



Insight WebClient Installation and Configuration Guide

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Insight WebClient

In today's mobile world, instant access to information is vital to any business success. To be competitive with other organizations, team members must have the ability to access critical data anytime, from anywhere. Whether it be an employee working from home or a sales representative constantly on the run, gaining access to information that traditionally is only available from the office chair has become essential.

The WebClient is a vital piece to the business process. Through the use of a web browser and a connection to the Internet, access to email, contacts, and calendar information is only a click away.

Overview

The "WebClient" is a browser-based application that reads information from the IMAP server. It displays this information to the user in the form of an html page. To reduce the learning curve, the interface of the WebClient is quite similar to common desktop applications, such as Microsoft Outlook. Whether the user is at the office using a desktop application or away from their desk accessing the same data through a web browser, the experience will be quite similar.

The Insight Server comes pre-configured with Cyrus IMAP and Apache components. These two components are the backbone of the WebClient application. The Cyrus MAP component stores the data and the Apache component retrieves and displays the data through the use of PHP (Hypertext Preprocessor (PHP) pages). Refer to Figure 1 below for an illustration of how the WebClient interfaces with Insight Server.

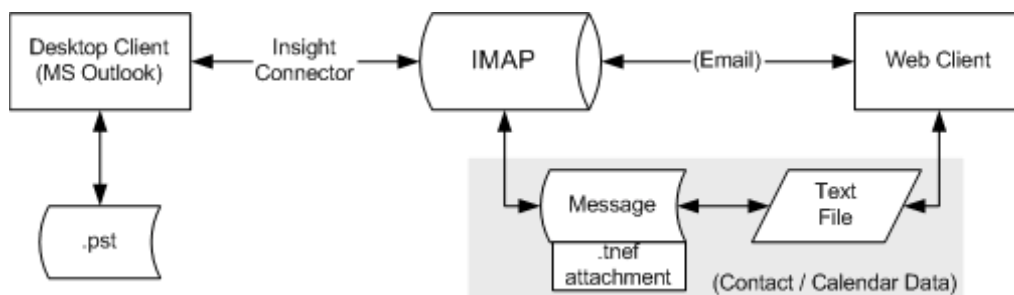


Figure 1 WebClient diagram

All data is stored in the IMAP database in the form of an email message. Since data is already in the form of an email message, built-in PHP functions are used to access email directly from the IMAP database. This is reflected in Figure 1 with the two-sided arrow connecting the IMAP server to the WebClient. Since email data is read directly from the IMAP server, this data is not stored on the web server.

For non-email data such as calendar and contact information, the process is a bit more complex. This data is also stored in the form of an email message in the IMAP database, but is stored as an attachment to the email message.

A directory structure identical to the folder structure found on the tree (Figure 2) is read from the IMAP component and created on the web component.

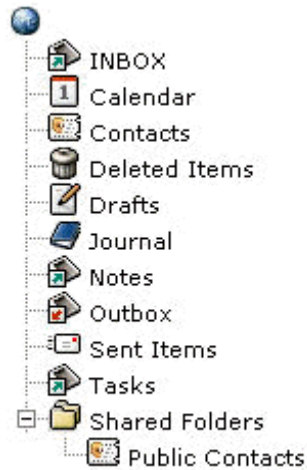


Figure 2 WebClient Tree

Requirements

As with all browser-based applications, certain requirements must be met to ensure the application functions the same in all environments. There are many combinations of operating systems and browsers that can cause the application to behave differently. As advances are introduced in browser technology, developers are granted access to tools that allow them to create browser-based applications to mirror their desktop counterparts. Unfortunately, these advances in browser technology are not always backwards compatible with previous versions, nor are they supported in all browser types. A neutral ground has to be found where functionality and browser support can meet.

Every client environment can be unique, so standards must be set to ensure the application functions as intended.

Knowing this, the browser that you choose to use must support frames, JavaScript, style sheets, and cookies. If you choose to use a browser that does not support these technologies, the WebClient may not function as intended. The browsers that Bynari tests and supports are Internet Explorer®, Netscape®, and Mozilla®.

For the server side component of the WebClient, the requirements are the same as they are for the Insight Server.



Customizing/Enhancing the Webclient

Additional customization for the Webclient can be found under the file:

`/opt/insight/icc/groupware/conf/custom.inc.php`

This file can be edited in a shell or terminal session on the Insight Server.

The # sign is used as a comment holder. These features can be enabled and customized by taking out the # sign.

custom.inc.php:

/ Free/Busy paths: Allows users to check for other users' or resources' free/busy information in the calendar to schedule meetings or resources */*

`$FBSEARCH = '/opt/insight/var/ftp/freebusy/';`

`$FBPUBLISH = '127.0.0.1/freebusy/';`

This is the LDAP Directory information for the Insight Server. Please refer to the Insight Server Admin guide for more details.

/ IP address of the LDAP server */*

`#$LDAP_SERVER = '127.0.0.1';`

`#$LDAP_SUFFIX = '';`

`#$LDAP_ORGANIZATION = '(objectclass=insightOrganization)';`

`#$LDAP_GROUP = '(objectclass=insightGroup)';`

`#$LDAP_ENTRY =`

`'((objectclass=insightPerson)(objectclass=insightResource)(objectclass=insightAlias));`

/ IP address of the IMAP server */*

`#$IMAP_SERVER = '127.0.0.1';`

`#$IMAP_FLAGS = '/notls';`

/ SMTP settings */*

`#$SMTP_SERVER = '127.0.0.1';`

*/*This option will allow auto-creation of Outlook folders on the Webclient when the user id is created. Comment out with a '#' to disable auto-creation of "Outlook" folders */*

`#define('AUTOCREATESPECIALFOLDERS', 1);`

*/*The following allows the Global Address List (GAL) to display more information about the contacts. This information is based on the details entered about the user in the LDAP directory.*/*

`#define('CONTACTS_USE_FULL_DN', 1);`



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/*Comment out the following (assuming the CONTACTS_USE_FULL_DN is not enabled), to use custom name listings for the Contacts GAL. If you would like to organize your users by the department and title, the below will show: John Smith/VP of Marketing/Marketing*/

```
#define('CONTACTS_USE_CUSTOM', 1); #define('CONTACTS_ATTR_1', 'cn');  
#define('CONTACTS_ATTR_2', 'title'); #define('CONTACTS_ATTR_3',  
'departmentnumber');
```

/*Comment out the following to disable searching for ou's. Just search o's. (o=organization, ou=groups)*/

```
#define('NO_LDAP_GROUPS', 1);
```

/*For European customers, you can change the language setting (ISO) so that Outlook and the Webclient can interchange information in respective languages. Enabling this option will force newly created objects to be in ISO-8859-1 format instead of UTF-8.

Comment out to force ISO-8859-1 for created objects.*/

```
#define('FORCEISO', 1);
```

Installation

Note: Insight WebClient comes pre-installed with Insight Server 4.1. If using Insight Server 4.1+, please skip this installation section.

The WebClient installation process is relatively simple as a majority of the steps are automated. The setup will be a plug-in on the Insight Server in the form of a RPM package, and can be accessed from the Insight Server “web administration console”.

Run the following command to install the WebClient;

```
# rpm -Uvh --no-postun insightserver-webclient-2.0-x.i386.rpm
```

The Apache web component is already installed (this is part of the Insight Server, as it is used for the “administration console”). The only steps needed for the WebClient set-up are the creation of directories that will be used to store data and script files (as these are taken care of by the WebClient installer package, no user intervention is required).

1. Bin – Contains application files
2. Groupware – Stores all the WebClient PHP scripts
3. Libs – Stores the Smarty class files
4. Templates – Stores the Smarty template files that allow the interface to be unique

Note: The data files used to store non-email data are created on the first run of the synchronization process and are not a part of the set-up process.

Registration

To register the WebClient (completed by the admin), open a web browser and enter the address for your Insight Server followed by /groupware/ for example;

<http://mail.domainname.com/groupware/>

A log-in screen will appear (Figure 3). Instead of entering the login information for a user, enter the login information for the manager.

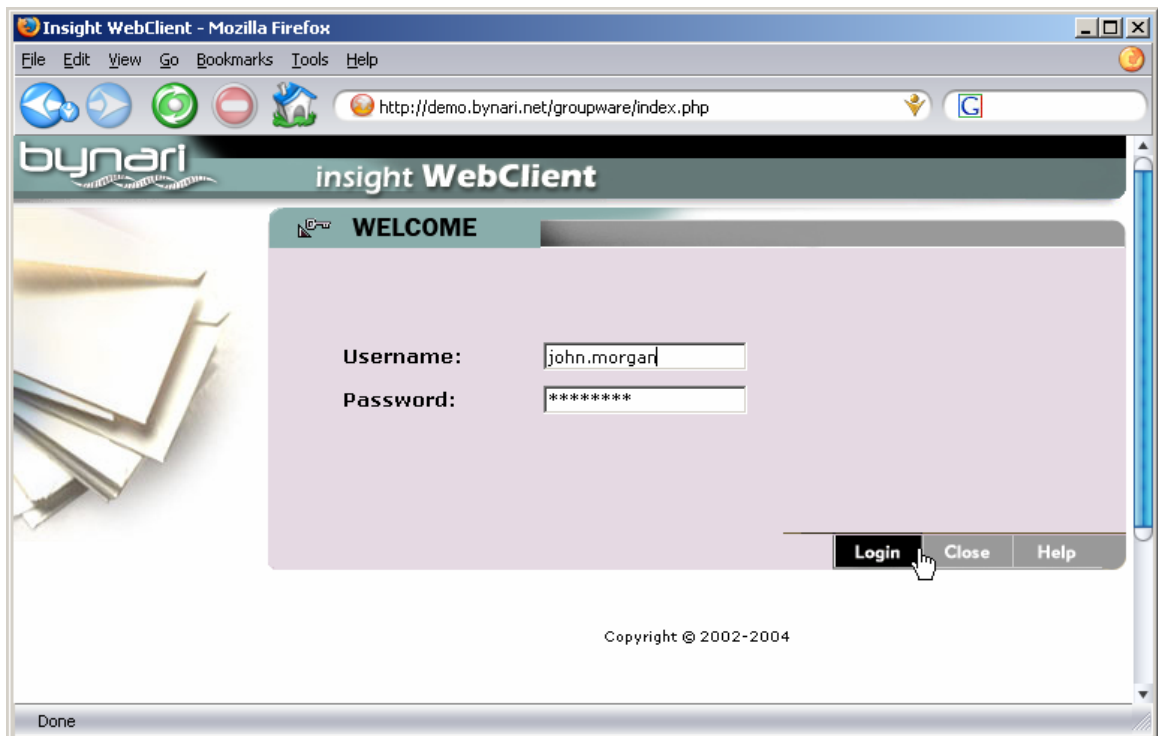


Figure 3 WebClient Login Screen

Instead of seeing the interface for a mailbox, you will be presented with a licensing dialog. Enter the license key and click the “register” button shown in Figure 4. You may also choose to run the WebClient in Demonstration mode by clicking the “Eval” button at the bottom of the screen.

WebClient has to register the installation. For that it has to connect to the Bynari key server.
 Only data relevant for registration will be sent to Bynari.

Which port would you like to use for registration?

License Key Please enter your key

If you're using a proxy to connect to the web, please enter the information below:

* Proxy IP address * Proxy port
 Username Password

* - Required values if using a proxy

Manually validate the key [`dff9dfcd9364c73680d855b265ab20cd`]

Line 1

Line 2

Figure 4 WebClient Registration Screen

Enabling clients

Once the WebClient has been installed on the Insight Server, you must enable each user you want to utilize the WebClient.

Open the Insight Server Web Admin Console. On the left hand side of the browser window, you should see an option for WebClient (Figure 5). Click on the hyperlink for WebClient access.



Figure 5 WebClient Access

Click on the hyperlink for WebClient access. You will now have a list of users that you can enable or disable WebClient access for (Figure 6).

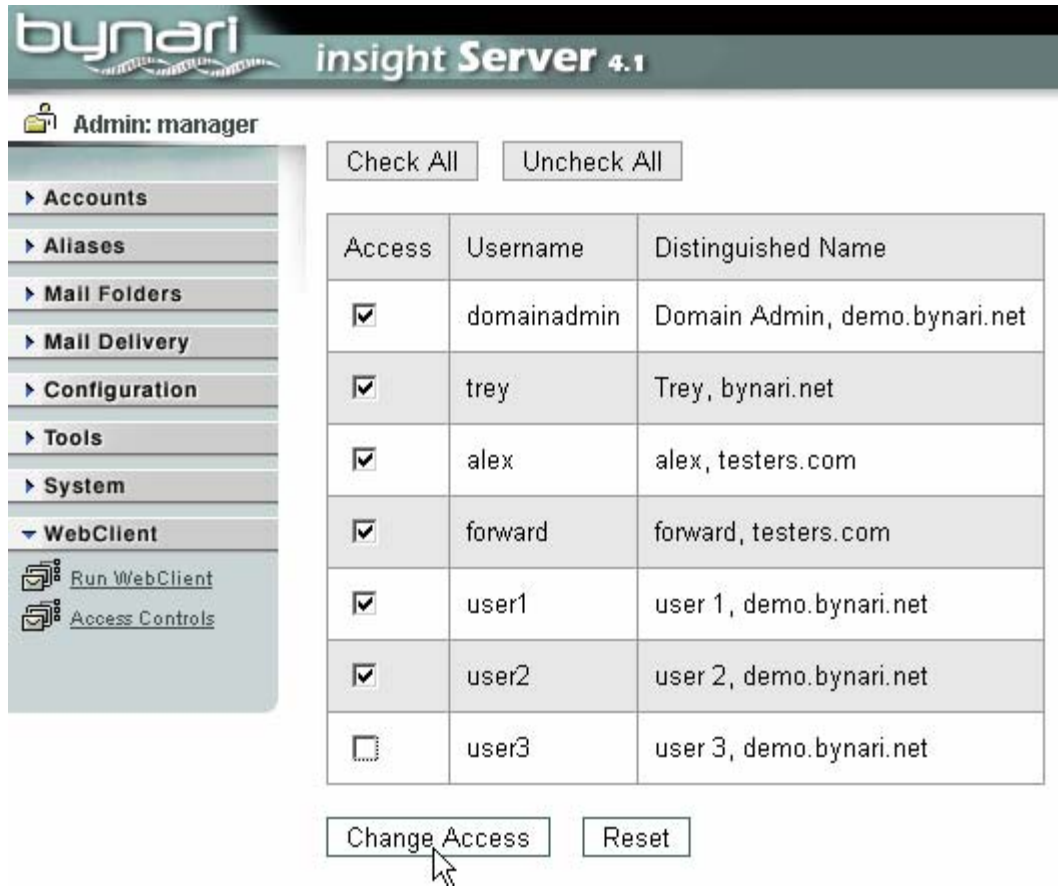


Figure 6 WebClient Enable

Place a check mark next to each user you wish to have WebClient access and then click the “Change Access” button. If you wish to take away WebClient access, remove the check mark and click the “Change Access” button.

Security

When critical data is stored in a location that is accessible to the outside world, security is of utmost importance. The WebClient takes security quite seriously, and has integrated measures to ensure that data is accessible to authenticated personnel only. All screens within the WebClient application have an embedded security check. If a user is trying to access a page within the WebClient and has not been authenticated, the login page will be displayed (Figure 7). The user supplies a username and password and this information is authenticated against user data stored on the IMAP server. If a match is found, a user session is created and the user is granted access to the corresponding account.

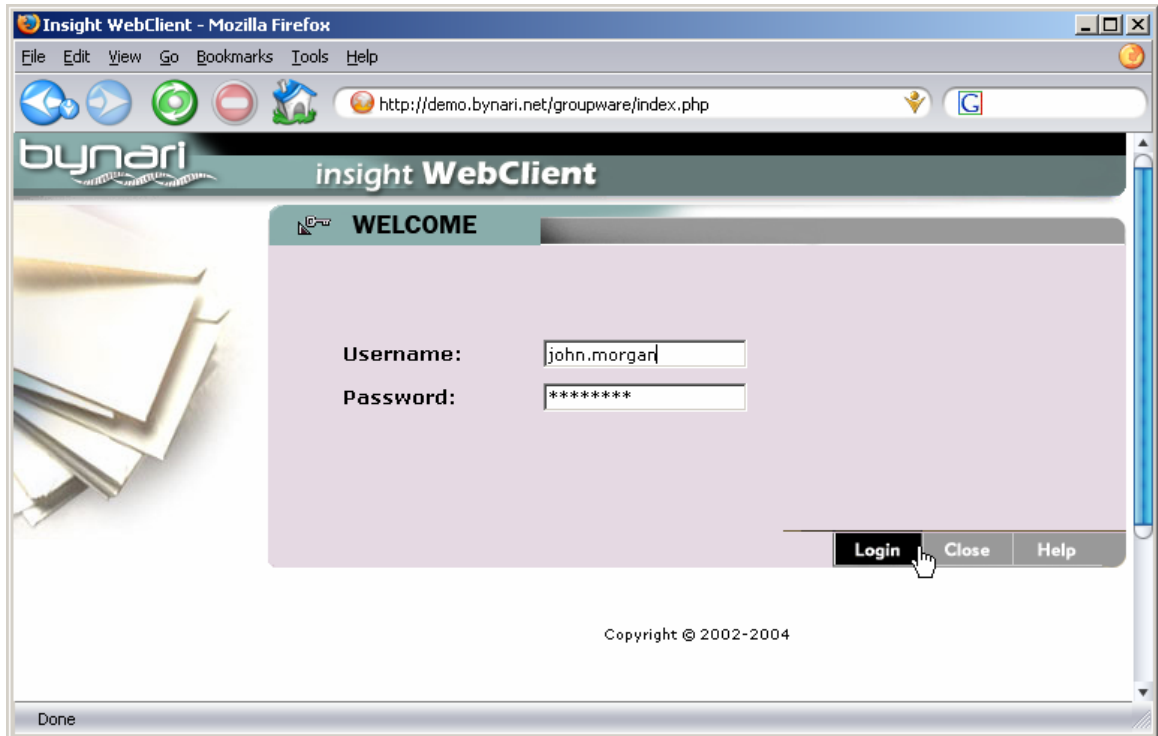


Figure 7 WebClient Login Screen

Precautions have been taken to prevent malicious users from hacking the web server and gaining access to the critical data that is stored there.

Features and functions

The WebClient includes many of the basic features of your desktop application. The major features include email, contacts, calendar, and notes. The WebClient version of these features will function similar to the desktop application that you are using, the only difference being that you access content with a web browser. As new versions of the WebClient are released, more and more items will be added to the feature set.

Please see the Insight WebClient Users Guide for a complete manual of all the features and functions of the WebClient.

Technology

The “WebClient” is based on the technology known as scripting. Scripting involves the embedding of PHP (<http://www.php.net>) script into Hypertext Markup Language (HTML) to create a working application. PHP can best be described as an “HTML embedded scripting language” and is responsible for the logic of the application. HTML is the core programming language behind browser-based applications and is responsible for the presentation, or interface of the application.



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Taking these technologies a step further, PHP has a built in add-on called the Smarty Template Engine (<http://smarty.php.net>) that allows the application logic to be separated from its presentation through the use of templates. For instance, the application logic would be responsible for such tasks as grabbing an email from the IMAP server, while the presentation would be responsible for the display of this email to the user. Through the use of this technology, multiple presentation layers can be created, thus allowing organizations to customize the interface design.

Throughout the WebClient application, other web development technologies are also used. Style sheets are used to maintain a consistent design for the application. Style sheets manage items such as font settings, link colors, table backgrounds, and other interface design issues. By using style sheets, a style setting can be set once and used many times, thus maintaining consistency and making design updates relatively easy. Small snippets of Java script are also embedded into the application. Java script is a client side programming language that extends the functionality of browser-based applications. Java script's core competency in this application is to create a client side feel by eliminating screen refreshes and connection dependent tasks. The WebClient will function whether Java script is enabled or disabled, but the experience is more pleasing with the Java script additions.