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Zimbra Collaboration Two-Factor Authentication

A Zimbra Collaboration Whitepaper

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Zimbra Two-Factor Authentication Improves Your Company's Security

Email security is a priority around the world—users being hacked, computers getting infected with viruses or trojans and botnets sending millions of SPAM emails.

Zimbra Collaboration Server v8.7 and later now have Two-Factor Authentication (2FA). This multi-factor authentication strengthens the security of a user's account.

Zimbra 2FA protects users' email security with an extra physical layer (something users possess) in addition to a password. For example, without 2FA, users log into their Zimbra account with a username and password only. This method is vulnerable to hacking, phishing scams and other security threats. With 2FA, users log in with a password and a unique code available only on their smartphone. This added level of security makes it much more difficult for an account to be compromised.

With Zimbra 2FA, users must have two things to log into their Zimbra account:

- Something the user knows: a password and UserID
- Something the user possesses: a smartphone

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- Something the user knows: a password and User ID
- Something the user possesses: a smartphone

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How Does It Work?

Each user enables Zimbra 2FA individually in the Zimbra Web Client or Zimbra Desktop using Preferences > Accounts. Complete steps are at the end of this document.

Once enabled, users log into their Zimbra account using a password and a unique code generated on their smartphone. No agent needs to be installed on the users' computers, reducing the cost of operation and management at the IT level.

What if the user does not have his or her smartphone available or what if it runs out of batteries? There are 10 one-time codes available in Zimbra. A user can print these codes and have them nearby to login without a smartphone.

Zimbra 2FA uses smartphones, so users do not need an extra physical device. Some advantages of 2FA via smartphone include:

- No additional tokens or devices are necessary.
- Codes are always available because users carry mobile devices all the time.
- Codes are constantly changed and dynamically generated, so they are safer to use than fixed (static) login information.
- Codes that have been used are automatically replaced to ensure that a valid code is always available. If you do not have reception, you can still get a code.

For applications that are not compatible with Zimbra 2FA, users can generate Application Codes to keep accessing Zimbra.

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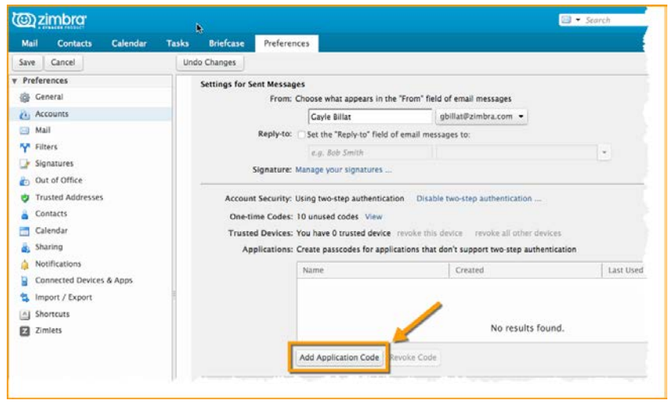
Zimbra Two-Factor Authentication

Application Codes for Legacy Applications

Zimbra two-factor authentication uses a security flow that some applications may not have. This flow is included on Zimbra Desktop and Zimbra Connector for Outlook, but it may not work on other applications or email clients.

For applications that are not compatible with Zimbra 2FA, users can generate Application Codes to keep accessing Zimbra without issue.



TOTP Applications for Android, iOS and Windows OS

2FA is user-friendly with the availability of TOTP (Time-based One-time Password Algorithm) applications. Zimbra's 2FA uses industry standards, so end-users can use any TOTP application that follows these standards.

There are TOTP applications available right now for iOS, Android and Windows Mobile OS, covering the majority of smartphones around the World.

Zimbra 2FA for Zimbra Desktop

2FA is available on our well-known Zimbra Desktop, the Zimbra email client that is secure, open and free. Zimbra Desktop is available for Windows, Mac and Linux.

Starting with Zimbra Desktop v7.2.8, end-users will be able to protect access to their Zimbra Mailbox with the new 2FA features and capabilities.

Zimbra 2FA is available in the Zimbra Web Client and Zimbra Desktop.

Zimbra Desktop is the Zimbra email client that is secure, open and free. Zimbra Desktop is available for Windows, Mac and Linux.

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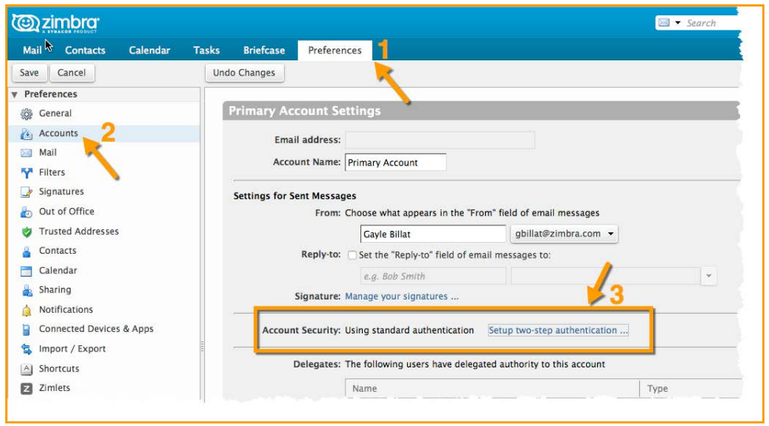
Zimbra Web Client Setup

Enabling 2FA in your Zimbra Web Client is easy, but there are a few steps. You will need access to your Zimbra account and your smartphone to complete the 2FA setup.

Follow these steps in either the Zimbra Web Client or Zimbra Desktop:

1. Click the Preferences tab.
2. Click Accounts.
3. Click Setup two-step authenticaiton.



4. Click Begin Setup.

You will need access to your Zimbra account and your smartphone to complete the 2FA setup.

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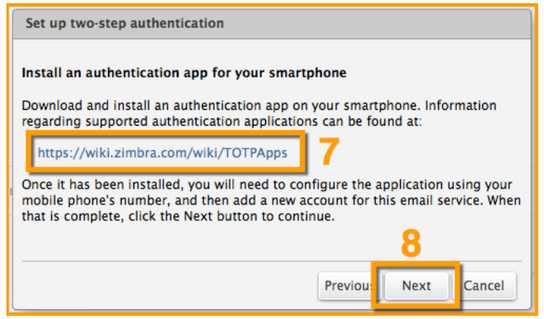
5. Enter your Zimbra password.
6. Click Next.

The next steps require your smartphone.

7. Click the URL to see which authentication applications are available for your smartphone.
   - Download the authentication application and install it on your smartphone.
   - Click Set up account in the application.
   - Follow the steps to set up the account using a key.
8. Click Next.



These steps require your smartphone:

- Download and install the authenticaion application.
- Set up a new account using a key.

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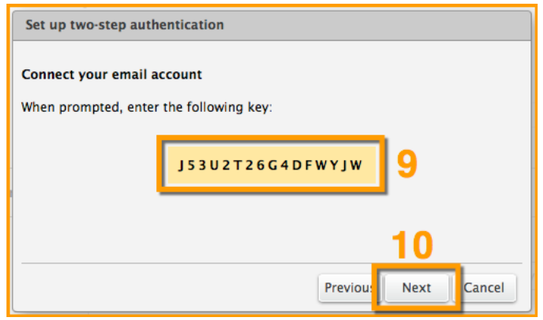
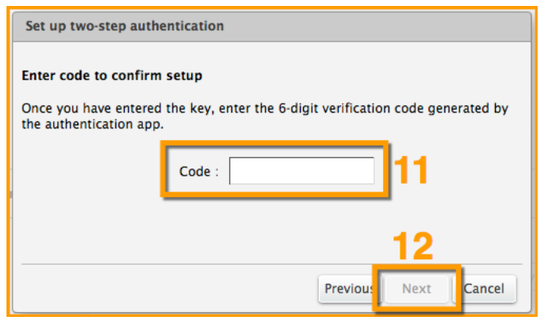
9. Using the app on your smartphone, enter your email address and the key provided in this step.
10. Click Next.

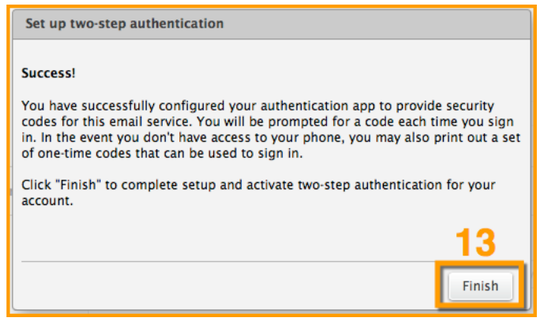


Your smartphone will provide a Code to complete the 2FA setup.

11. Enter the code provided on your smartphone.
12. Click Next.



13. Success! Click Finish to enable 2FA for your Zimbra account!



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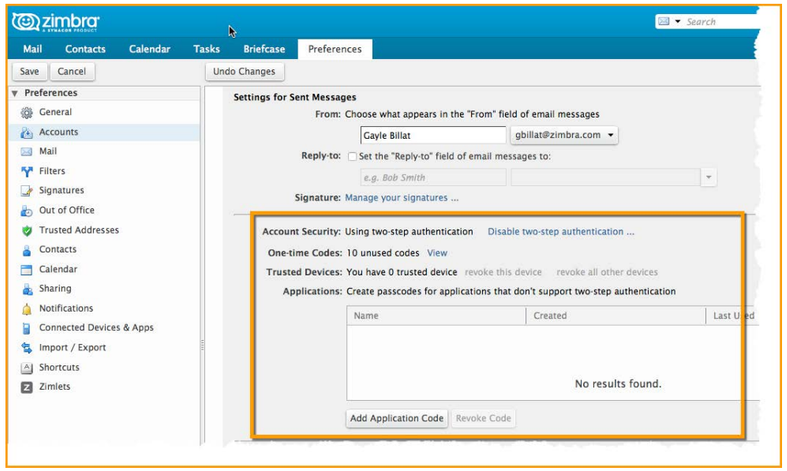
What now?

Every time you log into your Zimbra account, you will be prompted for a new code from the application on your phone.

What if you don't have your phone, or what if your phone runs out of batteries?
You have 10 one-time codes to use if you do not have your phone available. See the graphic below. Simply click the "View" link and print the 10 codes. Keep these codes handy, so they are available when you need them.



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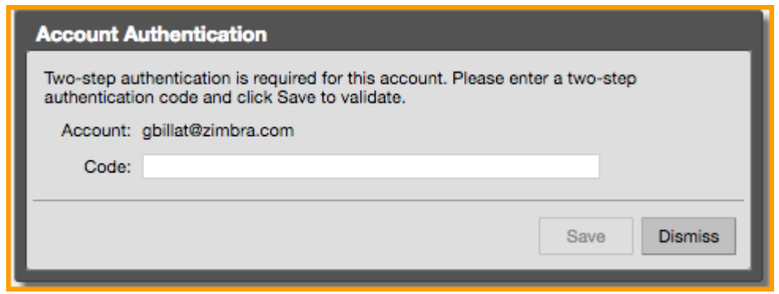
Zimbra Desktop Setup

Zimbra 2FA is available in Zimbra Desktop starting with version 7.2.8.

Before you can enable 2FA on Zimbra Desktop, it must be enabled in your Zimbra Web Client account.

When you try to add an account that is already protected with Zimbra 2FA, or if you enable 2FA in the Zimbra Web Client and later open that account in Zimbra Desktop, you will be prompted for a code.

Enter the code from your smartphone, and click Save.



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Zimbra Connector for Outlook Setup

Zimbra 2FA is available for Zimbra Connector for Outlook (ZCO) starting with version 8.7.

Before you can enable 2FA for ZCO, it must be enabled in your Zimbra Web Client account.

When you try to open your Zimbra account in ZCO after enabling 2FA, you will be prompted for a code.

Enter the code from your smartphone, and click Save.

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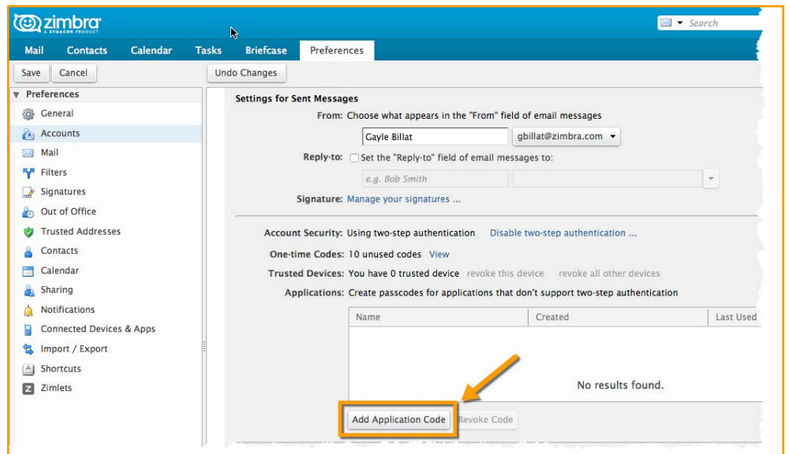
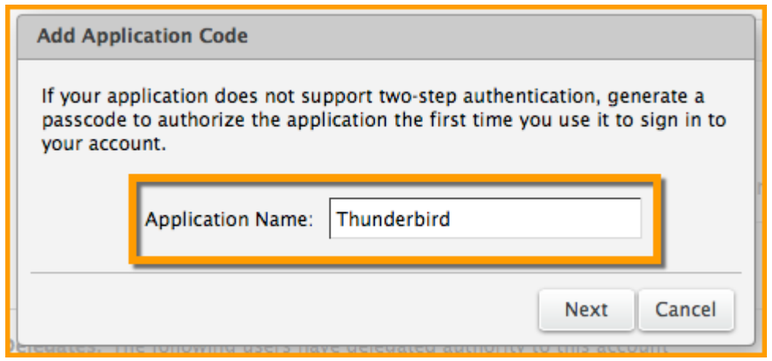
Outlook for Mac and Mozilla Thunderbird Setup

If you enable Zimbra 2FA in your Zimbra account, you will need an application passcode to subsequently access your Zimbra account from either Outlook for Mac or Mozilla Thunderbird.

To create an application code:
1. Click the Preferences tab.
2. Click Accounts.
3. Click Add Application Code.



4. Enter the name of the application for which you are creating a code, and click Next.



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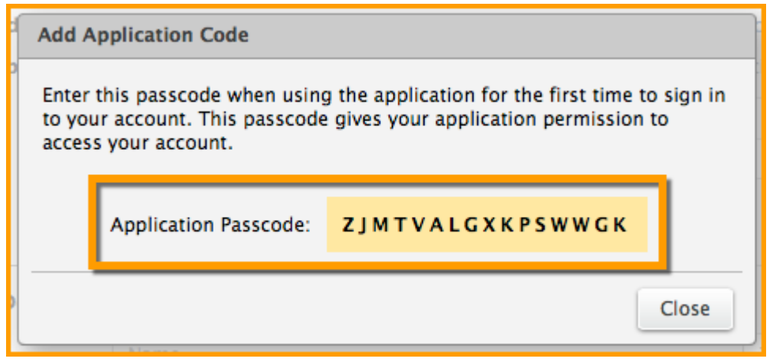
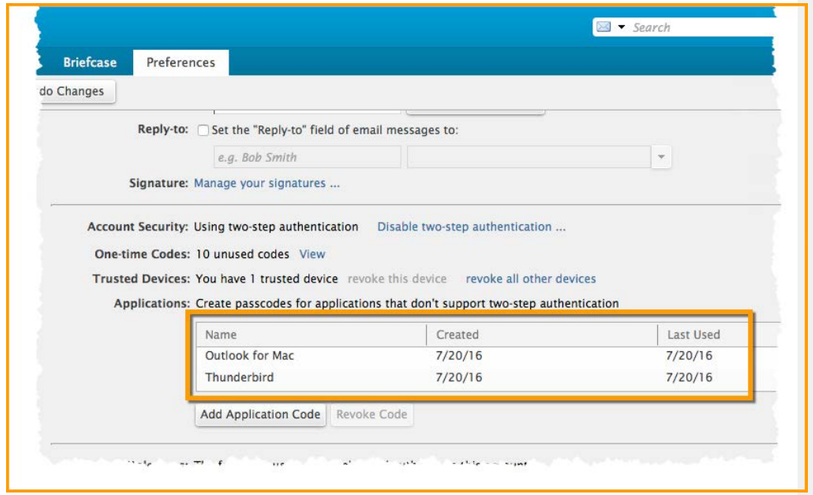
5. Use the application passcode provided as the password in Thunderbird.



The applications for which you have created application codes are displayed in the Preferences > Accounts > area.



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