

Symprex Out-of-Office Extender

User's Guide

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Version 3.0a.

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 small, fast, light-weight Windows service that can reset the Outlook Out-of-Office Assistant sender list every midnight for all or a selected set of mailboxes.

When a user enables the Outlook Out-of-Office Assistant, an out-of-office reply is only sent once to each message sender, even if the sender sends multiple messages during the entire duration of the user being away and the assistant being enabled. This is often not sufficient if the user is away for a longer time.

If, for example, a person is out of the office for two weeks and someone sends that person an email at the beginning of the two weeks, and then again a few days, or a week later, the sender will not receive an out-of-office reply the second time (and now likely wonder why the person is not replying).

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 any day they send an email 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 if they send multiple emails on different days.

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

The product does not require any changes to Outlook clients or client machines. The overhead on Exchange from using this product is negligible.

1.1 System Requirements

Symprex Out-of-Office Extender 3.0 system requirements are:

- Microsoft Windows Server 2000, 2003 or 2008

Symprex Out-of-Office Extender 3.0 works with:

- Microsoft Exchange 2000, 2003, 2007 and 2010
- Microsoft Outlook 2000, 2002 (XP), 2003, 2007 and 2010

If you install Symprex Out-of-Office Extender on an Exchange 2007 or 2010 server, or on a server that is not an Exchange server, you need to also install the separately available Microsoft Exchange Server MAPI Client:

Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1
<http://www.symprex.com/link/exchangemapicdo.htm>

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

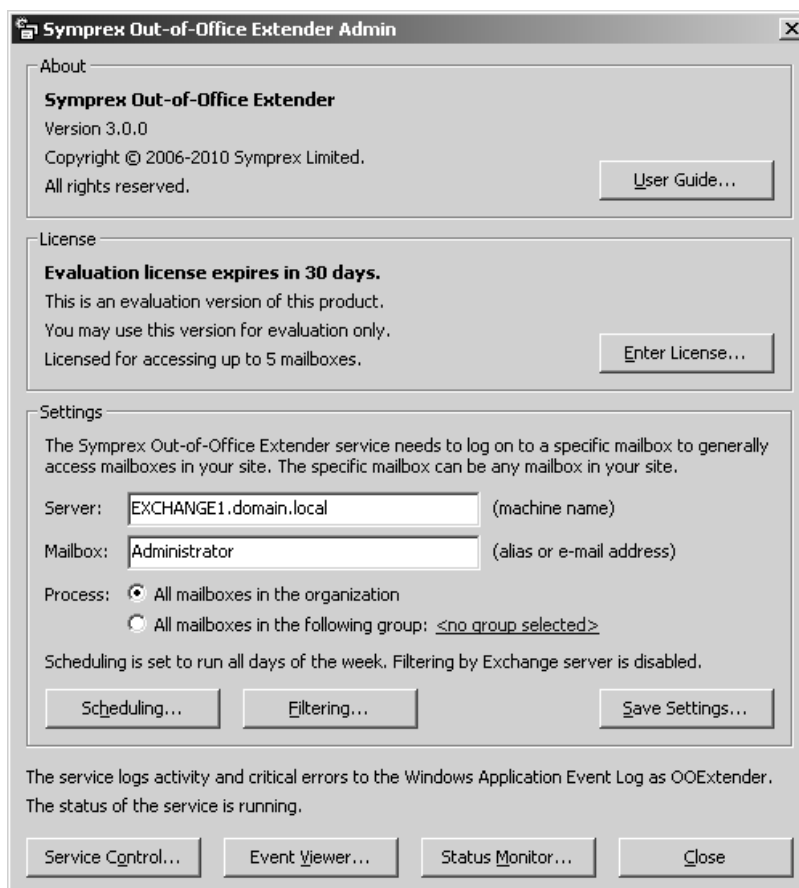
2.1 Installing the Software

To install Symprex Out-of-Office Extender, run the setup program and follow the instructions. The only installation option is where to install the software to.

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 administration panel offers the following information, settings and functions:



The **About** frame shows the version of the software. You can press **User Guide** to open the User Guide (requires Adobe Acrobat Reader).

The **License** frame shows the installed license information and if the license is valid. You can press **Enter License** to enter a new license key.

The **Settings** frame shows the active settings and allows you to change and save new settings. The settings are explained in the below table.

Setting	Description
Server	<p>The service needs to logon to a mailbox to be able to access all the mailboxes in your installation. This can be any mailbox.</p> <p>If the mailbox is on Exchange 2010, specify the Client Access Server or Client Access Array to use to connect to the mailbox you want to use.</p> <p>If the mailbox is on Exchange 2007 or earlier, specify the mailbox server that holds the mailbox you want to use.</p> <p>You can specify the server name or FQDN.</p>
Mailbox	<p>The service needs to logon to a mailbox to be able to access all the mailboxes in your installation. This can be any mailbox.</p> <p>Enter the alias or email address of a the mailbox you want to use.</p>
Process	<p>Select All mailboxes in the organization to process all mailboxes in your organization.</p> <p>Select All mailboxes in the following group and a group to process mailboxes in that group. Note that only mailboxes, which are direct members of the selected group will be processed.</p>
Scheduling	<p>Press Scheduling to open the Scheduling dialogue, which allows you to select the days of the week that you want the reset process to run (starting at 00:00).</p>
Filtering	<p>Press Filtering to open the Filtering dialogue, which allows you to further filter mailboxes to be processed by their home Exchange server. In large installations this allows the use of multiple Out-of-Office Extender installations to reset mailboxes on individual specific Exchange servers.</p>

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

Note New settings become active immediately without requiring service restart.

2.3 Configuring the Service

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

The Symprex Out-of-Office Extender service must be configured to run using a domain account with specific permissions. Enter the user name and password

of the service account you wish to use. Please see §3 for the required service account permissions.

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

2.4 Starting and Stopping the Service

To start or stop the Symprex Out-of-Office Extender service, open the **Services** Management Console, select the service, then start, stop or restart the service as required.

Note When the service is started the service runs a reset cycle identical to the cycle that is run each midnight.

2.5 Viewing the Service Event Log

The Symprex Out-of-Office Extender service logs activity information and critical errors to the Windows Application Event Log. To view the service events, open the **Event Viewer** Management Console, select the **Application** log and filter the events by **Source Name** using the name **OOExtender**.

2.6 Using the Status Monitor

The **Status Monitor** shows a list of all mailboxes that have been processed or are about to be processed by the service. Note that the list will be empty until the service has been started the first time.

Name	E-mail	Time	Status
Aaron Rose	aaron.rose@dm0703.local	14/01/10 01:34:30am	OK
Administrator	Administrator@dm0703.local	14/01/10 01:34:31am	OK
Daniel Thomson	daniel.thomson@dm0703.local	14/01/10 01:34:35am	OK
Edward Wilson	edward.wilson@dm0703.local	14/01/10 01:34:39am	OK
Jamie Clark	jamie.clark@dm0703.local	14/01/10 01:34:43am	OK
Keira Peake	keira.peake@dm0703.local	14/01/10 01:34:47am	OK
Reece Grant	reece.grant@dm0703.local	14/01/10 01:34:51am	OK
William Davidson	william.davidson@dm0703.local	14/01/10 01:34:55am	OK
Zak Hunter	zak.hunter@dm0703.local	14/01/10 01:35:00am	OK

9 mailboxes in status table. 0 not yet processed. 0 not processed due to errors. 0 not licensed.

The status monitor shows the name, email address, last time the mailbox was reset and the status of the last reset action on the mailbox:

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

3 SERVICE ACCOUNT PERMISSIONS

The account you use as Symprex Out-of-Office Extender service account must have certain permissions in the domain and on Exchange server. Please follow the instructions below to create a service account and assign the permissions.

3.1 Creating the Service Account

The Symprex Out-of-Office Extender service account should be a Domain User only, not a Domain Administrator.

The service account should not be a member of Domain Admins or Enterprise Admins, or any of the Exchange security groups, because these groups deny the required Receive As permission on Exchange server by default.

3.2 Assigning Local Administrator Rights

3.2.1 Using Command Line

To assign Local Administrator rights to the Symprex Out-of-Office Extender service account, use this command:

```
net localgroup Administrators /add <ooxadmin>
```

where <ooxadmin> is the service account (domain\account).

3.2.2 Using Administrative Tools

To assign Local Administrator rights to the Symprex Out-of-Office Extender service account, complete the following steps:

If installing Symprex Out-of-Office Extender on a Domain Controller

1. Click **Start > Programs > Administrative Tools > Active Directory Users and Computers**.
2. Select the **Builtin** folder.
3. Double-click **Administrators**.
4. On the **Members** tab, click **Add**.
5. Select the Symprex Out-of-Office Extender service account, and then click **Add**.
6. Click **OK**.
7. Click **OK** again.

If installing Symprex Out-of-Office Extender on a Member Server

1. Click **Start > Administrative Tools > Computer Management**.

2. In the left pane, expand **System Tools** and click **Local Users and Groups**.
3. In the right pane, double-click **Groups**.
4. Right-click **Administrators** and click **Properties**.
5. In the **Select Users, Contacts, Computers, or Groups** window, select the Symprex Out-of-Office Extender service account.
6. Click **OK**.

3.3 Assigning Local Security Policy Permissions

To assign Local Security Policy permissions to the Symprex Out-of-Office Extender service account, complete the following steps:

Note You can skip this section if you specify the Symprex Out-of-Office Extender service account using **Start > Administrative Tools > Services**.

1. If computer is a domain controller, click **Start > Administrative Tools > Domain Controller Security Policy**.
If computer is a member server, click **Start > Administrative Tools > Local Security Policy**.
2. In the Local Securities window, click **Local Policies > User Rights Assignment**.
3. Double-click **Log On As a Service**.
4. Click **Add User** and select the Symprex Out-of-Office Extender service account.
5. Click **OK**.

3.4 Assigning Exchange Server Permissions

To assign Microsoft Exchange server permissions at the Microsoft Exchange server level, complete the following steps:

On Microsoft Exchange 2000 or 2003

To set the required Administer information store and Receive As permissions:

1. Go to **Start > Programs > Microsoft Exchange > System Manager**.
2. Select **Administrative Groups > First Administrative Group > Servers**.
3. Right-click the Microsoft Exchange Server name and select **Properties**.
4. On the **Security** tab, select the Symprex Out-of-Office Extender service account.
5. Select the **Administer information store** and **Receive As** permissions from the **Permissions** list.
6. Click the **Advanced** button.
7. Click **OK**.

On Microsoft Exchange 2007 or 2010

To set the required Administer information store and Receive As permissions:

1. Open Windows PowerShell. To open it click **Start > Programs > Microsoft Exchange Server 2007/10 > Exchange Management Shell**.
2. At the command prompt window, type the following line, and then press **ENTER**:

```
get-mailboxserver <exsrvr> | add-adpermission  
-user <ooxadmin> -accessrights GenericRead,  
GenericWrite -extendedrights Receive-As,  
ms-Exch-Store-Admin
```

where:

<exsrvr> is the name of the Microsoft Exchange 2007/2010 server.
<ooxadmin> is the service account (domain\account).

To verify the Administer information store and Receive As permissions are set:

1. Open Windows PowerShell. To open it click **Start > Programs > Microsoft Exchange Server 2007/10 > Exchange Management Shell**.
2. At the command prompt window, type the following line, and then press **ENTER**:

```
get-mailboxserver <exsrvr> | get-adpermission  
-user <ooxadmin> | format-list
```

where:

<exsrvr> is the name of the Microsoft Exchange 2007/2010 server.
<ooxadmin> is the service account (domain\account).

3.5 Notes

If you have more than one Exchange server, you need to assign the Exchange server permissions on each server that holds mailboxes this application will be accessing.

If you make any changes to service account group membership or permissions while the service is running, you need to restart the service for the changes to 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 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

4.3 Contacting Your Local Reseller

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