necessary data. If it is important to connect to shared resources from this computer, all three components (client, server and Administrator) should be installed in this computer.

Then, the client software is installed on all other computers in the network that will interact with the server, and the server managing utility if needed. The client-side application can be installed on any computer, the main point is that is has to be located in the same local network as the server and this computer must have Microsoft Outlook. The client application allows to connect public folders managed by MGS to Microsoft Outlook. After installing the client part in Microsoft Outlook, the item Connect to MAPILab Groupware Server... will appear in the menu Tools. This wizard will help you to connect the public folders to Microsoft Outlook.

All MGS managing and administering operations are performed with the help of Administrator utility. It allows to create shared resources (or connect existent ones), create and delete users and user groups, manage users access permissions to folders; it contains tools for licensing and product registration, displays information about active server connections. The Administrator utility allows to connect to any of the installed MGS servers and can be installed on any computer in the local network that has Microsoft Outlook.
1.4. Licensing

The public version of MAPILab Groupware Server is fully functional but has two limitations:

- trial period of 30 days;
- number of client-server connections is limited to 25 connections.

If you want to use MAPILab Groupware Server after the end of 30-day trial period, you should register the program.

In order to get legitimate access to this server product, a Client Access License (CAL) is required. The CAL for one client-server connection gives the right to connect to public folders managed by MGS for one user from one physical device. The number of users and devices that can legally access the server simultaneously is limited to the number of CALs for this particular server.

Pay attention to these schemes*:

Situation 1. Three CALs are required.

![Diagram of three CALs required](image1)

Situation 2. Four CALs are required.

![Diagram of four CALs required](image2)

*On the schemes CAL is a client-server connection.
If you want to use one MGS server, and all users are connected to this server, you should purchase the number of licenses that corresponds with the number of users connected to the server. For example, three CALs are required in the **Situation 1**.

If you want to use several MGS servers and some users are to be connected to several servers, you should purchase the number of licenses that corresponds with the number of established connections. In our example (**Situation 2**) two users are connected to one server and one user is connected to two servers. Four CALs are required in this configuration.

You can obtain the necessary number of CALs and buy additional number of licenses as soon as you need it here: [http://www.mapilab.com/purchase/?server](http://www.mapilab.com/purchase/?server)

If you are interested in purchasing licenses for more than 25 users, you can take advantage of the corporate purchase. For that, you should go to the page: [http://www.mapilab.com/ru/purchase/volume.html](http://www.mapilab.com/ru/purchase/volume.html).

When you register the product, you will get the registration code (serial number), which will allow you to continue the work with **MAPILab Groupware Server** after the expiration of the trial period. Each registration code corresponds with one client-server connection, i.e. if you buy 5 CALs, you will receive five registration codes.

In order to input the registration code, you should:

- Launch the **Administrator** utility;
- On the left-side tree panel select `<Server name>` (for example, «TECH» on the screenshot);
- On the right side find the tab **License Management**;
- Click the button **Add**…
- Type in one or several codes (the input rules are specified below) and click the button **OK**;
- In the displayed window (with the report about the results of adding license codes) click the button **Close**.
When several codes are added, each of them should be entered in a new line or should be divided from the others with the symbols «; , | / : ». Registration codes should be typed in exactly as you have received them, i.e.: all letters should be in the uppercase; there must be no spaces in the code; the number of hyphens ( - ) should be exactly the same as in the originally received code. In order to avoid misprints, it is recommended to use the “copy-paste” function for entering the code. For that:

- Highlight the received codes in the message;
- Right mouse-click on the highlighting;
- Select Copy;
- Go to the dialog for entering registration codes;
- Right mouse-click on the field for entering registration codes;
- Select Paste.

If you want to enter the registration key that has been already entered on another MGS server, you should at first delete it from the current computer and only after that enter it on another computer. Otherwise, the entered key will be blocked on both servers.
If the registration key gets blocked on one or more computers, you should delete this key from the computer, on which you don’t plan to use them, and after that you should unblock the key on the necessary computer with the help of the **Unblock selected keys** button. Also you can delete the keys from all computers and enter them again on the computer, on which these keys need to be used.

In order to delete the registration key, you should:

- Launch the **Administrator** utility;
- On the left-hand tree panel select `<Server name>`;
- On the right-side panel go to the tab **License Management**;
- Highlight one or several registration codes;
- Click the button **Remove**…
2. Technical information

2.1. System requirements.

2.1.1. Server-side application.

Operating system requirements:
- Microsoft Windows NT 4.0 (use a special version of the product, also SP6 required);
- Microsoft Windows 2000 Professional;
- Microsoft Windows 2000 Server (with Terminalserver as Windows Service);
- Microsoft Windows 2003 Server or Terminalserver (as Windows Service);
- Microsoft Windows XP Professional;
- Microsoft Windows Vista.

Software requirements:
- Microsoft Outlook 2000 (in Corporate / Workgroup mode);
- Microsoft Outlook 2002;
- Microsoft Outlook 2003;
- Microsoft Outlook 2007 (Note: there is one limitation for this configuration: on computer with installed server side of MGS you cannot use Microsoft Outlook 2007, but it must be installed (read 2.2.3. Microsoft Outlook 2007 compatibility section).

2.1.2. Client-side application

Operating system requirements:
- Microsoft Windows NT 4.0 (necessary to download a special version of the product, also SP6 must be installed);
- Microsoft Windows 2000 Professional;
- Microsoft Windows 2000 Server;
- Microsoft Windows 2003 Server;
- Microsoft Windows XP;
- Microsoft Windows Vista.

Software requirements:
- Microsoft Outlook 2000 (in Corporate / Workgroup mode);
- Microsoft Outlook 2002;
- Microsoft Outlook 2003;
2.2. Compatibility with other applications

2.2.1. Windows NT 4.0 compatibility

In order to install the product on the operating system *Windows NT 4.0*, it is necessary to download a special version: [http://www.mapilab.com/files/groupware_server_nt.zip](http://www.mapilab.com/files/groupware_server_nt.zip). Please, note that Service Pack 6 must be installed on the computer for the program to work properly.

2.2.2. Microsoft Exchange Server compatibility

The product can be deployed in the network, where *Microsoft Exchange Server* already operates. The presence of *Microsoft Exchange Server* in the network will not influence on the work of MGS, as well as the presence of MGS in the network will not influence the work of existing *Microsoft Exchange Server*.

2.2.3. Microsoft Outlook 2007 compatibility

For attention of Microsoft Outlook 2007 users: a server-side part of MAPILab Groupware Server installed on computer with Microsoft Outlook 2007 has one major limitation: you cannot use Microsoft Outlook on this computer because it doesn't allow you to delegate some of Microsoft Outlook libraries between several applications, so, you can use only server part of MAPILab Groupware Server or Microsoft Outlook one. Client-side of MAPILab Groupware Server is working properly with Microsoft Outlook 2007. You can find detailed information about temporary solutions in [2.2.4. Conflict of Microsoft Outlook 2007 and MAPILab Groupware Server during the simultaneous launch on Windows XP](#).

2.2.4. Conflict of Microsoft Outlook 2007 and MAPILab Groupware Server during the simultaneous launch on Windows XP.

**Error signature**

The current article describes an unavoidable error that has one of the following signatures:

```
AppName: outlook.exe  AppVer: 12.0.4518.1014  AppStamp:4542840f
ModName: mspst32.dll  ModVer: 12.0.4518.1014  ModStamp:45428111
fDebug: 0  Offset: 00006555
szAppName : MGFServer.exe  szAppVer : 1.3.0.3  szModName : MSPST32.DLL
szModVer : 12.0.4518.1014  offset : 00006555
```
Problem

The following error message may appear at the Microsoft Outlook 2007 start-up:

*Microsoft Office Outlook – error occurred. The application will be closed. Sorry for the inconvenience.*

The following error message may appear when trying to connect to the server of MAPILab Groupware Server:

*MAPILab Groupware Server - error occurred. The application will be closed. Sorry for the inconvenience.*

Cause

This error occurs as a result of a conflict when the message storing service Microsoft Personal Store Provider is simultaneously used by processes that are launched under different accounts. The conflict in its turn is caused by the error in the pst-file opening function that is located in the module *mspst32.dll*.

Temporary solutions

Depending on the method of MAPILab Groupware Server deployment, there are several temporary solutions:

**Solution 1**

Use the server part of *MAPILab Groupware Server* on a computer, which does not use *Microsoft Outlook* or it is used only for work with *Exchange Server*.

**Solution 2**

The solution is based on the lowering of *Windows XP* security level. The main point is to force the server part of *MAPILab Groupware Server* to work under the same account, under which *Microsoft Outlook 2007* is launched.
Perform the following operations:

1. Add the account, under which Microsoft Outlook is launched, in the local user group Administrators. Do the following for that:
   a. Open the menu Start > Control Panel > Administrative Tools > Computer Management.
   b. In the opened console select Computer Management > System Tools > Local Users and Groups > Groups.
   c. Double-click on the user group Administrators.
   d. In the opened window click the button Add... and add the necessary account to the group.

2. Change the account, under which the services of MAPILab Groupware Server will be launched. Do the following for that:
   a. Open the menu Start > Control Panel > Administrative Tools > Computer Management.
   b. In the opened console select Computer Management > Services and Applications > Services.
   c. In the list find the service MAPILab Groupware Server Interlayer and double-click on it.
   d. In the opened window open the tab Log On.
   e. In the field This account specify account name, under which Microsoft Outlook is launched, and the corresponding password.
   f. Repeat the steps d-f with the service MAPILab Groupware Server.

3. In case of functioning in a work group, it is necessary to create an account with the same name and password as on the server computer on all computers that have the client part of MAPILab Groupware Server. After that, all operations described in the paragraphs 1 and 2 (except for 2.g.) must be applied to the created account.

**Status**

The described behavior is the result of an internal error in the MAPI system; MAPILab is not able to fix this error. The corresponding notification was sent to the Microsoft Company. In response, the Microsoft Company promised to fix the current error in one of the next updates for Microsoft Office 2007.
2.3. Installation, deletion and update of the software

2.3.1. Program installation

The software package of the program can be downloaded from the following link: http://www.mapilab.com/files/groupware_server.zip.

If you plan to install the product on the computer with the operating system Windows NT 4.0, you should download the special version of the program from the following link: http://www.mapilab.com/files/groupware_server_nt.zip.

In order to install the product, it is necessary to:

- Unpack the downloaded software package of the product. For operating systems older than Windows XP, a ZIP archiver is required on the computer, for example, WinZip. The software package consists of two files: Setup.exe and ReleaseNotes.htm. The first file is the program installer, after launching it, the installation of the product will begin. The second file contains description of the software package and technical information related to the product installation. We recommend to become familiar with this document before installing. The file ReleaseNotes.htm is provided only in English.
- Launch the file setup.exe
- During the installation you can select the components, which are necessary to be installed:
  1. **Server**: Supports the work and management of the commonly used data stores by means of the local network.
  2. **Client**: a set of extensions for Microsoft Outlook, which allows to connect public folders managed by MGS to Microsoft Outlook.
  3. **Administrator**: special application for managing the server. In order to work with this utility, it is necessary to install client-side application of MGS. **Warning**: During the process of product installation a database of users and groups of users will be created. In order to create this database, a password for Administrator account is required. This password should be entered before installing the product. Please, remember the entered password. You will need it at the first connection to MGS.
- Then follow the instructions of Installation wizard.
2.3.2. Product update

After the registration you have the opportunity to cost free update the product to last available versions during one year. In order to receive notification about the release of a new version of the product, you should subscribe to our newsletter:

http://www.mapilab.com/ru/newsletter/

In order to get information about the current status of your license, restore lost registration codes, download the last available for you version or prolong the license for the additional year, it is necessary to go to the link:

http://www.mapilab.com/ru/purchase/renew/

where you should enter your registration data or e-mail address that you used during the registration.

2.3.3. Product deletion

You can delete (uninstall) the product at any moment. For that, you should use the Control Panel application Add/Remove programs.
3. Principle of operation

As well as the bond «Microsoft Outlook + Microsoft Exchange Server», the bond «Microsoft Outlook + MAPILab Groupware Server» works using the MAPI protocol. This allows the clients to work in real-time, but also imposes some requirements to reliability, performance and channel capacity. In order for MGS to work successfully, client and server should be in one local network. Also, it is possible to use high speed VPN connection too.

The primary security objects of MGS are folders of data stores. When shared access is granted to data stores, special security attributes are added to each folder. These attributes contain information about the access permissions to the folder and information about the user who created the folder. When a new data store is created and shared access is granted to it, the folder creator will be the user with the Administrator account. Moreover, all users from the Administrators group will be granted with maximum access permissions to folders by default.

3.1. Features

After installing MAPILab Groupware Server, you can easily organize:

- Public mail folders;
- Public contact folders;
- Public calendars;
- Public task folders;
- Public note folders;
- Public journals

and distinguish access to every shared folder personally for each registered user or user group.

You can assign the following kinds of access permissions to the folder:

- Permission for viewing items in the folder
- Permission for creating new items in the folder
- Permission for editing of existent items in the folder
- Permission for deleting items in the folder
- Permission for creating subfolders in the current folder
- Permission for editing permissions of the folder. This means that the user granted with this permission can administer access permissions to this folder.
3.2. Description of security system

The security system of MAPILab Groupware Server is built on the same principle as the security system of Microsoft Exchange Server. Access to shared resource can be given only to the user, who is registered in the system and granted with access permissions to each folder from the list of public folders. Note that setting permissions for the root folder does not give access permissions to subfolders, i.e. you must set access permissions to all folders, to which access should be given. In order to change access permissions to a group of folders, you can select all folders, to which access permissions must be changed, by using the button CTRL (for adding single folders) or Shift for adding a range of folders, and after that assign necessary access permissions. The folders, for which some access permissions will stay unchecked, will not have corresponding permissions for accessing them.

Editing access permissions to folders is possible in the context of folders (select users that need to have access to them) or in the context of users (select folders available to them). User groups are used in the system for more comfort and simplification of the access permissions management. You can create a group of users and grant the necessary permissions to each group, and later on you will only need to add a new user to this or another group and in that way grant the user with the access permissions of this user group.

The number of users in the system, as well as the shared resources, is not limited. The number of licenses for “client-server connection” (CAL) only limits the number of simultaneous connections, but doesn’t effect the number of shared resources or registered users.
4. Usage of MGS

4.1. Description of server-side application

All three components (client, server and Administrator utility) from the product package must be installed on the computer for configuring the server.

All MGS managing and administering operations are performed by means of the Administrator utility. It allows to create and delete users and groups of users, share new data stores (as PST files), administer access permissions to the folders, manage licenses and product registration, view information about active server connections.

4.1.1. First-time connection to the server

- Launch the Administrator utility on the computer where the server component of MGS is installed (menu Start > All Programs > MAPILab > MAPILab Groupware Server > Administrator)
- Use the stated data for connecting with the server:
  - **Server Name:** This computer
    - **Note:** The name of the computer, on which MGS is installed, should be entered in this field. Any entry format approved by UNC (Universal Naming Convention) can be used: "\\server" or "server" or DNS-names ("domain.com", "example.domain.com", or "192.168.4.19"). If you want to administer the server that is installed on the same computer as Administrator, the current field should contain: "This Computer", "localhost" or "127.0.0.1" (all entry variants are identical). If it is necessary to administer MGS server that is installed on another computer, the IP address or the network name of this computer should be entered.
  - **User Name:** Administrator
  - **Password:** < password that was entered during the installation of the product >
After the execution of the authorization procedure, you will see the utility main window.

If you make a mistake when entering **User name** or **Password**, you can open the dialog window **Logon to server** by restarting the **Administrator** utility or by selecting the menu item **Action > Connect to another computer**.

![Main window of Administrator utility](image)

4.1.2. Main window of Administrator utility

The main window of the application is divided by the vertical line into two parts.

- **Left-side window section**
  In the left-side window part the tree is located, which displays users and user groups created on the server. Moreover, the tree displays information about all data stores, to which common access is granted.
Right-side window section
In the right window part a number of tabs can be viewed, and it depends on the menu item selected in the left window part of the utility. For example, if the menu item related to the user is selected, the set of tabs will be the following: **General, Member of, Permissions**. By changing data in the tabs (where it is allowed), you thereby modify one or another settings of selected menu items.

4.1.3. Menu and toolbar

- Create new user;
- Create new group of users;
- Delete user or user group;
- Allow access to data storage
- Delete data storage from the list of available stores on the server;
- Open Help

After connecting to the server, you will note that one user **Administrator** and 3 user groups will be created in the program:

<table>
<thead>
<tr>
<th>Administrator</th>
<th>CREATOR OWNER</th>
<th>Everyone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server administrators</td>
<td>Creator and owner of the folder</td>
<td>Other users</td>
</tr>
</tbody>
</table>

The abovementioned user and user groups are built-in components of the product and cannot be deleted.
4.1.4. Managing users and user groups

**Built-in users and groups**

During the process of MGS installation, the database of users and groups is created. At the same time, the database already contains one user account and three built-in groups.

**Administrator**

User that by default has all rights and privileges. The password for this user is required to be specified during the process of MGS installation. The main purpose of creating this user is to provide first-time connection with MGS. Later on, you can change the password for this user or give access permissions to one or several users.

**Administrators**

User group that by default has all rights and privileges. The originally created user Administrator is the only member of this group. Any user added to this group is granted with full access rights. Do not delete the user Administrator from the group Administrators because in this case this user will be assigned with limited access permissions.

**CREATOR OWNER**

Dynamic group that contains only one user – folder creator. The group member is specified at the moment of folder creation.

**Everyone**

Dynamic group, which includes all users located in the list of MGS database.

The abovementioned names of users and groups can be changed during the process of administering the user database of the server, but cannot be deleted. The existence of these built-in objects is a test criterion of database integrity. Even if one of these accounts is going to be corrupted for some reason, the server will start in safe mode and public folders will not be accessible. However, if this happens, the integrity of the user database can be restored by launching the MGS installation program and selecting the option Repair.
4.1.5. Managing user accounts

4.1.5.1. Creation of new user account

For that, it is necessary to:

1. Launch Administrator.

2. Select the menu item Action > Add User... or click the button on the toolbar.

3. Enter the corresponding data in the appeared window.

User name
Field for entering the username. Must not coincide with any other name of user or group on this server.

Full name
User full name. It is recommended to use the commonly used format of filling names, at first specify the name (John Smith) or last name (Smith John).

Description
Field for entering the description of user or user account.

Password
Field for entering the password. Passwords are case-sensitive.
Confirm password
The entered password must be confirmed by entering it again in this field.

Account is disabled
Indication that account is disabled (check must be present).

4. Click on the button **Create** and after that the button **Close**.

4.1.5.2. Editing user account

For that, it is necessary to:

1. Launch **Administrator**.
2. Select in the tree **<Server name> - Users and Groups - Users**.
3. Select account that must be edited.
4. In the right side of the **Administrator** window jump to the tab **General**.
5. Make all necessary changes and click the button **Apply** in order to apply all changes or button **Discard** in order to cancel all made changes.
In order to change the user password, click the button **Change password**. In the appeared dialog window

![Set Password](image)

it is necessary to enter the new password and confirm it, after that click the button **OK**. The password change will take effect at the next connection to **MGS**.

**4.1.5.3. Adding new user to group**

In order to include the user in a specific group, it is necessary to:

1. Launch **Administrator**.
2. In the tree (left hand-side part of the window) select `<Server name> - Users and Groups - Users`.
3. Select the necessary user account.
4. In the right part of the **Administrator** window jump to the tab **Member Of**.
5. Click the button **Add...**
6. In the list of available groups select one or several groups, in which the user must be added. Click the button **OK**.
7. Click the button **Apply**.
4.1.5.4. Deletion of user from group

In order to exclude the user from a specific group, it is necessary to:

1. In the tree (in the left part of launched Administrator window) select `<Server name> - Users and Groups - Users`.
2. Select the necessary user account.
3. In the right part of the Administrator window jump to the tab Member Of.
4. Select the group, from which the user must be excluded.
5. Click the button Remove.
6. Click the button Apply.

4.1.5.5. Giving and changing user access permissions to folders

In order to change or assign user access permissions to folders, it is necessary to:

1. Launch Administrator.
2. In the tree select `<Server name> - Users and Groups - Users`.
3. Select the user account.
4. In the right side of the window jump to the tab Permissions.
5. Check or uncheck the boxes and specify in this way specific access permissions to folders.
6. Click the button Apply.
The hierarchically ordered list of public folders is in the first column of the table for viewing and changing permissions for folder access. All other columns have a set of checkboxes, by checking which it is possible to grant the user with the corresponding access permission. Each of these columns correlates with one of kinds of access permissions, with which the user or user group can be granted (or not granted):

| Permission for viewing items (messages, contacts, etc.) in the folder |
| Permission for creating new items on the folder |
| Permission for editing existent items in the folder |
| Permission for deleting items from the folder |
| Permission for creating new subfolders in the current folder |
| Permission for editing folder properties. This means that the user with this permission can administer access permissions to the current folder. |

Each checkbox can have one of three conditions.

- No checkmark. None of selected items (users or user groups) has the appropriate access permission
- The box is checked. All selected users and groups have appropriate access permission.
- Indeterminate state. Some users and user groups have access permissions to the
resource and some – don’t have.

Similarly access permissions can be assigned or changed for several users at once. For that, it is necessary to select several accounts on the step 3 of the abovementioned sequence of operations.

4.1.5.6. Deletion of user account

In order to delete the user account, it is necessary to:

1. Launch Administrator.
2. In the tree select <Server name> - Users and Groups - Users.
3. Select the user account that must be deleted.
4. Select the menu Action - Delete Users or/and Groups or click the button on the toolbar.

Then the button Yes must be clicked for deleting the account or the button No for canceling the operation. It is essential to remember that the deleted account cannot be restored even if you enter the former data, since for each user and user group a unique identifier is assigned, which doesn’t depend on the user name.

Note:

- Built-in account Administrator cannot be deleted.
4.1.6. Creation, deletion and editing of group accounts

4.1.6.1. Creation of new group

In order to create a new group, it is necessary to:

1. Launch **Administrator**.
2. Select the menu item **Action - Add Group...** or click the button on the toolbar.
3. Enter the name for a new group in the field **Group name**.
4. Enter the description of the new group in the field **Description**.
5. Click the button **Create**, and after that the button **Close**.

**Notes:**

- In order to add one or several users to the new group, click the button **Add...** after completing the step 4.
- The group name must not coincide with any other existent group or user name on the server.
4.1.6.2. Addition of group member

In order to add a new group member, it is necessary to:

1. Launch **Administrator**.
2. In the tree select **<Server name> - Users and Groups - Groups**.
3. Select the group, to which the new user must be added.
4. In the right window part of the **Administrator** utility jump to the tab **Members**.
5. Click the button **Add...**
6. Select one or several users from the list and click the button **OK**.
7. Click the button **Apply**.

**Notes:**

- In order to delete users from the group, it is necessary to select the corresponding user in the list and click the button **Remove...**
- The user that belongs to the current group is granted with all rights and permissions, which the group has. The user that belongs to several groups is granted with all rights and permissions, which each group has.
4.1.6.3. Deletion of group

In order to delete the group, it is necessary to:

1. Launch **Administrator**.
2. In the tree select `<Server name> - Users and Groups - Groups`.
3. Select the group that must be deleted.
4. Select the menu item **Action - Delete Users or/and Groups** or click the button on the toolbar.

**Notes:**

- The deleted group cannot be restored.
- The following groups cannot be deleted:
  - **Administrators**
  - **CREATOR OWNER**
  - **Everyone**
- When the group is deleted, its account is deleted too. All user accounts that are members of the group are not deleted.
- When the group is deleted and a new group with the same name is created, all access permissions must be set again. The new group does not inherit the access permission of the former group.
4.1.7. Managing data stores

4.1.7.1. Organization of shared access to new data store

For that it is necessary to:

1. Launch \textit{Administrator}.

2. Select the menu item \textit{Action - Share Message Store} or click the button \includegraphics[width=30px]{icons/SharedAccess.png} on the toolbar.

3. Launch the wizard for configuring the shared access to resources. In the appeared window select the menu item \textit{Create a new message store} and click the button \textbf{Next}.

4. In the next window it is necessary to enter the file name of the new data store (and specify the path to it by clicking the button \textit{Browse...}).

5. Enter the name of the new data store.

6. If the computer with the server has \textit{Outlook 2003} or a newer version, and you don’t have to provide compatibility with the older versions of \textit{Outlook}, you should check \textbf{Create a new message store in Unicode format}.

7. Click the button \textbf{Finish}.
Note:

In order to have the possibility to use data stores with Unicode support, the server-side application of MAPILab Groupware Server must be installed on the computer with the installed program Outlook 2003. These requirements are not related to the clients – they can use Outlook 2000 and XP.

4.1.7.2. Organization of shared access to existent data store

The following steps must be accomplished:

1. Launch Administrator.

2. Select the menu item Action - Share Message Store or click the button on the toolbar.

3. Launch the wizard. In the first window select Use the existing message store and click the button Next.
In the next window the path to the PST-file of the existent store must be entered. If the option **Restore default permissions** is checked, all access permissions to folders will be set to values used by default. This option must be used if the store is being connected to another server, or in the situations, when along with disconnecting of the shared store some user accounts related to this store were deleted.

4. Click the button **Finish**.
Notes:

- The data store may contain some information about access permissions to folders. This information can remain from the previous connection to MGS. In order to reset the rights to default values, you should check the option **Restore default folder permissions**.
- Providing shared access to data store is possible only if the **Administrator** program is launched from the computer, on which the server is installed. Because of security reasons, providing common access to the server from the direction of any external stores is prohibited.

4.1.7.3. Termination of providing shared access to data store

For that, it is necessary to:

1. Launch **Administrator**.
2. In the tree, in the left window side of the utility, select `<Server name> - Shared message stores`.
3. Select the data store that must be disconnected.
4. Select the menu item **Action - Remove selected Message Store from the list** or click the button on the toolbar.

**Note:**

When the store is disconnected from the server, the information about access permissions is not deleted. This allows to safely organize and cancel the shared access to stores without losing data about access permissions to them.

4.1.8. Active connections management

Active connection is a connection that is established between one computer in the local network (or the client-side application installed on it) and the server part of **MAPILab Groupware Server**. The program **Administrator** shows all active connections established with the server at the current moment in the form of the list of computers. At any time any active connection can be closed.
In order to close active connection, it is necessary to:

1. Launch **Administrator**.
2. In the tree select **<Server name>**.
3. In the right window part of **Administrator** jump to the tab **Connected computers**.
4. Select one or several connections and click the button **Close connection**.

**Notes:**

- If the connection is closed in the described way, the user that works with it at the current moment will get the following message: *Current connection has been closed by Administrator. Please, restart your Outlook or Administration utility*. In this case, the user will be able to continue the work only after restarting *Microsoft Outlook*.
- The **Administrator** utility is a *MGS* client itself. The connection that is used by this utility is marked in the list with the symbol [ ] . You can close even this connection, but after that you will get the following message: *Current connection has been closed by Administrator. Please, restart your Outlook or Administration utility*.
- In some cases, connections may have such note as **Local connection** in the column **Comment**. This means that the connection is established directly, without using the local network, i.e. from the same computer on which the server-side application of *MGS* is installed.
On the tab **Connected computers** there is a counter **Connections left**, which shows the number of available connections at the current moment. When the number on the counter reaches zero, a new user that will try to connect to the server will get the following message **Server has not enough connections. You should purchase addition licenses.** In order to increase the number of available connections, you should purchase and enter additional license keys.

### 4.2. Description of client-side application

The client-side application installed on the computer allows to connect public folders managed by **MAPILab Groupware Server** to **Microsoft Outlook**.

#### 4.2.1. Connection to new MGS data store from Microsoft Outlook

1. Launch **Microsoft Outlook**.
2. In menu **Tools** select the menu item **Connect to MAPILab Groupware Server**...
3. In the entry field **MAPILab Groupware Server** enter the name of the computer with the installed server part.

![Connect to MAPILab Groupware Server](image)

4. In the field **User name** enter the user name (on behalf of which you want to connect), in the field **Password** – password.
5. Then click the button **Next**.
6. Select one of the available data stores and click the button **Finish**.
7. After connecting, the public store must appear in the list folders in Microsoft Outlook.
As a rule, in order to connect to MGS, it is enough to enter only the computer name. All formats approved by UNC are supportable: "\server" or "server" or DNS-names "domain.com", "example.microsoft.com", or "192.168.4.19".

If it is necessary to connect to MGS that is located on the same computer as Microsoft Outlook, from which one needs to connect to the server, "localhost" or "127.0.0.1" should be entered in the computer name entry field.

The name that is entered in the field User name does not have anything in common with the name used for authorization in the system Microsoft Windows. If you don’t know the name of the MGS server, you must consult the system administrator.

Passwords are entered considering the case.

If you want to enter the password for connecting to MGS every time you launch Microsoft Outlook, remove the checkmark from the option Remember my password after completing the step 4.

In order to connect to several shared resources, it is necessary to launch the connection wizard for several times, as only one shared resource can be connected to at a time.

4.2.2. Work with public folders

The work with connected public folders is the same as the work with local folders of Microsoft Outlook or with public folders on Microsoft Exchange Server. If the user has the rights to read items, the user can view them. If there are editing permissions, the user can make changes. The following changes (when working with messages) can be made: mark message as "read/unread", change the importance, category, mark with a flag, etc. When replying to a message, forwarding to some address, changing the status “read/unread”, the message icon is changed correspondingly. All these changes are displayed instantly for all users of this public folder.

Note, that when the view of the folder is changed in Microsoft Outlook, it will change for all users of this public folder, i.e. the folder view is the same for all users.

Public folders managed by MAPILab Groupware Server are fully integrated into Microsoft Outlook; therefore you can perform any actions with the items in these folders just as with other items in your Microsoft Outlook. To be exact: drag-and-drop items from local folders to public folders with the help of the mouse; make changes to these items using the "editing" mode; process items from these folders with the help of any installed add-ins for Microsoft Outlook.
4.2.3. Back-up and recovery of data

*MAPILab Groupware Server* uses standard PST files for storing public folders, therefore in order to create a back-up copy, it is necessary to copy these files.

File copying can be performed only after all users have disconnected from the public folders (close *Microsoft Outlook* on the computer) and the service *MGFServer* has been stopped.

In order to make sure that no connections are established with the server, it is necessary to select the server in the left window part of the *Administrator* utility (select the topmost item in the folder tree) and jump to the tab *Connected Computers*. There must be only one connection – yours.

![Connected Computers](image)

If there are other connections, you have the possibility to close them by clicking the button *Close Connection*. A single connection is closed and at the next start of *Microsoft Outlook* this computer will automatically restore the connection. When all connections are closed, it is necessary to stop the service *MGFServer*. It can be done with the simple ending of the process *MGFServer* in the list of processes or using the service managing applet in *Control Panel*. The service will be automatically launched at the first access to it.
After all connections with the server are closed and the managing service is stopped, the back-up copy of the files can be made. For that, just copy files, to which the shared access is granted, and you will have the possibility to restore data if it gets lost or corrupted.

4.2.4. Peculiarities of using MGS with Windows XP Home Edition

When Microsoft Windows XP Home Edition is used, you must take in mind that the user with the Guest account is blocked in the system, therefore in this case there is no possibility to connect to this computer by local network. Moreover, when connecting to that computer, the access permissions are automatically changed to the rights of the user Guest. So, in order to provide normal operation of MGS, it is necessary to do the following:

1. Enable the user account Guest.
   - For that, launch the applet Administrative tools in the Control Panel (Start > Settings > Control Panel > Administrative tools for the XP menu scheme or Start > Control Panel > Administrative Tools for the classical menu scheme).
Launch **Computer management**.
In the left part of it, in the tree, click the item **Local users and groups**, in the opened sub-tree open the folder **Users**. In the right window part the list of all user accounts will appear. Select the account **Guest**. Right mouse-click on the user **Guest**, in the context menu select **Properties**. In the appeared window uncheck the option **Account is disabled**, in that way you will activate this user.

![Guest Properties](image)

2. Give rights **Local access** and **Remote access** for the user **Guest**.
   - For that, it is necessary to go to the applet **Component services** in **Administrative tools** in the **Control panel** (button **Start** > **Settings** > **Control Panel** > **Administrative Tools** for the XP menu scheme or button **Start** > **Control Panel** > **Administrative Tools** for the classical menu scheme).
In the left side of the application, in the tree, select the item **Component Services**, after that in the right window part open the subfolder **Computers**. Now, right mouse-click on the item **My computer** and select **Properties**. Jump to the tab **COM Security** and in the section **Access Permissions** click on the button **Edit Limits**.
• In the appeared window Launch permissions you should select two items: Local access and Remote access for the user Guest.

3. Reboot the computer.
4.2.5. Combined use with MAPILab Share’n'Sync

The MAPILab Company offers one more product for organizing work with shared folders for organizations - MAPILab Share’n’Sync (SnS). SnS ideally suites for solving two tasks at once – organization of shared access to Microsoft Outlook folders and synchronization of Microsoft Outlook folders with each other on different computers. It supports all types of Microsoft Outlook items and folders – e-mail messages, contacts, notes, calendar and others. Moreover, the product supports the majority of folders and items, which are not native for Microsoft Outlook and are connected via special transports.

Depending on your organization requirements, you might need two products at the same time – for example, public folders based on MAPILab Groupware Server are deployed in two offices of your company, and these MAPILab Groupware Server folders are synchronized with each other with the help of MAPILab Share’n’Sync.

5. Technical support

The technical support service of the MAPILab Company is always glad to help you and answer all your questions. When appealing to the technical support service, please, follow the rules stated below. If your request is related to the instability of the program functioning, please, provide the following set of data:

- The version number of the product that you use. We also recommend to visit our web-site http://www.mapilab.com. Perhaps, the problem that you face has been already solved in the latest update version available of the web-site;
- The version number of Microsoft Exchange Server and installed updates;
- The version number of Microsoft Windows Server and installed updates;
- Please, provide the full detailed information so that our experts can have a chance to recreate your situation.

Please, don’t forget to specify your registration number – it will allow us to process your request much faster.

You can contact the technical support services online via the following address: http://www.mapilab.com/support/.
We do our best to answer your questions at the same day when they arrive. However, in any case you will get an answer not later than three workdays after contacting the technical support service.

If you have any proposals regarding the improvement of our software products, you can leave them on our web-site, on the page http://www.mapilab.com/suggestion/.

6. Examples of deploying public folders on basis of MGS

6.1 The variant of deploying public folders with one MGS server in the network

Situation description

Let us suppose that in some company it is necessary to organize shared access of technical support employees Mary and John to the message store that is located on the Chris’s computer. The whole information flow from the users that face specific problems during the process of using the company software products goes directly to Chris’s mailbox (data store Support_Mail). By deploying the mechanism of public folders in this situation, it is possible to make the messages stored in this folder viewable by all support staff. Except message review, employees can reply to a message, mark it as read, forward, mark with a flag and all these actions will be visible to all users of this public folder.

Let us proceed to deploying the mechanism of public folders. From the technical point of view, the server-side application of MGS must be installed on Chris’s computer and the client-side – on Mary’s and John’s computers, as Mary and John will connect to Chris’s server in order to obtain necessary data.
Server-side configuration

Let us examine the configuration process of MAPILab Groupware Server server-side application installed on Chris’s computer.

- Launch Administrator.
- Enter the server administrator’s password that was specified during the process of MGS installation.

- Create the user group called Support.
- Create accounts of two users, under which Mary and John will login to Chris’s server and make them the members of the group **Support**.

- Add the existent store on Chris’s computer by name **Support_Mail**.
Assign access rights to public folders for Mary and John; according to these permissions they will not have the rights to delete items from store folders.
The configuration of the server is finished. Now it is necessary to inform Mary and John about the registration data so that they can connect to the server.

**Client-side configuration**

On the computers of Mary and John it is necessary to perform one and the same operation for connecting to the server (preliminarily, the client-side application must be installed on their computers), so let us examine the process of connecting to the server by the example of John’s account.

- Launch *Microsoft Outlook* and in the menu **Tools** select the item **Connect to MAPILab Groupware Server**... After that enter the registration data and the server name, to which we are connecting (let us assume, the name of Chris’s server is called **Tech**).
• Then select the data store **Support_Mail**: 
The setting is finished. Now in the list of available folders appeared the public folders of the store Support_Mail. After performing the same operations with the MGS client-side application on Mary’s computer, all employees of the technical support service will be able to work with commonly used resources.

6.2. The variant of deploying public folders with two servers MGS in the network

Situation description

Let us examine a more complicated situation of deploying public folders with two MGS servers in the network. Let us assume that in some company it is necessary to organize shared access of technical support employees Mary and John to the shared mail store that is located on Chris’s computer. The information flow from users that face specific problems during the process of using the company software products goes into the mailbox of Chris (data store Support_Mail). Moreover, the employee of sales department Sarah needs access to two data stores that are located correspondingly on two MGS servers: Chris’s and Joe’s. Messages regarding the selling of software products go in Joe’s mailbox (data store Sales). By deploying the mechanism of public folders, it is possible to give an opportunity for the employees of the corresponding departments to view the message in public folders. Except message review, employees can reply to a message, mark it as read, forward, mark with a flag and all these actions will be visible to all users of this public folder.
Let us deploy the mechanism of public folders. From the technical point of view, the server-side application of MGS must be installed on Chris’s and Joe’s computer and the client-side – on Mary’s, John’s and Sarah’s computers, so that Mary and John will connect to Chris’s server in order to obtain necessary data and Sarah will connect to Chris’s and Joe’s servers.

1. Configuration of the MGS server-side part installed on Chris’s computer

Let us examine the process of setting the server-side application of MAPILab Groupware Server installed on Chris’s computer.

- Launch Administrator.
- Enter the server administrator’s password that we specified during the process of MGS installation.

- Create two user groups by name Support_dep and Sales_dep.
Create account of three users, under which Mary, John and Sarah will login to Chris's server. Make users Mary and John the member of the group **Support_dep** and the user Sarah the member of the group **Sales_dep**.
- Add the existent data store on Chris’s computer by name **Support_Mail**.
Assign access rights to public folders for Mary, John and Sarah, according to which they will not have rights to delete items from the store folders.
The configuration of the MGS server installed on Chris’s computer is finished. Now it is necessary to inform Mary, John and Sarah of the registration data, so that they can connect to Chris’s server.

2. Configuration of the MGS server-side part installed on Joe’s computer

Let us examine the process of setting the server-side application of MAPIlab Groupware Server installed on Joe’s computer.

- Launch Administrator.
- Enter the server administrator’s password that we specified during the process of MGS installation.
- Create the user group by name **Sales_users**.

- Create the user account, under which Sarah will login to Joe’s server. Make Sarah the member of the group **Sales_users**.
• Add the existent data store on Joe’s computer by name Sales.

• Assign access permissions to public folders for Sarah, according to which she will not have the possibility only to delete the items from the store folders.
The server configuration is finished. Now it is necessary to inform Sarah of the registration data, so that she can connect to Joe’s server.

3. Configuration of Mary’s and John’s client machines

It is necessary to perform the same operation on Mary’s and John’s computers in order to connect to Chris’s server (the MGS client-side application must be installed on Mary’s and John’s computers beforehand). As a result, let us review the process of connecting to Chris’s server by the example of John’s account.

- Launch Microsoft Outlook and in the menu Tools select the item Connect to MAPILab Groupware Server… After that, enter the registration data and the server name, to which we are connecting (let’s assume that Chris’s server is called Max).
• Then select the data store **SupportMail**:
The configuration is finished. Now in the list of available folders appeared public folders for the store **Support_Mail**. After performing the same operations with the MGS client-side application on Mary’s computer, all employees of the technical support service will be able to work with jointly used resources.

4. Configuration of Sarah’s client machine

On Sarah’s computer it is necessary to perform the similar above-described procedure of connecting the MGS client-side application with the server-side part, with the only difference that the client machine must be connected not to one MGS server, but to two – Chris’s and Joe’s servers. Previously, the client-side application of MGS must be installed on Sarah’s computer.

**Connecting to Chris’s server**

- Launch *Microsoft Outlook* and in the menu **Tools** select the item **Connect to MAPILab Groupware Server**... After that, enter the registration data and the server name, to which we are connecting (Chris’s server is called Max).
Then select the data store **Support_Mail**:

Click the button **Finish**:
The setting of connection to Chris’s server is finished. Now the public folders of the store **Support_Mail** are visible in the list of available folders.

**Connecting to Joe’s server**

- Launch *Microsoft Outlook* and in the menu **Tools** select the item **Connect to MAPILab Groupware Server...** After that, enter the registration data and the server name, to which we are connecting (Joe’s server is called **vm-winxp**).
Select the data store **Sales**:

![Connect to MAPI Lab Groupware Server](image)

Click the button **Finish**:

![Public folders](image)

The setting of connection to the second server is finished. Now the public folders from the store **Sales** also have appeared in the list of available folders.

In such a way, we have set up public folder for shared use of resources by the employees of two different company departments with two MGS servers in the network.
7. Adjustment of internetworking security and antivirus programs

In order to provide normal working process of interaction of MGS components in the local network, it is necessary to take into account several peculiarities and settings that are connected with the use of several programs and operating systems.

The first peculiarity of examined settings is concerned with the use of MGS with the operating system Windows XP Home, where it is necessary to unblock the account Guest beforehand and allow local and remote (distant) access to it. The fact is that the communication by network between the client and server components of MGS product is only possible on behalf of a specially created for this purpose account MGS_USER. When transferring data between the MGS components in Windows XP Home, the request is transformed in a special way and supplied on behalf of Guest, and that makes it impossible to use the product in a local network. You can learn more about the process of unblocking the account Guest in the paragraph 4.2.4. Peculiarities of using MGS with Windows XP Home Edition.

The second peculiarity is connected with the configuration of security parameters and internetworking when using MGS and has to do with the usage of programs – firewalls for the purpose of increasing the level of network security and blocking of ports, through which some unwanted program applications can be launched and also an unauthorized access to network resources can be established. Often, an antivirus tool is usually included in the firewall. If at least one program – firewall is installed and launched on the computers in your network, as a rule, it blocks the majority of the ports (particularly, the port 135) and leaves only some of the ports unblocked. The client and server components of MGS perform communication on the network through the port #135, and if this port is blocked, the data transfer will not be possible, whereof the appearance of the message (unable to connect to server) will indicate that. In order to solve this problem, it is necessary to configure the rules of you program – firewall, so that the port of the protocol TCP with the number 135 will not be block by the program. The normal work of MGS in the local network is possible only if this condition is fulfilled.
8. Contact information

Technical support of users

At the present moment we do not offer technical support by phone or e-mail. Technical support of users is available via the support module on our web-site:
http://www.mapilab.com/ru/support/.

If you want to express your ideas and propositions (that do not require our answer), you can use this form. Please, do not use this form and the given below e-mail address for questions regarding the technical support of MAPILab products.

E-mail address

You can use this e-mail address: info@mapilab.com for questions that are not concerned with the problems of technical support of MAPILab products.

Postal address

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