

LOOK.WEB

Installation and Configuration Guide

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Version 4. Revision 2.

The Symprex logo consists of the word "Symprex" in a white, italicized, sans-serif font, centered within a solid orange rectangular background.

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1. INTRODUCTION

LOOK.WEB is a web-based group calendar add-on for Microsoft Outlook and Exchange from Symprex. LOOK.WEB provides quick and easy access to informative overviews as well as detailed views of Outlook calendars via web browsers and offers integration with your Intranet, Microsoft Outlook and Outlook Web Access.

1.1. Features

LOOK.WEB is a pure server-based application. All a user needs to access the views and features of LOOK.WEB is an Intranet or Internet connection and a web browser, making it work equally well both when in or out of the office.

LOOK.WEB features include:

- Web-based access to views of single and multiple Outlook calendars
- Calendar views such as today, day, week, month, quarter and year
- Free/busy calendar views
- Detailed calendar views
- Create appointments and book meetings
- Flexible selection of groups and users
- Favorites for quick access to users, resources and groups
- Show all details of appointments and meetings
- Category coloring of appointments with HTML administration
- Supports use of Outlook security and calendar permissions
- International language support
- Simple integration with Outlook 2000 and later
- Simple integration with Outlook Web Access (OWA)
- Easy to use with intuitive and simple user interface
- HTML-based configuration of both user and administrative settings
- Cascading Style Sheet implementation for easy customization of layout etc.
- Plus more!

1.2. Requirements

LOOK.WEB requires and works with Symprex Exchange Connector. Symprex Exchange Connector provides and maintains the external database, which LOOK.WEB is based on, with Outlook calendars from Microsoft Exchange. Before you can install LOOK.WEB, you must have installed and configured a copy of Symprex Exchange Connector.

More information on Symprex Exchange Connector is available here:

<http://www.symprex.com/connector/index.htm>

1.3. Licensing

You need a license key for this product to work. This software will not run without it, not even in evaluation mode. For evaluation purposes you can request a 30-day evaluation license key from Symprex or one of its authorized resellers.

1.4. About this Guide

This guide tells you how to install and configure LOOK.WEB. Chapter 2 gives an overview of the installation procedure and system requirements. Chapter 3 describes how to install

LOOK.WEB. Chapter 4 contains information on the configuration of LOOK.WEB. Chapter 5 offers troubleshooting information and will in most cases help you resolve any problems you may encounter.

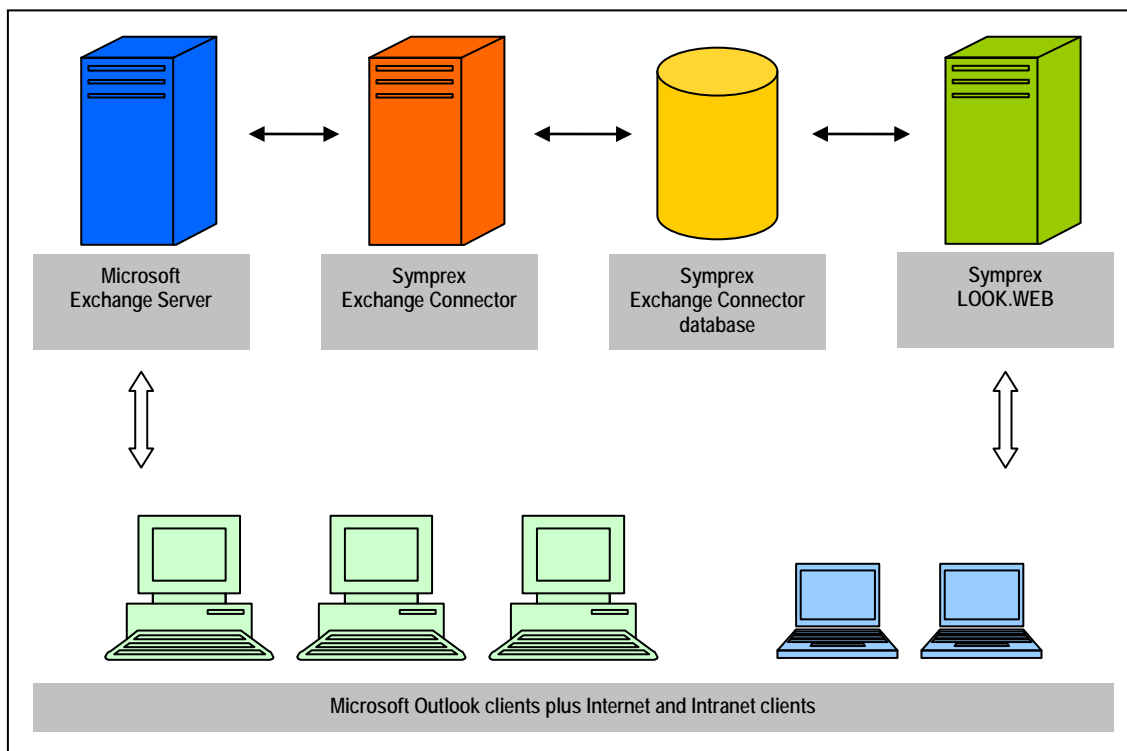
2. INSTALLATION OVERVIEW

Installing and configuring LOOK.WEB is simple. Before you start you need to make sure your system satisfies some minimum requirements. This chapter provides an installation overview and includes important information on system requirements and more.

2.1. How it Works

LOOK.WEB requires and works with Symprex Exchange Connector. Symprex Exchange Connector provides and maintains the external database, which LOOK.WEB is based on, with Outlook calendars from Microsoft Exchange. Before you can install LOOK.WEB, you must have installed and configured a copy of Symprex Exchange Connector.

The figure below illustrates how LOOK.WEB works:



LOOK.WEB, Symprex Exchange Connector and the database can each be installed on the *same* server, or on *separate* servers.

Symprex Exchange Connector version 4.0 works with Microsoft Exchange 5.5, 2000, 2003 and 2007.

2.2. System Requirements

Before installing LOOK.WEB, make sure the server satisfies these requirements:

Installing on a Windows Server 2008

- Microsoft Windows Server 2008 (32-bit or 64-bit)
- Microsoft Internet Information Server 7.0
- Support for ASP pages must be installed and enabled (see note below)

Note: You must install and enable support for ASP pages (the ASP role is not installed by default in Windows Server 2008). Open Server Manager, expand Roles, click Web Server (IIS), click Add Role Services, under Application Development select ASP and click Next.

Installing on a Windows Server 2003

- Microsoft Windows Server 2003 (32-bit or 64-bit)
- Microsoft Internet Information Server 6.0
- Support for ASP pages must be enabled (see note below)

Note: You must enable support for ASP pages (disabled by default in Windows Server 2003). Open Internet Information Services (IIS) Manager, select the Web Service Extensions node, select Active Server Pages and click Allow.

Installing on a Windows 2000 Server

- Microsoft Windows 2000 Server SP4 or later
- Microsoft Internet Information Server 5.0
- Microsoft Data Access Components (MDAC) 2.6 or later

Note: LOOK.WEB uses Microsoft Data Access Components (MDAC) to access the Exchange Connector database. Version 2.6 or later is required on Windows 2000.

3. INSTALLING LOOK.WEB

The following steps are required to install and configure LOOK.WEB:

- 1) Run the LOOK.WEB Setup (lookwebsetup.exe)
- 2) Install your LOOK.WEB license key (using License Manager from Start menu)

You need the following to make sure the installation will be successful:

- 1) A LOOK.WEB license key, which can be requested from Symprex or an authorized reseller. This software will not run without a full or evaluation license key.
- 2) A running installation of Symprex Exchange Connector and access to the Symprex Exchange Connector database.

Section 3.1 below describes the installation and configuration of LOOK.WEB.

3.1. Installing and Configuring LOOK.WEB

Run lookwebsetup.exe. This will start the LOOK.WEB Setup program. Remember to close all applications (including the Windows Event Viewer) before starting the installation.

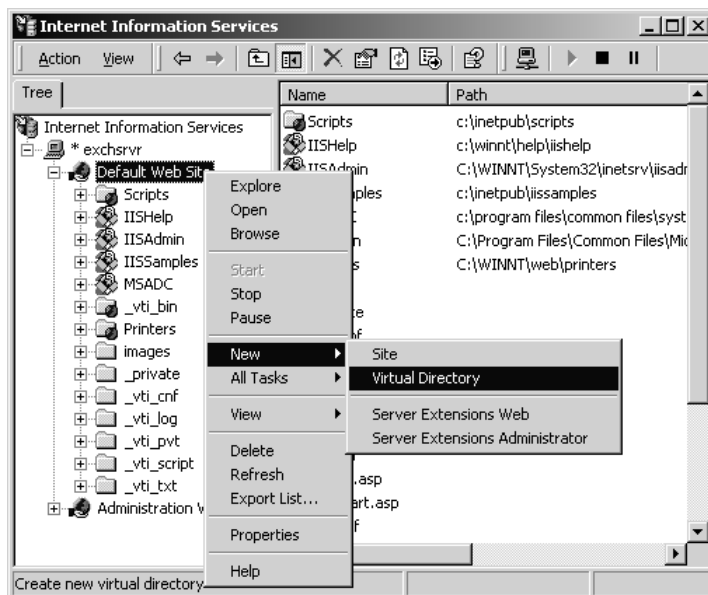
Step through the Welcome, Software License Agreement, Readme Information, and Choose Destination Location dialogs. It is recommended to use the default directory.

Step through the Start Copying Files dialog to start copying and installing files.

Install LOOK.WEB license key (using License Manager from LOOK.WEB Start menu).

3.2. Adding LOOK.WEB to Your Web Site

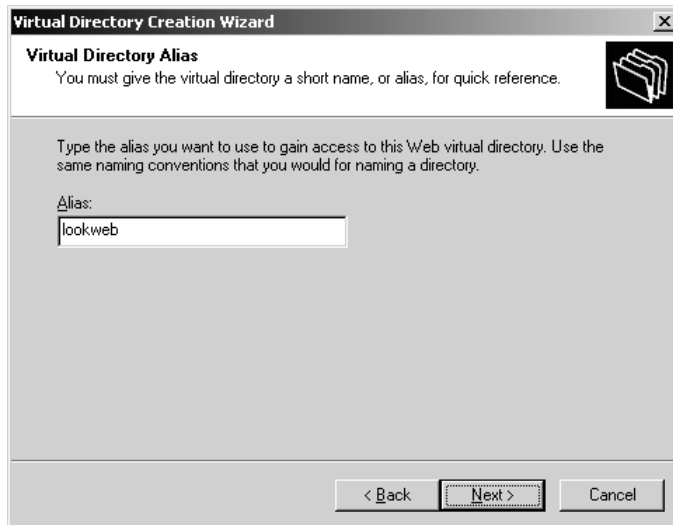
After installing the LOOK.WEB web files, to make them available to users, you must create a virtual directory on the Internet Information Server using the Internet Service Manager.



Right-click the web site from which you want LOOK.WEB to be available, then select New, then select Virtual Directory.

Note: On Windows Server 2008 you need to select the menu Add Virtual Directory. You can only do this if the Web Server (IIS) role is installed and the ASP role service is installed.

The New Virtual Directory Wizard will help you create the virtual directory:

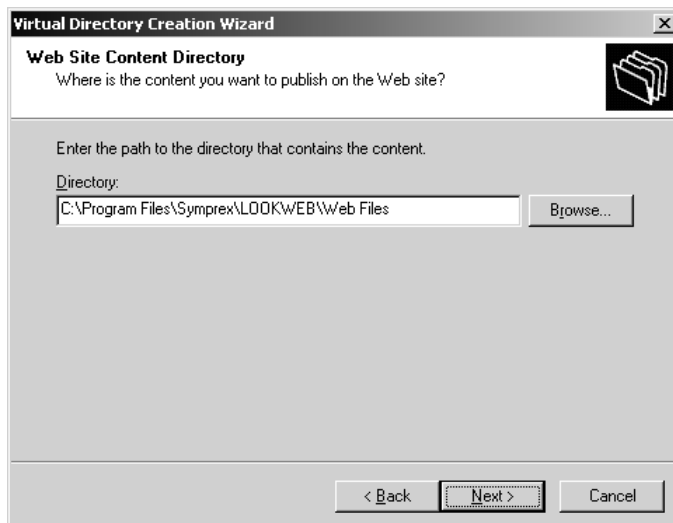


Enter the alias to be used to access the virtual directory.

If the server is named *myserver* and the virtual directory is created in the root of the web site and it is named *lookweb*, LOOK.WEB can be accessed using the following URL (assuming *default.asp* is set to be the default page for the new virtual directory):

```
http://myserver/lookweb
```

Click Next to continue.



Enter the LOOK.WEB directory that holds the web files in the destination directory chosen during installation.

If you did not change the default destination directory, you should enter (on one line):

```
C:\Program Files\
Symprex\LOOKWEB\Web Files
```

Or, if on Windows 64-bit enter:

```
C:\Program Files (x86)\
Symprex\LOOKWEB\Web Files
```

Click Next to continue.

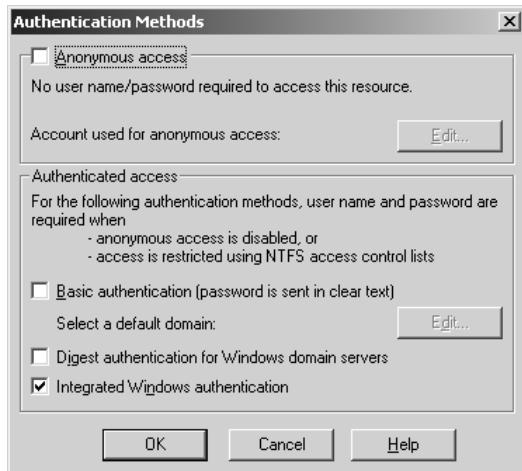


Specify the access permissions for the new virtual directory. Select Read and Script access.

Click Finish to create the virtual directory using the information you specified.

3.3. Setting the LOOK.WEB Authentication Mode

You must specify the authentication methods for the LOOK.WEB virtual directory. Right-click the virtual directory, then select Properties. Open the Authentication Methods dialog:



Set authentication method for the LOOK.WEB virtual directory as follows:

Disable *Anonymous access*.

Enable *Integrated Windows authentication*.

Please see below for more information about authentication methods.

LOOK.WEB supports anonymous access. However, due to the way Internet Information Server handles authentication you must set up a separate LOOK.WEB virtual directory for anonymous access, which simply points to the directory holding the LOOK.WEB web files (repeat section 3.2 above, but give the virtual directory for anonymous access a new name such as *lookwebanon*).

The virtual directory that allows anonymous access must have *Anonymous access* ticked and *Integrated Windows authentication* disabled. Users must use the appropriate URL to access LOOK.WEB depending on whether they want authenticated or anonymous access.

Note that you need authenticated access to LOOK.WEB through a secure virtual directory to administer LOOK.WEB.

3.3.1. LOOK.WEB and Integrated Windows Authentication

Enabling *Integrated Windows authentication* allows LOOK.WEB to identify users who are logging on using Microsoft Internet Explorer. This in turn allows LOOK.WEB to validate users against permissions on Outlook calendars.

LOOK.WEB allows three data access mode for authenticated users: *Show all details*, *Hide all details* and *Use calendar permissions*. This mode can be set on the Administration page in LOOK.WEB.

Finally, only authenticated users can create appointments and book meetings from within LOOK.WEB (and only if their calendars are imported into LOOK.WEB).

3.3.2. LOOK.WEB and Anonymous Authentication

Enabling *Anonymous access* allows anonymous users to access LOOK.WEB. By default LOOK.WEB assigns a unique ID to each anonymous user (which is stored in a cookie) so that anonymous users can set their own settings and create their own favorites. However, this can be disabled if desired.

LOOK.WEB allows two data access mode for anonymous users: *Show all details* and *Hide all details*. This mode can be set on the Administration page in LOOK.WEB.

3.4. Setting the Default Page

It is recommended to specify *default.asp* as the default document for the LOOK.WEB virtual directory, or the *default.asp* page must be explicitly specified in links to LOOK.WEB.

3.5. Setting Permissions on Web Files

You must give users full access rights on the directory which holds LOOK.WEB (by default C:\Program Files\Symprex\LOOKWEB). If you wish to allow anonymous access, you must also give the *IUSR_machine* account full access rights on the same directory. This account is the account that Internet Information Server uses for anonymous users.

3.6. Setting Permissions on Exchange Connector Database

If your installation of Symprex Exchange Connector uses the built-in database (and not a SQL Server database), you need to give users full access rights on the directory which holds the Symprex Exchange Connector database. The default location for the database is C:\Program Files\Symprex\Exchange Connector\Database. You must also give full access rights on the database file *exchconn.mdb*.

3.7. Initial Configuration of LOOK.WEB

To perform the initial configuration of LOOK.WEB, open Internet Explorer and enter the appropriate URL for LOOK.WEB. For example:

```
http://myserver/lookweb
```

You will see one of the following two messages:

```
This product has not been configured. The Administrator List  
is empty.
```

or

```
This product has not been configured. Connector database  
settings not verified.
```

In either case click the link to proceed to the *Administration* page.

When the Administration page opens you will notice that your NT domain login has been inserted into the *Administrator List*. The Administrator List contains a semicolon delimited list of NT domain logins that has the rights to administer and configure LOOK.WEB.

When you have verified the Administrator List setting, scroll to the bottom of the page. You will see the database connection settings for the Symprex Exchange Connector database. If you installed LOOK.WEB on the same server as Symprex Exchange Connector, these settings will have been automatically inserted. If not, you will need to update these settings as appropriate. This is explained further in chapter 4 below.

You have now completed the installation of LOOK.WEB. We recommend reading chapter 4 below, which describes the many administrative options in LOOK.WEB.

4. CONFIGURING LOOK.WEB

The administrative settings available for configuration of LOOK.WEB are explained in this chapter.

4.1. Administrative Settings

To configure LOOK.WEB, click Settings, then select the *Administration* page. This page is divided into main groups of settings. Each group and setting is described below.

4.1.1. Administration Settings

Setting	Description
Administrator List	Semicolon delimited list of NT-Accounts (Domain\Account), which have access to the administrative pages in LOOK.WEB.

4.1.2. Default Settings

Setting	Description
Default View	Default view: None Specific group
Default View Type	Default view type
Default Theme	Default theme
Default Language	Default language
Default Time Format	Default time format: Use System Default 24 Hour 12 Hour 12 Hour AM/PM Military
Default Date Format	Default date format: Day-Month-Year Month-Day-Year Year-Month-Day

4.1.3. Display Settings

Setting	Description
Weekend Days	Days to be marked as weekend days
Office Hours	Office hours
Display Hours	Display hours
Show Appointment Legend	Show appointment color legend in scheduling views
Show 'Free' Appointments	Show appointments marked as Free
Insert Ruler After Rows	Insert ruler (date/time) line for each number of rows
Auto Refresh Interval	Auto refresh scheduling views every specified number of seconds

4.1.4. Calendar Settings

Setting	Description
First Day of Week	First day of week: System Default Specific day of week
First Week of Year	First week of year: System Default January 1 First Four Days First Full Week

4.1.5. Category Settings

Setting	Description
Use Category Colors	Use category colors in scheduling views
Show Category Legend	Show category color legend in scheduling views

4.1.6. Security Settings

Setting	Description
Authentication Mode	Authentication mode: IIS Windows Authentication
Anonymous User Mode	Anonymous user mode: No Identification Identification Using Cookies
Authenticated Access	Authenticated access: Use Calendar Permissions Always Show Appointment Details Never Show Appointment Details
Anonymous Access	Anonymous access: Always Show Appointment Details Never Show Appointment Details

4.1.7. General Settings

Setting	Description
Favorites Mode	Favorites mode: Disabled Read Only Create Private Create Public
Enable Select Page	Enable select page (yes/no)
Enable Book Meeting Page	Enable book meeting page (yes/no)
Enable Settings Page	Enable settings page (yes/no)
Allow Theme Change	Allow theme change (yes/no)
Allow Language Change	Allow language change (yes/no)
User Picture Directory	User picture directory

4.1.8. Outlook Web Access Settings

Setting	Description
OWA Integration	Outlook Web Access integration
Open In New Window	Open Outlook Web Access in new window
OWA Link	Outlook Web Access link

4.1.9. External Access Settings

Setting	Description
External Integration	External integration (yes/no)
Open In New Window	Open external link in new window
External Link	External link
External Link Tooltip	External link tool tip

4.1.10. System Settings

Setting	Description
Settings Database	Settings database connection string
Language Database	Language database connection string
Language Caching	Language caching (yes/no)

4.1.11. Connector Settings

Setting	Description
Connector Database	Connector database connection string
Database Type	Connector database type
Database Password	Connector database password

4.2. Using LOOK.WEB with SQL Server

Configuring LOOK.WEB to use a Symprex Exchange Connector database on SQL Server is straightforward.

You must configure the SQL Server Symprex Exchange Connector database to accept SQL Server authentication. LOOK.WEB will log on to the database using a specific SQL Server account and then validate access to calendar data against the security data (calendar permissions) imported into the database by the Symprex Exchange Connector.

SQL Server Authentication Connect String

Replace PASSWORD, USER_NAME and SERVER_NAME with the correct values:

```
Provider=SQLOLEDB.1;Password="PASSWORD";Persist Security
Info=True;User ID="USER_NAME";Initial Catalog=exchconn;Data
Source=SERVER_NAME
```

Note that you should leave the Database password field empty. The password for the SQL Server database already appears in the above connection string.

5. TROUBLESHOOTING

LOOK.WEB is a relatively uncomplicated product, but it requires and relies on several Microsoft components and on a number of required system permissions. This chapter explains how to troubleshoot LOOK.WEB if it does not work correctly after installation.

5.1. Troubleshooting Errors

Problem	Solution
<p>LOOK.WEB shows the following message:</p> <p><i>This product has not been configured. The Administrator List is empty.</i></p>	<p>LOOK.WEB has not yet been configured. The list of administrators (NT-Accounts) with access to the administrative page in LOOK.WEB has not been initialized.</p> <p>See section 3.7 for more information.</p>
<p>LOOK.WEB shows the following message:</p> <p><i>This product has not been configured. Connector database settings not verified.</i></p>	<p>LOOK.WEB has not yet been configured. The connector database settings have been verified to work.</p> <p>See section 3.7 for more information.</p>
<p>LOOK.WEB shows the following error:</p> <p><i>You are not authorized to view this page</i></p>	<p>Make sure you selected</p> <p>C:\Program Files\Symprex\LOOKWEB\Web Files</p> <p>and not just</p> <p>C:\Program Files\Symprex\LOOKWEB</p> <p>as the physical directory for the virtual lookweb directory.</p>

5.2. Contacting Symprex Technical Support

If the above troubleshooting does not help identify any problems with LOOK.WEB, please contact Symprex Technical Support. See chapter 6 for more information on how to contact Symprex.

6. CONTACTING SYMPREX

Symprex is a company with a passion for technology and the determination to help you increase your return of investment in the Microsoft Exchange & Outlook platform.

It is our ambition that Symprex products can help our customers increase employee productivity, streamline business processes, and reduce overall business costs.

We develop software add-on solutions for the Microsoft Exchange & Outlook messaging and collaboration platform, and market and support our products from our web site and through an extensive worldwide reseller network.

6.1. Visit our Web Site

Our web site provides general information about Symprex and our products:

<http://www.symprex.com>

If you experience technical problems with one of our products, please visit our support page:

<http://www.symprex.com/support.htm>

6.2. Contact Us by E-mail

Please e-mail general enquiries about Symprex or our products to:

info@symprex.com

Please e-mail sales enquiries to:

sales@symprex.com

Please e-mail support enquiries to:

support@symprex.com

6.3. Contact your Local Reseller

Symprex has partners and resellers in most countries. You can find your local reseller here:

<http://www.symprex.com/resellers.htm>

7. LICENSE AGREEMENT

LOOK.WEB

Copyright © 2001-2009 by Symprex Ltd. All rights reserved.

SERVER LICENSE FOR LOOK.WEB

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c. Use of the Server Software.

You may use one copy of the Server Software on one Server. You must acquire a separate Calendar Access License for each calendar that LOOK.WEB imports from a calendar server, such as a Microsoft Exchange Server, and that are thus available to users via the LOOK.WEB service. You do not need a separate Client Access License to access or otherwise utilize the services of LOOK.WEB, except to the extent that a Server or

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i. No calendar access "Multiplexing" or "Pooling".

Use of software or hardware that reduces the number of Calendars directly accessed or imported by LOOK.WEB (sometimes called "multiplexing" or "pooling" software or hardware) does not reduce the number of Calendar Access Licenses required; the required number of Calendar Access Licenses would equal the number of distinct inputs to the multiplexing or pooling software or hardware "front end".

j. No client access "Multiplexing" or "Pooling".

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Symprex warrants that the SOFTWARE PRODUCT will perform substantially in accordance with the accompanying written materials for a period of ninety (90) days from the date of receipt. If an implied warranty or condition is created by your state/jurisdiction and federal or state/provincial law prohibits disclaimer of it, you also have an implied warranty or condition, BUT ONLY AS TO DEFECTS DISCOVERED DURING THE PERIOD OF THIS LIMITED WARRANTY (NINETY (90) DAYS). AS TO ANY DEFECTS DISCOVERED AFTER THE NINETY (90) DAY PERIOD, THERE IS NO WARRANTY OR CONDITION OF ANY KIND. Some states/jurisdictions do not allow limitations on how long an implied warranty or condition lasts, so the above limitation may not apply to you. Any supplements or updates to the SOFTWARE PRODUCT, including without limitation, any (if any) service pack or hot fixes provided to you after the expiration of the ninety (90) day Limited Warranty period are not covered by any warranty or condition, express or implied.

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not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Limited Warranty gives you specific legal rights. You may have others which vary from state/jurisdiction to state/jurisdiction.

YOUR EXCLUSIVE REMEDY.

Symprex's and its suppliers' entire liability and your exclusive remedy shall be, at Symprex's option from time to time, (a) return of the price paid (if any) for, or (b) repair or replacement of, the SOFTWARE PRODUCT that does not meet this Limited Warranty and that is returned to Symprex with a copy of your receipt. You will receive the remedy elected by Symprex without charge, except that you are responsible for any expenses you may incur (e.g. cost of shipping the SOFTWARE PRODUCT to Symprex). This Limited Warranty is void if failure of the SOFTWARE PRODUCT has resulted from accident, abuse, misapplication, abnormal use or a virus. Any replacement SOFTWARE PRODUCT will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Neither these remedies nor any product support services offered by Symprex are available without proof of purchase from Symprex or an authorized international source. To exercise your remedy, contact Symprex Limited.

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To the maximum extent permitted by applicable law, in no event shall Symprex or its suppliers be liable for any special, incidental, indirect, or consequential damages whatsoever (including, but not limited to, damages for loss of profits or confidential or other information, for business interruption, for personal injury, for loss of privacy, for failure to meet any duty including of good faith or of reasonable care, for negligence, and for any other pecuniary or other loss whatsoever) arising out of or in any way related to the use of or inability to use the SOFTWARE PRODUCT, the provision of or failure to provide Support Services, or otherwise under or in connection with any provision of this EULA, even if Symprex or any supplier has been advised of the possibility of such damages.

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THE SOFTWARE PRODUCT CONTAINS CODE WRITTEN IN VISUAL BASIC, VBSCRIPT AND JAVA ("PROGRAMMING LANGUAGES"). THESE PROGRAMMING LANGUAGES ARE NOT FAULT TOLERANT AND ARE NOT DESIGNED, MANUFACTURED, OR INTENDED FOR USE OR RESALE AS ONLINE CONTROL EQUIPMENT IN HAZARDOUS ENVIRONMENTS REQUIRING FAIL-SAFE PERFORMANCE, SUCH AS IN THE OPERATION OF NUCLEAR FACILITIES, AIRCRAFT NAVIGATION OR COMMUNICATION SYSTEMS, AIR TRAFFIC CONTROL, DIRECT LIFE SUPPORT MACHINES, OR WEAPONS SYSTEMS, IN WHICH THE FAILURE OF VISUAL BASIC, VBSCRIPT OR JAVA TECHNOLOGY COULD LEAD DIRECTLY TO DEATH, PERSONAL INJURY, OR SEVERE PHYSICAL OR ENVIRONMENTAL DAMAGE.

11. APPLICABLE LAW.

This EULA is governed by the laws of the United Kingdom.

12. ENTIRE AGREEMENT.

This EULA (including any addendum or amendment to this EULA which is included with the SOFTWARE PRODUCT) and the Client Access License (if applicable) are the entire agreement between you and Symprex relating to the SOFTWARE PRODUCT and the Support Services (if any) and they supersede all prior or contemporaneous oral or written communications, proposals and representations with respect to the SOFTWARE PRODUCT or any other subject matter covered by this EULA. To the extent the terms of any Symprex policies or programs for Support Services conflict with the terms of this EULA, the terms of this EULA shall control.

13. QUESTIONS?

Should you have any questions concerning this EULA, please contact Symprex Limited. See <http://www.symprex.com> for contact information.

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