

Symprex Out-of-Office Extender

User's Guide

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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 Extender is a simple, light-weight Windows service that can reset the out-of-office sender list every midnight for all or a selected set of mailboxes.

When a user activates the out-of-office assistant, out-of-office replies are only sent once to the same sender during the whole duration of being active. This is undesirable when the user is away for a longer time.

If, for example, the user is out of the office for 3 weeks and someone sends an e-mail at the beginning of the period, and then again a week after (when the sender has forgotten when the user was going to be back), the sender will not receive an out-of-office reply the second time (and now likely wonder why they are not getting a reply).

Symprex Out-of-Office Extender resets the sender list for all or a selected set of mailboxes every midnight. This means senders will get an out-of-office reply the first time every day they send an e-mail to a receiver that is out of the office. This approach avoids mail loops and avoids senders getting the same out of office message more than once a day, but at the same time “reminds” senders that the receiver is out of the office on any given day during being out of office.

As a result the software can easily improve internal and external communication and can for example serve to offer better customer service etc.

The product does not affect Outlook clients or client machines in any way, and no installation of software is required on any client machine. It also integrates very loosely with Exchange to not cause any overhead on the servers.

1.1 System Requirements

The Symprex Out-of-Office Extender system requirements are as follows:

- Microsoft Windows Server 2000 or 2003
- Microsoft Exchange 2000 or 2003

Outlook clients 97 to 2003 are supported.

If you install Out-of-Office Extender on a server that is not running Exchange, it must have the Exchange System Management Tools installed.

1.2 Permissions Requirements

For information about the required service account permissions for the service to be able to connect to mailboxes to reset the out-of-office sender list, please see §3.

2 USER GUIDE

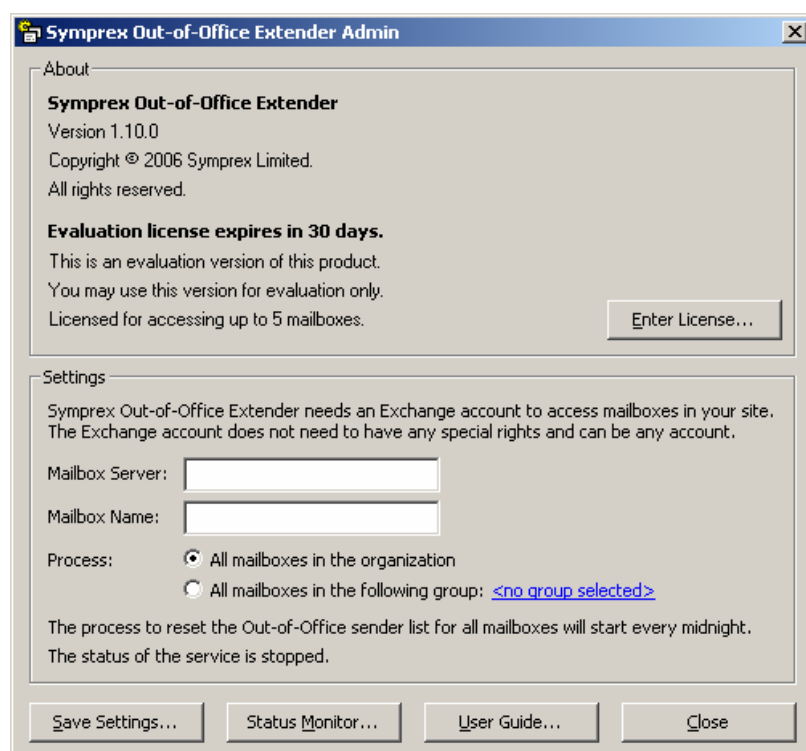
2.1 Installing the Software

Symprex Out-of-Office Extender is designed to be extremely simple to install. Simply run the setup program and follow the instructions given. The only option during installation is where to install the software.

2.2 Configuring the Software

To configure Symprex Out-of-Office Extender open the **Configuration** panel via **Programs > Symprex Out-of-Office Extender** in the Windows Start menu.

The configuration panel offers the following information, settings and functions:



The **About** frame shows the current version number and the installed license information. You can press **Enter License** to enter a new license key.

The **Settings** frame includes the settings shown in the above illustration, each of which is explained below:

Setting	Description
Mailbox Server	Enter the name of an Exchange server in your organization. For example <i>EXCHSRVR</i> .
Mailbox Name	Enter the name (alias) of an account that is located on the specified server. For example <i>Administrator</i> .

Process	<p>Select All mailboxes in the organization to process all mailboxes.</p> <p>Select All mailboxes in the following group and select a group to process mailboxes in that group.</p> <p>Note that mailboxes that are directly member of the selected group will be included.</p>
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The **Settings** frame also shows the current status of the service.

When you have configured the settings, press **Save Settings** to save them and make them active.

Note New settings become active immediately (with no need to restart service).

2.3 Configuring the Service

To configure the Symprex Out-of-Office Extender service, open the **Services** Microsoft Management Console in Windows, find the service, and open its properties.

The Symprex Out-of-Office Extender Service can run using the **Local System** account when installed on the Exchange 2000 or 2003 server in environments with one Exchange server.

When Symprex Out-of-Office Extender is installed on a non-Exchange server, and/or must connect to more than one Exchange server, the service must be configured to run using a domain account with required permissions. Please see §3 for the required service account permissions.

If you want the service to start automatically when system starts, please make sure to set service **Startup type** to **Automatic**.

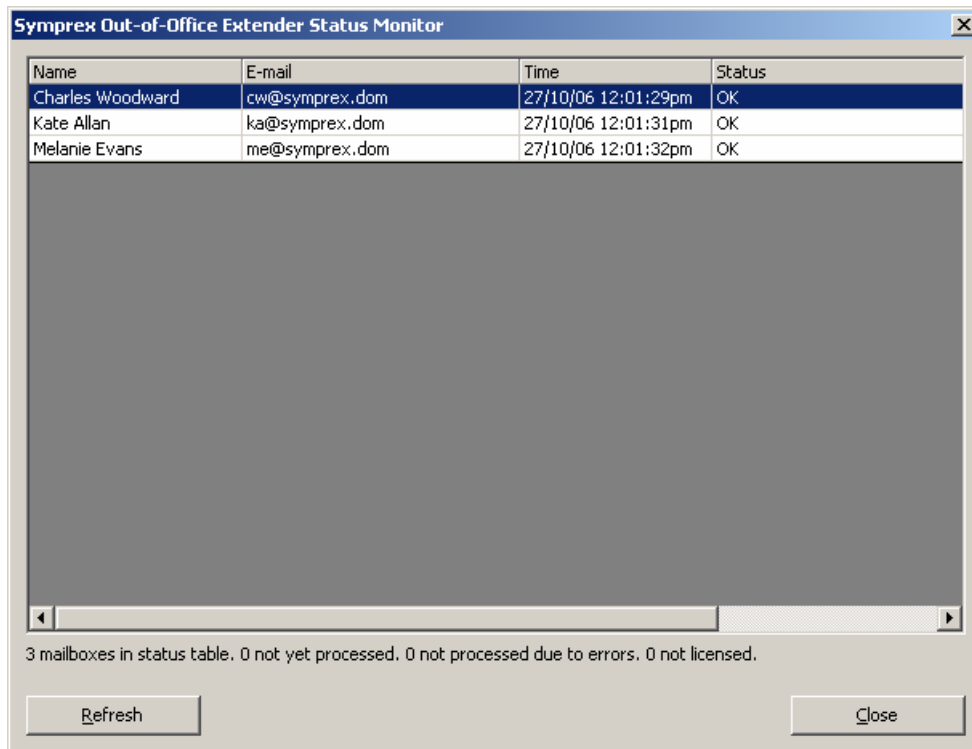
2.4 Starting and Stopping the Service

To start or stop the Symprex Out-of-Office Extender service, open the **Services** Microsoft Management Console in Windows, find the service, and start or stop it as appropriate.

2.5 Using the Status Monitor

The **Status Monitor** shows an overview of all mailboxes that either have been processed or is about to be processed by the service. Note that the list will be empty until the service has been started.

The status monitor shows the name, e-mail address, last time the mailbox was reset and the status of the reset process for the mailbox:



You can press **Refresh** at any time to refresh the status monitor list.

3 SERVICE ACCOUNT PERMISSIONS

The Symprex Out-of-Office Extender Service can run using the **Local System** account when installed on the Exchange 2000 or 2003 server in environments with one Exchange server.

When Symprex Out-of-Office Extender is installed on a non-Exchange server, and/or must connect to more than one Exchange server, the service must be configured to run using a domain account, which:

- is a member of the **Domain Admins** group
- is *not* be a member of any of the built-in **Exchange** groups
- has the **Receive As** right on the mailbox store(s) on Exchange server(s)

Note that if you change the group membership or account rights for the service account while the service is running, you need to restart the service before the changes become effective.

4 CONTACTING SYMPREX

4.1 Visiting 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>

4.2 Contacting 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

4.3 Contacting your local reseller

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