

Mail backup and Retrieval Procedure

NOTE:

For smooth functioning of email services, users are encouraged to take regular backups (in addition to the backups at server side) to avoid loss of mails.

The mails will be backed up as a single file in .tgz/tar.gz format, which includes all your inbox, folders, contacts, sent etc. onto your local hard disk. In case mails are lost they can be retrieved, into your account back by using the .tgz file

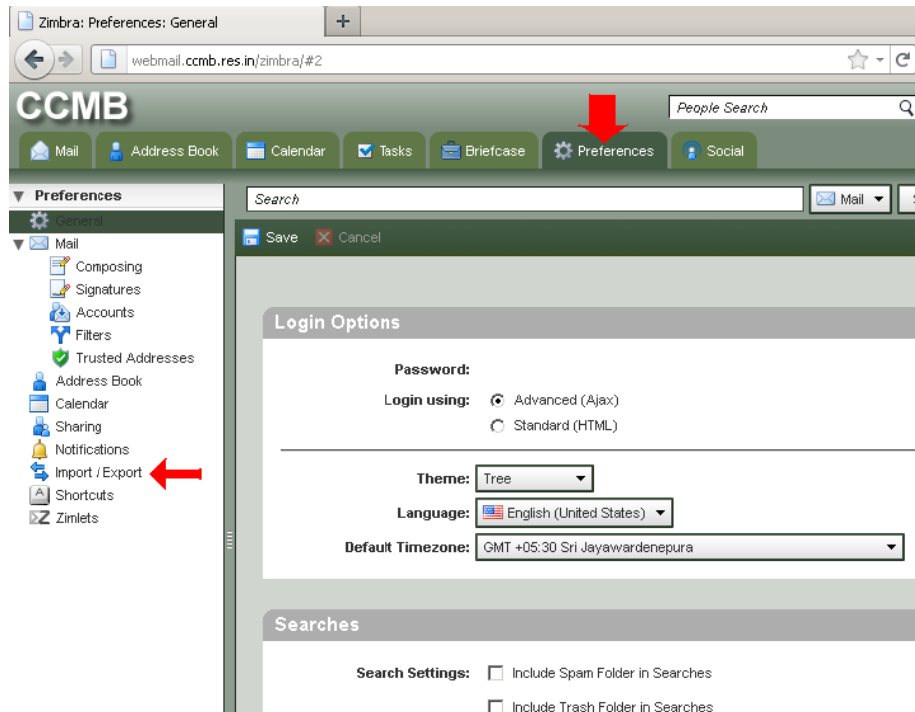
As it is a single file these mails cannot be viewed on day to day basis. It will be only a single backup file. Suggested frequency for taking backup is monthly once. To retrieve the mails of .tgz file please find the procedure below-1.

Users can also view the mails regularly, by downloading their mails on to the desktop clients like outlook, thunderbird etc. and make space available on the zimbra server by deleting the mails on the webmail client. The procedure to configure the desktop clients is also mentioned below-2..

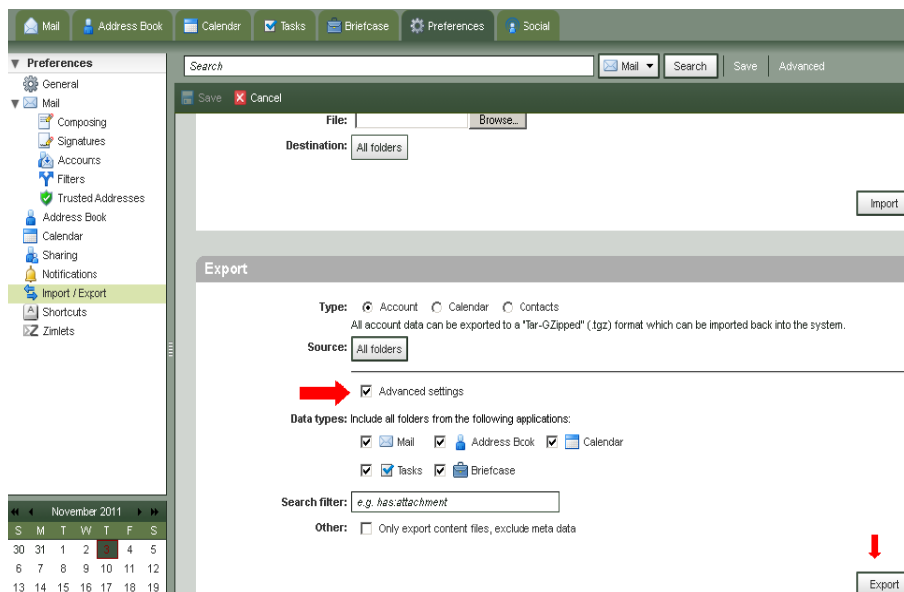
1. [The procedure to export/ import](#)
2. [Configure Outlook Express](#)
3. [Configure Microsoft Office outlook 2007](#)
4. [Thunderbird Configuration](#)

1. The procedure to export/ import a file is mentioned below.

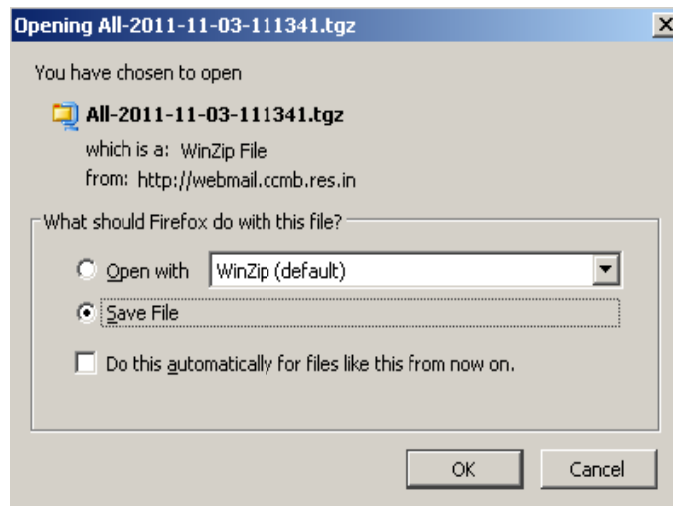
To take mail backup click on "Preferences" tab and then click on "Export" option.



Tick "Advance Settings" option as shown in above figure and click "Export" button.

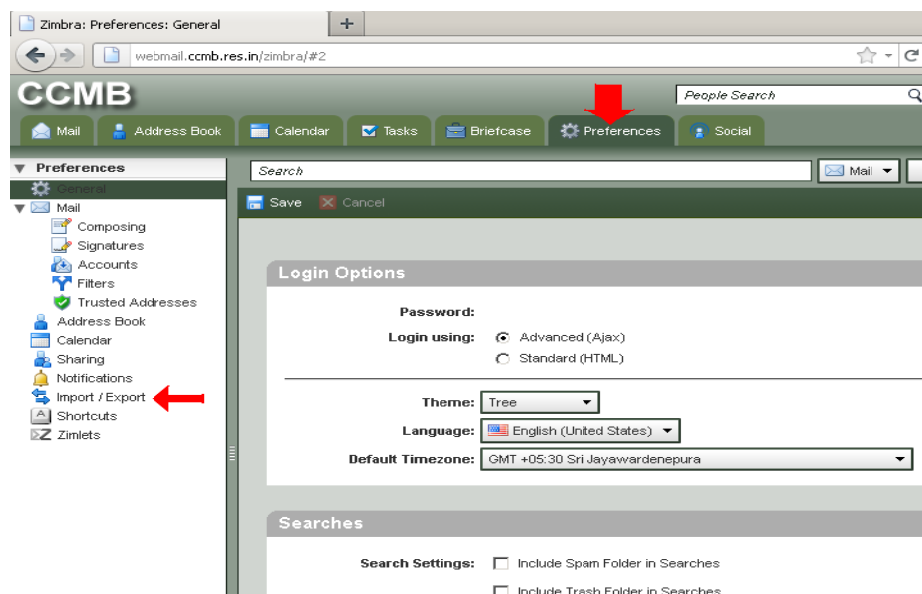


Click "Ok" button, note down downloaded file name and path.

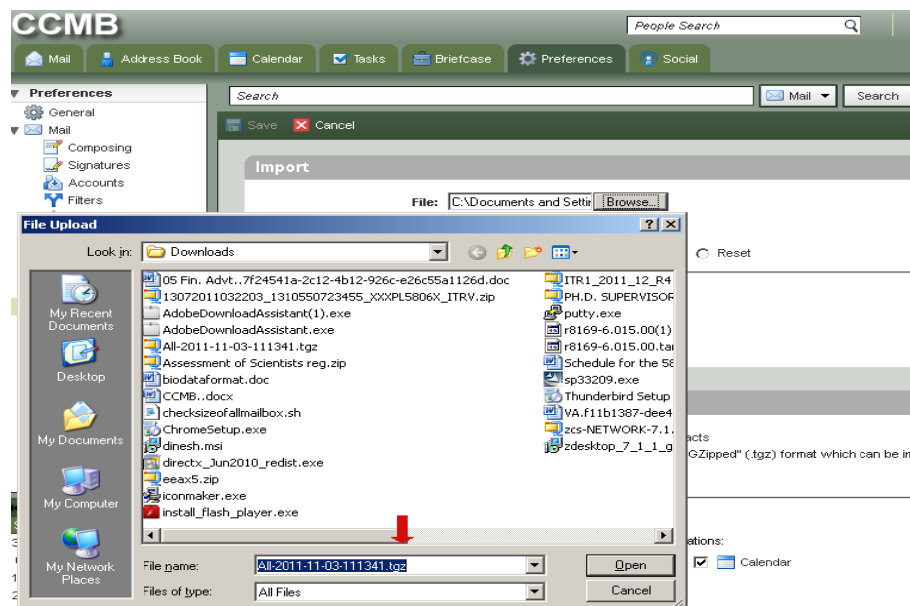
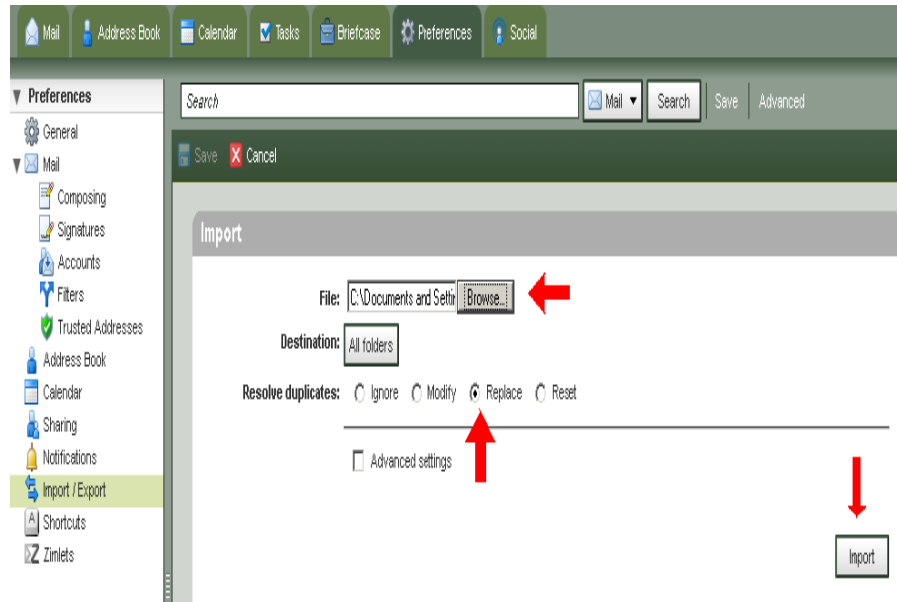


Mail Restore Procedure

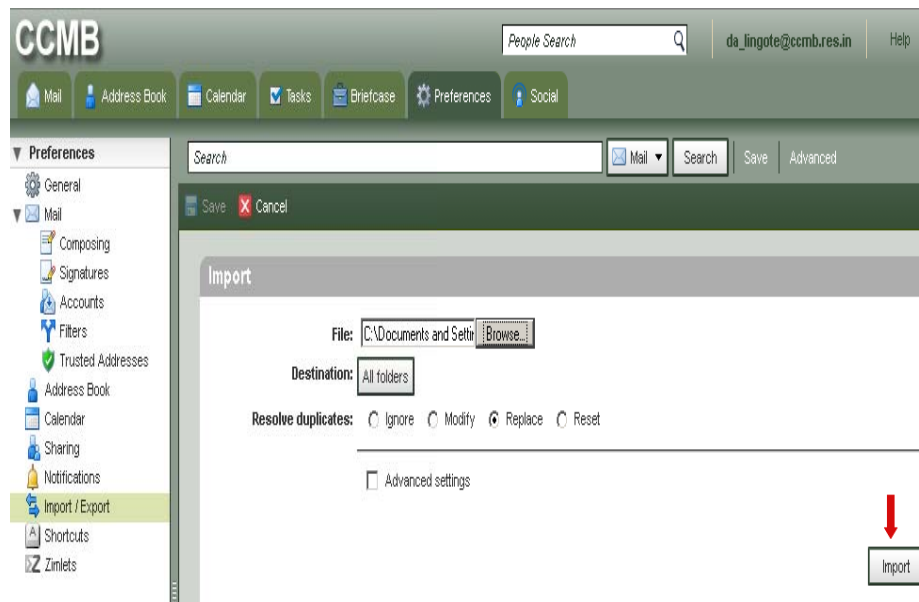
To restore mails click on "Preferences" tab and then click on "Import " option.



Click "Browse" button and provide downloaded file saved on provided/default path. Click "Open" button as shown in below figure.

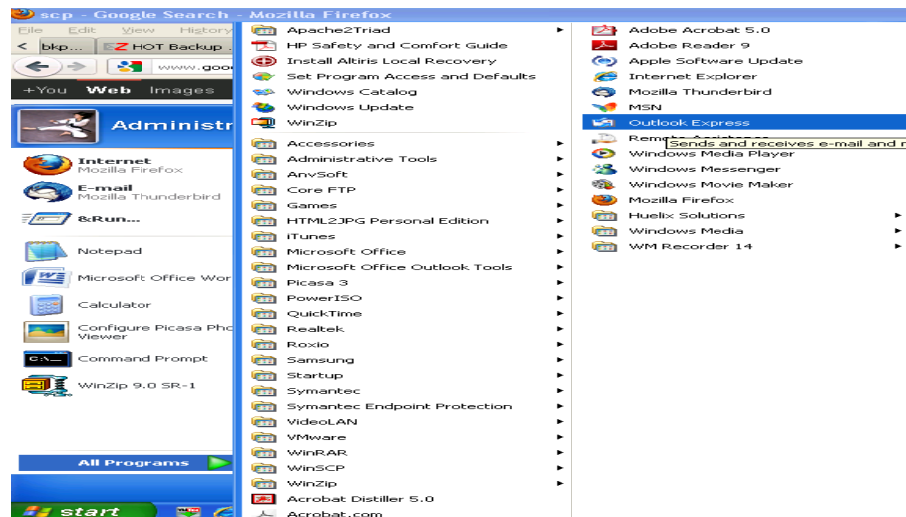


Tick "replace/ignore" radio button and click "Import" button. Destination can be all folders or specific folder to retrieve your mails. Wait for a while as zimbra takes little time to import all mails and procedure will end with message "imported successfully".

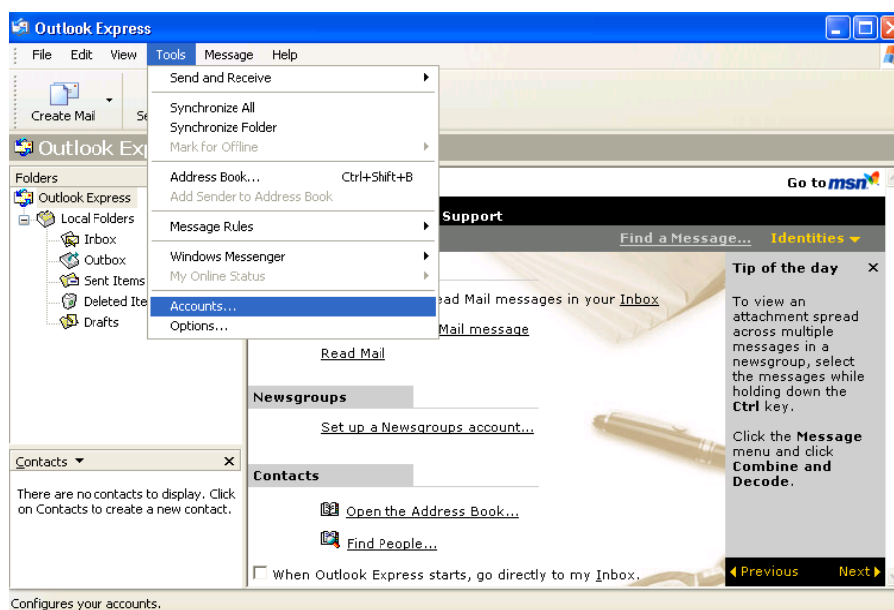


2. Configure Outlook Express

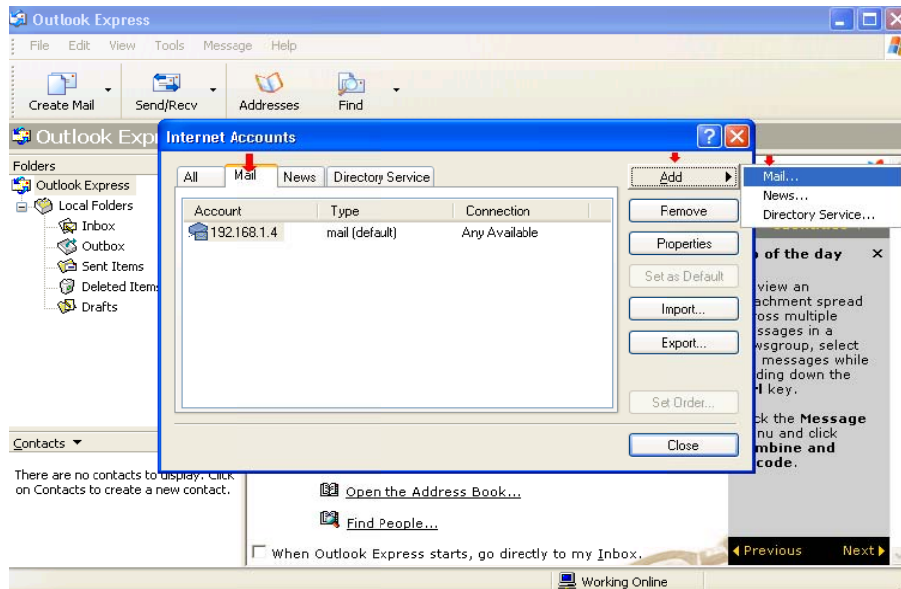
- Click "start" button.
- Click "All programs".
- Select "outlook express" from appeared menu as shown in below given figure.



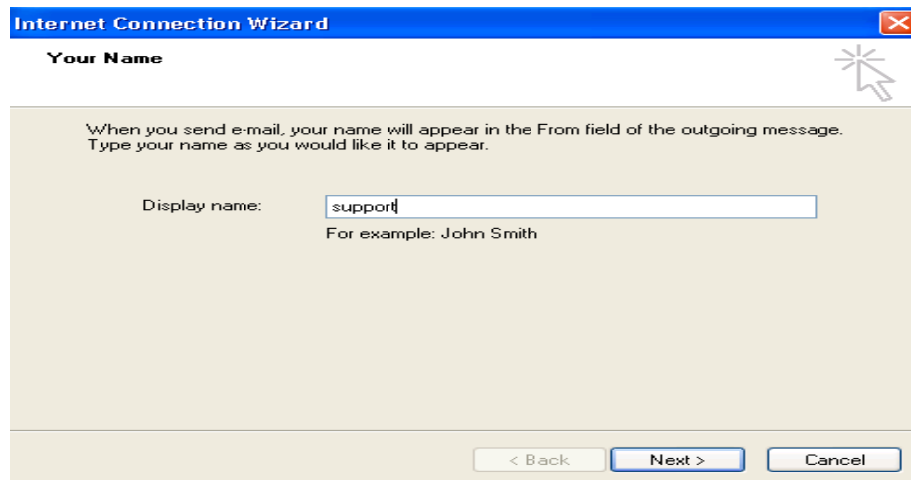
- Click "Tools" Main menu option.
- Click "Accounts" option from appeared pull down menu as shown in below given figure.



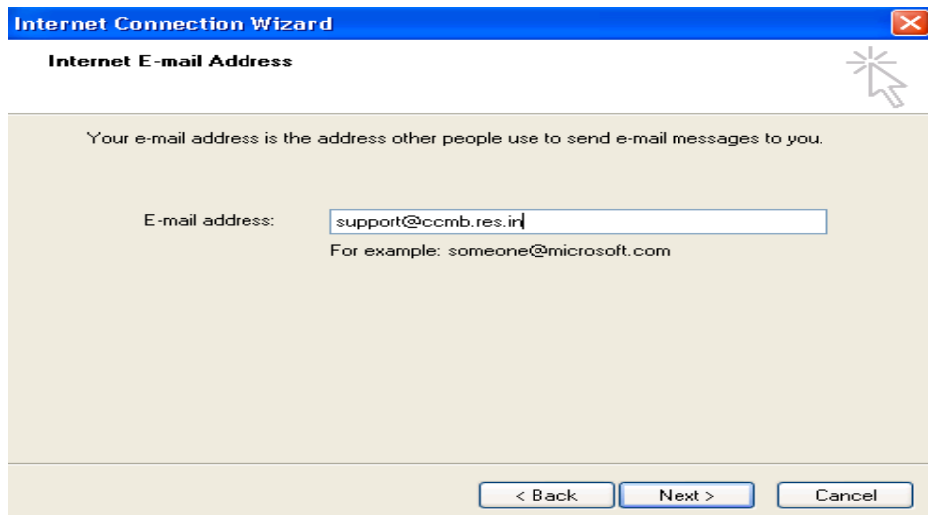
- Click "Mail" tab from appeared dialogue windows.
- Click "Add" button marked with down-headed arrow.
- Select "Mail..." option from appeared pop-up menu as shown in below given figure.



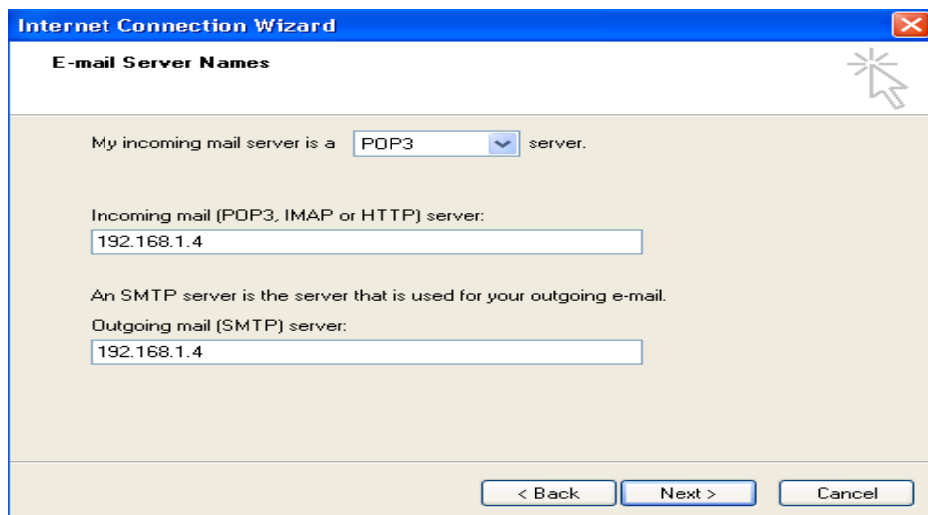
Enter your name and then click "Next" button.



Enter your email address and then click "Next" button



Provide information in appeared dialogue box shown in below figure and click "Next" button.



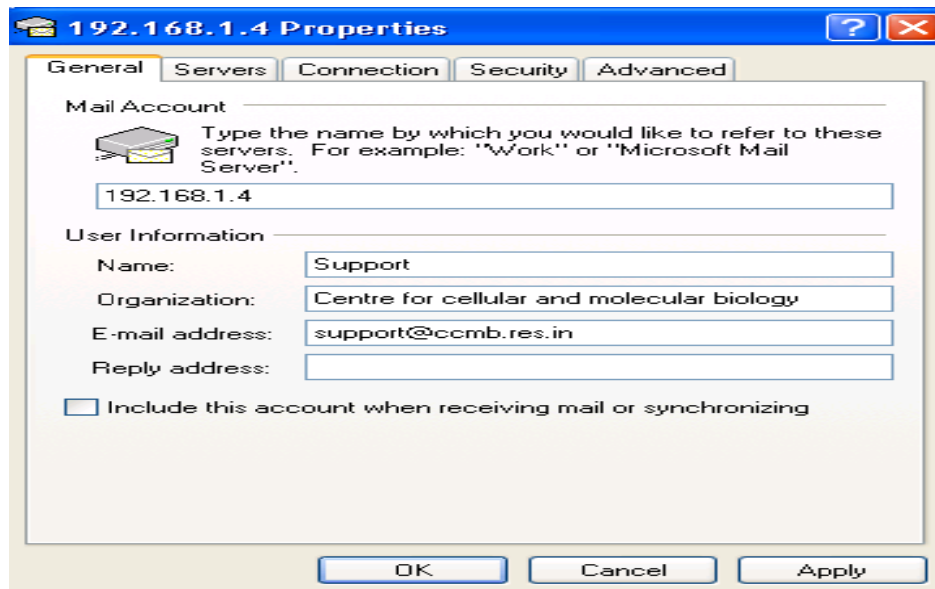
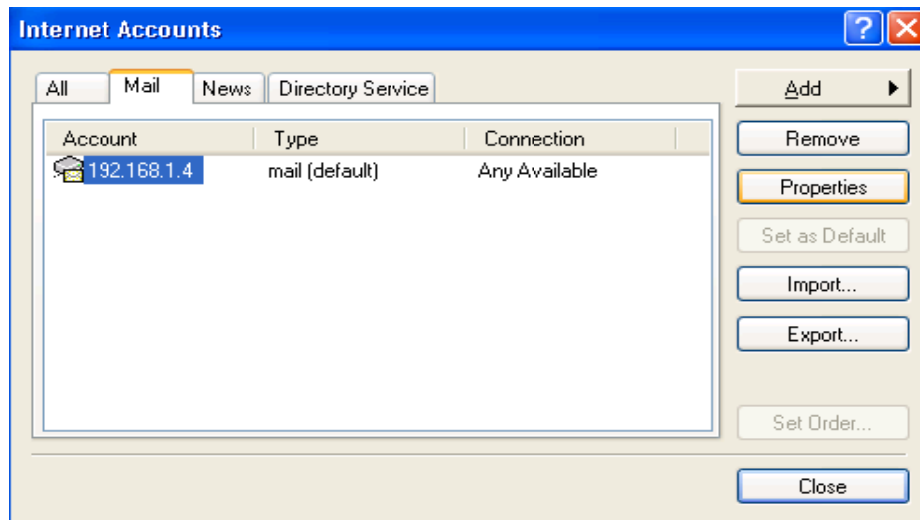
- *Provide Account name which is your email-id without "@ccmb.res.in".*
- *Enter your password.*
- *If you want outlook express should know your password then tick "Remember password" (This option can be ticked when computer on which you are performing this configuration is single user. It should not be ticked, if multiple user's are working on the computer).*
- *Click "Next" button.*

The screenshot shows the 'Internet Mail Logon' step of the 'Internet Connection Wizard'. The window title is 'Internet Connection Wizard'. The main heading is 'Internet Mail Logon'. Below the heading, there is a text prompt: 'Type the account name and password your Internet service provider has given you.' There are two input fields: 'Account name:' with the text 'support' and 'Password:' with a masked password of ten dots. Below the password field is a checked checkbox labeled 'Remember password'. A paragraph of text explains that if the provider requires Secure Password Authentication (SPA), the user should select the 'Log On Using Secure Password Authentication (SPA)' checkbox, which is also checked. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

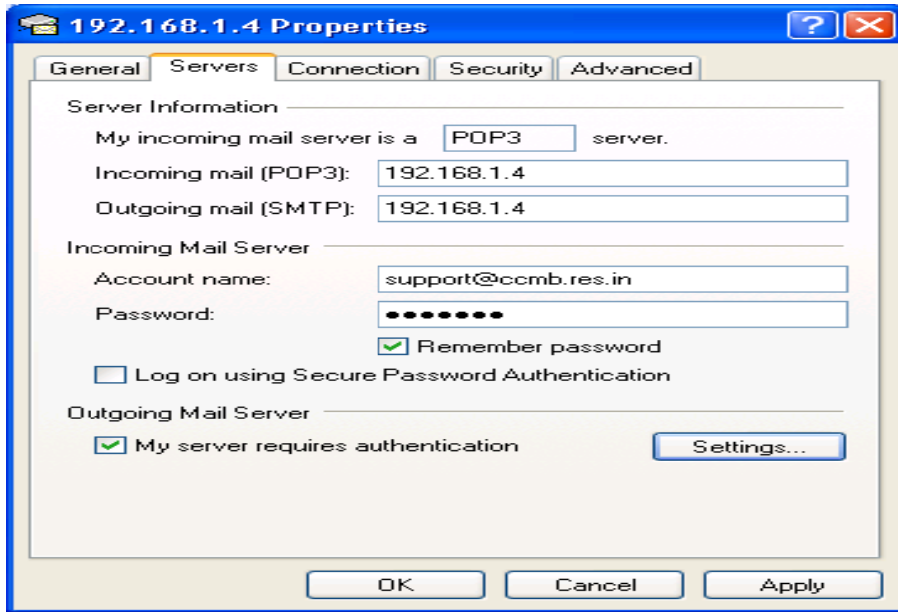
Click "Finish" button.

The screenshot shows the 'Congratulations' step of the 'Internet Connection Wizard'. The window title is 'Internet Connection Wizard'. The main heading is 'Congratulations'. Below the heading, there is a text prompt: 'You have successfully entered all of the information required to set up your account. To save these settings, click Finish.' At the bottom right, there are three buttons: '< Back', 'Finish', and 'Cancel'.

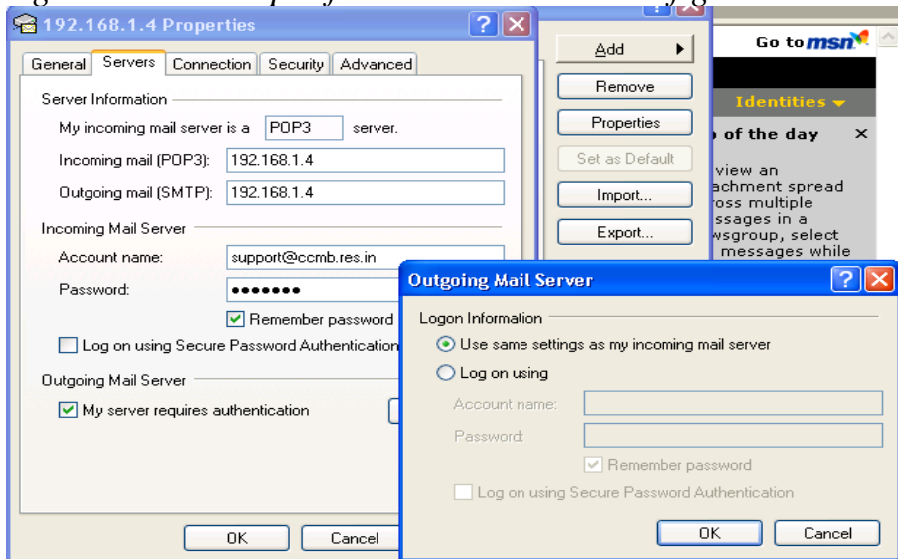
Select the server, click "Properties" button.



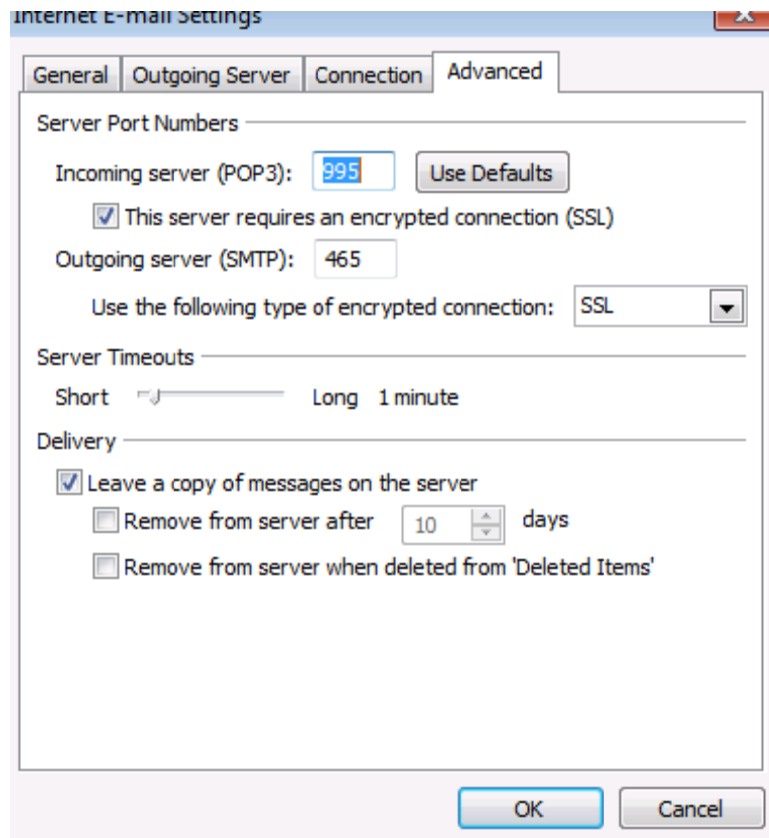
Cross check the provided information and click "Settings..." button (Here option "Remember password" is ticked because while configuration it is assumed that computer is single user, but for multi user this should not be ticked).



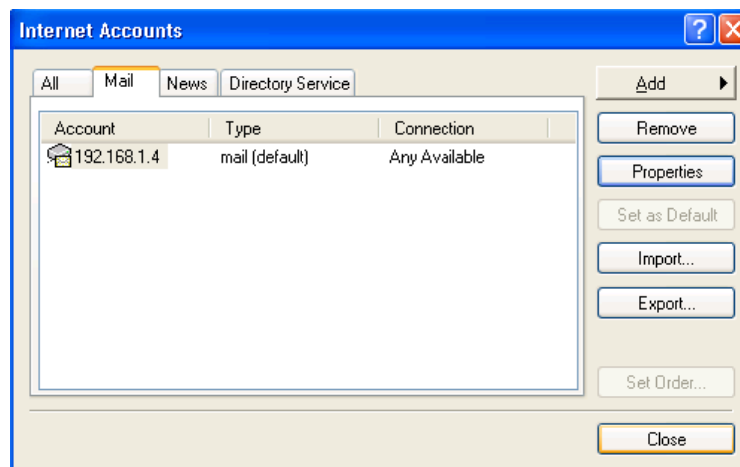
In appeared dialogue window keep information as shown in figure and click "Ok" button.



- *Click "Advance" tab and provide information as shown in figure.*
- *Click "Apply" button.*
- *Click "Ok" button.*



- Click "ok" button.
- Click "send and receive" button from main menu.
- **Do not forget to tick leave a copy of messages on the server**

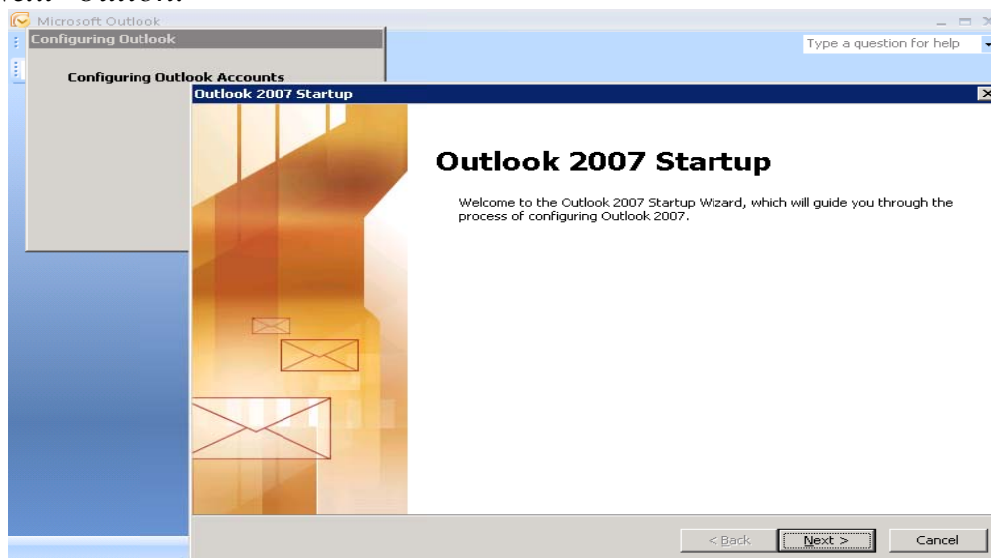


Configure Microsoft Office outlook 2007

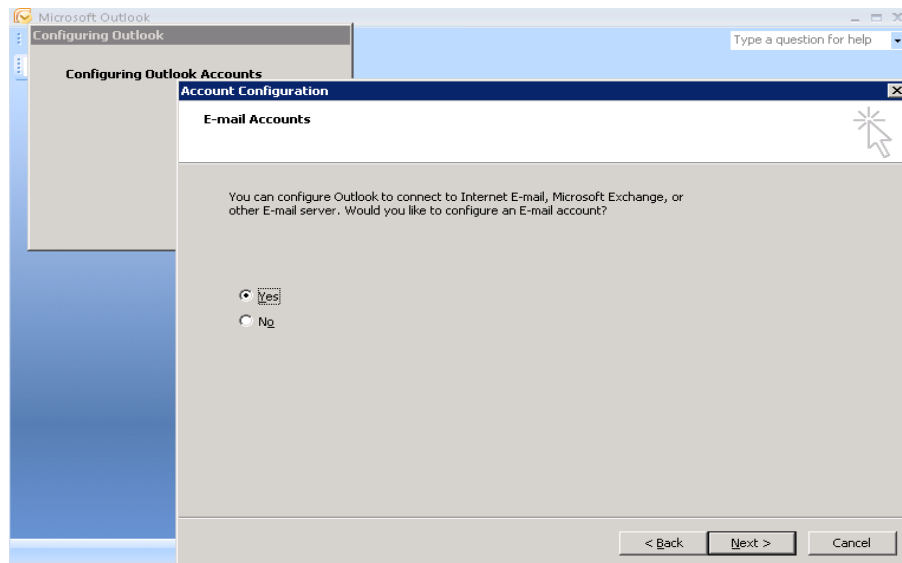
- Click "start" button.
- Click "All programs".
- Click "Microsoft Office".
- Click "Microsoft Office Outlook 2007".



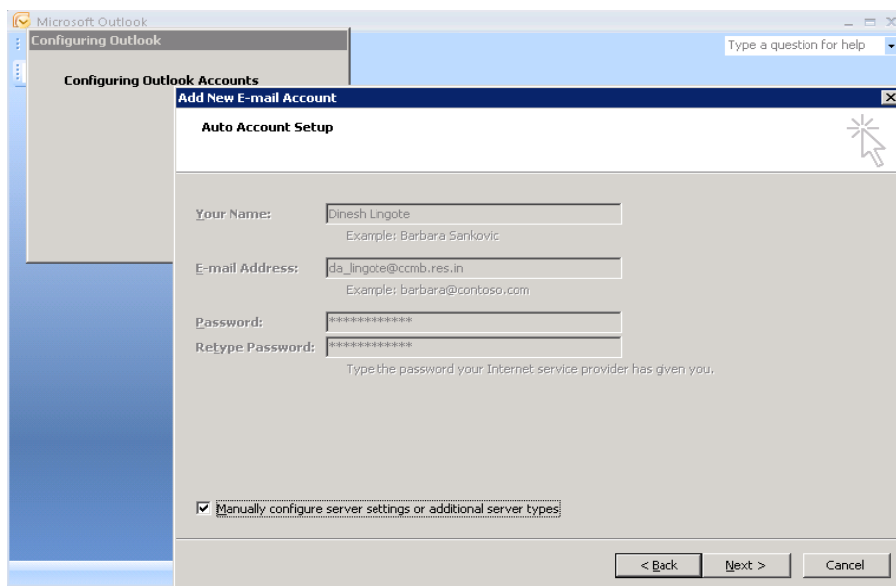
Click "Next" button.



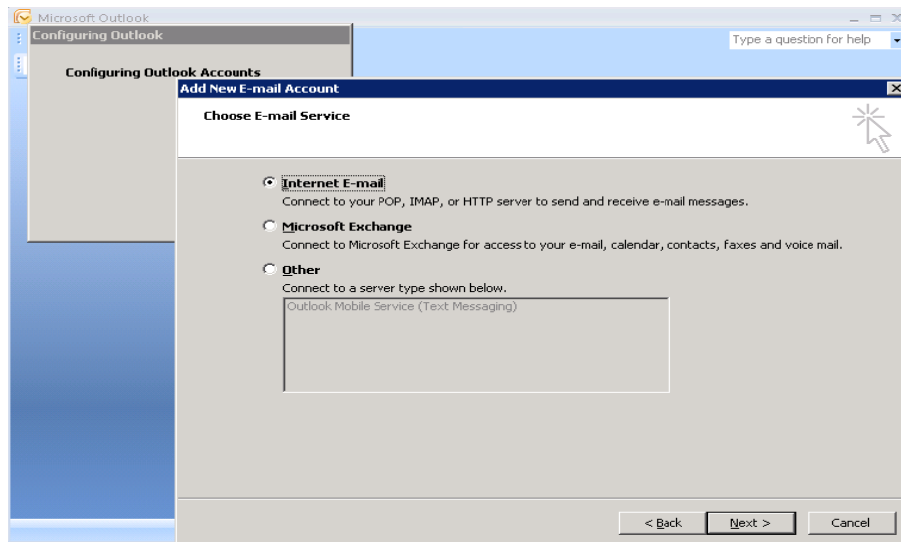
Tick "Yes", Click "Next" button.



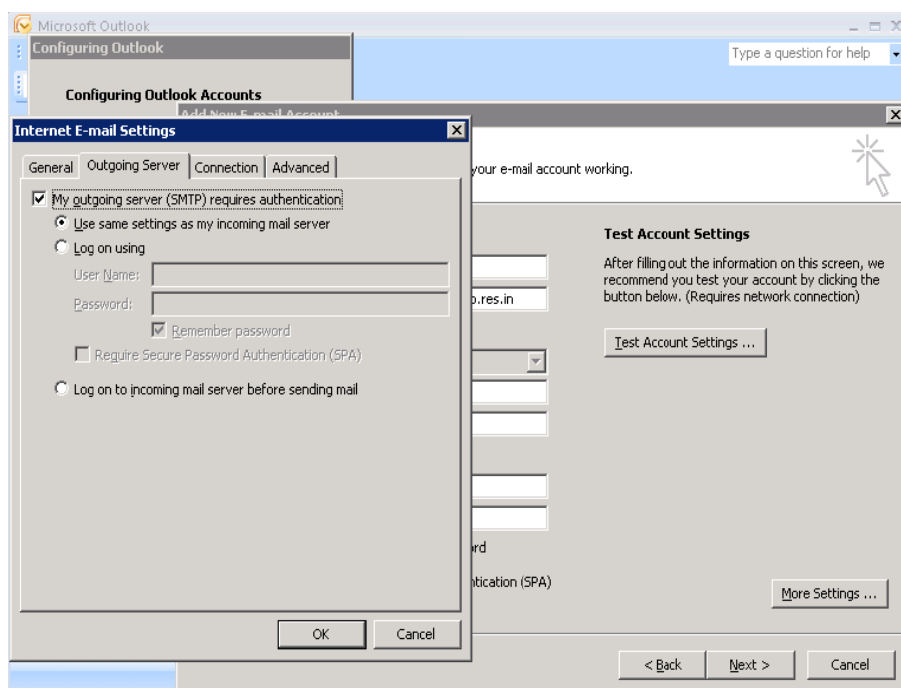
- *Tick "Manually configure server settings or additional server types" option.*
- *Click "Next" button.*



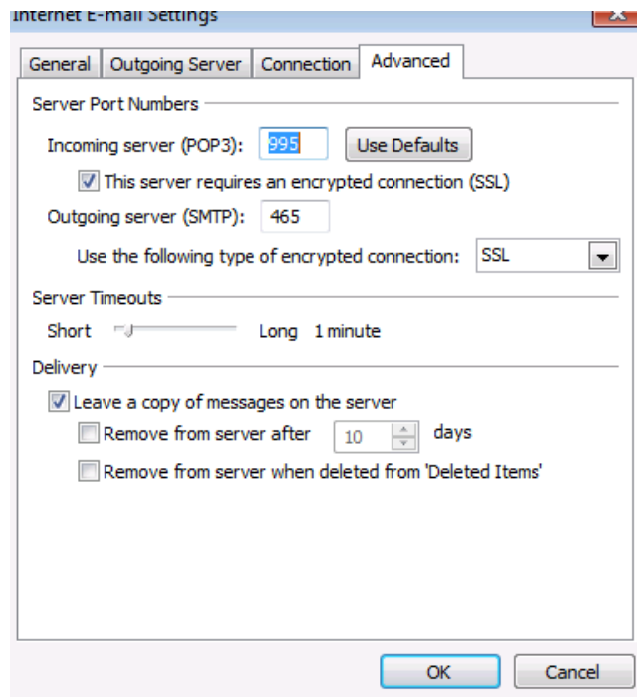
- *Tick "Internet E-mail" option.*
- *Click "Next" button.*



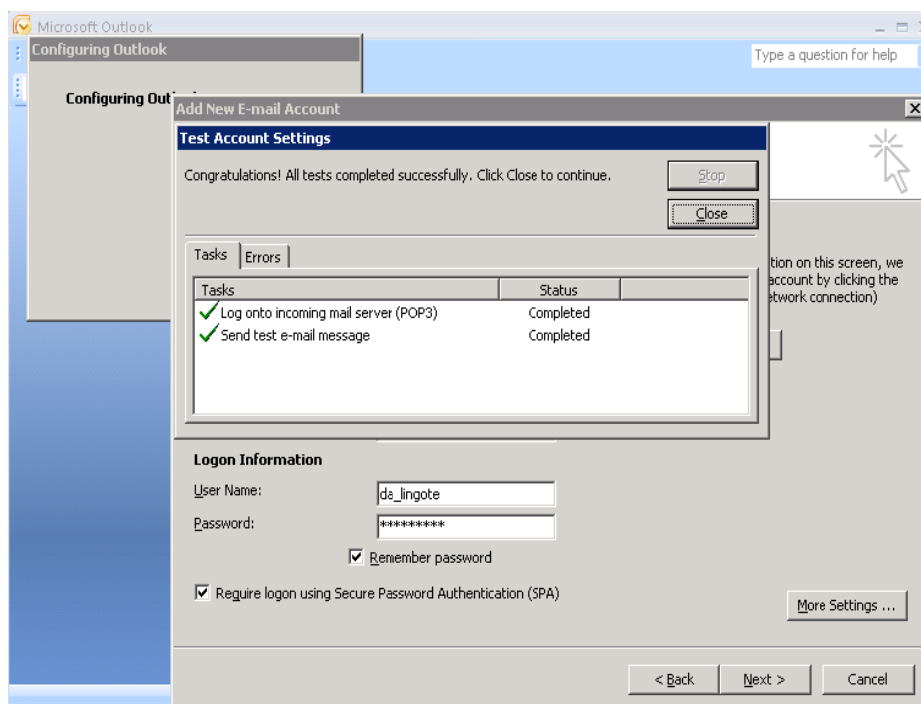
- Click "Outgoing Server" tab.
- Set the setting as shown in below given figure.
- Click "Advanced" tab.



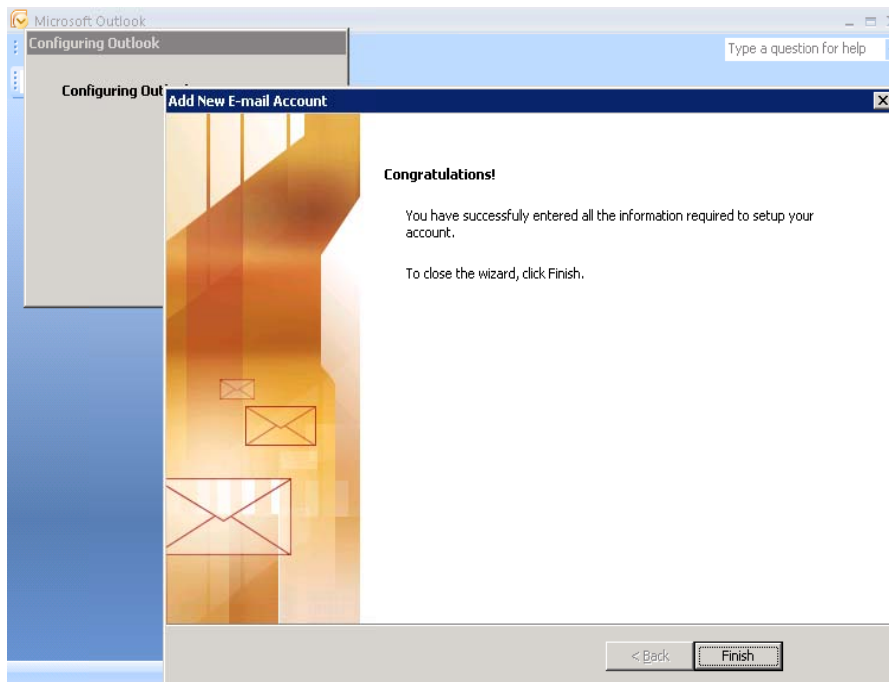
- Provide information as depicted in below given figure.
- Click "Ok" button. (Please tick on Leave a copy of messages on Server)
- Click "Test Account Settings..." button from available windows.



- Click "Close" button.
- Click "Next" button on back dialogue window.
- **Do not forget to tick leave a copy on the server**



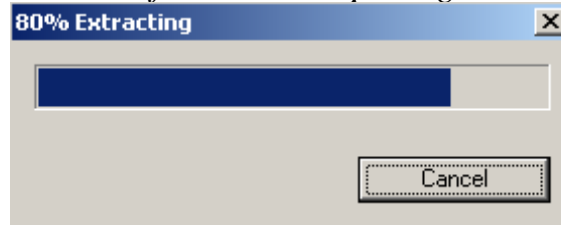
- Click "Finish" button.



Click "Send/Receive" button to get all the mails.

Thunderbird Configuration

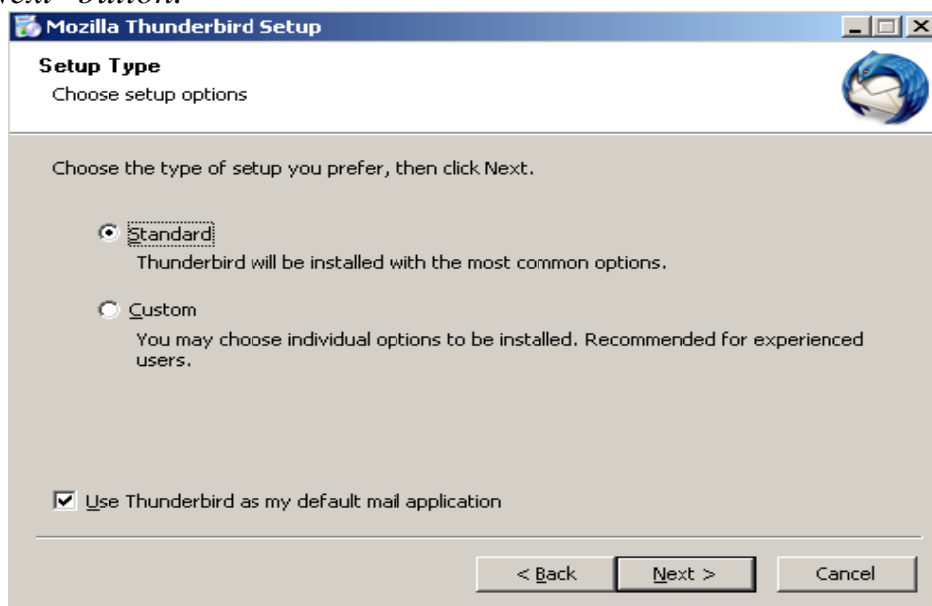
Download Thunderbird. Save file on your computer. Double click on downloaded file to start installation process and follow the steps as given below.



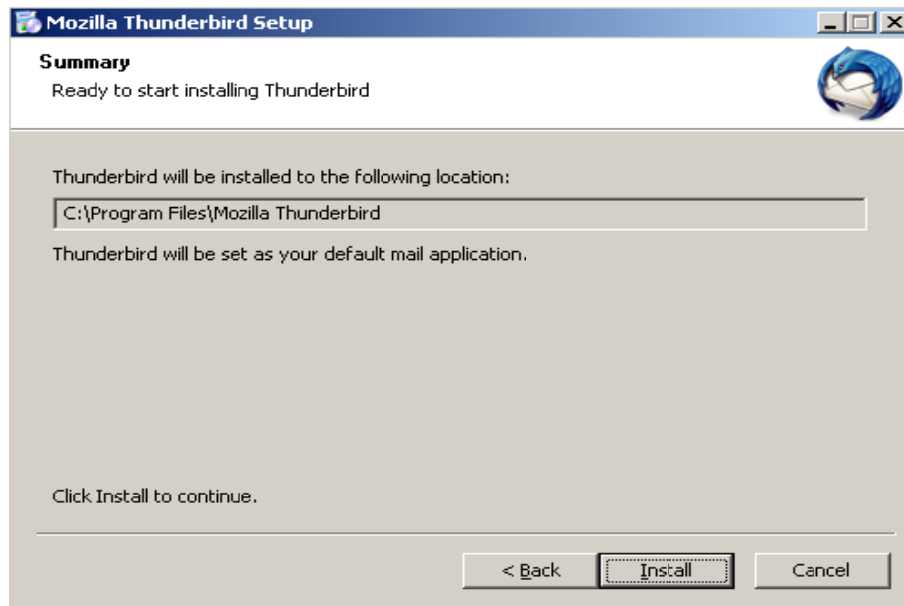
- Wait till completion of file extraction procedure.



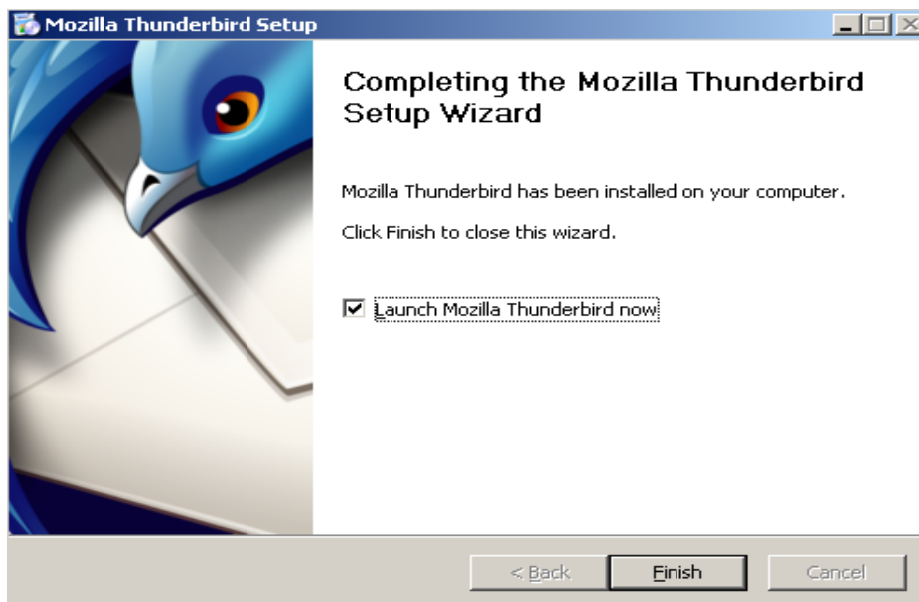
- Click "Next" button.



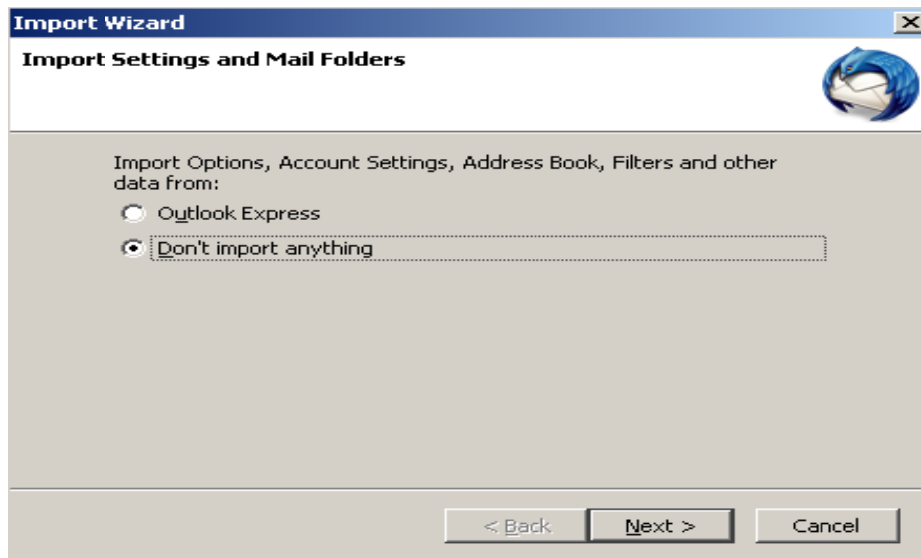
- Click "Next" button.



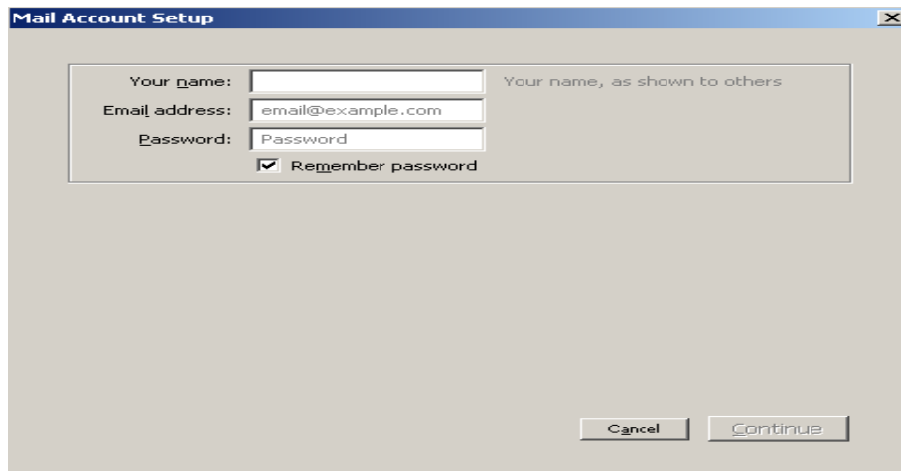
- *Click "Install" button to start installation.*



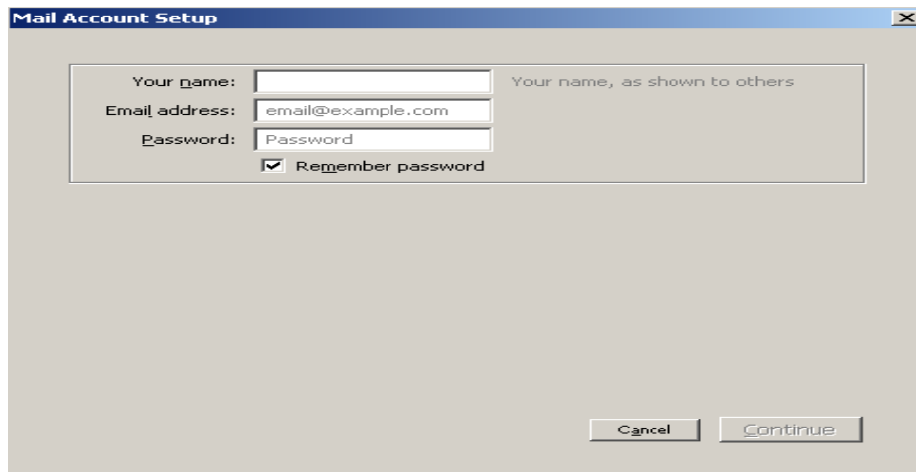
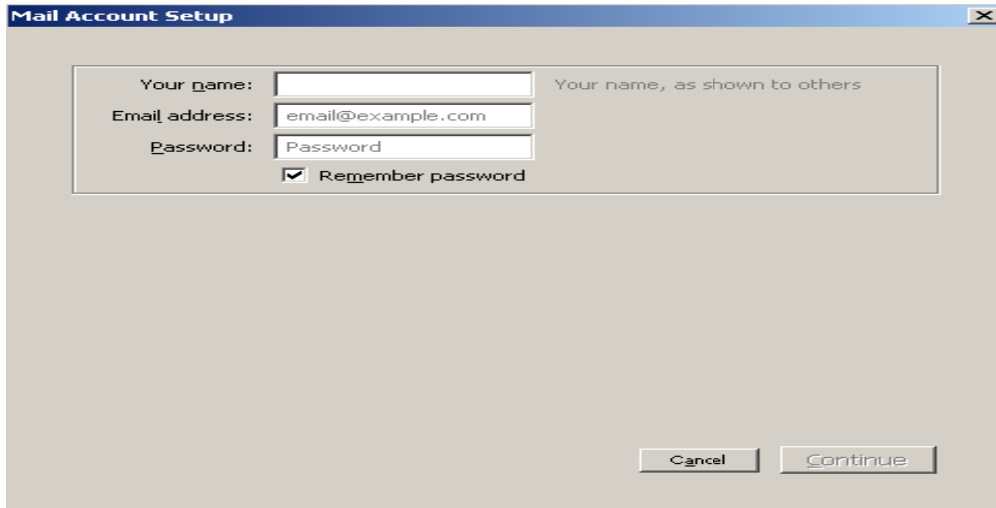
- *Click "Finish" button to complete installation. Setup will invoke dialogue window as shown in figure given below*



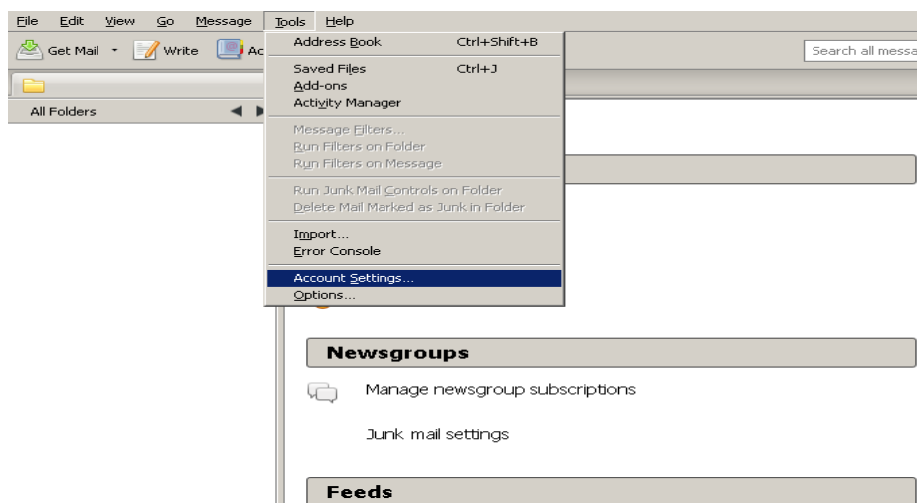
- *Select "Don't Import anything" and click "Next" button.*

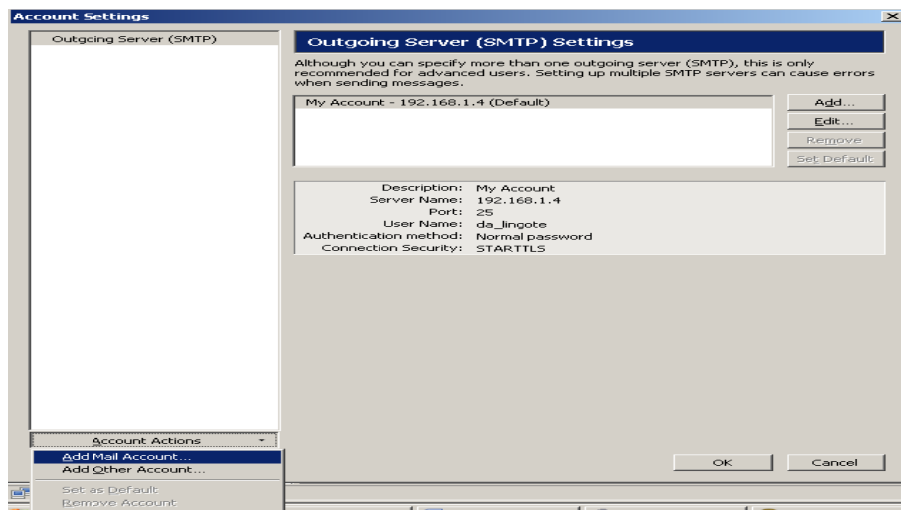


- *Simply click "Cancel" button to complete installation.*
- *Thunderbird setup must have created short cut "Mozilla Thunderbird" on desktop, double click it.*

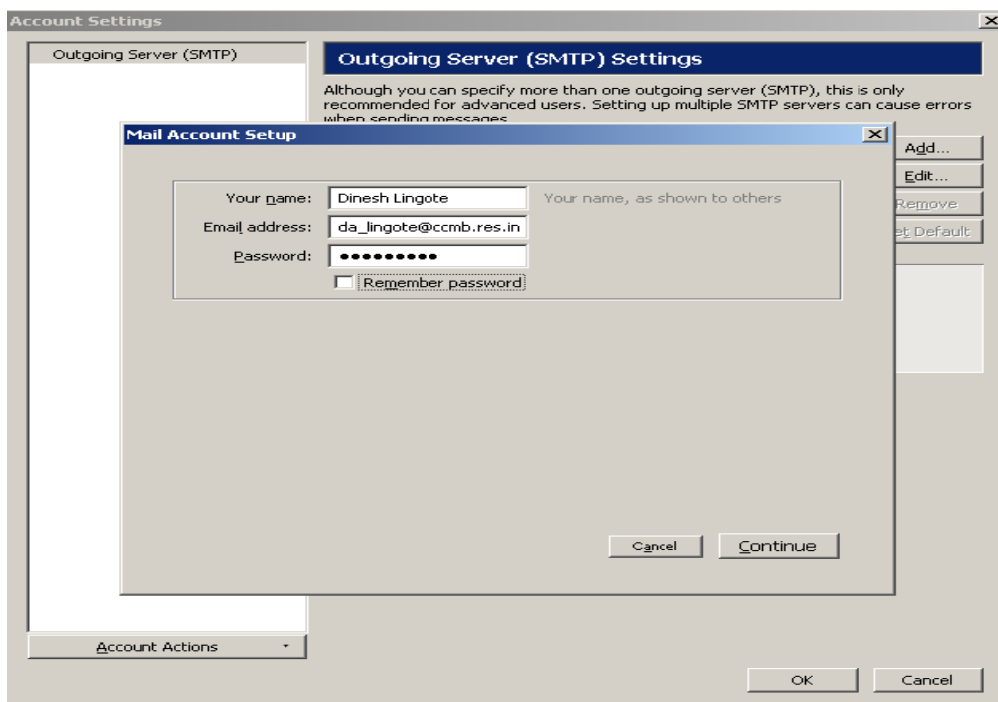


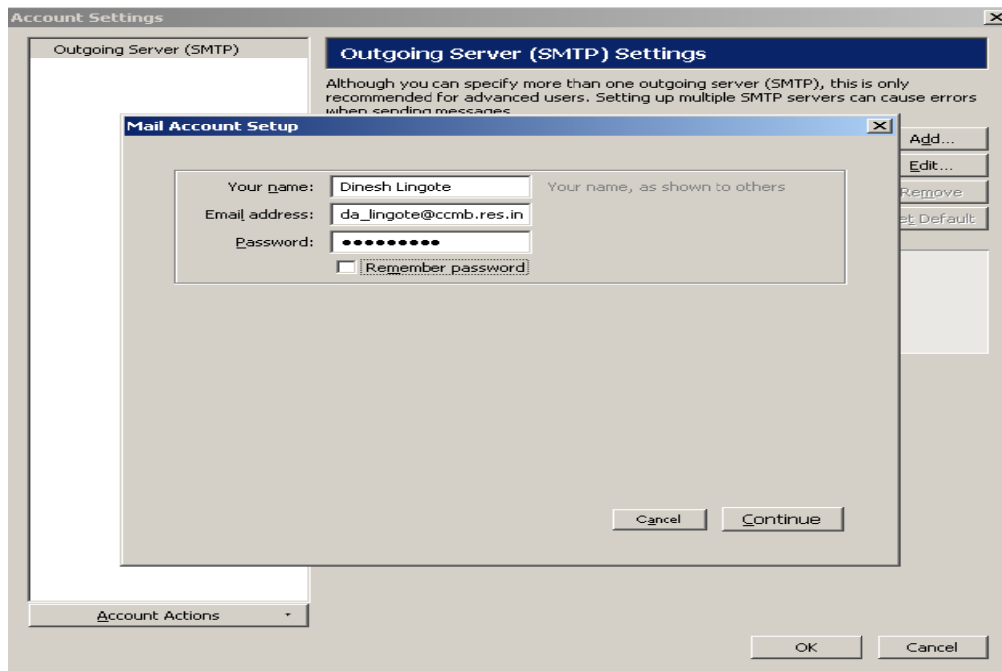
- *Simply click cancel button, if dialogue window as shown in above figure appeared. To configure email account click "Tools" option given on main-menu and select "account settings" option appeared pulldown menu. As depicted in below given figure.*



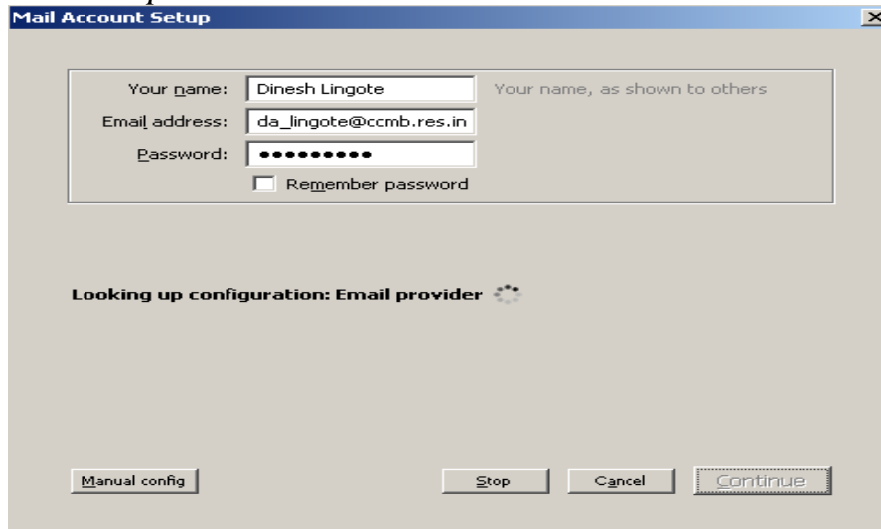


Click on "Account Actions" and select "Add Mail Account..." from appeared pulldown menu.

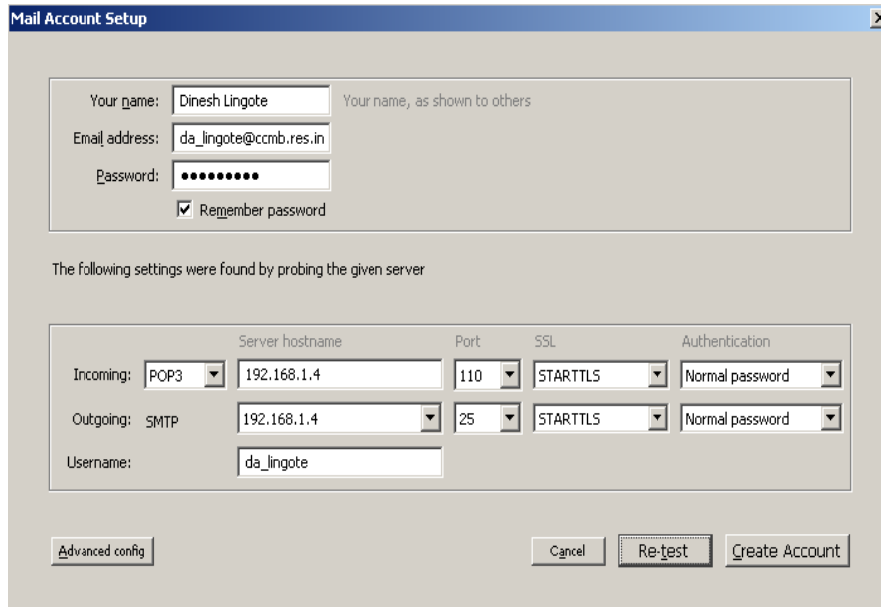




Add your name, email address and password as shown in above figure. Click "Continue" button to proceed.

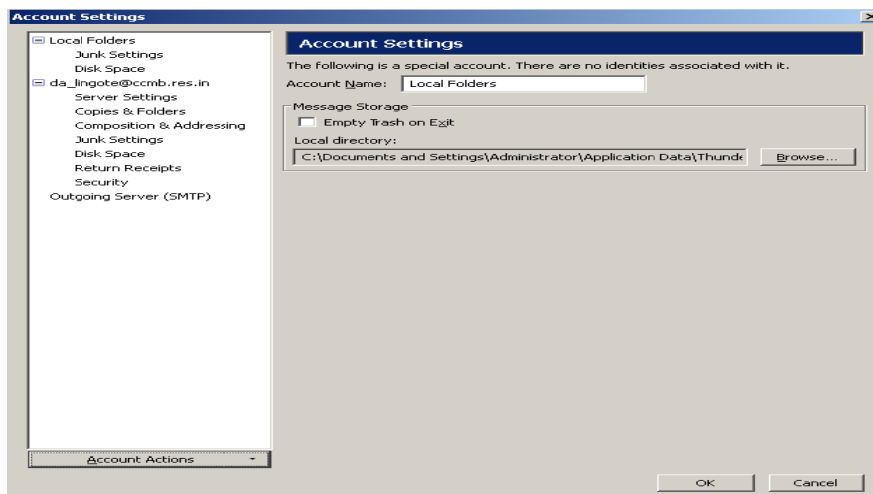


Click "Manual Config" button.



Please Note: change the port to 995 for pop3 (select SSL) And Change the Outgoing SMTP port to 465 (Select SSL)

Provide your details wherever required and add rest of the information as shown in above figure. Click "Re-test" button followed by "Create Account" button.



- *Simply click "Ok" button to finalize the configuration and click "Get mail" button to start importing mails.*