

Synacor Presents

# Zimbra APxJ Partner Summit 2017

ANANTARA SIAM BANGKOK HOTEL  
BANGKOK, THAILAND.

AUGUST 3 & 4 2017

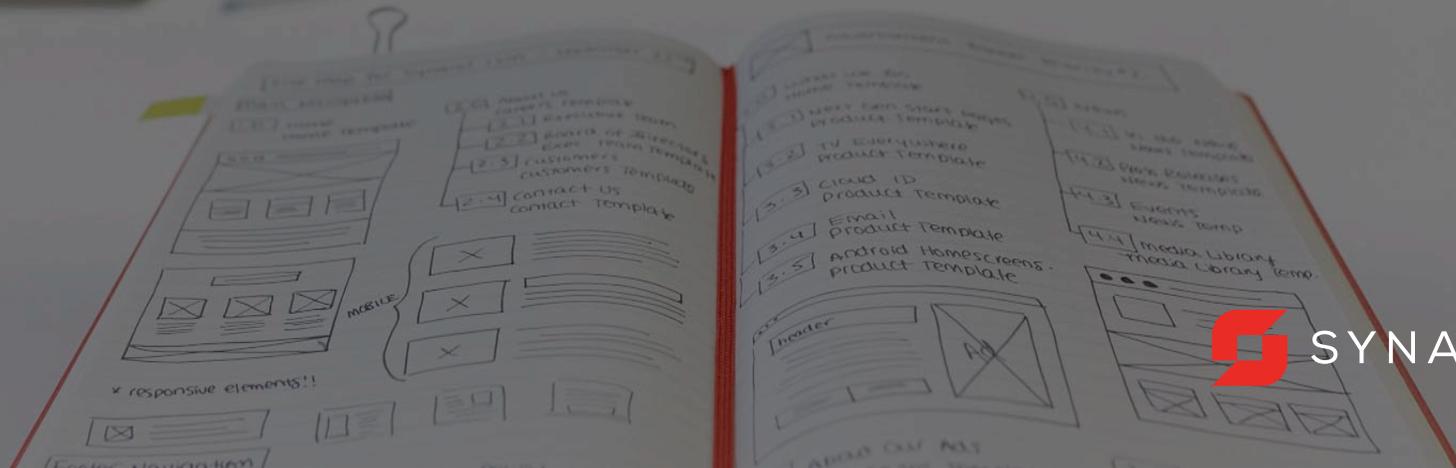
# HOW WE BUILD EMAIL AS A SERVICE IN THAILAND



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**WE ARE RHIPE .....**





A close-up photograph of a person's hands typing on a black laptop keyboard. The person is wearing a dark long-sleeved shirt and a watch on their left wrist. The background is a light blue wall. Overlaid on the right side of the image are several white, stylized envelope icons of varying sizes, some appearing to float or fly upwards. A semi-transparent dark grey horizontal bar is positioned across the middle of the image, containing the text.

Is @email going  
obsolete ??

## WHY CORPORATE EMAIL SO IMPORTANT ?

- Is represent your company
- Is telling this person belong to the company
- Your company still exist



## DO YOU EXPERIENCE THIS ?

- Junk mail
- Not reliable
- Cannot sent file
- Your domain backlisted
- Cannot receive file
- Etc.





# KEYS SUCCESS FOR EMAIL SERVICE PROVIDER IN THAILAND

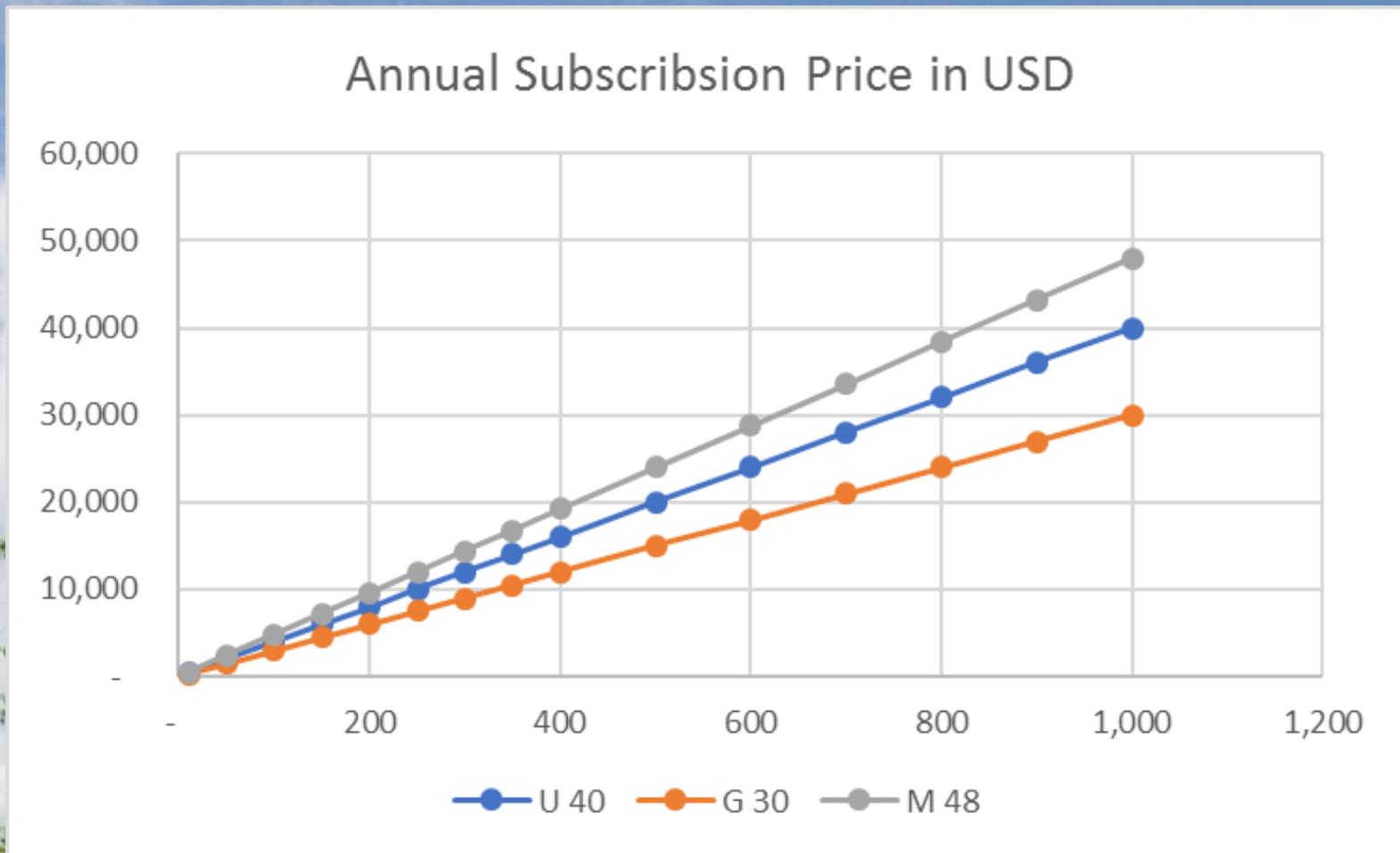


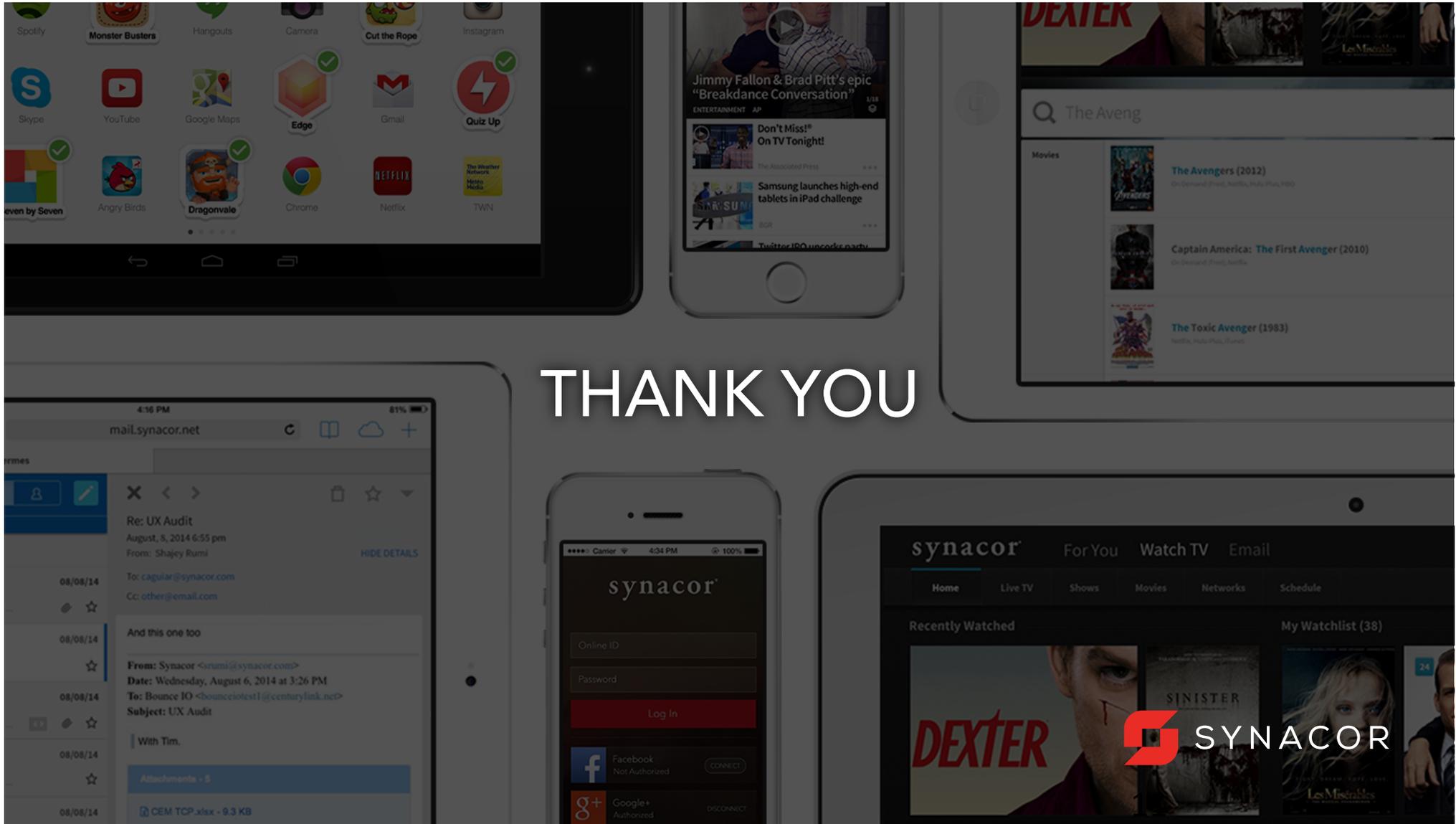
## WHAT YOUR CUSTOMER LOOKING FOR ?



- Good service
- Local technical support 24/7
- Migration
- Technical advisor
- Be able to offer other service or integrate with other applications

# PRICING AND MARKET SEGMENT





THANK YOU



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 **CLOUDHAPPEN**

# PARTNERING WITH PARTNERS



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- ABOUT CLOUDHAPPEN
- PARTNERING WITH PARTNERS
- TECHNICAL CASE STUDY

## ABOUT CLOUDHAPPEN



Mr. Yeak has more than **20 years** of Linux experience and very interested in solutions around **Open Source Software**.

**Zimbra** is one such solution for Enterprise Email where Mr. Yeak is providing consultation, professional services, support and training services.

## A STRONG PARTNERSHIP



- **YEAH, KEVIN, TOMMY**
- **FOCUS ON ZIMBRA**
- **LINUX EXPERT**

<http://cloudhappen.com/about>



**CLOUDHAPPEN**

## OUR GROUP



**CLLOUDHAPPEN**  
**GLOBAL**

Enterprise Email & Servers  
System Integration  
Managed Services

**CLLOUDHAPPEN**  
**WEB**

Web & Email Hosting  
Website Security  
Domain Names

**CLLOUDHAPPEN**  
**DIGITAL**

Website Design  
Digital Marketing  
Ecommerce



## SOME OF OUR CUSTOMERS



Telekom Brunei



Brunei



Oil & Gas  
Renewable Energy



Vietnam



Majlis Agama Islam  
dan Adat Melayu Perak  
(MAIAMP)



Malaysia



**sains**<sup>®</sup>  
Sarawak State Government  
Sarawak Information Network Solution  
(SAINS)



Malaysia



Majlis Perbandaran Selayang



Malaysia



HOTEL BANGI-PUTRAJAYA



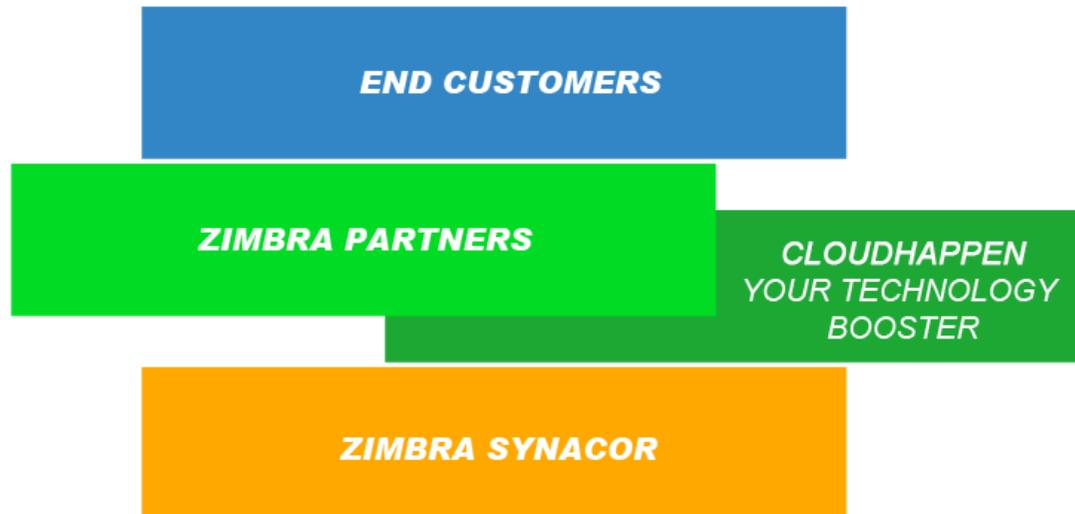


PARTNERING WITH PARTNERS

- YOUR TECHNOLOGY BOOSTER
- STRUCTURED SERVICES
- HOW IT WORKS



## YOUR TECHNOLOGY BOOSTER



- We are your Zimbra Technology “booster”.
- We have certified Linux and Zimbra engineers.
- We look forward to form win-win, collaborated business model with you as contracted technology partner.
- Your customers remain as your customers.

# EASY TO WORK WITH STRUCTURED SERVICES PLANS

## PERFORMANCE

 Zimbra  
**AUDIT**

- Determine Health Status
- Determine Security Status
- Root Cause Analysis
- Site Assessment

 Zimbra  
**OPTIMIZE**

- Proper Configuration
- Performance Tuning
- System Updates
- System Hardening

 Zimbra  
**UPGRADE**

- Latest Features
- Better Security
- Staging to Live
- Backup & Restore

## ESSENTIALS

 Zimbra  
**MANAGED**

- Identify Bottlenecks
- Emergency Recovery
- System Monitoring
- Issue Isolation

 Zimbra  
**SECURITY**

- Access Encryption
- Data Protection
- Zimbra Security Approach
- Role-based Administration

 Zimbra  
**INSTALL**

- Sizing to Specific
- Zimbra Best Practise
- Account Setup
- Configuration Tweaking

## TECHNICS

 Zimbra  
**MIGRATE**

- Full Assessment
- Migration Planning
- User Data Migration
- Advance Script Deployment

 Zimbra  
**INTEGRATE**

- Identify User Requirement
- System Compatibility Test
- Integrate to MS Exchange
- Script/API Deployment

 Zimbra  
**RECOVERY**

- Review Environment
- Recovery Consultancy
- Data Recovery
- Setup Restoration

- We modularize Zimbra Professional Services work into structured plans.
- You can easily identify the scope of work and quote customers quickly.
- All information are published online.

# HOW IT WORKS

## PERFORMANCE



- Example, the Performance scope of work, we have Audit, Optimize and Upgrade.
- So to upgrade Zimbra, you have some prerequisites that you could sell in order to actually Upgrade a Zimbra.
- The idea is make sales process faster.
- See more: <http://cloudhappen.com/>

# TECHNICAL CASE STUDY



## REQUIREMENT OF A TYPICAL 20,000 CUSTOMER

- **Scalable** from 20,000 mailbox onward
- High Availability and Disaster Recovery
- Simple Storage Replication Solution
- **Smooth integration and migration**
- Securely hardened
- SSO with existing directory and applications
- **Proactive monitoring**

## SCALABLE FOR 20,000 AND ABOVE

- 1 LDAP **Master** and 1 **Replica**
- 2 Proxy (Web), 2 Proxy (IMAP/POP3)
- 4 **Inbound** MTA, 2 **Outboud** MTA
- 4 Mailstore each handles up to **5,000** mailboxes

## HIGH AVAILABILITY AND DISASTER RECOVERY

- Run on 3 VMware ESXi hosts with **Essential Plus**
- Simple SAN storage with **2 tiers storage**
- Deploy **exactly another set of system** at another Data Center for **DR**

## SIMPLE STORAGE REPLICATION

- Storage box replicates at LUN level
- Use Datastore1 for all redundant VM (ldap, mta, proxy)
- Use Mb01-Datastore for Mailstore1 VM
- Use Mb02-Datastore for Mailstore2 VM, and so on.
- Use Backup-Datastore for /opt/zimbra/backup that does not need to replicate.

## RESULT:

- Everything at **Site A** has a redundant data at **Site B**.
- DR failover is **very simple**.
  - Activate LUN, present to VMware, add VM to inventory and start it up.
  - Change IP of VM and update DNS.
- The task is manual and it can be easily complimented with SRM if required.

## SMOOTH INTEGRATION AND MIGRATION:

- Split Domain setup for **Zimbra as Primary**
- After AS/AV, mail is routed to Zimbra
- **Zimbra mirrored a copy** to existing server
- ALL 20,000 users can do **non-destructive testing**, learn to use new system, configuration test

## SECURELY HARDENED

- Pentest is run against all servers to **pinpoint weakness**.
- System is **hardened** to close loopholes.

## SSO WITH EXISTING DIRECTORY AND APPS

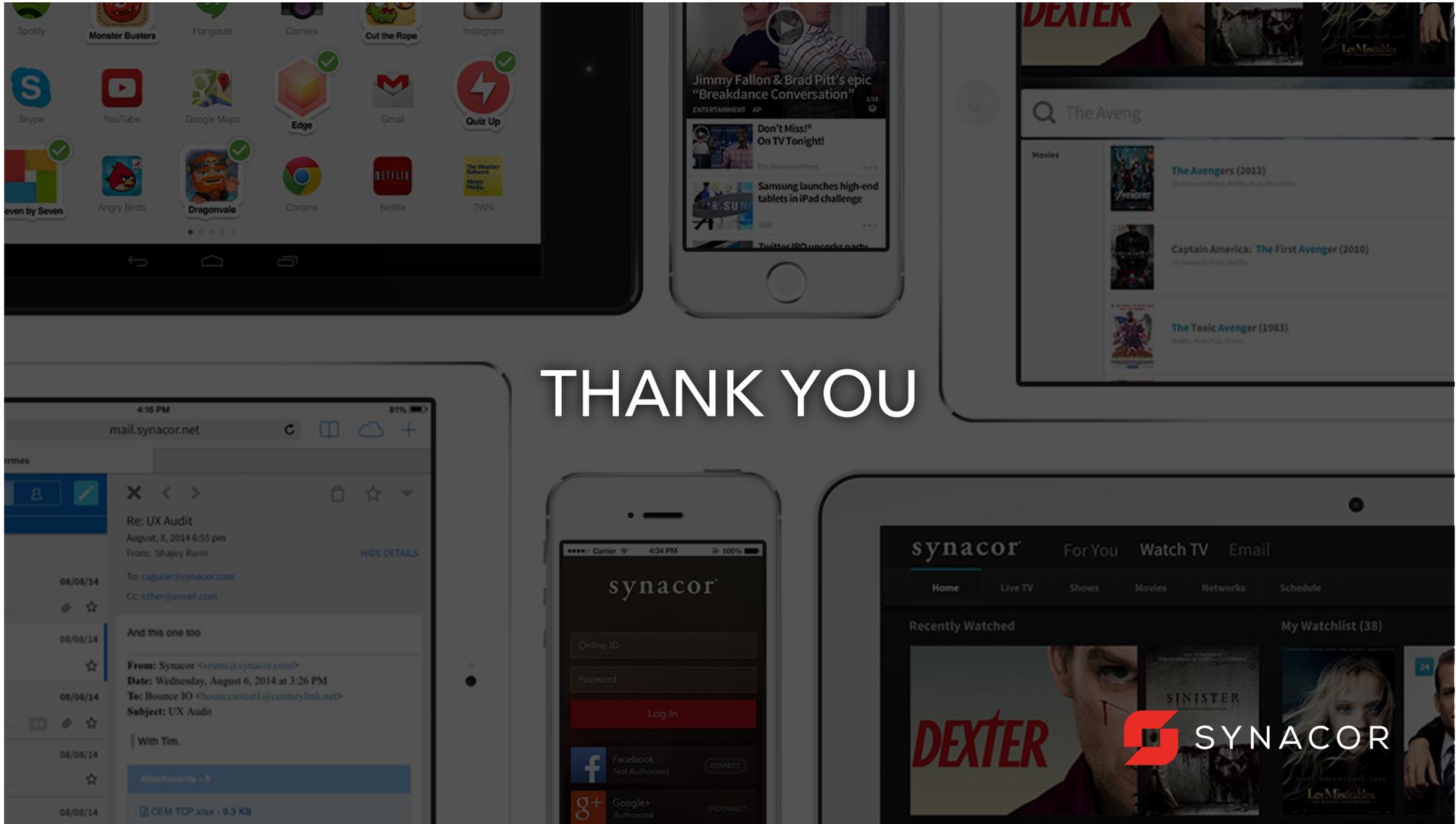
- Developing script to **automate LDAP syncing** with existing directory server.
- Create **Pre-Auth SSO** login for easy login to Zimbra from other system.

## ACTIVE MONITORING

- **Nagios** to monitor services and OS
- Alert administrator **before major problem strike.**

## RESULT:

- Customer feel comfortable and **in-control of the system**
- Can still be improved with **self-healing** system



THANK YOU

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*PT. JABETTO MARAYA*

# *Leveraging Zimbra Collaboration Solutions*



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# About JABETTO

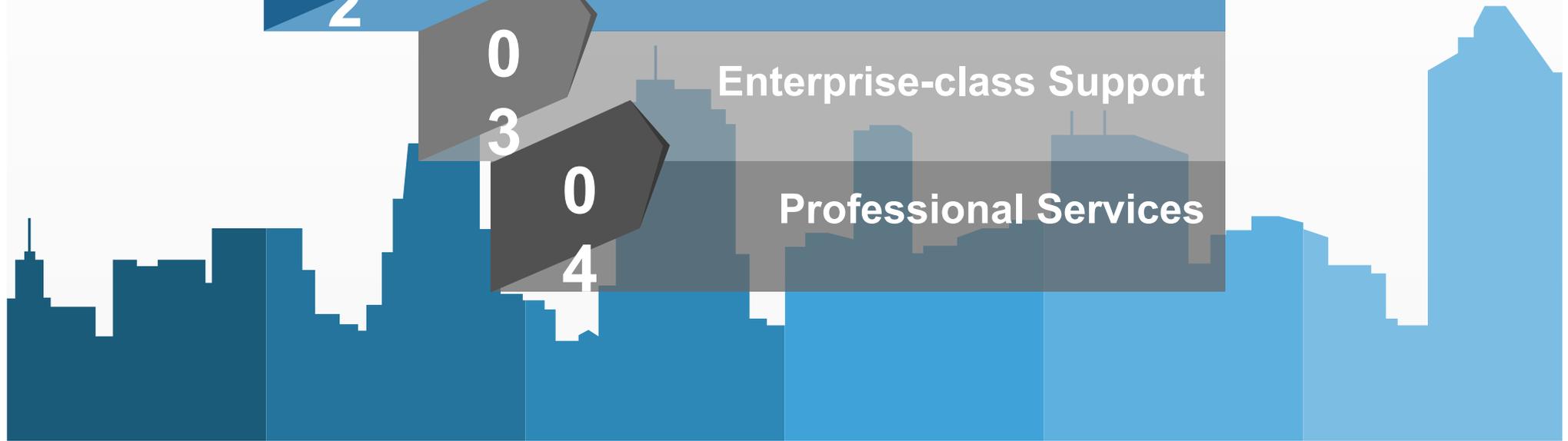


Established in 2009

Leading Zimbra Provider in Indonesia

Enterprise-class Support

Professional Services



# *Our Clients*



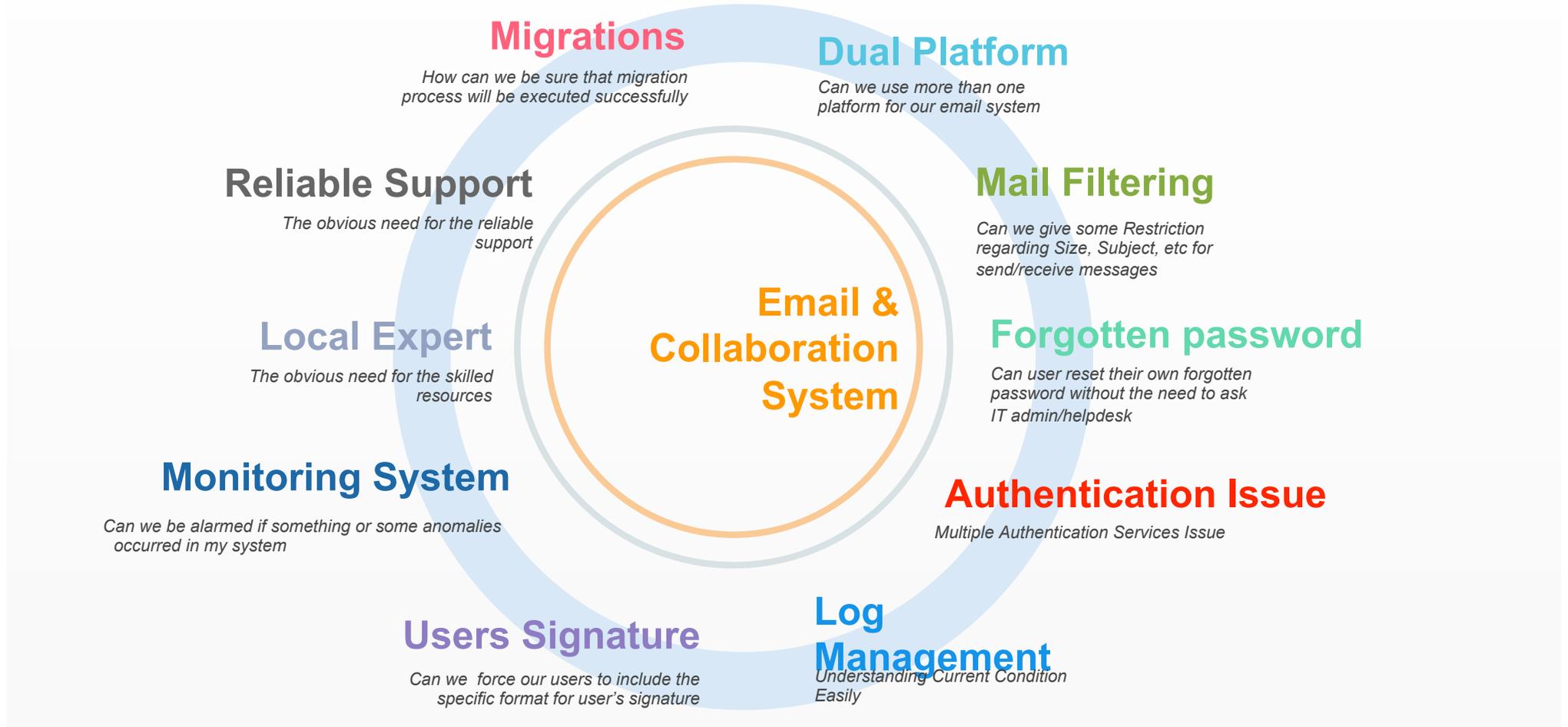


*Understanding Customer Experience*

# *Email & Collaboration Solutions*



# LISTEN TO YOUR CUSTOMER



# UNDERSTANDING THEIR NEEDS



## WHERE ZIMBRA EXCELS

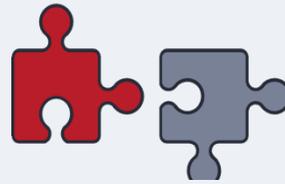
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*Lower TCO*



*Transparency  
& Security*



*Extensibility*



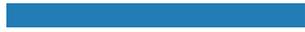
*Open Source*



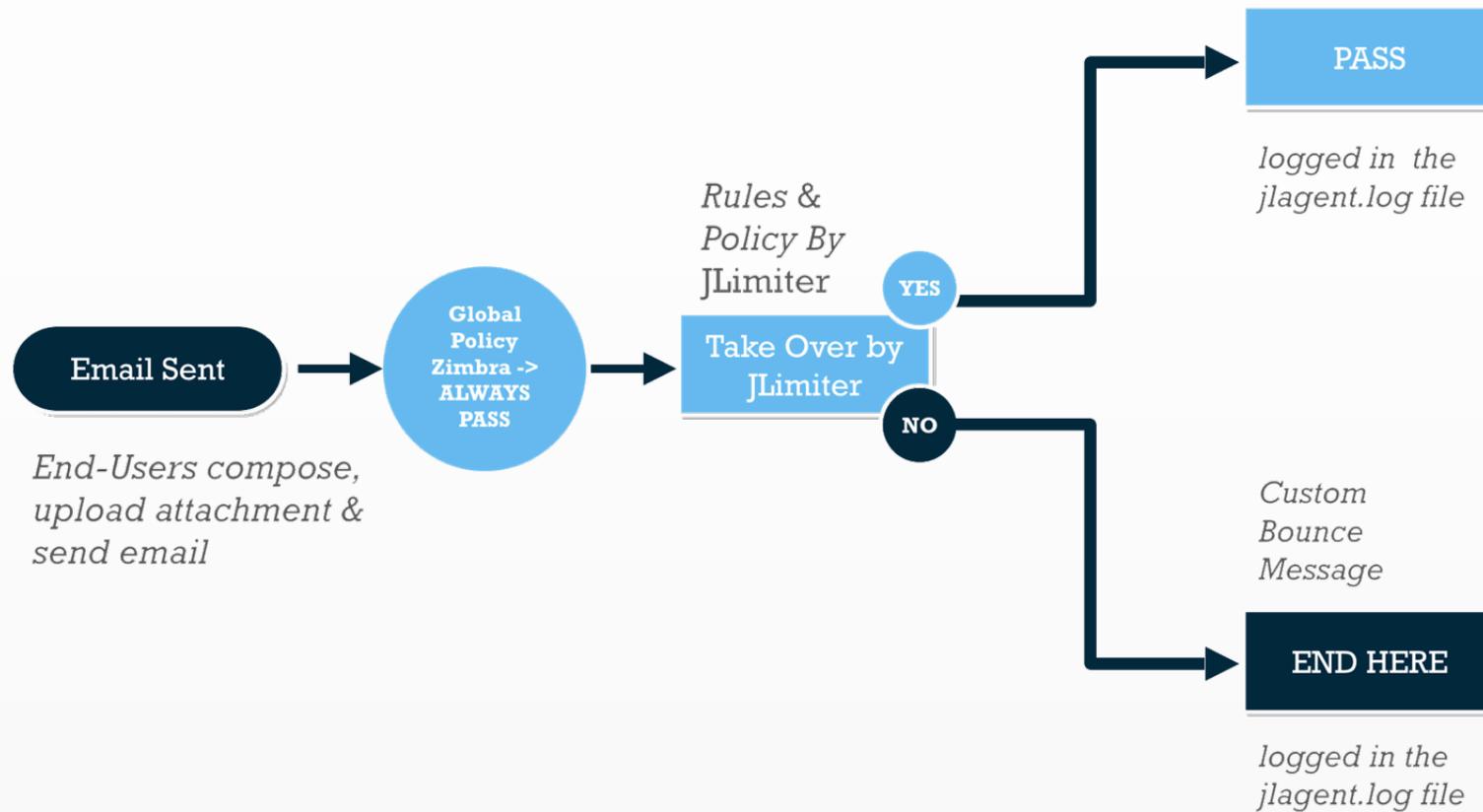
*Support for  
Edge Workers*

A close-up photograph of a person's hands holding a smartphone over a wooden table. The person is wearing a dark, textured sweater. The background is blurred, showing another person's arm. The text is overlaid on the image in a white, italicized font.

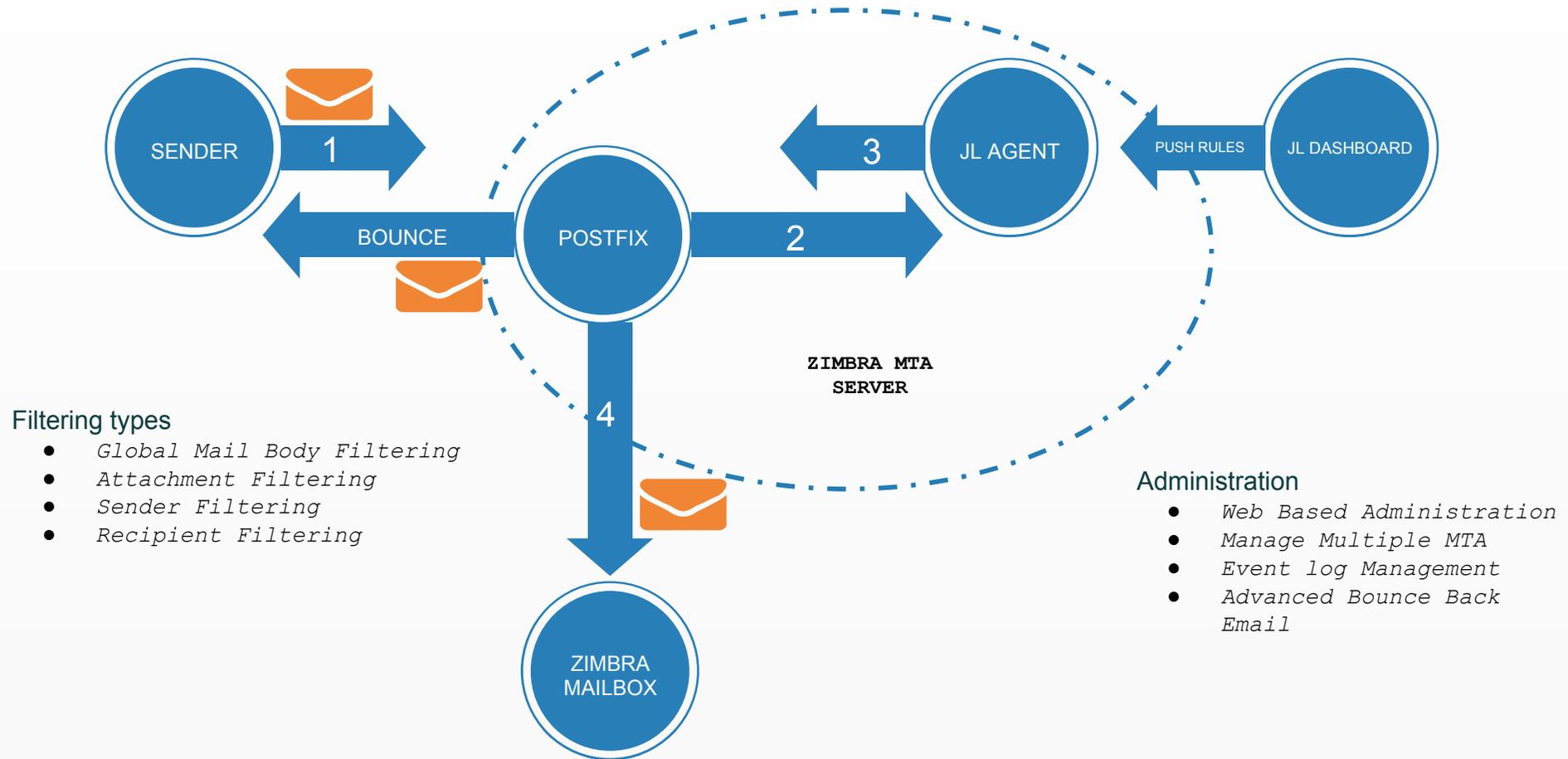
*Leveraging Zimbra's  
Extensibility & OpenSource*



# POLICY ENFORCER: JLIMITER



## JLIMITER: CONNECTED TO ZIMBRA



### Managed COS

Num.	ID	Name	Default
1	e00428a1-0c00-11d9-836a-000d93afea2a	default	NO
2	cb092575-9c1d-421d-aede-2e3626655be1	5mbQuota	NO

### Bounce Message Template

Show Variables

Name: MoreThan5MB

Contents: Dear \${from\_address},  
Your message has reach our 5MB sending policy, please remove any unnecessary attachment or contact our support for compl

### Zimbra HTTP API

Username: admin

Password: .....

Mailbox Server: zbrmbxmpr02.corp.bankbtpn.co.id

Port: 7071

SSL

Test Connection

### Available COS

ID	Name	Action
cc14b042-cd9a-494b-ad90-51e05483c552	3mbQuota	+
cb092575-9c1d-421d-aede-2e3626655be1	5mbQuota	+
e00428a1-0c00-11d9-836a-000d93afea2a	default	+
f27456a8-0c00-11d9-280a-286d93afea2g	defaultExternal	+

← Previous 1 Next →

Deploy Rule

COS

Group

### Rule Sequence

Num. Rule ID

### Rule Form

Rule ID: REJECTDOMAIN

Action: REJECT

Sender

Filter: =

DOMAIN

(google.com|jssptest|.local)

Attachment

Mail

Submit

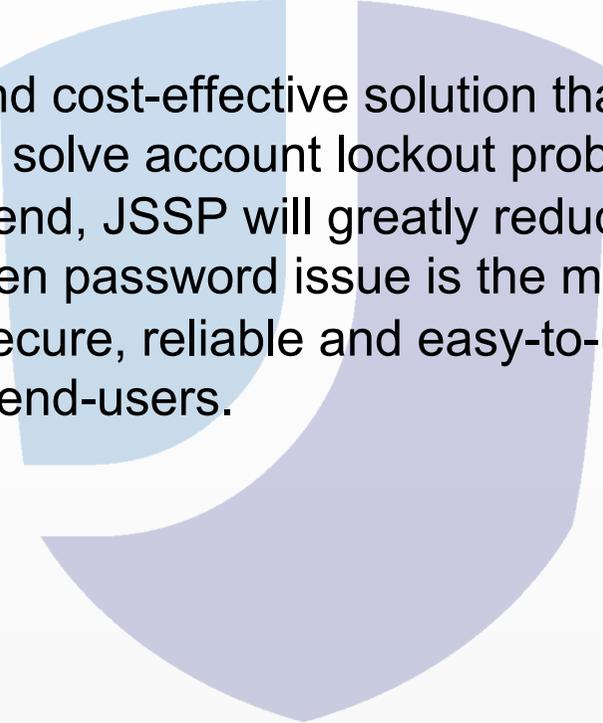
Delete

OF COURSE I WON'T FORGET  
MY LOGIN TO GET INTO  
MY PASSWORD MANAGEMENT  
APPLICATION - I'VE WRITTEN  
IT ON A STICKY NOTE!



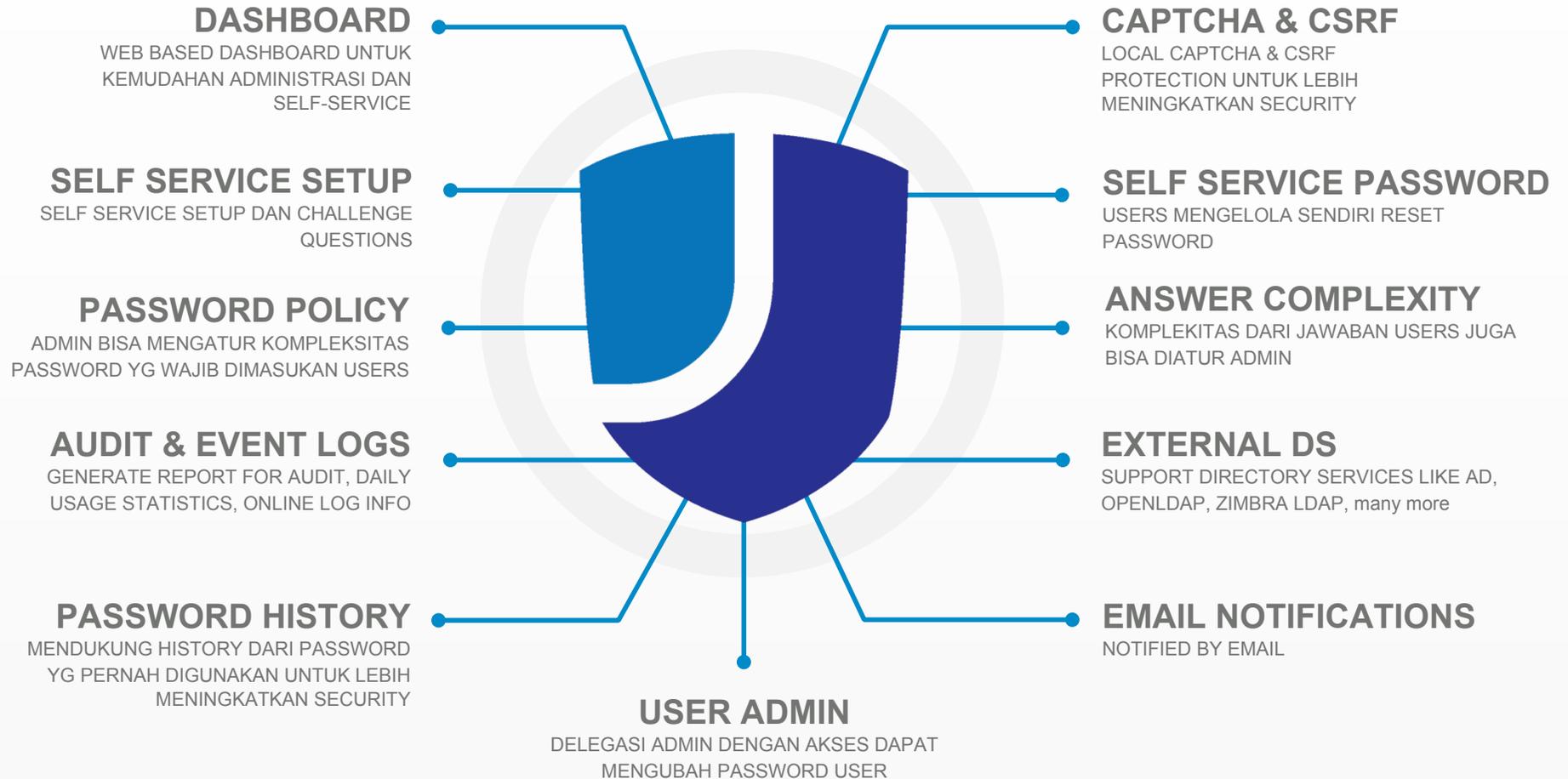


## SELF SERVICE PASSWORD (JSSP)



JSSP is a simple and cost-effective solution that allows end-users to reset passwords, solve account lockout problems in a self-service way, in the end, JSSP will greatly reduce trouble tickets because the forgotten password issue is the most time-consuming helpdesk , With a secure, reliable and easy-to-use web-based service solution for end-users.

# SELF SERVICE PASSWORD (JSSP)





**JSSP** admin

- Dashboard
- Questions
- Connection
- Password Policy
- User Password
- Settings
  - General
  - User Privileges

### Mail Notification Account

<b>Username*</b>	admin@jabetto.com
<b>Password*</b>	.....
<b>SMTP Server*</b>	smtp.jabetto.com
<b>SMTP Port*</b>	<input checked="" type="checkbox"/> SSL 465
<b>Template*</b>	Your password has been changed

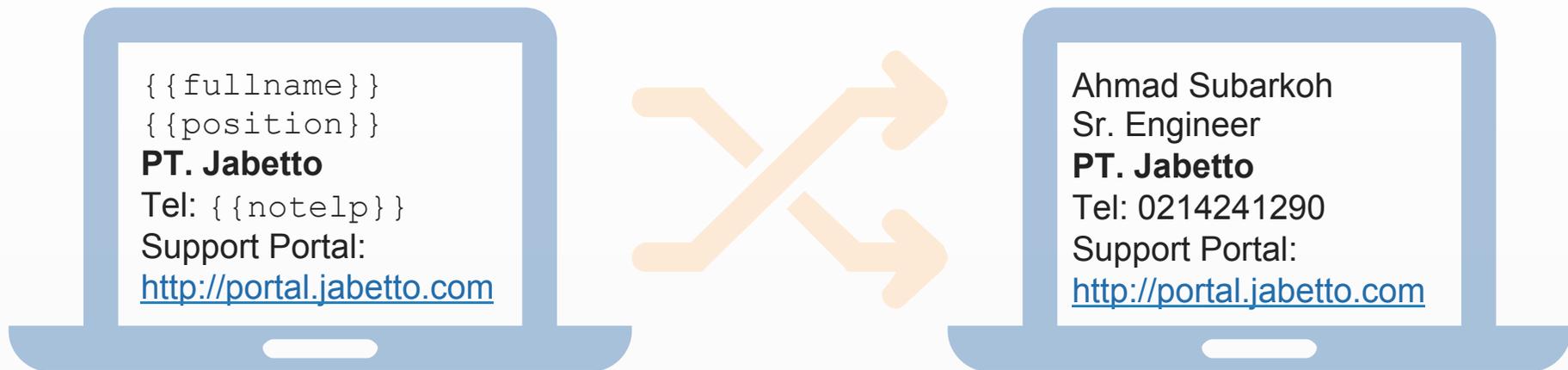
### Add Password Policy

<b>Name *</b>	<input type="text"/>
<b>Min Length *</b>	<input type="text"/>
<b>Max Length *</b>	<input type="text"/>
<b>Min Uppercase *</b>	<input type="text"/>
<b>Min Punctuation *</b>	<input type="text"/>
<b>Min Numeric *</b>	<input type="text"/>
<b>Min Ans *</b>	<input type="text"/>
<b>Min Uniq *</b>	Minimum Number of Unique Password History

### Add Question

Question	Answer
What is the name of your very first best friend forever ?	What is the name of your very first best friend forever ?
Who is you all time favourite band ?	What is your all time favourite song ?
What is your all time favourite song ?	What is the name of your first childhood crush ?
What is the name of your first childhood crush ?	Who is your favorite author ?
Who is your favorite author ?	What is the last name of your best man at your wedding ?
What is the last name of your best man at your wedding ?	What is the last name of your maid of honor at your wedding ?
What is the last name of your maid of honor at your wedding ?	What is the name of your favourite book ?
What is the name of your favourite book ?	What is the last name of your favorite musician ?
What is the last name of your favorite musician ?	Who is your all-time favorite movie character ?
Who is your all-time favorite movie character ?	

## USER'S SIGNATURE STANDARDIZATION (JSIGNATURE)



## LDAP PROXY (JPROXY)

- *External Auth* to other than AD/  
OpenLDAP?
- Can password be migrated?

© MARK ANDERSON

WWW.ANDERTOONS.COM

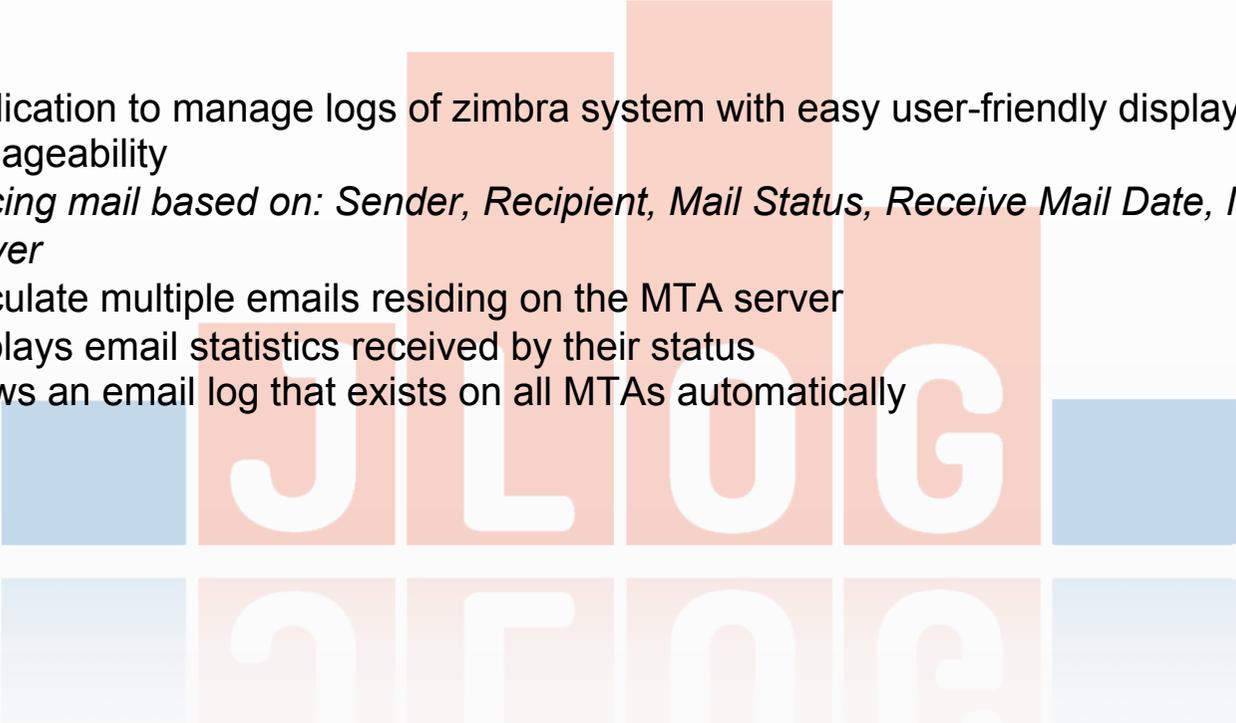


"After closer investigation, it's become clear that we need to enter more than one value."



## LOG MANAGEMENT (JLOG)



- Application to manage logs of zimbra system with easy user-friendly display and manageability
  - *Tracing mail based on: Sender, Recipient, Mail Status, Receive Mail Date, MTA Server*
  - Calculate multiple emails residing on the MTA server
  - Displays email statistics received by their status
  - Draws an email log that exists on all MTAs automatically
- 



MessageID: 20160904162639.67EE84044F50@ 1

Sender	miningmarketupdate@e.infomine.com	Server	mail
From		Date	Sept. 4, 2016
Size	28546 (bytes)	Summary	sent: 1
Hostname	mail	Subject	

Recipient List ( 1 ) 3

sent pgbar@ics.sn 4

Date	To Host
Sept. 4, 2016, 4:26 p.m.	127.0.0.1:10024
(250 2.0.0 from MTA(smtp:[127.0.0.1]:10025): 250 2.0.0 Ok: queued as E7)	
Sept. 4, 2016, 4:26 p.m.	zmi 25 (192.168.9.72:7025)
(250 2.1.5 Delivery OK)	

Message ID

@ Sender

From IP

Server Select server

From Date

### Report File List

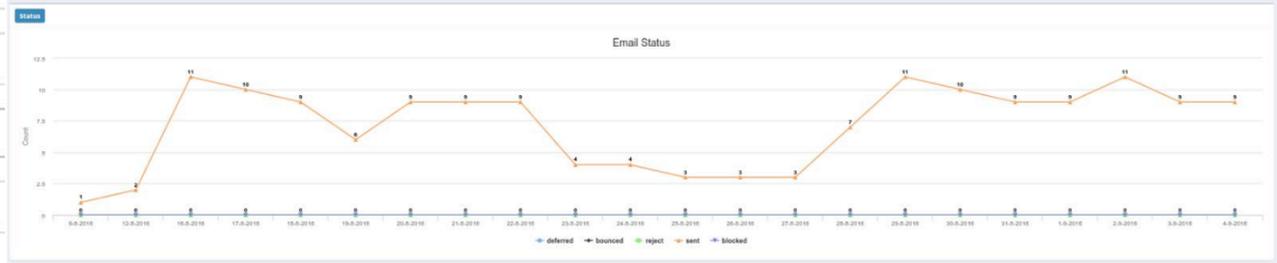
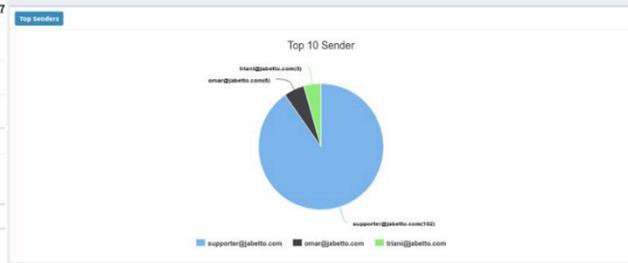
Filename	Created At	Actions
1 jlogmanager_report_1473063043.zip	Sept. 5, 2016, 3:10 p.m.	

Showing 1 to 1 of 1 entries

Previous 1 Next

sender from jabetto Sept. 5, 2016, 2:52 p.m.

Filter: [sender](#) [sent](#) [sender](#) [pg@jabetto.com](#)



Trace Reset Fields

Create Statistic Create Report

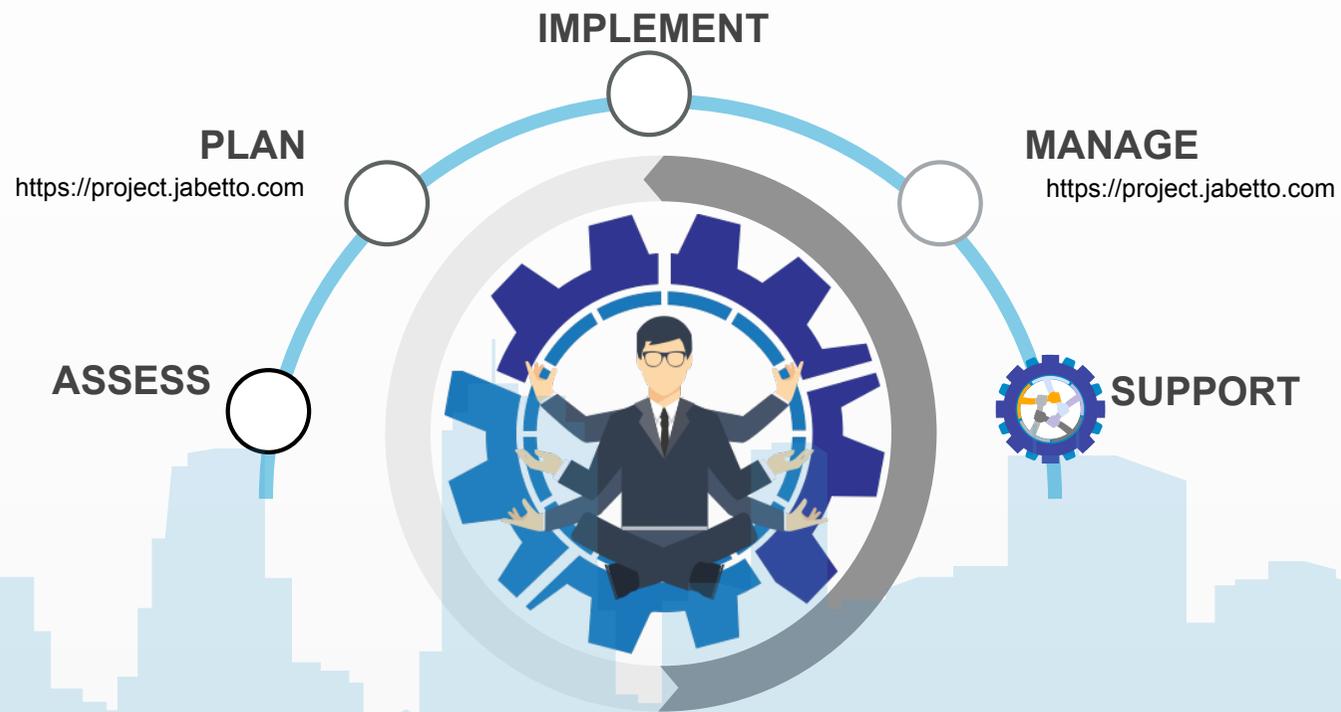
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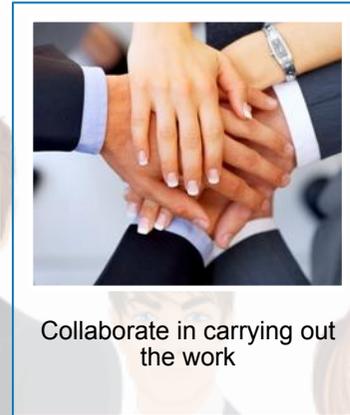
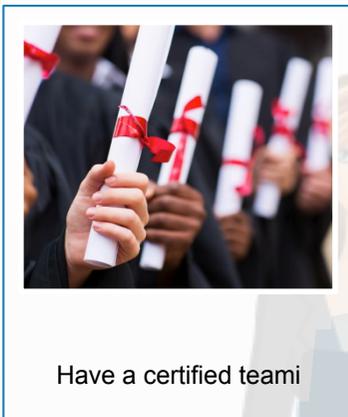


"You'd be surprised the headaches you can avoid by addressing these four simple questions before beginning a project."

# JABETTO PROFESSIONAL SERVICE (JPS)



# JABETTO PROFESSIONAL SERVICE (JPS)



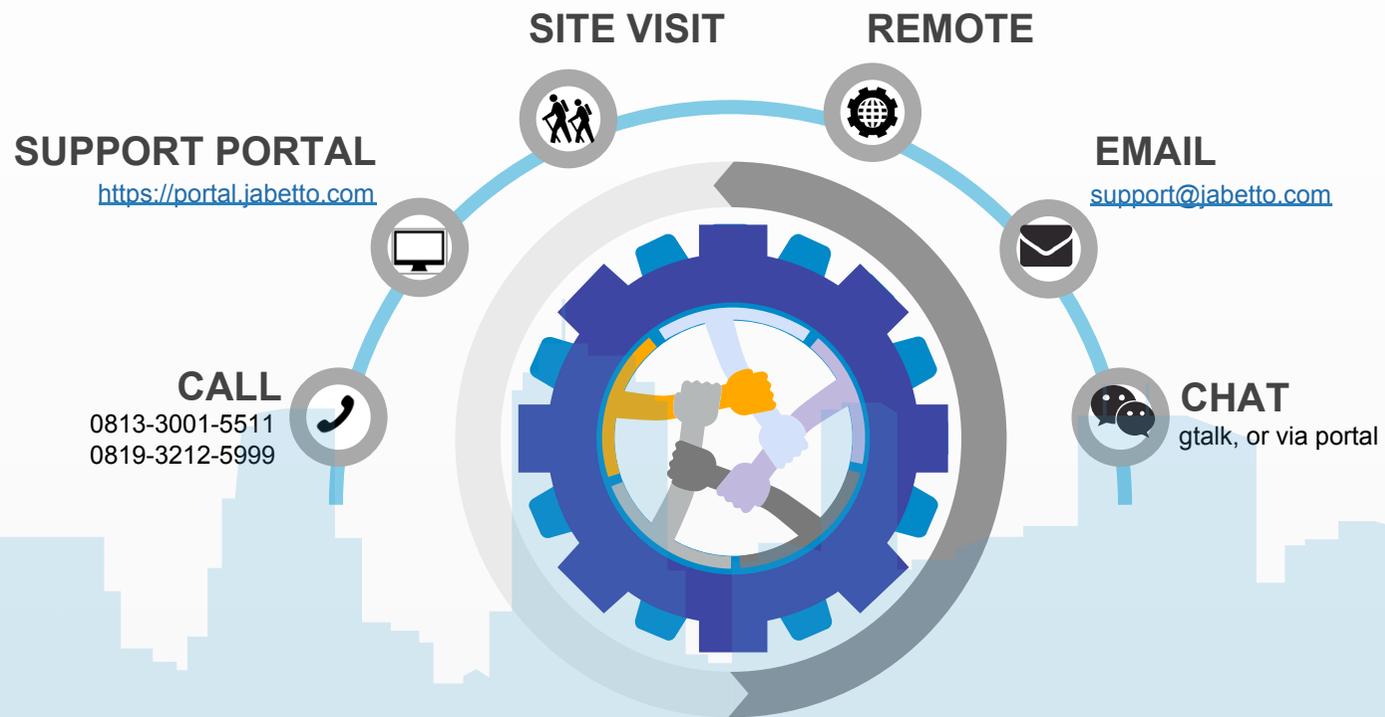
Copyright © 2001 Randy Glasbergen.  
[www.glasbergen.com](http://www.glasbergen.com)

## Technical Support



**“If your kid is up late surfing the net all night,  
your computer probably needs a nap.  
That’s what the ‘sleep’ button is for.”**

# JABETTO LOCAL SUPPORT (JLS)



## MAINTENANCE ACTIVITIES

01

### PREVENTIVE

- SECURITY CHECK
- COMMUNICATION CHECK
- CHANGE NOTIFICATIONS
- ANOMALY ANALYSIS
- NEED ANALYSIS

03

### CORRECTIVE

- CHECK AND CORRECT
- URGENT & DEFERRED

02

### PLANNED

- RECOMMENDATION BASED
- NEEDS ANALYSIS BASED
- REQUEST BASED

04

### SHARING

- KNOWLEDGE
- INFORMATION
- UPDATES
- REPORT

## SUPPORT ACTIVITIES

05

### PLANNED

- WITHOUT SLA
- REQUEST BASED
- UPDATE/UPGRADE PLANS

07

### SHARING

- KNOWLEDGE
- INFORMATION
- UPDATES
- REPORT

06

### CONDITION

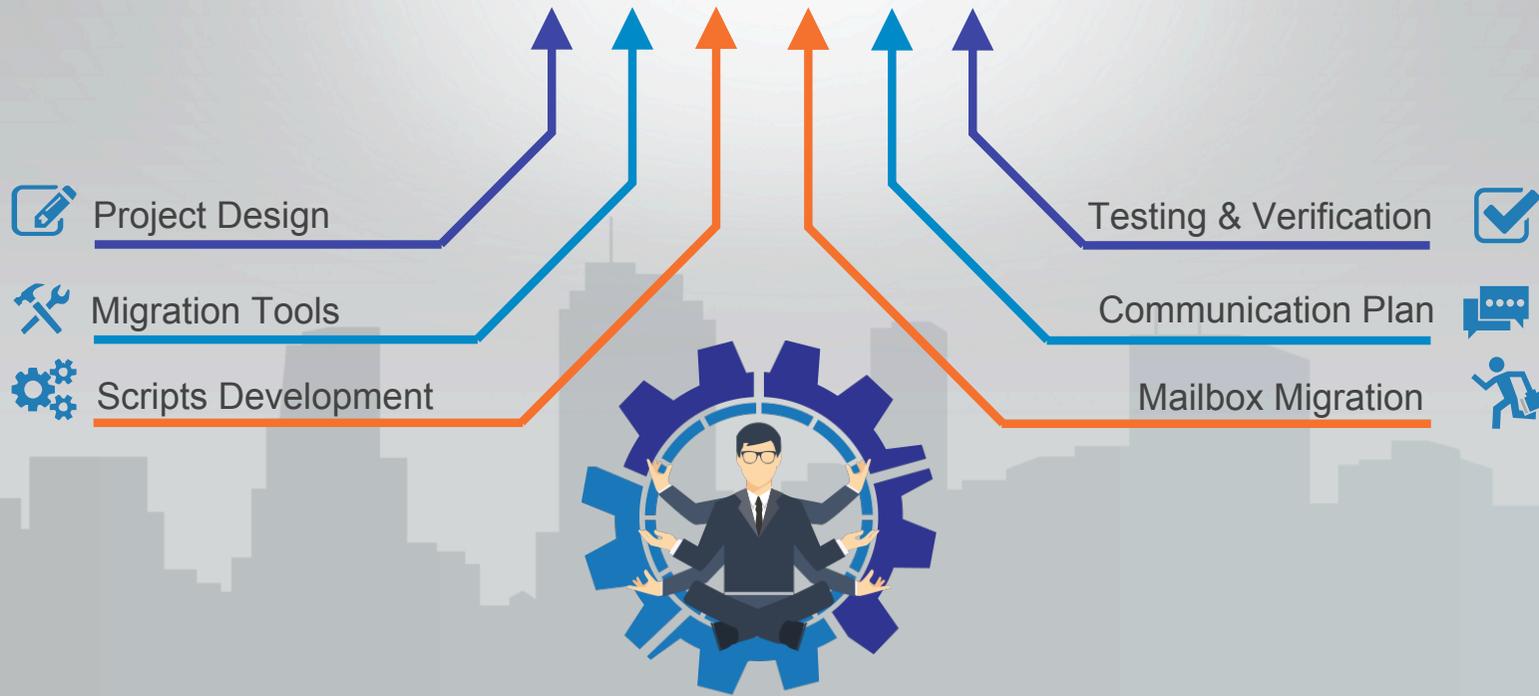
- WITHOUT SLA
- REQUEST BASED

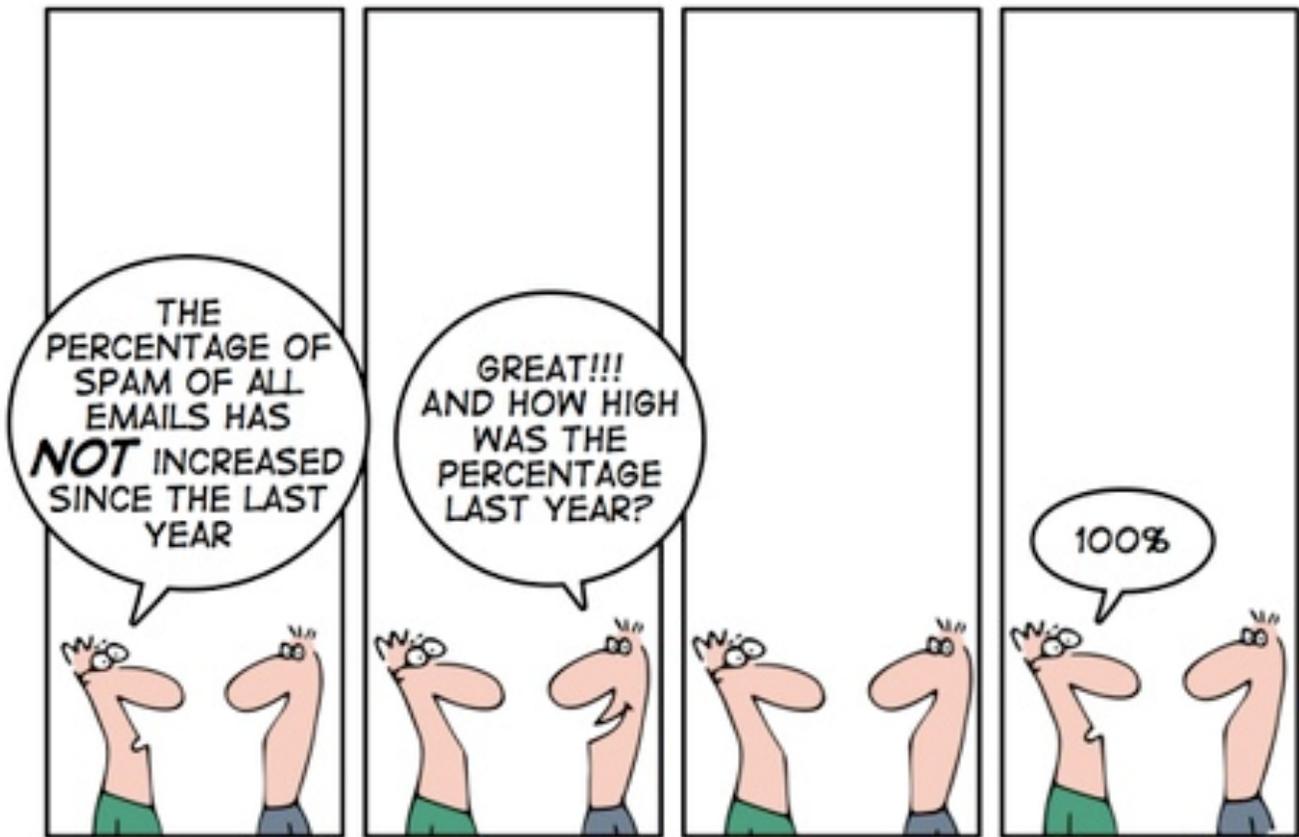
08

### CORRECTIVE

- WITHIN SLA
- INCIDENT BASED
- CHECK AND CORRECT

# MIGRATION STRATEGY





*THERE'S HOPE*

*geek and poke*

## SUPPORT ASSISTANT

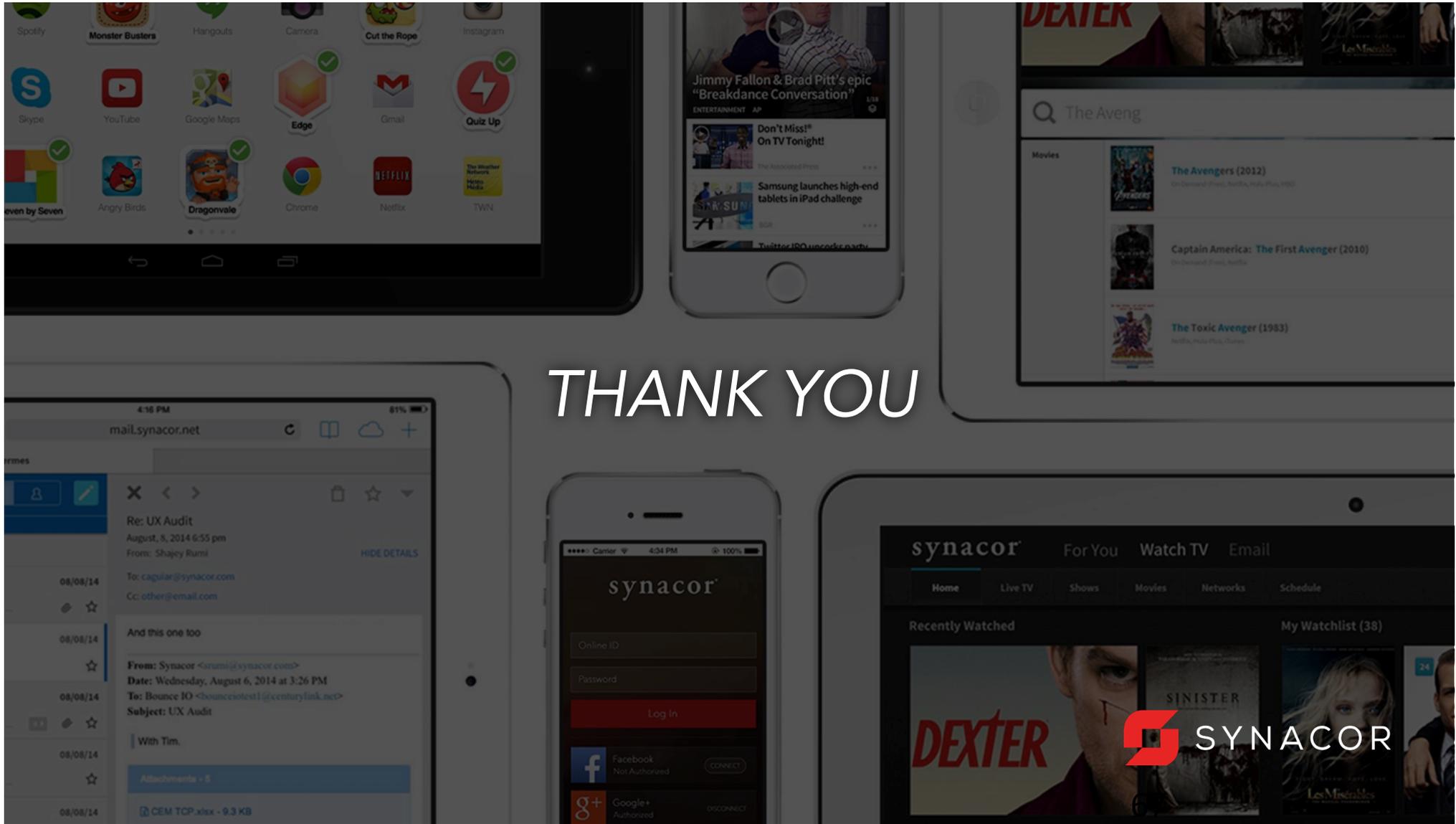
- For large-scale zimbra systems (> 20 servers)
- Push changes to OS and Zimbra
- Automatically search for anomalies
- Reduce repetitive work
- Job Scheduling
- More *Data visualization & Monitoring* Required
- Fighting Internal Spam
- OS Update
- Logs center
- More time for human interaction

# SUPPORT ASSISTANT: JSA

The screenshot displays the JSA Monitor interface with the following components:

- Navigation:** DASHBOARD, SERVERS, MONITOR (active), SETTINGS.
- Summary:** MONITOR SERVER: 192.168.113.75. Breadcrumbs: HOME > MONITOR > 192.168.113.75.
- SERVER DETAIL:**
  - Hostname/IP: 192.168.113.75
  - SSH Username: root
  - SSH Port: 22
  - Type: MAILBOX, SMTP SERVER, PROXY, LDAP
- Sign In Form:** Username, Password, LOGIN, Remember, Forgot Password?, 2017 © jabotto Maraga.
- SERVERS Table:**

Alias	IP/Hostname	SSH Username	SSH Port
zimbra1	192.168.113.75	root	22
- DISK MONITORING PARAMETERS:**
  - Enable:
  - Check Interval: 60
  - Table with columns: No, Partition, Warning, Critical, Mountpoint, Action.
- MONITORING CHARTS:** File System, Memory, CPU.



THANK YOU

