



Symprex Out-of-Office Extender

User's Guide

Version 4.0.1.

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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 is now likely to be wondering why the person is not replying).

To resolve this problem, Symprex Out-of-Office Extender resets the sender list for all or a selected set of mailboxes every midnight on selected days of the week. 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.

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

Before installing Symprex Out-of-Office Extender, 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.

System Requirements

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

- Operating system software:
 - Microsoft Windows XP SP2 (x86 only)
 - Microsoft Windows Vista SP2
 - Microsoft Windows 7
 - Microsoft Windows Server 2003 SP2
 - Microsoft Windows Server 2003 R2 SP2
 - Microsoft Windows Server 2008
 - Microsoft Windows Server 2008 R2
 - Microsoft Windows Small Business Server 2008
 - Microsoft Windows Small Business Server 2011
- Framework software:
 - Microsoft .NET Framework 2.0 SP2
- Messaging client software:
 - Microsoft Outlook 2003 SP2
 - Microsoft Outlook 2007 SP2
 - Microsoft Outlook 2010

Microsoft Exchange Server 2003 SP2

Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 version 6.5.8190.0

- System hardware:
 - CPU and memory requirements for operating system
 - 40 MB free hard-disk space
 - 1024 x 768 screen resolution

Symprex Out-of-Office Extender is available as a 32-bit and a 64-bit application. The 64-bit application requires and works only with the Microsoft Outlook 2010 64-bit messaging client, and also requires Microsoft Access 2010 64-bit or [Microsoft Access Database Engine 2010 Redistributable](#) 64-bit to work.

Symprex Out-of-Office Extender supports connecting to any Microsoft Exchange Server 2000, 2003, 2007 and 2010. Microsoft Exchange Server 2010 must have Update Rollup 1 or later applied.

Note For Exchange Server 2010, it is important that client throttling is disabled for the [service account](#) being used. Please refer to the [Exchange Server 2010 Client Throttling Policies](#) chapter for further details.

Completing Installation and Permissions Requirements

To reset the out-of-office sender list for each mailbox, Symprex Out-of-Office Extender communicates with Microsoft Exchange Server through a service running locally on the client machine. This service needs to be configured to run using a domain account that must have certain administrative permissions in the domain and on your Microsoft Exchange server. This configuration should take place once the application has been installed and requires two steps:

1. Configure a [domain account for the service](#) with the appropriate permissions.
2. Configure the [service component](#) to use the domain account.
3. Before starting the service, start the [Administration tool](#) to issue an evaluation license and, if you have a license, enter your full license.

Service Account

The domain service account for the Symprex Out-of-Office Extender service must have the appropriate permissions on Exchange Server and the settings database. The guidelines in the following sections describe how to assign those permissions.

Configuring Exchange Server Permissions

- [Permissions for Exchange Server 2000 and 2003](#)
- [Permissions for Exchange Server 2007](#)
- [Permissions for Exchange Server 2010](#)

Configuring Permission on Windows

- [Permissions for Windows 2000, Windows XP and Windows Server 2003](#)
- [Permissions for Windows Vista, Windows 7 and Windows Server 2008](#)

Permissions for Exchange Server 2000 and 2003

Permissions requirements for Exchange Server 2000 and 2003 are:

- **Receive As**
- **Administer information store**

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

1. Click **Start > Programs > Microsoft Exchange > System Manager**.
2. Select **Administrative Groups > First Administrative Group > Servers**.
3. Right-click the Microsoft Exchange Server name and then click **Properties**.
4. On the **Security** tab, add and select the account to assign the required permissions to.
5. Select the following permissions from the **Permissions** list:
 - Receive As**
 - Administer information store**
6. Click the **Advanced** button.
7. Verify that the **Select the Allow inheritable permissions from parent to propagate to this object and all child objects** option is selected.
8. Click **OK**.
9. Repeat the preceding steps for each Microsoft Exchange Server that will be accessed by Symprex Out-of-Office Extender.

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.

Permissions for Exchange Server 2007

Permissions requirements for Exchange Server 2007 are:

- **Receive As**
- **Administer information store**

To assign an account the required Microsoft Exchange Server permissions on the Microsoft Exchange Server level, follow these steps:

1. Click **Start > Programs > Microsoft Exchange Server 2007 > Exchange Management Shell**.
2. Type the following line, and then press **ENTER**:

```
get-mailboxserver <Exchange2007> | add-adpermission -user <Account> -  
accessrights GenericRead, GenericWrite -extendedrights ms-Exch-Store-Admin,  
Receive-As
```

Where *<Exchange2007>* is the name of the Microsoft Exchange Server 2007 server and *<Account>* is the name of the account to assign the required permissions to.

If inheritance to the individual stores is not enabled, to set the required permissions at the store level, follow these steps:

1. Click **Start > Programs > Microsoft Exchange Server 2007 > Exchange Management Shell**.
2. Type the following line, and then press **ENTER**:

```
get-mailboxdatabase <Exchange2007>\<StorageGroup>\<MailboxDatabase> | add-  
adpermission -user <Account> -accessrights GenericRead, GenericWrite -  
extendedrights ms-Exch-Store-Admin, Receive-As
```

Where *<Exchange2007>* is the name of the Microsoft Exchange Server 2007 server, *<StorageGroup>* is the name of the storage group, *<MailboxDatabase>* is the name of the mailbox database, and *<Account>* is the name of the account to assign the required permissions to.

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.

Permissions for Exchange Server 2010

Permissions requirements for Exchange Server 2010 are:

- **Receive As**
- **Administer information store**

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

Note It does not work to assign permissions on the Microsoft Exchange Server level because inheritance to store level cannot be enabled on Microsoft Exchange Server 2010.

1. Click **Start > Programs > Microsoft Exchange Server 2010 > Exchange Management Shell**.
2. Type the following line, and then press **ENTER**:

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

Where *<Account>* is the name of the account to assign the required permissions to.

Note: When a new mailbox database is created step 2 must be repeated.

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.

Permissions for Windows 2000, Windows XP and Windows Server 2003

The domain service account must have full read, write and create permissions on the folder containing the settings database (*settings.mdb*), which is installed to a sub-folder in the main folder for the application (normally "C:\Program Files\Symprex\Out-of-Office Extender\Database"). To assign permissions, follow these steps:

1. Start **Windows Explorer**.
2. Navigate to the main installation folder, which is normally "C:\Program Files\Symprex\Out-of-Office Extender"

3. Right-click the folder containing the database, which is normally "Database", and click **Properties**.
4. Click the **Security** tab.
5. Click the **Add** button and enter the name of the domain service account being used, then click the **OK** button.
6. Ensure that the domain service account is granted the following permissions:
 - Modify
 - Read & Execute
 - List Folder Contents
 - Read
 - Write
7. Click the **OK** button, and then click the **OK** button again.

Permissions for Windows Vista, Windows 7 and Windows Server 2008

The domain service account must have full read, write and create permissions on the folder containing the settings database (`settings.mdb`), which is installed to a sub-folder in the main folder for the application (normally "C:\Program Files\Symprex\Out-of-Office Extender\Database"). To assign permissions, follow these steps:

1. Start **Windows Explorer**.
2. Navigate to the main installation folder, which is normally "C:\Program Files\Symprex\Out-of-Office Extender"
3. Right-click the folder containing the database, which is normally "Database", and click **Properties**.
4. Click the **Security** tab and click the **Edit...** button.
5. Click the **Add** button and enter the name of the domain service account being used, then click the **OK** button.
6. Ensure that the domain service account is granted the following permissions:
 - Modify
 - Read & execute
 - List folder contents
 - Read
 - Write
7. Click the **OK** button, and then click the **OK** button again.

The Service Component

To configure the Symprex Out-of-Office Extender service, you will need to open the Services Manager and configure the service to use the service account. How you do this 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, Windows 7 and Windows Server 2008

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.

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

Exchange Server 2010 Client Throttling Policies

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

1. On a computer that hosts the Microsoft Exchange Management Shell, open the Microsoft Exchange Management Shell.
2. Type the following command:

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

3. Type the following command:

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

4. On Exchange Server 2010 SP1 and later, type the following command:

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

5. Type the following command:

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

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

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

Symprex Out-of-Office Extender 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](#).

Note The service for the application cannot be started until the evaluation license has been issued using the Administration tool.

After the splash screen has been displayed, the [main application window](#) will be initialised. From here, you can:

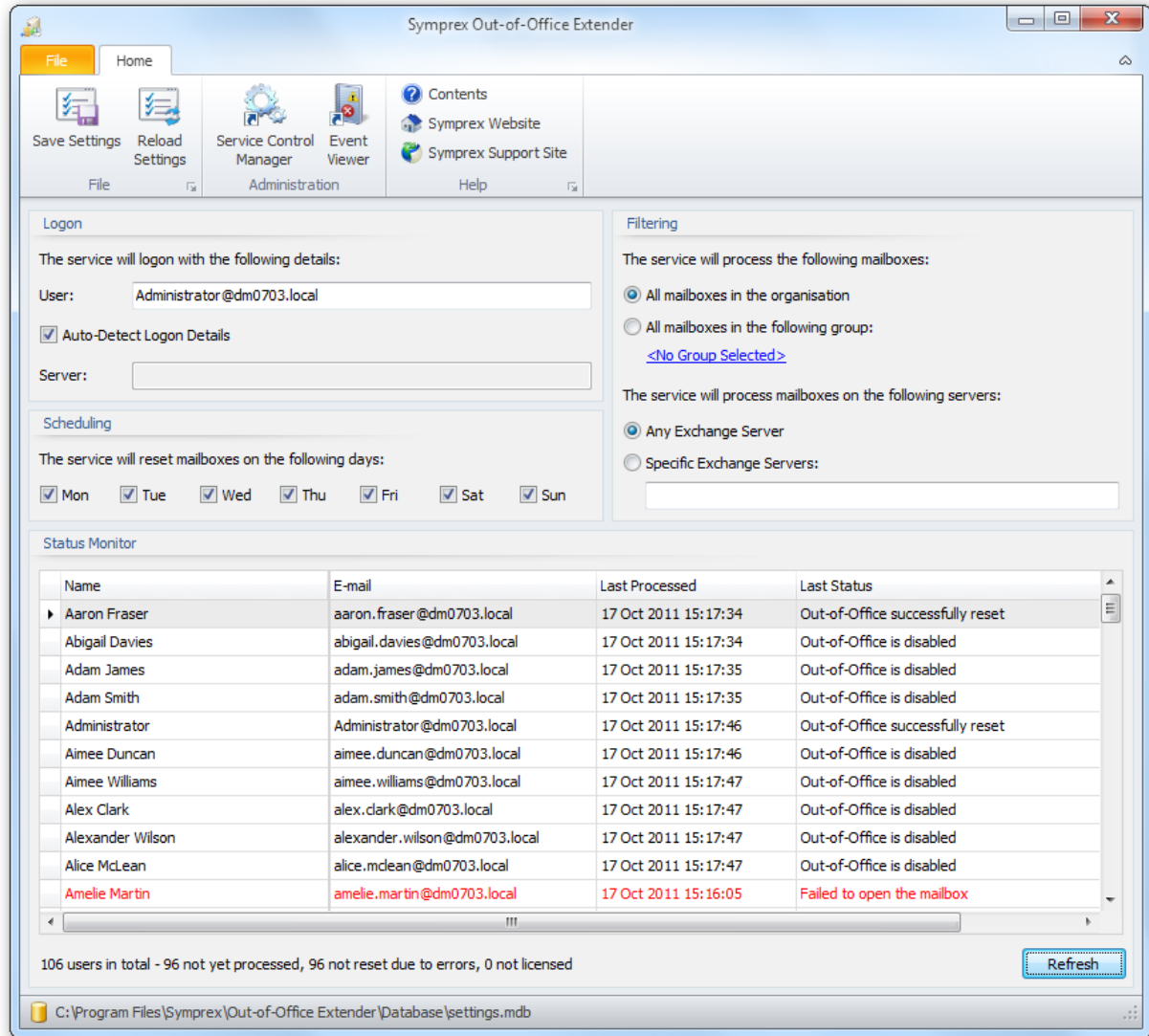
- manage the configuration of the service
- review the status monitor for the service

Warning Dialog as 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. When the status monitor has been populated, the database 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](#).

The top part of the window is used to configure the service, and the bottom part of the window displays the status monitor for the application:

Logon Options

These options specify how the service will logon to Exchange Server.

- **User:** Specifies the primary user for the service to logon to Exchange Server. The name can be specified as follows:
 - The name of the account in the current Windows domain (for example, "MyAccount")
 - The domain qualified name for the account (for example, "MYDOMAIN\MyAccount")
 - The user principle name for the account (for example, "myaccount@mydomain.com")
- **Auto-Detect Logon Details:** Specifies that the service will use the user name entered to automatically detect the appropriate details to complete the logon.
- **Server:** When not using auto-detection, enter the specific server to which the service should connect.

Scheduling

These options specify on which days the service will reset the senders list for the mailboxes. By default, this will happen at midnight on every day of the week. If you wish to modify this, check or uncheck the appropriate days.

Filtering

These options configure which mailboxes the service will process when resetting the senders list. The options available are:

- **All mailboxes in the organisation:** Specifies that the service will process all mailboxes in your organisation.
- **All mailboxes in the following group:** Specifies that the service will only process users in a specific group. Click the hyperlink below this option to select the group using the [Select Group dialog](#).
- **Any Exchange Server:** Specifies that the service will process mailboxes on all Exchange Servers in your organisation.
- **Specific Exchange Servers:** Specifies that the service will only process mailboxes on certain Exchange Servers. When selected, enter the list of server names in the box below the option; the names should just be the basic names of the server (i.e. not the fully qualified domain name) and multiple servers can be specified delimited by commas.

Status Monitor

The bottom part of the window displays the status monitor for the application, which lists the mailboxes that the service will process. To rebuild the status monitor with the latest information, click the **Refresh** button. In addition, the details for any mailbox in the grid can be viewed by double-clicking it, which will open the [User Status dialog](#) for that mailbox.

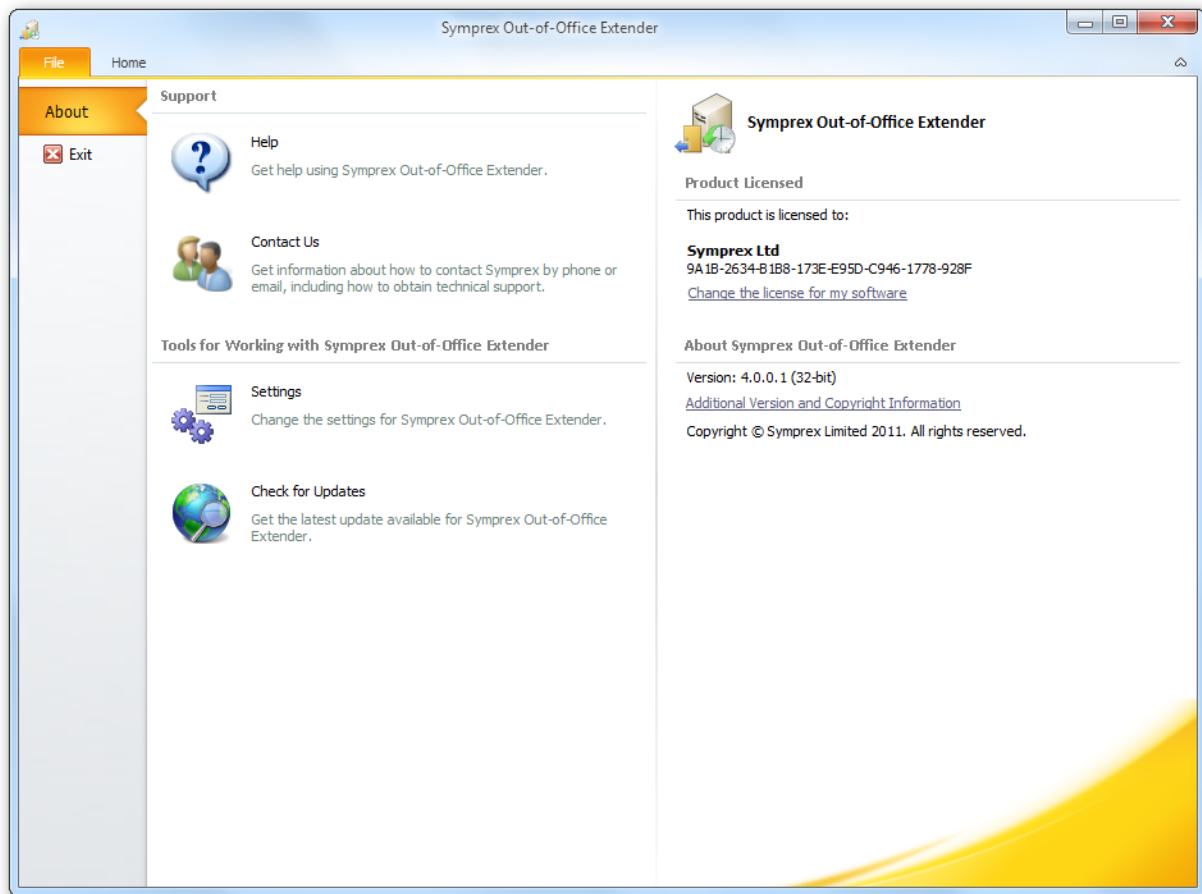
If you have made changes to the settings, click the **Save Settings** button in the ribbon to save them; the service will automatically pick them up so there is no need to re-start it. Alternatively, click the **Reload Settings** button to reload the settings currently being used by the service.

In addition, you may open the following Administrative Tools in the Windows Control Panel as follows:

- **Service Control Manager:** Opens the Windows Service Control Manager console to start, stop or re-start the service.
- **Windows Event Log:** Opens the Windows Event Log console to review any events that the service may have generated.

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 Extender.

Help: Opens the application help on the Introduction page.

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

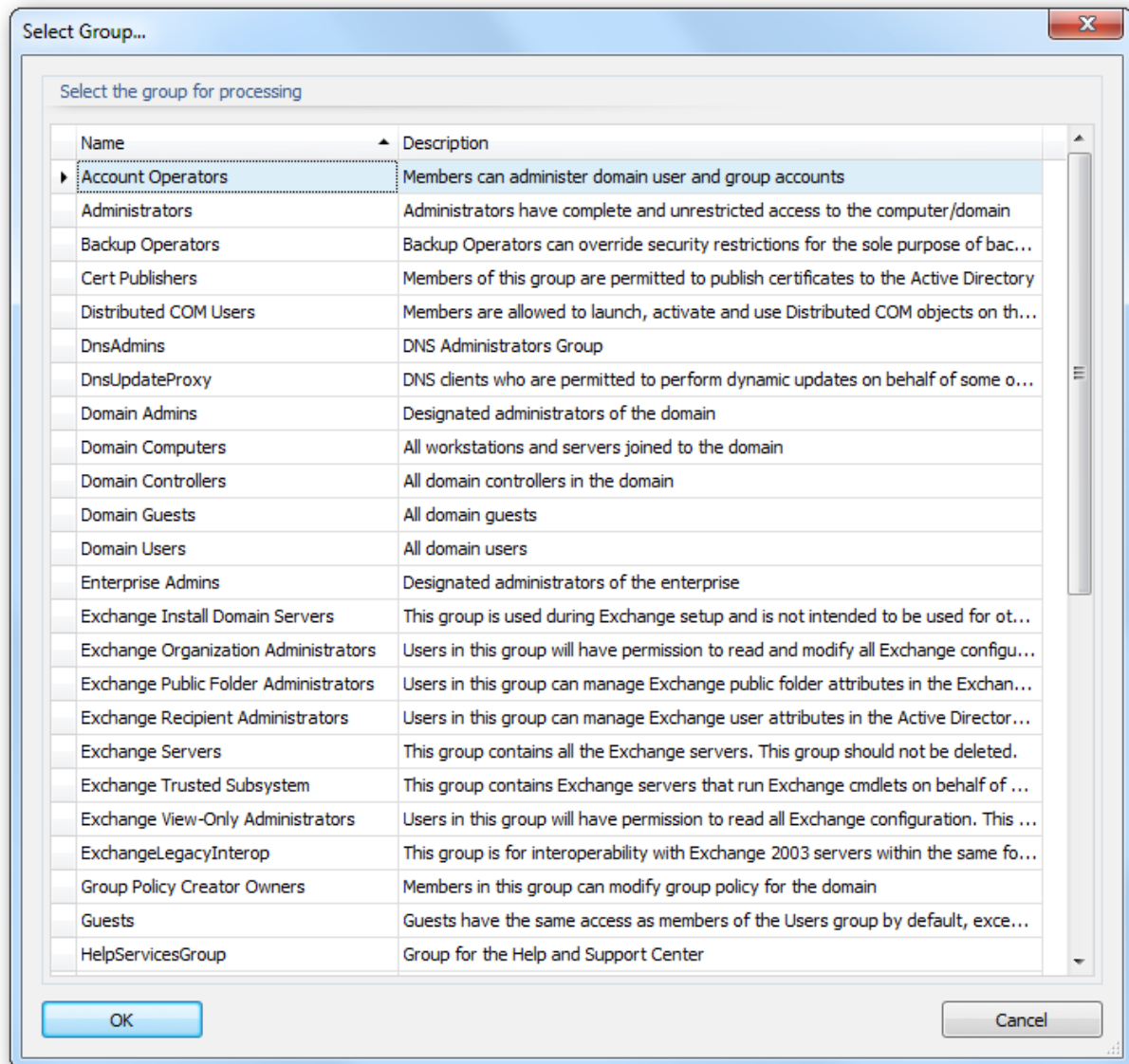
Settings: Opens the [Options dialog](#) to configure application settings.

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

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

Select Group Dialog

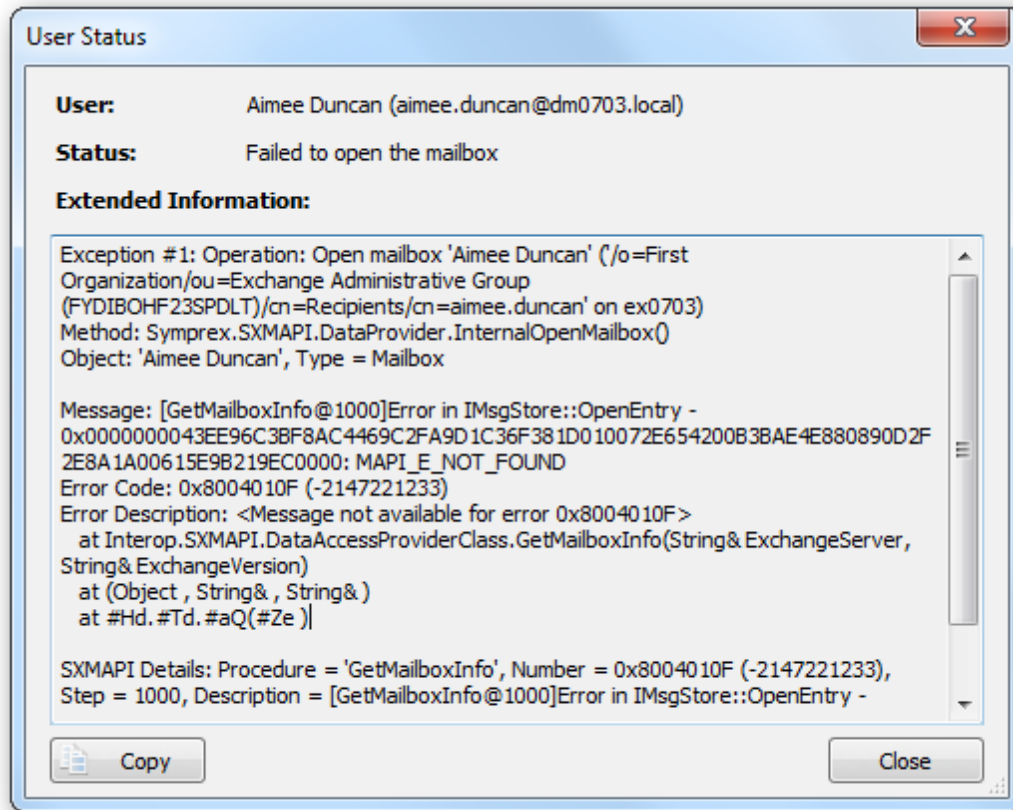
The Select Group dialog is opened by clicking on the group hyperlink in the **Filtering** section of the [main application window](#).



The dialog lists of all the user groups found in Active Directory. Select the group that you wish to the service to process and click the **OK** button. Otherwise, click the **Cancel** button to close to the dialog without making any changes.

User Status Dialog

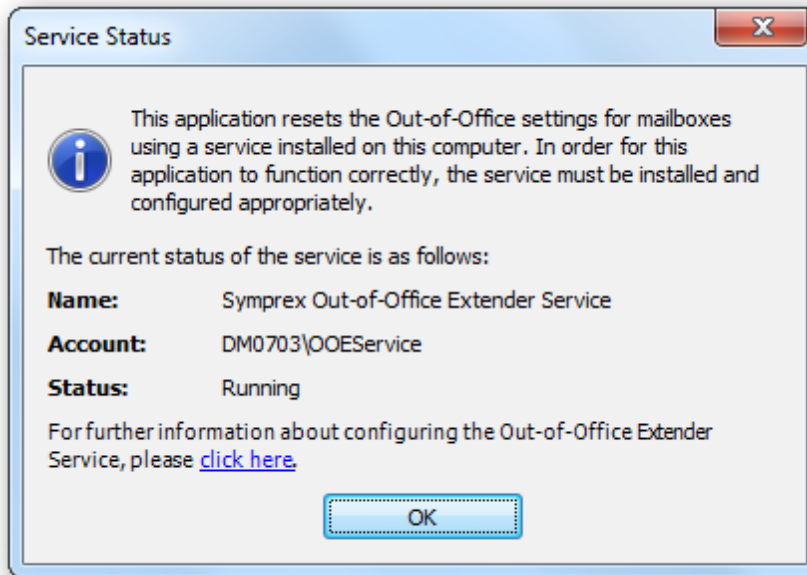
The User Status dialog is opened by double-clicking on the status record for a user in the Status Monitor grid of the [main application window](#).



For the selected status record, the user's details and status are displayed. If any errors occurred processing the mailbox, they are shown in the **Extended Information** box. To copy this information to the clipboard, click the **Copy** button. When finished, click the **Close** button.

Service Status Dialog

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



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

The dialog displays information about the current status of the Out-of-Office Extender Service. The information is as follows:

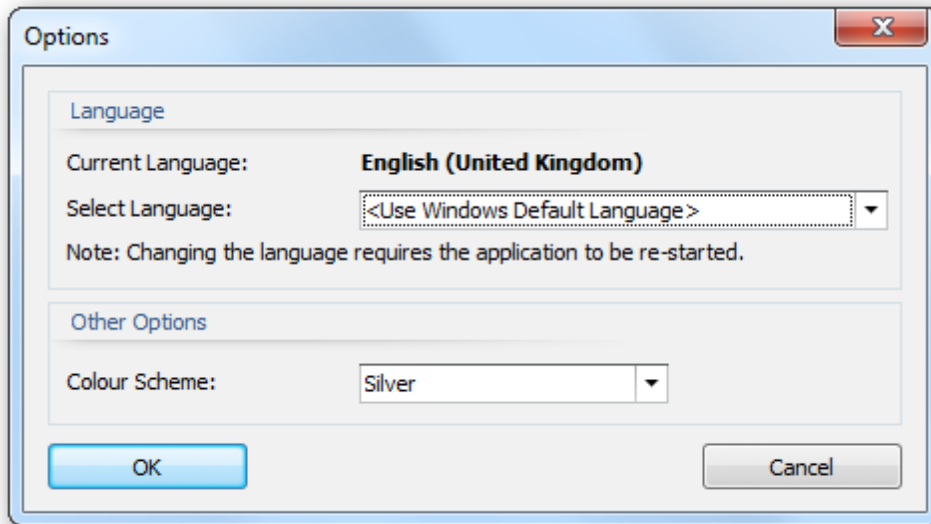
- **Name:** The name of the service, as displayed in the Service Control Manager.
- **Account:** The Windows logon account being used by the service.
- **Status:** The current status of the service (running, stopped etc.).

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. For further information about how to complete the configuration of the service after installation, please refer to [this topic](#).

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

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.

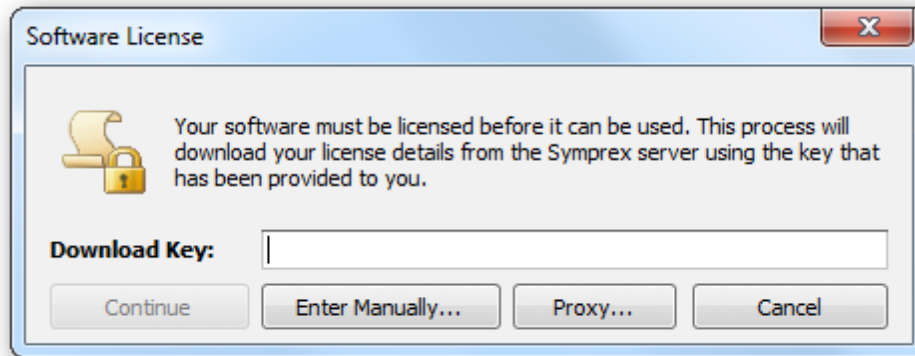
Colour Scheme: Allows you to choose the colour scheme for the main application window.

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

This section of the help file describes how Symprex Out-of-Office Extender 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.

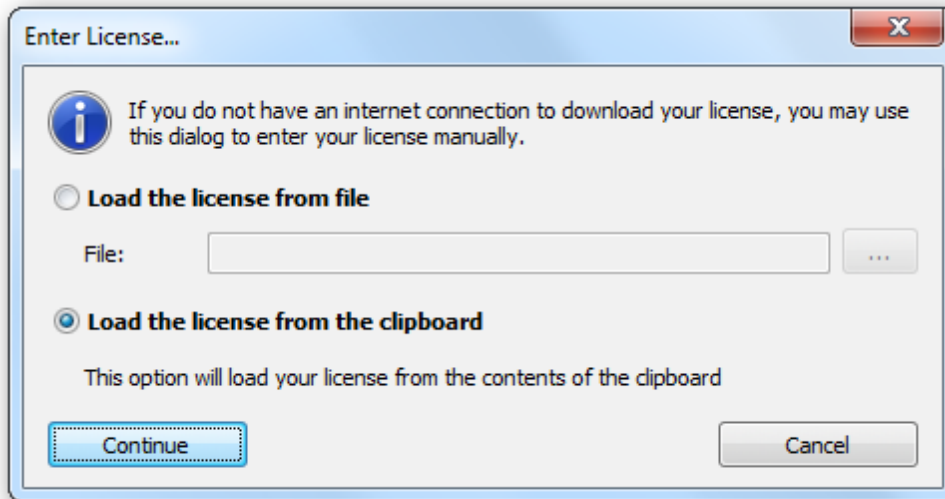
If the computer you wish to license does not have an Internet connection, you may be provided with a file containing your license information. To license your software using such a file, click the **Enter Manually...** button to open the [Manual License dialog](#).

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](#).

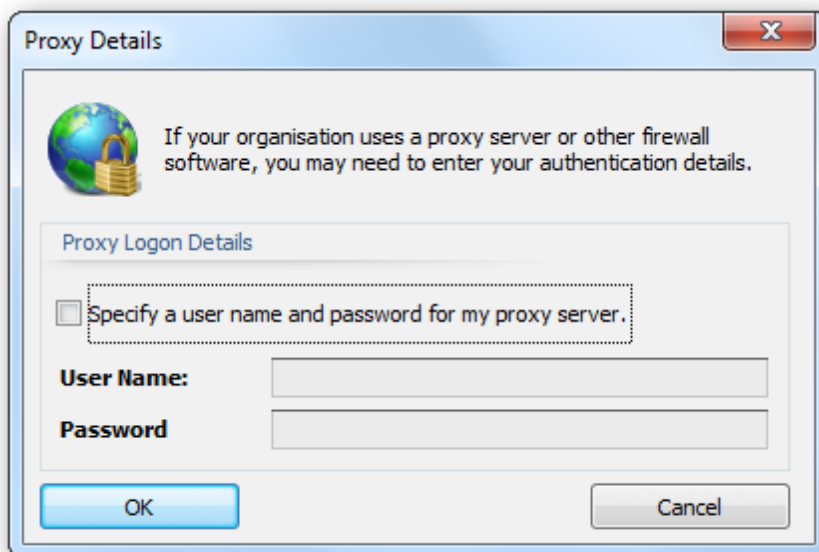


- If you have been provided with a file containing your license, select **Load the license from file** and locate the appropriate file.
- If you have been provided with a text-based version of your license (for example, in an e-mail), copy the text into the clipboard.

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 proxy server for connecting to the Internet can be entered manually by clicking the **Proxy...** button on the [License dialog](#).



To specify your authentication details for your proxy server, 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 details or click the **Cancel** button to close the dialog.

Note: The details you enter will be cached whilst the application is running, so should only need to be entered once. The details are *not* stored on your computer in any way.

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Published: December 2011

Applies To: Symprex Out-of-Office Extender 4.0.1

There are several ways to contact Symprex.

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>

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

Contact Your Local Reseller or Distributor

Symprex has partners and resellers in most countries. You can find your local reseller here:

<http://www.symprex.com/partners/resellers>

Alternatively, check for an authorised distributor here:

<http://www.symprex.com/partners/distributors>