

CommuniGate PRO MAPI Connector Install Guide

Installing the MAPI Connector

After downloading, run Setup.exe to install or update the Pronto Outlook Plugin (also referred to as the CommuniGate Pro MAPI Connector). After successful install, the application may ask you to re-create your Mail Profile. You can also use the same Setup.exe application to uninstall the Pronto Outlook Plugin from your computer at a later date if required.

Once Installed You May Choose to:

1. Configure Outlook from scratch.
 - **Use this option if you have no other existing email accounts in your Outlook**
 - This option gives the best overall experience once set up
2. Add the Pronto Outlook Plugin to Outlook alongside other existing email accounts
 - **Use this option if you have other email accounts already configured and would like Pronto to be added along side those existing accounts**
 - **This option adds your Pronto accounts as a separate section of folders in your Outlook. Your existing email (and folders) will be separate from your Pronto email.**

1. Starting from Scratch: Creating a new Mail Profile

1. Open the Mail Control Panel (Start button -> Control Panel -> Mail icon) and click the Show Profiles button. The list of Mail profiles appears.
2. Click the Add button to create a new Profile.
3. On the next page, click the E-mail Accounts button
4. On the next page, select the 'Add a new e-mail account' button and click Next
5. On the next page, select the 'Additional Server Types' button and click Next
6. On the next page, select CommuniGate Pro Server and click Next

Proceed to the next section of the guide for the steps to configure the Connector Properties

2. Using your existing Mail Profile: Add Pronto email alongside your existing email accounts

1. **Open the Mail Control Panel (Start button -> Control Panel -> Mail icon) and click the Show Profiles button. The list of Mail profiles appears.**
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2. Highlight the existing Mail Profile and click the Properties button.
3. On the next page, click the E-mail Accounts button
4. On the next page, select the 'Add a new e-mail account' button and click Next
5. On the next page, select the 'Additional Server Types' button and click Next
6. On the next page, select CommuniGate Pro Server and click Next

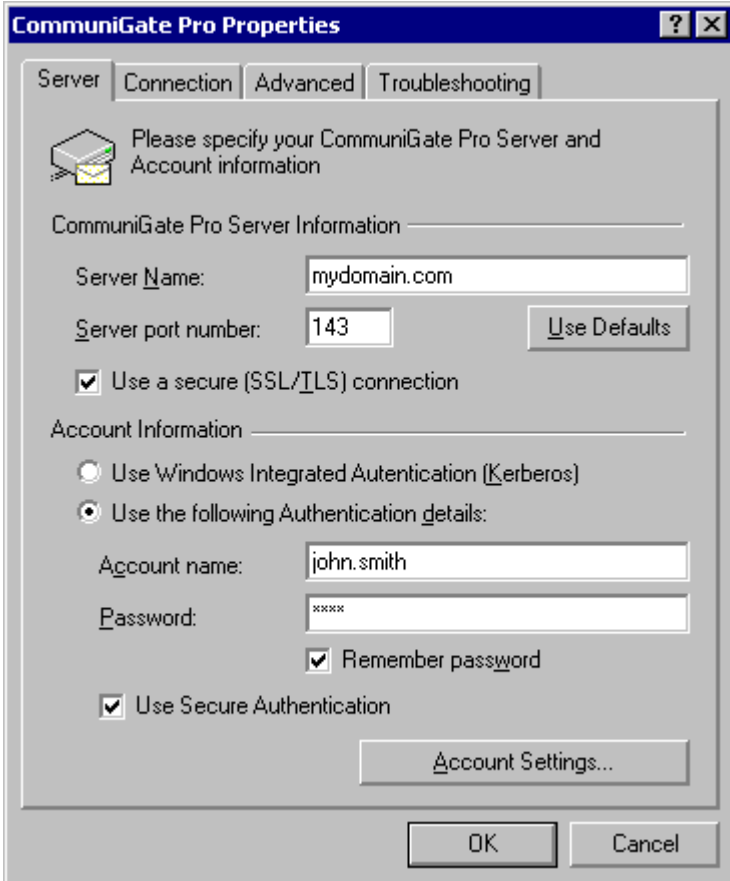
Proceed to the next section of the guide for the steps to configure the Connector Properties

Configuring the MAPI Connector

Once the CommuniGate Pro service is added to a Mail Profile, the service settings can be configured.

Server

The Server panel allows you to specify the CommuniGate Pro Server and Account information:



The screenshot shows the 'CommuniGate Pro Properties' dialog box with the 'Server' tab selected. The dialog has four tabs: 'Server', 'Connection', 'Advanced', and 'Troubleshooting'. The 'Server' tab contains the following fields and options:

- CommuniGate Pro Server Information:**
 - Server Name: mydomain.com
 - Server port number: 143 (with a 'Use Defaults' button)
 - Use a secure (SSL/TLS) connection
- Account Information:**
 - Use Windows Integrated Authentication (Kerberos)
 - Use the following Authentication details:
 - Account name: john.smith
 - Password: **** (with a 'Remember password' checkbox checked)
 - Use Secure Authentication

At the bottom of the dialog are 'OK' and 'Cancel' buttons, and an 'Account Settings...' button is located above the 'OK' button.

Server Name

The name of your mail server, typically *mail.yourdomainname.ca* .

Server Port

The network port the CommuniGate Pro Server uses for MAPI clients. Ensure the port number is set to 143.

Use a Secure (SSL/TLS) connection

Ensure that this option is unchecked

Use Windows Integrated Authentication (Kerberos)

Ensure that this option is unchecked

Use the Following Authentication Details

Enable this option and utilize the following settings

Account Name

The name of your email account. This name can be a qualified name in the *accountName@domainName* form. If the simple name form is used (the name does not contain the @ symbol), the MAPI Connector adds the Server Name setting value to the specified account name.

Password

The password for the specified email account

Remember Password

If this option is not selected, the MAPI Connector will present a Login dialog box every time it needs to connect to the Server. If this option is selected, the supplied password is stored in the MAPI Connector settings data.

Use Secure Authentication

Ensure that this option is unchecked

Account Settings

The Account Settings dialog box can be opened by pressing the Account Settings button.

Account Settings [?] [X]

User Information

Name: John K. Smith

E-mail address: john.smith@mydomain.com

Reply Name: John K. Smith

Reply address: jsmith@mydomain.com

Organization: The Great Company, Inc.

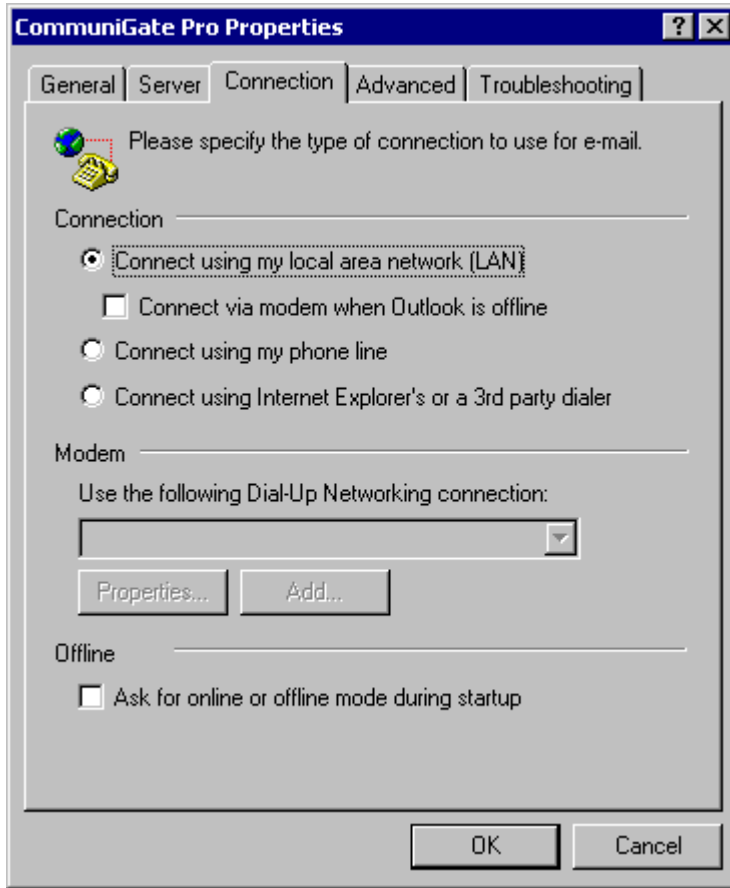
[Update] [Cancel]

Please note:

This is the final window that requires information to be entered as part of a standard installation. The remaining windows and settings below are optional.

Connection

The Connection panel allows you to select your network connection method.



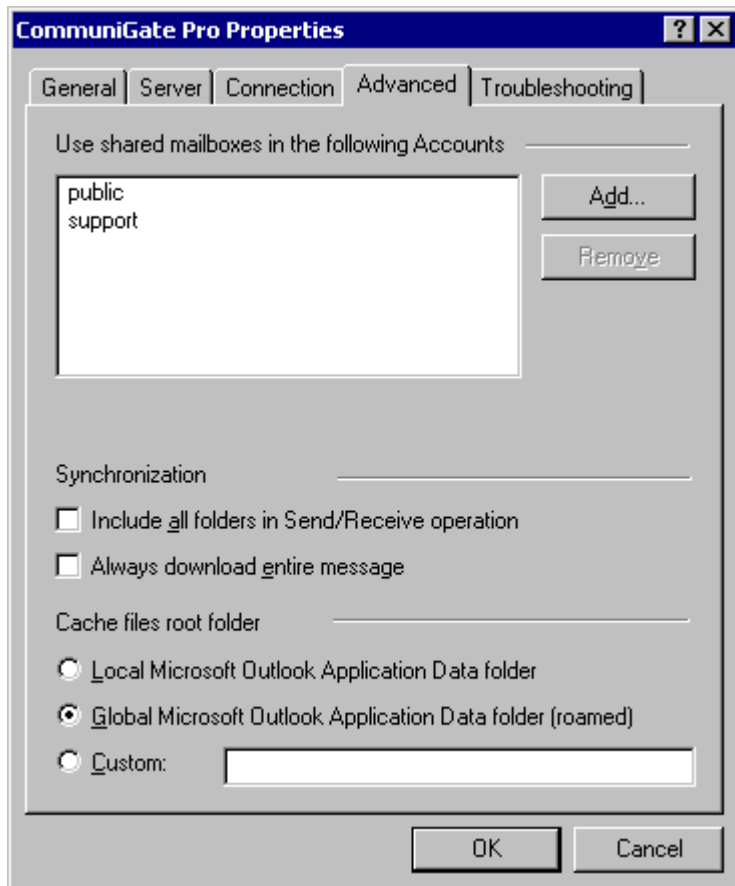
Offline

When working in the Offline mode (without a server connection, and using the local message cache only), you may want to tell the Connector to start in the Offline mode.

This will eliminate connection attempts on startup (to avoid bringing up your modem, for example).

Advanced

The Advanced panel allows you to specify other CommuniGate Pro Accounts you want to work with.



Use the Add and Remove buttons to specify the names of other CommuniGate Pro Accounts. If you want to access an Account in a different Domain, specify the full name: *accountName@domainName*.

The Account owners must grant you Mailbox Access Rights, otherwise you won't be able to see and open Mailboxes in those Accounts. See the Mailboxes section for more details on foreign Mailbox access. The Synchronization settings allow you to override the selection of folders to work with in the Offline mode.

Include all folders in Send/Receive operation

Use this option to select all the account folders for download, regardless the selection in Outlook -> Tools -> Options -> CommuniGate Pro.

Always download entire message

With this option checked the Connector will download the entire message bodies (versus Headers Only).

Use the Cache files root folder settings to specify where the MAPI Connector should store its local cache. The local cache is used for most MAPI Connector operations, it also allows you to use the MAPI applications (such as Outlook) in the off-line mode.

Local Outlook Application Data folder

Use this option to store the cache files in the default location on your workstation. The cache file will be available on this workstation only.

Global Outlook Application Data folder

Use this option if you use Windows roaming features and plan to use your Outlook application from several workstations.

Note: the cache files can be quite large (they may even store a complete copy of all your server-based mailbox data, depending on the Connector settings). If the cache file becomes large, you can experience delays when you are logging into the workstation, as the workstation needs to copy all roaming data.

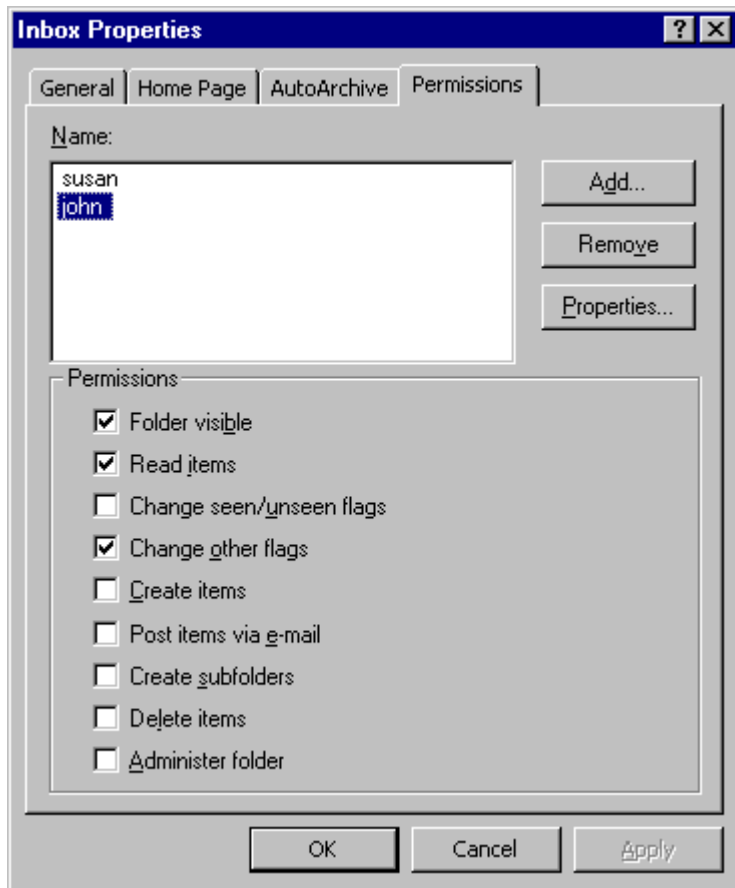
Custom

Use this option if you want to store the cache files in a custom location. For example, you may want to choose a shared folder on a file server to avoid delays caused by roaming.

Enabling Mailbox Sharing

You can specify Access Control List for your mailboxes to grant access to those mailboxes to other CommuniGate Pro users.

Select a mailbox in the Outlook Folder List, and use the Properties menu item to open the Properties dialog box. Open the Permissions panel:



Use the Add and remove buttons to specify the Accounts and other *identifiers* to specify those who should have access to this mailbox.

Select an identifier in the list and use the checkboxes to grant required access rights to this identifier. See the Mailboxes section for more details on mailbox ACLs.

Note: a user needs to have the Admin Access Right in order to specify the default Mailbox (Folder) View.

Delegation

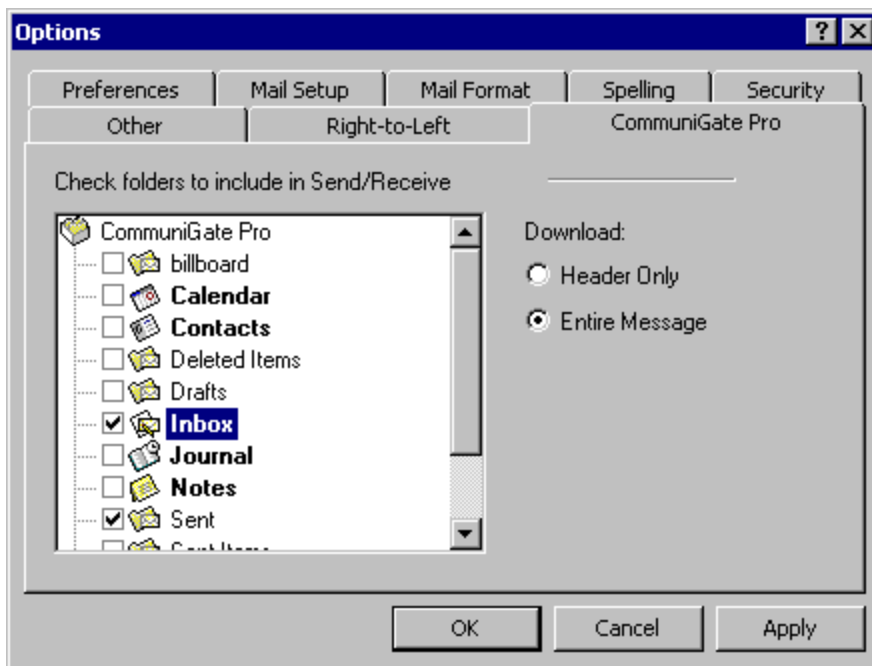
The MAPI Connector supports the "delegation" feature: users can send E-mails and Calendar invitations "on behalf of" or "as" other users.

To grant some user delegation rights for your Account, grant that user the Read (Select) right for your INBOX.

Working Offline

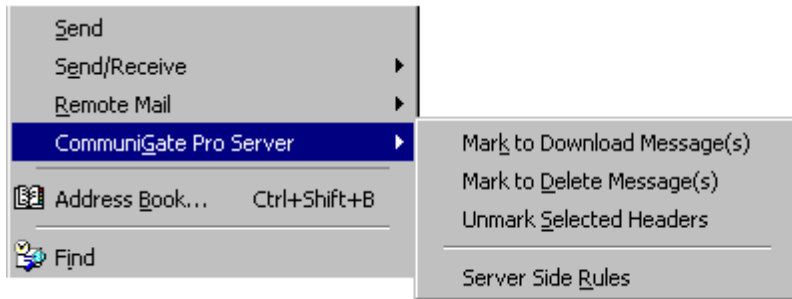
When you work in the Offline mode, the MAPI Connector does not have access to the messages stored on the CommuniGate Pro server. To be able to work productively, you need to make sure that the messages you need are stored in the MAPI Connector local cache. You specify the cache options on the per-mailbox (per-folder) basis.

Use the Options item in the Outlook Tools menu to open the Options dialog box. Then open the CommuniGate Pro panel:



Select the folder you need to work with when you use the Offline mode, and select the downloading method. If you select to download the entire message, the folder name will be shown in bold, if you choose to download message headers only, there will be only a check mark next to the folder name.

Use the Outlook Tools->CommuniGate Pro Server menu to synchronize the changes you do in the Offline mode with the CommuniGate Pro server.



Synchronization takes place when the Send/Receive operation is initiated (manually or automatically, based on the schedule).

Mark to Download Message(s)

The messages selected in the Outlook mailbox view will be marked so their full bodies are downloaded during the next Send/Receive operation.

Mark to Delete Message(s)

The messages selected in the Outlook mailbox view will be marked so they will be removed from the Server storage during the next Send/Receive operation.

Unmark Selected Headers

Cancels the pending off-line operations for the messages selected in the Outlook mailbox view.

WebMail Integration

The MAPI Connector employs the user WebMail (WebUser Interface) settings. It instructs the MAPI applications (such as the Microsoft Outlook) to use the same names for "Special" mailboxes. As a result MAPI applications and the WebUser Interface use the same Trash or Deleted Items mailbox to store removed messages, use the same mailbox as the Main Calendar mailbox, etc.

The MAPI Connector also retrieves the user Domain Mail Trailer setting. The content of that setting is added to all non-encrypted and not-signed text messages submitted via the MAPI Connector.

The values specified via the Account Settings panel are stored in the WebUser Settings, so both the WebUser Interface and MAPI sessions use the same From:, Reply-To:, and Organization values.

Communicating with Microsoft Exchange users

Outlook users that work with Exchange servers may have problems sending meeting requests to your users working with the CommuniGate Pro MAPI Connector. Meeting requests sent via an Exchange server may come in as plain text messages instead. The Exchange users should adjust the configuration of their Outlook applications:

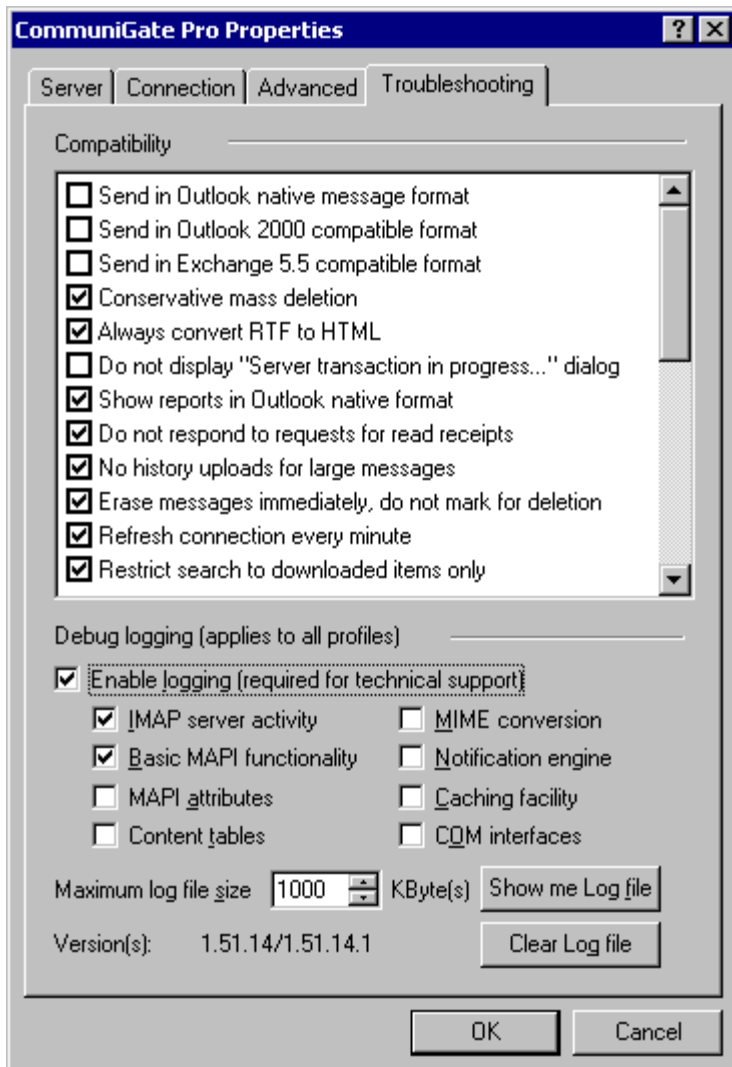
Using Outlook Tools menu, Exchange users should open the Options dialog box. After they click the Calendaring Options button, the dialog box appears and they should enable the Send meeting requests using iCalendar by default option.

Troubleshooting

The MAPI connector works as a liaison between MAPI applications (such as Microsoft Outlook) and the CommuniGate Pro Server. The problem a user can experience with its client, can be a bug or feature of that client, or a problem in the MAPI Connector or Server software.

To help investigate the problem, the MAPI Connector can generate a detailed Log of all operations it was requested to perform. You can examine that Log yourself or send it to CommuniGate Systems technical support.

Open the Troubleshooting panel in the MAPI Connector ("CommuniGate Pro Service") setup box [image on following page:]



The panel displays the versions of both MAPI Connector software components: the *starter code* library installed on your desktop computer and the *server code* library retrieved from the CommuniGate Pro Server. Select the Enable Logging option to start MAPI Connector log recording. The MAPI Connector Log keeps only the last records, so the Log file does not exceed the size specified in the Maximum Log File Size setting. Use the checkbox controls to enable logging for various MAPI Connector components.

Click the Show Me Log File button to open a file directory window the Log file is stored in. You can use this feature to E-mail the Log file to CommuniGate Systems technical support. Click the Delete Log File to clear the Log file.

Use the Compatibility options to tune up the MAPI Connector operation for mixed environments.

Send in Outlook native message format

In some rare cases special messages (such as Task requests or forwarded Contacts) sent via the MAPI Connector in the Internet format may be interpreted incorrectly by Outlook Exchange (or Outlook IMAP) users. Checking this option may help to solve the problem.

Send in Outlook 2000 compatible format

Older versions of Outlook may have problems interpreting Calendar and Contact items in the format used by newer versions of Outlook. Check this option to use older format for these items.

Send in Exchange 5.5 compatible format

Meeting requests in formats used by newer versions of Outlook may be incorrectly interpreted by Exchange 5.5 servers. Check this option if any of your correspondents use this version of Exchange server and have problems accepting your meeting requests.

Conservative mass deletion

In some configuration the Outlook Autoarchive function may remove messages in large portions. To avoid this problem, select this option.

Always convert RTF to HTML

Selecting this option causes the text/rtf MIME parts in outgoing messages to be converted to HTML, which is understood by the larger number of mail client applications.

Do not display "Server transaction in progress..." dialog

During long server transactions the Connector displays a progress indicator window. If you don't want that select this option.

Show reports in Outlook native format

Outlook can use a special form to display *non delivery notification* messages, which provides interface for re-sending of the failed messages. For this feature to work correctly the non-delivery report should contain the full body of the failed message, which is not always the case.

Do not respond to requests for read receipts

The sender of a message may request a receipt to be sent back to him when you open a message for reading. To ignore such requests select this option.

No history uploads for large messages

To fulfill Outlook requests to set some extended property on a message the MAPI connector may re-upload modified message back to the server. This may take quite a while for large messages. To disable this kind of activity check this option.

Erase messages immediately, do not mark for deletion

To increase performance, by default messages are not removed immediately but rather are marked for deletion and removed physically when the folder containing them is closed. If the folder is accessed by several clients simultaneously, these items marked for deletion may still appear in those clients and confuse users. To avoid that you can check this option.

Refresh connection every minute

Some NAT and anti-virus/spam firewalls are very aggressive in terminating TCP connections which they assume to be idle. Closing IMAP sessions this way on the TCP level may confuse Outlook. With this option checked, the MAPI Connector will produce some minimal data exchange on the connection to the CommuniGate pro server, so that connection does not appear idle to the firewall.

Restrict search to downloaded items only

Searching through some message attributes may require downloading items to the client. This may take quite a while for large message store. With this option checked only those items that were previously cached by the MAPI Connector will be searched.