HamaraCloud QuickStart and User Guide

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1 Introduction

1.1 Carizen and Rainmail

HamaraCloud is the SaaS (Software As A Service) venture of Carizen Software Private Limited. Carizen develops and markets Rainmail Server, which is an on-premise Software solution for implementing Network Infrastructure for organizations. Rainmail Server provides the following services.

Services
Messaging
Security
Storage

and backs it up with Enterprise level features like

Enterprise Features
One click Backup/Restore
Administrator and User documentation
Administrator and User Control panel
Reports
Support

Rainmail Server was launched in 1999 and has been installed in many organizations throughout the world. In 2009, Carizen developed a technology demonstrator platform for providing Security As A Service and launched SAFENTRIX (https://www.safentrix.com) which provided Email Security at an affordable price. In 2016, Carizen partnered with MTNL, Mumbai to provide a complete SaaS solution based on Rainmail Server. This was converted to wholly owned service called HamaraCloud in 2022.

1.2 HamaraCloud

HamaraCloud provides the following in Cloud platform:

Messaging
Email Hosting
Collaboration Framework (Calendaring, Tasks, Notes)
Mobile and Webmail access for Emails in addition to IMAP/POP access
Online Office suite to view attachments on the go
Video Conferencing

Video conference recording on demand

Security
Full Inbound/Outbound Email Security
Email Security includes Anti Virus / SPAM / Malware protection
IP / RBL / DKIM / SPF / DMARC Checks
Support for full TLS
100% Virus protection (Existing Viruses)
Zero Hour protection (from detection) for new Viruses
99% SPAM Protection
Less than 1 in 300,000 False positives

Storage
Space for storage for personal documents
Access to documents using FTP / WebDAV / Web FTP / WebMail
Online Office to edit documents online
Email Archival to ensure that emails can be accessed (even if deleted) for legal compliance as well as record keeping

1.3 Description

This document gives the steps to setup HamaraCloud for your domain. Intended for System Administrators, following knowledge is required to understand the steps involved:

Pre-requisite
Networking Concepts like DNS, specifically A, MX and SPF records
Working knowledge of Spreadsheets (for bulk operations)
Access to your domain control panel

At any point of time, if you need support, you can Chat with our personnel or get contact details from https://www.hamaracloud.com/contact.html

2 Services

2.1 Service Categories

HamaraCloud services can be broadly divided into these categories.

HamaraCloud Services
Email Hosting/Storage Service
Email Security Service
Non-email Services

In this section, we will look at each of the categories in detail. Services offered by HamaraCloud belong to one of the above three categories. A category is **compatible** with another category if a user can be offered services from both the categories. A category is incompatible with another category if a user cannot be offered services in those categories at the same time. The following table gives the category compatibilities.

Name	Email Hosting/Storage Service	Email Security Service	Non-Email Service
Email Hosting/Storage Service	Not Applicable	No	Yes
Email Security Service	No	Not Applicable	Yes
Non-Email Service	Yes	Yes	Not Applicable

2.2 Email Hosting/Storage Service

This class of services provide Email storage/hosting for customer domain. Customer chooses a domain she owns and uses HamaraCloud to provide email services for that domain. Different amount of email storage can be given to different users in a domain. Following services belong to this category.

Service offering	Details
HamaraCloud UniversalMessaging Standard Edition (100MB, HamaraCloud Signature)	https://www.hamaracloud.com/um.html
HamaraCloud UniversalMessaging Basic Edition (100MB)	https://www.hamaracloud.com/um.html
HamaraCloud UniversalMessaging Small Business Edition (1GB)	https://www.hamaracloud.com/um.html
HamaraCloud UniversalMessaging Business Edition (5GB)	https://www.hamaracloud.com/um.html
HamaraCloud UniversalMessaging Enterprise Edition (10GB)	https://www.hamaracloud.com/um.html

Following are the technical details for users to access these services.

Access method	Details
Webmail	https://cloud.hamaracloud.com
IMAP Server address	imap.hamaracloud.com
IMAP Server Port	143 (TLS to be used), 993 (SSL to be used) Non-TLS/Non-SSL access not allowed
POP3 Server address	pop.hamaracloud.com
POP Server Port	110 (TLS to be used), 995 (SSL to be used) Non-TLS/Non-SSL access not allowed
FTP Server Address	ftp.hamaracloud.com
FTP Port	21 (TLS)
Web based FTP	https://ftp.hamaracloud.com
SMTP Server	25 (TLS recommended), 587 (TLS recommended), 465 (SSL to be used) and 2525 (TLS recommended) Non-TLS/Non-SSL not recommended

2.3 Email Security Service

This class of services is geared towards users who have their own Email hosting/storage services, and want to protect the Email traffic from Virus/SPAM and Malware. MX for the domain is set to HamaraCloud servers. The emails reach HamaraCloud servers and then are scanned for Virus / SPAM / Malware. Infected traffic is blocked and rest of the emails are sent to customer servers. Following services belong to this category.

Service Offering	Details
HamaraCloud SecureMessaging Standard Edition (HamaraCloud Signature)	https://www.hamaracloud.com/sm.html
HamaraCloud SecureMessaging Enterprise Edition	https://www.hamaracloud.com/sm.html

2.4 Non-email Services

This class of services are for domains which do not use HamaraCloud email services. Administrators create domain and users in the domain and then allow the users to access the HamaraCloud services.

Service Offerings	Details
HamaraCloud BeThere Dedicated Room (1)	https://www.hamaracloud.com/bt.html
HamaraCloud MessageVault 1 Year Edition	https://www.hamaracloud.com/mv.html
HamaraCloud MessageVault 2 Year Edition	https://www.hamaracloud.com/mv.html
HamaraCloud MessageVault 3 Year Edition	https://www.hamaracloud.com/mv.html
HamaraCloud MessageVault 4 Year Edition	https://www.hamaracloud.com/mv.html
HamaraCloud MessageVault 5 Year Edition	https://www.hamaracloud.com/mv.html
HamaraCloud MessageVault 6 Year Edition	https://www.hamaracloud.com/mv.html

HamaraCloud MessageVault 7 Year Edition	https://www.hamaracloud.com/mv.html
HamaraCloud DocuStorage Basic Edition (1GB)	https://www.hamaracloud.com/ds.html
HamaraCloud DocuStorage Small Business Edition (5GB)	https://www.hamaracloud.com/ds.html
HamaraCloud DocuStorage Business Edition (10GB)	https://www.hamaracloud.com/ds.html
HamaraCloud UniversalMessaging Online Office Plugin	https://www.hamaracloud.com/um.html

Following are the technical details for users to access these services

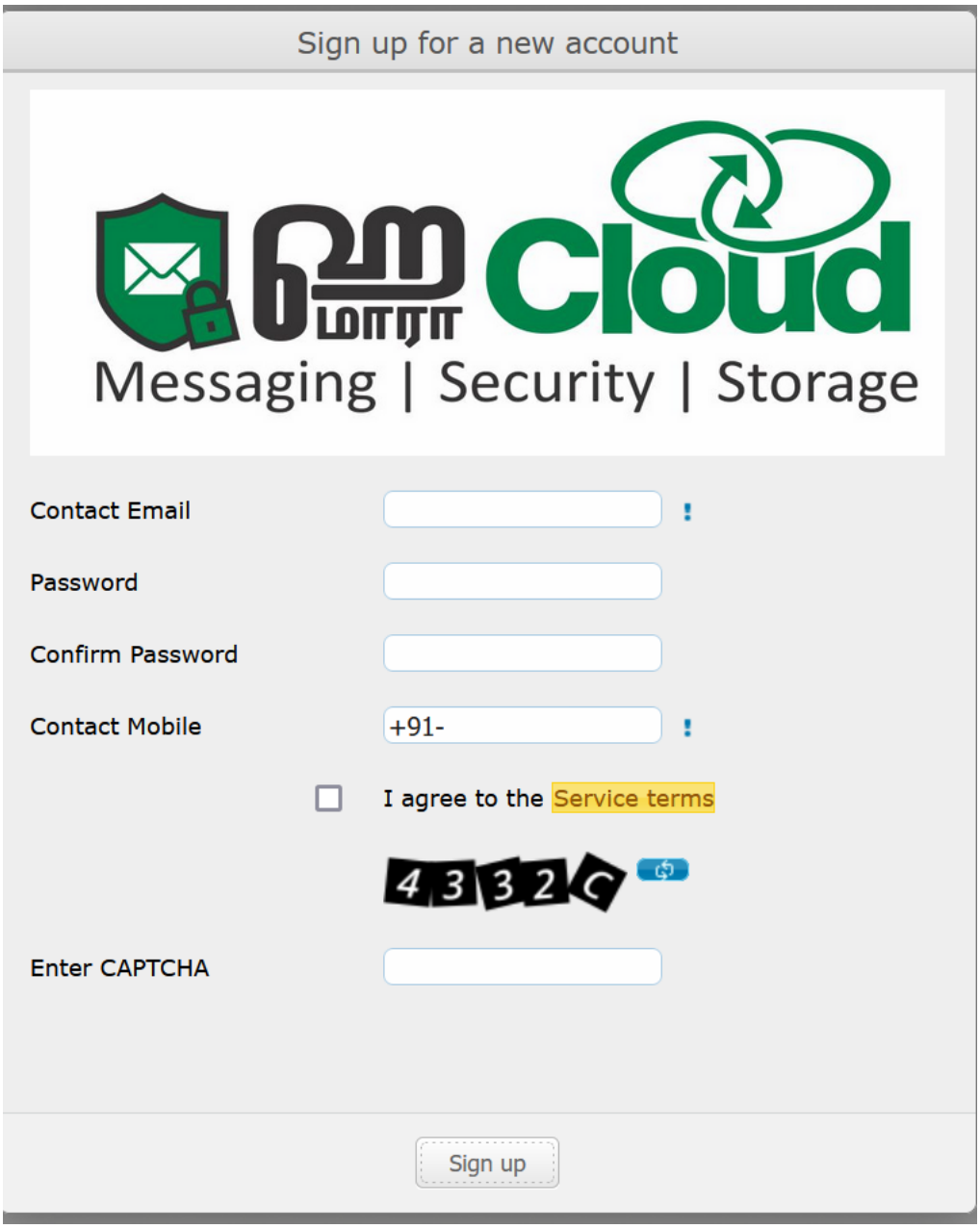
Access method	Details
MessageVault access	https://archive.hamaracloud.com
BeThere Video Conferencing	https://meet.hamaracloud.com https://cloud.hamaracloud.com
DocuStorage Access - Web based	https://ftp.hamaracloud.com
DocuStorage Access - FTP Server	ftp.hamaracloud.com
DocuStorage Access - FTP Port	21 (TLS recommended)

3 Implementation

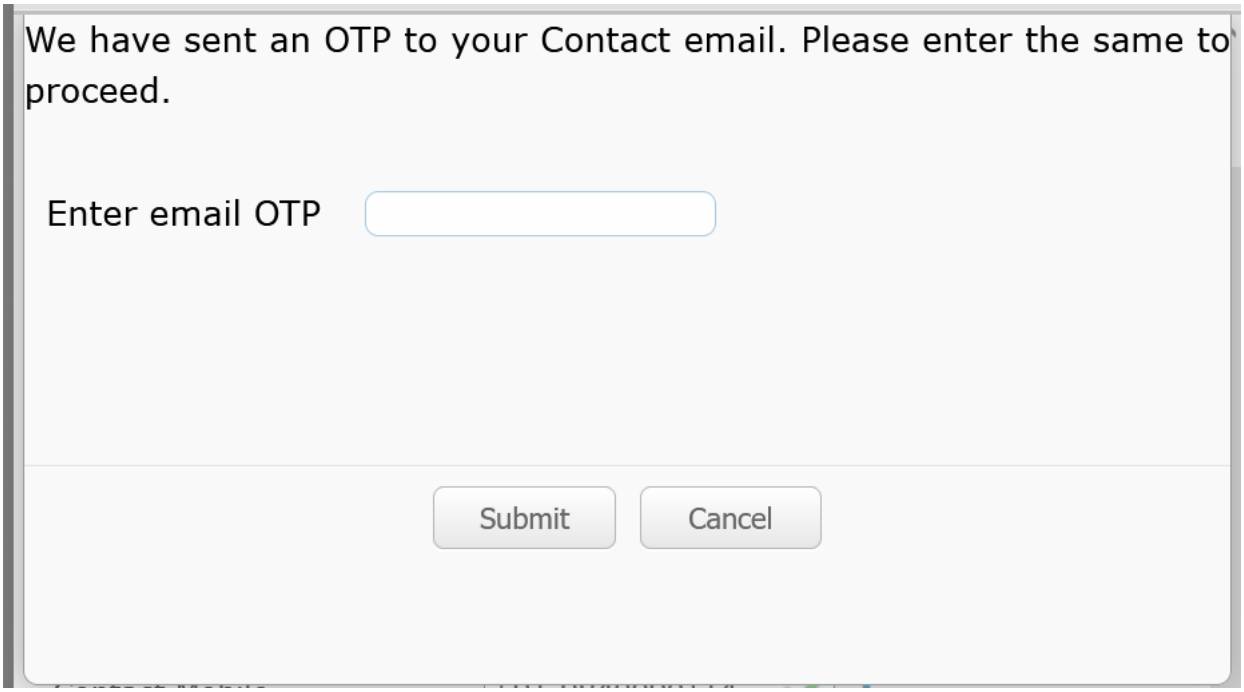
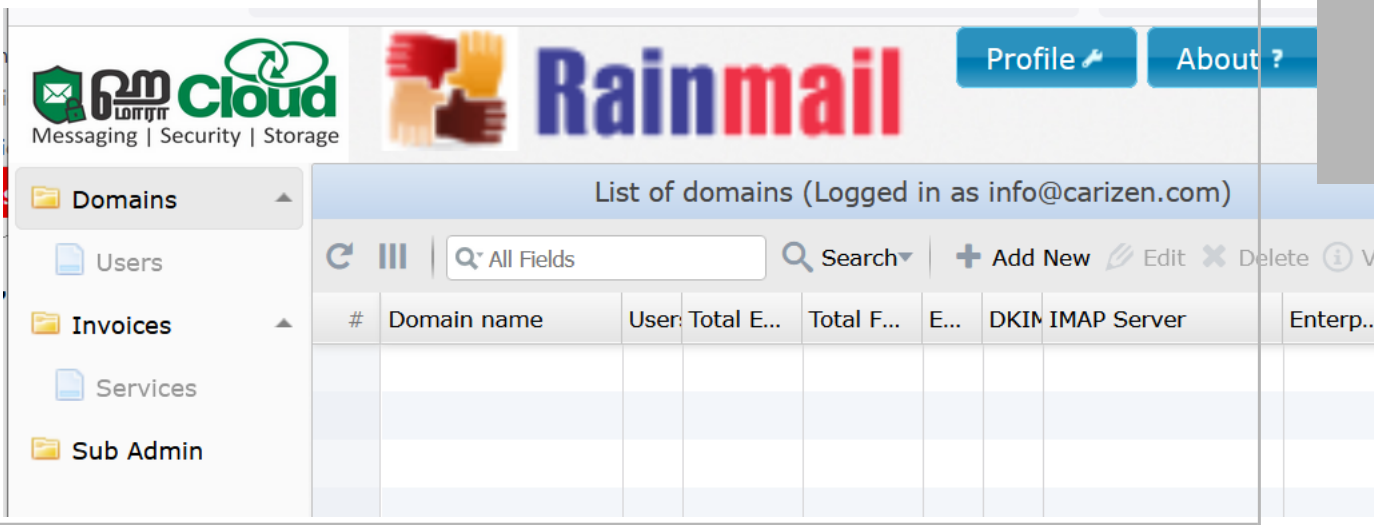
3.1 Registration

To work with HamaraCloud, users will need to register for an account. SAFENTRIX accounts are migrated to HamaraCloud automatically. If you are a SAFENTRIX user, you can skip this step and proceed to Login.

Sl No	Description
1	Goto https://www.hamaracloud.com
2	In the top of Screen, click on "Sign Up"

3	That will lead to the following screen 
4	Enter your email address in **Contact Email** field. This will be your primary contact mechanism. All alerts, technical and commercial will be sent to this email address. We would recommend using a personal Email address not managed by HamaraCloud.
5	Enter a password in the **Password** and **Confirm Password** fields. We would recommend a password with • Minimum length of 6 • Minimum 2 numbers • Minimum one upper case and lower case character
6	Enter your mobile number in **Contact Mobile** field. The mobile should be in the format • +<Country Code>-<Mobile number with area code if any> For example, if you are in the USA, and your mobile number is 555-666-4545, enter +1-5556664545. The mobile number should have only numbers and should have no separators like -, (,) etc.

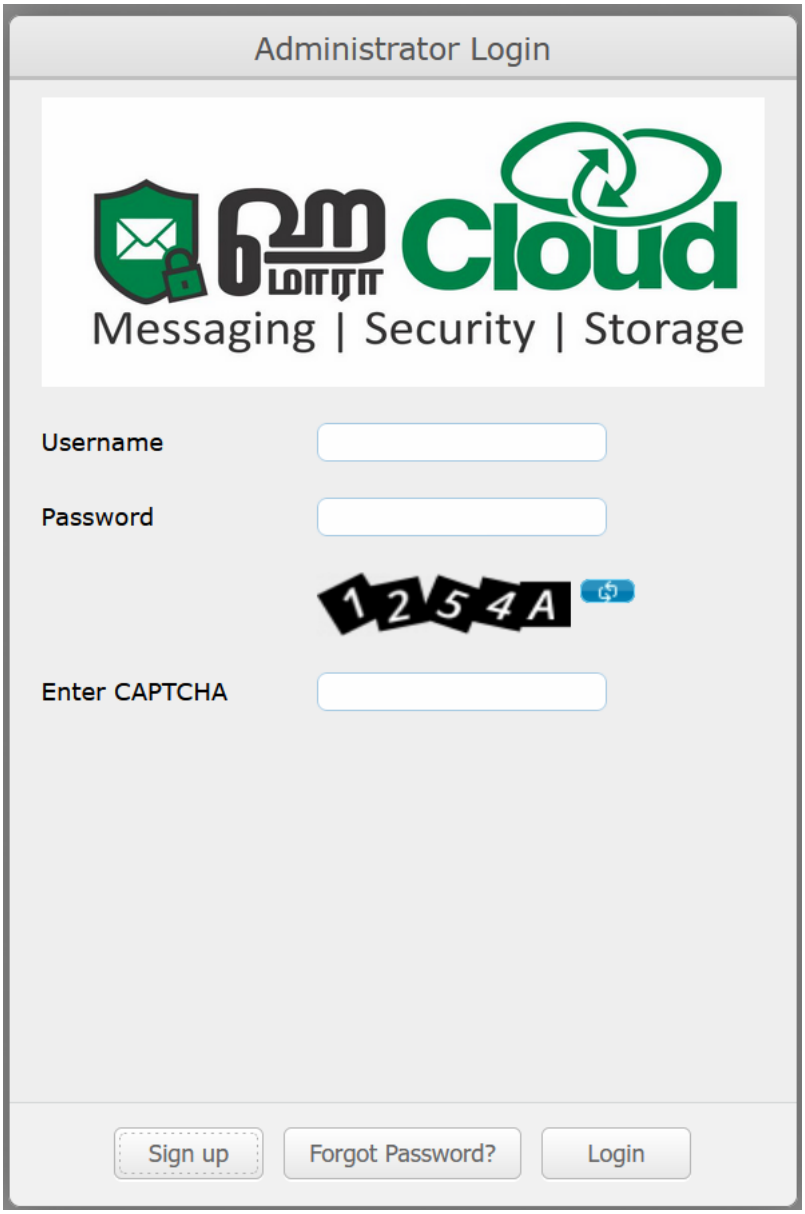
3

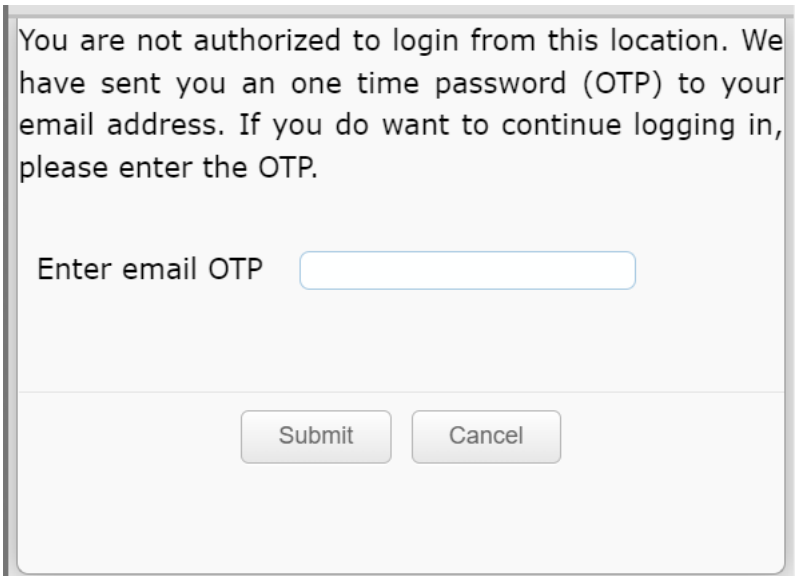
7	Click on **Service Terms** link and review the material
8	Accept the terms and conditions of HamaraCloud services by checking the **I agree to the Service terms** check box
9	Enter displayed CAPTCHA numbers in **Enter CAPTCHA** field
10	Click on **Sign Up** button
11	If error is shown in any field, fix the same and click on **Sign Up** button
12	A confirmation OTP (One Time Password) will be sent to the email address provided
13	Following window will be displayed 
14	Enter the OTP received in your email in the **Enter email OTP** field
15	Click on **Submit**
16	This will lead to the original Window
17	Click on **Sign Up**
18	An account will be created for you and you will be logged in. The following screen will be displayed. 
19	Your account has been created successfully. You can log out by clicking on **Logout** button.

3

3.2 Login

To access the account, Administrators have to login to HamaraCloud control panel.

Sl No	Description
1	Goto https://www.hamaracloud.com
2	Click on **Login** link on the top. That will display the following window 
3	Enter the account name (same as the contact email) in **Username** field
4	Enter account password in **Password** field
5	Enter CAPTCHA corresponding to displayed image in **Enter CAPTCHA** field
6	Click on **Login** button

7	HamaraCloud checks if the account is allowed to login from your existing IP. If so, user is logged in successfully and is taken to the Home page.
8	If user is not allowed to login from this IP address, an OTP is sent to the account email address. Following window is displayed 
9	Enter the OTP received in your email address in the **Enter email OTP** field. Click on **Submit** button.

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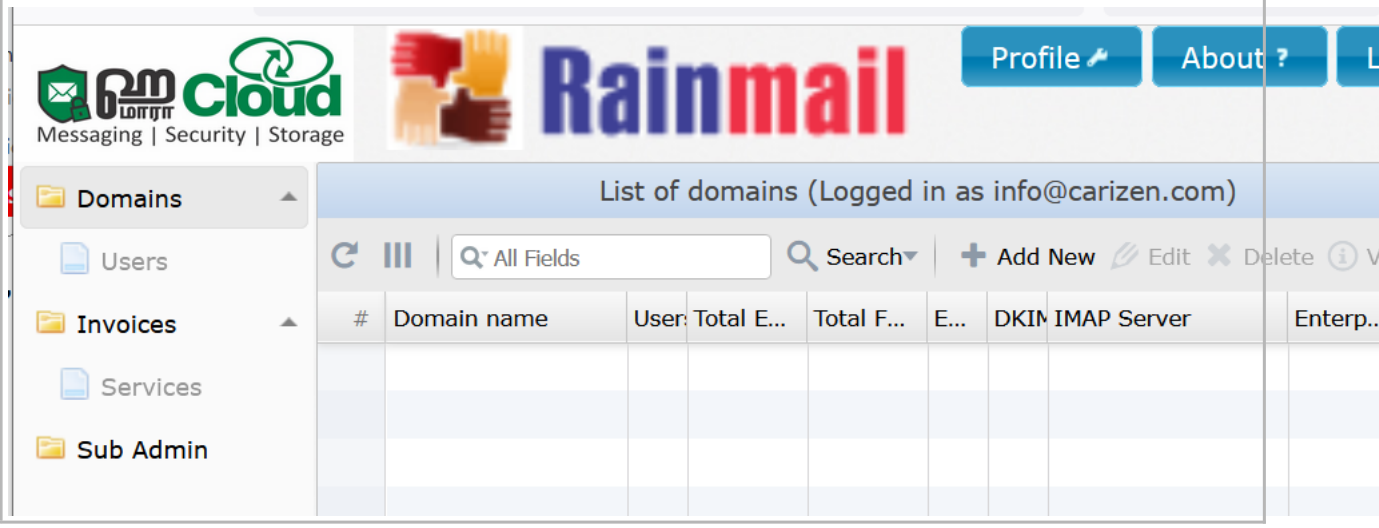
10	Old window reappears as follows
11	If you want to allow the current location IP to login permanently, check **Authorize Login from this IP.**
12	Click on **Login** button

3

13	User is successfully logged in and home page is displayed.

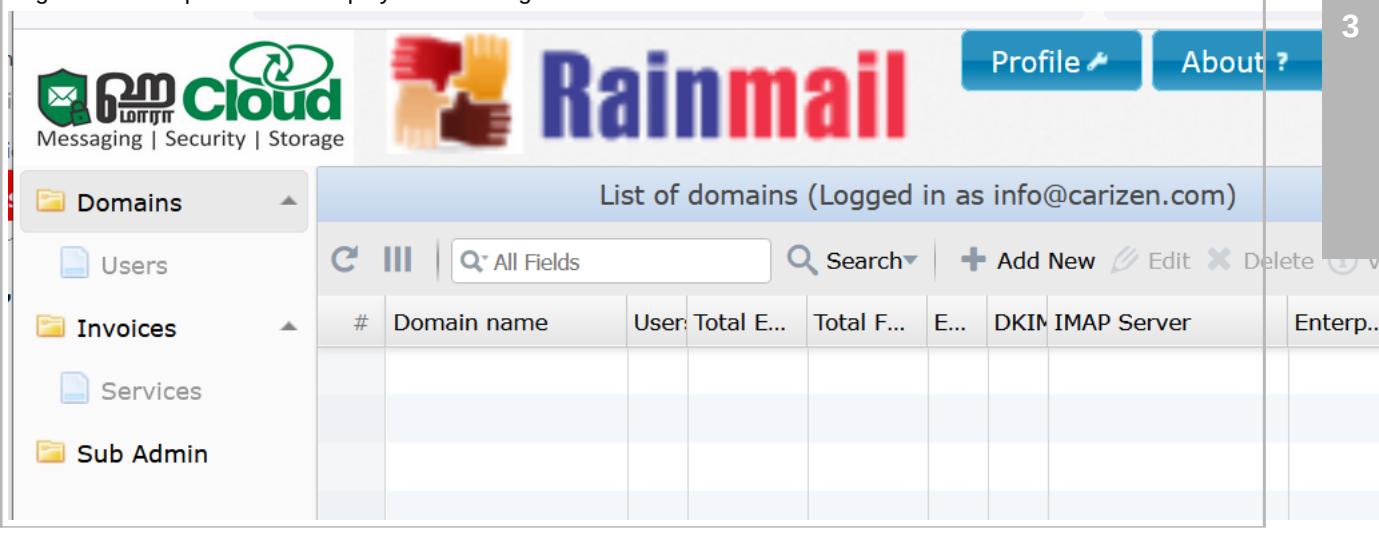


3.3 Add Domain

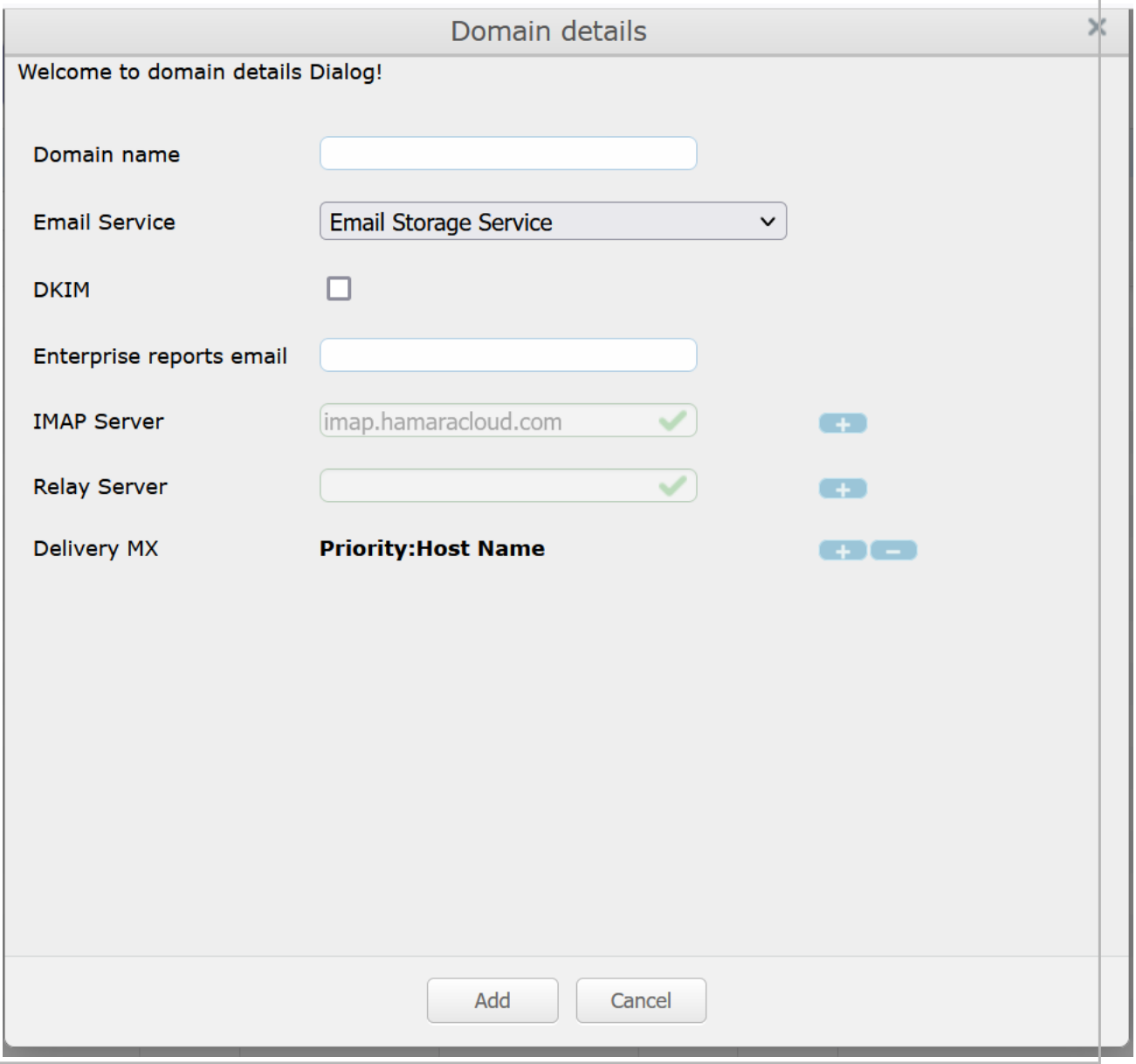
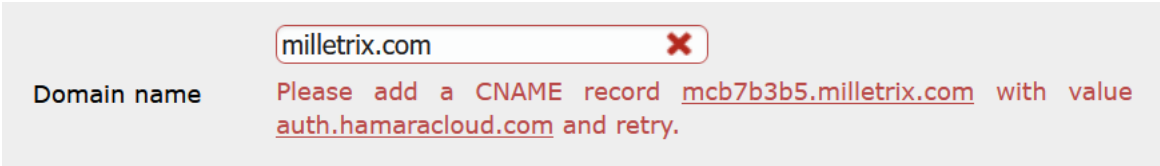
3.3.1 Authenticate

First step to avail of any HamaraCloud services is to add your domain to HamaraCloud Control panel. Follow these steps for the same.

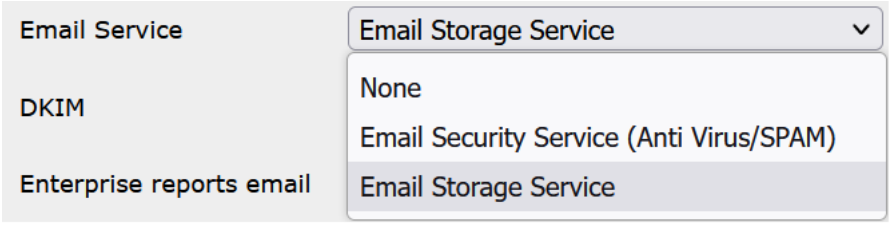
Sl No	Description
1	Login to Control panel. It will display the following window



3

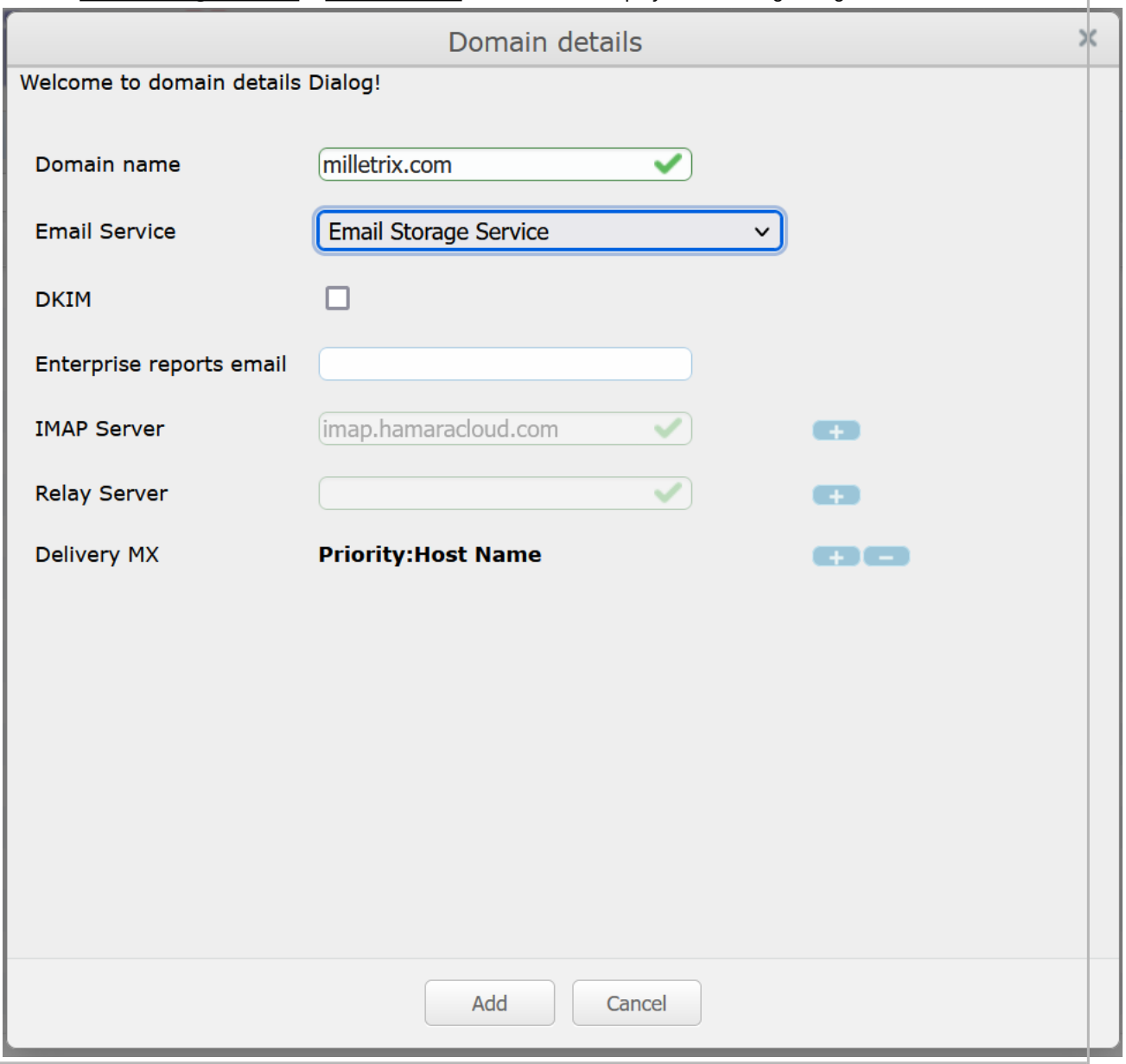
2	Click on **Add New** button. That will display the following dialog 
3	To add your domain in HamaraCloud, HamaraCloud needs to ascertain that you are the owner of the domain. To authenticate your ownership, Enter your domain name in **Domain name** field. Press **Tab.** A message like the following will be displayed. 
4	In your DNS Server (using the control panel provided by your Domain registrar/Hosting provider/DNS Provider), add a **CNAME** record for the host specified in the message and point the record to **auth.hamaracloud.com**.
5	Depending on your DNS TTL record, it could take anywhere from 5 minutes to 24 hours for your entry to take effect. Wait for that time and re-try the above steps, till the message goes away and following is displayed.

3

6	Next step is to configure the kind of email service required for the domain. When you click on the **Email Service** drop down, the following will be displayed. 
7	Depending on the services you require for your domain, you can choose the category. You may also refer to Email Hosting/Storage Service, Email Security Service or Non-email Services to get further information and decide.
8	While technically it is possible to switch from one category to another at any point of time in future, certain services are not compatible with certain categories. In that case, you may lose the ability to use some services you have paid for because you have switched the category. Please check Service Categories for incompatibilities.
9	If you choose **Email Storage Service**, you may proceed to Configure Email Storage Service for further steps.
10	If you choose **Email Security Service**, you may proceed to Configure Email Security Service for further steps.
11	If you choose **None**, you may proceed to Configure Non Email Service for further steps.

3.3.2 Configure Email Storage Service

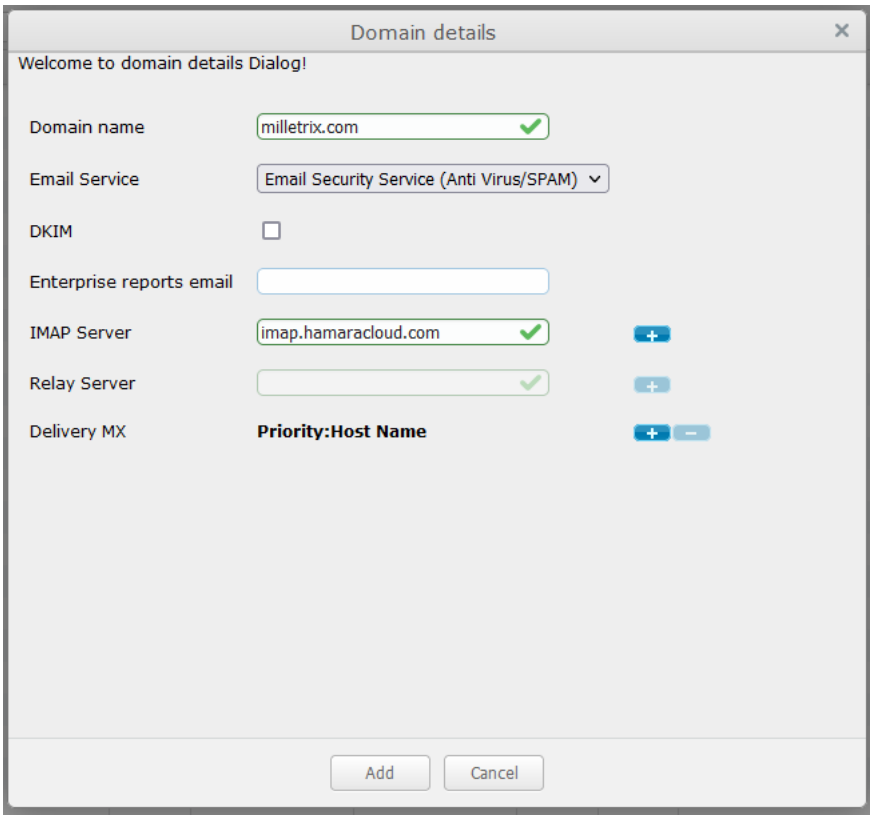
This category provides full Email hosting service for your domain. Emails are received and stored in HamaraCloud servers. Users can access these emails using POP3 / IMAP / Webmail. Administrators can allocate space to users depending on the requirements. Follow these steps to configure this category.

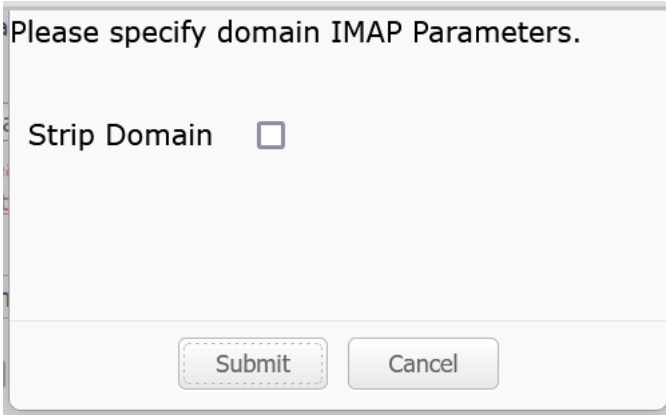
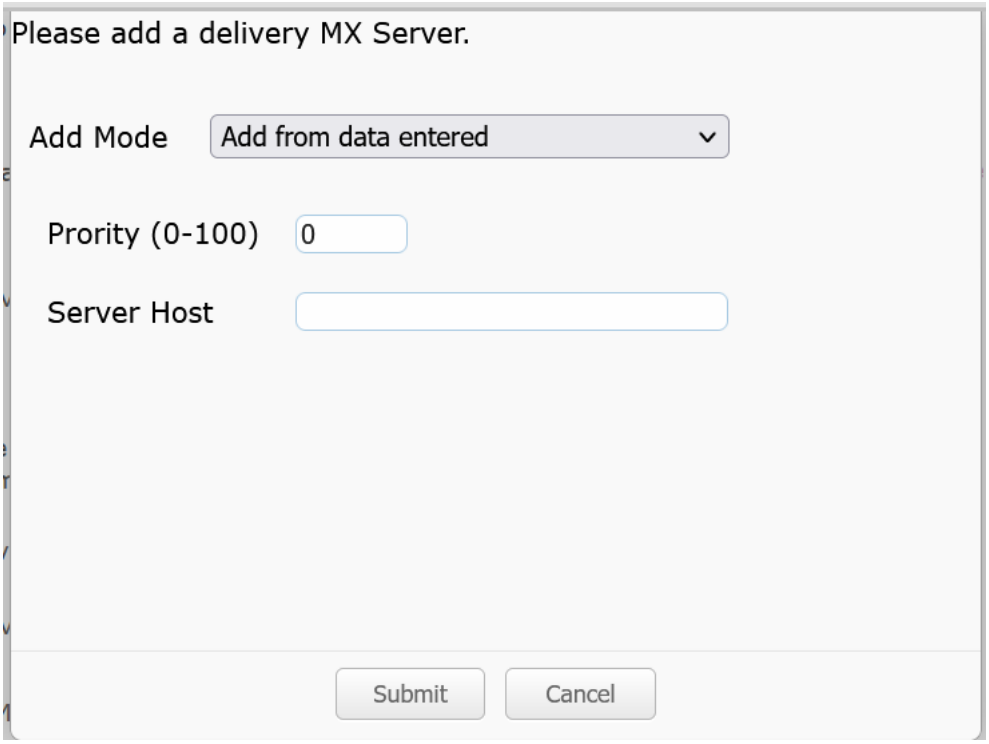
Sl No	Description
1	Choose **Email Storage Service** in **Email Service** field. That will display the following dialog 
2	HamaraCloud supports signing of outgoing emails with DKIM. This assures the recipient, that the email originated from proper source and can be trusted. Using DKIM, deliverability of emails increase manifold. To implement DKIM for outgoing emails from your domain, check the **DKIM** Check box. You can get more details about DKIM here.
3	HamaraCloud offers reporting feature to Enterprises. A domain is classified as an Enterprise domain if none of its users use **HamaraCloud Standard Edition**. In this case, a daily report is sent to the Administrator on the emails blocked. If you plan to have an Enterprise domain, you can enter an Email address in **Enterprise reports email**. Daily reports will be sent to this email address.
4	Go to Complete Domain Addition to finish adding the domain.

3.3.3 Configure Email Security Service

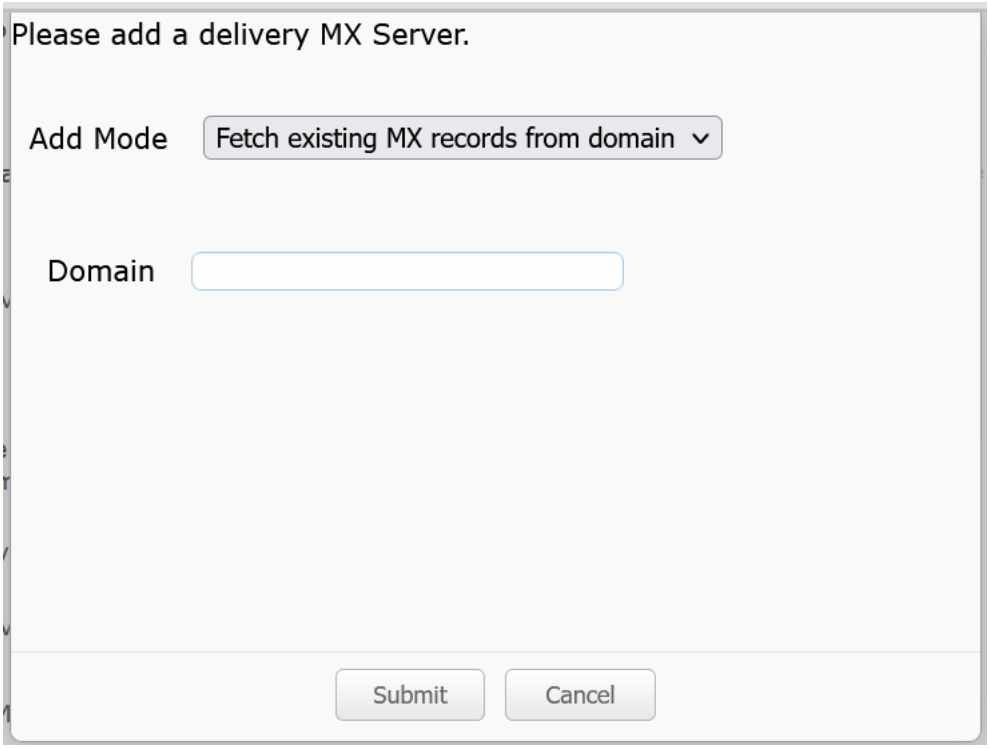
This category provides Email security service for your domains. This is typically useful for organizations that have an

in-premise/hosted Email server and wants to secure traffic to/from the email server. Once this service is implemented, emails are received by HamaraCloud servers. HamaraCloud then blocks Virus / SPAM / Malware in the emails and only forwards normal emails to the Email servers. Similarly, outgoing emails are forwarded by Email server to HamaraCloud. HamaraCloud blocks malicious traffic and forwards only normal traffic to outside world. Follow these steps to configure this category.

Sl No	Description
1	Choose **Email Security Service (Anti Virus/SPAM)** in the **Email Service** field. 
2	HamaraCloud supports signing of outgoing emails with DKIM. This assures the recipient, that the email originated from proper source and can be trusted. Using DKIM, deliverability of emails increase manifold. To implement DKIM for outgoing emails from your domain, check the **DKIM** Check box. You can get more details about DKIM here.
3	HamaraCloud offers reporting feature to Enterprises. A domain is classified as an Enterprise domain if none of its users use **HamaraCloud Standard Edition**. In this case, a daily report is sent to the Administrator on the emails blocked. If you plan to have an Enterprise domain, you can enter an Email address in **Enterprise reports email**. Daily reports will be sent to this email address.
4	If you would like to add **HamaraCloud Archival** services for certain users, you need to specify an email server which can authenticate those users. HamaraCloud servers will use IMAP protocol and authenticate users by trying to login to specified server. To use this feature, specify the host name of your Email server in **IMAP Server** field. Please note that the authentication will be made through port 143 (with or without TLS).
5	If an **IMAP Server** is specified, HamaraCloud server tries to authenticate using the Email address of the user (e.g., info@milletrix.com). There might be certain cases wherein authentication account name cannot contain domain name. In this case, authentication will fail if full address is used. If the **IMAP Server** specified takes full email address for authentication, proceed to Step 8. If **IMAP Server** accepts only the local part of email address for authentication, proceed to next step.

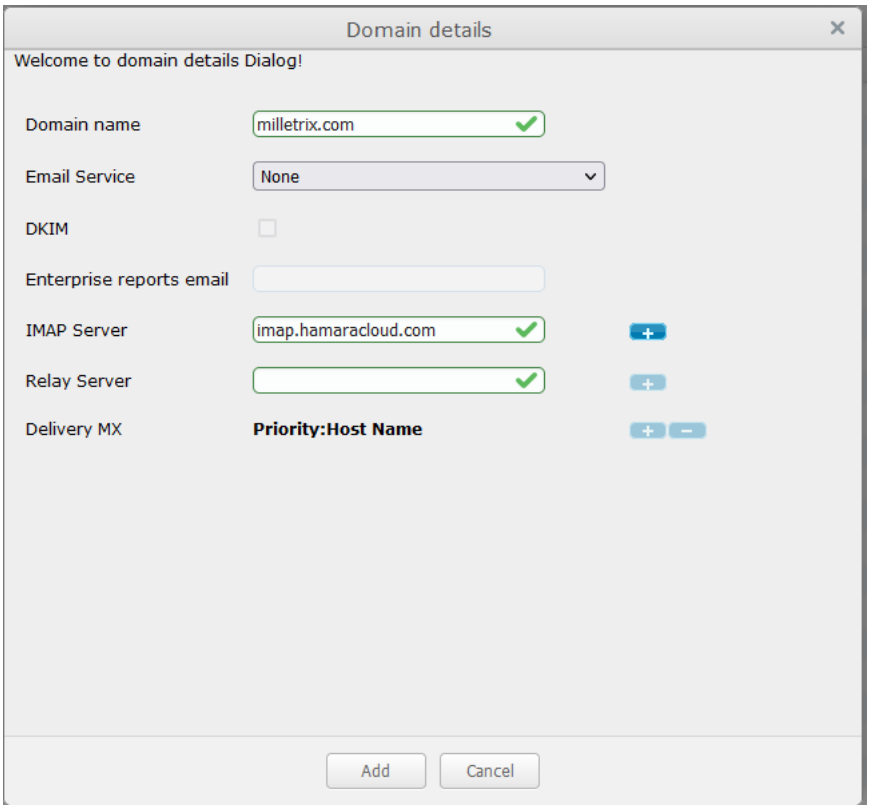
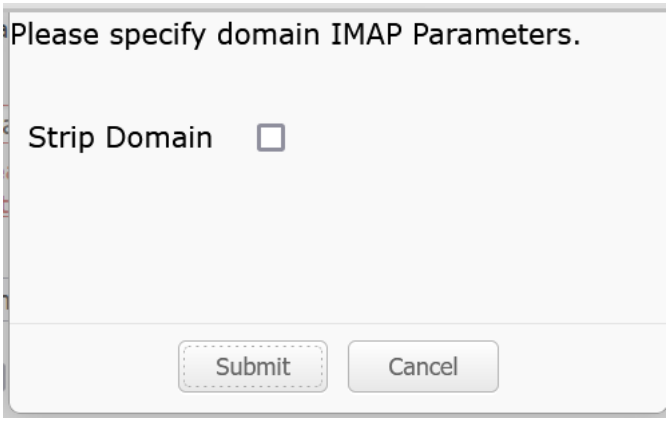
6	In this case, we have to inform HamaraCloud to send only the local part of email address for authentication (e.g., info instead of info@milletrix.com). Click on the **+** next to **IMAP Server** field. That will bring up the following dialog 
7	Check **Strip Domain** check box. Click on **Submit** button. That will bring back the original dialog.
8	HamaraCloud servers, after blocking SPAM and Virus, send the clean emails to email servers for the domain. Administrators can specify the servers to which the scanned emails be delivered in the **Delivery MX** field. Multiple servers can be specified.
9	To add a new **Delivery MX** Server, click on **+** next to **Delivery MX** field. That will bring up the following dialog. 
10	To add a new delivery server, enter your Email server host name / IP in **Server Host** field. Click on **Submit**.

3

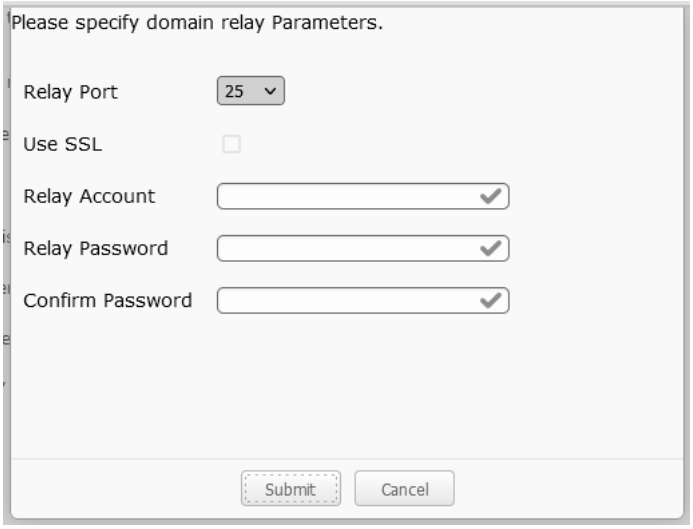
11	If you are migrating to HamaraCloud from an existing server and you want the emails to be delivered to the current MX servers after scanning, there is an easy way to do it. In the above dialog, choose **Fetch existing MX records from domain** in the **Add Mode** field. That will change the dialog as follows 
12	Enter the domain name in **Domain** field. Click on **Submit**. MX records will be taken from specified domain and added to **Delivery MX** field.
13	Clicking on **Submit** will close the **Delivery MX** dialog and bring back the original dialog.
14	Existing **Delivery MX** values can be deleted by selecting a value and clicking on **-** button next to **Delivery MX** field.
15	Ensure that at least one value is specified for **Delivery MX** field.
16	Go to Complete Domain Addition to finish adding the domain.

3.3.4 Configure Non Email Service

This category is for domains that have email service elsewhere. Follow these steps to configure this category.

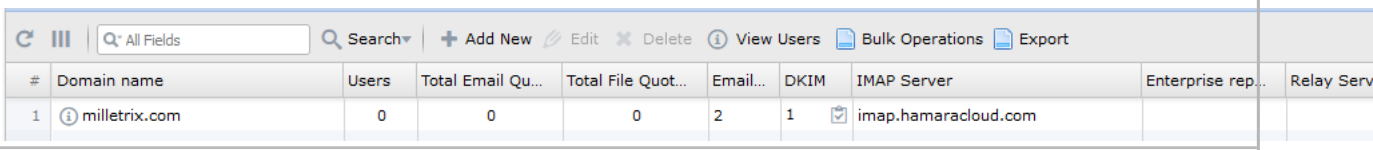
Sl No	Description
1	Choose **None** in the **Email Service** field. 
2	If you would like to add **HamaraCloud Archival** services for certain users, you need to specify an email server which can authenticate those users. HamaraCloud servers will use IMAP protocol and authenticate users by trying to login to specified server. To use this feature, specify the host name of your Email server in **IMAP Server** field. Please note that the authentication will be made through port 143 (with or without TLS).
3	If an **IMAP Server** is specified, HamaraCloud server tries to authenticate using the Email address of the user (e.g., info@milletrix.com). There might be certain cases wherein authentication account name cannot contain domain name. In this case, authentication will fail if full address is used. If the **IMAP Server** specified takes full email address for authentication, proceed to Step 8. If **IMAP Server** accepts only the local part of email address for authentication, proceed to next step.
4	In this case, we have to inform HamaraCloud to send only the local part of email address for authentication (e.g., info instead of info@milletrix.com). Click on the **+** next to **IMAP Server** field. That will bring up the following dialog 
5	Check **Strip Domain** check box. Click on **Submit** button. That will bring back the original dialog.

3

6	HamaraCloud Servers, when configured for certain services, may need to send email by using domain name in sender field. For example, HamaraCloud may need to send email from info@milletrix.com even though HamaraCloud provides no email services for the domain. Normally, the email will sent to the MX record of the recipient. However, recipient servers may block the email as the email is not coming from milletrix.com Email servers. In this case, Administrators can specify a relay server to which the emails will be sent out. In this case, the outgoing emails from this domain will be sent to this relay server.
7	Specifying Relay server is optional.
8	To specify a Relay server, enter the relay server host name / IP in **Relay Server** field. Click on **+** button next to **Relay Server** field. That will bring up the following dialog 
9	Normally, HamaraCloud uses port 25 to relay emails. Depending on requirements, HamaraCloud can also relay emails through port 465 or 587. To change to a different port, select the port number from **Relay Port** field.
10	In addition to relaying through a different port number, HamaraCloud servers can relay emails using SMTP Authentication. In that case, Administrator has to specify an account name and password to be used for SMTP Authentication. To use SMTP Authentication, • Specify Account name to be used in SMTP Authentication in **Relay Account** field. • Enter password to be used in both **Relay Password** and **Confirm Password** fields.
11	Click on **Submit**
12	This will bring up the original dialog. Go to Complete Domain Addition to finish adding the domain.

3.3.5 Complete Domain Addition

To finish adding the domain, follow these steps:

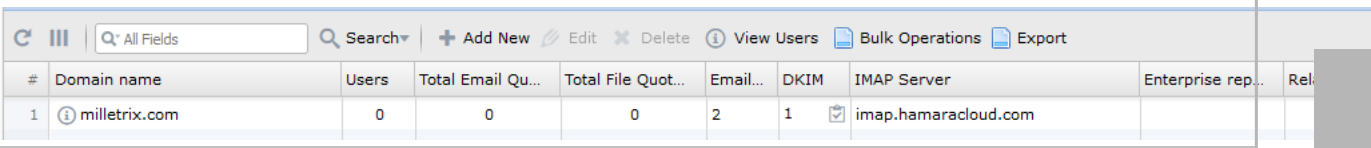
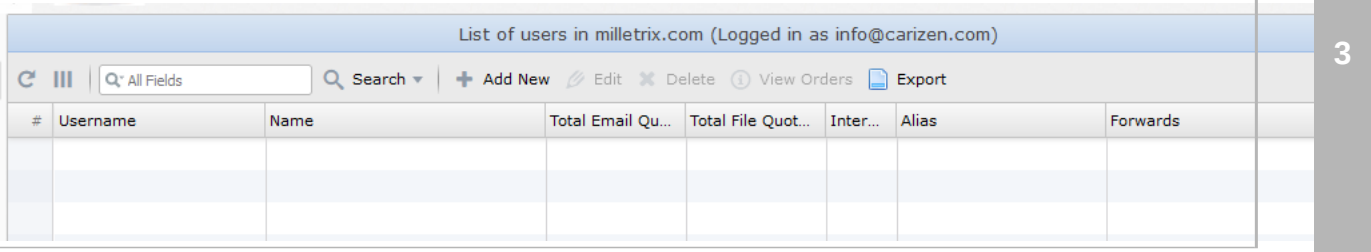
Sl No	Description
1	Click on the **Add** button.
2	The domain will get added and displayed in the table as follows 
3	If you had not checked the **DKIM,** the domain addition is complete. Please proceed to Add Users section.

4	If you have checked the **DKIM** check box, goto the DKIM Column in the table and click on the icon. It will copy the DKIM Public key to your clipboard. Add the contents to a TXT DNS record with name as hcloud._domainkey.<domain name>. For example, if the added domain name is **milletrix.com**, you need to add a DNS TXT record with name as **hcloud._domainkey.milletrix.com** with value as whatever is copied onto Clipboard.
5	Proceed to Add Users section.

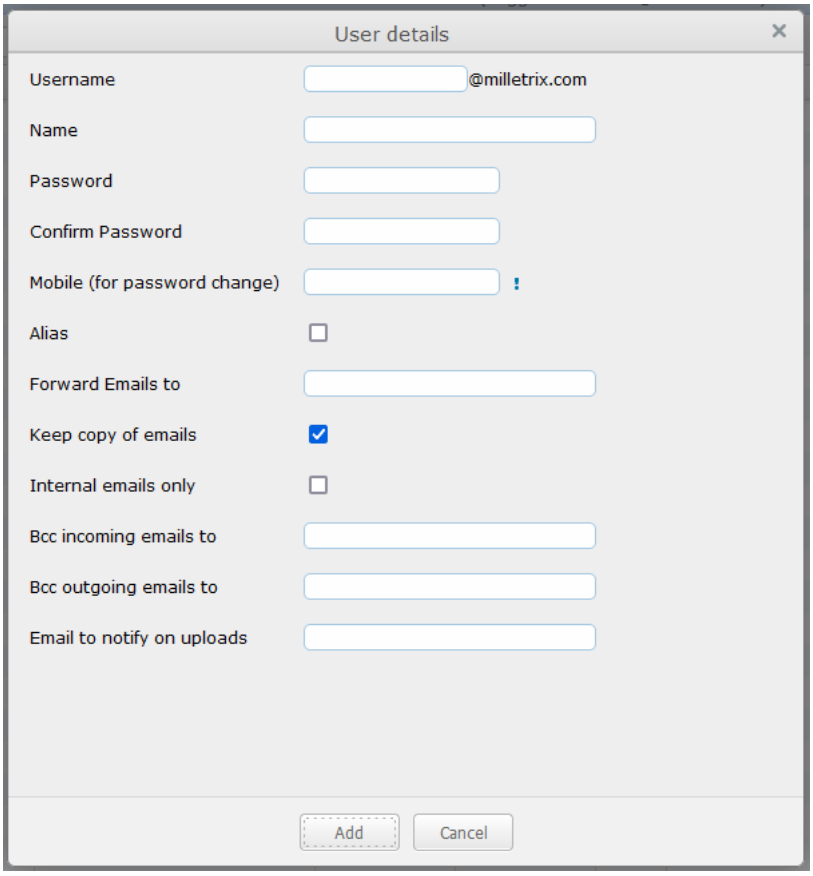
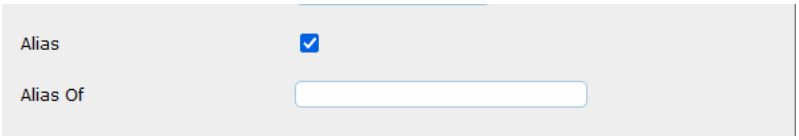
3.4 Add Users

3.4.1 Add User - Single

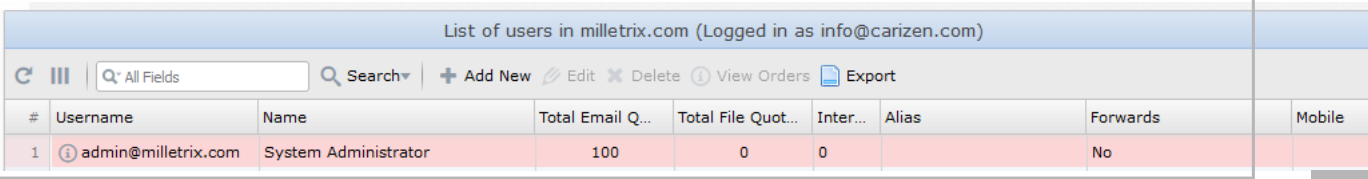
After adding domain, the next step is to add the list of users, to whom the services need to be provisioned. The user services can be added one-by-one using the Web GUI or in bulk by uploading an Excel sheet. This section gives steps for adding users, one at a time, using Web GUI. The section Add User - Bulk gives steps to add multiple users at a time.

SL No	Description
1	Login to the control panel.
2	List of domains will be displayed as follows 
3	Select the domain in which you want to add users by clicking on the domain row.
4	Click on **View Users.** That will display the following window 

3

5	Click on **Add New** to add a user. That will bring up the following dialog 
6	Enter the local part of Email address of the user in **Username** field. For example, in the above dialog, to create user **info@milletrix.com**, add **info** in **Username** field.
7	Enter Name of the user (e.g., **System Administrator**) in **Name** field.
8	Specify the password for user login in the **Password** and **Confirm Password** fields. Please note that certain HamaraCloud services like **SecureMessaging** and **MessageVault** do not require the user password field. In those cases, the **Password** and **Confirm Password** fields can be left empty.
9	HamaraCloud offers users option to change their account password by entering an OTP sent to their Mobile number. If you want to enable this option, enter a valid Mobile number in the **Mobile (for password change)** field. The mobile number should be in the format +<CountryCode>-<MobileNumber>. An example of a valid number is +91-9382126757.
10	HamaraCloud Email Storage Service supports concept of Email aliases. An email alias is an email address which does not have email storage associated with it. Emails sent to this address are simply sent to specified email addresses. For example, • If hr@milletrix.com is specified as an **Alias,** and • **Alias Of** is specified as info@milletrix.com, then • emails sent to hr@milletrix.com will land up in info@milletrix.com mail box.
11	To specify alias email address, click on **Alias** check box. That will change the dialog as follows: 
12	Enter the email ID which the email id (to be added) is an alias of in **Alias Of** field.
13	If the email address to be added is a normal email address (and not an alias address), its incoming emails can be forwarded to different email addresses. To forward the email address, specify the set of email addresses, it should be forwarded to, in **Forward Emails to** field. Multiple email addresses should be separated by **,** (comma).

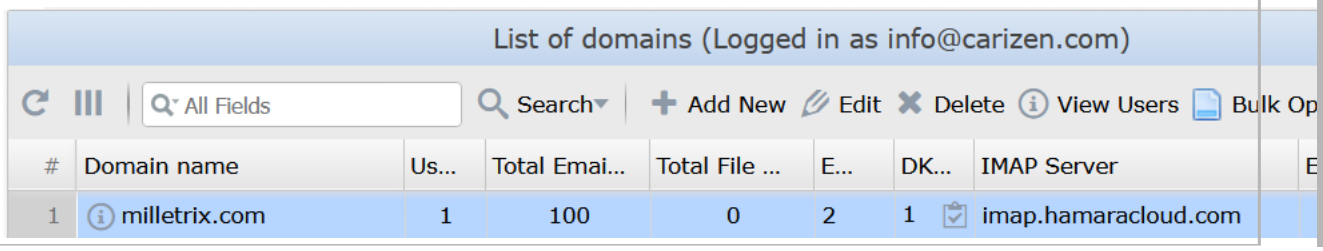
3

14	HamaraCloud supports two type of Email forwarding. The emails can be forwarded either by keeping a copy in the original mail box, or without keeping a copy in the original mail box. To forward by keeping a copy in the original Mail box, check **Keep copy of emails** field. To skip storing a copy of email when forwarding, uncheck **Keep copy of emails** field.
15	HamaraCloud supports concept of Internal email addresses. These are email addresses that can only send / receive emails from the same domain. An internal email address cannot receive emails from other domains. To make an email address, internal, check **Internal emails only** field. Please note that this feature does not prevent Email address spoofing. To stop email address spoofing, you have to implement proper SPF and DKIM for the domain.
16	HamaraCloud allows administrators to Bcc (Blind Carbon Copy) a users incoming or outgoing email to another email address. For example, all outgoing emails of info@milletrix.com can be Bcc'ed to infoout@milletrix.com, and all incoming emails of info@milletrix.com can be Bcc'ed to infoin@milletrix.com. In this case, whenever info@millletrix.com sends an email to outside, it will get copied to infoout@milletrix.com and whenever info@milletrix.com receives an email from outside, it will get copied to infoin@milletrix.com. This will happen without info@milletrix.com knowing about it. Kindly note that in case the delivery to the Bcc address fails (for any reason including exceeding quota), sender will get a bounce message and the Bcc mechanism might be exposed.
17	To Bcc all outgoing emails of a user to a specified email address, enter the Email address in **Bcc outgoing emails to** field.
18	To Bcc all incoming emails of a user to a specified email address, enter the Email address in **Bcc incoming emails to** field.
19	HamaraCloud DocuStorage allows Administrators to receive a notification email whenever the user uploads a file using FTP / Web (https://ftp.hamaracloud.com). To specify the email address which should receive the notification, enter the email address in **Email to notify on uploads** field.
20	Click on **Add** button. The user will be added and will be displayed as follows in the **Users** table.  List of users in milletrix.com (Logged in as info@carizen.com) All Fields Search Add New Edit Delete View Orders Export # Username Name Total Email Q... Total File Quot... Inter... Alias Forwards Mobile 1 admin@milletrix.com System Administrator 100 0 0 No
21	After adding all the users, proceed to Invoice Services section for adding orders and provisioning services for the users.

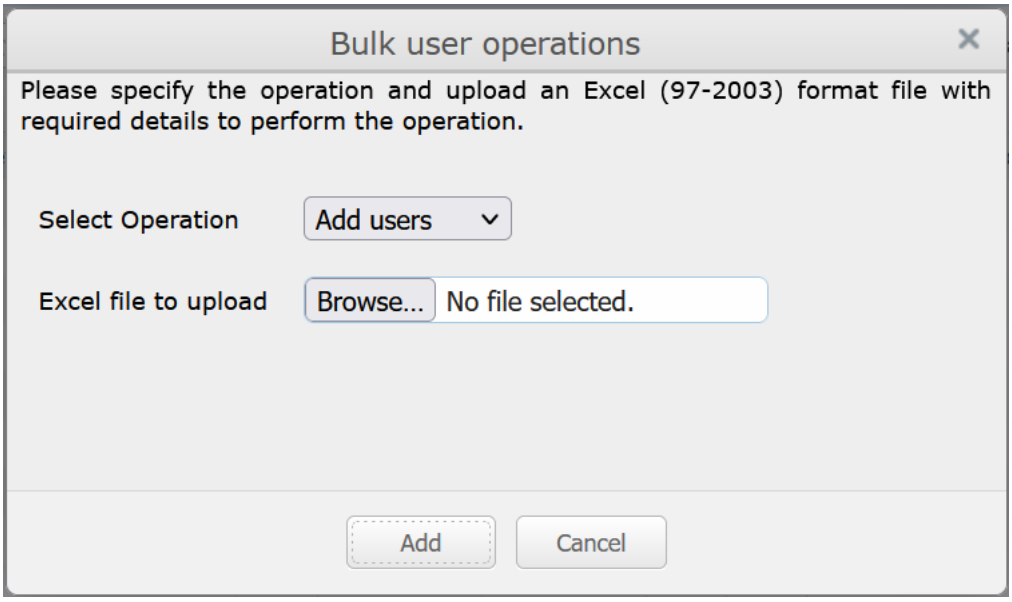
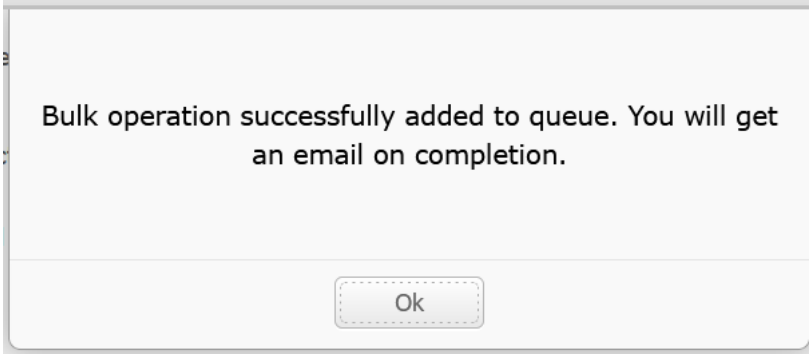
3.4.2 Add User - Bulk

If many users are to be added to the domain, adding using the Web GUI may be time consuming and inefficient. In that case, Administrators can upload a spreadsheet containing the required data and create the users. Follow these steps to create users in bulk.

Sl No	Description
1	Create a spreadsheet in your favorite office suite.
2	Enter data for one user in a single row.
3	For each row, the columns should have the following data. There **should be no header row**. The first row should contain data of first user. Second row, data of second user and so on...
4	Column 1: **username** Contains the email address of the user. Required.
5	Column 2: **name** Contains name of user. Recommended

6	Column 3: **password** Contains password of user. Optional. Password is required only for **Email Storage Service** and **Non-Email services.** If you have passwords in another system and want to migrate the same to HamaraCloud, same can be done. For migration, you can take the Password hash from the old system and give in **password** field. HamaraCloud supports • MD5 Hash (starting with '1' and total length of 34), • BCRYPT Hash (starting with '$2y$' and total length of 60). If you put in these hashes as is, the old password can be used in HamaraCloud servers.
7	Column 4: **alias** Specify email address this is an alias of. Optional. Has effect only if Domain has **Email Storage Service**.
8	Column 5: **fwdemail** Specify the email addresses to which incoming email for this mail box should be forwarded to. Multiple email addresses should be separated by **, (comma)**. Optional. Has effect only if Domain has **Email Storage Service**. **fwdemail** and **alias** cannot both be specified for same user.
9	Column 6: **internal** If this is an internal email address, specify **1**, if not specify **0**. Optional.
10	Column 7: **recipientbcc** Specify the email address all incoming emails of the user has to be Bcc'ed to. Optional.
11	Column 8: **senderbcc** Specify the email address all outgoing emails of the user has to be Bcc'ed to. Optional.
12	Column 9: **uploadnotifyemail** Specify the email address to be notified if this user uploads any document using FTP/Web. Optional
13	Save the Spreadsheet in **Excel 97-2003 Workbook (*.xls)** format.
13	Make sure that the spreadsheet does not contain more than 1000 rows. If you need to create more than 1000 users, create multiple spreadsheets of 1000 users each.
14	Once you are ready with the spreadsheet, proceed further
15	Login to control panel
16	That will display the following: 

3

17	Click on **Bulk Operations**. That will bring up the following window 
18	Make sure the **Select Operation** field has **Add Users** selected. Click on **Browse...** button.
19	Select the spreadsheet you have created. Click on **Add** button
20	The bulk addition job will be added to queue and following is displayed. 
21	Click on **OK**. Old window will be displayed. Click on **Cancel** to close the Window.
22	This operation will be completed in about an hour and on completion, you will get an email containing status of the operation.
22	Proceed to Invoice Services section to create and provision orders.

3.5 Invoices

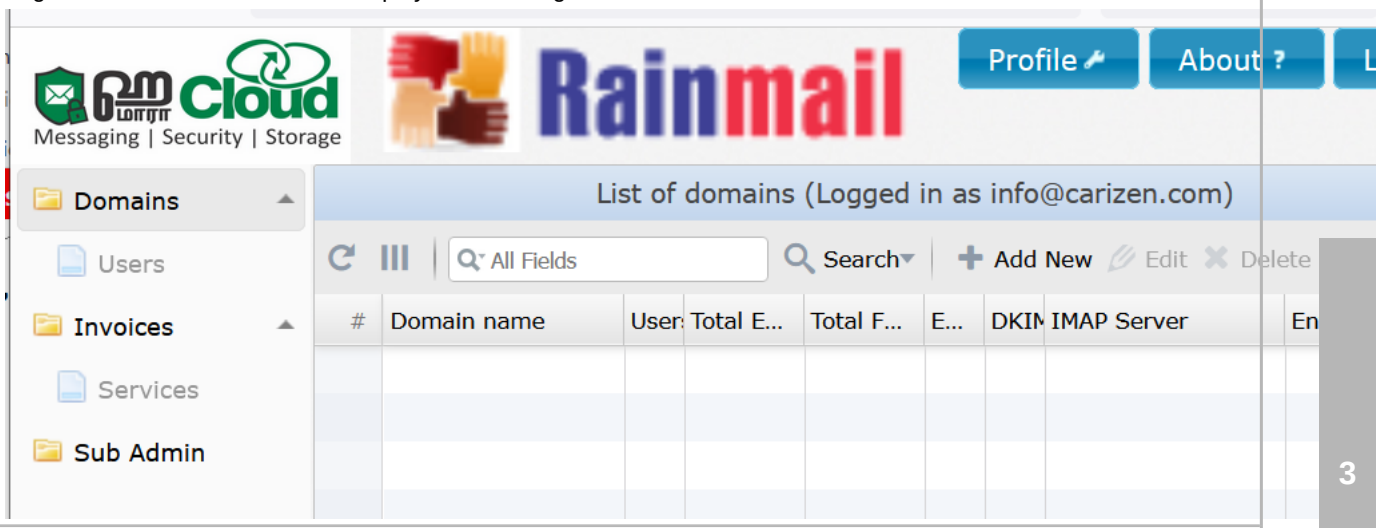
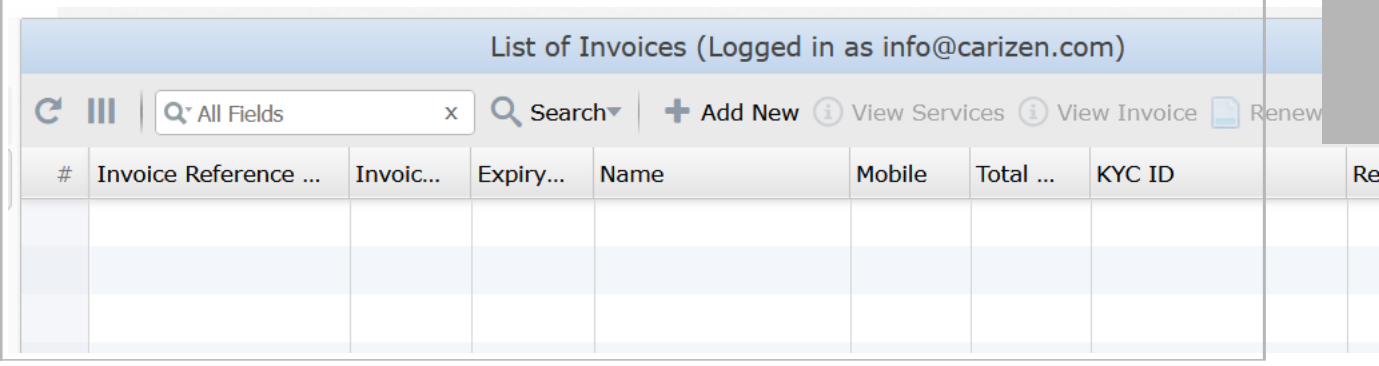
3.5.1 Invoice Services

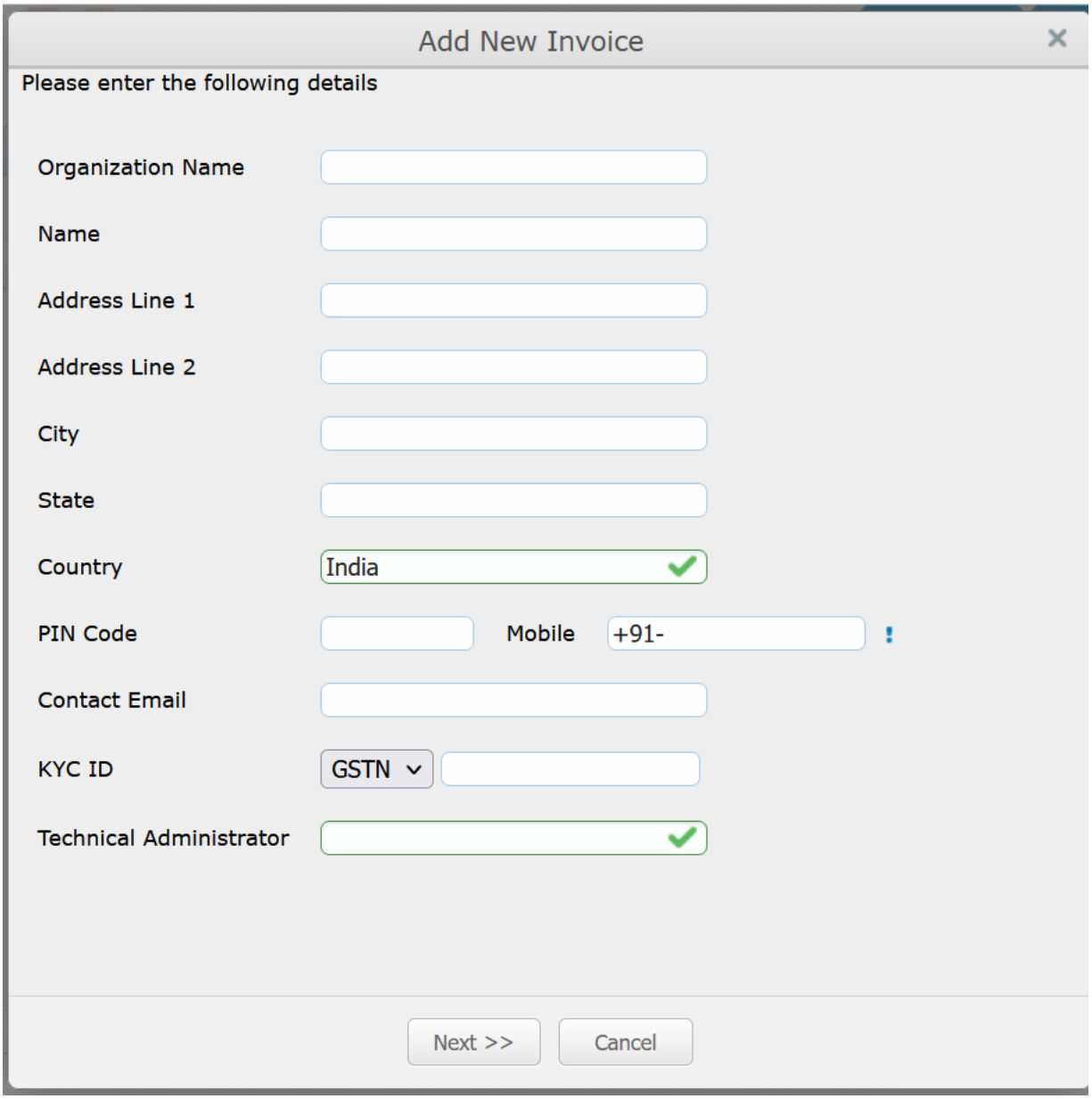
Having created users, Administrators have to create orders to provision services for users. Follow these steps to create orders.

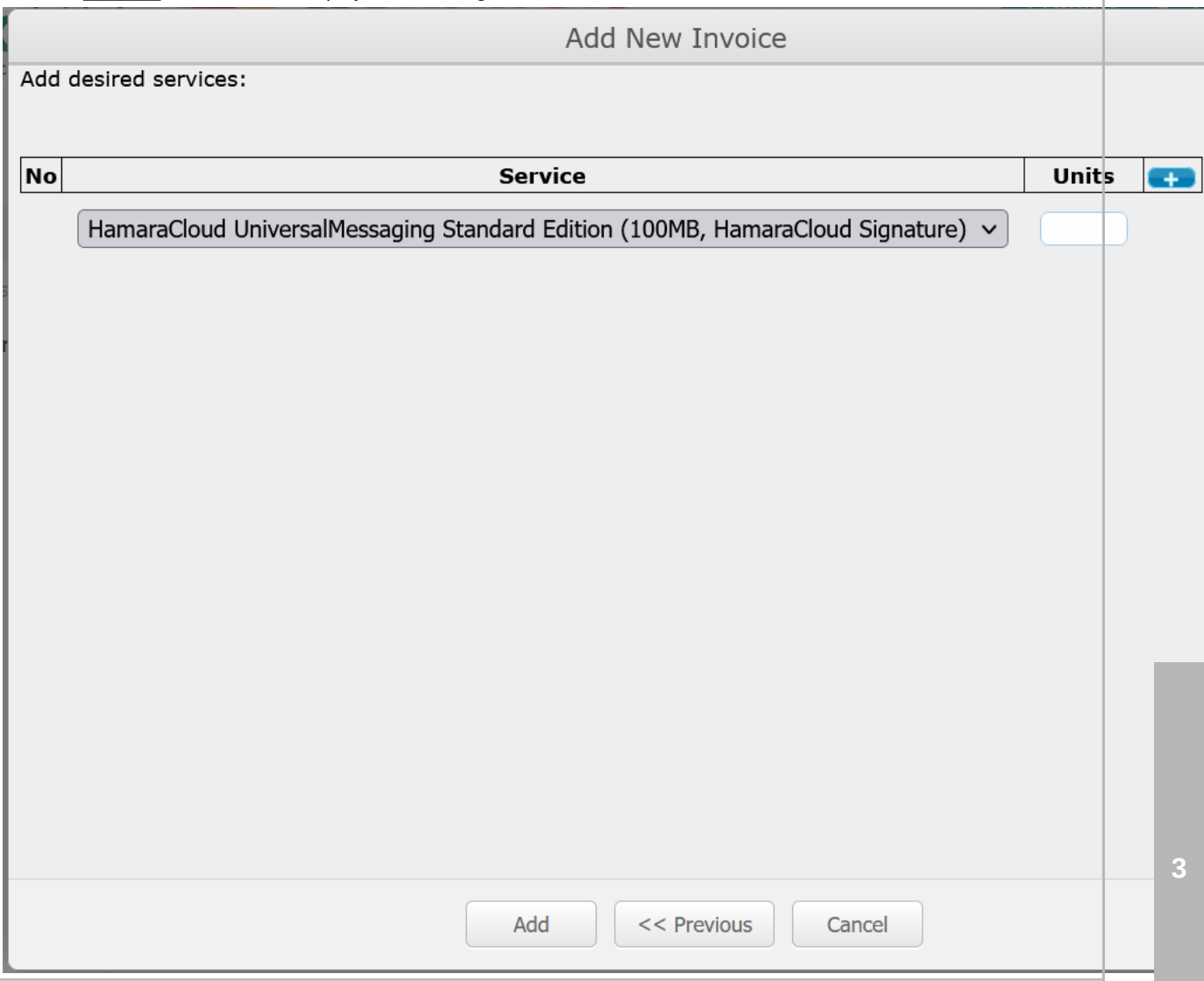
SL No	Description
1	HamaraCloud offers about 17 different services covering Messaging, Security and Storage. Description of the services is given in Section Service Categories. Please go through the service and their details.
2	Select the services you want to implement for users and the number of users you want to provide them for. For example if you want to provide SecureMessaging service to 20 users, choose **HamaraCloud SecureMessaging Standard Edition (HamaraCloud Signature)** and the number of units will be 20.
3	Keep this list ready and proceed to Create Invoice.

3.5.2 Create Invoice

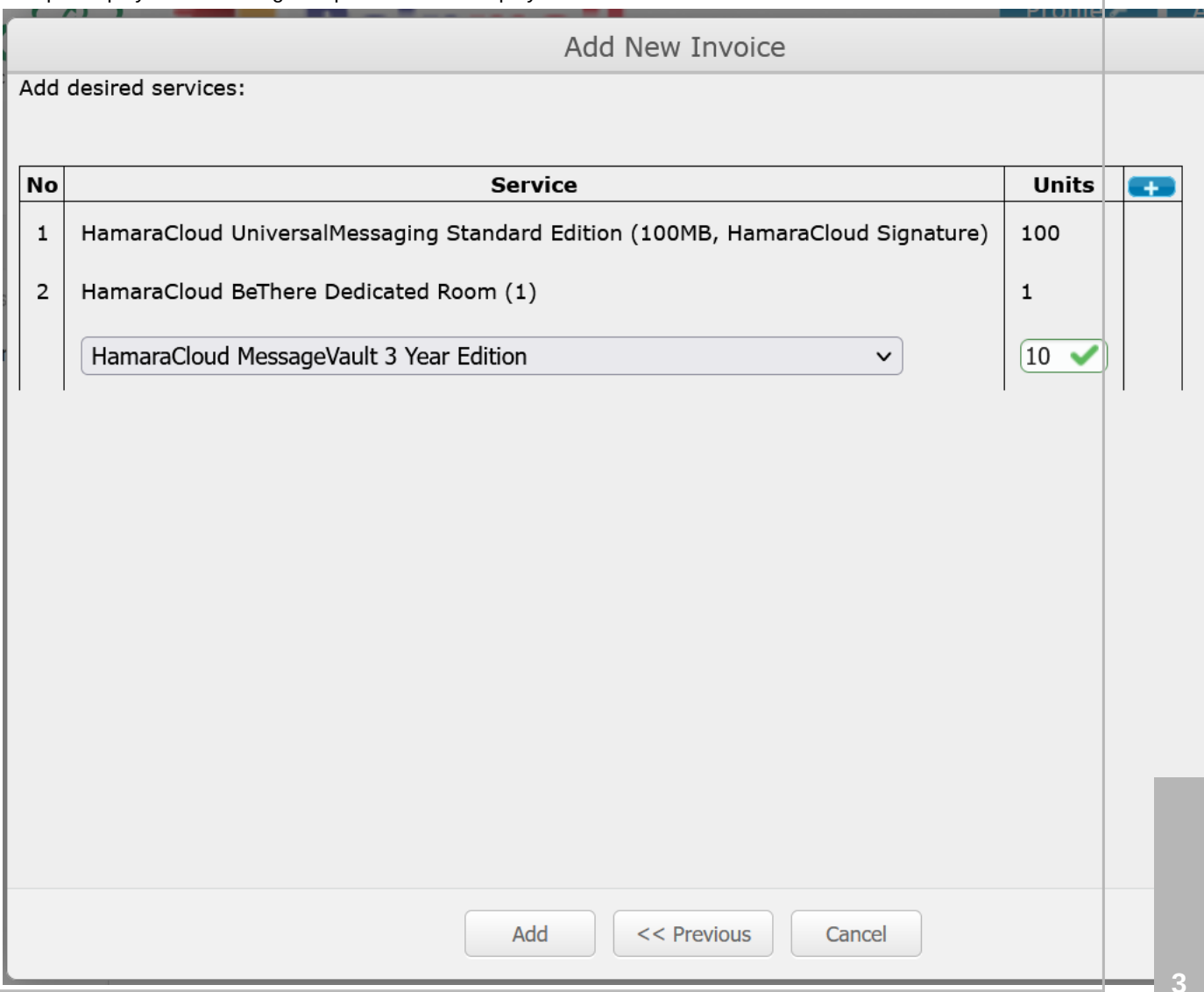
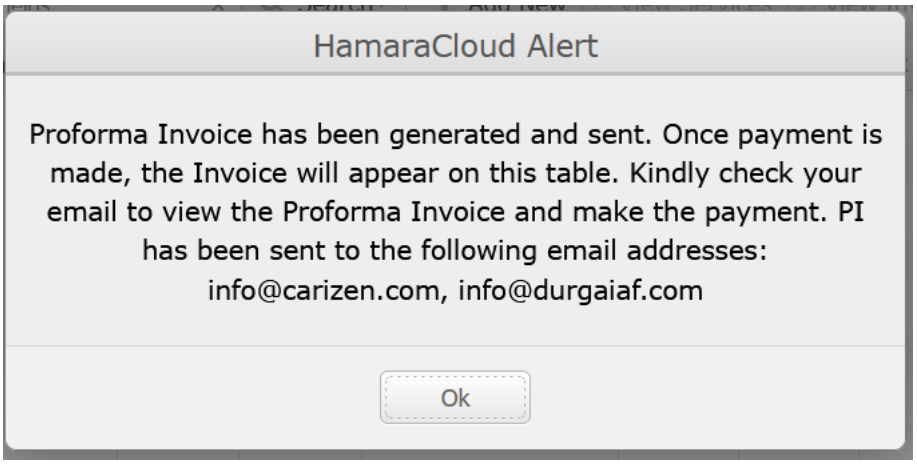
Follow these steps to create an Invoice for the order.

SL No	Description
1	Login to Control Panel. That will display the following: 
2	Click on **Invoices** on left side of the screen. That will bring up the following screen 

3	Click on **Add New** button on top. That will display the following 
4	Enter organization name in **Organization Name** field. Required.
5	Enter name of contact person in the organization in the **Name** field. Required.
6	Enter Address of the organization / person in **Address Line 1**, **Address Line 2, City** and **State** fields. All the fields are Required and cannot be empty.
7	Choose the country in which the organization / person is placing order from in **Country** field. Required. This field affects taxation and therefore any misrepresentation of this field may lead to Penalty as well as cancellation of services without refund.
8	Enter the postal code of the organization address in **PIN Code** field. Kindly note that it may also be referred to as ZIP Code in certain countries. Required.
9	Enter your contact Mobile in **Mobile** field. Required. The mobile number should be in the format +<CountryCode>-<MobileNumber>. An example of a valid number is +91-9382126757.
10	Enter contact Email for this order in the **Contact Email** field. Required. Any information regarding Invoice, payment and renewals will be sent to this email address.
11	If you are ordering from India, and you have a GST Number, you are eligible for availing GST Input Credit on this order. In that case, you can enter your GST Number in **KYC ID** field. This is an optional field.

12	HamaraCloud allows Administrators to create **Sub Admins** and delegate the implementation of services to them. If you want to delegate the implementation of this order to a Sub Admin**,** specify the Email address of the Sub Admin in **Technical Administrator** field. Please note that the Sub Admin must have been created earlier. This is an Optional field. If the field is left empty, technical implementation of services needs to be done by the logged in Administrator.
13	Click on **Next >>** field. That will display the following 
14	Select service from **Service** drop down.
15	Enter the number of units to purchase in the **Units** field.
16	To add more services, click on **+** button.

3

17	Sample display after choosing multiple services is displayed below 
18	To finalize the services, click on **Add** button. An order is created in the system for the services and following is displayed. 
19	You will receive an Email with the soft copy of the Invoice. Proceed to Pay Invoice.

3

3.5.3 Pay Invoice

Follow these steps to pay and activate the order.

SL No	Description
1	You will receive an email with Invoice details
2	**CAUTION** Please ensure that it is a genuine email by checking the **From ID** and **Subject**. They should be as follows **From** : Hamara Cloud Team <admin@hamaracloud.com> **Subject** : Hamara Cloud: Proforma Invoice generated.
3	**STEPS TO CHECK GENUINENESS OF EMAIL** If Subject is any different (or) **From** does not display **Hamara Cloud Team** or **admin@hamaracloud.com**, please check with HamaraCloud support before proceeding. We would also recommend doing the following steps: • Using your email client, click on **Reply** (Do not Reply though). • Ensure that the email address displayed in your **To** field is **admin@hamaracloud.com**
4	The email will contain a link to the Invoice. The link will start with URL **https://cp.hamaracloud.com**. If you are not able to see the link, hover your mouse over the link and in the bottom of your browser you should see the link and it should start as above.
5	Please do not click on any links unless above steps are satisfied. Please note that • HamaraCloud is integrated with Payment Gateway wherein payments of above ? 200 or US$ 5 can be made online. • To make payments where the Invoice value is less than the above threshold, please contact support. • HamaraCloud orders placed from India is billed and to be paid in ? (INR). • HamaraCloud orders placed from outside India is billed and to be paid in US$ (US Dollar).
6	Click on the link. It will ask for a Username/password.
7	Username / password to be entered will be present in email itself. Enter the same.

8	The Invoice will be displayed as follows

PROFORMA INVOICE

Messaging | Security | Storage

Invoice No:
HAMARACLOUD22111415
Invoice Date: 14/11/2022

RISMAA Networks Private LImited,
S1, Second Floor, 287, 4th Main Road
Burma Colony, Perungudi
Chennai, Tamil Nadu
India, 600096

Click he

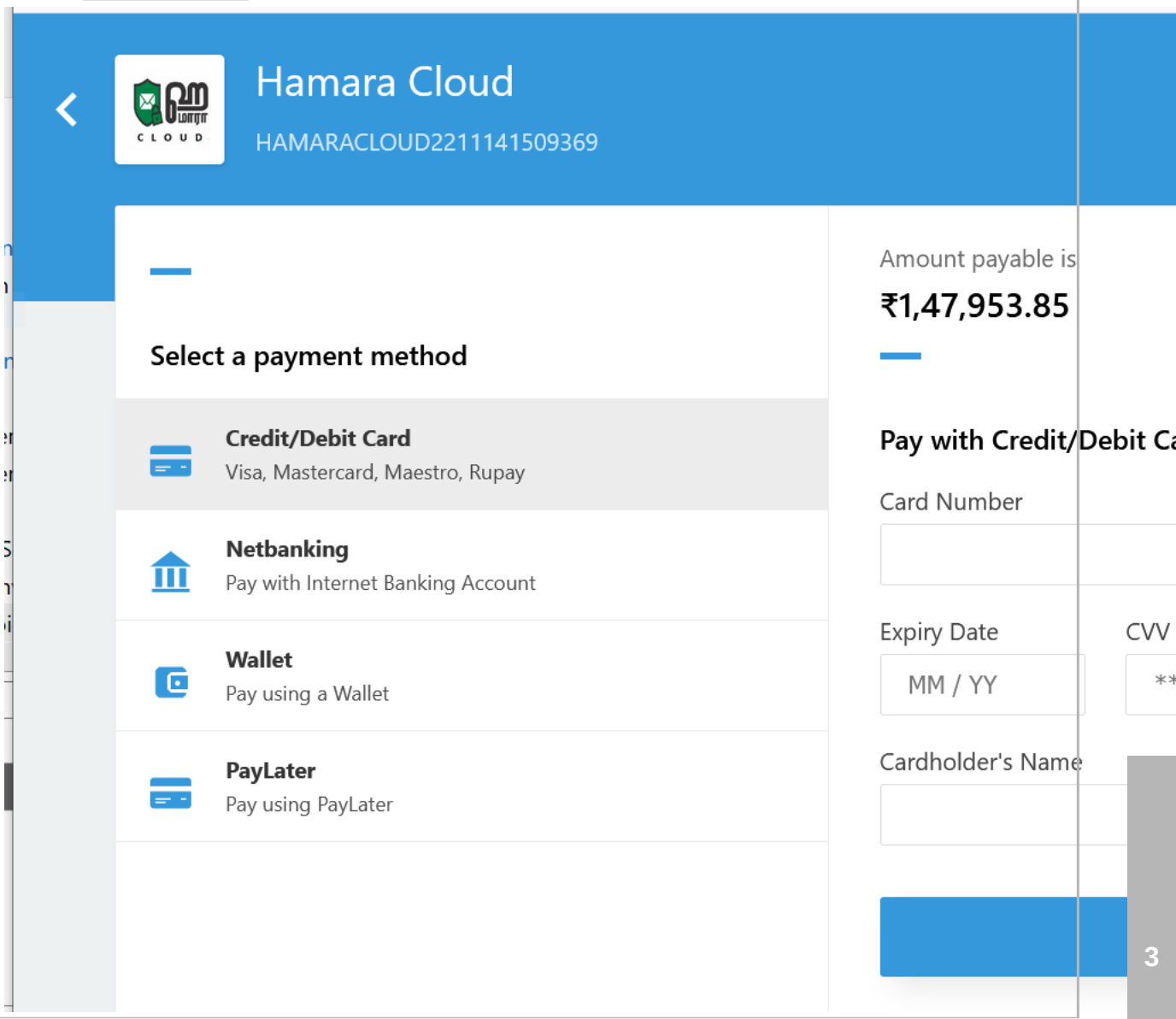
Kind Attn: System Administrator

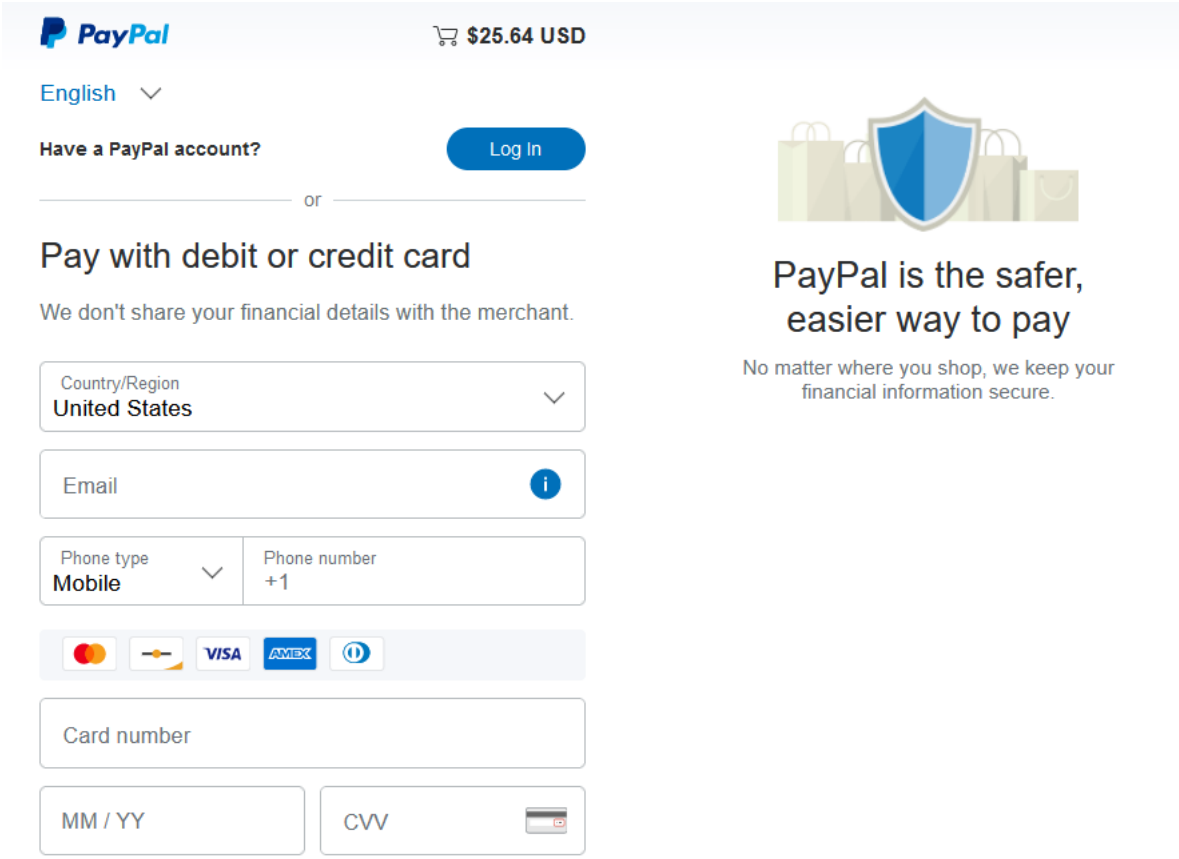
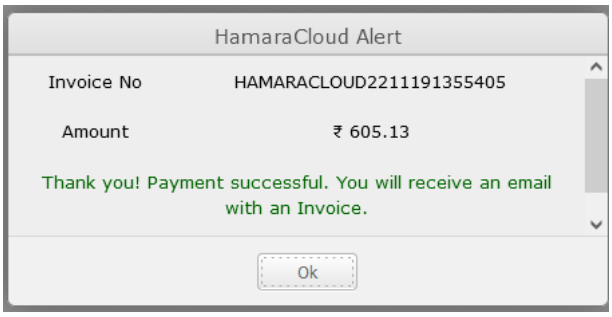
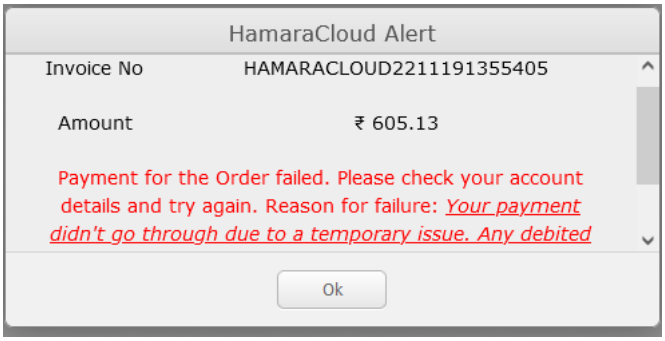
Description	Amo
HamaraCloud UniversalMessaging Standard Edition (100MB, HamaraCloud Signature): 100 Nos HamaraCloud BeThere Dedicated Room (1): 1 No HamaraCloud MessageVault 3 Year Edition: 10 Nos Valid from 17/11/2022 to 16/11/2023	
GST @ 18%	
Convenience Fee (inclusive of GST)	
Total Payment Due	

3

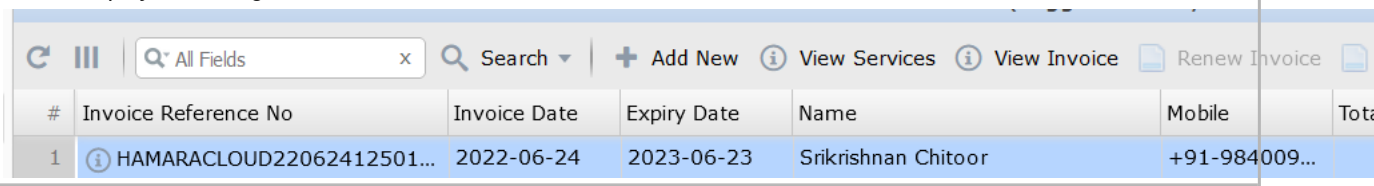
9	**CAUTION** Please ensure the URL bar displaying the Invoice starts with **https://cp.hamaracloud.com**.

10	Click on **Click here to pay** button. If order is placed from within India, following will be displayed



11	HamaraCloud uses PayPal to accept International payments in US Dollar. If the order is placed from out of India, the Payment Gateway page will display the following 
12	Proceed to complete the transaction. At end of successful transaction, following will be displayed. 
13	If the transaction failed, following will be displayed with reason for failure.  You may re-try the transaction. If the amount has been deducted from your account, it will be refunded within 5-7 working days.

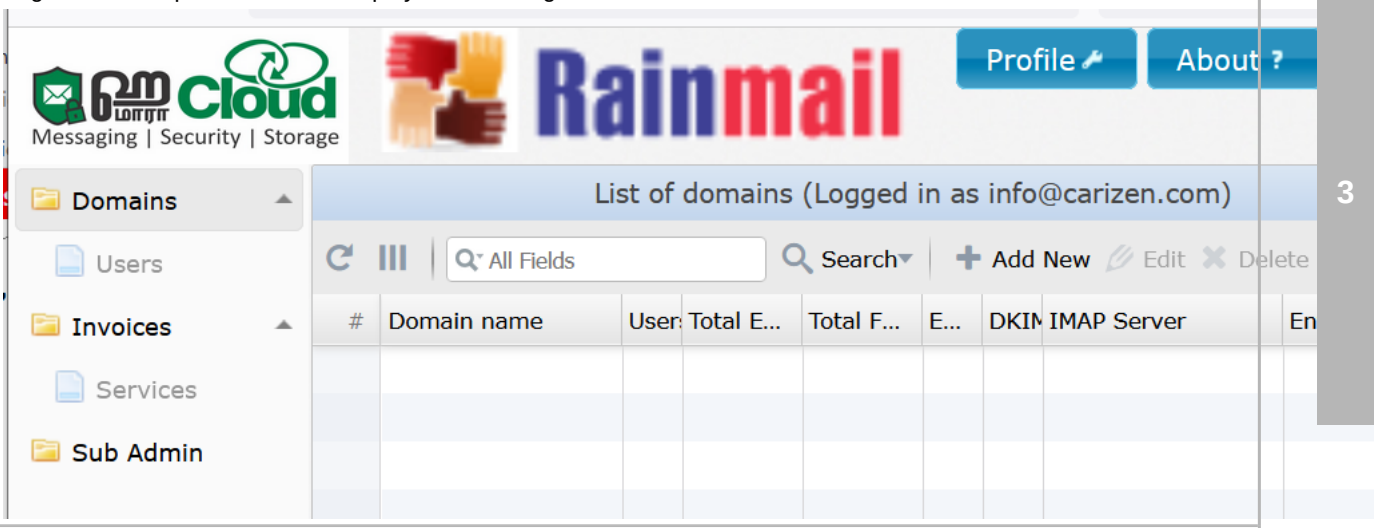
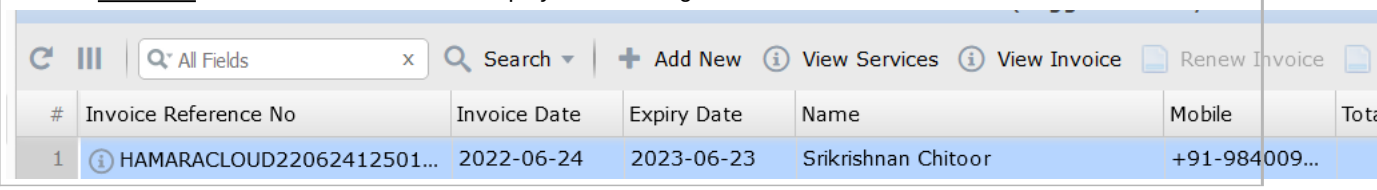
3

14	Login to control panel. Click on **Invoices** in the left hand side menu. If your transaction was successful, the Invoice will be displayed in the grid like below 
15	Having successfully activated the order, please proceed to Associate Order section for further implementation.

3.6 Orders

3.6.1 Associate Order

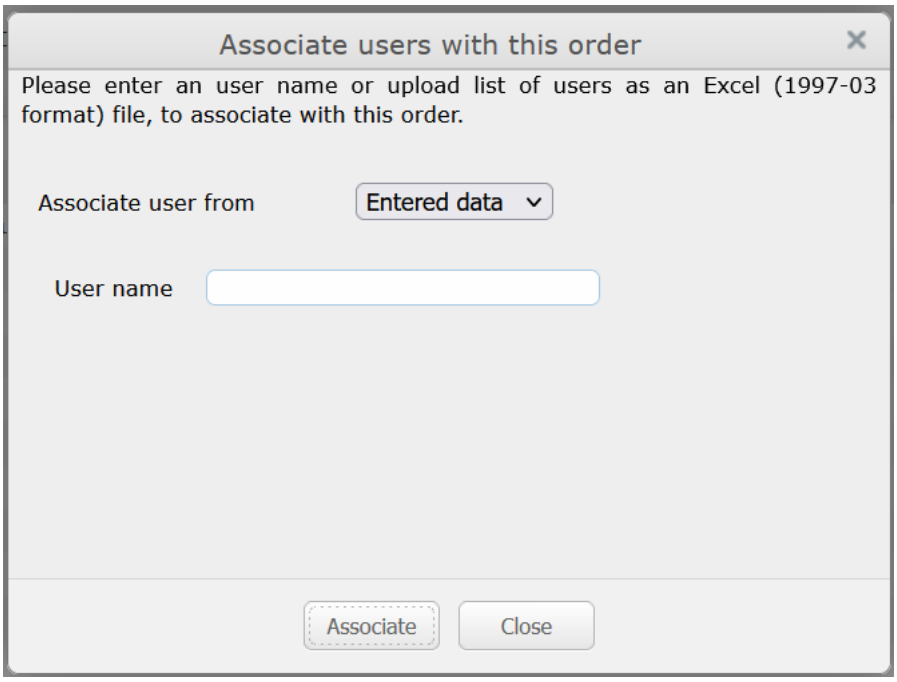
To implement service for users, you have to Associate orders with those users. In this section, we will learn about orders.

Sl No	Description
1	Each order has a unique order number which starts with HAMARACLOUD and followed by number of digits.
2	One can view details of the order by following these steps
3	Login to control panel. That will display the following 
4	Click on **Invoices** in left hand side. That will display the following 

5	Your orders will be displayed in the **Invoices** grid. If there are too many orders, you can input the order number in the search field (displayed below) and press **Enter** All Fields x
6	You can get more information about an Order by clicking on the icon in the first column of order.
7	To get details about Services present in an order, • Select the order by clicking on the order, and • Click on **View Services** button. That will display the services as follows View Users Associate Users Disassociate Users Export # Service Units 1 HamaraCloud BeThere Dedicated Room (1) 3 2 HamaraCloud DocuStorage Basic Edition (1GB) 3 3 HamaraCloud UniversalMessaging Online Office Plugin 3
8	We can see that the order has 3 services. Type of service is identified in the **Service** column. Number of units of the service is given in the **Units** column. Number of free units (which have not been given to any users yet) is given in the **Free Units** column.
9	If a Service has zero **Free Units**, it means that the service has been fully implemented.
10	Click on the **Service** that has non-zero **Free Units** and which we want to provide to a user. That will display the grid as follows View Users Associate Users Disassociate Users Export # Service Units 1 HamaraCloud BeThere Dedicated Room (1) 3 2 HamaraCloud DocuStorage Basic Edition (1GB) 3 3 HamaraCloud UniversalMessaging Online Office Plugin 3
11	Click on **Associate Users** to provision the service for users. To provision service for a single user, proceed to Associate Order - Single section. To provision service for users in bulk, proceed to Associate Order - Bulk section.

3.6.2 Associate Order - Single

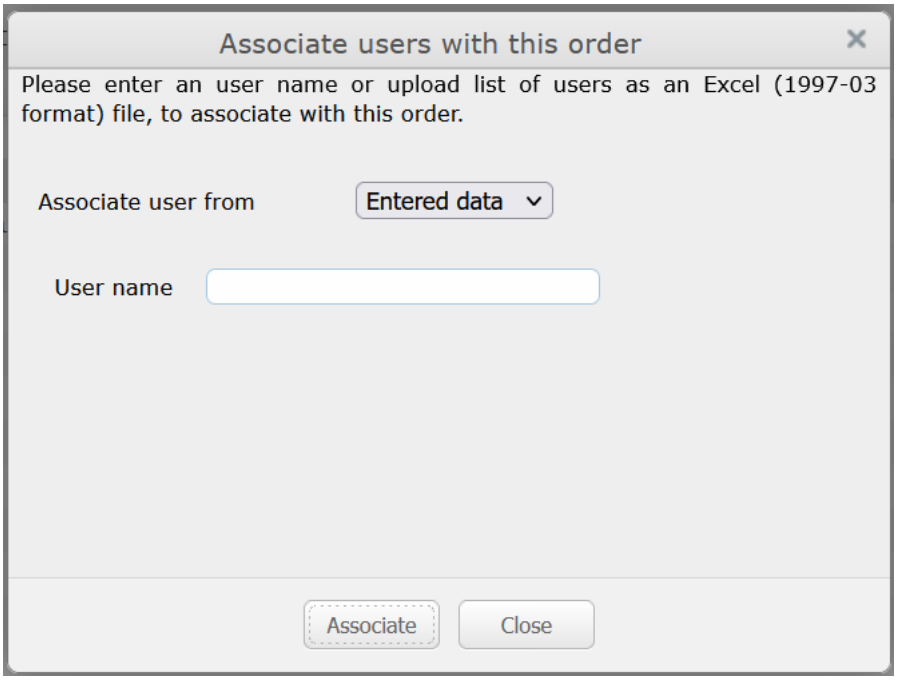
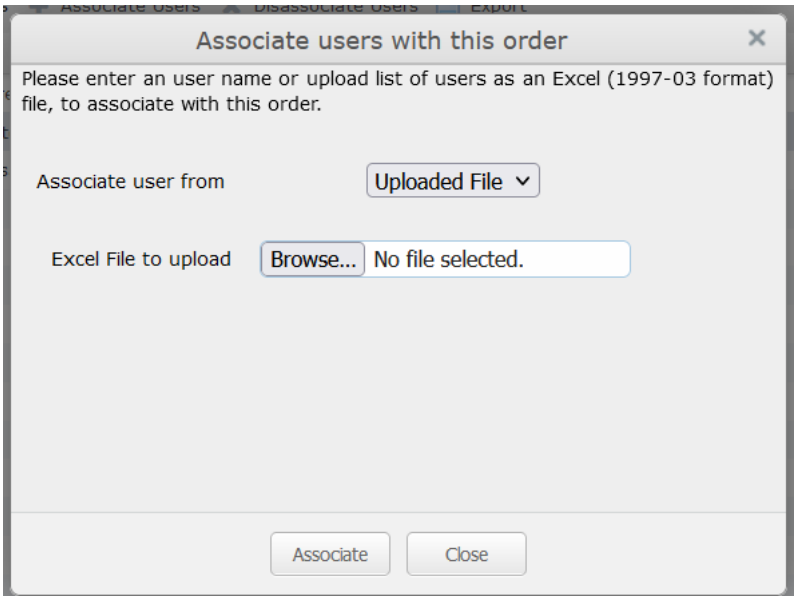
To provision service for a user, service has to be associated with the user. Follow these steps for the same.

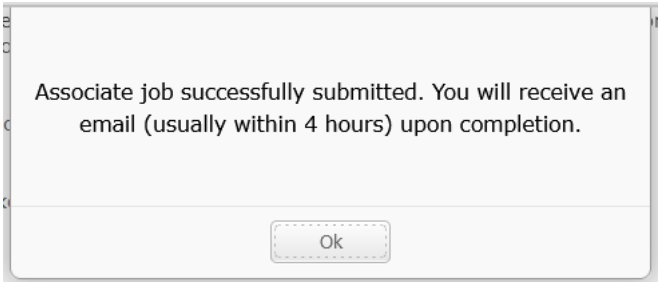
Sl No	Description
1	Select the service to provision and click on **Associate User** button. That will display the following 
2	Select **Entered Data** for **Associate user from** field.
3	Enter the email address of user (whom the service is to be provisioned) in **User name** field.
4	Click on **Associate** button.
5	The service will be provisioned for the service and following will be displayed
6	The user can now avail of HamaraCloud Services. Proceed to Domain Configuration to finish the process.

3.6.3 Associate Order - Bulk

You can provision services for multiple users by creating a spreadsheet and uploading the same. Follow these steps for the same

Sl No	Description
1	Create a spreadsheet with two columns.

2	For each row, the columns should have the following data. There **should be no header row**. The first row should contain data of first user. Second row, data of second user and so on...
3	Column 1: Should have the **username** of user to who the particular service has to be provisioned. **username** will be the same as the email address of the user. This is required.
4	Column 2: **units** should have the number of units of services the user has to be provisioned. For example if you provision 2 units of **HamaraCloud UniversalMessaging Small Business Edition (1GB)** to an user, she will end up with total of 2GB of Email storage space. This field is required and should be an integer greater than zero.
5	Make sure that the spreadsheet does not contain more than 1000 rows. If you need to create more than 1000 users, create multiple spreadsheets of 1000 users each.
6	Save the Spreadsheet in **Excel 97-2003 Workbook (*.xls)** format.
7	In Services grid, select the service to provision and click on **Associate User** button. That will display the following 
8	Select **Uploaded File** from **Associate user from** field. That will display the following 
9	Click on **Browse...** button and select the created spreadsheet.

10	Click on **Associate** button. The job will be submitted for execution and following displayed 
11	Click on **OK**. Old window will be displayed. Click on **Cancel** to close the Window.
12	Upon successful execution, an email will be sent with the completion status of the process.
13	This will provision the services for the selected users. Proceed to Domain Configuration to finish the process.

3.7 Domain Configuration

If you had selected **None** for your domain **Email Service**, nothing more needs to be done and your users can avail of HamaraCloud services. If you had selected **Email Security Service (Anti Virus/SPAM)**, or **Email Storage Service** for your domain **Email Service**, follow the steps in table below

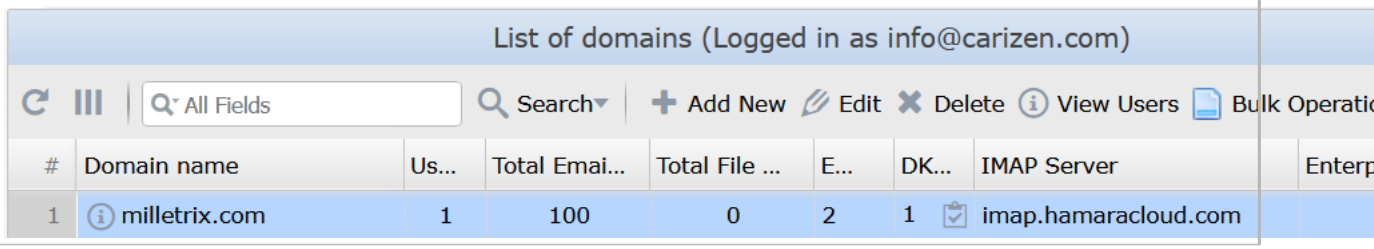
SL No	Description
1	**Configuring Incoming Email Service** • Login to your Domain / DNS Control panel. • Set MX record for your domain to be **as.hamaracloud.com** with priority **0**. • There should be **no other MX records** set for the domain. If you set any other MX records in addition to the above, HamaraCloud servers **will not** accept emails.
2	**Configuring Outbound Email Service** You can relay Outbound emails from your Email server to HamaraCloud servers. HamaraCloud servers will block Virus / SPAM / Malware and send out only genuine emails. This step will improve your domain reputation (customers will not receive any junk emails from you) and improve your Email deliverability. To configure outbound email service • In your domain SPF record, include the IP addresses of all your outgoing Email servers. • In your Email server, relay all outbound emails to **smtp.hamaracloud.com**. • Ports that can be used to relay are 25 (with TLS), 587 (with TLS) or 465 (with SSL).
3	**Protect your Email reputation** To additionally protect your emails, • Add **include:spf.hamaracloud.com** to your domain SPF records. • Change your SPF record to have **-all** at end. • If you have any SPF records from your old service providers, remove them.
4	Once the above changes are done, Emails will start flowing through HamaraCloud servers. Depending on your DNS TTL records, it could take anywhere from 3 hours for migration to complete. During the migration period, emails will either go to old email server or HamaraCloud. Therefore there will be no loss of email delivery.

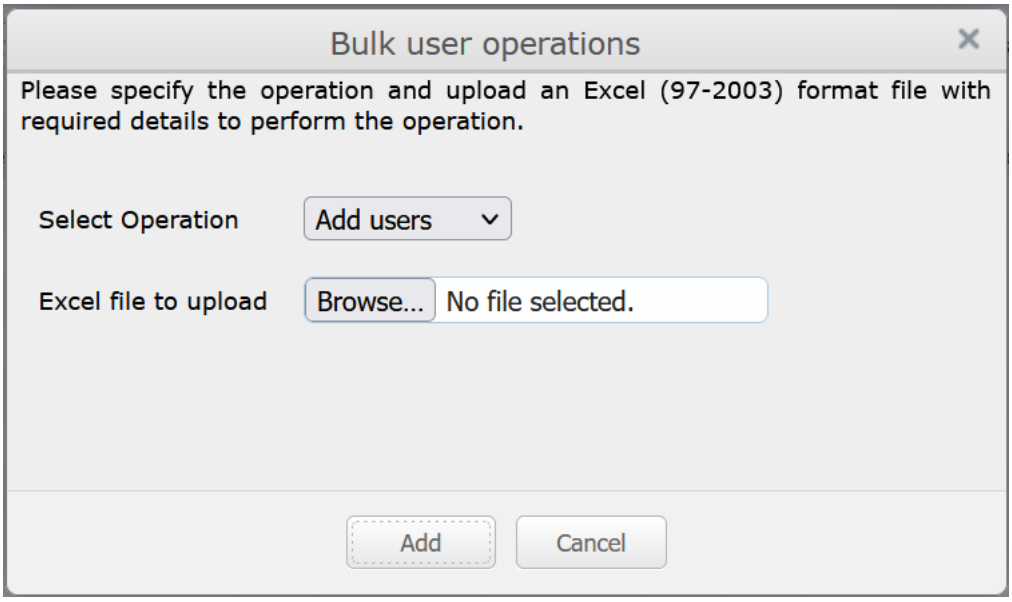
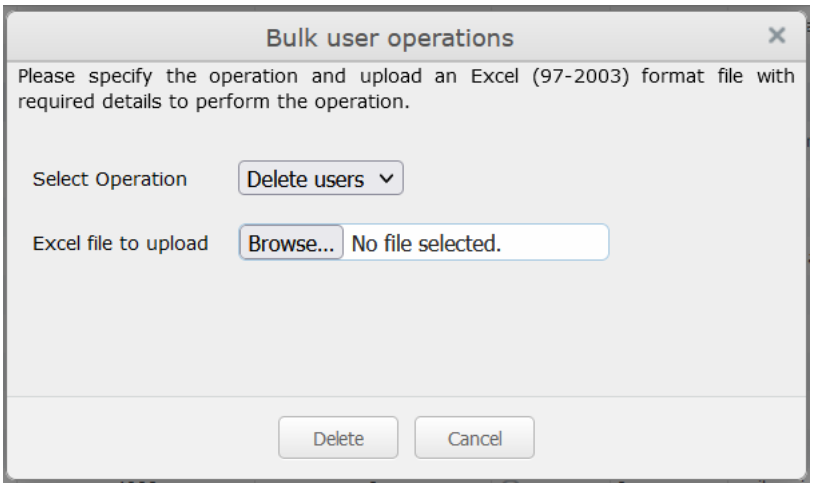
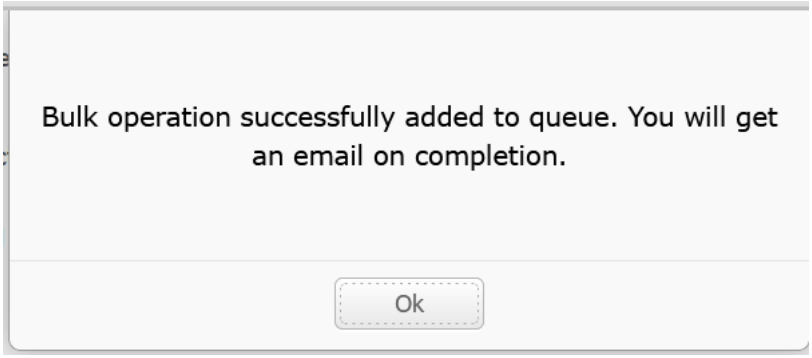
Congratulations! You have set up HamaraCloud services for your users. Please contact us if you are in need of any support.

4 Miscellaneous

4.1 Delete Users - Bulk

If many users are to be deleted from a domain, deleting using the Web GUI may be time consuming and inefficient. In that case, Administrators can upload a spreadsheet containing the required data and delete the users. Follow these steps to delete users in bulk.

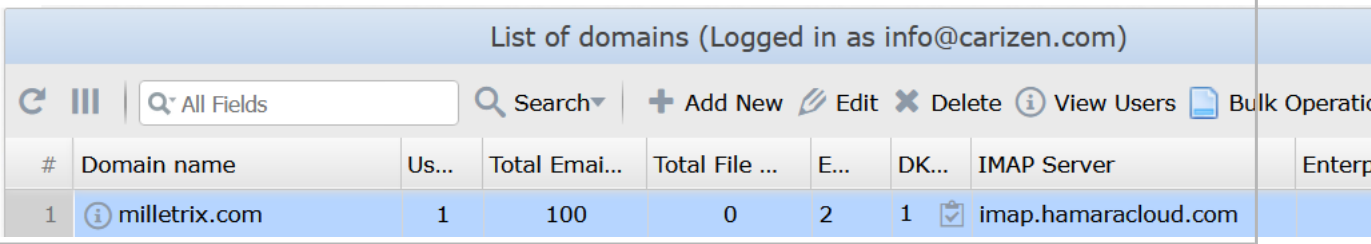
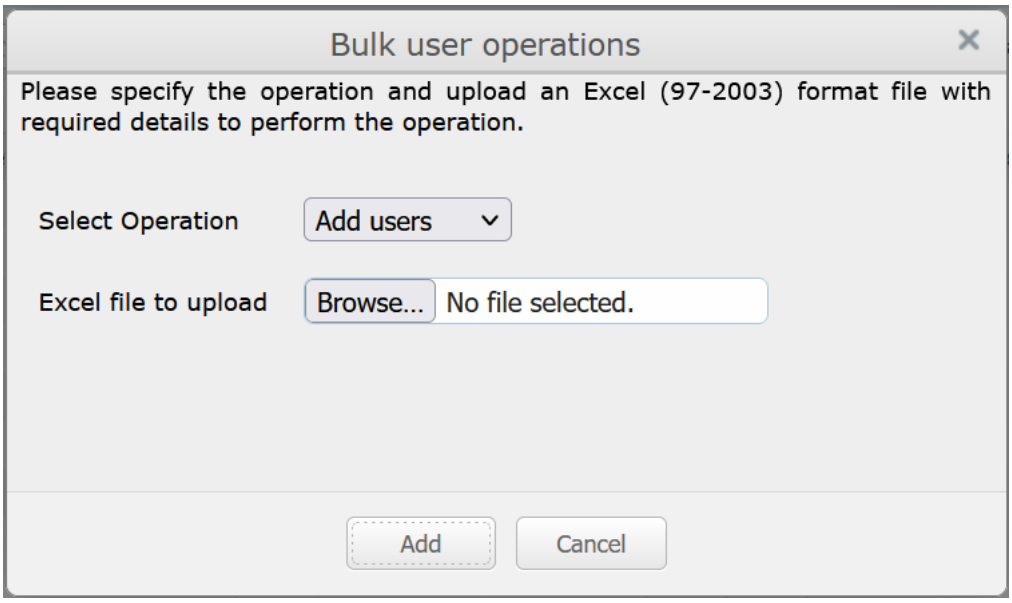
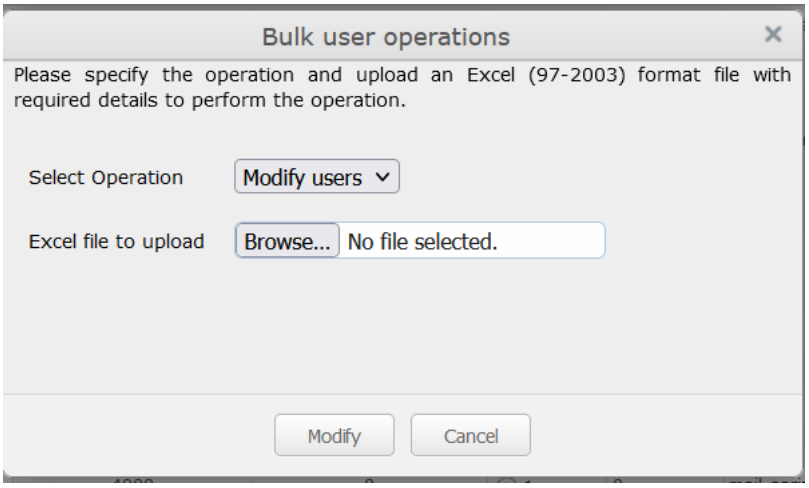
Sl No	Description
1	Create a spreadsheet in your favorite office suite.
2	Enter data for one user in a single row.
3	For each row, the columns should have the following data. There **should be no header row**. The first row should contain data of first user. Second row, data of second user and so on...
4	Column 1: **username** Contains the email address of the user. Required.
5	Save the Spreadsheet in **Excel 97-2003 Workbook (*.xls)** format.
6	Make sure that the spreadsheet does not contain more than 1000 rows. If you need to create more than 1000 users, create multiple spreadsheets of 1000 users each.
7	Once you are ready with the spreadsheet, proceed further
8	Login to control panel
9	That will bring up the following window 

10	Click on **Bulk Operations**. That will bring up the following window 
11	Choose **Select Operation** field as **Delete Users**. That will display the following 
12	Click on **Browse...** button. Select the spreadsheet you have created. Click on **Delete** button
13	The bulk deletion job will be added to queue and following is displayed. 
14	Click on **OK**. Old window will be displayed. Click on **Cancel** to close the Window.
15	This operation will be completed in about an hour and on completion, you will get an email containing status of the operation.

4.2 Modify Users - Bulk

If many users are to be modified in a domain (say their passwords changed or forwarding set), modifying using the Web GUI may be time consuming and inefficient. In that case, Administrators can upload a spreadsheet containing the required data and modify the users. Follow these steps to modify users in bulk.

Sl No	Description
1	Create a spreadsheet in your favorite office suite.
2	Enter data for one user in a single row.
3	For each row, the columns should have the following data. There **should be no header row**. The first row should contain data of first user. Second row, data of second user and so on...
4	Column 1: **username** Contains the email address of the user. Required.
5	Column 2: **name** Contains name of user. Recommended
6	Column 3: **password** Contains password of user. Optional. Password is required only for **Email Storage Service** and **Non-Email services.** If you have passwords in another system and want to migrate the same to HamaraCloud, same can be done. For migration, you can take the Password hash from the old system and give in **password** field. HamaraCloud supports • MD5 Hash (starting with '1' and total length of 34), • BCRYPT Hash (starting with '$2y$' and total length of 60). If you put in these hashes as is, the old password can be used in HamaraCloud servers.
7	Column 4: **alias** Specify email address this is an alias of. Optional. Has effect only if Domain has **Email Storage Service**.
8	Column 5: **fwdemail** Specify the email addresses to which incoming email for this mail box should be forwarded to. Multiple email addresses should be separated by **, (comma)**. Optional. Has effect only if Domain has **Email Storage Service**. **fwdemail** and **alias** cannot both be specified for same user.
9	Column 6: **internal** If this is an internal email address, specify **1**, if not specify **0**. Optional.
10	Column 7: **recipientbcc** Specify the email address all incoming emails of the user has to be Bcc'ed to. Optional.
11	Column 8: **senderbcc** Specify the email address all outgoing emails of the user has to be Bcc'ed to. Optional.
12	Column 9: **uploadnotifyemail** Specify the email address to be notified if this user uploads any document using FTP/Web. Optional
13	Save the Spreadsheet in **Excel 97-2003 Workbook (*.xls)** format.
13	Make sure that the spreadsheet does not contain more than 1000 rows. If you need to create more than 1000 users, create multiple spreadsheets of 1000 users each.
14	Once you are ready with the spreadsheet, proceed further
15	Login to control panel

16	That will bring up the following window 
17	Click on **Bulk Operations**. That will bring up the following window 
18	Choose **Select Operation** field as **Modify users**. That will display the following 
19	Click on **Browse...** button. Select the spreadsheet you have created. Click on **Modify** button

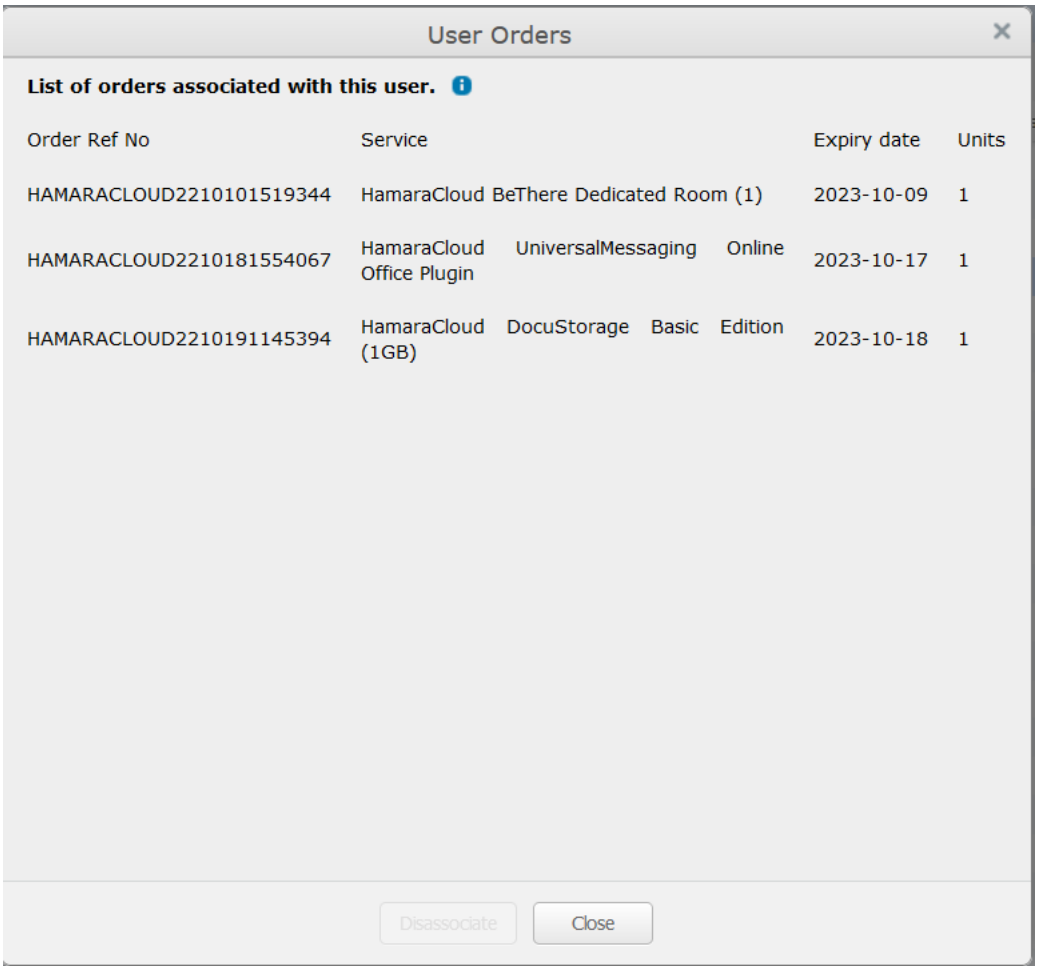
20	The bulk modification job will be added to queue and following is displayed.
21	Click on **OK**. Old window will be displayed. Click on **Cancel** to close the Window.
22	This operation will be completed in about an hour and on completion, you will get an email containing status of the operation.

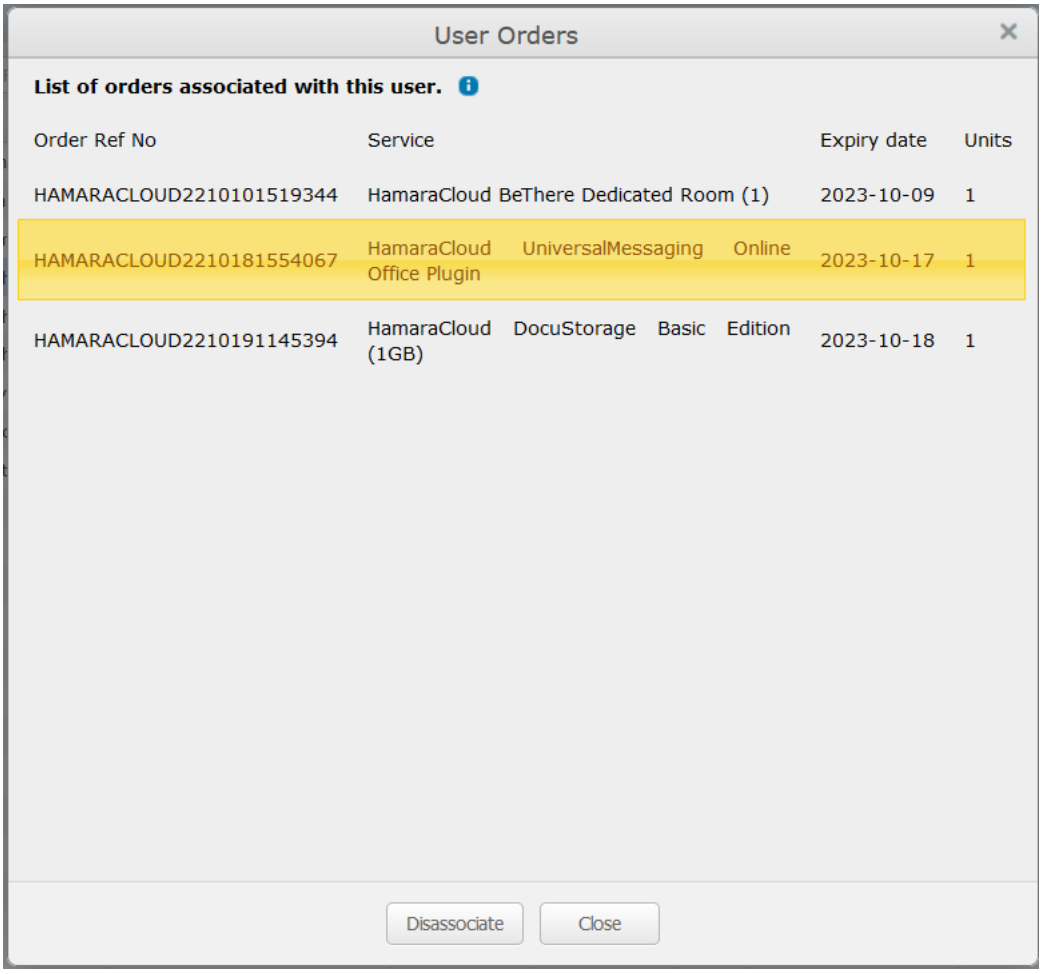
4.3 Disassociate User

In certain cases (say when a user has left the organization), you may want to un-provision services for a user. Such services, can then be re-provisioned to different set of users. To un-provision service for a user, service has to be disassociated from the user. Follow these steps for the same.

Sl No	Description
1	Login to control panel.
2	Search, if required and select the domain in which you want to un-provision a user by clicking the domain row.
3	Click on **View Users** button
4	That will bring up the list of users in that domain.

5	Select the user (if required by searching for that user) you want to un-provision a service. Click on **View Orders** button. That will bring up the list of services associated with that user. An example is displayed below

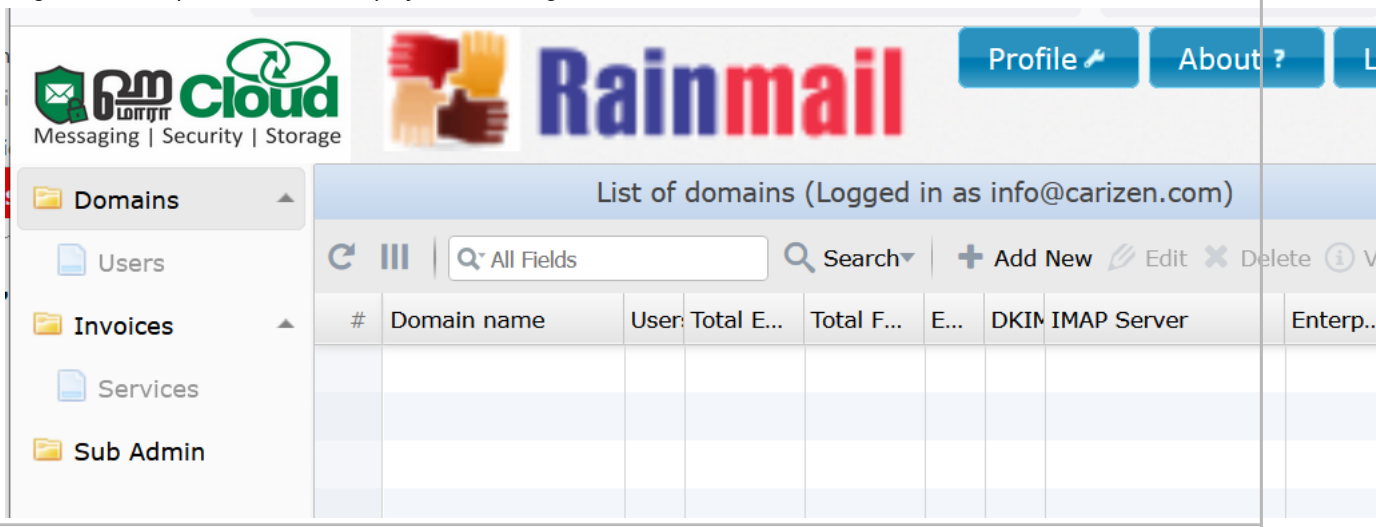
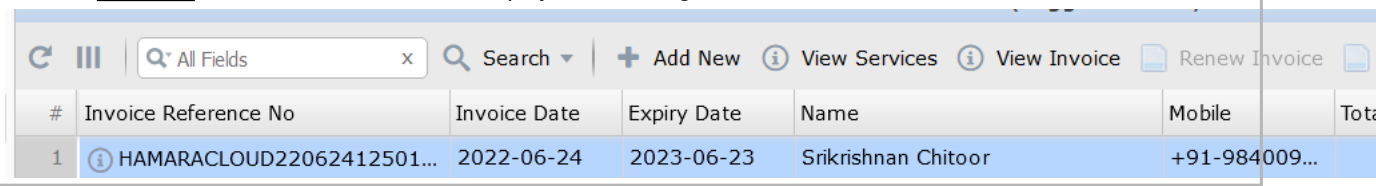
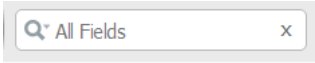
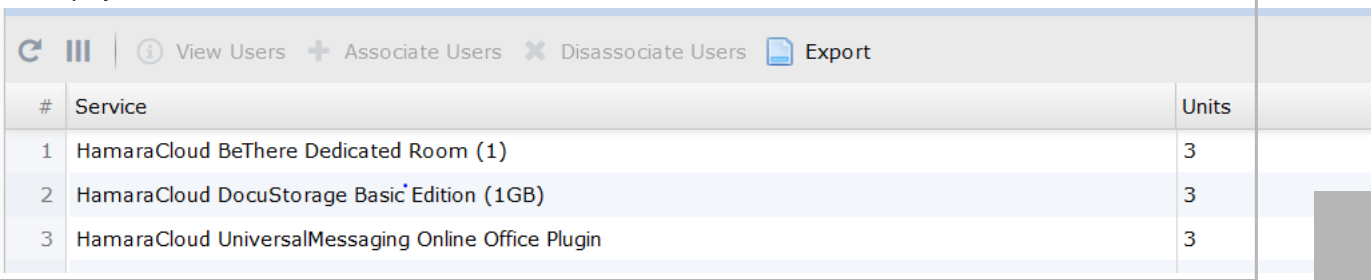
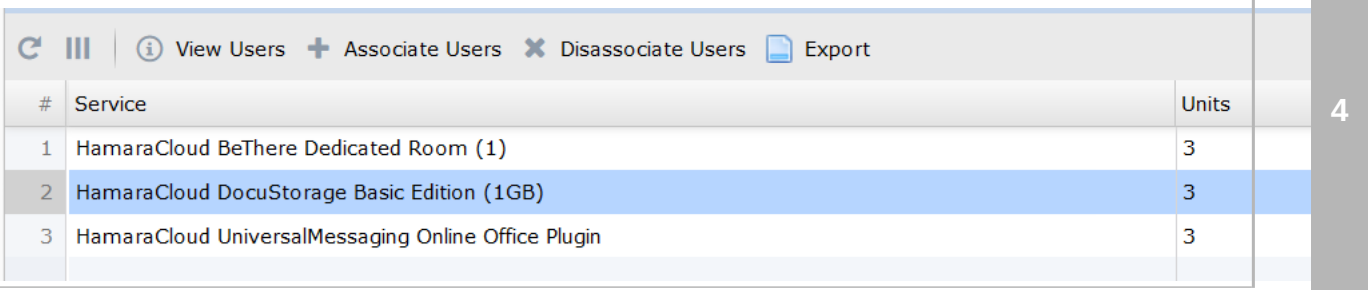


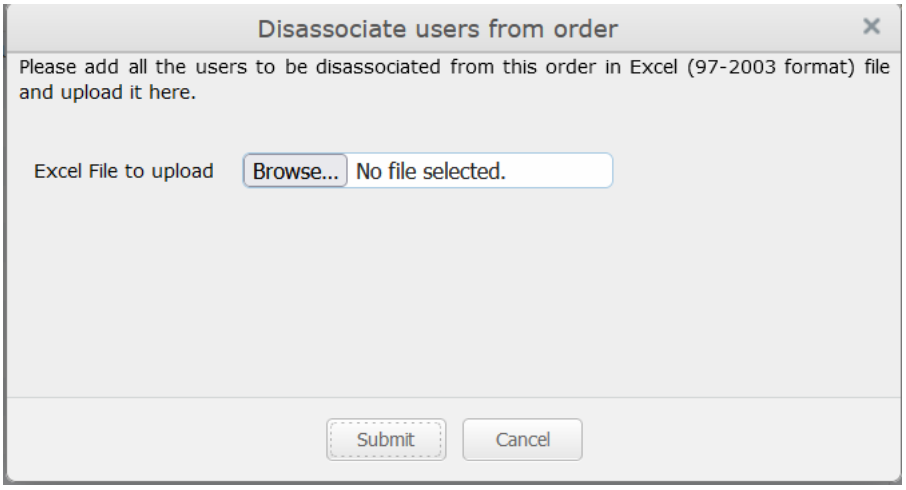
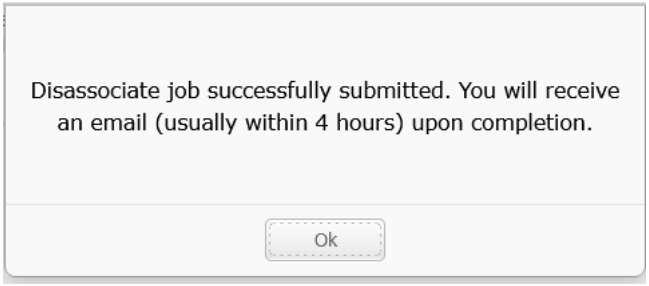
4	Select the order to un-provision by clicking on the order. It will display as follows 
6	Click on **Disassociate** button. The service will be un-provisioned for the user
7	The user can no longer avail the services. The order can now be re-provisioned for another user.
8	Click on **Close**

4.4 Disassociate Users - Bulk

You can un-provision services for multiple users by creating a spreadsheet and uploading the same. Follow these steps for the same

Sl No	Description
1	Create a spreadsheet with two columns.
2	For each row, the columns should have the following data. There **should be no header row**. The first row should contain data of first user. Second row, data of second user and so on...
3	Column 1: Should have the **username** of user to who the particular service has to be removed. **username** will be the same as the email address of the user. This is required.

4	Column 2: **units** should have the number of units of services to be removed from the user. For example if you specify 2 units of **HamaraCloud UniversalMessaging Small Business Edition (1GB)** to a user, she will end up with loss of 2GB of Email storage space. This field is required and should be an integer greater than zero.
5	Make sure that the spreadsheet does not contain more than 1000 rows. If you need to create more than 1000 users, create multiple spreadsheets of 1000 users each.
6	Save the Spreadsheet in **Excel 97-2003 Workbook (*.xls)** format.
7	Login to control panel. That will display the following 
8	Click on **Invoices** in left hand side. That will display the following 
9	Your orders will be displayed in the **Invoices** grid. If there are too many orders, you can input the order number in the search field (displayed below) and press **Enter** 
10	Select the order (which has to be un-provisioned) by clicking on the order, and Click on **View Services** button. That will display the services as follows 
11	Click on the **Service** that you want to un-provision. That will display the grid as follows 

12	Click on **Disassociate User** button. That will display the following 
13	Click on **Browse...** button and select the created spreadsheet.
14	Click on **Submit** button. The job will be submitted for execution and following displayed 
15	Click on **OK**. Old window will be displayed. Click on **Cancel** to close the Window.
16	Upon successful execution, an email will be sent with the completion status of the process.
17	This will un-provision the services for the selected users. The service, can then be re-provisioned for other users.

4.5 Generate Quote

Most organizations will save on Cloud expenses by using HamaraCloud services. You can get a quote for your existing service requirements and see for yourself the amount that can be saved. Follow these steps for the same

Sl No	Description
1	Do Registration and create a free account for your organization.
2	Login to control panel
3	Generate a quotation invoice following the steps in Create Invoice
4	You will receive an email with link to the quote.
5	Compare and see the amount you will save by using HamaraCloud Services!

4.6 Payments using UPI

HamaraCloud integrates payment Gateway to facilitate online payment. The online payment gateway requires certain minimum threshold for payments and unable to meaningfully receive money for small payments. Specifically, HamaraCloud Payment Gateways require a minimum value of ?200 (or) $5. If your invoice value is less than this, you can only make payments through the UPI mechanism. You can also make large payments using UPI. However, be aware that the UPI mechanism is consolidated manually and therefore order processing may take up to 2 business days.

Follow these steps to make payment using UPI

Sl No	Description
1	If are in India, you can use any UPI compatible apps like Banks UPI app, PayTM, GPay, PhonePe etc.
2	From Outside India, you may use Google Pay (where supported) or online money transfer services like Western Union
3	Get the amount to be transferred from the Invoice. Please convert the amount into INR (?).
4	In the UPI app
5	• Give amount as above.
6	• Give Payee as hamaracloud@boi
7	• UPI App always gives an option to verify the ID. Click on **Verify** to verify the UPI ID
8	• It should show CARIZEN SOFTWARE PRIVATE LIMITED
9	• There will be a Notes / Comments section. Specify the Invoice Number in that. The Invoice number will be in the following format HAMARACLOUD2XXXXXXXXXXXXXX (13-14 digits at end). In the comments section, specify only the numbers**.** Do not specify the word HAMARACLOUD
10	• Make the payment
11	Order will be processed within 2 business days and you will see the Order in your control panel
12	If you do have any queries, please contact us

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