

ISO UPUTA 7.5/02-39 Kreiranje i podešavanje mail account-a**QSS d.o.o. Sarajevo**

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**Korisničko uputstvo za
kreiranje i podešavanje Secure (SSL) Email Accounta
email server zimbra.internet.ba**

- 1. Upute za podešavanje Secure (SSL) email account-a**
- 2. Kreiranje SSL IMAP klijenta**
- 3. Kreiranje novog SSL email accounta (Microsoft Office Outlook 2010)**
- 4. Kreiranje novog SSL email accounta (Microsoft Office Outlook 2013)**

Uvod

Poštovani, da bi svojim klijentima omogućila sigurnu i pouzdanu mail korespodenciju firma QSS je uvela certifikat za svoje mail servere. Certifikati omogućuju sigurnu mail komunikaciju sa potvrđenim identitetom pošiljaoca maila. Potvrda identiteta znači da mail dolazi od provjerenog korisnika i da ne spada u spam, čime je omogućen nesmetan prolaz maila kroz anti-spam filtere. Takođe, mail komunikacija je enkriptovana čime je zagarantovana i tajnost vaših podataka.

Ukoliko želite koristiti ovu uslugu potrebno je napraviti izmjene na već postojećem accountu ili kreirati novi account u mail klijentu. Izmjene se odnose na **INCOMING** i **OUTGOING** mail server kao i portove **POP3, SMTP i IMAP** protokola.

Opšte informacije

Mail server podržava sve standardne portove kao i SSL portove.

Standardni portovi:

POP3: 110

SMTP: 25 ili 587 *

IMAP: 143

SSL portovi:

POP3 SSL: 995

SMTP SSL: 465

IMAP SSL: 993

* Kako većina ISP providera na određenim internet paketima (poznati kao ADSL ili slični home paketi) ima restrikciju (zabranu) standard SMTP porta 25 morate koristiti alternativni standard port 587.

Preporučena konfiguracija email accounta na mail klijentu jeste **Secure SSL**.

Kako ispravno funkcionisanje emaila isključivo zavisi od postavki/konfiguracije vaše mreže, vašeg Firewalla, vašeg ISP providera morate i vi prilagoditi postavke email accounta gore navedenim konfiguracijama.

Ukoliko neka od gore navedenih konfiguracija ne podržava (zabranjeni su na Firewallu ili ISP provideru) neki od navedenih portova (ili standard ili SSL) morate i vi podesiti vaš email account sa onim portovima koji su dopušteni na vašem Firewallu ili kod vašeg ISP providera.

Ukoliko se nalazite van ureda odnosno negdje na službenom putu (druge kompanije, hoteli, aerodromi, public mjesta, itd) može se desiti da ta "domaćin" mreža neće dopustiti slanje ili primanje emaila kroz tu infrastrukturu jer su zabranjeni neki od navedenih portova ili je zabranjeno saobraćanje mailova koji ne koriste postavke njihovih mail servera/relay-a.

U tim slučajevima vam je dostupna opcija webmail <https://zimbra.internet.ba> koja neće biti pogođena zabranama/restrikcijama takvih mjesta.

1. Upute za podešavanje Secure (SSL) Email Account-a

Osnovni podaci

Incoming Mail Server: POP3/IMAP

Incoming Mail (POP3): zimbra.internet.ba

Outgoing Mail (SMTP): zimbra.internet.ba

Uključiti opciju "My Server requires Authentication".

Prilikom podešavanja Email Account-a **obavezno** u polje «User name (Account name)» upisati kompletnu email adresu (**pogledati slike 1-7**), upute za kreiranje novog mail accounta.

Webmail

Imate mogućnost webmail-a koji se nalazi na adresi <https://zimbra.internet.ba>
Prijavite se sa svojom mail adresom i Password-om i možete pogledati (obrisati, poslati, promijeniti password, forward mailova itd) direktno na mail Serveru bez da ih povlačite na Vaš računar.

Podešavanja opcija mail accounta putem webmail-a

Odete na <https://zimbra.internet.ba> prijavite se sa svojim podacima (mail adresa+password)

Nakon logina na webmail odaberite „Preferences” te sa lijevog menija odaberite opciju koju želite da podešavate.

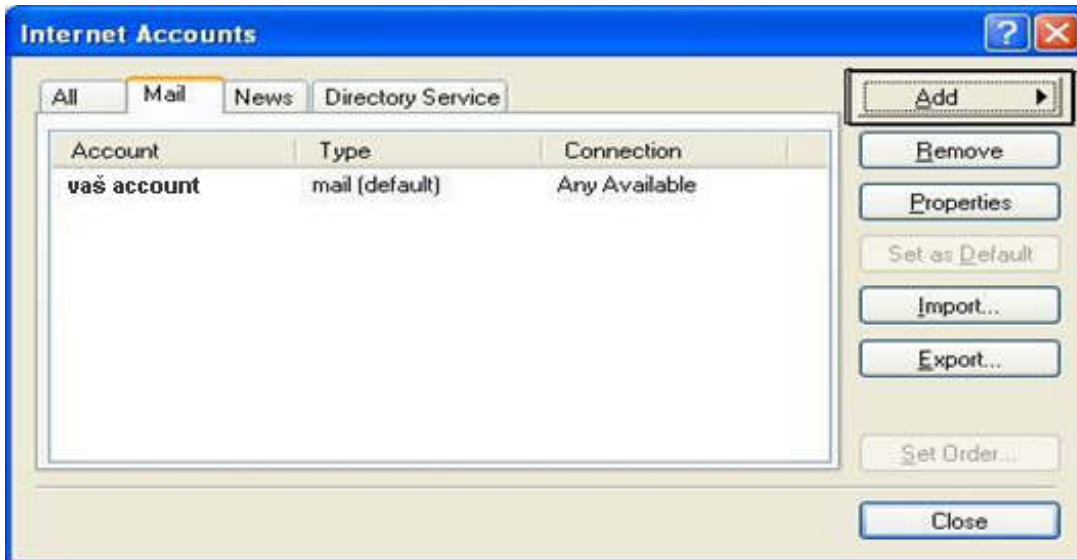
Pod „Preferences” imate razne mogućnosti podešavanja izgleda, funkcionalnosti, filtera webmaila, itd.

Nakon izmjena pritisnuti „**Save**”

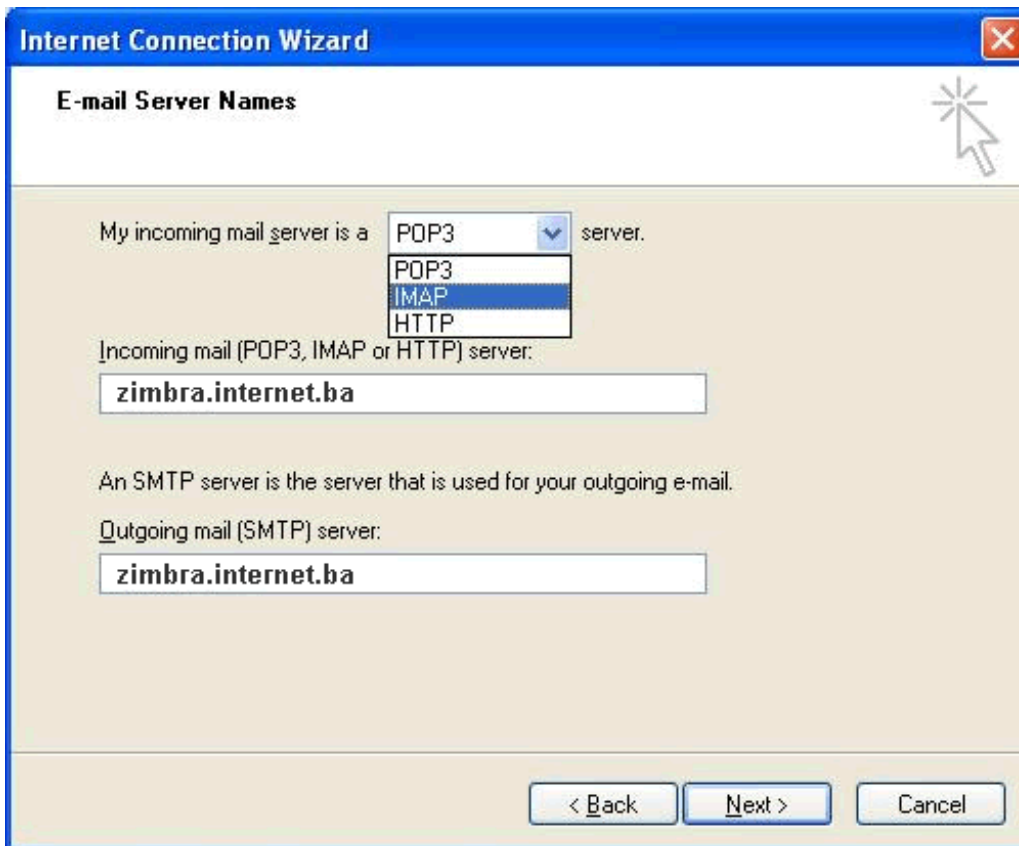
Nakon izmjena password-a putem webmaila obavezno je unijeti novi password u konfiguraciji Outlook-a odnosno Email klijenta.

2. Kreiranje IMAP klijenta:

Iz menija **TOOLS** izabrati opciju **ACCOUNTS** i na dugmetu ADD izabrati MAIL:



U narednim koracima upisati ime i e-mail adresu. U prozoru koji se pojavljuje nakon unosa imena i mail adrese naznačiti mail server (**zimbra.internet.ba**) i izabrati protokol koji će se koristiti za manipulaciju mailom (u ovom slučaju **IMAP**):



Internet Connection Wizard

E-mail Server Names

My incoming mail server is a **POP3** server.

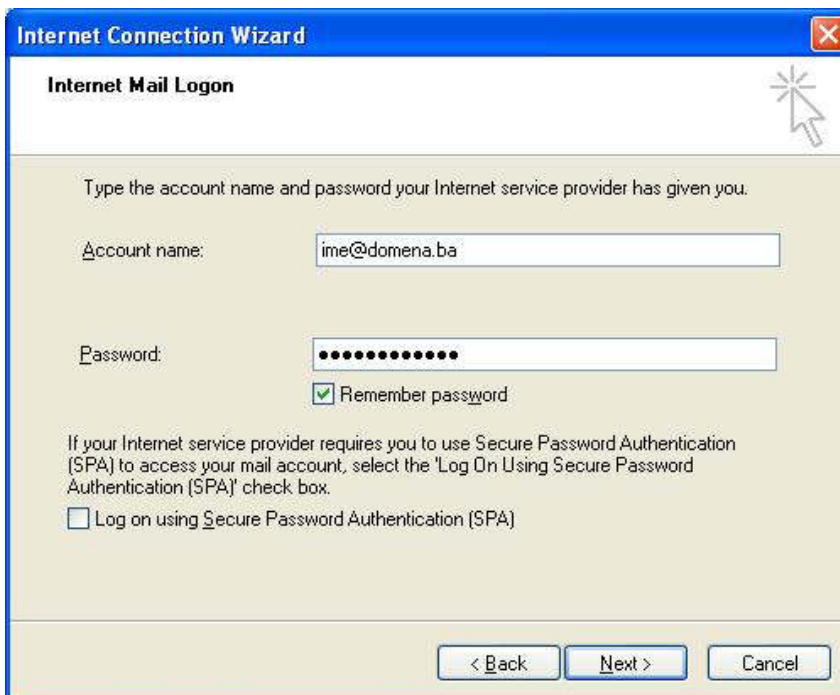
Incoming mail (POP3, IMAP or HTTP) server:
zimbra.internet.ba

An SMTP server is the server that is used for your outgoing e-mail.

Outgoing mail (SMTP) server:
zimbra.internet.ba

< Back Next > Cancel

U prozoru **Internet Mail Logon** kao Account name upisati punu mail adresu a u polje password unijeti šifru za naznačeni account:



Internet Connection Wizard

Internet Mail Logon

Type the account name and password your Internet service provider has given you.

Account name: **ime@domena.ba**

Password: **.....**

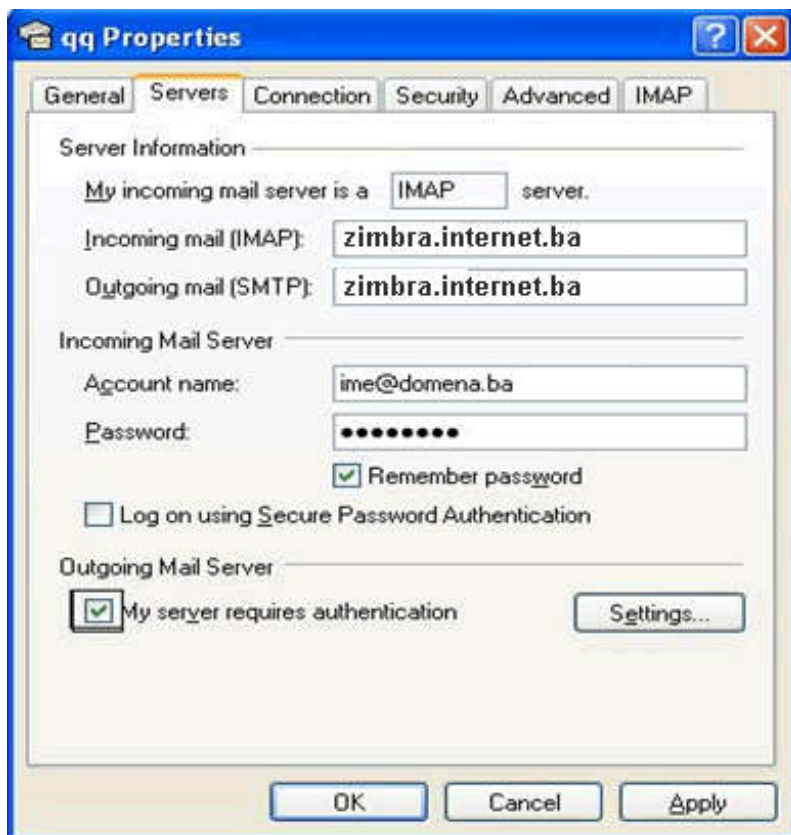
Remember password

If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.

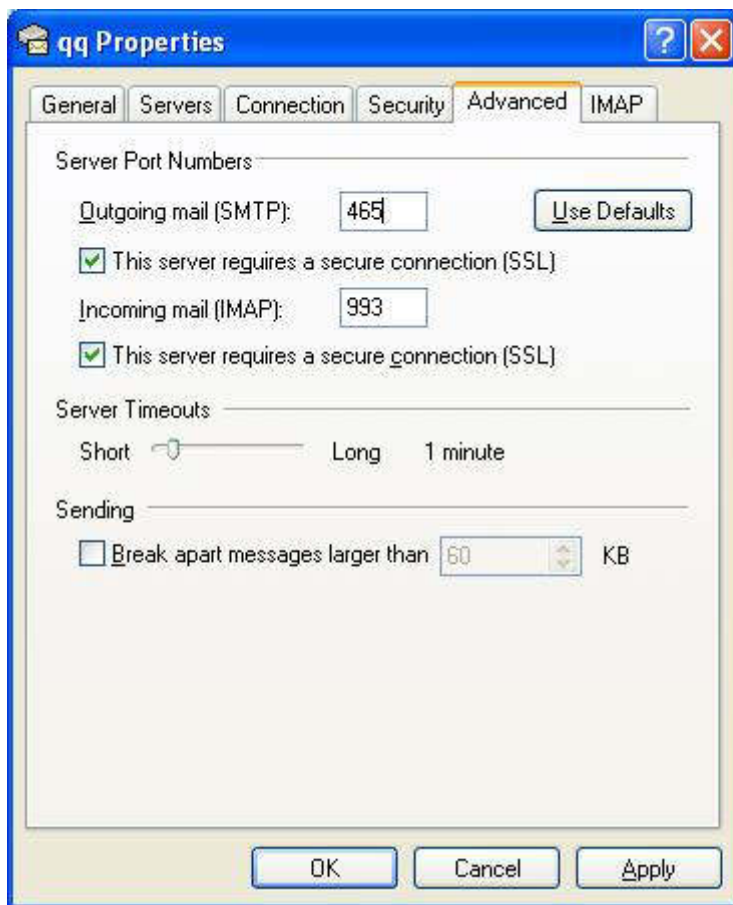
Log on using Secure Password Authentication (SPA)

< Back Next > Cancel

Nakon završetka kreiranja accounta isti se pojavi u listi accounta. Izabrati account i kliknuti na **PROPERTIES**. Nakon što se otvorio prozor **PROPERTIES** izabrati karticu **SERVERS** i uključiti opciju **My server requires authentication**:



Na kartici **ADVANCED** promjeniti portove za **Incoming mail (IMAP)** i **Outgoing mail (SMTP)** i za oba servera uključiti secure connection (**SSL**).

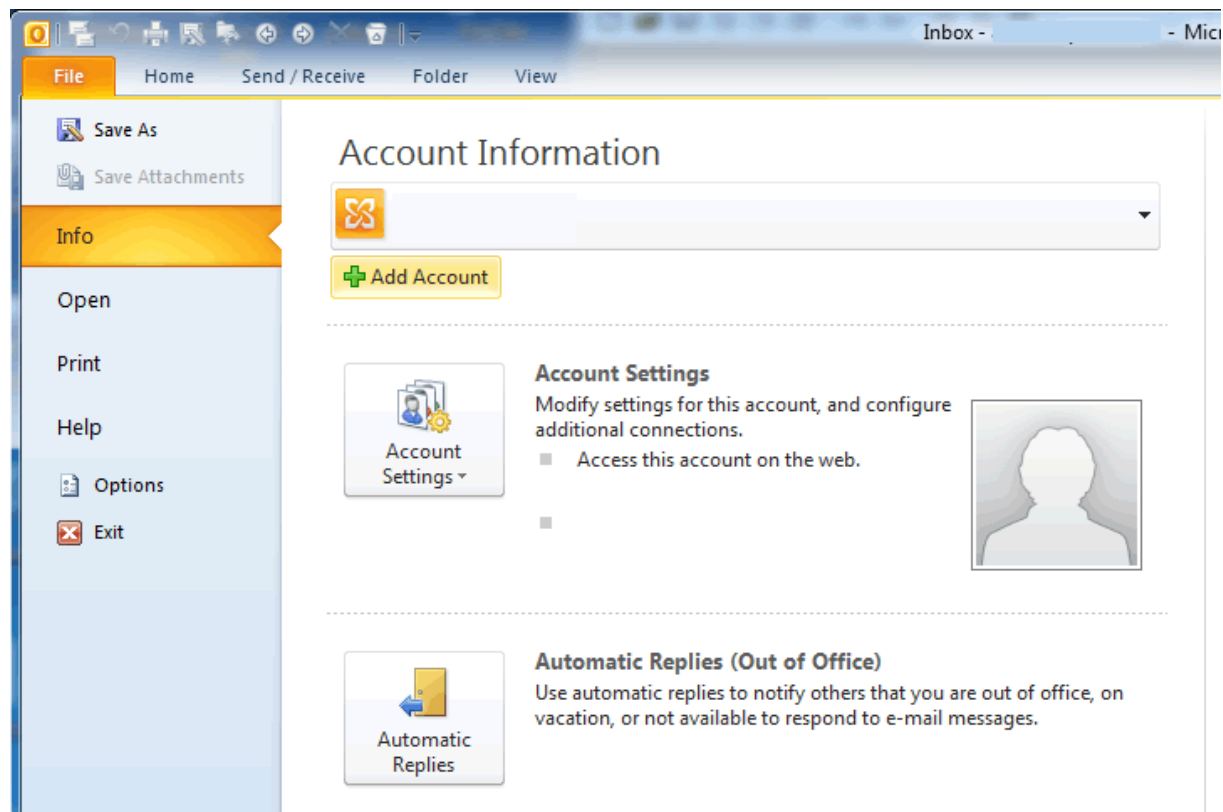


Primjeniti i spasiti promjene klikom na **APPLY** i **OK** dugmad. Zatvoriti mail klijent ponovo ga otvoriti i testirati prijem i slanje pošte.

Nakon podešavanja zatvorite mail klijent i ponovno ga pokrenite i provjerite ispravnost i funkcionalnost maila.

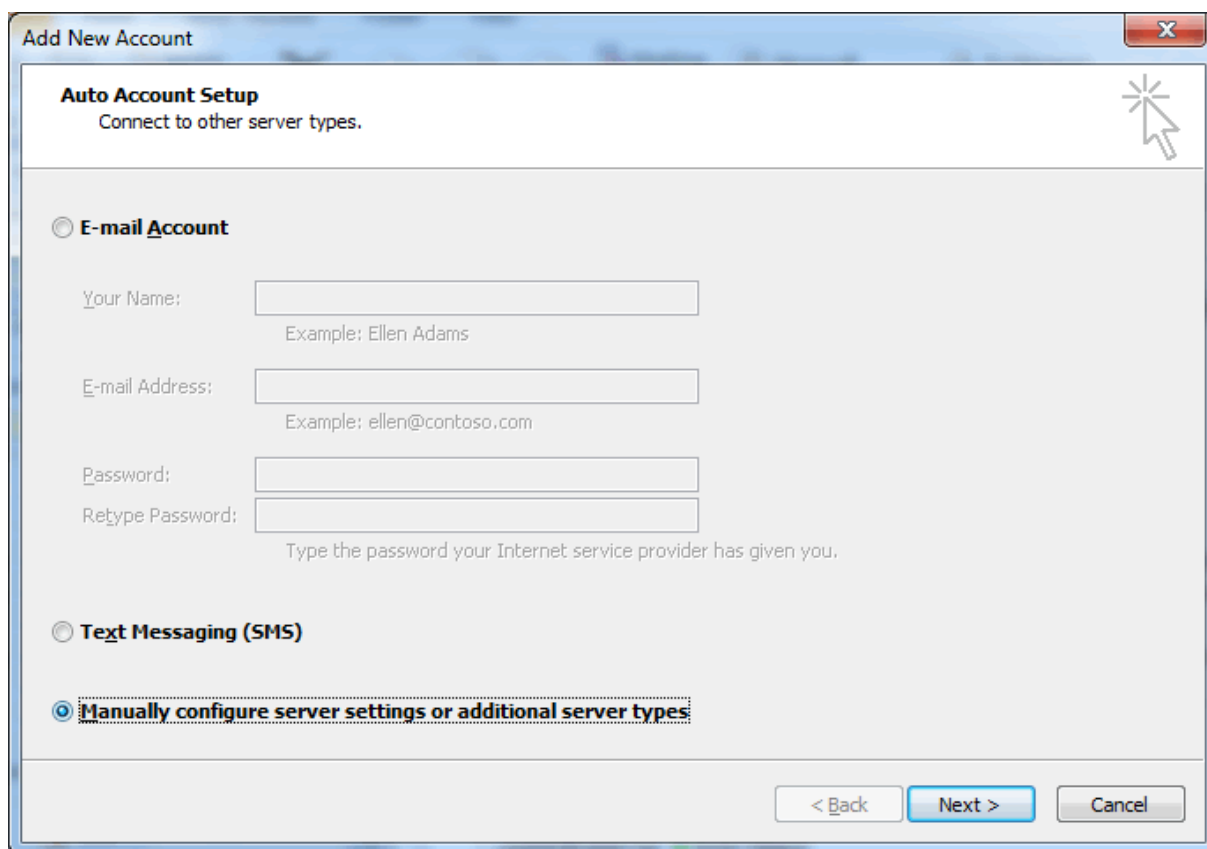
3. Kreiranje novog mail accounta (Microsoft Office Outlook 2010)

Iz menija izabrati „File“ pa zatim opciju "Add Account"



kreiranje 2010-1

Na TAB-u (kartici) „Add New Account“ izaberemo „Manually configure server settings or additional server types“, pritisnemo „Next“



Add New Account

Auto Account Setup
Connect to other server types.

E-mail Account

Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Password:
Retype Password:
Type the password your Internet service provider has given you.

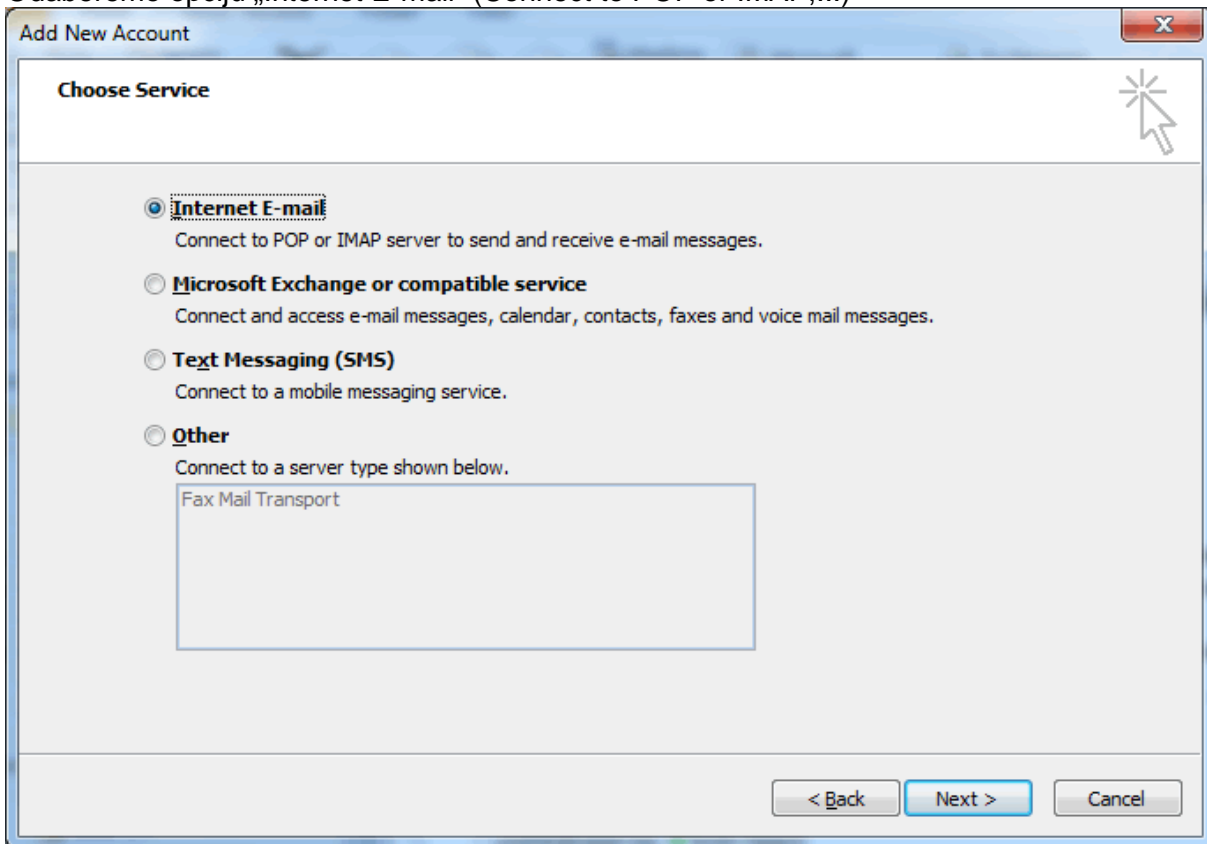
Text Messaging (SMS)

Manually configure server settings or additional server types

< Back Next > Cancel

kreiranje 2010-2

Odaberemo opciju „Internet E-mail” (Connect to POP or IMAP,...)



kreiranje 2010-3

Na Internet E-mail Settings prozoru popunjavamo osnovne informacije o korisniku: ime prezime, email adresa.

Incoming (POP3) i Outgoing (SMTP) mail server je **zimbra.internet.ba**

Za Username stavljamo **kompletnu email adresu**.

Nakon popunjavanja osnovnih i pristupnih informacija kliknemo na „More Settings“

Add New Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information

Your Name: Your Name

E-mail Address: yourname@yourdomain.com

Server Information

Account Type: POP3

Incoming mail server: zimbra.internet.ba

Outgoing mail server (SMTP): zimbra.internet.ba

Logon Information

User Name: yourname@yourdomain.com

Password: *****

Remember password

Require logon using Secure Password Authentication (SPA)

Test Account Settings

After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ...

Test Account Settings by clicking the Next button

Deliver new messages to:

New Outlook Data File

Existing Outlook Data File

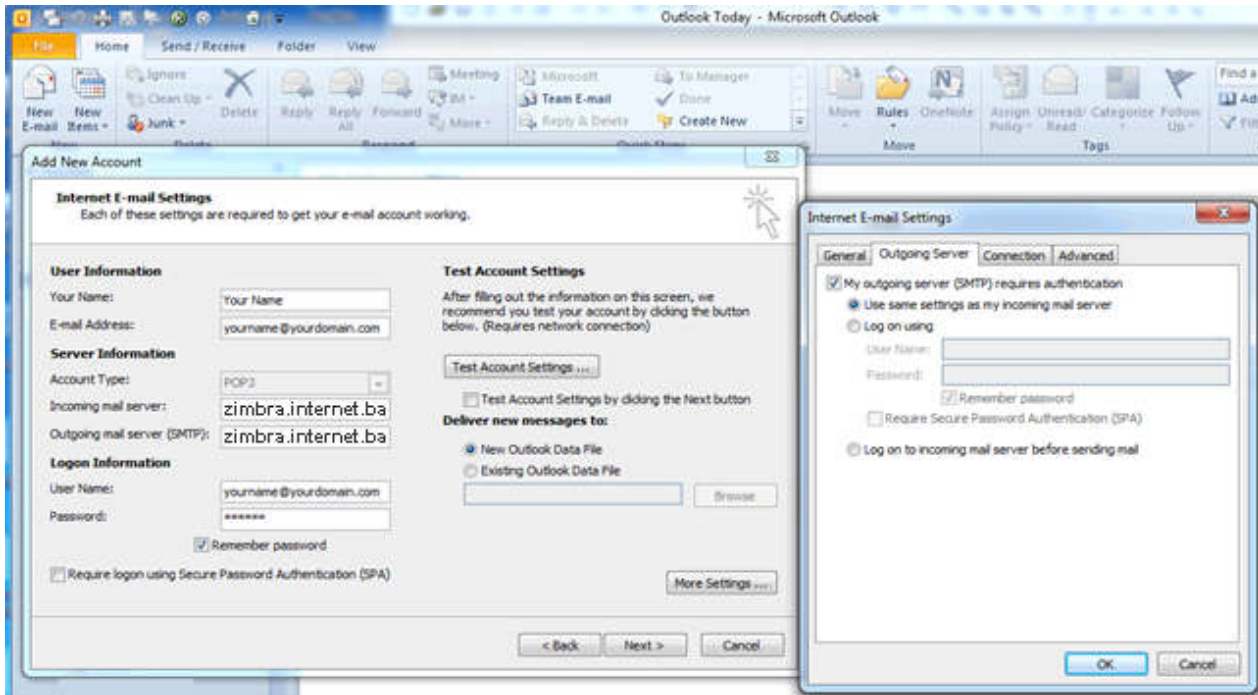
Browse

More Settings ...

< Back Next > Cancel

kreiranje 2010-4

Nakon popunjavanja osnovnih i pristupnih informacija kliknemo na „More Settings“
Na Tab-u „Outgoing Server“ **uključiti** opciju „My outgoing server (SMTP) requires authentication“ i izabrati prvu opciju „Use same settings as my incoming mail server“

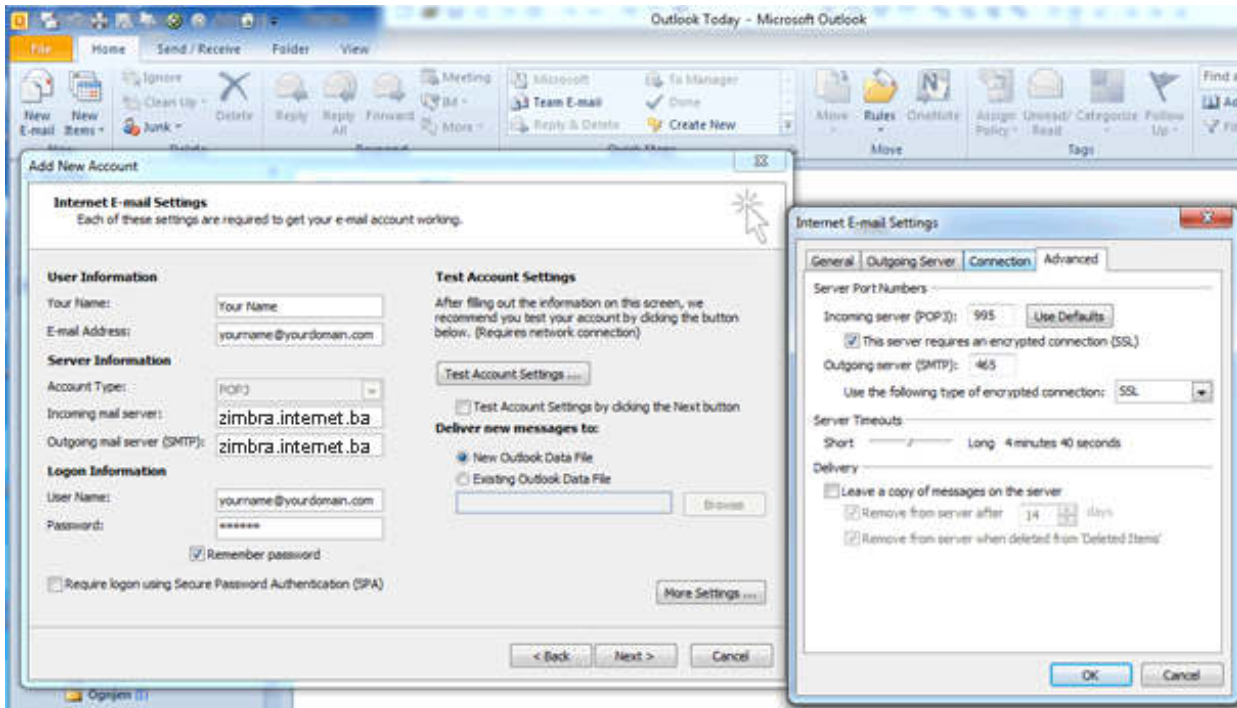


kreiranje 2010-5

Na tab-u Advanced u polje Incoming (POP3) upisati: 995,
uključiti opciju „This server requires an encrypted connection (SSL)“

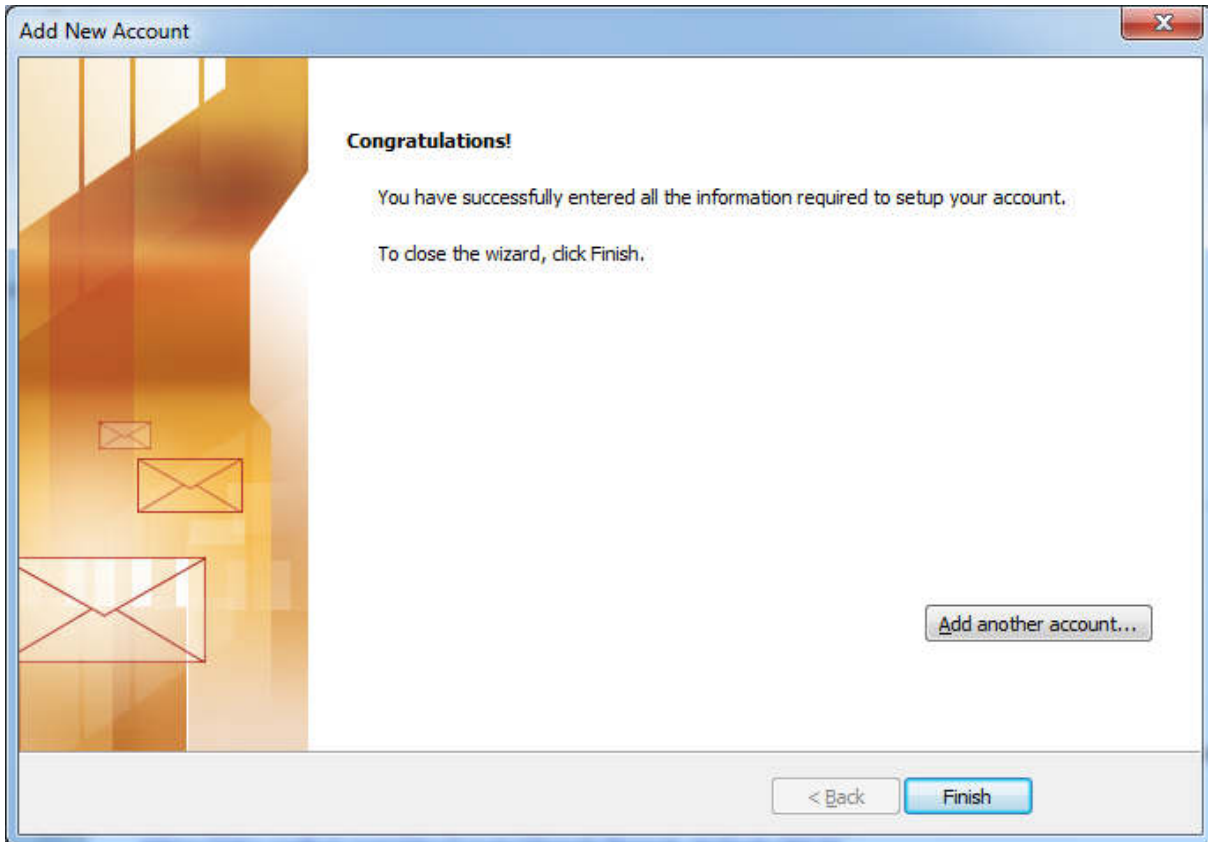
U Outgoing server (SMTP) upisati 465.
i pod „Use the following type of encrypted connection“ odabrati „SSL“.

Zatim OK



kreiranje 2010-6

Klikom na Finish završavamo radnju kreiranja Email accounta.

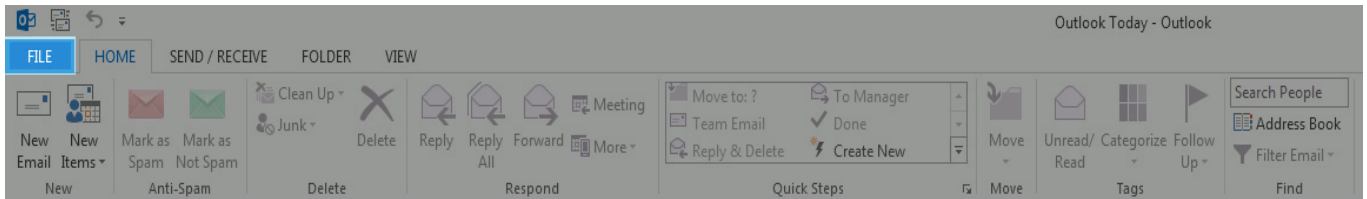


kreiranje 2010-7

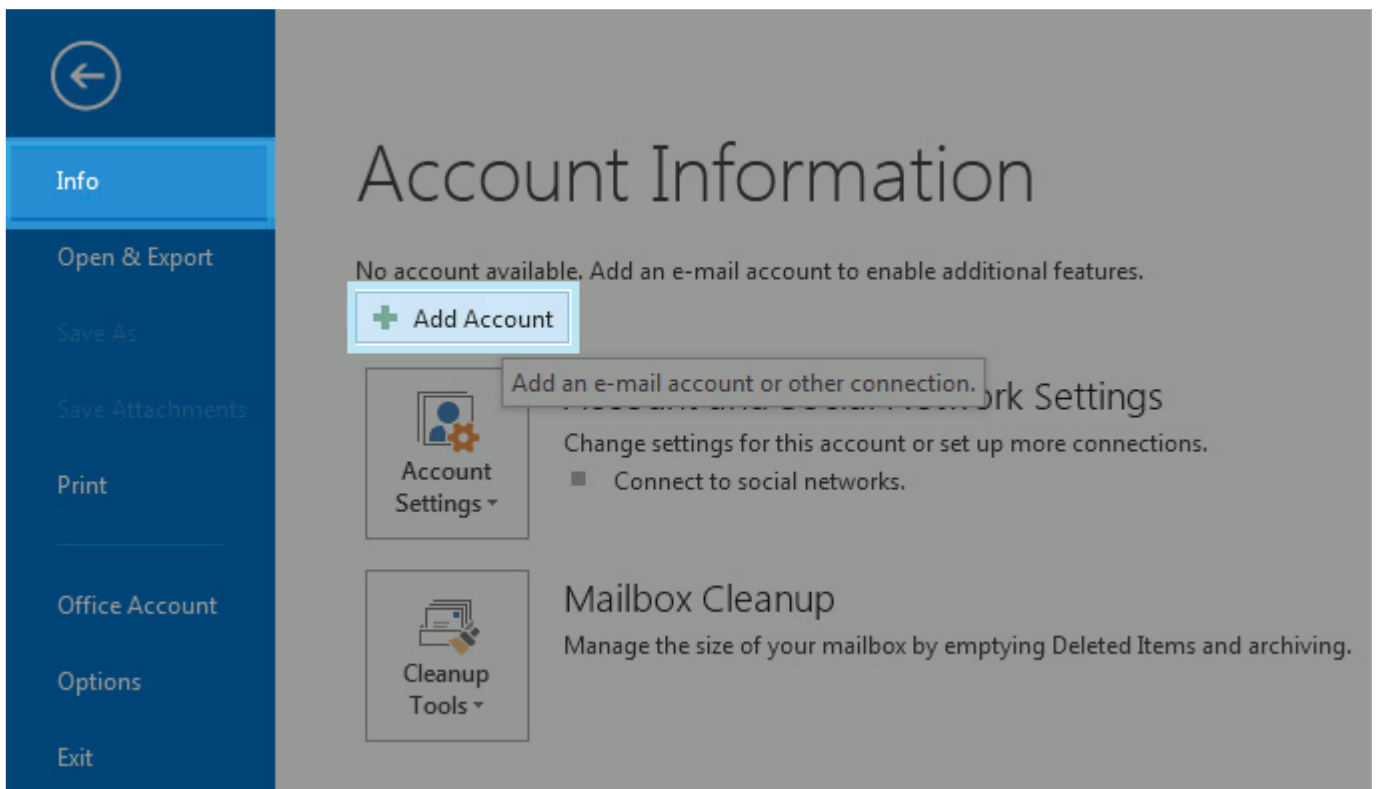
Nakon podešavanja zatvorite Microsoft Outlooka i ponovno ga pokrenite i provjerite ispravnost i funkcionalnost maila.

4. Kreiranje novog mail accounta (Microsoft Office Outlook 2013)

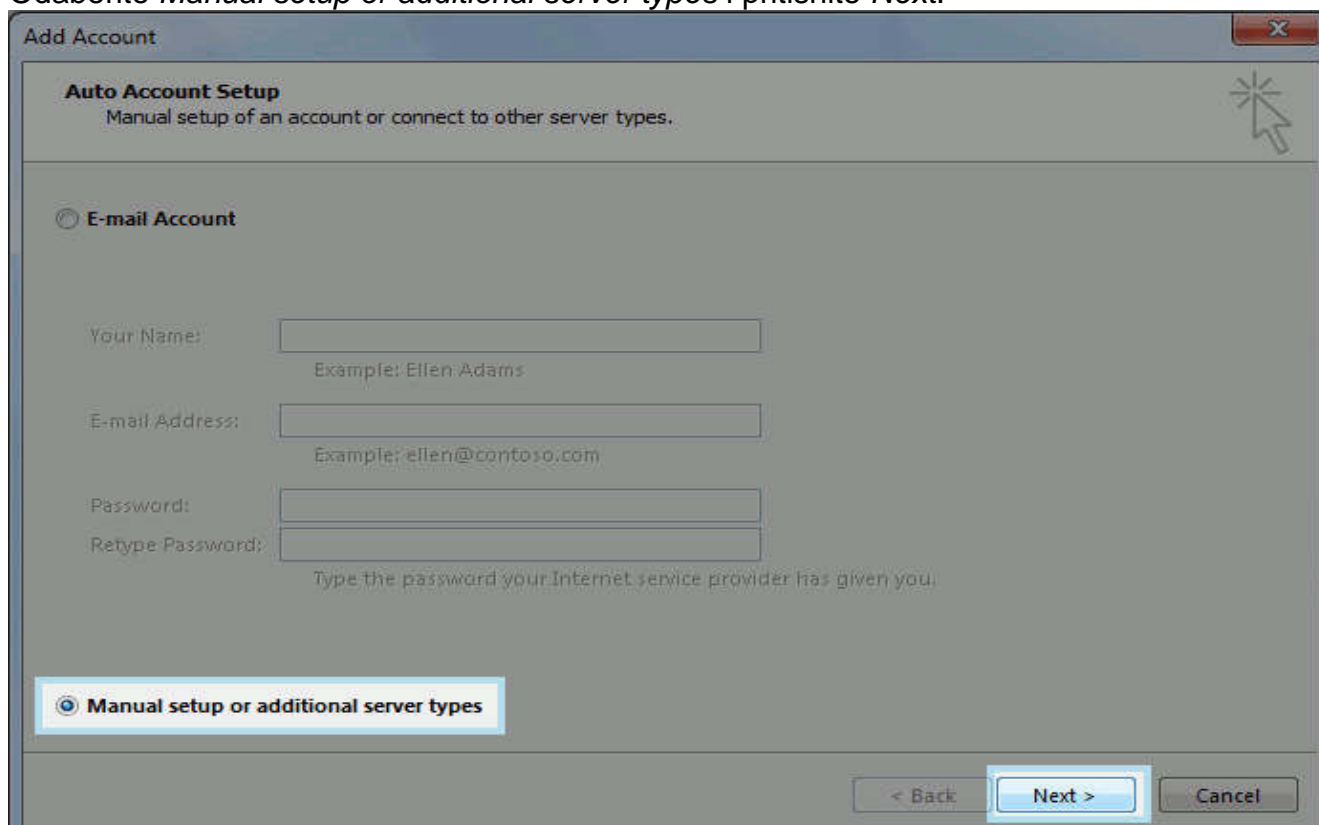
Pokrenete Outlook 2013, odete na *File* meni.



Odaberete *Add Account*.



Odaberite *Manual setup or additional server types* i pritisnite *Next*.



The screenshot shows the 'Add Account' dialog box with the 'Auto Account Setup' section. The 'E-mail Account' radio button is selected. Below it are input fields for 'Your Name', 'E-mail Address', 'Password', and 'Retype Password'. The 'Manual setup or additional server types' radio button is highlighted with a blue box. At the bottom, the 'Next >' button is also highlighted with a blue box.

Add Account

Auto Account Setup
Manual setup of an account or connect to other server types.

E-mail Account

Your Name:
Example: Ellen Adams

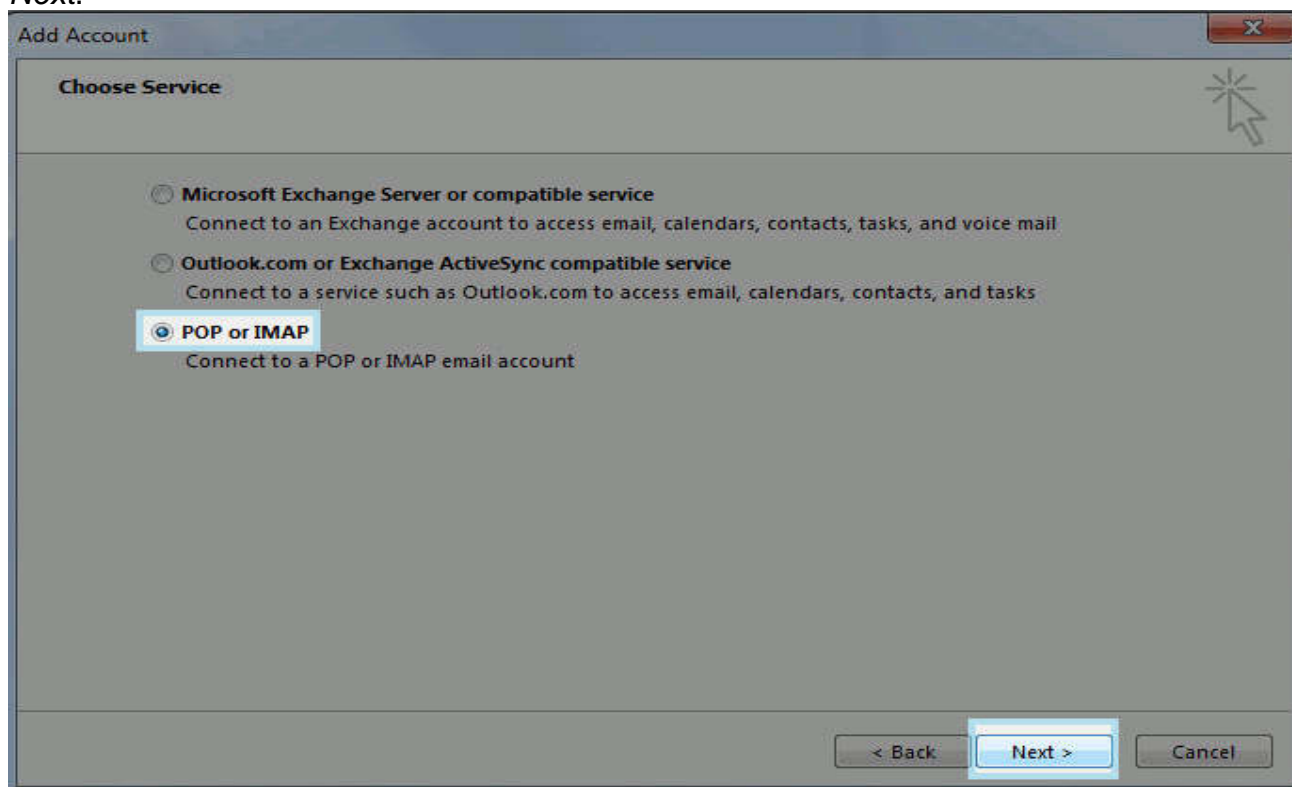
E-mail Address:
Example: ellen@contoso.com

Password:
Retype Password:
Type the password your Internet service provider has given you.

Manual setup or additional server types

< Back **Next >** Cancel

Odaberite *POP or IMAP* i pritisnite *Next*.



The screenshot shows the 'Add Account' dialog box with the 'Choose Service' section. Three radio buttons are visible: 'Microsoft Exchange Server or compatible service', 'Outlook.com or Exchange ActiveSync compatible service', and 'POP or IMAP'. The 'POP or IMAP' radio button is selected and highlighted with a blue box. At the bottom, the 'Next >' button is also highlighted with a blue box.

Add Account

Choose Service

Microsoft Exchange Server or compatible service
Connect to an Exchange account to access email, calendars, contacts, tasks, and voice mail.

Outlook.com or Exchange ActiveSync compatible service
Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks.

POP or IMAP
Connect to a POP or IMAP email account.

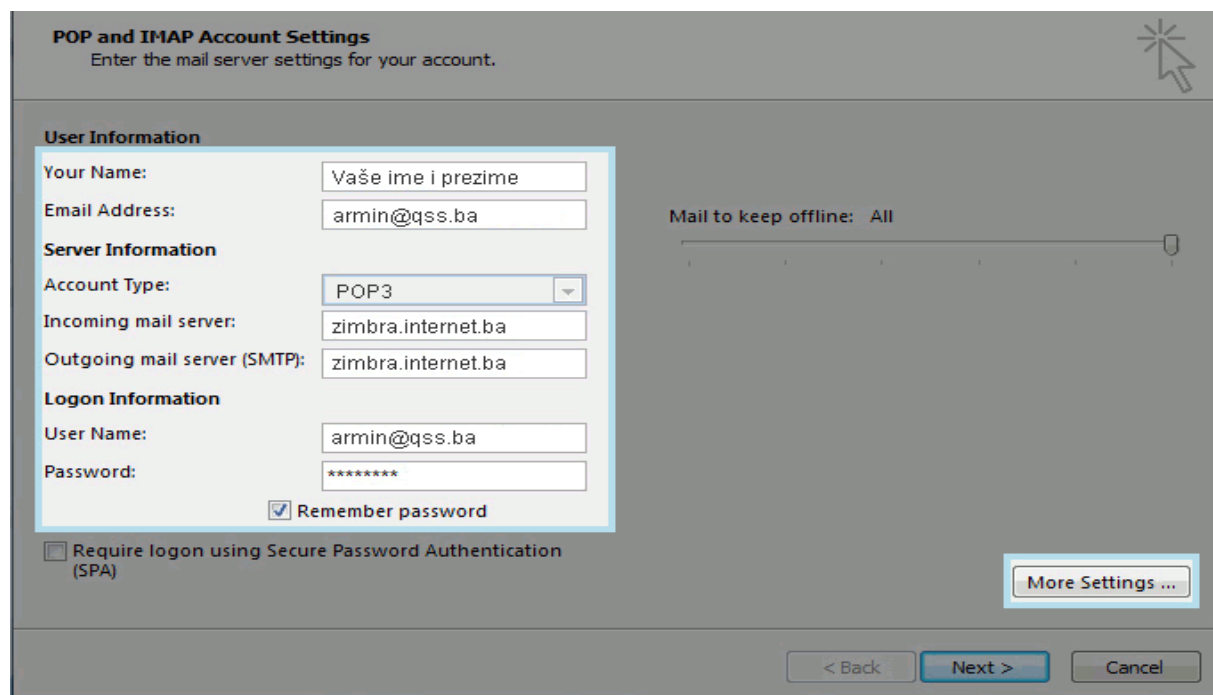
< Back **Next >** Cancel

Na Internet E-mail Settings prozoru popunjavamo osnovne informacije o korisniku: ime prezime, email adresa.

Incoming (POP3) i Outgoing (SMTP) mail server je **zimbra.internet.ba**

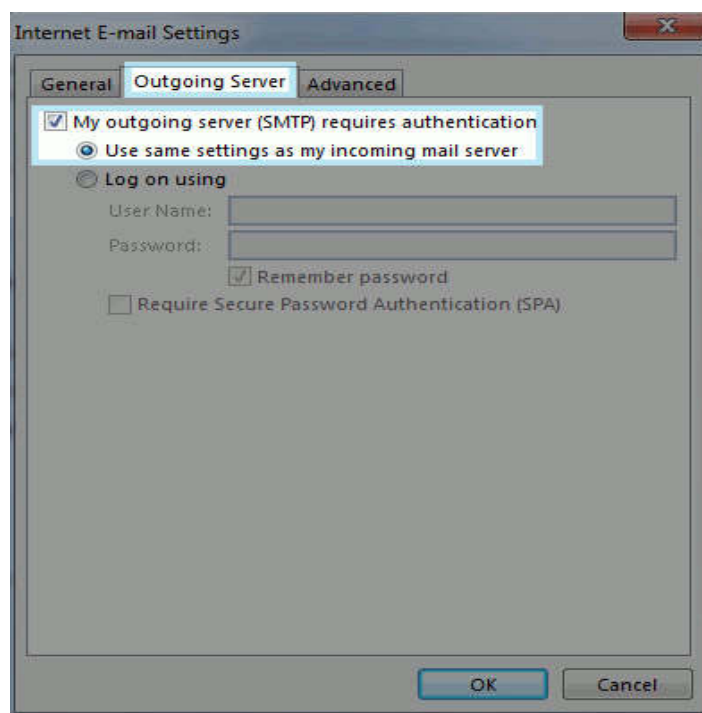
Za Username stavljamo **kompletnu email adresu**.

Nakon popunjavanja osnovnih i pristupnih informacija kliknemo na „More Settings“



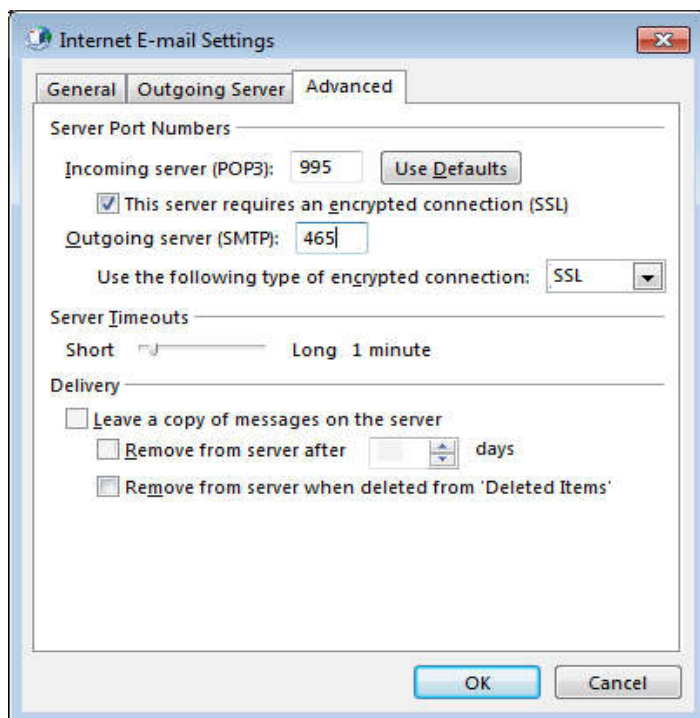
The screenshot shows the "POP and IMAP Account Settings" dialog box. The "User Information" section is highlighted with a blue border. It contains the following fields: "Your Name" (Vaše ime i prezime), "Email Address" (armin@qss.ba), "Account Type" (POP3), "Incoming mail server" (zimbra.internet.ba), "Outgoing mail server (SMTP)" (zimbra.internet.ba), "User Name" (armin@qss.ba), and "Password" (*****). There is a "Remember password" checkbox checked. Below the "User Information" section, there is a "Require logon using Secure Password Authentication (SPA)" checkbox unchecked. To the right of the "User Information" section, there is a "Mail to keep offline" slider set to "All". At the bottom right, there is a "More Settings ..." button. At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

Otvorite TAB *Outgoing Server* i uključite checkbox polje *My outgoing server (SMTP) requires authentication* I uključena prva opcija *Use same settings as my incoming mail server*.



The screenshot shows the "Internet E-mail Settings" dialog box with the "Outgoing Server" tab selected. The "My outgoing server (SMTP) requires authentication" checkbox is checked. Below it, the "Use same settings as my incoming mail server" radio button is selected. The "Log on using" section has "Log on using" selected. Below it, there are "User Name" and "Password" fields, and a "Remember password" checkbox checked. At the bottom, there is a "Require Secure Password Authentication (SPA)" checkbox unchecked. At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

Na tab-u Advanced u polje Incoming (POP3) upisati: 995,
uključiti opciju „This server requires an encrypted connection (SSL)“
U Outgoing server (SMTP) upisati 465.
i pod „Use the following type of encrypted connection“ odabrati „SSL“.
Zatim OK



Klikom na Finish završavamo radnju kreiranja Email accounta kao POP3 email account.
Za kreiranje IMAP accounta koristite IMAP SSL portove navedene na početku ovoga dokumenta.

Nakon podešavanja zatvorite Microsoft Outlooka i ponovno ga pokrenite i provjerite ispravnost i funkcionalnost maila