



# Symprex Out-of-Office Manager

## User's Guide

Version 6.2.0.

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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.

Out-of-Office Manager can help ensure that the out-of-office settings are always correct and up-to-date for all users, and 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.

Before installing Out-of-Office Manager please ensure that your computer meets the minimum [system requirements](#). In addition, once installation has been completed, some [final configuration](#) is required in order for the application to work correctly.

## About Symprex

Symprex is one of the leading companies in the world for add-on solutions for Microsoft Exchange Server, Outlook and Office 365. Please see [Symprex.com](http://Symprex.com) for more information about Symprex and the solutions we offer.

## System Requirements

Symprex Out-of-Office Manager minimum system requirements are:

- Operating system software:
  - Windows XP SP3 (x86 only)
  - Windows Vista SP2
  - Windows 7
  - Windows 8
  - Windows 8.1
  - Windows Server 2003
  - Windows Server 2003 R2
  - Windows Server 2008
  - Windows Server 2008 R2
  - Windows Server 2012
  - Windows Server 2012 R2
  - Windows Small Business Server 2008
  - Windows Small Business Server 2011
- Framework software:
  - .NET Framework 3.5 SP1
  - .NET Framework 4.0
  - .NET Framework 4.5
- Messaging client software:
  - Outlook 2007 SP2
  - Outlook 2010
  - Outlook 2013
- System hardware:

CPU and memory requirements for operating system  
100 MB free disk space  
1024 x 768 screen resolution

The Out-of-Office Manager 32-bit version requires an Outlook 32-bit version.  
The Out-of-Office Manager 64-bit version requires an Outlook 64-bit version.

Supported Exchange Server minimum versions are on-premises 2007 SP1, 2010 and 2013.

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**Note** Client throttling must be disabled on Exchange Server 2010 and 2013 for this application to function correctly. Please refer to the [Exchange Server Client Throttling Policies](#) chapter for further details.

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## Completing Installation and Permissions Requirements

To allow ordinary domain users to access the out-of-office information for the mailboxes in your organisation, Symprex Out-of-Office Manager communicates with Microsoft 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. This configuration should take place once the application has been installed and requires the following steps:

1. Configure a [domain account for the service](#) with the appropriate permissions.
2. Configure the [service component](#) to use the domain account.

### Service Account

The Symprex Out-of-Office Manager Service has to be configured to run under a domain account (the "service account"); it is not possible to use the built-in Windows accounts (such as "Network Service"). The service account must have the appropriate permissions on Exchange Server. The guidelines in the following sections describe how to assign those permissions.

- [Permissions for Exchange Server 2007](#)
- [Permissions for Exchange Server 2010 and 2013](#)

### Permissions for Exchange Server 2007

Permissions requirements for the service account on Exchange Server 2007 are:

- **Mailbox Full Access**

To assign the service account the required permissions, follow these steps:

1. Open the **Exchange Management Shell** and connect to Exchange Server.
2. Type the following line, and then press **ENTER**:

```
Get-Mailbox -ResultSize Unlimited | Add-MailboxPermission -User <Account> -  
AccessRights FullAccess
```

where *<Account>* is the name of the service account to which the permissions will be assigned.

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**Important** When a new mailbox is created, step 2 must be repeated.

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**Note** The service account must be a member of the **Domain Users** group only. Membership of the **Domain Admins** group or any of the built-in Exchange security groups may deny required permissions.

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For users upgrading from previous versions of Out-of-Office Manager, the permissions requirements have been simplified in this version. The following permissions can be removed from the service account:

- **Administer information store** (on servers and mailbox databases)
- **Receive-As** (on servers and mailbox databases)

### Permissions for Exchange Server 2010 and 2013

Permissions requirements for the service account on Exchange Server 2010 and 2013 are:

- **Application Impersonation**

To assign the service account the required Exchange Server permissions, follow these steps:

1. Open the **Exchange Management Shell** and connect to Exchange Server.
2. Type the following line, and then press **ENTER**:

```
New-ManagementRoleAssignment -Role ApplicationImpersonation -User <Account>
```

where *<Account>* is the name of the service account to which the required role will be assigned.

For users upgrading from previous versions of Out-of-Office Manager, the permissions requirements have been simplified in this version. The following permissions can be removed from the service account:

- **Administer information store** (on servers and mailbox databases)
- **Receive-As** (on servers and mailbox databases)

### The Service Component

Configuration of the Symprex Out-of-Office Manager service can be completed using the [Manage Service dialog](#), which is opened through the [Service Status dialog](#). Alternatively, the Windows Services Manager can be used; how this is done depends on your operating system.

### Windows XP and Windows Server 2003

1. Open **Control Panel**.
2. Open **Administrative Tools**.
3. Open **Services**.
4. Locate and open the **Symprex Out-of-Office Manager 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**.

The service can now be started.

## Windows Vista and higher, and Windows Server 2008 and higher

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

The service can now be started.

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**Note** If you have version 4.x or earlier of Out-of-Office Manager installed, be careful not to confuse the two services. The service for previous versions is called "Symprex Out-of-Office Manager Server".

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**Note** When upgrading from Out-of-Office Manager v5.x or v6.0.0 to v6.0.1 or higher, the logon credentials for the service need to be reconfigured.

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## Exchange Server 2010 and 2013 Client Throttling Policies

In order for Symprex Out-of-Office Manager to function correctly on Exchange Server 2010 and 2013, it is necessary to disable client throttling for the [service account](#) and for each user of the application. This can be accomplished as follows:

### To create the policy for the Service Account

1. Open the **Exchange Management Shell** and connect to Exchange Server.
2. Type the following command:

```
New-ThrottlingPolicy <Policy>
```

where <Policy> is a suitable, unique name for the policy (for example, OOMServiceAccountPolicy)

3. On **Exchange Server 2010**, type the following command:

```
Set-ThrottlingPolicy <Policy> -EWSFastSearchTimeoutInSeconds $null -EWSFindCountLimit $null -EWSMaxConcurrency $null -EWSMaxSubscriptions $null -EWSPercentTimeInAD $null -EWSPercentTimeInCAS $null -EWSPercentTimeInMailboxRPC $null
```

4. On **Exchange Server 2013**, type the following command:

```
Set-ThrottlingPolicy <Policy> -EwsCutoffBalance Unlimited -EwsMaxBurst Unlimited -EwsMaxConcurrency Unlimited -EwsMaxSubscriptions Unlimited -EwsRechargeRate Unlimited
```

```
-IsServiceAccount:$true
```

5. Type the following command:

```
Set-Mailbox <Account> -ThrottlingPolicy <Policy>
```

where <Account> is the name of the service account to which the policy will be assigned.

## To create the policy for User Accounts

1. Open the **Exchange Management Shell** and connect to Exchange Server.

2. Type the following command:

```
New-ThrottlingPolicy <Policy>
```

where <Policy> is a suitable, unique name for the policy (for example, OOMUserAccountPolicy)

3. On **all versions** of **Exchange Server 2010**, type the following command:

```
Set-ThrottlingPolicy <Policy> -RCAMaxConcurrency $null -RCAPercentTimeInAD $null -  
RCAPercentTimeInCAS $null -RCAPercentTimeInMailboxRPC $null
```

4. On **Exchange Server 2010 SP1 and above**, type the following *additional* command:

```
Set-ThrottlingPolicy <Policy> -CPAMaxConcurrency $null -CPAPercentTimeInAD $null -  
CPAPercentTimeInCAS $null -CPAPercentTimeInMailboxRPC $null
```

5. On **Exchange Server 2013**, type the following command:

```
Set-ThrottlingPolicy <Policy> -RcaMaxConcurrency Unlimited -RcaCutoffBalance Unlimited  
-RcaMaxBurst Unlimited -RcaRechargeRate Unlimited -CpaMaxConcurrency Unlimited -  
CpaCutoffBalance Unlimited -CpaMaxBurst Unlimited -CpaRechargeRate Unlimited
```

6. Type the following command:

```
Set-Mailbox <Account> -ThrottlingPolicy <Policy>
```

where <Account> is the name of the user account to which the policy will be assigned.

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**Note** Repeat step 6 for each user that uses Out-of-Office Manager.

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**Note** Changes to client throttling policies will not be applied immediately on your Exchange Server; please allow some time for the changes to become effective.

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## Supported MAPI Versions

Symprex Out-of-Office Manager uses the Microsoft Messaging API (MAPI) to connect to Exchange Server.

Out-of-Office Manager works with the MAPI versions installed by the following software:

- Outlook 2007
- Outlook 2010
- Outlook 2013

Out-of-Office Manager does not work with the MAPI versions installed by the following software:

- Outlook 2000
- Outlook 2003
- Exchange 2000
- Exchange 2003
- Microsoft Exchange Server MAPI Client

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**Note** Microsoft supports installing Outlook 2007, and later, on servers running Exchange Server 2007, and later, if required.

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Symprex Out-of-Office Manager is started by clicking its icon in the program group. When first started, an evaluation license will be automatically granted that will restrict the functionality of the application. Once you have obtained a valid license, please refer to the section about [licensing](#).

After the splash screen has been displayed, you will be automatically prompted to logon to Exchange; please refer to the section about the [logon dialog](#) for further information. After successfully logging on, the [main application window](#) will be initialised. From here, you can:

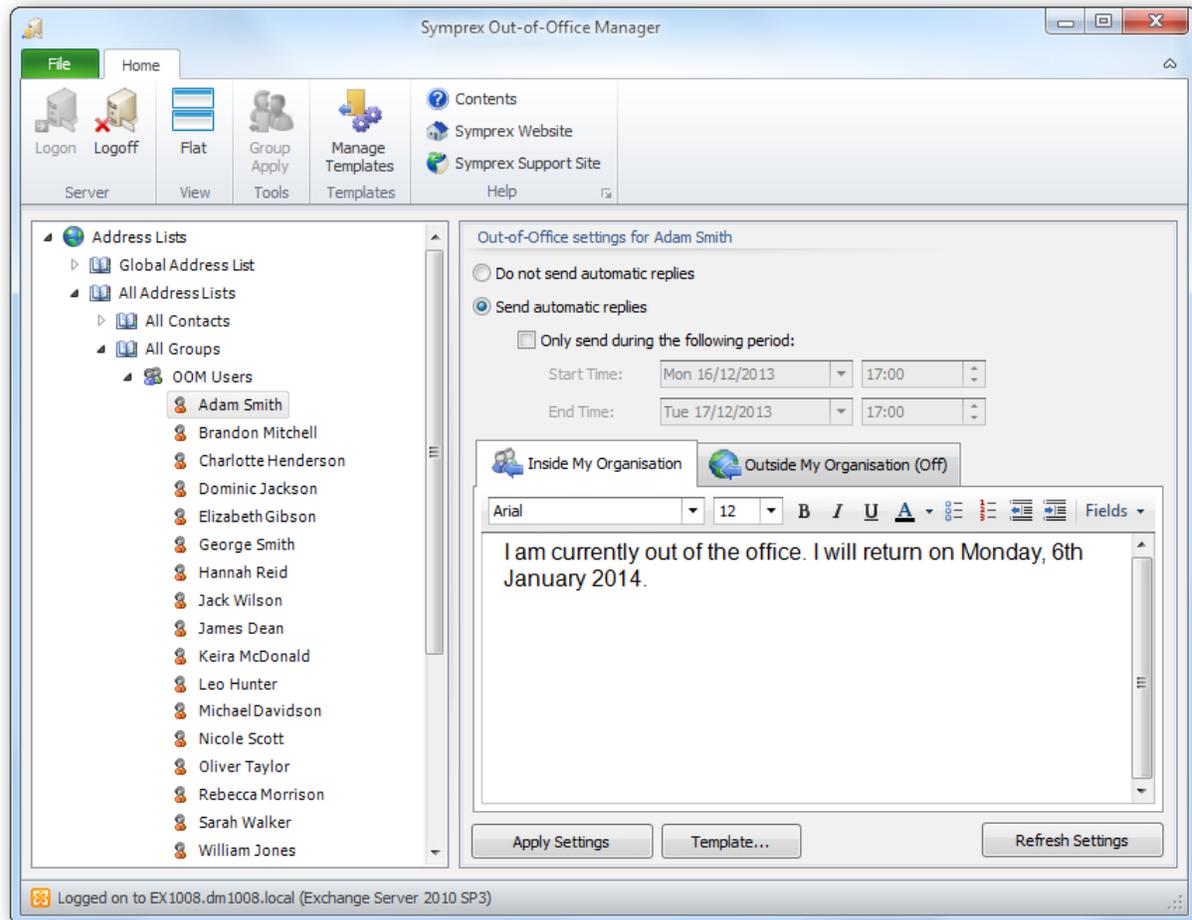
- manage Out-of-Office settings on individual folders
- [apply settings to a group](#) of mailboxes
- [manage templates](#)

## Warning Dialog at Start-Up

If the service for the application has not been correctly configured, the [Service Status dialog](#) will be displayed detailing the nature of the problem at start-up. Please refer to the [Service Account](#) topic on how to configure an account and the [Service Component](#) topic on how to configure the service to use the account.

## The Main Application Window

The main application window has several areas, as shown below:



The ribbon at the top of the window provides access to all of the functions in the application. The ribbon can be collapsed to provide more area for the main content of the window by clicking the arrow in the top right-corner. The buttons in the ribbon will be available according to the current selection in the main window. When you are logged on to Exchange, the server to which you are connected is displayed in the status bar at the bottom of the window. Further details and options about the application can be found by clicking the **File** button, which will display the [File page](#). If you have not logged on to Exchange, click the **Logon** button in the **Server** group to display the [Logon dialog](#).

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 expansion 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. The messages can be displayed either in tabs or stacked above one another; select the **Flat** option in the **View** group to change between the two views. To load a pre-defined message from a template, click the **Template** button to choose the desired template. Templates can be

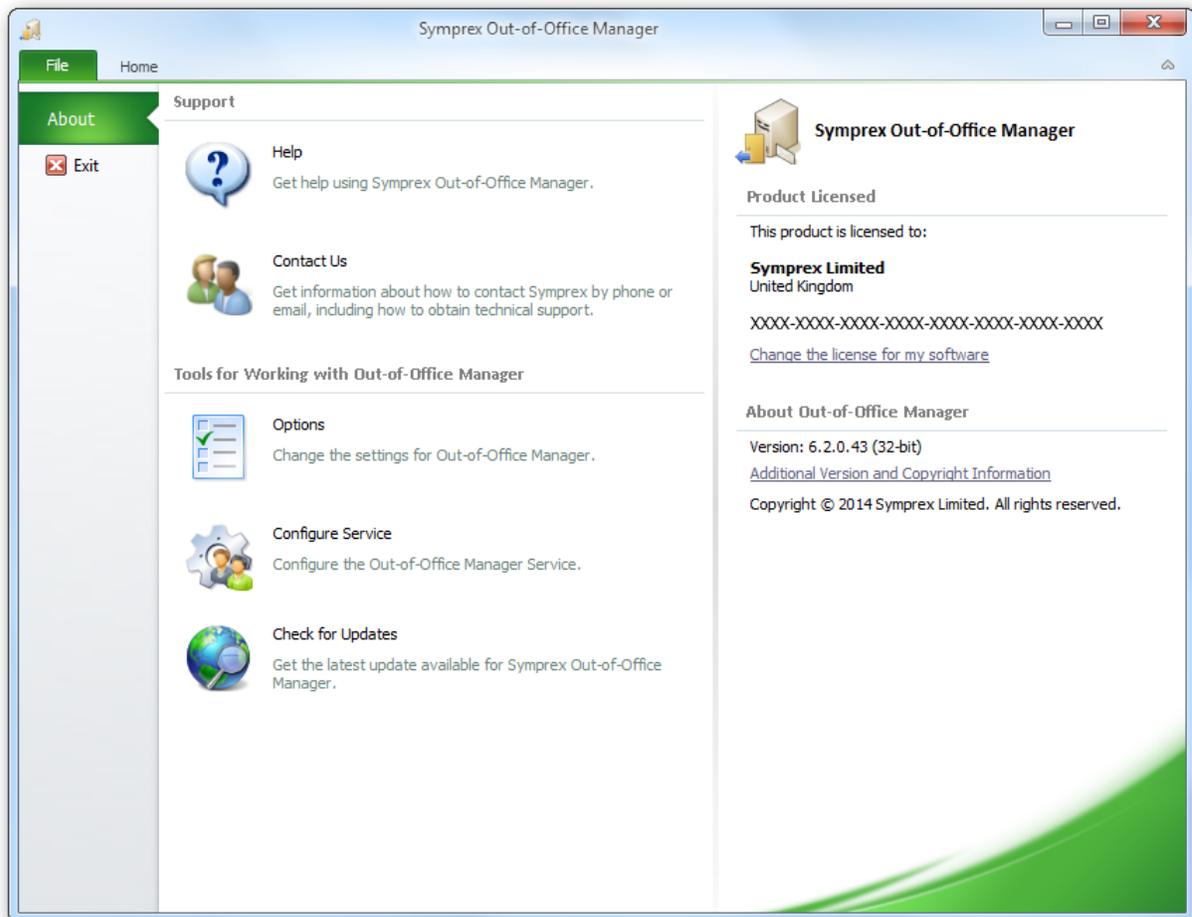
managed by clicking the **Manage Templates** button the **Templates** group.

**Note** The messages can include tokens that are replaced with properties from the user's Active Directory account. For more information, see the [List of Tokens](#) appendix.

To adjust the settings for the selected mailbox, set the controls as required and click the **Apply** button. Alternatively, to reload the current settings, click the **Refresh** button. Settings can be applied to a large number of users in a single operation using the [Group Apply Wizard](#); start the wizard by select an address list or distribution list, and clicking the **Group Apply** button on the **Tools** group.

## File Page

The File Page is displayed by the clicking the **File** button in the ribbon of the [main application window](#).



The left side of the window has various options for working with Symprex Out-of-Office Manager.

**Help:** Opens the application help on the Introduction page.

**Contact Us:** Opens the Support Centre on the Symprex website.

**Options:** Opens the [Options dialog](#) to configure application settings.

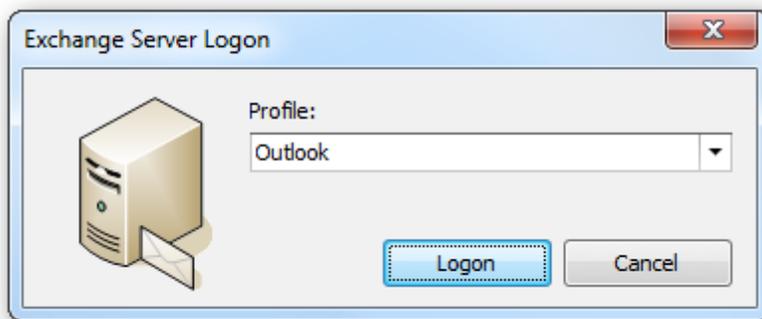
**Configure Service:** Opens the [Service Status dialog](#).

**Check for Updates:** Checks for updates to Symprex Out-of-Office Manager

The right side of the window displays information about your license and details for Symprex Out-of-Office Manager, such as the version number and compilation. This information can be useful if you need to contact Symprex for technical assistance.

## Logon Dialog

The logon dialog is used to logon to an Exchange Server. It is displayed by default when Out-of-Office Manager is started or can be accessed by clicking the **Logon** button in the **Server** group of the main application window when there is no current session.



To connect to Exchange Server, select the appropriate mail profile from the **Profile** list.

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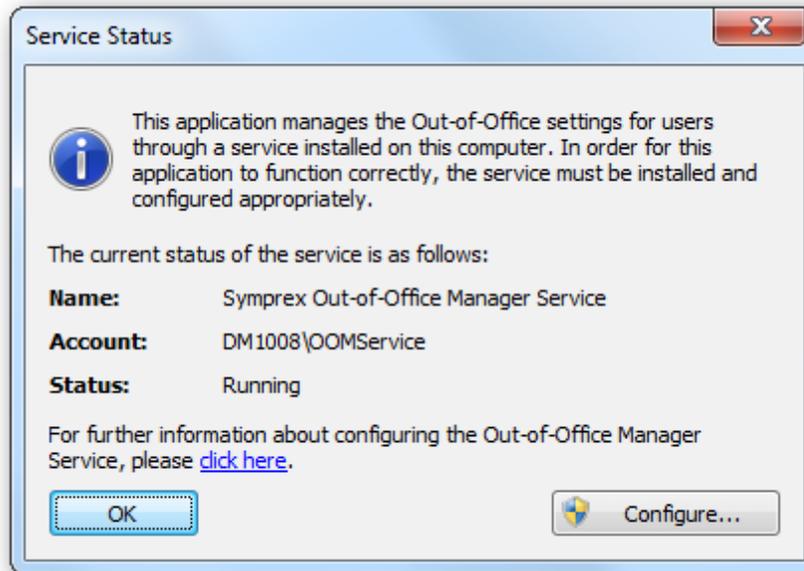
**Note** Profiles are managed using the **Mail** applet in **Control Panel**.

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When ready, click the **Logon** button to connect to Exchange Server. Otherwise, click the **Cancel** button to close the dialog. button. Otherwise, click the **Cancel** button to close the dialog.

## Service Status Dialog

The Service Status dialog is displayed automatically when the application starts if the Out-of-Office Manager Service is not configured correctly.



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**Note** The dialog can also be opened by clicking the caption button the **File** group in the ribbon on the [main application window](#).

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The dialog displays information about the current status of the Out-of-Office Manager Service, which is used by the application to connect to Exchange Server. The information is as follows:

- **Name:** The name of the service, as displayed in the Service Control Manager.
- **Account:** The Windows logon account being used by the service.
- **Status:** The current status of the service (running, stopped etc.).

In order for the application to use the service, it needs to be properly installed and configured; any serious problems are displayed in this dialog. To configure the service, click the **Configure** button to open the [Manage Service dialog](#). For further information about how to complete the configuration of the service after installation, please refer to [this topic](#).

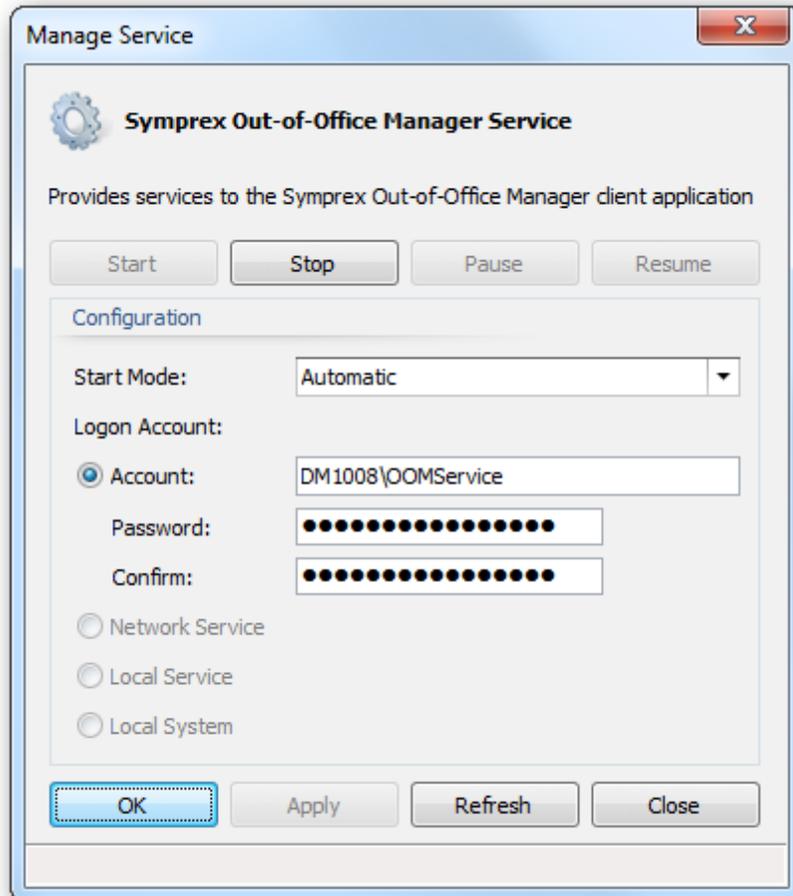
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**Note** Symprex Out-of-Office Manager is not able to determine if the account has the required Exchange permissions. Please follow the steps in the [Service Account](#) topic as appropriate.

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## Manage Service Dialog

The Manage Service dialog is opened by clicking the **Configure** button on the [Service Status dialog](#).



The top portion of the window displays the details and status of the Symprex Out-of-Office Manager service. If it is not running, the service can be started by clicking the **Start** button, or it can be stopped by clicking the **Stop** button.

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**Note:** The service can not be paused, so the *Pause* and *Resume* buttons will remain disabled.

---

The **Configuration** area is used to configure how the service behaves.

- The **Start Mode** option determines how the service behaves when Windows is started. This should normally be left as **Automatic** so that the service starts when Windows starts.
- The **Logon Account** is used to specify the Windows account under which the service runs. It is crucial that this account is configured correctly to access your Exchange Server. Please refer to [this topic](#) for further details on how to configure the logon account.

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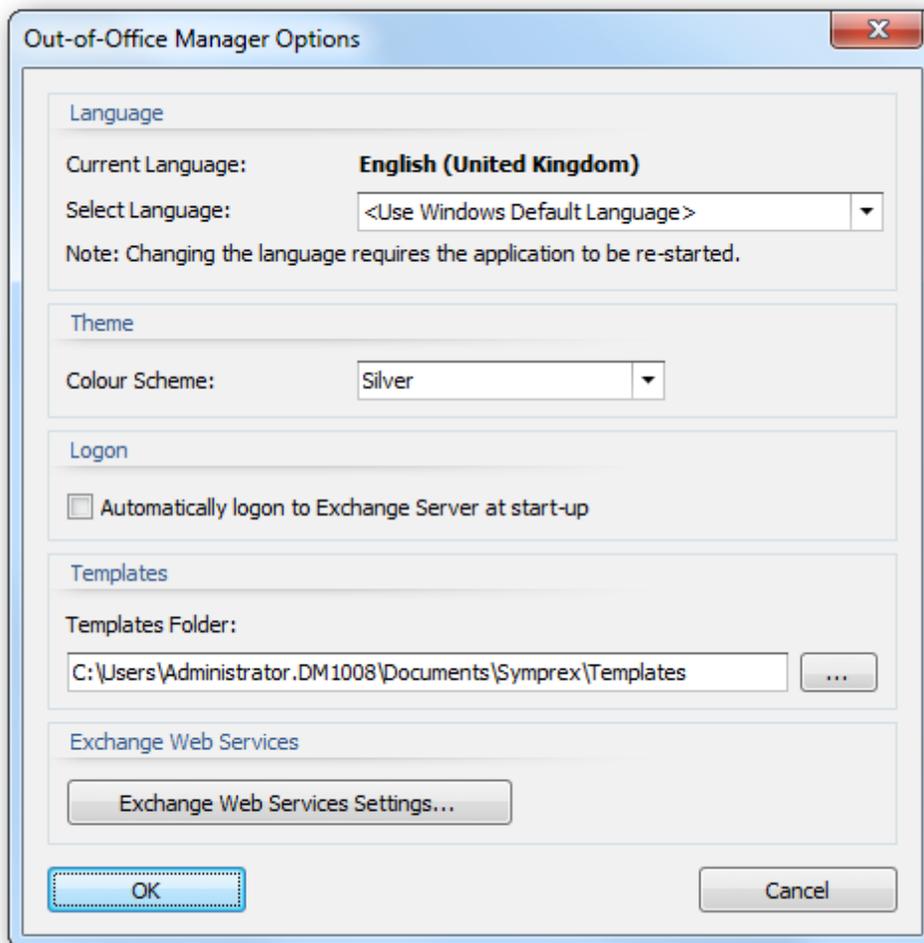
**Note:** The service must *always* be run using a logon account that has appropriate permissions. Hence, the *Network Service*, *Local Service* and *Local System* options are not available.

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Once the configuration has been updated, click the **OK** button to apply the changes and close the dialog, or click the **Apply** button to apply the changes without closing the dialog. Click the **Refresh** button to refresh the dialog, or click the **Close** button to close the dialog without saving changes.

## Options Dialog

The options dialog is opened by select the [File page](#) in the [main application window](#) and clicking the **Settings** button.



The following settings can be modified:

**Language:** Allows you to specify the language used by the application. This will default to your current Windows language (if available) or you can choose a specific language from the drop-down list.

**Colour Scheme:** Allows you to choose the colour scheme for the main application window.

**Automatically logon to Exchange Server at start-up:** Checking this option will cause the application to automatically logon to Exchange Server using the last user that successfully connected using the [Logon dialog](#).

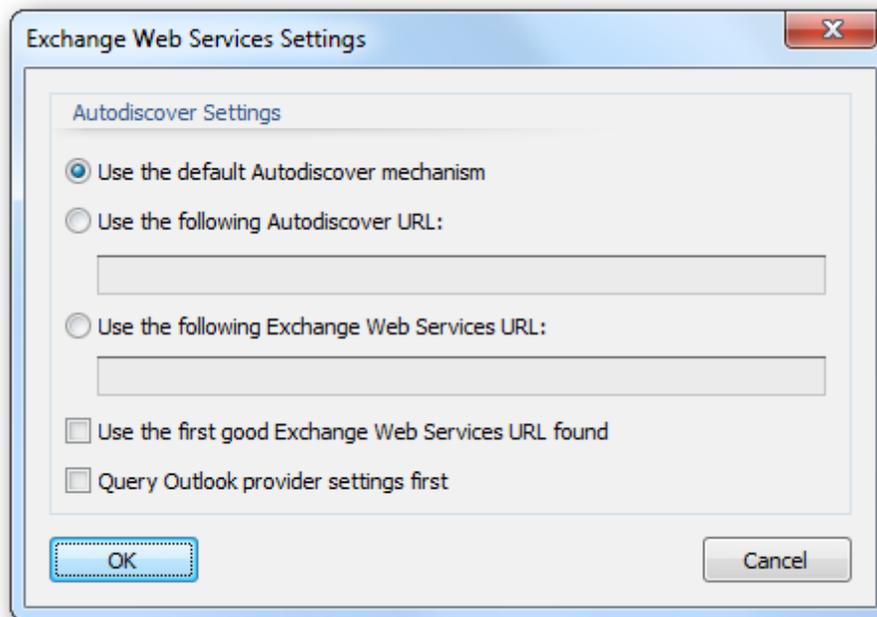
**Templates:** Selects the directory in which permission templates are stored. For further information, see the section on the [Manage Templates dialog](#).

**Exchange Web Services Settings:** Opens the [Exchange Web Services Settings dialog](#).

To accept the changes you have made, click the **OK** button. Otherwise, click the **Cancel** button to close the dialog.

## Exchange Web Services Settings

The Exchange Web Services Settings dialog is opened from the main [Options dialog](#).



When reading and writing the out-of-office settings for a mailbox, Out-of-Office Manager connects using to Exchange Server via Exchange Web Services (EWS). In order to connect to EWS, it is necessary to determine the URL for EWS using a process called Autodiscover. This dialog is used to configure how the Autodiscover process works.

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**Note** In normal conditions, the connection to EWS will be configured automatically using the Autodiscover mechanism built into Exchange Server. It should only be necessary to change these advanced settings if specific problems are being encountered that prevent Autodiscover from working correctly and/or performance problems are being encountered.

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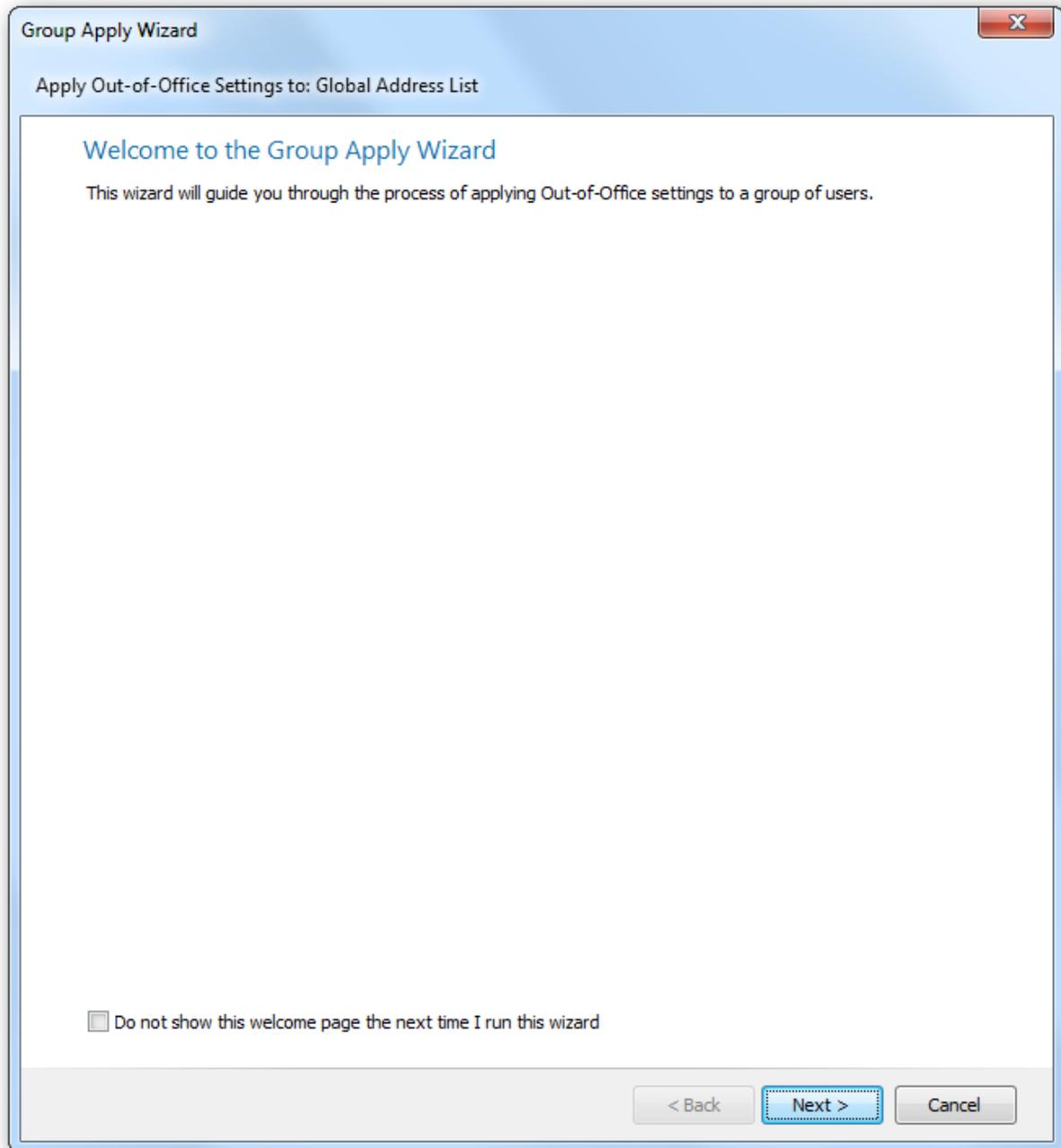
The following settings can be configured:

Setting	Description
Use the default Autodiscover mechanism	Specifies that the default Autodiscover mechanism should be used; this is the normal setting. The default mechanism will query Active Directory for the appropriate Service Connection Points (SCPs) and then attempt to connect to each one to obtain the URL to Exchange Web Services. Each SCP is a URL to an Autodiscover service hosted on an Exchange Server.
Use the following Autodiscover URL	Specifies that the Autodiscover mechanism should use the specified fixed URL, instead of querying Active Directory for the Service Connection Points.
Use the following Exchange Web Services URL	This setting disables the Autodiscover mechanism and forces the connection to Exchange Web Services to use the specified fixed URL <i>for all users</i> .
Use the first good Exchange Web Services URL found	When the default Autodiscover mechanism is being used, this setting stipulates that once the first good EWS URL has been discovered (from an SCP), the mechanism should stop and use that URL alone (rather than continuing and querying further SCPs). This can be useful if you have a number of Autodiscover servers (i.e. a number of SCPs), some of which are not currently available.
Query Outlook provider settings first	When using the Autodiscover mechanism, each Autodiscover service (i.e. each SCP) is queried using the standard Autodiscover protocol. If this fails, the service is queried for the settings to be used by Outlook (which uses a different protocol). In some environments, the standard Autodiscover protocol is not available on any server, so it is beneficial (from a performance standpoint) to query for the Outlook Provider settings first.

When the settings have been configured as required, click the **OK** button save your changes and close the dialog. Alternatively, click the **Cancel** button to close the dialog without saving any changes.

## Group Apply Wizard

The Group Apply Wizard is started by selecting an address list or distribution list in the [main application window](#) and clicking the **Group Apply** button in the **Tools** group.

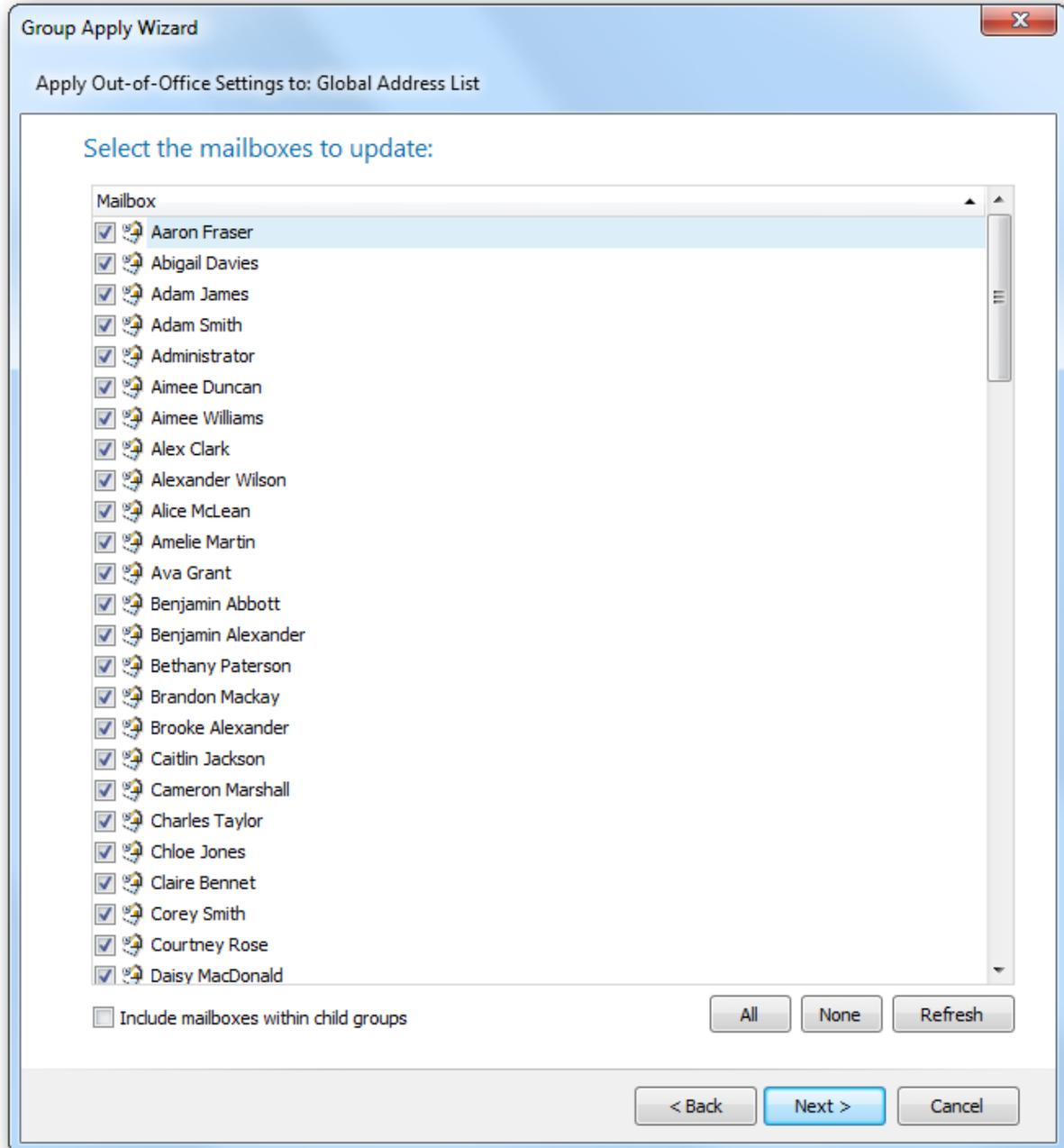


When the wizard is started for the first time, the Welcome page is displayed. To prevent it from being displayed again in the future, select the **Do not show this welcome page the next time I run this wizard** option.

When you are ready, click the **Next** button to proceed to the [Select Mailboxes page](#) or click the **Cancel** button to close the wizard.

## Group Apply Wizard - Select Mailboxes Page

The Select Mailboxes page of the Group Apply Wizard determines which mailboxes will be updated.



By default, all of the mailboxes in the selected address or distribution list will be included and selected. If the **Include mailboxes within child groups** option is changed, click the **Refresh** button to rebuild the list of mailboxes.

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**Note** If you use the "Include mailboxes within child groups" option, you should be aware that this can

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significantly increase the time the wizard takes to build the list of mailboxes, especially when processing the Global Address List. This is because the wizard will examine *all* child groups and ensure that a mailbox is only included once. Notice that by default, this option is selected for all groups *except* the Global Address List.

---

When the selection of mailboxes is correct, either click the **Next** button to proceed to the [Settings page](#), the **Back** button to return to the [Welcome page](#), or the **Cancel** button to close the wizard.

## Group Apply Wizard - Settings Page

The Settings page of the Group Apply Wizard determines how the selected mailboxes will be updated.

Group Apply Wizard

Apply Out-of-Office Settings to: Global Address List

Enter the new settings for the mailboxes:

Do not send automatic replies

Send automatic replies

Template...

Only send during the following period:

Start Time: 00:00

End Time: 00:00

Preserve Existing Replies

**Inside My Organisation**

Arial 12 B I U A

{FULLNAME} is not currently in the office.

**Outside My Organisation**

Auto-reply to people outside my organisation

My contacts only  Anyone outside my organisation

Times New Roman 12 B I U A

< Back Next > Cancel

**Note** The settings page is always displayed with the extended settings for Exchange Server 2007 and upwards. If the selected mailboxes are hosted on Exchange Server 2003, the plain text of the internal reply (of the external reply if the internal reply is empty) will be applied to the mailbox.

The settings are configured in a similar fashion to the main application window. A pre-defined template

can be loaded by clicking the **Template** button (for more information, see the [Manage Templates Dialog](#) ). In addition, the **Preserve Existing Replies** option can be used as follows:

- When not selected, the replies for the selected mailboxes are always overwritten with the defined messages.
- When selected, the replies defined by each selected mailbox will be preserved and only updated if they are blank. This option allows

This behaviour is the same when turning Out-of-Office off or on for the selected mailboxes. This means that a group of mailboxes can have their Out-of-Office setting changed *without* modifying any replies they have defined.

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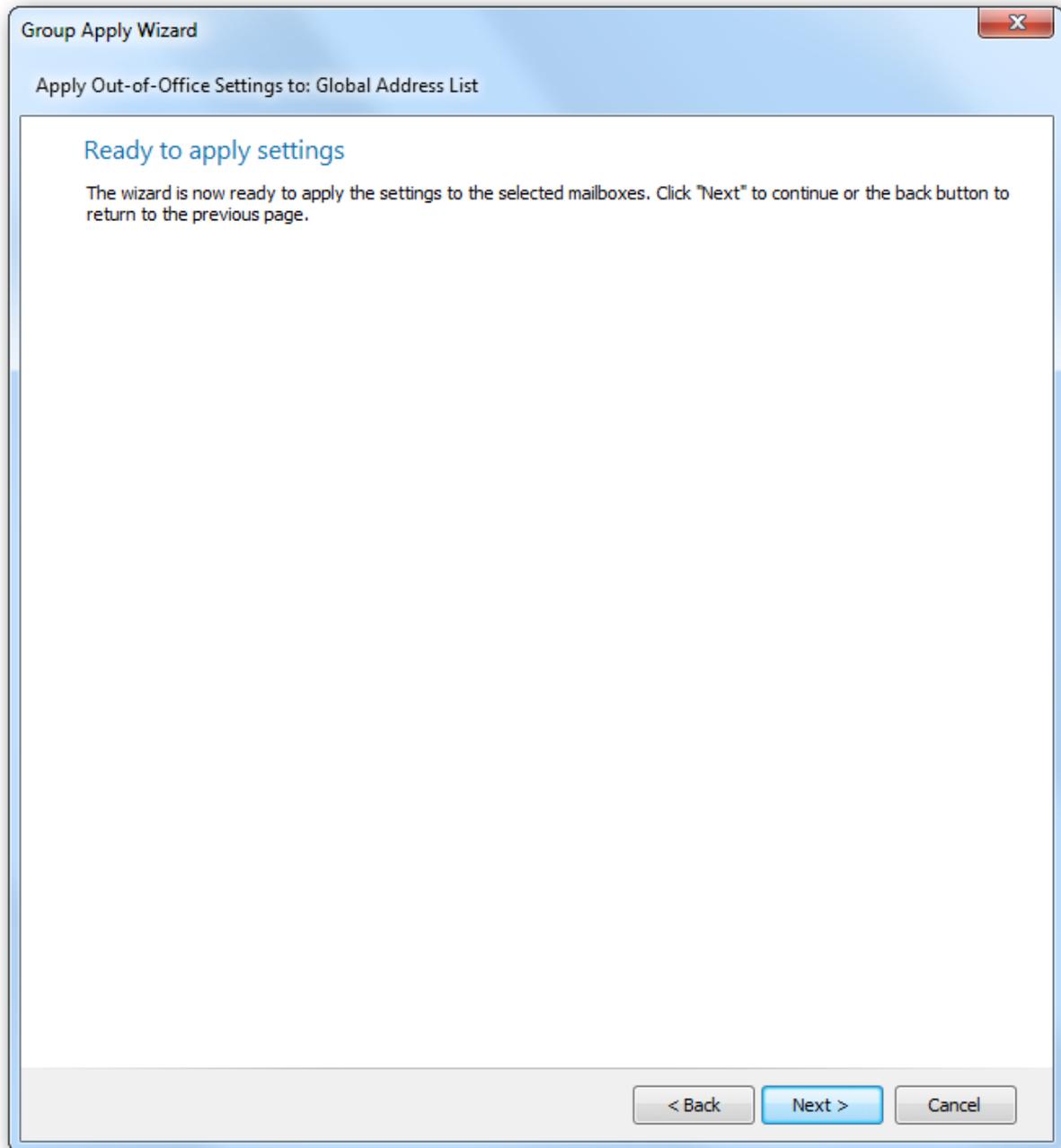
**Note** The messages can include tokens that are replaced with properties from the user's Active Directory account. For more information, see the [List of Tokens](#) appendix.

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When the settings have been configured as required, either click the **Next** button to proceed to the [Confirmation page](#), the **Back** button to return to the [Select Mailboxes page](#), or the **Cancel** button to close the wizard.

## Group Apply Wizard - Confirmation Page

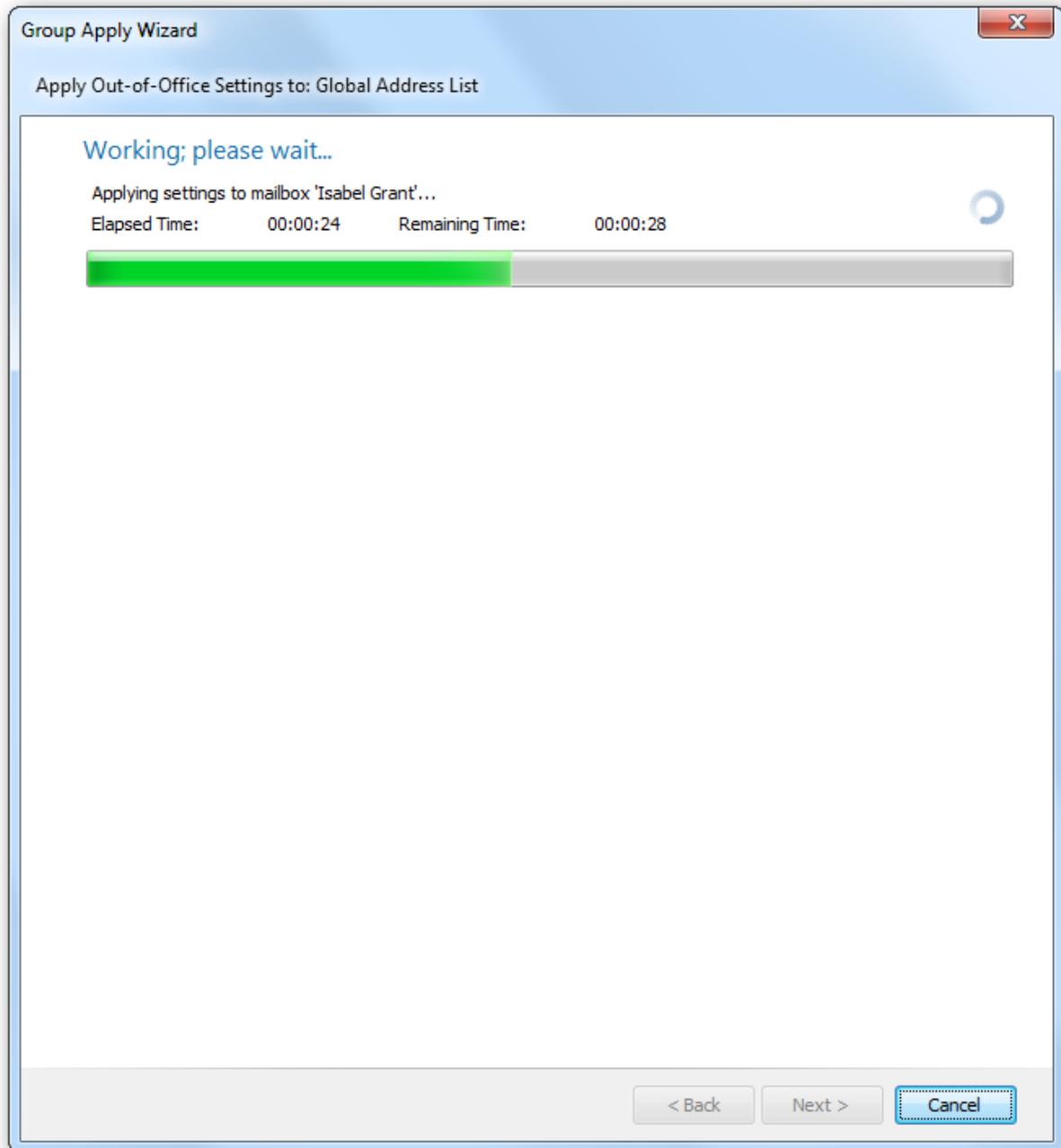
The Ready To Apply page of the Group Apply Wizard confirms that you are ready to apply the settings to the selected mailboxes.



If the settings have been configured as required, click the **Next** button to start the wizard, which will display the [Working page](#). Otherwise, click the **Back** button to return to the [Settings page](#), or the **Cancel** button to close the wizard.

### Group Apply Wizard - Working Page

The Working page of the Group Apply Wizard is displayed by the wizard whilst the settings are being applied to the selected mailboxes.



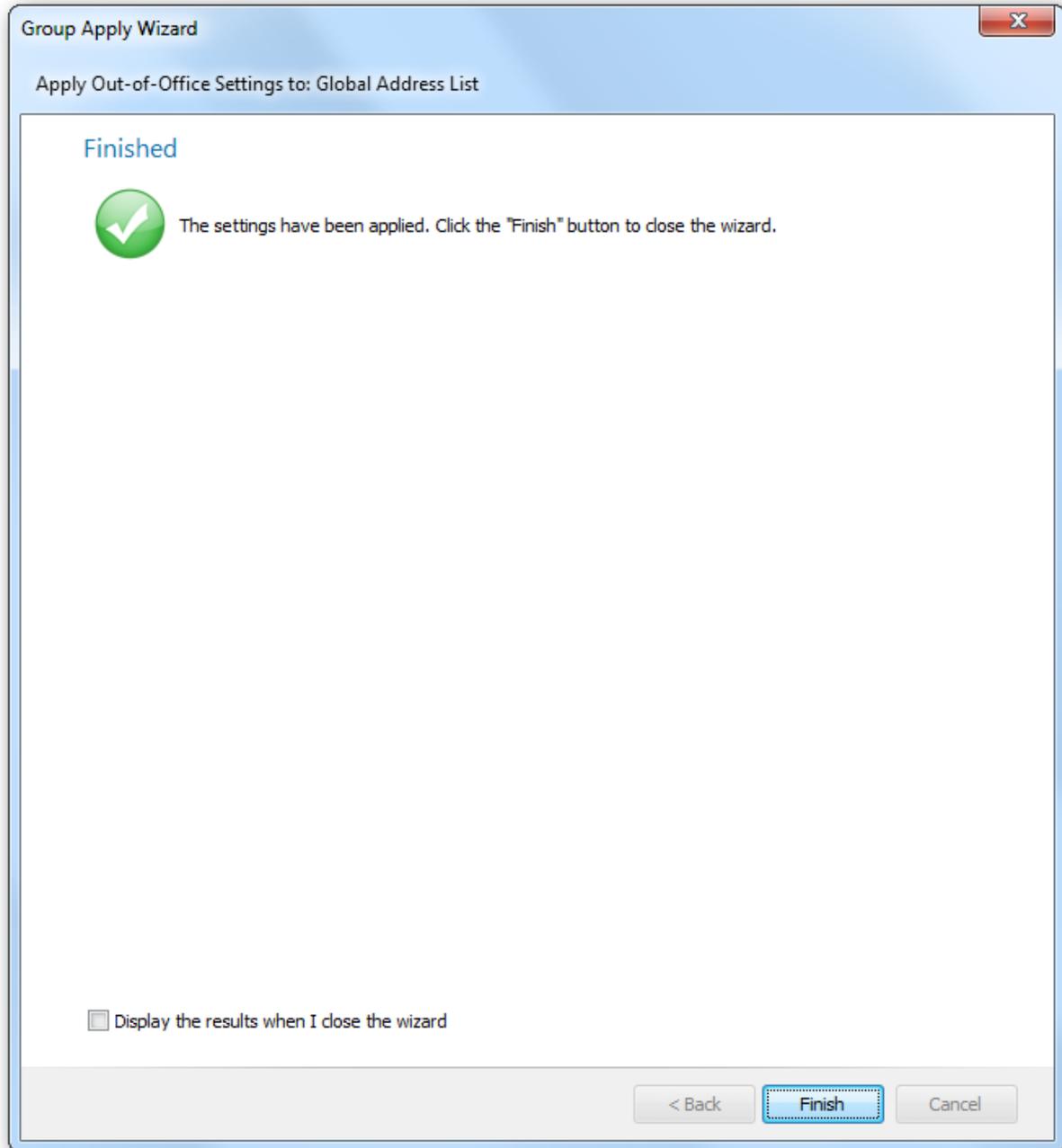
The bar gives an indication of how much progress the wizard has made and once enough mailboxes have been processed, an estimate of the remaining time will be displayed. If necessary, click the **Cancel** button to stop the wizard and return to the [Confirmation page](#). When the wizard has completed, the [Finished page](#) will be displayed.

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**Note** If you cancel the wizard, any changes already applied will not be reversed.

## Group Apply Wizard - Finished Page

The Finished page of the Group Apply Wizard is displayed by the wizard once the settings have been applied to the selected mailboxes.



The overall result of the wizard will be displayed as appropriate. To view the results of applying the permissions in the [Results dialog](#), select the **Display the results when I close the wizard** option. When ready, click the **Finish** button to close the wizard.

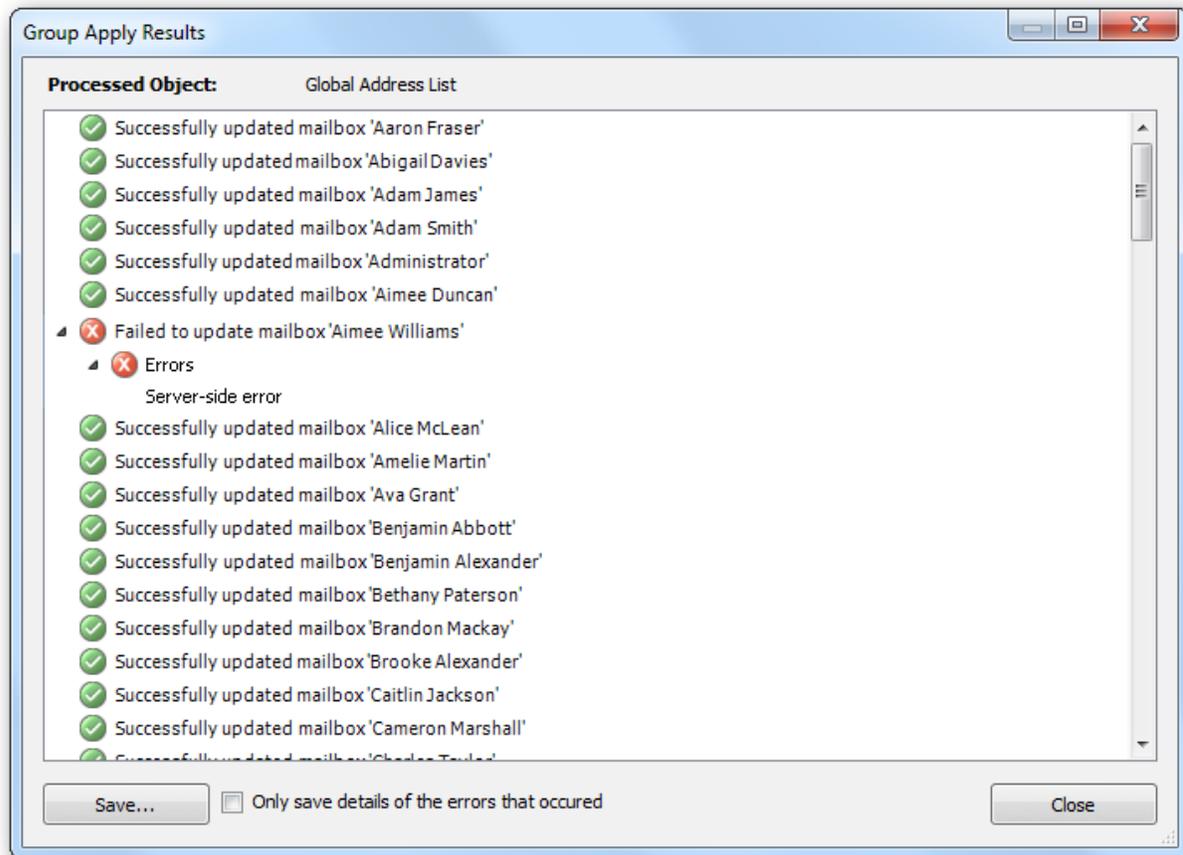
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**Note** If an errors were encountered by the wizard, the **Display the results when I close the wizard** option will be automatically selected.

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## Group Apply Wizard - Results Dialog

The Group Apply Results dialog is displayed after the [Group Apply wizard](#) has finished and the **Display the results when I close the wizard** option was checked.



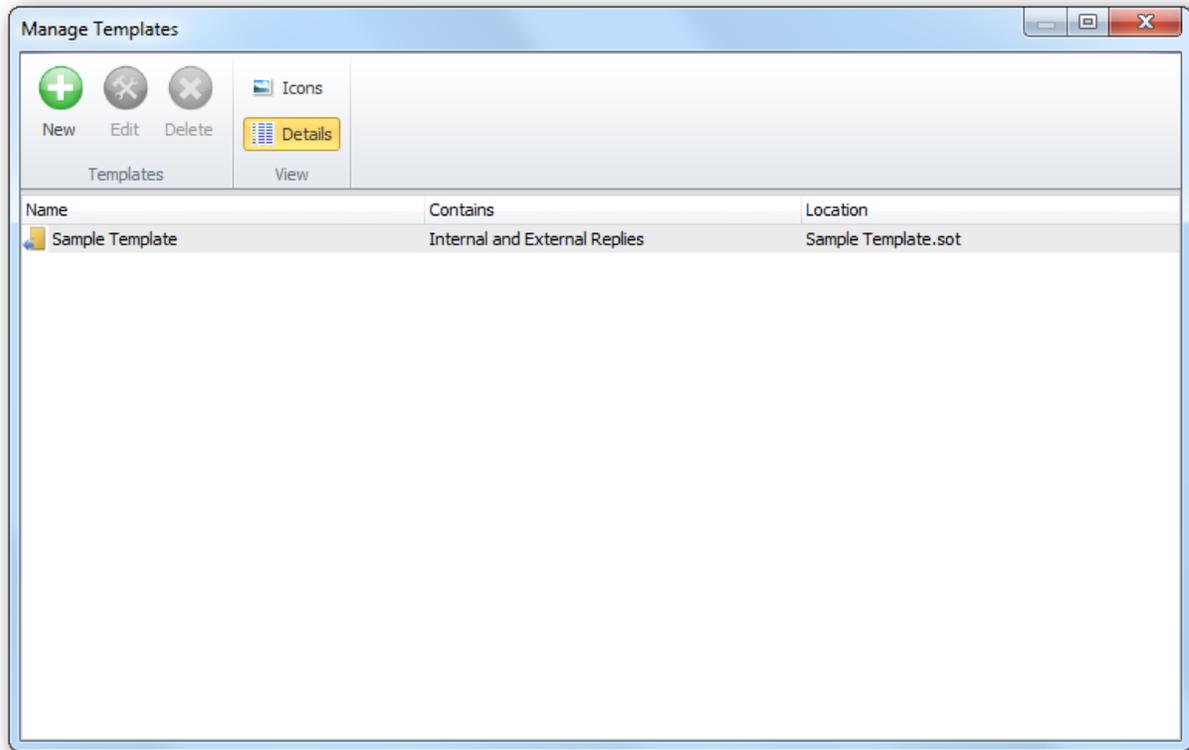
The dialog displays a list of all of the mailboxes that were updated by the wizard and the status for each one. For each mailbox, there is a node that can be expanded to display any errors that occurred, if there were any. Any of the nodes under the **Errors** node can be double-clicked to view the details of the related error. The results can also be saved to a log file by clicking the **Save...** button. Selecting the **Only save details of the errors that occurred** option will cause only mailbox or Public Folders that have errors to be included in the log file.

## Templates

The Templates feature of the application allows the administrator to create a set of standard replies to be applied to mailboxes. The following sections describe how to manage and apply those templates.

## Manage Templates Dialog

The Manage Templates dialog is opened by clicking the **Manage Templates** button in the **Templates** group in the [main application window](#).



The main part of the dialog displays a list of the templates available in the templates directory. The view can be changed by clicking either the **Icons** or **Details** button.

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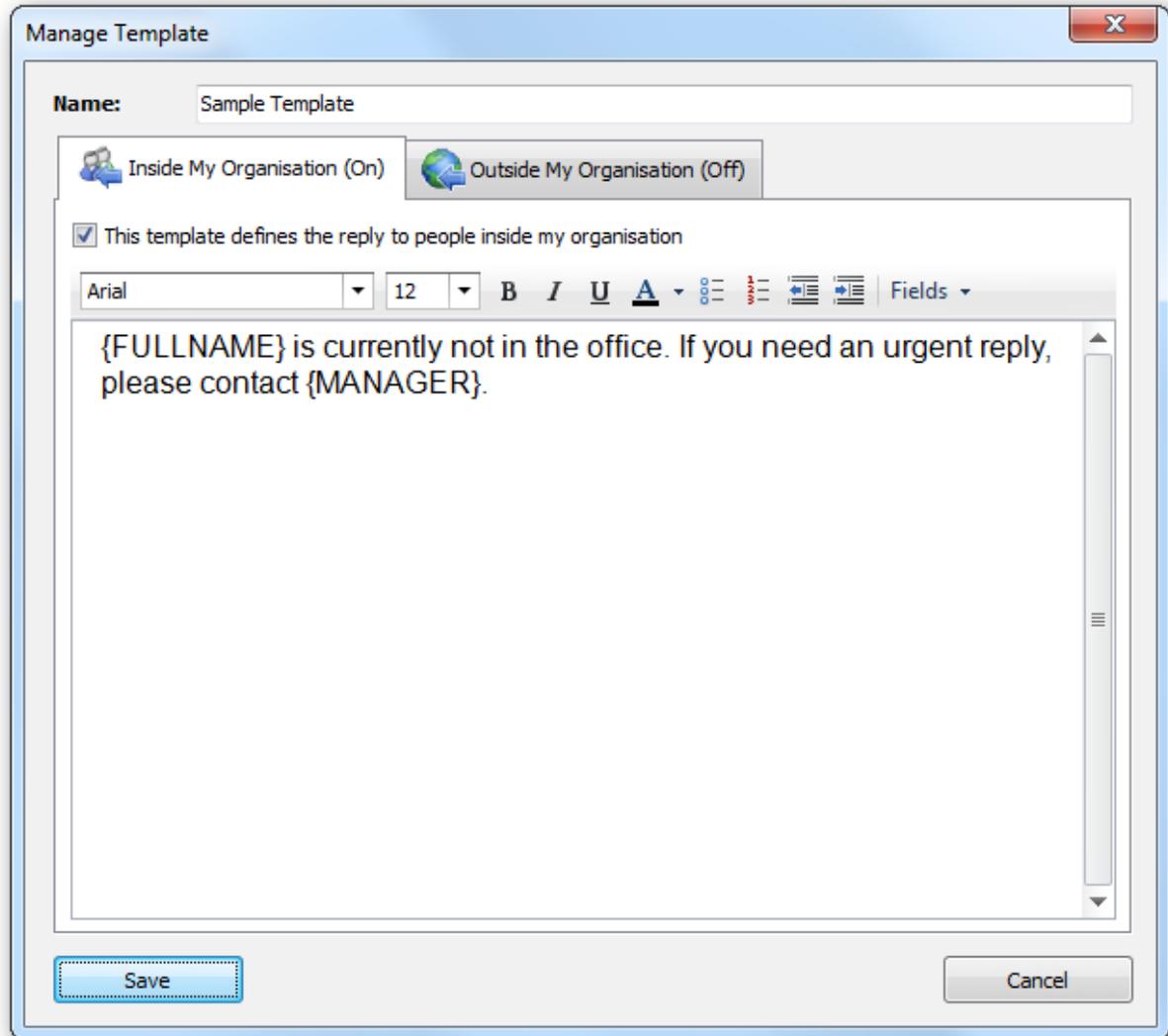
**Note** The templates directory is specified in the [Options dialog](#).

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- To create a new template, click the **New** button; this will open the [Manage Template dialog](#) in create mode.
- To modify an existing template, select the template in the list and click the **Edit** button; this will start the Manage Template dialog in modify mode.
- To delete an existing template, select the template in the list and click the **Delete** button.

## Manage Template Dialog

The Manage Template dialog is started using the [Manage Templates dialog](#).



A name for the template must be entered; the name does not have to be unique and any existing template(s) with the same name will *not* be overwritten when the template is saved. The main part of the dialog defines the Internal and External replies to be applied to a mailbox. The replies can include tokens; see the [list of tokens](#) for further details.

When the messages have been set as required, click the **OK** button to save the template and close the dialog. Otherwise, click the **Cancel** button to close the dialog.

## Appendices

This section contains additional information for using Symprex Out-of-Office Manager.

### List of Tokens

Tokens can be used in the editor the [main application window](#), in the [Group Apply Wizard](#) and in [templates](#). Tokens are substituted with properties from the Active Directory account for the mailbox being updated. They are specified in the format {TOKEN\_NAME}, where TOKEN\_NAME is substituted for one of the following pre-defined values:

Token Name	Description
FIRSTNAME	Replaced by the user's first name, as defined by the "givenName" property in Active Directory.
LASTNAME	Replaced by the user's last name, as defined by the "sn" property in Active Directory.
FULLNAME	Replaced by the user's full name, as defined by the "displayName" property in Active Directory.
INITIALS	Replaced by the user's initials, as defined by the "initials" property in Active Directory.
COMPANY	Replaced by the user's company, as defined by the "company" property in Active Directory.
DESCRIPTION	Replaced by the user's description, as defined by the "description" property in Active Directory.
TITLE	Replaced by the user's (job) title, as defined by the "title" property in Active Directory.
OFFICE	Replaced by the user's office, as defined by the "physicalDeliveryOfficeName" property in Active Directory.
DEPARTMENT	Replaced by the user's department, as defined by the "department" property in Active Directory.
PHONE	Replaced by the user's (primary) telephone number, as defined by the "telephoneNumber" property in Active Directory.
HOMEPHONE	Replaced by the user's home telephone number, as defined by the "homePhone" property in Active Directory.
MOBILE	Replaced by the user's mobile telephone number, as defined by the "mobile" property in Active Directory.
PAGER	Replaced by the user's pager number, as defined by the "pager" property in Active Directory.
FAX	Replaced by the user's fax number, as defined by the "facsimileTelephoneNumber" property in Active Directory.
IPPHONE	Replaced by the user's IP phone details, as defined by the "ipPhone" property in Active Directory.
STREET	Replaced by the user's street, as defined by the "streetAddress" property in Active Directory. ( <b>Note:</b> Not to be confused with the "street" property, which is a different field).

POBOX	Replaced by the user's PO Box, as defined by the "postOfficeBox" property in Active Directory.
CITY	Replaced by the user's city, as defined by the "l" (short for locality) property in Active Directory.
STATE -or- PROVINCE	Replaced by the user's state, as defined by the "st" property in Active Directory.
ZIPCODE -or- POSTALCODE	Replaced by the user's zip (postal) code, as defined by the "postalCode" property in Active Directory.
COUNTRY	Replaced by the user's country, as defined by the "co" property in Active Directory.
COUNTRYCODE	Replaced by the user's country code, as defined by the "c" property in Active Directory.
EMAIL	Replaced by the user's e-mail address, as defined by the "mail" property in Active Directory.
HOMEPAGE	Replaced by the user's home page, as defined by the "wWWHomePage" property in Active Directory.
MANAGER	Replaced by the full name of the user's manager, as defined by the "manager" property in Active Directory.

In addition to the above standard Active Directory attributes, Exchange Server also adds 15 custom attributes. These can also be obtained by the following tokens:

Token Name	Description
EXTATTRIB1 -or- CUSTOMATTRIBUTE1	Replaced by the 1 <sup>st</sup> custom attribute on the user's mailbox.
EXTATTRIB2 -or- CUSTOMATTRIBUTE2	Replaced by the 2 <sup>nd</sup> custom attribute on the user's mailbox.
EXTATTRIB3 -or- CUSTOMATTRIBUTE3	Replaced by the 3 <sup>rd</sup> custom attribute on the user's mailbox.
EXTATTRIB4 -or- CUSTOMATTRIBUTE4	Replaced by the 4 <sup>th</sup> custom attribute on the user's mailbox.
EXTATTRIB5 -or- CUSTOMATTRIBUTE5	Replaced by the 5 <sup>th</sup> custom attribute on the user's mailbox.
EXTATTRIB6 -or- CUSTOMATTRIBUTE6	Replaced by the 6 <sup>th</sup> custom attribute on the user's mailbox.
EXTATTRIB7 -or- CUSTOMATTRIBUTE7	Replaced by the 7 <sup>th</sup> custom attribute on the user's mailbox.
EXTATTRIB8 -or- CUSTOMATTRIBUTE8	Replaced by the 8 <sup>th</sup> custom attribute on the user's mailbox.
EXTATTRIB9 -or- CUSTOMATTRIBUTE9	Replaced by the 9 <sup>th</sup> custom attribute on the user's mailbox.
EXTATTRIB10 -or- CUSTOMATTRIBUTE10	Replaced by the 10 <sup>th</sup> custom attribute on the user's mailbox.
EXTATTRIB11 -or- CUSTOMATTRIBUTE11	Replaced by the 11 <sup>th</sup> custom attribute on the user's mailbox.

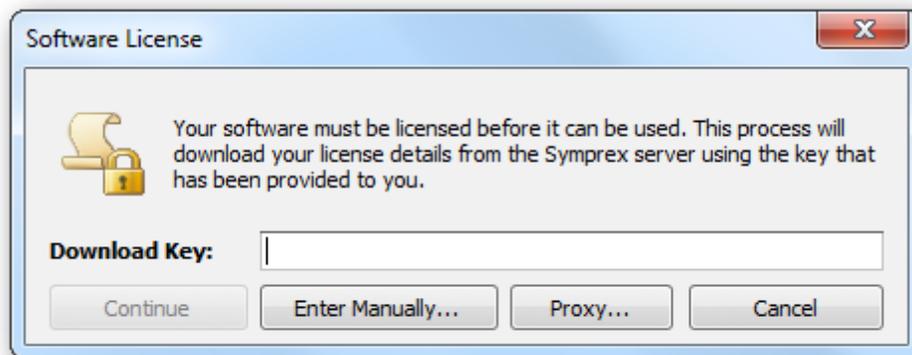
EXTATTRIB12 -or- CUSTOMATTIBUTE12	Replaced by the 12 <sup>th</sup> custom attribute on the user's mailbox.
EXTATTRIB13 -or- CUSTOMATTIBUTE13	Replaced by the 13 <sup>th</sup> custom attribute on the user's mailbox.
EXTATTRIB14 -or- CUSTOMATTIBUTE14	Replaced by the 14 <sup>th</sup> custom attribute on the user's mailbox.
EXTATTRIB15 -or- CUSTOMATTIBUTE15	Replaced by the 15 <sup>th</sup> custom attribute on the user's mailbox.

How these custom attributes are configured is dependent upon the version of Exchange Server being used; please refer to the Microsoft documentation for more information.

This section of the help file describes how Symprex Out-of-Office Manager is licensed using either a [download key](#) or a [license supplied separately](#).

## License Dialog

The License dialog is accessed by selecting the **File** tab in the main application window and clicking the **License my software** link (if the application has not previously been licensed) or **Change the license for my software** link (if the application has been licensed).



When you purchased the license for your software, you should have been provided with a unique download key. Enter this key into the **Download Key** textbox and click the **Continue** button. The software will then connect to the Symprex licensing server to download and install your license.

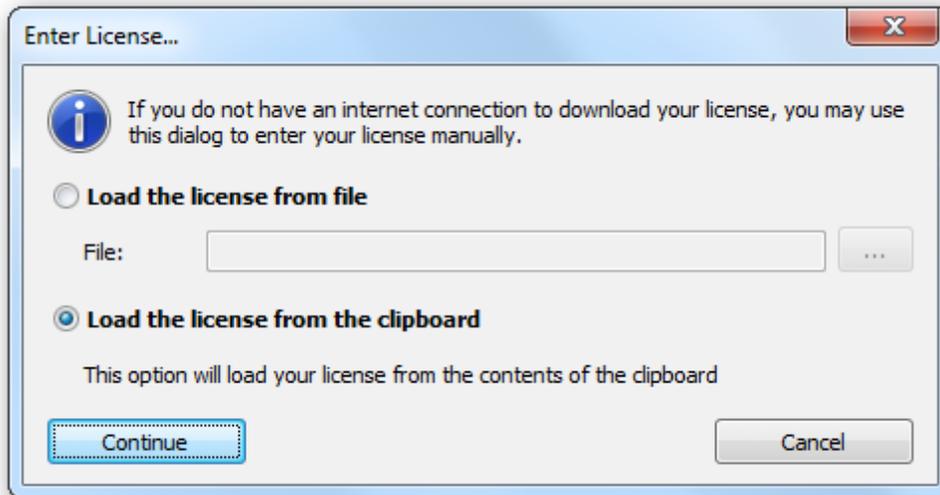
If the computer you wish to license does not have an Internet connection, you may be provided with a file containing your license information. To license your software using such a file, click the **Enter Manually...** button to open the [Manual License dialog](#).

In some organisations, the computer you wish to license may connect to the Internet through a proxy server that requires authentication. If this is the case, click the **Proxy...** button to open the [Proxy Details dialog](#).

If you experience any problems in licensing your software, please contact Symprex or your distributor for assistance.

## Manual License Dialog

If necessary, the license for your software can be entered manually by clicking the **Enter Manually...** button on the [License dialog](#).

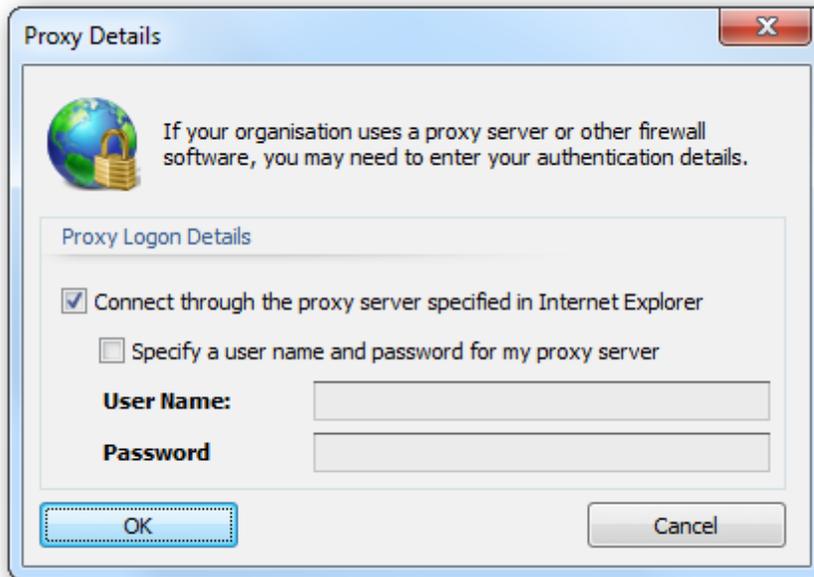


- If you have been provided with a file containing your license, select **Load the license from file** and locate the appropriate file.
- If you have been provided with a text-based version of your license (for example, in an e-mail), copy the text into the clipboard.

When ready, click the **Continue** button. If the selected file is valid or there is valid data in the clipboard, your license will be installed. Otherwise, please contact Symprex or your distributor for assistance.

## Proxy Details Dialog

If necessary, the details of your default proxy server (as configured using Microsoft Internet Explorer) for connecting to the Internet can be entered manually by clicking the **Proxy...** button on the [License dialog](#) and the [Upgrade License dialog](#).



To connect through your default proxy server using your Windows logon credentials, check the **Connect through the proxy server specified in Internet Explorer** checkbox. If you need to specify your authentication details, check the **Specify a user name and password for my proxy server** checkbox, and then enter the appropriate details in the **User Name** and **Password** boxes. When ready, click the **OK** button to accept the changes or click the **Cancel** button to close the dialog without saving any changes.

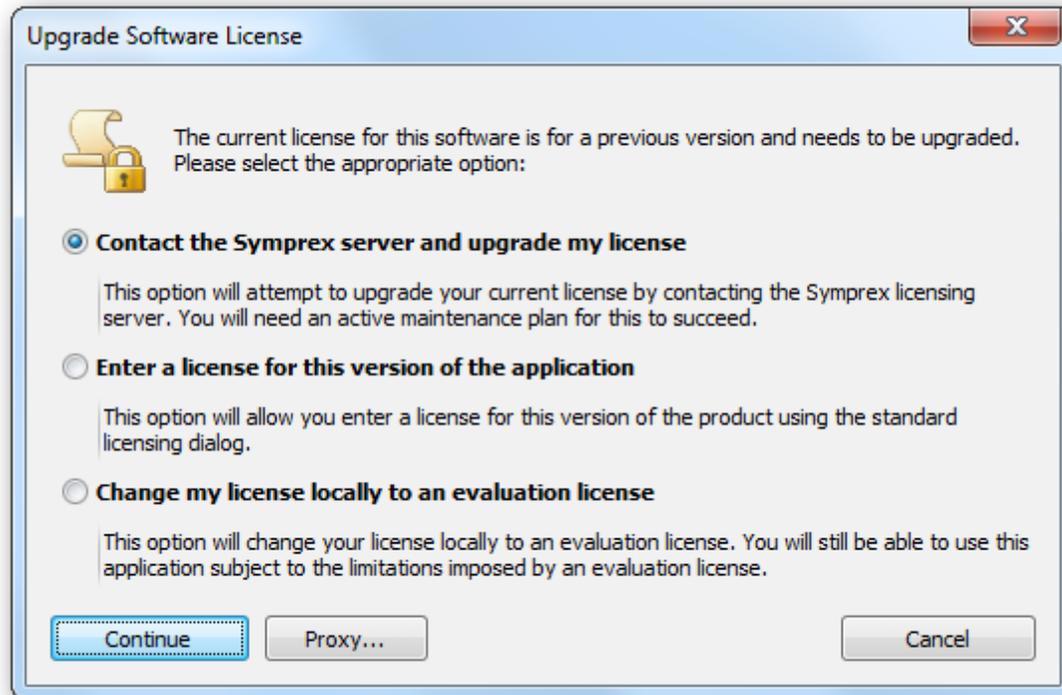
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**Note:** The details you enter will be stored in the registry of your computer and will be re-used amongst all Symprex products.

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## Upgrade License Dialog

The Upgrade License dialog is displayed automatically when Out-of-Office Manager detects that it is using a license from a previous version.



There are three options available:

- **Contact the Symprex server and upgrade my license:** When you select this option, Out-of-Office Manager will contact the Symprex licensing server and attempt to upgrade your existing license to the current version. In order for this to succeed, there must be an active maintenance plan for the license that is currently in use. If the maintenance plan has expired, you will need to contact your distributor to restart maintenance and obtain an upgraded license. In some organisations, the computer you wish to license may connect to the Internet through a proxy server that requires authentication. If this is the case, click the **Proxy...** button to open the [Proxy Details dialog](#).
- **Enter a license for this version of the application:** Choose this option if you have already been supplied with the download key or license file for your the current version; this will open the [License dialog](#) and allow you to enter the details of your license.
- **Change my license locally to an evaluation license:** This option will change the existing license to an evaluation license for the current version, which means that you can continue using Out-of-Office Manager but subject to the evaluation restrictions imposed.

When you have selected the appropriate option, click the **Continue** button. Alternatively, if you do not wish to modify the license (for example, because you wish to reinstall the previous version to continue using your existing license), click the **Cancel** button.

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**Published:** July 2014

**Applies To:** Symprex Out-of-Office Manager 6.2.0

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