

Symprex Out-of-Office Manager

User's Guide

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Version 4.1.

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 Out-of-Office Manager allows a user, such as a receptionist, general manager or team leader, to modify the out-of-office settings and messages for any user or group of users.

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

1.1 System Requirements

Symprex Out-of-Office Manager requires:

- When installing on workstation:
Microsoft Windows 2000, XP, Vista or 7
Microsoft Outlook 2000, 2002, 2003, 2007 or 2010
- 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

In Exchange 2007/2010 environments only Outlook 2003/2007/2010 versions are supported.

1.2 Exchange 2007/2010 Notes

Out-of-Office Manager does not currently allow you to view or change the new extended out-of-office settings available in Outlook 2007/2010 on Exchange 2007/2010.

If you enable the out-of-office settings for an Outlook 2007/2010 user on Exchange 2007/2010, the message will apply to both internal and external senders and will be sent to anyone outside the organisation (in effect so that it works in the same way for all Outlook users, regardless of Outlook version).

1.3 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

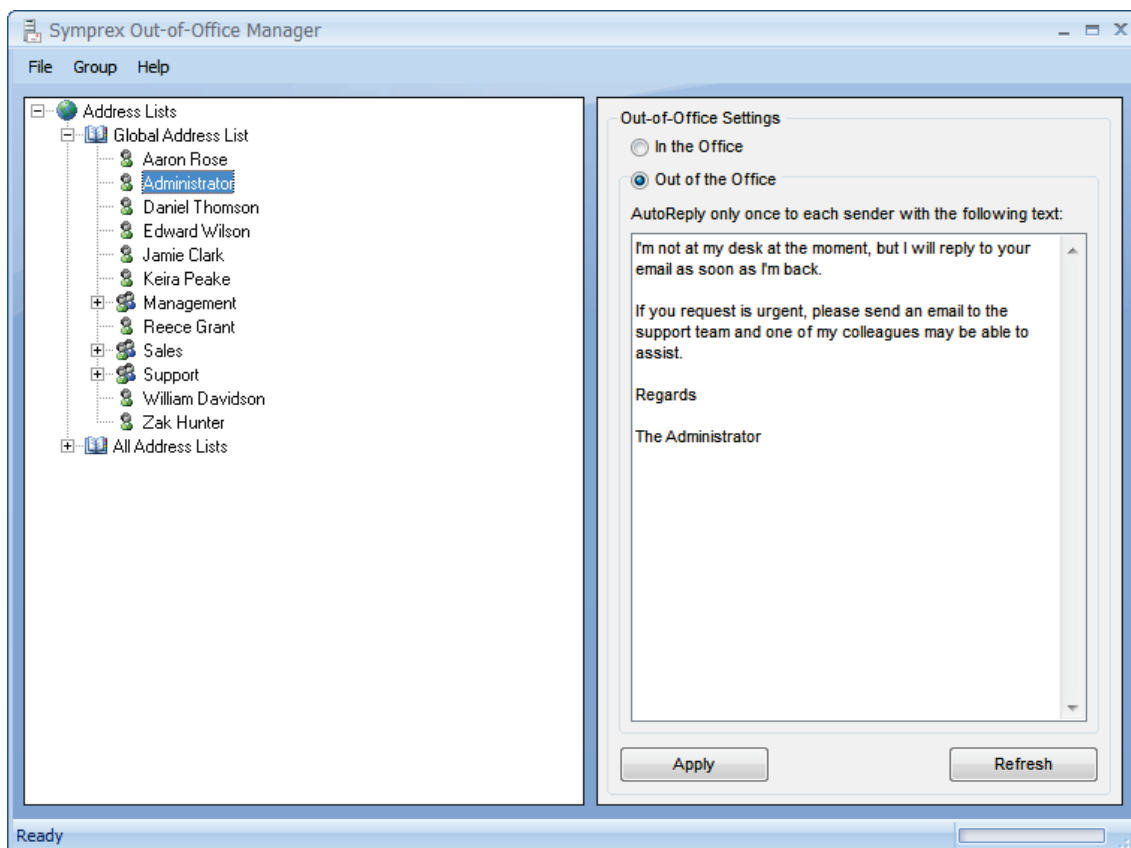
Symprex Out-of-Office Manager is started by clicking its icon in the Windows program group. If the application is running in evaluation mode, a window will be displayed advising you of the number days remaining in the evaluation period. If you have purchased a license, you can enter it by clicking the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

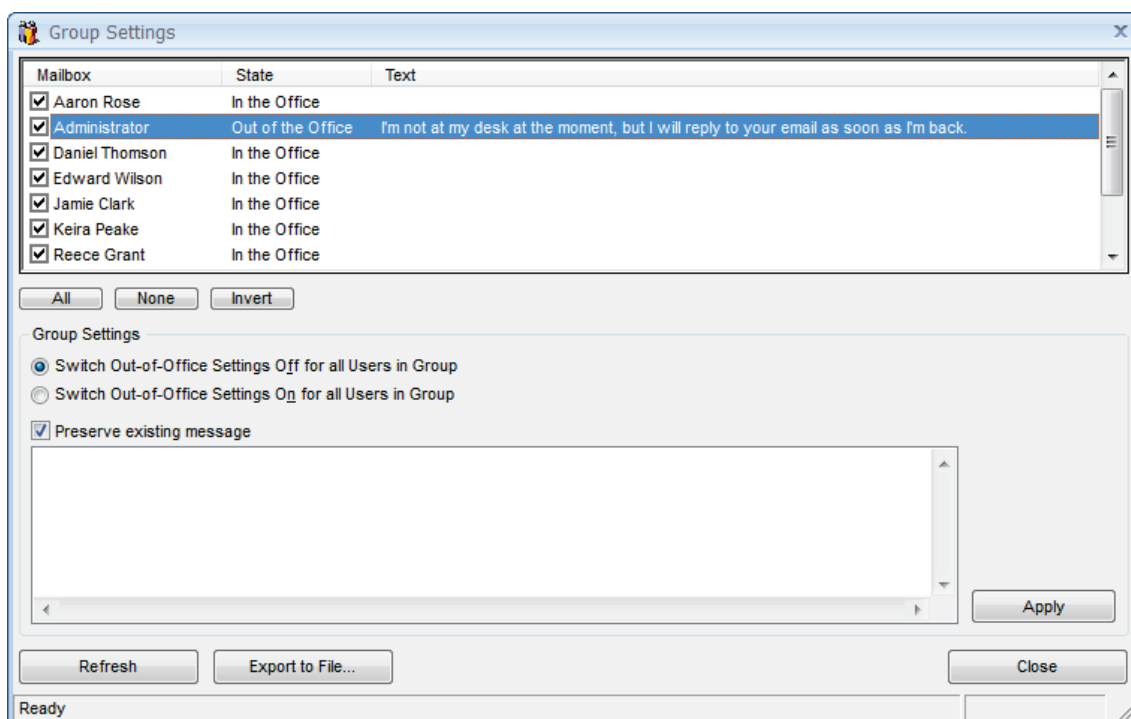
2.4 Options

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 once 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.

To configure the service:

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**.

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

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

The account to be Symprex Out-of-Office Manager Server service account must have permissions in the domain and on Exchange server as described below.

4.1 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 service account.
- Allow the **Receive As** right.

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

Step 3

Finally:

- Your service account should *not* be a member of **Domain Admins** or any of the built-in Exchange security groups.
- Your service account must be a member of the **Domain Users** group.
- Your service account must have full administrator rights on the local machine on which Out-of-Office Manager service runs.

You can grant local administrator rights using the following command:

```
net localgroup Administrators /add YourAccount
```

Your account now has the required permissions.

4.2 Exchange 2007/2010 Account Permissions

To make sure your service account has the required permissions on Exchange 2007 or 2010, follow these steps:

Step 1

Open Exchange System Manager, then:

- Assign your service account the **Receive As** right on your server (or mailbox store) by executing one of the following commands:

To assign the rights on your server:

```
Get-MailboxServer "YourServer" |  
add-adpermission -user "YourAccount" -extendedrights  
"Receive-As"
```

To assign the rights on your mailbox store:

```
Get-MailboxDatabase "YourServer\YourMdb" |  
add-adpermission -user "YourAccount" -extendedrights  
"Receive-As"
```

Note that you need to replace **YourServer** with the name of your server, **YourMdb** with the name of your mailbox store, and **YourAccount** with the account (domain\account) you want to assign the right.

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

Step 2

Finally:

- Your service account should *not* be a member of **Domain Admins** or any of the built-in Exchange security groups.
- Your service account must be a member of the **Domain Users** group.
- Your service account must have full administrator rights on the local machine on which Out-of-Office Manager service runs.

You can grant local administrator rights using the following command:

```
net localgroup Administrators /add YourAccount
```

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 Email

Please email general enquiries about Symprex or our products to:
info@symprex.com

Please email sales enquiries to:
sales@symprex.com

Please email 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>