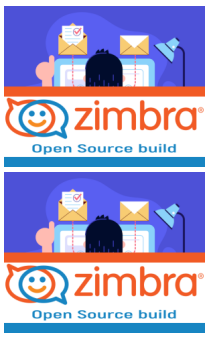
Support Zimbra OSE



Installation, configuration, maintenance, updating

Rating: Not Rated Yet
Price
0,01 ?

Ask a question about this product

Description

All work is performed remotely, subject to access to the server via SSH.
The operating system Ubuntu is used as a basis (it is the main and stable one for the ZIMBRA OSE mail server).

Installation and settings of the ZIMBRA OSE mail server:

- installation of a mail server includes:
  - preparing the Ubuntu operating system for installing ZIMBRA OSE
  - installing ZIMBRA OSE (DNS name of the mail domain is required)
  - creating one mail domain
  - creating one user for further system administration
- basic setup (includes installation), and additionally:
  - creation of domains (up to 5)
  - creating users (up to 250 in total)
  - creating aliases (if necessary)
  - creating mailing lists (if necessary)
  - setting up security requirements for ZIMBRA users
  - setting up the operating system firewall
  - installing a free trusted SSL certificate
  - basic setup of antivirus and antispam protection
- advanced setup (includes basic setup), and additionally:
  - installing your company's SSL certificate (if necessary)
  - replacing the ZIMBRA logo in the mail system (on the login window and in the user interface) with your company logo
  - activation of the "forgot password" function in the login window for users
  - advanced settings for antivirus and antispam protection
  - DNS setup recommendations for mail domain
  - activation of an advanced interface for administrators to manage mail traffic, mail restrictions and mail flow rules
  - setting domain/user limits on the number of messages (if necessary)
  - connecting a Microsoft Active Directory domain for user authorization (optional)

Maintenance and support of the ZIMBRA OSE mail server:

- basic support
    - regular update of the ZIMBRA OSE mail server
    - monitoring the status of the mail server and its resources
    - regular updates of the operating system Ubuntu
    - tracking the status of user resources (up to 100)
    - user management (creation, deletion, blocking) (optional)
    - regular renewal of free trusted SSL certificate (if necessary)
- extended support (includes basic), plus additional:
    - access to extended security updates for Ubuntu 16.04 and 18.04 (if needed)
    - exclusion of the mail server from international spam lists if it gets there (if possible)
    - tracking the status of user resources (up to 250)
    - user management (creation, deletion, blocking) (optional)
    - setting up and monitoring anti-spam restrictions for users and the server as a whole

Migration of email from an old mail server to a ZIMBRA OSE mail server:

The price is indicated for the migration of 100 user mailboxes with a total volume of up to 100 GB

- simple:
    - only letters
    - incoming - when only the POP3 protocol is available
    - incoming, outgoing, trash and others - when the IMAP protocol is available
- extended:
    - letters
    - calendar, contacts, aliases, mailing lists (depending on the capabilities of the mail server from which the data is imported)

Updating the old ZIMBRA OSE mail system to the current version*:

- assistance in preparing for creating a backup copy (optional)
- updating the operating system to the required version: **Ubuntu 14.04 -> 16.04 -> 18.04 -> 20.04 -> 22.04**
- updating the mail system to the latest version: **ZIMBRA OSE 8.x -> 8.8.15 -> 9.0.0 -> 10.1.x**

*- to ensure a successful update of the mail system, we recommend that you first make a backup copy of the existing one
*- if additional non-standard settings and changes were made to the operating system or mail system, then it is impossible to guarantee their 100% preservation during the update