



# **602LAN SUITE 5.0 Groupware**

Outlook Connector Manual

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## Introduction

The Outlook Connector provides real-time two-way synchronization of mail, contacts, tasks, and calendar events between Outlook and the Groupware server. The connector supports Microsoft Outlook 2002, 2003 and 2007.

## Installation

The Outlook Connector software is available for download from the web-based Groupware Client. To download and install the connector, do the following:

1. Login to the Groupware Client via your web browser and click the Settings button at the top of the page.
2. Click the Plug-ins item on the left side of the screen.
3. Click the Download Outlook Connector link and save the file to your desktop.



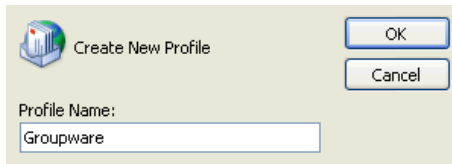
4. After the download is complete, navigate to where you downloaded the file, and double-click to the `Software602-OutlookConnector.exe` file to start the installation.
5. Click `Next` to continue.
6. Read and accept the License Agreement by clicking the `I accept the agreement` radio button, and then click `Next` to continue.
7. If you need to install the software in a special location, enter the path here, otherwise, click `Next` to continue.
8. Choose if want the Outlook Connector toolbar to be hidden and click `Next` to continue.
9. Click `Install` to begin the installation.
10. Click `Finish` to complete the installation.

**NOTE: By default, users are not members of the Outlook Connector user group in 602LAN SUITE Groupware. Membership to this group is required in order to download and use the Outlook Connector software.**

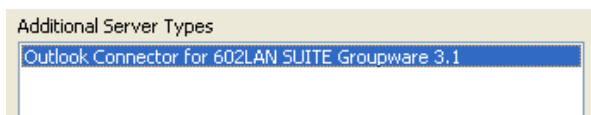
## Outlook Configuration

### Outlook 2002/2003

1. Open Control Panel -> Mail.
2. Click Add... and you will be prompted for a profile name, enter Groupware and click OK.



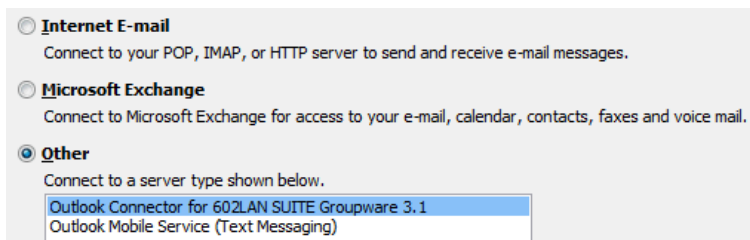
3. Select the Add new e-mail account option and click Next.
4. On the next screen choose Additional Server Types and click Next.
5. Select Outlook Connector for 602LAN SUITE Groupware 3.1 from the list of additional server types and click Next.



6. Enter all details from the [Outlook Connector Configuration](#) section.
7. Click OK to finish.

### Outlook 2007

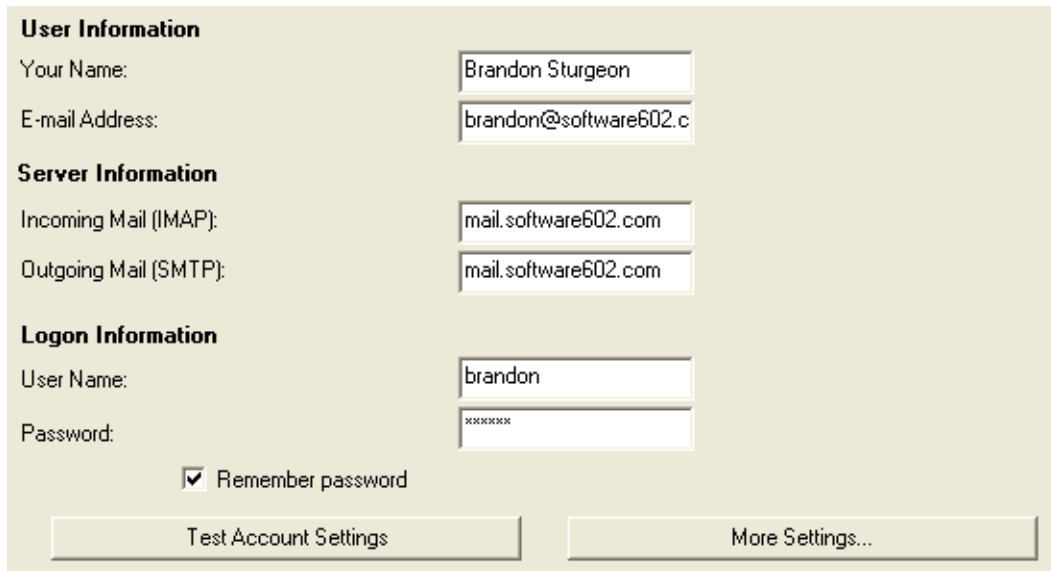
1. Open Control Panel -> Mail.
2. Click the Show profiles... button.
3. Click Add... and you will be prompted for a profile name, enter Groupware and click OK.
4. Select the Manually configure server settings or additional server types option and click Next.
5. Select Other, click Outlook Connector for 602LAN SUITE Groupware 3.1 and then click Next.



6. Enter all details from the [Outlook Connector Configuration](#) section.
7. Click Finish.

## Outlook Connector Configuration

The following sections describe the configuration settings for the Outlook Connector regardless of the version of Outlook installed. These properties define account information and the connection type used to contact the 602LAN SUITE Groupware server over the network. This information should be provided by your Groupware Administrator.



The screenshot shows a configuration dialog box with three sections: User Information, Server Information, and Logon Information. Each section has input fields for specific data. At the bottom, there are two buttons: 'Test Account Settings' and 'More Settings...'. A checkbox for 'Remember password' is checked.

Section	Field	Value
User Information	Your Name:	Brandon Sturgeon
	E-mail Address:	brandon@software602.c
Server Information	Incoming Mail (IMAP):	mail.software602.com
	Outgoing Mail (SMTP):	mail.software602.com
Logon Information	User Name:	brandon
	Password:	xxxxxxx

Remember password

Test Account Settings      More Settings...

- **User Information:** The user's full name and e-mail address.
- **Server Information:** The IMAP and SMTP server address to the 602LAN SUITE Groupware server. These addresses can either be in the form of a Fully Qualified Domain Name (FQDN) or by IP Address. If you are uncertain of these settings, contact your Groupware Administrator.
- **Logon Information:** The 602LAN SUITE Groupware user account and password.

Once all information has been entered, click the `Test Account Settings` button to verify the connection to the 602LAN SUITE Groupware server.

Click the `More Settings...` button to access advanced Outlook Connector settings.

## General

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**Display Information**

Display Name:

**Other User Information**

Organization:

- **Display Information:** This is how the account will be shown the folder list. It can be changed to a name of your choice. By default it is 602LAN SUITE Groupware.
- **Other User Information:** This field is optional.

## Connections

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**Incoming Server (IMAP)**

Use secured connection (SSL)

Use Persistent Connection

Port

**Outgoing Server (SMTP)**

Use secured connection (SSL)

Use Transport Layer Security (TLS)

Port

**SMTP Authentication**

SMTP server requires authentication

Use Same Authentication As Incoming Server

Use SMTP Authentication

User Name:

Password:

Remember password

**Timeout Setting**

Server timeout value in number of seconds

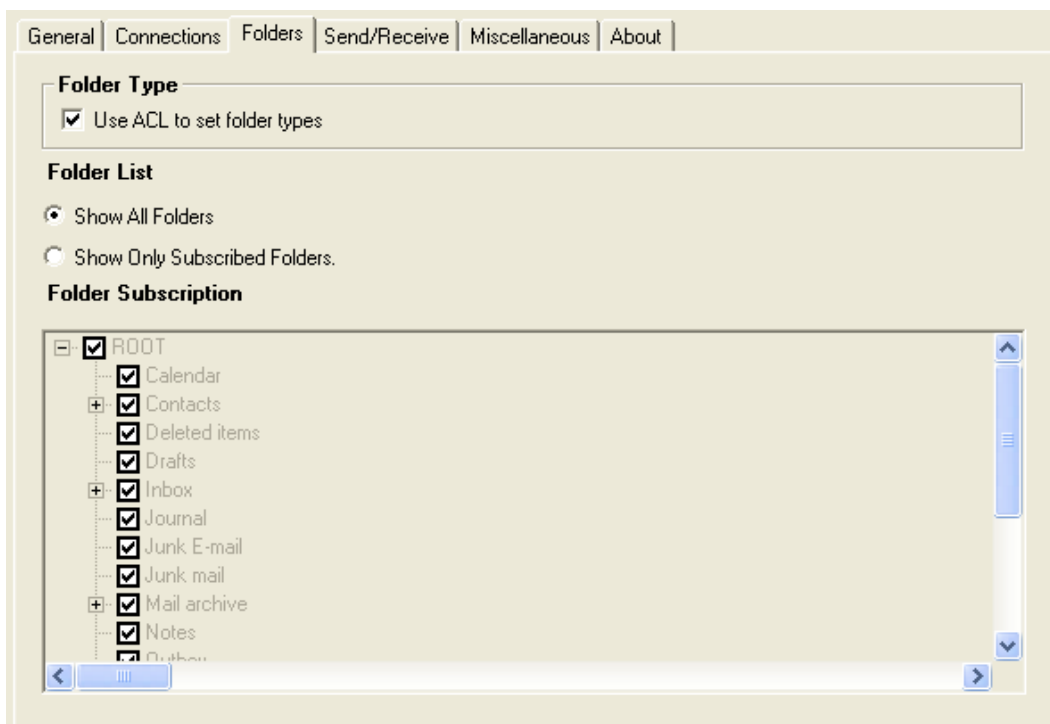
Auto Registration Port

Use SSL

- **Incoming Server (IMAP):** Enable the Use secured Connection (SSL) option to provide IMAP connectivity over Secure Sockets Layer (SSL). This option will change the port to 993. Enable the Use Persistent Connection unless otherwise instructed by your Groupware Administrator. A persistent connection is recommended as it provides better performance since the authentication process is only performed once. Disable persistent connections when there are large numbers of clients connecting simultaneously to the 602LAN SUITE Groupware server.

- **Outgoing Server (SMTP):** These options allow you to configure the level of security used by the Outlook Connector when sending e-mail. Enable the `Use secured connection (SSL)` to send e-mail via the SSL SMTP. This option requires the SSL SMTP server to be enabled on the 602LAN SUITE Groupware server. `Use Transaction Layer Security (TLS)` is not support by the 602LAN SUITE Groupware server.
- **SMTP Authentication:** This must be used when the 602LAN SUITE Groupware SMTP server requires authentication before it will accept e-mail. Enable `SMTP server requires authentication` and choose the authentication method. The default is to use the same user name and password used to access the IMAP server.
- **Timeout Setting:** This is the number of seconds that the Outlook Connector will wait for a response from the server before timing out. It is recommended that this value be set to 60.

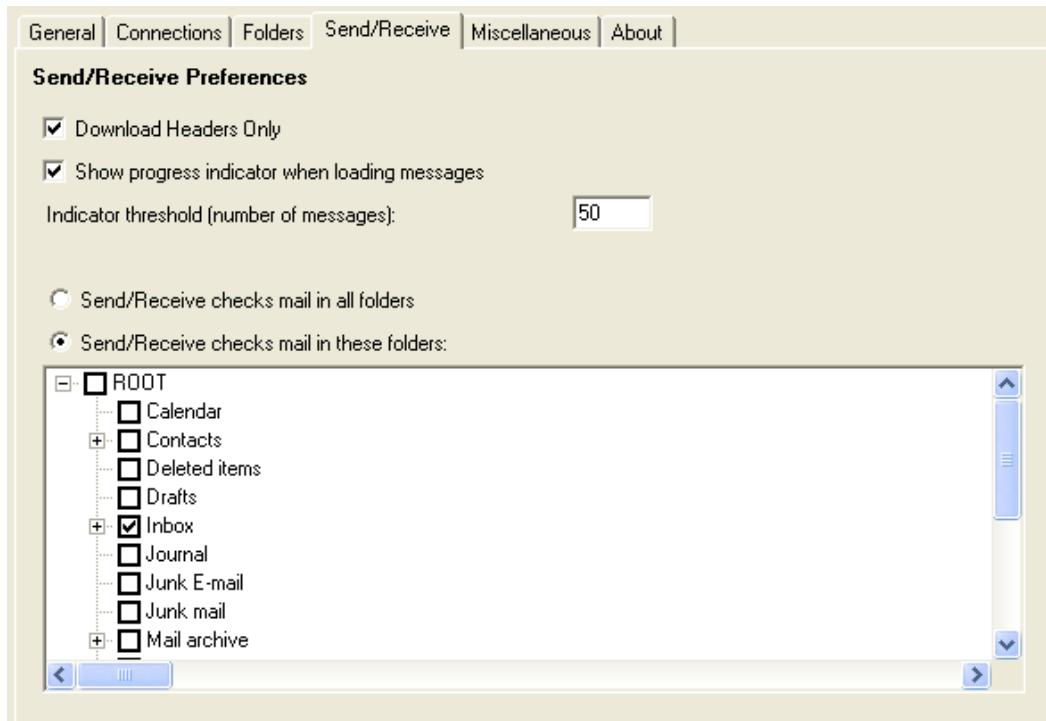
## Folders



- **Folder Type:** This option enables the Outlook Connector to use custom IMAP folder ACLs to specify the folder types used by Outlook (Appointment, Contact, Task, Journal, Notes, and Mail).
- **Folder List:** The `Show All Folders` option is enabled by default and tells the connector to automatically subscribe to all folders found on the IMAP server. The option `Show Only Subscribed Folders` should be used in environments when there are a large amount of folders on the server, but they are not all needed by most users. This will allow the user to individually select only the specific folders they would like to see in Outlook.

**NOTE: Do not unsubscribe the default Outlook folders (Calendar, Contacts, Deleted Items, Drafts, Journal, Sent Item, Notes, Outbox and Tasks). If these folders are not subscribed, Outlook will automatically recreate these folders on the server.**

## Send/Receive



- **Download Headers Only:** This option is enabled by default for performance reasons. Downloading headers allows the Outlook Connector to build the message list for Outlook faster than if it had to download the complete message. Once the message is selected for viewing, then the entire message is downloaded.
- **Show progress indicator when loading messages:** Allows you to configure the status indicator when sending and receiving messages. The default `Indicator threshold (number of messages)` is 50 messages. Any folder with less than 50 messages will not show the Outlook Connector status indicator.
- **Send/Receive checks mail in all folders:** All folders are checked for new messages.
- **Send/Receive checks mail in these folders:** Only the selected folders are checked.

## Miscellaneous

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**Message Receipt Options**

How would you like to respond to requests for read receipts on incoming messages?

Prompt me before sending a response

Always send a response

Never send a response

**Local Cache Options**

Store local message cache in the following file:

Default Location

Custom Location

C:\Documents and Settings\Administrator\Application Data\Software602\Outlook Connector for 602LAN SUITE Gr

Browse

- **Message Receipt Options:** The option `Prompt me before sending a response` will notify you when a read receipt is requested and you can decide whether to send it or not. `Always send a response` will send a read receipt whenever one is requested. `Never send a response` will never send a read receipt whenever one is requested.
- **Local Cache Options:** The `Default Location` of the local cache is:

```
%HOME%\Application Data\Software602\Outlook Connector for 602LAN SUITE  
Groupware\Accounts\[outlook profile name]\[email address]\Localcache.db
```

Example:

```
C:\Documents and Settings\Bob\Application Data\Software602\Outlook Connector for  
602LAN SUITE Groupware\Accounts\Groupware\bob@domain.com\LocalCache.db
```

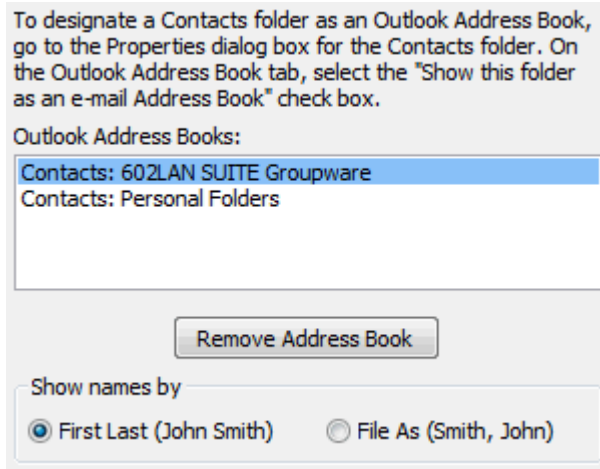
The `Custom Location` provides a way to override the default location.

**NOTE: Please ensure that users have permission (read, write, delete, change) to access the drive location where the local cache is stored.**

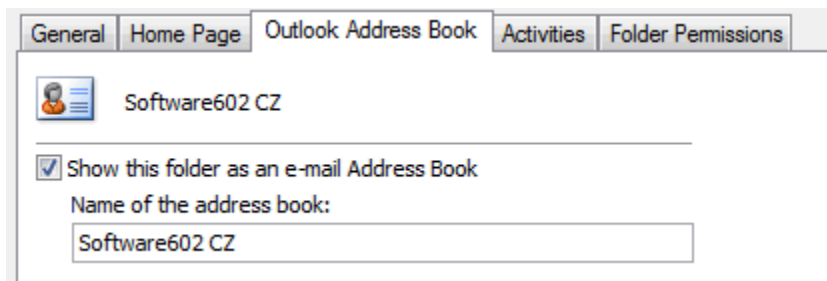
## Address Book

The Outlook Connector provides complete access to contacts stored within 602LAN SUITE Groupware. To use e-mail addresses stored as Groupware Contacts in Outlook, the following conditions must be met:

- The Outlook Address Book service must be added under Directories and Address Books in Microsoft Outlook.



- Contact folders on 602LAN SUITE Groupware server that you would like to use for addressing messages in Outlook (usually Contacts and Shared Contacts folders) must have the Show this folder as an e-mail Address Book option on the Outlook Address Book tab enabled.



## ActiveSync

ActiveSync allows you to synchronize mail between Outlook and Windows Mobile enabled devices. You learn more about ActiveSync from the following URL:

<http://www.microsoft.com/windowsmobile/activesync/default.aspx>

To ensure that your mobile device is synchronized with Groupware, you will need to configure Outlook to deliver new mail to the Groupware account in the Outlook.

### **Outlook 2002/2003**

1. Open Microsoft Outlook.
2. Click `Tools` -> `E-mail Accounts`.
3. Click `Next`.
4. Change the `Deliver new e-mail to the following location` option to your Groupware account.
5. Click `Finish` to save your settings.

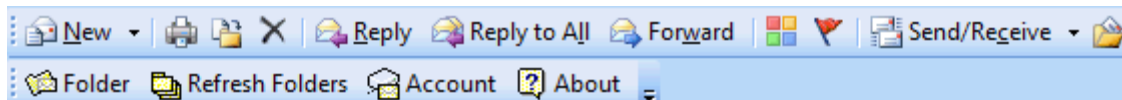
### **Outlook 2007**

1. Open Microsoft Outlook.
2. Click `Tools` -> `Accounts Settings`
3. Select the Groupware account and click `Set as Default`.
4. Click `Close`.

## Usage

### Refresh Folders

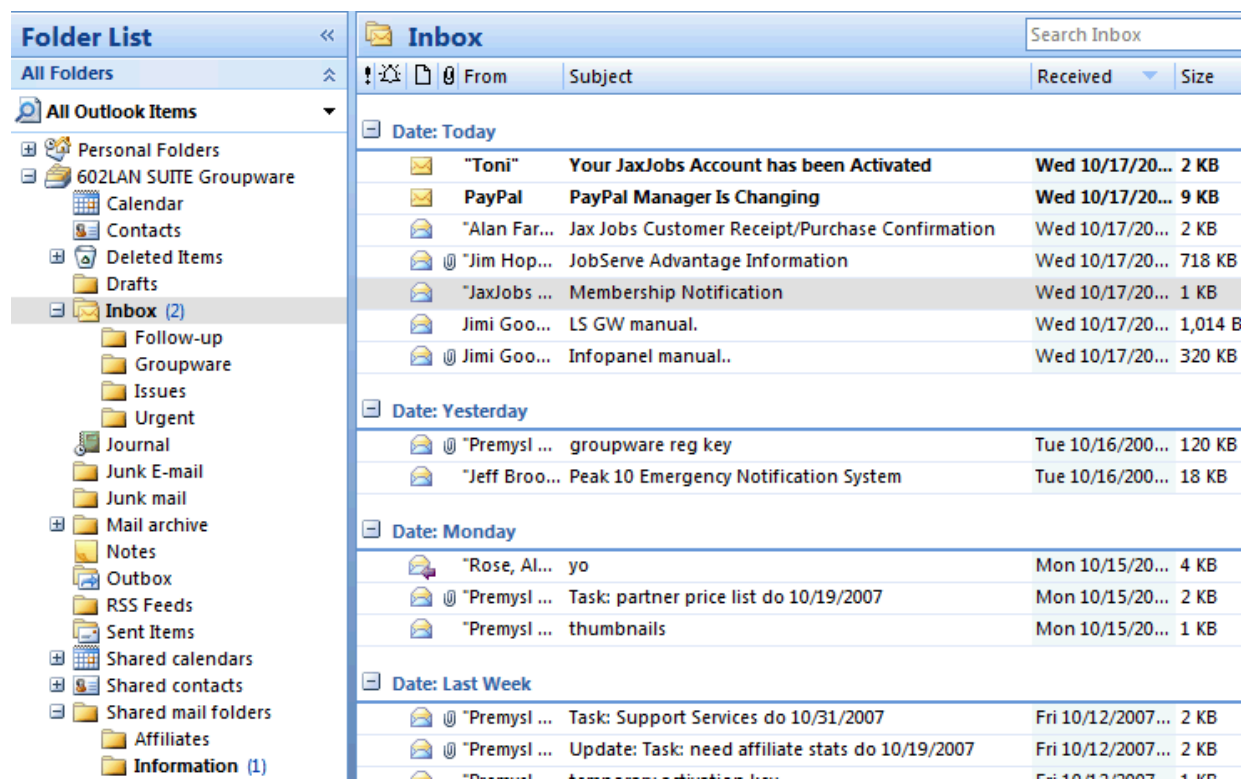
To refresh the folder list within Outlook, simply press the `Refresh Folders` button on the Outlook Connector toolbar. This is useful when a new folder is created on the server from another mail client, such as the web-based Groupware Client, or if you have recently received permissions to view the contents of a shared folder.



**NOTE: Restarting Outlook will automatically refresh the folder list.**

### E-mail

After opening Outlook, the `602LAN SUITE Groupware` account folder tree is added to the left column. You will notice that the inbox folders and shared mail folders are identical to the folder layout on the web-based Groupware client.

A screenshot of the Outlook interface. On the left, the 'Folder List' pane shows a tree view under 'All Outlook Items'. The '602LAN SUITE Groupware' folder is expanded, showing sub-folders like 'Calendar', 'Contacts', 'Deleted Items', 'Drafts', 'Inbox (2)', 'Follow-up', 'Groupware', 'Issues', 'Urgent', 'Journal', 'Junk E-mail', 'Junk mail', 'Mail archive', 'Notes', 'Outbox', 'RSS Feeds', 'Sent Items', 'Shared calendars', 'Shared contacts', 'Shared mail folders', 'Affiliates', and 'Information (1)'. The 'Inbox (2)' folder is selected. The main pane shows the 'Inbox' view with a search box and columns for 'From', 'Subject', 'Received', and 'Size'. The inbox contains several emails, grouped by date: 'Date: Today', 'Date: Yesterday', 'Date: Monday', and 'Date: Last Week'. The 'Date: Today' group includes emails from 'Toni', 'PayPal', 'Alan Far...', 'Jim Hop...', 'JaxJobs ...', 'Jimi Goo...', and 'Jimi Goo...'. The 'Date: Yesterday' group includes emails from 'Premysl ...' and 'Jeff Broo...'. The 'Date: Monday' group includes emails from 'Rose, Al...', 'Premysl ...', and 'Premysl ...'. The 'Date: Last Week' group includes emails from 'Premysl ...' and 'Premysl ...'.

**NOTE: It can take several minutes for Outlook to synchronize with the Groupware server for the first time. If your folders do not appear right away, be patient.**

## Calendar

Calendar sharing is available to all users. This feature makes it possible for managers and coordinators to be up-to-date in regards to the current workload of their subordinates and co-workers. Events within a shared calendar are visible and can be edited, provided the user has the proper permissions.

Calendars also provide notifications for scheduled meetings and events, and can also be configured to notify the user in advance of an event.

In Outlook, you have both your personal calendar and all shared calendars at your disposal. You can create events in Outlook and synchronize them with the server or create events using the web-based Groupware Client and synchronize them with Outlook. Likewise, an event created in Outlook can be edited via the web interface and vice-versa.

## Tasks

Creation and completion of various work assignments is a routine task of every working day. That is why it is important to have a good overview of your currently assigned tasks.

In electronic format, you can assign tasks quickly and easily. An arbitrary task can be assigned to a selected colleague or team. Using the iCalendar standard, it is possible to receive and assign tasks through Microsoft Outlook.

## Contacts

In 602LAN SUITE Groupware, a contact is a database record describing a person or an organization. It can contain a wide range of contact information, from an e-mail address and telephone number to a birthday or anniversary. Contacts can be shared or made private and only available to the user who created the contact record.

## FAQ

**Q:** I do not see any items in any address book under my Groupware account, or the address book is not syncing with the Groupware server.

**A:** Make sure that Outlook is not running in offline mode: `File -> Work Offline`.

**Q:** It seems that I have installed and set everything correctly but the Outlook Connector does not behave correctly.

**A:** Make sure that you are a member of the `Outlook Connector Users` group on the Groupware server. You will need to contact your Administrator to be added to this group.

**Q:** How do I synchronize only certain folders from 602LAN SUITE Groupware to Outlook or from Outlook to 602LAN SUITE Groupware?

**A:** If you would like to synchronize only certain folders to Outlook, you need to change how the Outlook Connector sends and receives mail. See the section on [Outlook Connector Configuration](#) on the `Send/Receive` tab (select the relevant folders).