

VMware Zimbra®

# Zimbra Desktop Installation and Setup Guide

7.1

August 2011

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### **VMware, Inc.**

3401 Hillview Avenue  
Palo Alto, California 94304 USA

[www.Zimbra.com](http://www.Zimbra.com)

Zimbra Desktop 7.1

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# Zimbra Desktop Requirements

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Zimbra Desktop client lets you manage your various email accounts in one desktop tool. You can store and synch your email, calendar, contacts, files and documents between the servers and your computer, making them locally accessible when working off line. When you re-connect, all your data automatically syncs between the servers and your computer.

Zimbra mail, Yahoo! mail, Gmail, Microsoft Outlook and any other work or personal email account that uses POP or IMAP can be set up in Zimbra Desktop. Each account is separately maintained.

When you receive new email messages in any of your accounts, and you have Internet access, the messages are automatically downloaded to your Zimbra Desktop.

Zimbra Desktop is simple to set up. See the [Zimbra Desktop Basic Installation](#) to quickly install Zimbra Desktop and set up your accounts. To install using Linux, or for more detailed information, see the [Zimbra Desktop Installation and Setup](#) chapter.

## Before You Begin

In order to successfully install and run Zimbra Desktop, ensure that your system meets the following requirements.

### Pre-installation Considerations

- Disk space
  - Make sure the location where you install the Zimbra Desktop software has enough disk space. See [Your Computer Requirements](#).
  - If you plan to sync with accounts that have a large amount of data, make sure to allocate enough disk space for all of your account data (the data is saved under your home data directory).
- You must have access rights to install to the specified installation folder.
- On Apple Mac OS (Mac OS) do not run the installer as the **root** user.
- On Linux, if you choose the default install location and/or want to perform a multi-user installation, run the installer as **root**.

### Your Computer Requirements

The following are minimum hardware requirements for installing and running Zimbra Desktop:

- At least 200MB free disk space is required to install the software.
- Additional disk space is required to download account data.
- At least 512MB free memory is required to run Zimbra Desktop.
- The computer must have network connectivity at account set up and to synchronize accounts with servers.

### Supported Platforms

The following platforms are supported:

- Microsoft Windows:
  - Windows XP Professional SP2 (32-bit and 64-bit)
  - Windows Vista (32-bit and 64-bit)
  - Windows 7 (32-bit and 64-bit)
- Mac OS X Snow Leopard, 10.6.x
- Linux:
  - Linux Kernel 2.6.x and above for Intel x86 architecture
  - A variety of Linux i686 including Ubuntu, Debian, Fedora, SUSE, etc.

### Downloading Zimbra Desktop Software

Download and save the Zimbra Desktop installer package to your computer.

Go to: <http://www.zimbra.com/products/desktop.html> and choose the version applicable to the platform where you are installing Zimbra Desktop.

The installer package has the following components:

- Zimbra Desktop application
- A built-in web interface
- A mini Zimbra server
- Java framework

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# Zimbra Desktop Basic Installation

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This quick installation chapter provides simple instructions to install Zimbra Desktop on Microsoft Windows or Apple Mac OS.

For more installation detailed steps, see the next chapter [Zimbra Desktop Installation and Setup](#).

## Basic Installation Steps for Microsoft Windows or Mac OS

1. **Download the Software** from <http://www.zimbra.com/products/desktop.html>.
2. **Install the Software.** Launch and run the installation wizard and follow the step-by-step instructions, including:
  - Accept end-user license agreement.
  - Select the destination folder to install the Zimbra Desktop application file.
  - The installation is complete when:
    - On Microsoft Windows, the Completed the Zimbra Desktop Setup wizard dialog displays.
    - On Mac OS, a green checkmark displays indicating a successful installation.
3. **Launch Zimbra Desktop.**
  - On Microsoft Windows, you can launch Zimbra Desktop from the final installation screen or use the desktop icon.
  - On Mac OS, Zimbra Desktop automatically launches when you finish installing, or you can launch from the program file or Dock icon if installed.

## Setting Up Zimbra Desktop Accounts

When you first launch Zimbra Desktop, you need to set up one or more of your email accounts. Zimbra Desktop supports the following account types:

- Zimbra account

- Gmail account
- Yahoo! Mail account
- Microsoft Exchange IMAP account
- Other POP/IMAP accounts

Go to [Setting Up Zimbra Desktop Accounts](#) on page 18 for more information about setting up accounts.

### Syncing Zimbra Desktop

Syncing your email account with Zimbra Desktop downloads items from your account including email messages, contact lists, and calendar items. Before you start the synchronization to download these items, make sure you have enough disk space to successfully perform the sync.

The initial synchronization from your email account to Zimbra Desktop starts immediately when your account is set up. The initial sync can take several hours if you have a large account or use a slow network connection. You can work in Zimbra Desktop while your account is being synced.



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# Zimbra Desktop Installation and Setup

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This chapter gives detailed steps about installing and setting up Zimbra Desktop, including:

- ◆ [Installing Zimbra Desktop Software on page 9](#)
- ◆ [Launching Zimbra Desktop on page 18](#)
- ◆ [Setting Up Zimbra Desktop Accounts on page 18](#)

## Installing Zimbra Desktop Software

After downloading the Zimbra Desktop installer file onto your computer, you can install and launch the Zimbra Desktop software.

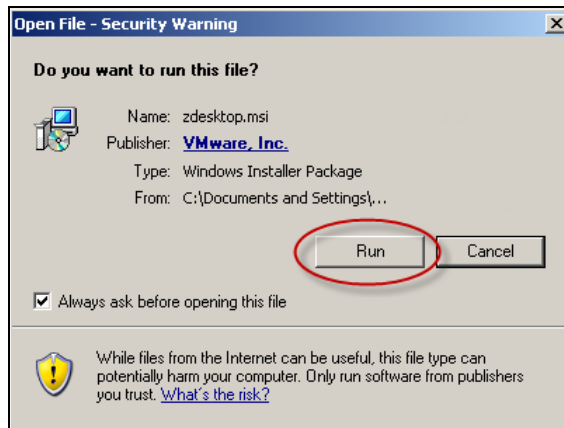
Follow the instructions for your system platform:

- [Installing Zimbra Desktop on Microsoft Windows on page 9](#)
- [Installing on Mac OS on page 13](#)
- [Installing Zimbra Desktop on Linux on page 16](#)

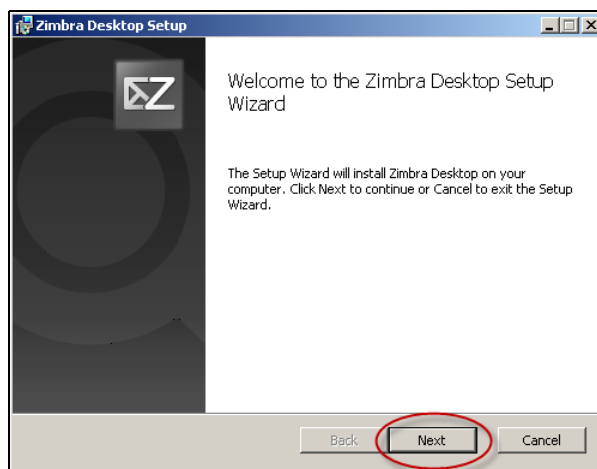
### Installing Zimbra Desktop on Microsoft Windows

Run the installation wizard and follow the step-by-step instructions, as described in this section.

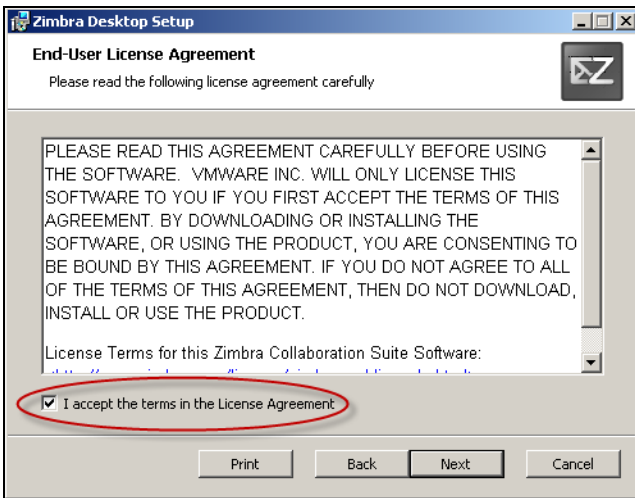
1. Open the Zimbra Desktop .msi file and double-click **Run** to start the installation process.



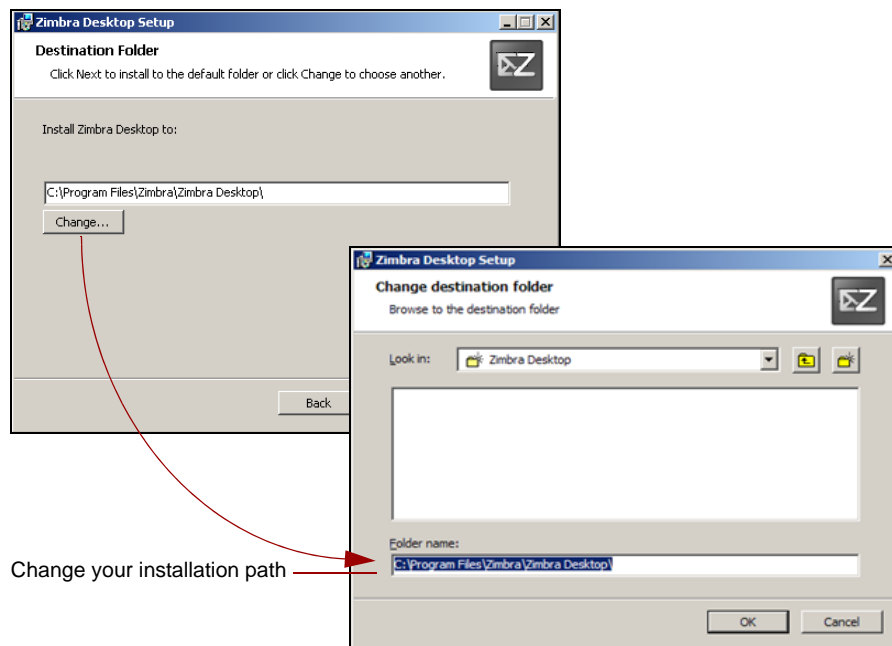
2. The Welcome screen displays. Click **Next** to continue.



3. Accept end-user license agreement. Check the **I accept the terms in this License Agreement** and click **Next** to continue.



4. Choose the destination folder of where you want to install the Zimbra Desktop application file. You have the option of a standard install or a to choose an install location.
  - The standard install default location is **C:\Program Files\Zimbra\Zimbra Desktop**.
  - To choose an install location, click **Change...** on the Destination Folder dialog. The **Change destination folder** dialog displays and you can browse to or enter a path to the new installation location folder.



5. The **Ready to install** Zimbra Desktop dialog displays. Click **Install** to continue the installation process.

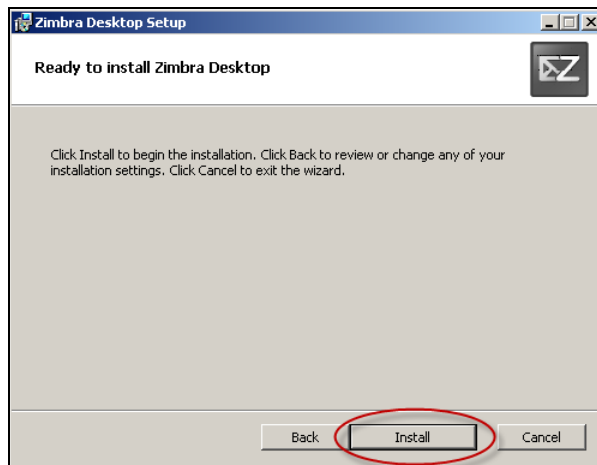
Installation files packaged in the .msi are copied over to the installation directory. The installer updates the registry, creates a directory structure in the program files directory, and extracts and copies over files and folders to the installation location.

The Zimbra Desktop data files are copied to:

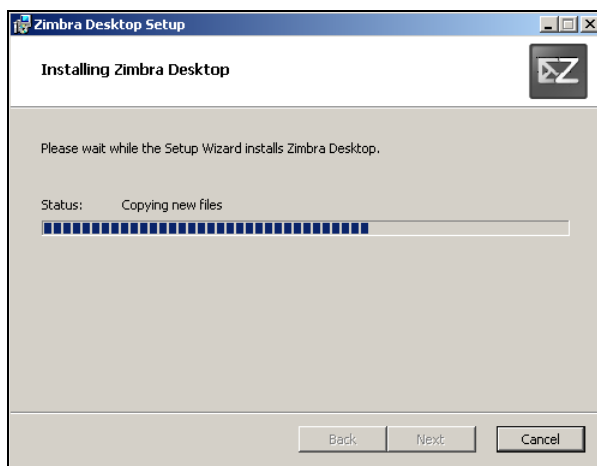
- Microsoft Windows XP: **C:\Documents and Settings\\Local Settings\Application Data\Zimbra\Zimbra Desktop**.

or

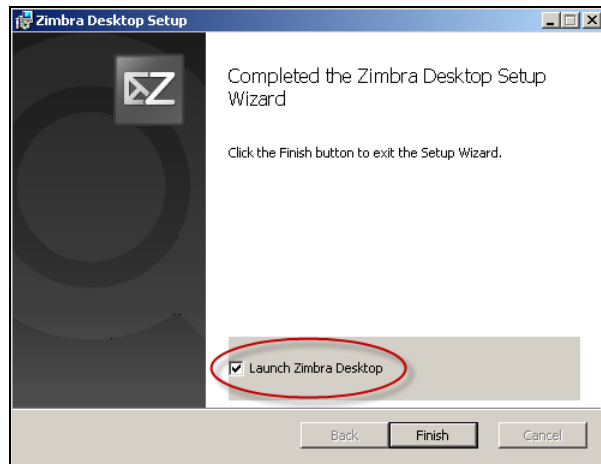
- Microsoft Windows Vista and 7:  
**C:\Users\\AppData\Local\Zimbra\Zimbra Desktop**.



6. The progress window displays the status of the Desktop Setup wizard. When finished click **Next** to continue, or the wizard may already display the **Completed the Zimbra Desktop Setup Wizard** dialog.



7. The **Completed the Zimbra Desktop Setup Wizard** dialog displays.
  - To set up your account, check the **Launch Zimbra Desktop** box and click **Finish**.
  - If you want to exit the Zimbra Desktop Setup Wizard without launching Zimbra Desktop, click **Finish**.

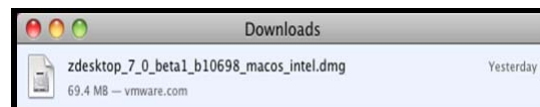
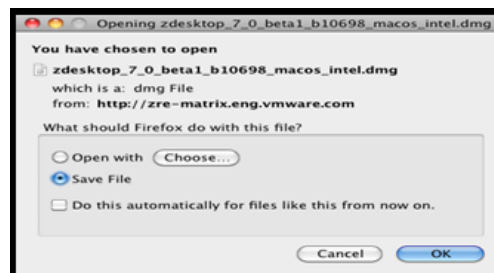


Continue to [Launching Zimbra Desktop](#) on page 18.

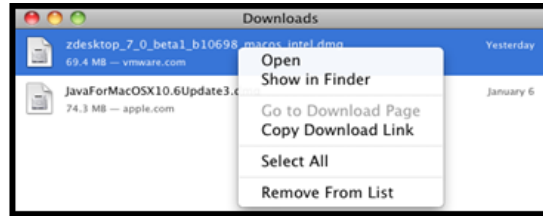
## Installing on Mac OS

Run the installation wizard and follow the step-by-step instructions, as described in this section.

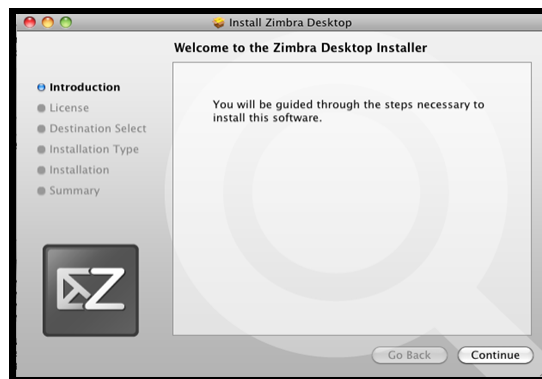
1. Open the downloaded Zimbra Desktop .dmg file.



Right click or double-click to open the installer file and start the installation process.



2. The Zimbra Desktop Installer wizard launches and the Welcome screen displays. Click **Continue**.



3. Accept the end-user software license agreement. Check **Agree** to continue.



4. Choose the destination folder for where you want to install the Zimbra Desktop application file. You have the option of a standard install or you can select the location.
  - The standard install default location is **/Applications/Zimbra Desktop**.
  - To choose an install location, click the **Change Install Location** and select the disk you want to install Zimbra Desktop.



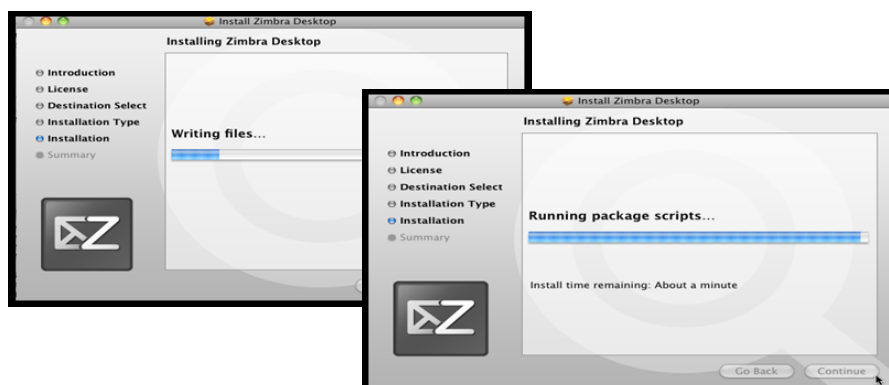
5. Enter your password and click **OK**.



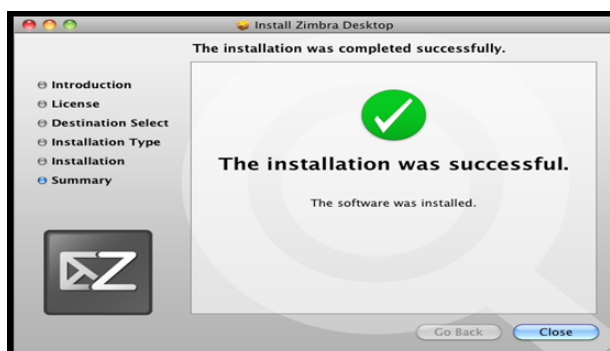
6. The installation process begins:

- Installation space is checked
- Files are copied to the installation directory
- Package scripts are run

The Zimbra Desktop data files are copied to **/Users/<username>/Library/Zimbra Desktop**.



7. When the installation is complete, a green checkmark displays indicating a successful installation.



Continue to [Launching Zimbra Desktop](#) on page 18.

### Installing Zimbra Desktop on Linux

Installing Zimbra Desktop on a Linux platform is performed through the command line interface (CLI).

1. Access the Zimbra Desktop installation package by downloading or using the CLI. See [Before You Begin on page 5](#).
2. Log in as root, or use sudo as shown below, and unpack the Zimbra Desktop .tgz file.  
**sudo tar xzvf <zdesktop.tgz>**
3. Change directories to the unpacked file and type the following command to begin the install.  
**sudo install.pl or sudo perl install.pl**



```

Applications Places System
root@localhost:/tmp/zdesktop_7_0_beta1_b10698_linux_i686
File Edit View Terminal Tabs Help
[root@localhost zdesktop_7_0_beta1_b10698_linux_i686]# ll
total 16
drwxrwxr-x 7 503 503 4096 Jan 26 02:09 app
-rwxrwxr-x 1 503 503 4657 Jan 26 01:53 install.pl
drwxrwxr-x 3 503 503 4096 Jan 26 02:09 jetty
[root@localhost zdesktop_7_0_beta1_b10698_linux_i686]# ./install.pl

```

4. If using sudo, enter your password.
5. Follow the on-screen instructions:
  - Accept the end-user license agreement.
  - Choose the folder where you want to install Zimbra Desktop's application files. The default is **/opt/zimbra/zdesktop**.
  - Determine if you want to continue to install data files as root user. The default is **No**.
  - To install data files for additional users, login as the user and run: **/opt/zimbra/zdesktop/linux/user-install.pl**.

```

Welcome to Zimbra Desktop setup wizard. This will install Zimbra Desktop on your computer.
-----
Press enter to continue:

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License Terms for this Zimbra Collaboration Suite Software: http://www.zimbra.com/license/zimbra_public_eula_2.1.html
-----
(A)accept or (D)ecline [A]:

-----
Choose the folder where you would like to install Zimbra Desktop's application files [/opt/zimbra/zdesktop]:

Installing application files...done
You have finished installing application files.
Would you like to continue to install data files for user: root?
-----
(Y)es or (N)o [N]:

To install data files for additional users, please login as the user and run this command:
/opt/zimbra/zdesktop/linux/user-install.pl
[root@localhost zdesktop_7_0_beta1_b10698_linux_i686]#

```

6. Choose to switch users from the CLI or use control-alt-backspace to logout as root user.
  - Log in as a non-root user to complete the install and follow the on-screen instructions.
  - Choose the folder where you want to install user data files and create the desktop icon. The default directory is **/<home>/zdesktop**, with **<home>** being the user's home directory.
  - If you choose the default settings, a Zimbra Desktop launch icon displays on your desktop.

```
[vmware@localhost ~]$ /opt/zimbra/zdesktop/linux/user-install.pl
-----
Choose the folder where you would like to install Zimbra Desktop's user data files [/home/vmware/zdesktop]:
-----
Choose the folder where you would like to create desktop icon [/home/vmware/Desktop]:

Installing user data files...done
Initializing user data...done
Creating desktop icon...done
Zimbra Desktop has been installed successfully for user vmware.

You can start Zimbra Desktop by double-clicking the desktop icon or by running the following command:
"/opt/zimbra/zdesktop/linux/prism/zdclient" -webapp "/home/vmware/zdesktop/zdesktop.webapp" -override "/home/vmware/zdesktop/zdesktop.webapp/override.ini" -profile "/home/vmware/zdesktop/profile"

Press "Enter" to launch Zimbra Desktop; Press "Ctrl-c" to exit: █
```

The image shows a terminal window on the left side of a Linux desktop. The terminal displays the execution of a script to install Zimbra Desktop. It prompts for the user data folder and the desktop icon location, then shows the installation progress: installing user data files, initializing user data, and creating the desktop icon. A confirmation message states that Zimbra Desktop has been installed successfully for the user 'vmware'. Below this, it provides instructions on how to launch the application, either by double-clicking a desktop icon or by running a specific command. The desktop background is dark red, and on the right side, there are several icons: 'Computer', 'vmware's Home', 'Trash', and 'Zimbra Desktop'. The 'Zimbra Desktop' icon is a square with a white 'Z' and a blue arrow.

Continue to [Launching Zimbra Desktop](#).

## Launching Zimbra Desktop

Zimbra Desktop can be launched at the end of the installation process, or from a desktop icon or program file.

- On Microsoft Windows and Linux:
  - At the end of the installation process you have the option to initially launch Zimbra Desktop.
  - After installation, you can launch Zimbra Desktop by double clicking the Zimbra Desktop icon on your desktop.
- On Mac OS:
  - At the end of the installation process, Zimbra Desktop automatically launches.
  - After installation, you can go to the program file at **/Applications/Zimbra Desktop** and launch Zimbra Desktop, or if you have selected to have the Zimbra Desktop icon in the Dock you can launch from there.

## Setting Up Zimbra Desktop Accounts

After initially launching Zimbra Desktop, you can set up your accounts.

The following email accounts can be set up:

- **Zimbra Account.** You can use Zimbra Desktop to access your email account if it runs Zimbra. This includes email messages, folders, address books, calendars, task lists, and briefcase documents. To access a Zimbra account via a browser use the Zimbra Web Client. Preferences you set up in ZWC for your Zimbra account are available from the Zimbra Desktop.

- **Yahoo! Mail.** You can set up Yahoo! Mail, Yahoo! Mail Plus, Yahoo! Small Business, Ymail, or Rocketmail accounts. Your email messages, email folders, and address book are available from Zimbra Desktop. See [Setting up a Yahoo! Mail Account on page 22](#).
- **Gmail.** Your Gmail account must be set up to allow IMAP access. You may need to log into your Gmail account to enable IMAP. Your email messages and contacts are available from Zimbra Desktop.
- **Microsoft Exchange IMAP Account.** Your Exchange IMAP account email messages are available from Zimbra Desktop.
- **Other POP/IMAP Accounts.** You must have complete settings information in order to set up POP/IMAP access. You can obtain such information from your service provider.



You can also set up more than one of the same type of accounts. For example, if you have two Zimbra accounts or two Gmail accounts, they can co-exist without problems.

**Note:** *You must have Internet access when setting up accounts, as Zimbra Desktop verifies your settings with your service providers.*

---

You can either set up all your accounts at once, or set up one first and add others later. Once an account is set up, you can launch Zimbra Desktop and start using the software. At any time when you want to add, update or remove accounts, click the **Setup** link (next to Help) to go back to the Account Setup screen.

### Setting up your account

**Note:** *If you are setting up or upgrading a Yahoo! mail account, see [Setting up a Yahoo! Mail Account on page 22](#).*

---

Before you begin, make sure you are connected to the Internet.

1. Open Zimbra Desktop and in the right top corner, click **Setup**.
2. Click the **Add New Account** tab. In the Account Type list, select the account type.
3. Enter the information as required for the account you are setting up.
  - **Account Name.** This is the name that displays as the account name in Zimbra Desktop. If you are setting up multiple accounts, create a name you can easily recognize to identify each account. For example, for your Yahoo! account, you could use Yahoo!
  - **Your full name.** Enter your name. (optional)
  - **Email Address.** Enter your email address for this account.
  - **Password.** Enter the password that you enter to log into your account.
  - **Incoming Mail Server. (Zimbra only)** Enter the Zimbra server address that your account is on.
  - **Security. (Zimbra only)** If you always use an encrypted connection, check **Use SSL encryption when accessing this server**.

In addition to the above, when adding POP/IMAP accounts, you need to know the following

- In the **Receiving Mail** section, enter the following:
  - **User Name.** Enter the user name that you use to check your email. This is typically in the form of username@example.com.
  - **Password.** Enter the password you use to log into this account.
  - **Incoming Mail Server.** Enter the address of your incoming mail server. This is typically in the form of mail.example.com.

- **Security.** Select whether to **Use SSL encryption when accessing this server.** If your incoming mail server uses a different port, click **Edit** to change the port number. If you are uncertain what port your incoming mail server uses, contact your system administrator.
- In the **Sending Mail** section, enter the following:
  - **SMTP Mail Server.** Enter the address of your outgoing mail server. This is typically in the form of smtp.example.com.
  - **Security.** Select whether to **Use SSL encryption when accessing this server.** If your incoming mail server uses a different port, click **Edit** to change the port number. If you are uncertain what port your incoming mail server uses, contact your system administrator.
  - Select **Authentication** if a user name and password are required for sending email. If this option is selected, provide your **User Name** and **Password**.
  - **Reply-to.** If you want your Reply-to name and email address to be different than your outgoing **name** and **email address**, enter the Name and email address you want to use.
- 4. Select how you want the data synchronized for the account. In **Synchronization Settings**, select how often Zimbra Desktop should check for messages in your account. The default is to synchronize every 15 minutes.
  - If you select manually, you must click Send/Receive on the toolbar to synchronize your account with the server.
  - If you select a time that is too short, such as 1 minute, your computer's performance can be impacted.
  - You can change this setting any time by clicking Account Setup; selecting the Account and then modifying the setting.
- 5. If you have this option, select to synchronize your calendars, contacts, and groups by checking the appropriate checkbox.
- 6. When you are finished, click **Validate and Save**.
  - Zimbra Desktop validates your account information. If your account is successfully validated, you will see the Service Created dialog.
  - If your account is not successfully validated, you are returned to the Setup dialog so that you can review and correct the details.

Your account begins to synchronize with Zimbra Desktop. You can continue to work in Zimbra Desktop as your account is being synchronized.

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**Note:** *With large accounts or slow network connections, initial sync can take many hours. During initial sync, you are still able to read, compose, send, and receive new email. However you may not find all your messages in search results until the end of initial sync. It is OK if your*

*network connection is interrupted or your computer crashes during initial sync. Zimbra Desktop continues from the last check point when it resumes.*

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### Setting up a Yahoo! Mail Account

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**Note:** *If you have an existing Yahoo! mail account and are upgrading to sync your Yahoo! Contacts, use [Step 1](#) and [Step 2](#), and then continue to [Step 5](#) in this section to obtain and enter the Yahoo! verification code.*

---

Before you begin, make sure you are connected to the Internet.

1. Open Zimbra Desktop and in the right top corner, click **Setup**.
2. Click **Add New Account**. In the Account Type list, select the Yahoo! account type. The Add New Account screen may take a few seconds to load.
  - If you are upgrading, select your Yahoo! account and click the **Edit** link. The **Edit Account** dialog displays. Continue at [Step 5](#) to complete the upgrade of your account.
3. Enter the information as required for the account you are setting up.
  - **Account Name**. This is the name that displays as the account name in Zimbra Desktop. If you are setting up multiple accounts, create a name you can easily recognize to identify each account. For example, for your Yahoo! account, you could use Yahoo!
  - **Your full name**. Enter your name. (optional)
  - **Email Address**. Enter your email address for this account.
  - **Password**. Enter the password that you enter to log into your account.
4. Select how you want the data synchronized for the account. In **Synchronization Settings**, select how often Zimbra Desktop should check for messages in your account. The default is to synchronize every 15 minutes.
  - If you select manually, you must click Send/Receive on the toolbar to synchronize your account with the Zimbra server.
  - If you select a time that is too short, such as 1 minute, your computer's performance can be impacted.
  - You can change this setting any time by clicking Account Setup; selecting the Account and then modifying the setting.
5. Select to synchronize your calendars, contacts, and groups by checking the appropriate checkbox.

If selecting to synchronize all contacts and groups, a dialog displays to verify **OAuth URL**. This is because synchronization between Yahoo! Contacts and Zimbra Desktop uses API provided by Yahoo! The

authorization is OAuth, and a verification code is obtained from Yahoo! during this step. Once you have the verification code, you input the code in the **Verify Code from Yahoo** field in Zimbra Desktop to access your Yahoo! Contacts.

To synchronize all contacts and groups:

- a. Select the checkbox **Synchronize all contacts and groups**. The **Please verify OAuth URL** dialog displays.
- b. Click **Click to Verify**. The Yahoo! **Sign in to Yahoo!** dialog displays. Enter your **Yahoo! ID** and **Password** and click **Sign in**.
- c. Click **Agree** to authorize VMware Zimbra Desktop access to your Yahoo! Contacts.
- d. Copy the verification code provided by Yahoo! and paste into the **Verify Code from Yahoo** field.

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**Note:** *In the Yahoo! Contact details, contacts containing only an IM address are synced but display as <No Name> in the VMware Zimbra Desktop address book list.*

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6. When you are finished, click **Validate and Save**.
  - Zimbra Desktop validates your account information. If your account is successfully validated, you see the Service Created dialog.
  - If your account is not successfully validated, you are returned to the Setup dialog so that you can review and correct the details.

Your account begins to synchronize with Zimbra Desktop, and you can continue to work in Zimbra Desktop as your account is being synchronized.

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**Note:** *With large accounts or slow network connections, initial sync can take many hours. During initial sync, you are still able to read, compose, send and receive new email. However you may not find all your messages in search results until the end of initial sync. It is OK if your network connection is interrupted or your computer crashes during initial sync. Zimbra Desktop continues from the last check point when it resumes.*

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# Zimbra Desktop Maintenance

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This chapter contains information about:

- ◆ [Shutting Down Zimbra Desktop on page 25](#)
- ◆ [Repairing an Installation of Zimbra Desktop on page 25](#)
- ◆ [Uninstalling Zimbra Desktop on page 26](#)

## Shutting Down Zimbra Desktop

To shutdown Zimbra Desktop, close all the application windows.

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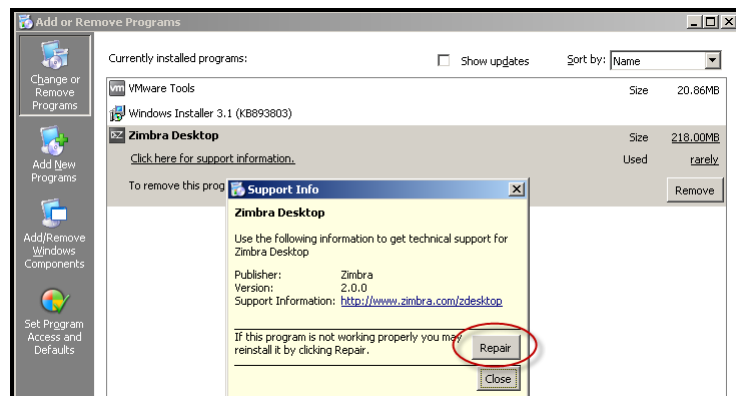
**Note:** *You can close the GUI client window any time. If you are in the middle of composing an email or have any unsaved changes, make sure to save them before closing the window.*

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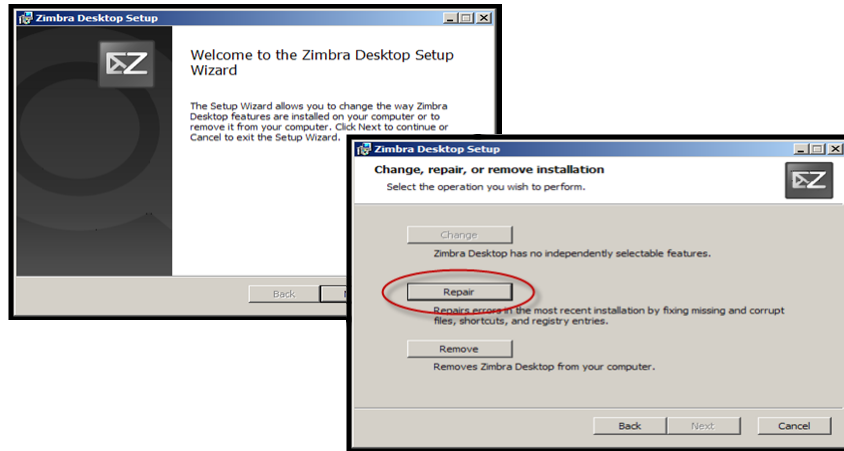
## Repairing an Installation of Zimbra Desktop

You can repair an existing installation of Zimbra Desktop if the program is not working properly. You can repair errors such as corrupt files, shortcuts, and registry entries in two ways:

- Go to Change or Remove Programs and select Zimbra Desktop. Right click the **Click here for support information** link, and the Support Info dialog displays for Zimbra Desktop. Click **Repair** to start the process.



- You can launch the install package for a repair-install. The setup wizard allows you to change the way Zimbra Desktop features are installed.



## Uninstalling Zimbra Desktop

When uninstalling Zimbra Desktop, only the software is removed. The downloaded data is left intact. This allows for future software upgrades without re-syncing account data from scratch.

If however you intend to delete all data, first uninstall the application to remove the software and then delete the entire folder where Zimbra Desktop was installed. Regardless of platform, for a clean uninstall, make sure the existing install folder is completely removed as well as the data files folder.

### Uninstalling Zimbra Desktop Application

1. Remove the Zimbra Desktop application. The following are default directories according to your platform.
  - On Microsoft Windows, use **Add or Remove Programs** to uninstall the Zimbra Desktop application.
  - On Mac OS and Linux, shutdown the application and remove everything under the install location.
    - For Mac OS, the default install location is **/Applications/Zimbra Desktop**
    - For Linux, the default install location is **/opt/zimbra/zdesktop**

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**Note:** If you installed Zimbra Desktop in a location other than the default install location, go to that directory to uninstall.

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2. Restart your computer.

If uninstalling data files, go to the next section.

## Uninstalling Zimbra Desktop Data Files

If you want a clean uninstall of Zimbra Desktop, you can optionally delete all data files if you no longer need them for your next Zimbra Desktop install or upgrade.

1. Remove the Zimbra Desktop folder to delete all data files. The following are default directories according to your platform:
  - On Microsoft Windows XP: **C:\Documents and Settings\\Local Settings\Application Data\Zimbra\Zimbra Desktop**.
  - On Microsoft Windows Vista and 7: **C:\Users\\AppData\Local\Zimbra\Zimbra Desktop**.
  - On Mac OS: **/Users/<username>/Library/Zimbra Desktop**.
  - On Linux: **<home>/zdesktop**, with <home> being the user's home directory.

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**Note:** *If you installed Zimbra Desktop data files in a location other than the default install location, go to that directory to uninstall.*

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