

Symprex Out-of-Office Manager

User's Guide

© Symprex Ltd. All Rights Reserved.

Version 3.5.

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

Symprex Ltd.,
London, England.

Web: <http://www.symprex.com>

General: info@symprex.com

Sales: sales@symprex.com

Support: support@symprex.com

TABLE OF CONTENTS

1 Introduction.....	3
1.1 System Requirements.....	3
1.2 Installation Notes	3
2 Tutorial	4
2.1 Getting Started.....	4
2.2 The Main Application Window.....	4
2.3 Menus.....	5
2.3.1 File Menu	5
2.3.2 Group Menu	5
2.3.3 Help Menu	5
2.3.4 Context-Sensitive Menu	5
2.4 Options	5
2.5 Group Settings.....	6
3 The Service Component.....	8
3.1 How the Application Connects to the Service	8
4 Required Service Account Permissions	9
4.1 Exchange 5.5 Account Permissions	9
4.2 Exchange 2000/2003 Account Permissions.....	11
5 Contacting Symprex	12
5.1 Visit our Web Site	12
5.2 Contact us by e-mail	12
5.3 Contact your local reseller	12

1 INTRODUCTION

Symprex Out-of-Office Manager allows a user, such as a receptionist or team leader, to modify the out-of-office settings for a mailbox or group of mailboxes.

Symprex Out-of-Office Manager helps to ensure that out-of-office settings are always correct and up-to-date for all users. It also improves security, because users can now be allowed to work with out-of-office information of other users without giving them access to the mailbox contents of those users.

1.1 System Requirements

Symprex Out-of-Office Manager requires:

- When installing on workstation:
Microsoft Windows NT4 (SP3 or later), 2000 or XP
Microsoft Outlook 2000, 2002 (SP3 or later), 2003 or 2007
- When installing on server:
Microsoft Windows Server NT4 (SP3 or later), 2000 or 2003
Microsoft Exchange 5.5, 2000 or 2003
- 10 MB free hard-disk space
- 800 x 600 or higher screen resolution
- Supports use via terminal services on the above listed server platforms

This software currently does *not* support installation on Windows Vista.

This software currently does *not* support use with Exchange 2007.

Symprex Out-of-Office Manager can work with out-of-office information for any version of Outlook, but requires one of the above Outlook versions installed on the machine it is installed on.

1.2 Installation Notes

To allow ordinary domain users to access the out-of-office information on your Exchange server, Out-of-Office Manager communicates with Exchange server through a service running locally on the client machine. Before you can use the application, this service needs to be configured to run using a domain account that must have certain administrative permissions in the domain and on your Exchange server.

Please see §3 for information on how to configure the Out-of-Office Manager service.

Please see §4 for information on required permissions and how to assign them to your service account.

2 TUTORIAL

2.1 Getting Started

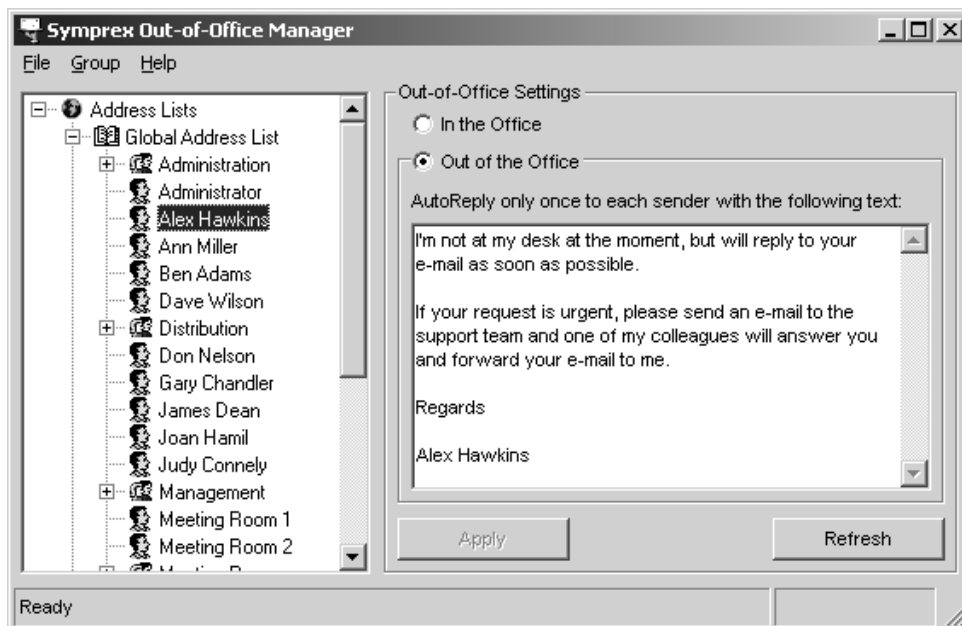
Symprex Out-of-Office Manager is started by clicking its icon in the Windows program group. If the application is running in evaluation mode, a window will be displayed advising you of the number days remaining in the evaluation period. If you have purchased a license, you can enter it by clicking the **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.

Before you start the application, you must have configured and started the Symprex Out-of-Office Manager service (see §3 and §4 for more information).

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 out-of-office settings for the currently selected Mailbox in the Exchange system tree (when a non-mailbox node is selected, the controls will be disabled).

To adjust the settings for the selected user, set the controls as required and click the **Apply** button. Alternatively, to reload the current settings, click the **Refresh** button.

2.3 Menus

2.3.1 File Menu

The File menu contains the following items:

- Options – displays the Options dialog (see §2.4).
- Connect to Service – manually connect application to service. See §3.1.
- 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.

2.5 Group Settings

The Group Settings dialog allows you to apply the same settings to a large 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**.



When first opened, the dialog will begin building the list of mailboxes and the setting for each one. This process can be interrupted by clicking the **Cancel** button.

To apply settings to the group, first select which mailboxes should be included; only the checked items will be modified. To select or de-select an item, click the box to the left of the mailbox name. Clicking the **All** button will select all items in the list, the **None** button will de-select all items in the list, and **Invert** will set all selected items to be de-selected and vice versa.

Once the appropriate items are selected, set the controls below the list. When ready, click the **Apply** button to apply the changes. This process can be cancelled at any time by clicking the **Cancel** button, although it should be noted

that one a mailbox has been modified, clicking the Cancel button will not set it back to its original state.

Note Once applying the settings has been completed (or cancelled), the list will be rebuilt to confirm the changes were applied on the server.

3 THE SERVICE COMPONENT

To allow ordinary domain users to access the out-of-office information on your Exchange server, Out-of-Office Manager communicates with Exchange server through a service running locally on the client machine. Before you can use the application, this service needs to be configured to run using a domain account that must have certain administrative permissions on the local machine and on your Exchange server.

Please see §4 for information on required permissions and how to assign them to your service account.

To configure the service under Windows NT 4.0:

1. Open **Control Panel**.
2. Open **Services**.
3. Locate the “Symprex Out-of-Office Manager Server” service.
4. Click the **Startup** button.
5. Select the **This Account** option.
6. Select the appropriate account and enter the password.
7. Click **OK**.

To configure the service under Windows 2000 or XP:

1. Open **Control Panel**.
2. Open **Administrative Tools**.
3. Open **Services**.
4. Locate and open the “Symprex Out-of-Office Manager Server” service.
5. Select the **Log On** tab.
6. Select the **This Account** option.
7. Select the appropriate account and enter the password.
8. Click **OK**.

3.1 How the Application Connects to the Service

When the application first starts, it will attempt to establish a connection to the service. If the service is not running, a time-out will occur after 5 seconds. If the service is then started through Control Panel, a connection can be manually established by selecting the **File > Connect to Service** menu item. This will also time-out after 5 seconds if the connection is not made.

4 REQUIRED SERVICE ACCOUNT PERMISSIONS

Before you can use Symprex Out-of-Office Manager, you need to configure the Symprex Out-of-Office Manager service (see §3). The account you specify as service account need to have permissions on Exchange 5.5, 2000 and 2003, and in the domain, as described below.

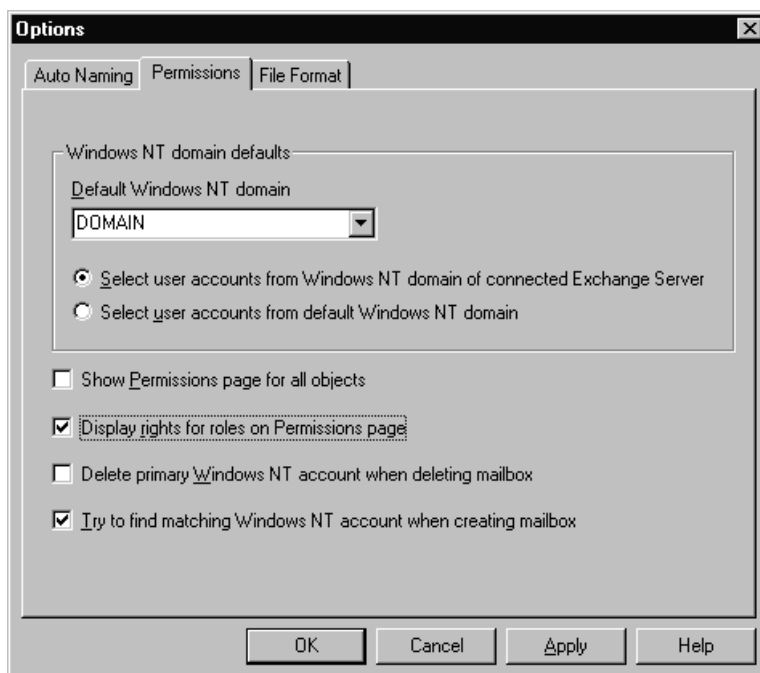
4.1 Exchange 5.5 Account Permissions

To make sure your service account has the required permissions on Exchange 5.5, follow these steps:

Step 1

Open Microsoft Exchange Administrator, then:

- Open the **Options** dialog from the **Tools** menu.
- Make sure that the **Display rights for roles on Permissions page** is checked.

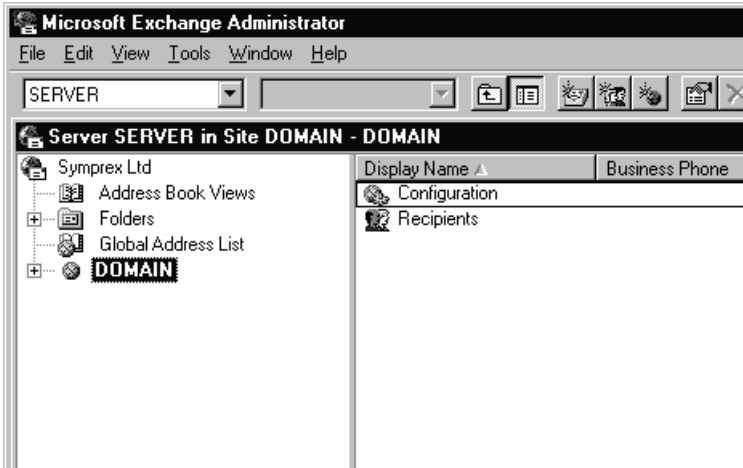


Step 2

Click the domain container, then:

- Open the **Properties** dialog from the **File** menu.

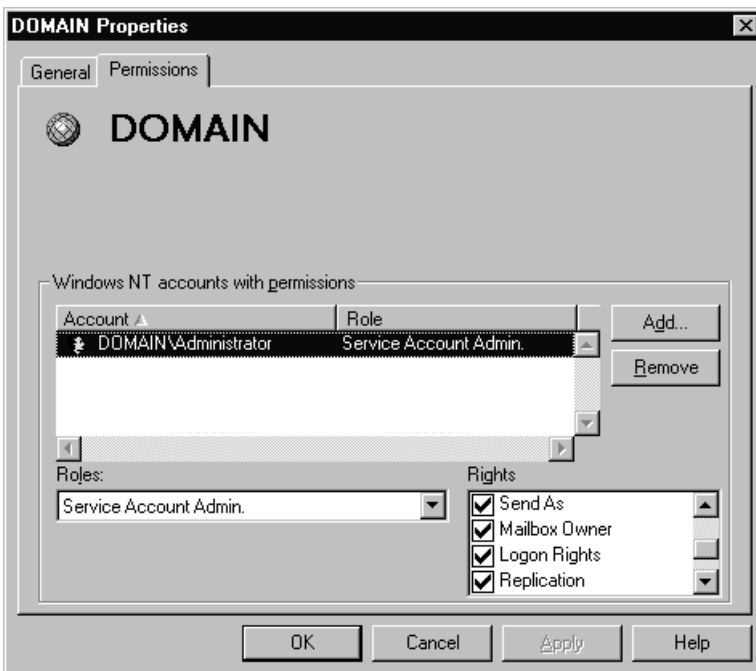
(see dialog top of next page)



Step 3

Select the **Permissions** tab in the domain properties dialog, then, for your account:

- Make sure **Mailbox Owner** is checked.
- Make sure **Logon Rights** is checked.



Step 4

Finally:

- Your account must be a member of the **Domain Admins** group.

Your account now has the required permissions.

4.2 Exchange 2000/2003 Account Permissions

To make sure your service account has the required permissions on Exchange 2000 or 2003, follow these steps:

Step 1

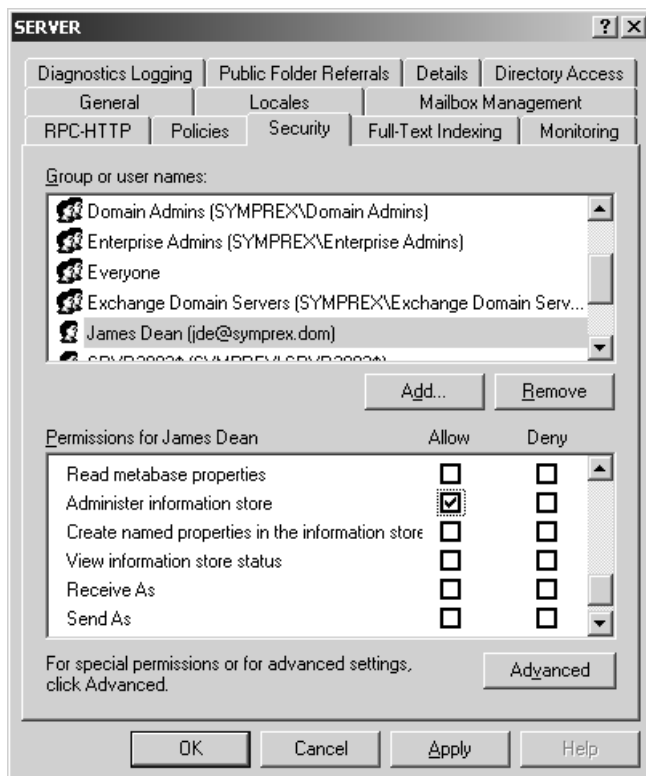
Open Exchange System Manager, then:

- Select your server (or mailbox store).
- Right-click and select **Properties** to open the **Properties** dialog.

Step 2

Select the **Security** tab in the server (or mailbox store) properties dialog, then:

- Add or select your account.
- Allow the **Administer information store** right.



Repeat the above steps for appropriate servers (or mailbox stores) as required.

Step 3

Finally, your service account must be a member of the **Domain Admins** group, or it must have full administrator rights on the local machine.

Your account now has the required permissions.

5 CONTACTING SYMPREX

5.1 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>

5.2 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

5.3 Contact your local reseller

Symprex has partners and resellers in most countries. You can find your local reseller here:
<http://www.symprex.com/resellers>