ArpDev OpenProtocols Connector for Microsoft Outlook

Version 2.00

This guide describes the installation and functionality of the OpenProtocols for Microsoft Outlook.

Features

The OpenProtocols Connector for Microsoft Outlook has the following features:

- Full integration of email, appointments, tasks and address book
- Access the global address directory if available
- Offline support
- Support for SSL connections to the server

Requirements

The server needs to support IMAP for email, CalDAV for calendaring and CardDAV for contacts. If the CardDAV server supports a global directory, this will be available. For the client application, you can use the following:

- Microsoft Outlook 2003 (with Office SP3)
- Microsoft Outlook 2007
- Microsoft Outlook 2010 (32bit and 64bit versions)
- Microsoft Outlook 2013 (32bit and 64bit versions)

Installation

Close Microsoft Outlook and run the installation application for the connector.

Server Configuration

The OpenProtocols connector communicates to the mail server via the IMAP and SMTP services. A default installation would require the client machine to access the server over ports 143 and 25, although this is configurable. If SSL is being used, the client port configuration must match the server SSL port configuration.

Creating an Account

Adding an account to an existing profile in Outlook 2007:

1. Select **Account Settings** from the Tools menu.
2. Select the **New...** link to create a new account.
3. Select **Other** and the **Open Protocols Server** option, then select **Next**.
4. You can now configure the account as per the steps in **Configuring an Account**.

Adding an account to an existing profile in Outlook 2010:

1. Select the **File** menu item and click the **Add Account** button under the Account Information heading
2. Select the **Manually configure server settings of additional server types** option, then select **Next**.
3. Select **Other** and the **Open Protocols Server** option, then select **Next**
4. You can now configure the account as per the steps in **Configuring an Account**.

Adding an account to an existing profile in Outlook 2013:

1. Select the **File** menu item and click the **Add Account** button under the Account Information heading
2. Select the **Manual setup or additional server types** option, then select **Next**.
3. Select **Other** and the **Open Protocols Server** option, then select **Next**
4. You can now configure the account as per the steps in **Configuring an Account**.

Configuring an Account

You can now configure the settings for connecting and accessing the mail server. For simple account configuration you only need to fill out the data on the General tab.

Option	Description
Email Address	The email address that will be used to send the email.
Password	The mailbox password.
Detect Settings	This button can be clicked in order to have the connector try to auto-fill the rest of the account details. The email address will be used to determine the rest of the settings.
Server Address	The domain or the IP address of the mail server.
User Name	The username for the mailbox to log into.

Your Name	This is the friendly name which is show on the emails being send, normally the first name and surname.
Account Description	A name to identify the mailbox, and is the name Outlook displays when listing the account.
Enable advanced configuration	When enabled, this will show other configuration tab pages where more advanced options can be configured.

The Mailbox tab allows more advanced options with the mailbox connections to be set:

Option	Description
Server Address	The domain or the IP address of the mail server.
Port Number	The port that the connector will connect to on the server. The connector needs to connect to the IMAP service running on the server, so this would normally be 143. For SSL this is normally 993.
Use SSL	If SSL is configured on the IMAP service then you are able to enable this.
User Name	The username for the mailbox to log into.
Password	The mailbox password.

The Outbound tab allows you to configure extra outbound options:

Option	Description
Sender Name	This is the friendly name which is show on the emails being send, normally the first name and surname.
Email Address	The email address to send as.
Reply To Address	The email address to be used as the Reply-To address in the emails sent. Normally this will be the same as the email address.
Send mail on behalf of another person	This option is select if you want to send email on behalf of someone else. This changes the From address in the email header to be the display name and email address configured here, and uses the sender name and email address as the Sender address in the email header.
Display Name	The friendly name to be used for the From address when sending on behalf of someone.
Email Address	The email address to be used for the From address when sending on behalf of someone.
Use same settings as for mailbox connection	Usually when sending email you would authenticate using the same mailbox details as you are logging in for, so this option would be enabled. If you need to authenticate as another user when sending email you can set the options

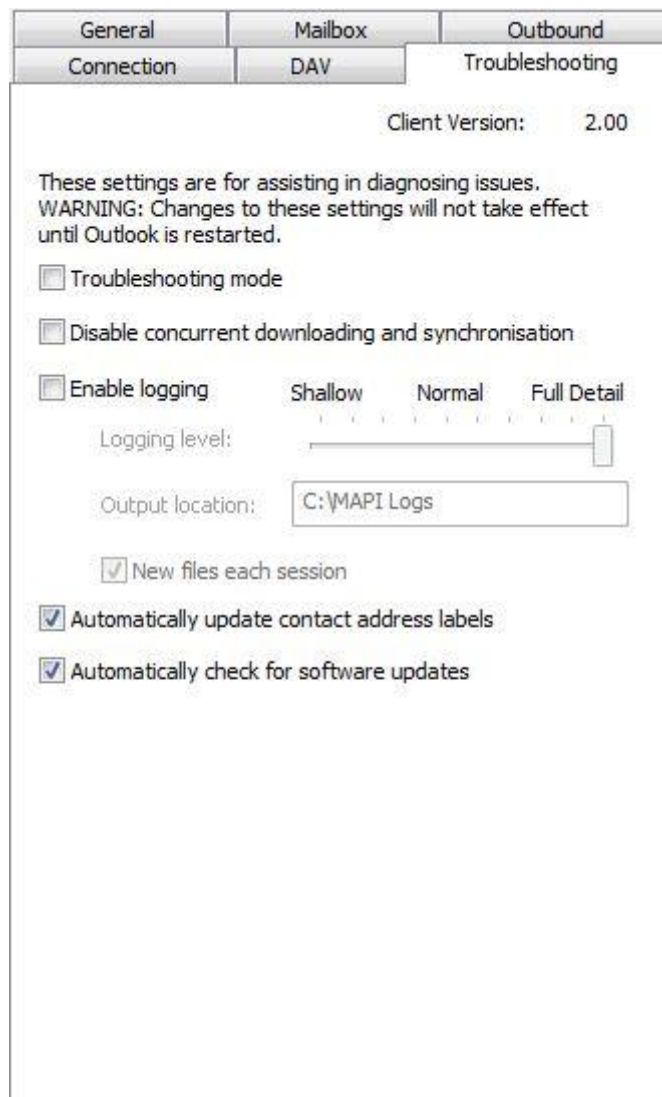|	
	here.
Server Address	The domain or the IP address of the mail server.
Port Number	The port number of the SMTP service.
Use SSL	If SSL is configured on the server for an SMTP port, you can select it here.
Account Name	The username to authenticate with.
Password	The password to authenticate with.

The Connection table allows the changing of connection specific options:

Option	Description
Update folders at startup	If this is enabled, when Outlook is started the client will check every server folder and sync these with the client. This will slow down opening the account initially, but may help if the mailbox has other users who access it at the same time.
Download entire messages	If you have a fast link to the mail server (if it was on your local network), then selecting this option will help reduce delays when new messages arrive, as the connector will try to download the full message as soon as it is available. By default the connector will only download some of the message details until the message is selected.

The Troubleshooting tab is used to configure options for diagnosing problems:

Option	Description
Troubleshooting mode	When enabled, more work is done when syncing the client cache with the server content, to make sure they match. This slows down any synchronisation, so only enable if requested to.
Disable concurrent downloading and synchronisation	This will force the connector to only process one folder at a time. Only enable if instructed to, as it will slow down the synchronisation process.
Enable logging	The connector has extensive logging, which is designed to help the support team to diagnose any issues. Log files can get very large (gigabytes in size if Outlook is left running for a while), so only enable this if instructed to by a support person, and make sure you disable when the required logs are generated.
Logging level	How much information will be logged to the log files. Full Detail will generate large log files.
New files each session	Whenever Outlook is started with logging turned on, the log file will be overwritten. If you want to keep log files whenever closing and opening Outlook you will need to enable this option.
Automatically update	Updating Outlooks contact labels immediately adds some overhead to the

contact address labels	connection, so it is able to be disabled here to improve performance if needed.
Automatically check for software updates	When Microsoft Outlook is started, the connector will check to see whether a new version of the connector is available. It is able to then download this for you and start the installation process.

Initial Connection

When a connection is first made to the mail server by the client connector, all the mailbox contents from the server are copied to the local profile. If you are connecting to a mailbox with a lot of email data, be aware that it can take time to do the initial connection.

Outlook Menu

The connector adds another ribbon bar item to Outlook, called **Server**. The following items can be accessed:

Refresh Folder List: Synchronises the list of folders between the client and the server.

Reset Folder From Server: Empties the currently selected folder from the client and downloads the contents from the server.

Check Folder for New Messages: Performs a synchronisation with the server on the currently selected folder, checking whether it is up to date, and downloading any missing messages, updating changed messages, and removing deleted messages.

Offline Support

When a connection is not available to the server, you are still able to use Microsoft Outlook to read, reply and to change flags for messages (the message has to have previously been downloaded to Outlook for this to work). You are not able to do folder manipulation or delete messages. Appointments, tasks and contacts can be created and edited. When a server connection is available again, your previous changes will be synchronised with the server.

Server Folder Synchronisation

The mail server does not give notifications of folder changes, such as new folders, or removing folders. So if you remove a folder in webmail while you have an Outlook connector client connected, it will not know the folder has been removed, and it will still be visible. In order to have the client update the folders, go into the account settings and click the **Enable advanced configuration** checkbox. Then click the **Connection** tab that appears and select the **Update folders at startup** checkbox. This will force Outlook to check the folders on the server when Outlook is opened.

Microsoft Outlook Add-ins

Much of the behaviour provided by the connector is by Outlook add-ins. There are two alternative add-ins, an Exchange Client Extension (not available in Outlook 2010), and a COM add-in. They both provide the same features. If neither add-in is enabled, you will not have the full synchronisation experience. The procedure for checking the state of the add-ins and enabling them varies with different versions of Outlook.

For Outlook 2003:

Select the **Tools > Options** menu. Click the **Other** tab in the window that appears, click the **Advanced Options** button. Select the **Add-In Manager** button. In the Add-In Manager window that opens, find the "MailEnable" entry and ensure it is ticked to enable it.

For Outlook 2007:

Go to the **Tools** menu and select the **Trust Center**. In the list on the left of the "Trust Center" window, select **Add-ins**. In the drop down list labelled "Manage:" at the bottom of the right hand panel, select **Exchange Client Extensions** and click the **Go** button. In the Add-In Manager window that opens, find the "MailEnable" entry and ensure it is ticked to enable it. If it is not visible, then click the Add… button and select the MailEnableMS32.dll file from the Windows system32 directory (normally c:\Windows\system32).

For Outlook 2010/2013:

Go to the **File** menu and select **Options**. In the window which appears, select the **Add-ins** option. In the drop down list labelled "Manage:" at the bottom of the right hand panel, select **COM Add-ins** and click the **Go** button. In the "COM Add-Ins" dialog that opens, look for the option **MailEnable Connector for Outlook Add-in**, and ensure it is ticked to enable it. If it is not visible, then click the Add… button and select the MailEnableMS32.dll file from the Windows system32 directory (normally c:\Windows\system32).

Importing email data

You are able to import email from an existing PST file to an Outlook connector account. Be aware though that when you do this, all the email being imported has to also be uploaded to the server. So importing large mailboxes may take a long time, depending on the clients Internet connection.

Moving Outlook Connector PST files

It is not possible to change the location of a PST file once an account is created with the Outlook connector. There is not a way to configure the location of the PST files, and the connector will always use the Windows APPDATA environment variable to determine where to store the local cache.

Limitations

1. Messages that have not been downloaded from the server will show only their downloaded size when sorting, not their complete size.
2. Exceptions to recurring appointments are only kept locally to Outlook. They are not shown in webmail, as exceptions are not supported by webmail.
3. Mark All as Read for folder is not available.
4. Custom special folders are not supported by the connector. So you are unable to create your own calendar, tasks or contact folders using the Connector.
5. If you are running a non-English version of Outlook, any secondary Connector accounts, or shares, will have their special folders in English (i.e. you will have Calendar, Tasks, etc. in English).
6. The global directory is only loaded when Outlook starts. So new contacts added to the global directory will not be visible immediately.
7. BCC addresses are not visible for messages in the Sent Items folder.
8. Outlook rules are not able to be processed unless Outlook is open at the time the message arrives. If you use rules, after loading Outlook run the rules manually.

FAQ

Q. When trying to save a reminder, I get an error indicating that the folder does not support this type of item.

A. Reminders are only supported on the default store for the profile you are using. If you are using multiple accounts in a profile, you can change the default by using the Mail control panel applet.

Q. While composing a message with a large attachment, Outlook seems to freeze for a while.

A. The Connector will save a message being composed to the Drafts folder depending on your Outlook settings. Since the Drafts folder is stored on the server, the Connector will be uploading it. You can increase the time before Outlook saves to Drafts in the Outlook options.

Q. Which account are my Draft messages saved to?

A. If you have multiple email accounts configured under the one profile then draft messages will be stored in the default account.