

# Symprex Mailbox Manager

## User's Guide

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Version 4.6.

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

Symprex Mailbox Manager allows you to update the properties, or account information, of either an individual mailbox or a group of mailboxes. Group settings may be exported to Microsoft Excel or printed directly to any printer.

Symprex Mailbox Manager is the perfect tool for maintaining correct account information on all the mailboxes in your Exchange installation. Authentication complies with Exchange/Windows/NT security, and it does not require use of Exchange Admin facilities.

## 1.1 System Requirements

Symprex Mailbox Manager requires:

- When installing on workstation:  
Microsoft Windows 2000, XP, Vista or 7  
Microsoft Outlook 2000, 2002, 2003, 2007 or 2010 (32-bit)
- When installing on server:  
Microsoft Windows Server 2000, 2003 or 2008  
Microsoft Exchange Server 2000, 2003, 2007 or 2010
- 10 MB free hard-disk space
- 800 x 600 or higher screen resolution
- Supports use via terminal services on the above listed server platforms

## 1.2 Permissions Requirements

Symprex Mailbox Manager requires you to be logged on to Windows with a domain account that must have permissions to change account information on your Exchange server/in Active Directory (see §3).

## 2 TUTORIAL

### 2.1 Getting Started

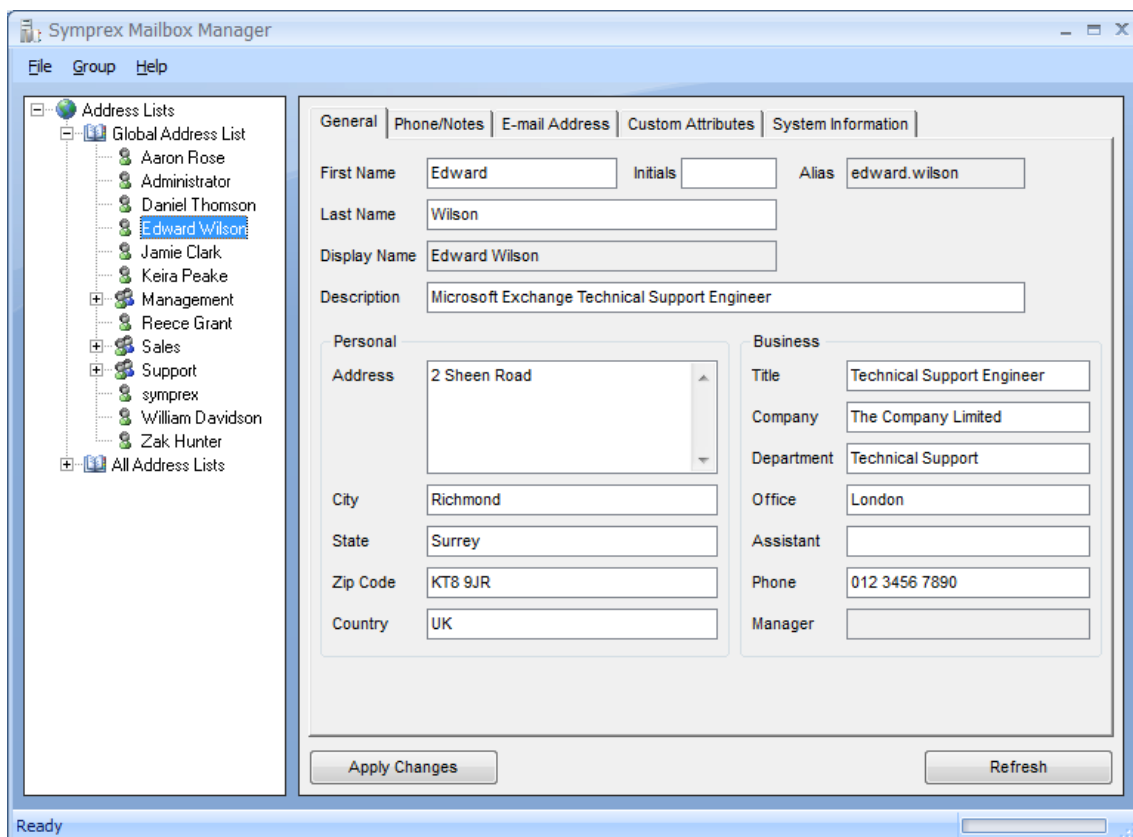
Symprex Mailbox Manager is started by clicking its icon in the program group. If the application is running in evaluation mode, a window is displayed advising you the number days remaining in the evaluation period. If you have purchased a license, you can enter it by clicking the **Enter Registration...** button.

After the splash screen has been displayed, you may be required to select the profile of the Exchange user you wish to connect as. Once successfully logged on, the main application window will be opened.

Symprex Mailbox Manager requires you to be logged on to Windows with a domain account that must have permissions to change account information on your Exchange server/in Active Directory (see §3).

### 2.2 The Main Application Window

The main application window is split in to two parts.



The left-hand side of the window displays a tree of your Exchange system, including all address lists, distribution lists and mailboxes. Expanding the nodes

(either by double-clicking the node itself or clicking the “+” box to the left of the node) will reveal the contents of that node.

The right-hand side of the window displays the properties for the currently selected mailbox in the Exchange system tree (when a non-mailbox node is selected, the controls will be disabled). This display has five tabs:

- The **General** tab displays the general mailbox information, such as the user’s full name, alias, personal contact information and business details.
- The **Phone/Notes** tab displays all the mailboxes telephone numbers and notes about the mailbox.
- The **E-mail Address** tab lists the valid email addresses for the mailbox, such as their external SMTP address.
- The **Custom Attributes** tab lists the custom attributes for the mailbox.
- The **System Information** tab shows system information for the mailbox.

Most of the properties of the mailbox may be modified in the window; properties that cannot be modified are shown with a darkened background.

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**Note** The Assistant and Primary Business Phone properties are duplicated between the General and Phone/Notes tab. Updating the property on one tab will update it on the other automatically.

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Once the desired changes have been made, click the **Apply Changes** button to apply the changes to the mailbox. To refresh the properties, click the **Refresh** button.

### 2.2.1 Custom Attributes

The Custom Attributes for a mailbox allow the administrator to record any additional pieces of information about a particular mailbox, e.g. the type and registration of company car. To make these attributes more usable, Mailbox Manager allows the label for each attribute to be modified. To rename an attribute, double-click its label on the Custom Attributes tab and adjust the name as desired.

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**Note** Renaming of the Custom Attribute fields is unique for each Windows user; that is, the names are not stored as part of the information in the mailbox.

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## 2.3 Menus

### 2.3.1 File Menu

The File menu contains the following items:

- Options – displays the Options dialog (see §2.4).
- Exit – closes the application.

### 2.3.2 Group Menu

The Tools menu contains the following items:

- Settings – displays the Group settings dialog (see §2.5).

### 2.3.3 Help Menu

The Help menu contains the following items:

- Contents – displays the help system for the application.
- Symprex Web Site – opens your default Internet browser at the Symprex Web Site homepage.
- Symprex Support Page – opens your default Internet browser at the Symprex support web page.
- About – displays the About box for the application.

### 2.3.4 Context-Sensitive Menu

The context-sensitive menu is displayed when an item in the explorer is right-clicked. The menu contains the following items:

- Group Settings... - displays the Group Settings dialog (see §2.5).
- Refresh... - refreshes the selected item.

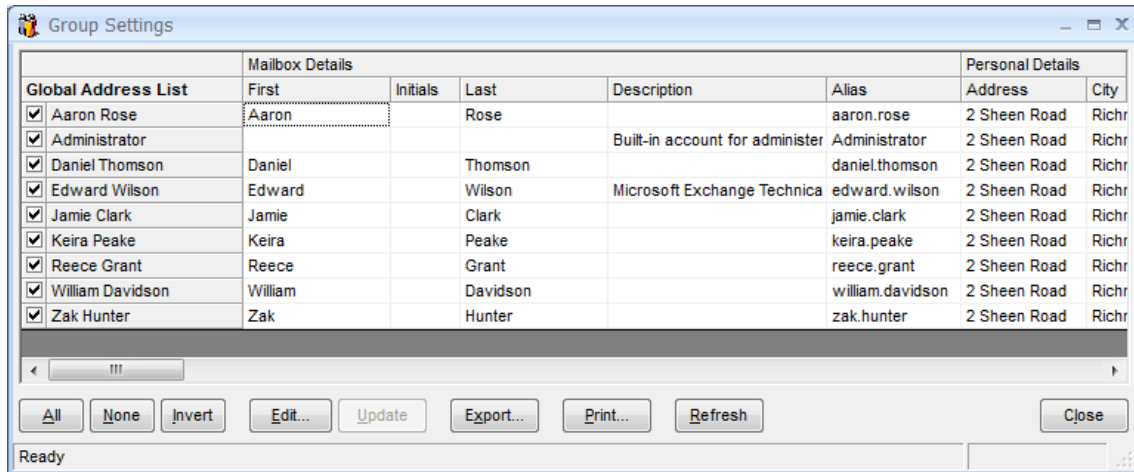
## 2.4 Options

The Options dialog is opened by selecting the **File > Options...** menu item. The following options are available:

- Disable Splash Screen (Registered Version only) – prevents the splash screen from being displayed when the application is started. This setting only has effect in the registered version of the application.
- Use Current Profile – when checked, the application will log on your Exchange Server using the current mail profile if such a profile is currently logged on (for example, if you are using Microsoft Outlook). If a profile is not available or this option is not checked, the “Choose Profile” dialog is displayed when the application starts.
- Show Custom Attributes – when selected, the custom attributes are displayed for each mailbox.
- Show System Information – when selected, system information is displayed for each mailbox.
- AutoResize All Rows (Group Settings Dialog) – when selected, resizing one row in the grid will cause all rows to be resized to the new height.

## 2.5 Group Settings

The Group Settings dialog allows you to apply the same settings to a group of users. To open it, select the appropriate group and either select the **Group > Settings...** menu item or right-click the node and select **Group Settings**.

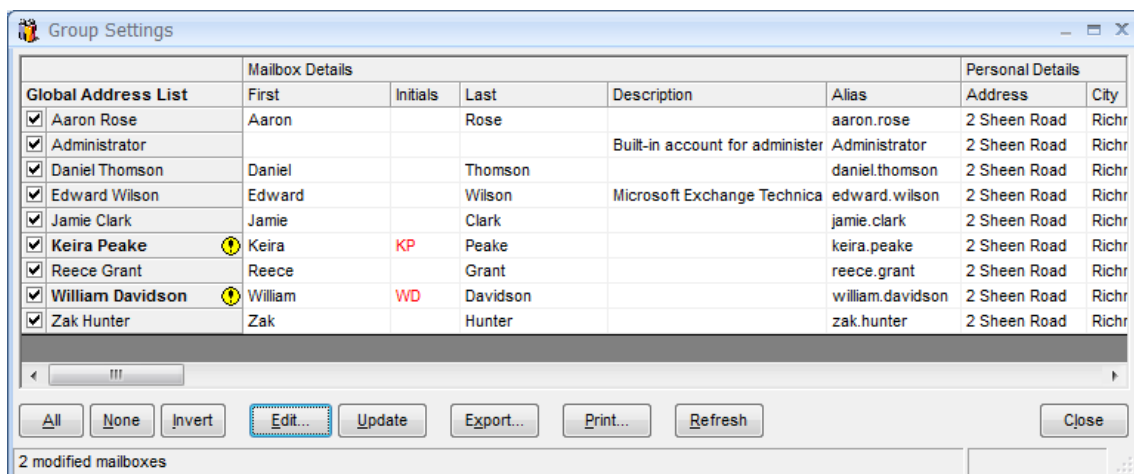


The grid displays the properties of each mailbox in five sections:

- Mailbox Details
- Personal Details
- Business Details
- Custom Attributes
- System Information

To edit a property, double-click the appropriate cell in the grid, or select the appropriate cell and press F2. Some properties may not be changed; in this case, the cell cannot be edited.

When a property of a mailbox has been changed, the property itself is shown in **red** font and the name of the mailbox is displayed in **bold** as illustrated below.



To apply the changes made, click the **Update** button. The update process can be cancelled at any time by clicking the **Cancel** button.

To set the properties of several mailboxes, check the appropriate check-boxes in the left-hand column (you can use the **All**, **None** and **Invert** buttons to adjust the selected mailboxes) and click the **Edit...** button. This will display the Edit Group Settings dialog.

Where properties have the same value amongst all of the selected mailboxes, the value will be inserted in to the appropriate text box. Once the changes have been made, click the **OK** button; each changed property will be updated on the grid. Note that only properties modified on the dialog will be updated in the grid.

### 2.5.1 Export Group Settings

Clicking the **Export...** button will display a dialog allowing the contents of the grid to be exported to either a plain text file or a Microsoft Excel compatible CSV file.

Enter the output file in the box at the top of dialog, or click the “...” button to select a file. The file may be generated in one of three formats:

Output Format	Settings
Plain text	De-select the <b>Write as Comma Separated Values format</b> check-box
CSV (Comma-Separated Values)	Select the <b>Write as Comma Separated Values format</b> check-box
Microsoft Excel	Select the <b>Convert to Excel Spreadsheet on completion</b> checkbox, which converts the CSV output file to Excel format.

If the output file is in Excel format, the spreadsheet may be opened automatically by selecting **Open spreadsheet in Excel on completion**.

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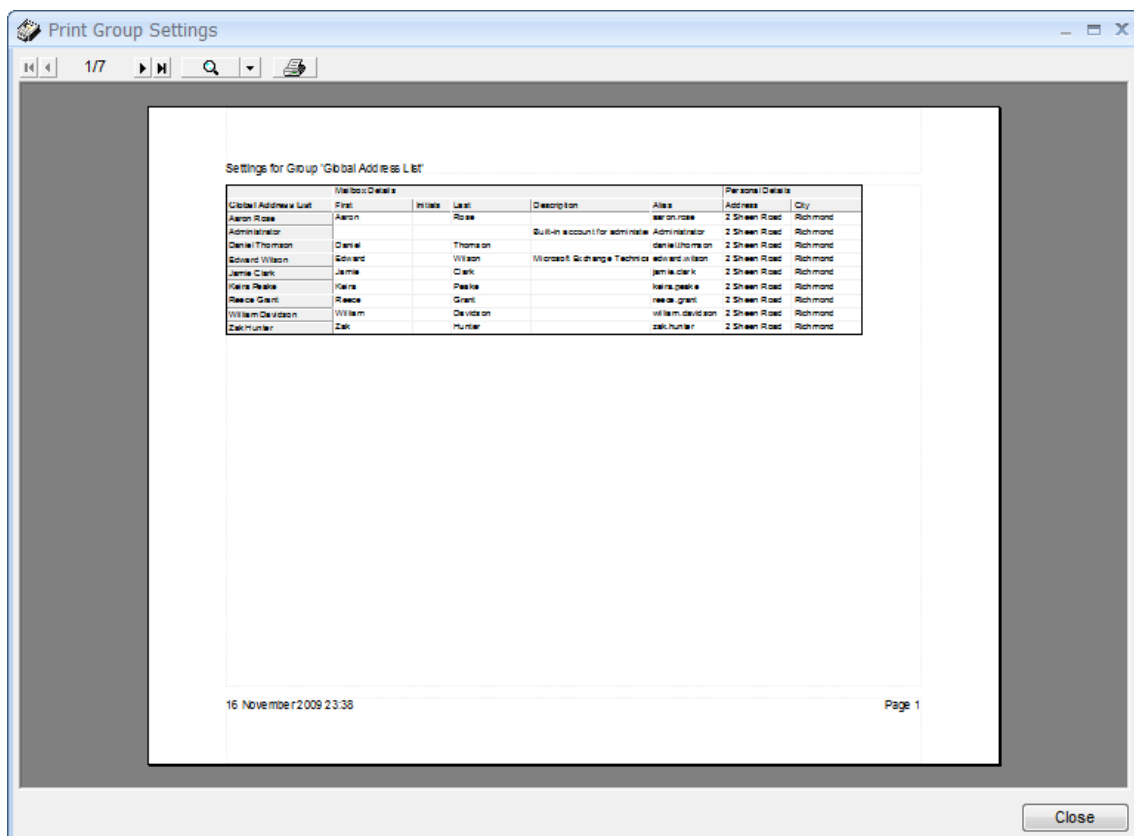
**Note** Excel 2000 or later must be installed to generate Excel spreadsheets.



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To generate the output file, click the **Generate** button or close the dialog by clicking the **Cancel** button.

## 2.5.2 Print Group Settings

Clicking the **Print...** button will display a print preview of the grid and allow the grid to be printed to any printer available on your system.

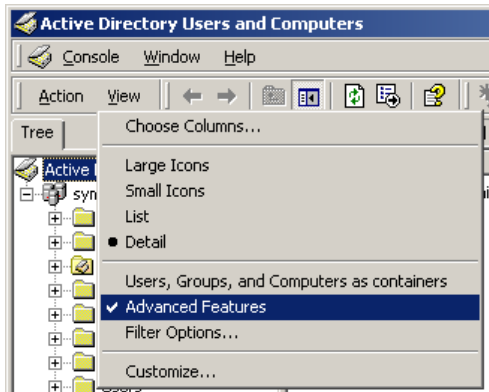


To adjust the magnification, click the  button, and to print the grid, click the  button.

### 3 REQUIRED ACCOUNT PERMISSIONS

Symprex Mailbox Manager requires the user to be logged on to Windows with a domain account that has permissions to update mailbox attributes.

Open **Active Directory Users and Computers**, then click **Advanced Features** in the **View** menu.

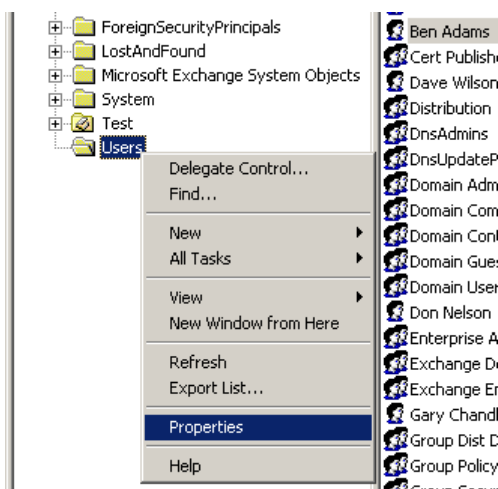


You can now assign the required permissions to the user, which you can do on *domain level* or *user level*.

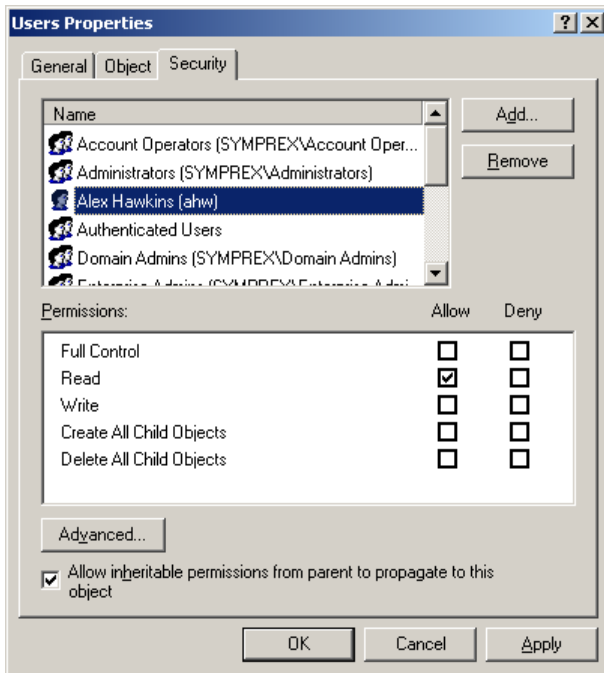
#### 3.1.1 Domain Level

To assign the permissions to allow the user to maintain all account information in your domain, open the properties for each user container, then add the user and check the advanced rights **Read All Properties** and **Write All Properties** and apply onto **User objects** as follows:

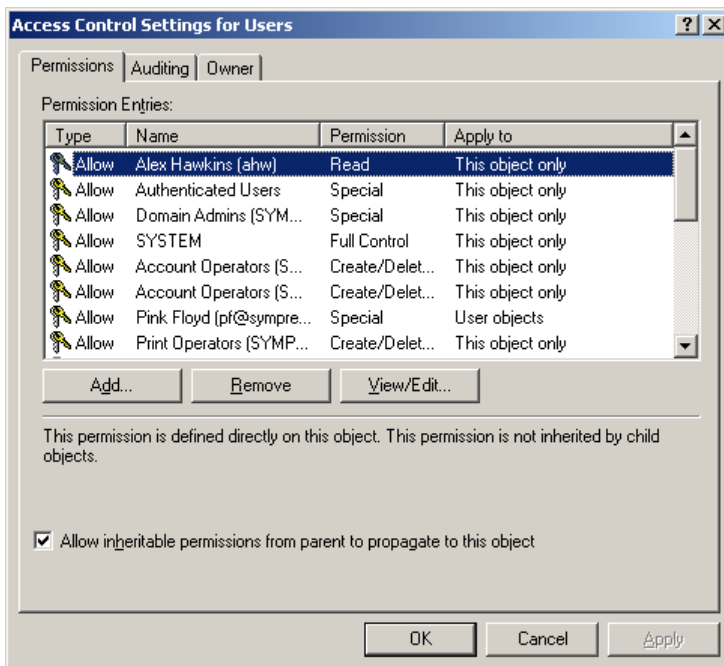
In **Active Directory Users and Computers**, select the appropriate container and open **Properties**.



Select the **Security** tab and add the user to grant the permissions to.



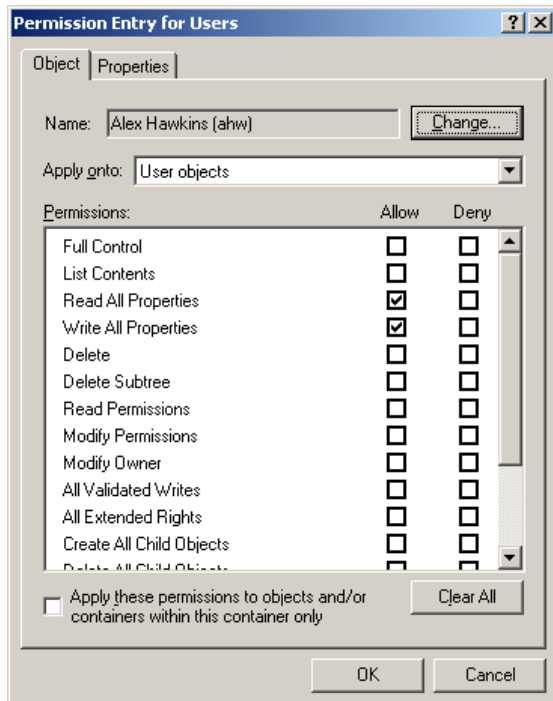
Click **Advanced** and find the user in the permission entries list.



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Click **View/Edit** and select **User objects** in **Apply onto**, then:

- Make sure the right **Read All Properties** is checked
- Make sure the right **Write All Properties** is checked



Click **OK** to apply the permissions.

Repeat these steps for each user container that holds users with mailboxes in the domain.

The user now has the required rights to maintain all account information in the domain.

Please note that in installations with multiple domain controllers it will take time for rights to replicate between domain controllers.

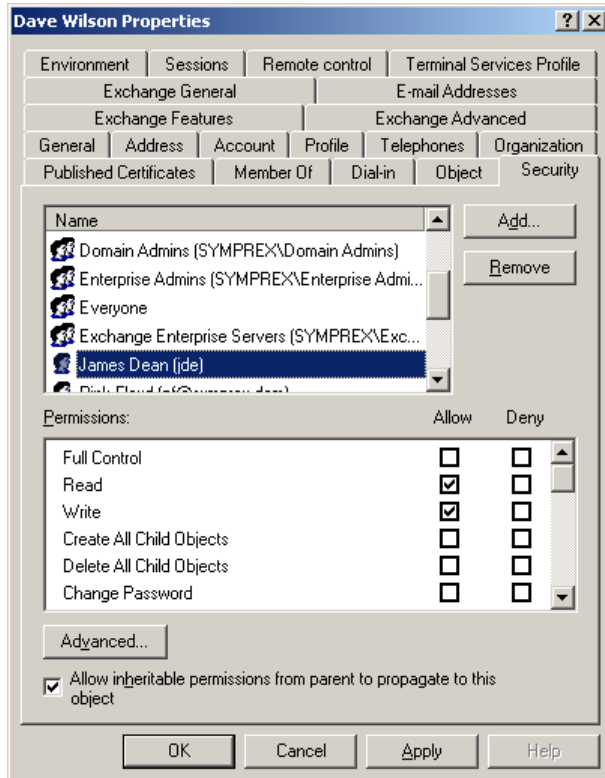
### 3.1.2 User Level

To assign the permissions to allow the user to edit account information for specific individual accounts, open the properties of each of those individual accounts, then on the **Security** tab add the account and check the rights **Read** and **Write**.

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Select an account, open properties, add the user to grant permissions, then:

- Make sure the right **Read** is checked
- Make sure the right **Write** is checked



The account now has the required rights to maintain account information for the selected account.

## **4 CONTACTING SYMPREX**

### **4.1 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>

### **4.2 Contact Us by Email**

Please email general enquiries about Symprex or our products to:  
[info@symprex.com](mailto:info@symprex.com)

Please email sales enquiries to:  
[sales@symprex.com](mailto:sales@symprex.com)

Please email support enquiries to:  
[support@symprex.com](mailto:support@symprex.com)

### **4.3 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>