



Sun Java System Connector for Microsoft Outlook 7.2 User's Guide



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Contents

- Preface9**

- 1 Sun Java System Connector for Microsoft Outlook Overview 15**
 - What is Sun Java System Connector for Microsoft Outlook? 15
 - Where to Find Other Information 16

- 2 Installing and Configuring the Software on Your Desktop 17**
 - About the Setup Procedure 17
 - System Requirements 17
 - Folder Hierarchies for Migrated Data 18
 - If a Large PST File Conversion Is Interrupted 19
 - The Setup Procedure 19
 - Step 1: Starting the Setup Wizard 19
 - ▼ To Start the Setup Wizard 20
 - Step 2: Installing Microsoft Web Publishing Wizard 21
 - ▼ To Install Microsoft Web Publishing Wizard 21
 - Step 3: Selecting an Outlook User Profile to Convert 22
 - ▼ To Select a Profile for Conversion 23
 - Step 4: Selecting Personal Folders (.pst) Files to Convert 23
 - ▼ To Select the .pst Files to Convert 24
 - Step 5: Entering Exchange Account Login Information 25
 - ▼ To Enter the Requested Information for Your Microsoft Exchange Mailbox 25
 - Step 6: Entering New Account Login Information 26
 - ▼ To Enter the Requested Information for Your New Account 26
 - Step 7: Entering Passwords for Protected Personal Folders 27
 - ▼ To Enter the Personal Folders (.pst) File Password 27
 - Step 8: Monitoring the Progress Meter 28

▼ To Begin Converting Large Personal Folders Files	29
▼ To View a Progress Meter in Real Time	29
Step 9: Exiting	29
3 Getting Started	33
Starting Outlook	33
What You See	33
Typical Initial Profile	34
Accessing Your Inbox	34
Accessing Your Calendar	34
Accessing Your Contacts	34
4 Configuring Connector for Microsoft Outlook	35
Configuring Servers and User Accounts	35
▼ To Change the Initial Configuration Settings	35
Configuring Mail Properties	36
▼ To Change Mail Properties	36
Configuring Calendar Properties	38
▼ To Change Calendar Properties	38
Configuring Address Book Properties	38
▼ To Change Address Book Properties	38
Configuring Global Address List Properties	39
▼ To Change Global Address List Properties	39
Configuring Store and Logging Properties	39
▼ To Change Store and Logging Properties	39
5 Working with Email Folders	41
Accessing Your Inbox	41
Sharing Your Mail Folders	42
▼ To Share One of Your Mail Folders	42
Subscribing to a Shared Mail Folder	43
▼ To Subscribe to a Shared Mail Folder	43
Unsubscribing from a Shared Mail Folder	43
▼ To Unsubscribe from a Shared Mail Folder	43

Working Offline	44
Setting the Offline and Online Mode	44
▼ To Work Offline	44
▼ To Return to Online Mode	44
Selecting a Folder for Offline Use	44
▼ To Select a Folder for Offline User	45
Changing the Folder Class	45
▼ To Change the Folder Class	45
Synchronizing Folders	46
▼ To Synchronize a Single Mail Folder	46
Setting Up an Out of Office Message	46
▼ To Set Up Your Out of Office Message	46
Setting Up Server-Side Mail Filters	47
▼ To Apply Server-Side Filters to Mail Folders	47
6 Working with Calendar Folders	49
Accessing Your Calendar	49
Sharing Your Calendar	49
▼ To Share Your Calendar	50
Subscribing to a Shared Calendar	50
▼ To Subscribe to a Shared Calendar	50
Unsubscribing From a Shared Calendar	51
▼ To Unsubscribe From a Shared Calendar	51
Synchronizing Folders	51
▼ To Synchronize a Single Calendar Folder	52
Creating Multiple Calendars	52
▼ To Create a New Calendar Folder	52
7 Working with the Contacts Folder	55
Accessing Your Contacts	55
Sharing Your Contacts Folder	55
▼ To Delegate Access to Your Contacts Folder	56
Subscribing to Shared Contacts Folders	56
▼ To Subscribe to Another User's Contacts Folder	56
Unsubscribing From Shared Contacts	57

▼ To Unsubscribe From a Shared Contact List	57
Adding Shared Contacts Folders to Select Names Dialog	57
▼ To Add a Shared Contact Folder to the Select Names Dialog	57
Removing Shared Contacts Folders from Select Names Dialog	58
Creating Multiple Contacts Folders	59
▼ To Create a New Contact Folder	59
8 Troubleshooting	61
If Microsoft Outlook Is Not Your Default Email Client	61
▼ To Set Outlook as Your Default Mail Client	61
If a Sun Synchronization Program Is Installed, and Must Be Removed	62
▼ To Remove the Synchronization Program	62
If a Personal Folder (.pst) File Conversion Is Interrupted	63
Logging	64
Enabling Logging for Troubleshooting	64
▼ To Enable Logging	64
Sending a Log Report	65
▼ To Send a Log Report	65
Increasing Log Files and Size	65
Assigning Tasks	66
If a Server is Down	66
Viewing Message Source	66
▼ To View the Message Source	66
Losing Connection Due to Timeout	67
Repairing Errors in the .pst File	67
Locating the .pst File	67
▼ To Find the Current .pst File	67
Repairing the .pst File with the Inbox Repair Tool	67
▼ To Run the Inbox Repair Tool	68
Index	69

Figures

FIGURE 2-1	Folder Hierarchies for Migrated Data	19
FIGURE 2-2	Setup Wizard: Welcome Screen	20
FIGURE 2-3	Setup Wizard: Checking for Minimum Installation Requirements	21
FIGURE 2-4	Setup Wizard: Select Outlook User Profile to Convert	22
FIGURE 2-5	Setup Wizard: Select Personal Folders (.pst) Files to Convert	24
FIGURE 2-6	Setup Wizard: Enter Microsoft Exchange Mailbox Information	25
FIGURE 2-7	Setup Wizard: Enter Microsoft Exchange Mailbox Information	26
FIGURE 2-8	Setup Wizard: Enter Personal Folders (.pst) File Password	27
FIGURE 2-9	Setup Wizard: Converting User Profile (Progress Meter)	28
FIGURE 2-10	Setup Wizard: Finishing PST as a Background Process	29
FIGURE 2-11	Setup Wizard: Completing the Setup	30
FIGURE 2-12	Setup Wizard: Setup Failed	30
FIGURE 8-1	To Finish an Aborted Conversion: The Desktop “Finish” Icon	63
FIGURE 8-2	Setup Wizard Welcome Screen, to Resume an Interrupted Conversion	64

Preface

This *User's Guide* explains how to use the Setup Wizard to install and configure the Sun Java™ System Connector for Microsoft Outlook on your desktop. This guide also describes how to use the Connector for Microsoft Outlook through the user interface.

The Sun Java System Connector for Microsoft Outlook will let you and your coworkers use Microsoft Outlook as your email and calendar application while connected to Sun Java System servers. The Connector software performs necessary ongoing communications between Outlook and the Sun Java System server, so that you will have access to your new mailbox and full use of your calendar, address book, and other Outlook features.

Who Should Use This Book

You should read this book if you plan to install and use Sun Java System Connector for Microsoft Outlook on your desktop.

Before You Read This Book

This book assumes that you are responsible for installing the Connector for Microsoft Outlook software on your desktop and that you have a general understanding of the following:

- The Internet and the World Wide Web
- Installing software on the following platforms:
 - Microsoft Windows 2000
 - Microsoft Windows XP
- Microsoft Outlook

How This Book Is Organized

This book contains the following chapters:

- Chapter 1 provides an overview of Connector for Microsoft Outlook.
- Chapter 2 describes how to install Connector for Microsoft Outlook on your desktop.
- Chapter 3 describes how to get started using Connector for Microsoft Outlook.
- Chapter 4 describes how to set up Outlook properties to work with Sun Java System servers.
- Chapter 5 describes how to work with email folders.
- Chapter 6 describes how to work with calendar folders.
- Chapter 7 describes how to work with contacts.
- Chapter 8 provides troubleshooting tips when using Connector for Microsoft Outlook.

Connector for Microsoft Outlook Documentation Set

The following table summarizes the books included in the Connector for Microsoft Outlook core documentation set.

TABLE P-1 Books in This Documentation Set

Book Title	Description
Part VI, "Deploying Connector for Microsoft Outlook," in <i>Sun Java Communications Suite 5 Deployment Planning Guide</i>	Describes the administrator's process and strategies for deploying Connector for Microsoft Outlook to user desktops.
<i>Sun Java System Connector for Microsoft Outlook 7.2 Installation Guide</i>	Describes how to install the administration software that helps an administrator deploy Connector for Microsoft Outlook to user desktops.
<i>Sun Java System Connector for Microsoft Outlook 7.2 Administration Guide</i>	Describes the administrator's deployment configuration program for the Connector for Microsoft Outlook.
<i>Sun Java System Connector for Microsoft Outlook 7.2 User's Guide</i>	(This guide) Explains how to install, use and configure the Connector for Microsoft Outlook on your desktop. This guide also describes the user interface.
<i>Sun Java Communications Suite 5 Release Notes</i>	Contains last-minute information, including a description of what is new in this current release, known problems and limitations, installation notes, and how to report issues with the software or the documentation.

The Connector for Microsoft Outlook documentation collection can be found at <http://docs.sun.com/coll/1630.1>.

Related Books

For other server documentation, go to the following:

- Sun Java System Messaging Server documentation (<http://docs.sun.com/coll/1312.2>)
- Sun Java System Calendar Server documentation (<http://docs.sun.com/coll/1313.2>)

Typographic Conventions

The following table describes the typographic changes that are used in this book.

TABLE P-2 Typographic Conventions

Typeface	Meaning	Example
AaBbCc123	The names of commands, files, and directories, and onscreen computer output	Edit your <code>.login</code> file. Use <code>ls -a</code> to list all files. <code>machine_name%</code> you have mail.
AaBbCc123	What you type, contrasted with onscreen computer output	<code>machine_name% su</code> Password:
<i>AaBbCc123</i>	A placeholder to be replaced with a real name or value	The command to remove a file is <code>rm filename</code> .
<i>AaBbCc123</i>	Book titles, new terms, and terms to be emphasized (note that some emphasized items appear bold online)	Read Chapter 6 in the <i>User's Guide</i> . <i>A cache</i> is a copy that is stored locally. Do <i>not</i> save the file.

Shell Prompts in Command Examples

The following table shows default system prompts and superuser prompts.

TABLE P-3 Shell Prompts

Shell	Prompt
C shell on UNIX and Linux systems	machine_name%
C shell superuser on UNIX and Linux systems	machine_name#
Bourne shell and Korn shell on UNIX and Linux systems	\$
Bourne shell and Korn shell superuser on UNIX and Linux systems	#
Microsoft Windows command line	C:\

Symbol Conventions

The following table explains symbols that might be used in this book.

TABLE P-4 Symbol Conventions

Symbol	Description	Example	Meaning
[]	Contains optional arguments and command options.	ls [-l]	The -l option is not required.
{ }	Contains a set of choices for a required command option.	-d {y n}	The -d option requires that you use either the y argument or the n argument.
\${ }	Indicates a variable reference.	\${com.sun.javaRoot}	References the value of the com.sun.javaRoot variable.
-	Joins simultaneous multiple keystrokes.	Control-A	Press the Control key while you press the A key.
+	Joins consecutive multiple keystrokes.	Ctrl+A+N	Press the Control key, release it, and then press the subsequent keys.
→	Indicates menu item selection in a graphical user interface.	File → New → Templates	From the File menu, choose New. From the New submenu, choose Templates.

Documentation, Support, and Training

The Sun web site provides information about the following additional resources:

- Documentation (<http://www.sun.com/documentation/>)
- Support (<http://www.sun.com/support/>)
- Training (<http://www.sun.com/training/>)

Third-Party Web Site References

Third-party URLs are referenced in this document and provide additional, related information.

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Sun Java System Connector for Microsoft Outlook Overview

Sun Java System Connector for Microsoft Outlook enables Sun Java Enterprise System features and functionality to be available through Microsoft Outlook.

The following topics are discussed in this chapter:

- [“What is Sun Java System Connector for Microsoft Outlook?” on page 15](#)
- [“Where to Find Other Information” on page 16](#)

What is Sun Java System Connector for Microsoft Outlook?

Sun Java System Connector for Microsoft Outlook enables Outlook to be used as a desktop client with Sun Java Enterprise System.

Connector for Microsoft Outlook is an Outlook plug-in that must be installed on the end-user's desktop. Connector for Microsoft Outlook queries the Sun Java System Messaging Server for folder hierarchies and email messages. It converts the information into Messaging API (MAPI) properties that Outlook can display. Similarly, it uses WCAP to query the Sun Java System Calendar Server for events and tasks which are then converted into MAPI properties.

When users create and modify items through Outlook, Connector for Microsoft Outlook passes the new message along to the appropriate server depending on its message type. It sends new outgoing email to an SMTP mail server for delivery, and sends modified email messages back to the user's IMAP folder for storage. New calendar events and tasks are converted into a standard format to be stored in the Calendar Server database.

Sun Java System Connector for Microsoft Outlook 7.2 includes support for address book service. This service makes use of WABP and allows a user to have their personal address book accessible from both Outlook and Sun Java System Communications Express. In addition, users have access to a corporate directory in conjunction with contacts and the user's personal address book.

Where to Find Other Information

The Sun Java System Connector for Microsoft Outlook documentation collection can be found at <http://docs.sun.com/coll/1630.1>.

- *Sun Java Communications Suite 5 Release Notes* describes features, known limitations and problems, system requirements, and other important information about this release of Sun Java System Connector for Microsoft Outlook.
- *Sun Java System Connector for Microsoft Outlook 7.2 Installation Guide* describes how to install the administration software that helps an administrator deploy Connector for Microsoft Outlook to user desktops.
- Part VI, “Deploying Connector for Microsoft Outlook,” in *Sun Java Communications Suite 5 Deployment Planning Guide* describes the administrator’s process and strategies for deploying Connector for Microsoft Outlook to user desktops.
- *Sun Java System Connector for Microsoft Outlook 7.2 Administration Guide* describes the Desktop Deployment Configuration Program, which allows the administrator to create custom end-user installation packages that configures and customizes the software per the administrator’s specifications.
- *Sun Java System Connector for Microsoft Outlook 7.2 User's Guide* (this book) describes how to use the Setup Wizard to install and configure Sun Java System Connector for Microsoft Outlook on a user’s desktop. Also describes the user interface for Connector for Microsoft Outlook.

Installing and Configuring the Software on Your Desktop

The Sun Java System Connector for Microsoft Outlook software must be installed and configured on every user's desktop, but after it's installed it will become virtually invisible to you. It will operate automatically, in the background, and will require no maintenance whatsoever.

The system administrator of your network has prepared a special installation package for you, called the Setup Wizard, to install and configure the Sun Java System Connector for Microsoft Outlook on your desktop. These installation packages are designed to simplify and automate the installation process, to spare you much of the time and hassle of having to enter technical information and make technical choices by yourself. Your Setup Wizard also contains a conversion program that can automatically convert any existing Outlook data stored on your desktop— your old messages, address books, contacts, calendar data and so forth— to the new format that the Connector for Microsoft Outlook software can use.

About the Setup Procedure

The procedure to install the Sun Java System Connector for Microsoft Outlook on your desktop may follow any of several different paths, depending on your current system setup, the volume of data (if any) that you want to convert from the old Outlook format to the new format, and other factors. This guide explains all of the screen displays that *may* appear to various users, but it's a rare case that any single user would see them all, and the ones that don't apply to you will be skipped.

System Requirements

The Sun Java System Connector for Microsoft Outlook requires:

- Operating System: Windows 2000 (Service Pack 3 or higher) or Windows XP (Service Pack 1 or higher). The Setup Wizard will not start under any other operating system.

- Your default email client must be one of these versions of Microsoft Outlook:
 - Outlook 2003 and Outlook 2003 SP2.
 - Outlook 2002 with Office XP Service Pack 2 or higher.
 - Outlook 2000 in Corporate Mode (*not* in Internet Mode), with Office 2000 Service Pack 3 or higher.

Profiles that May Be Converted

The Setup Wizard can convert the following profile types to Outlook profiles that work with the new Sun Java System Connector:

- Exchange profiles, and POP profiles
- IMAP profiles from Outlook 2002/XP and Outlook 2003 (but *not* from Outlook 2000, where IMAP profiles cannot exist in Corporate Mode)
- Sun Java System Connector profiles earlier than version 7.2 from Outlook 2000 and Outlook 2002/XP (but *not* from Outlook 2003) can be upgraded to Connector for Microsoft Outlook 7.2

Folder Hierarchies for Migrated Data

The Sun server supports only one top-level folder within Outlook for each type of data—Contacts, Notes, Calendar, Tasks or Journal. If the source folder hierarchy contains more than one top-level folder for any one data type (as shown in [Figure 2–1](#) below), only the primary (first-listed) folder appears in the top level after the migration. The other folders of the same data type are migrated to a new second-level folder named *My [DataType]*, also shown in [Figure 2–1](#).

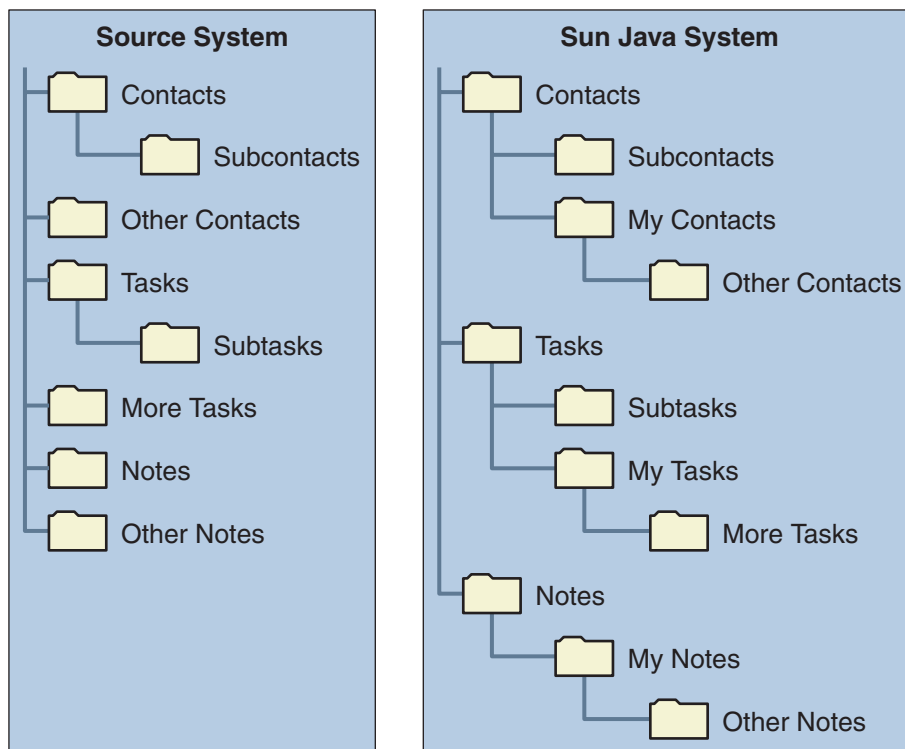


FIGURE 2-1 Folder Hierarchies for Migrated Data

If a Large PST File Conversion Is Interrupted

If the conversion of a large file is interrupted before its completion (by a power failure, for example), the Setup Wizard offers a Recovery feature that lets you complete a conversion in progress rather than having to start over from scratch. If this should happen to you, please see [“If a Personal Folder \(.pst\) File Conversion Is Interrupted” on page 63](#).

The Setup Procedure

This section describes the steps to follow in order to install and configure Sun Java System Connector for Microsoft Outlook on your desktop.

Step 1: Starting the Setup Wizard

Your network administrator will tell you how to start your Sun Java System Connector for Microsoft Outlook Setup Wizard—most likely by finding the program name through your Start

button, or by an icon on your desktop, or by browsing to a particular location in your network. But no matter how you start the Setup Wizard, the procedure begins with the display of the Welcome screen shown in [Figure 2–2](#).

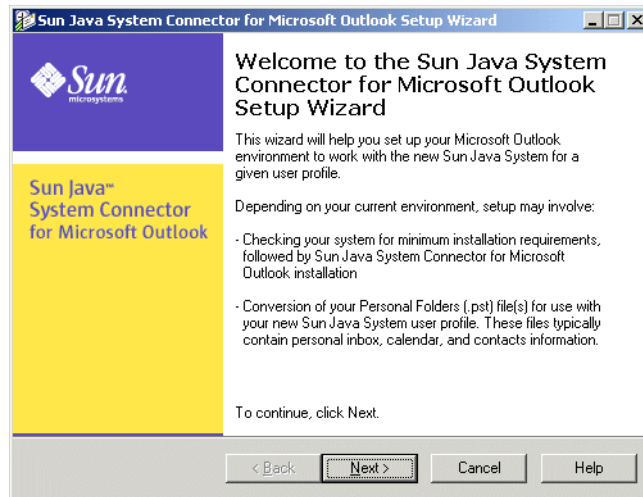


FIGURE 2–2 Setup Wizard: Welcome Screen

▼ To Start the Setup Wizard

1 Read the Welcome message, and click the Next button.

The Setup Wizard then examines your system to verify the following:

- Microsoft Outlook is designated as your default email client, and your version of Outlook is supported by this Connector software.
- The Sun Java System Synchronization program (previously known as the Sun ONE Sync program), which is incompatible with this Connector software, is *not* installed.

If Outlook is not set as your default email client, or if an incompatible Sun synchronization program *is* installed, the Wizard notifies you and prompts you to acknowledge the notice and exit the program. (You will be able to run this Setup Wizard again after you correct the problem.) To resolve either of these problems, see the instructions in [Chapter 8](#) under:

- [“If Microsoft Outlook Is Not Your Default Email Client” on page 61](#)
- [“If a Sun Synchronization Program Is Installed, and Must Be Removed” on page 62](#)

Similarly, if your version of Outlook is not supported, the Wizard notifies you of the problem and prompts you to exit the program, and you may rerun the Setup Wizard after you upgrade to a supported version of Outlook.

Otherwise, if a supported version of Outlook *is* set to be your default email client, and if no Sun synchronization program is installed: The Setup Wizard copies the necessary files to your

computer, and examines your system to see whether the Microsoft Web Publishing Wizard (WPW) is installed. The WPW is a component that lets you share your free/busy schedule with coworkers.

2 Determine whether or not Microsoft Web Publishing Wizard is already installed.

- If WPW is already installed: The Wizard moves on to the next phase of this installation and setup process. Skip ahead to [“Step 3: Selecting an Outlook User Profile to Convert” on page 22](#).
- If WPW is not installed: The Setup Wizard prompts you to install it now. Go on to [“Step 2: Installing Microsoft Web Publishing Wizard” on page 21](#).

Step 2: Installing Microsoft Web Publishing Wizard

This screen will not appear (and you may skip this step) if the Setup Wizard finds the Microsoft Web Publishing Wizard (WPW) already installed on your computer. If, however, WPW is not installed on your computer, you should install it now.

Your system administrator has previously specified the file name and location (path) of an installable copy of WPW in your network, and the Setup Wizard displays that information here, as shown in [Figure 2–3](#).

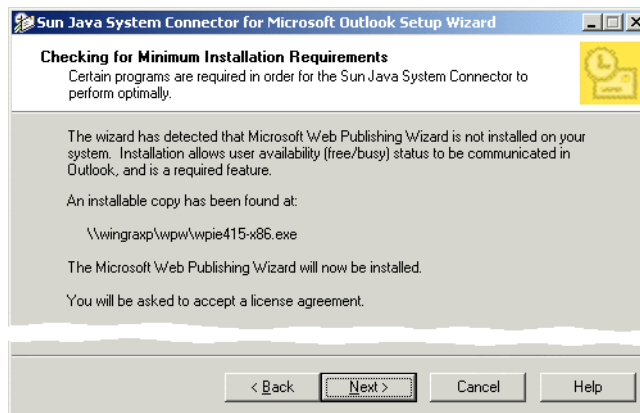


FIGURE 2–3 Setup Wizard: Checking for Minimum Installation Requirements

▼ To Install Microsoft Web Publishing Wizard

1 Click Next.

The Setup Wizard then displays the WPW License Agreement for you to read and accept or decline.

2 Read the entire License Agreement, and click either Yes or No to indicate whether you accept or decline its terms.

If you answer Yes: The installation kit installs WPW on your computer, and the Setup Wizard moves on to the next phase of the installation process. Go on to “[Step 3: Selecting an Outlook User Profile to Convert](#)” on page 22.

If you answer No: The installation kit does not install WPW on your computer, and the Setup Wizard aborts the entire Sun Java System Connector installation process. (The Setup Wizard will install WPW and proceed with the installation *only* if you accept the WPW License Agreement by clicking the Yes button.)

Step 3: Selecting an Outlook User Profile to Convert

The screen shown in [Figure 2–4](#) appears only if your administrator has configured your Setup Wizard to convert an existing profile, and if the Setup Wizard finds one of the following:

- Two or more eligible Outlook user profiles connecting to Exchange server(s) on your computer.
- Only one eligible profile that is *not* set as your default.

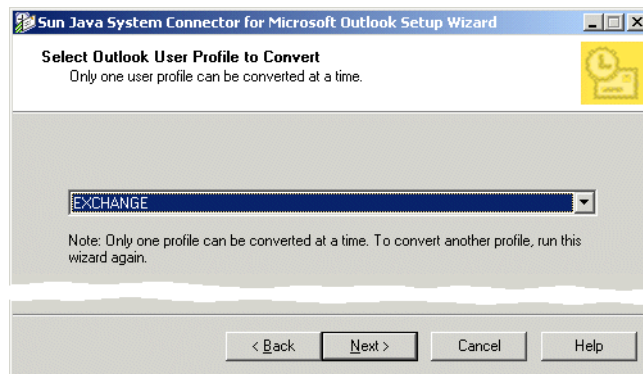


FIGURE 2–4 Setup Wizard: Select Outlook User Profile to Convert

An “eligible” profile is any Outlook profile that:

- Includes message services of at least one type previously designated by your mail administrator (e.g., Microsoft Exchange, MS POP, MS IMAP, or an earlier version of the Sun Java System Connector).
- Is not yet fully converted (all of its .pst files converted) by a previous run of this Setup Wizard.

If the Wizard finds only one eligible user profile, and the profile is designated as your default profile, the Wizard will skip this screen on the assumption that you want to convert the one eligible profile for the new software. Skip ahead to [“Step 4: Selecting Personal Folders \(.pst\) Files to Convert” on page 23.](#)

Similarly, if the Wizard finds no eligible user profile to convert and your administrator has configured the Wizard to create a new user profile in that case, this step 3 does not apply to you— in fact, you can skip steps 4 and 5 too, and resume at [“Step 6: Entering New Account Login Information” on page 26.](#)

▼ To Select a Profile for Conversion

This screen prompts you to select a single Outlook user profile to convert for use with the new Sun Java System Connector software. It is very similar to the dialog box you likely see when you start Outlook.

- 1 **Use the drop-down list box to select the profile you want to convert.**
- 2 **Click Next.**

Next Steps You may use the Setup Wizard to convert more than one profile, but only one at a time. You must run the Setup Wizard again for each profile you want to convert.

When you click Next, the Setup Wizard finds all of the Personal Folders (.pst) files associated with the user profile you have selected. Go on to [“Step 4: Selecting Personal Folders \(.pst\) Files to Convert” on page 23.](#)

Step 4: Selecting Personal Folders (.pst) Files to Convert

This screen appears only if you are converting an Exchange profile, and if the Setup Wizard finds one or more “large” .pst files (exceeding a size limit specified earlier by your mail administrator). If you are converting a POP or IMAP profile, or are upgrading to Sun Java System Connector for Microsoft Outlook 7.2 from a previous version, you may skip this step and the next, and resume at [“Step 6: Entering New Account Login Information” on page 26](#) below.

For current Exchange users, the Setup Wizard can convert Contacts, Journal and Notes data from the Exchange server to the Sun Java System Connector profile. The Wizard will automatically convert any .pst files if finds on your desktop that do not exceed the size limit specified by your administrator. If none of your .pst files is “large,” the Setup Wizard simply converts all of your .pst files, and you may skip ahead to [“Step 5: Entering Exchange Account](#)

[Login Information](#)” on page 25. But if the Wizard finds one or more “large” .pst files, the program asks you to specify which files (if any) you want to convert at this time, as shown in [Figure 2–5](#).

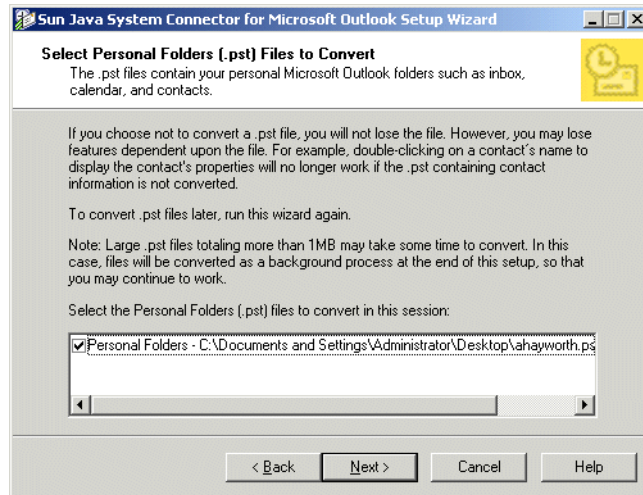


FIGURE 2–5 Setup Wizard: Select Personal Folders (.pst) Files to Convert

The Setup Wizard will convert only those files that are checkmarked in the boxes to the left of the corresponding file names. The displayed list may also include one or more smaller .pst files, automatically checkmarked for conversion and grayed out (so that you cannot unmark them).

The Wizard converts these files to make the mail addresses “live.” Unconverted email messages would still be readable, but you would be unable to reply to them because the unconverted addresses would be in a form that is unfamiliar to your new server. On the other hand, converting large volumes of old messages can take a long time, even several hours if your personal stores happen to run into gigabytes of data. The conversions can run in the background, freeing you and your computer for other work, but it may slow the performance of your other applications. For this reason, if you have some personal stores that are very old, so that the need for a future reply is highly unlikely although you’d like to be able to keep and read the data, you can elect to not convert it. Another option is simply to defer the conversion of larger files to a later time, such as during a lunch break or even overnight.

▼ To Select the .pst Files to Convert

- 1 **Verify that all the files you want to convert now are marked, and that the files you do not want to convert are not marked.**

To add or remove a checkmark, simply click in the box.

2 Click Next.

The Wizard then prompts you to provide your personal login information for your old Microsoft Exchange mailbox. Go on to [“Step 5: Entering Exchange Account Login Information” on page 25](#).

Step 5: Entering Exchange Account Login Information

The screen shown in [Figure 2–6](#) appears only if you have previously used Outlook on this computer, and your system is configured to prompt you for this information when you login to use the selected user profile. If you are a new email user who does not have an existing account on the Exchange server, or if your system is configured to not require this information when you log in, this screen will not appear and you may skip ahead to [“Step 6: Entering New Account Login Information” on page 26](#).

▼ To Enter the Requested Information for Your Microsoft Exchange Mailbox

- 1 Enter your User name: the Windows account name associated with your Exchange mailbox.
- 2 Enter your Domain: the domain in which your Windows account resides.
- 3 Enter your Password: the password for your Windows account.
- 4 Click the Next button.

The Setup Wizard then prompts you to provide your personal login information for your new Sun Java System account. Go on to [“Step 6: Entering New Account Login Information” on page 26](#).

FIGURE 2–6 Setup Wizard: Enter Microsoft Exchange Mailbox Information

Step 6: Entering New Account Login Information

This screen, shown in [Figure 2–7](#), appears as part of the Setup procedure for all users, to request your login credentials for the new Sun Java System server.

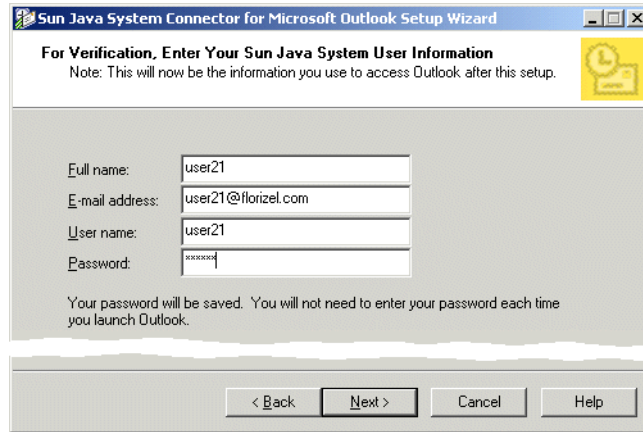


FIGURE 2–7 Setup Wizard: Enter Microsoft Exchange Mailbox Information

Some of the fields in this screen may appear grayed out if your network administrator has already entered this information for you. Similarly, the **Save user name and password** checkbox will not appear if your administrator has pre-configured your software to always or never require this information upon login to Outlook.

▼ To Enter the Requested Information for Your New Account

- 1 Enter your **Full name**: the name that appears in the From field of your outgoing mail messages. This is the “friendly” name displayed to the recipients of your messages.
- 2 Enter your **Email address**: your Internet email address.
- 3 Enter your **User name**: your account name.
- 4 Enter your **Password**: the password for your Sun Java System accounts.
- 5 If the **Save user name and password** checkbox appears in this screen: Check or uncheck the option to indicate whether you want to be able to start Outlook without being prompted for this login information every time.
- 6 Click the **Next** button.

Next Steps The Setup Wizard then checks to see if any of the Personal Folders (.pst) files scheduled for conversion are password-protected. Go on to [“Step 7: Entering Passwords for Protected Personal Folders” on page 27.](#)

Step 7: Entering Passwords for Protected Personal Folders

The screen shown in [Figure 2–8](#) appears in the Setup procedure if any of the Personal Folders (.pst) files you have selected for conversion are protected by a password, and the password is not saved in the password list. The screen reappears for each password-protected .pst file that is scheduled for conversion. If none of your .pst files is password-protected, or if all of the files' passwords are saved in the password list, the Setup Wizard simply begins converting the selected user profile and .pst file(s), and you may skip ahead to [“Step 8: Monitoring the Progress Meter” on page 28.](#)

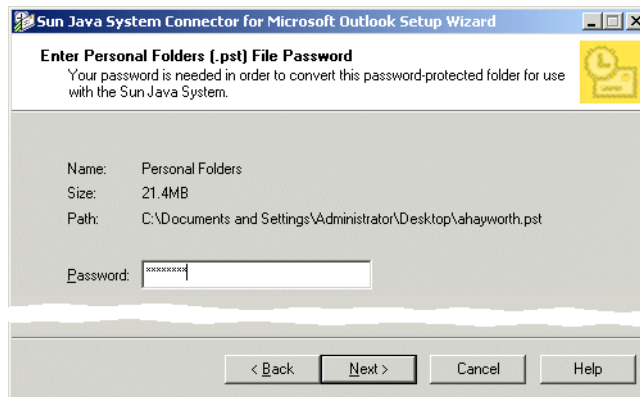


FIGURE 2–8 Setup Wizard: Enter Personal Folders (.pst) File Password

▼ To Enter the Personal Folders (.pst) File Password

The screen displays the name, size and location (path) of a password-protected Personal Folders file (.pst file), and prompts you for the password that is required to open the file.

- 1 Enter the password associated with the named .pst file.
- 2 Click Next.

Next Steps When you have entered the password for the last .pst file that requires a password, the Setup Wizard then begins converting the user profile. Go on to [“Step 8: Monitoring the Progress Meter” on page 28.](#)

Step 8: Monitoring the Progress Meter

The screen shown in [Figure 2–9](#) illustrates the Wizard's progress as it converts the selected user profile and the “small” Personal Folders (.pst) files, and copies some data (Contacts, Notes and Journals) from your Exchange server to a local store, so you will have access to this data when you start using Outlook with your new Sun Java System server.

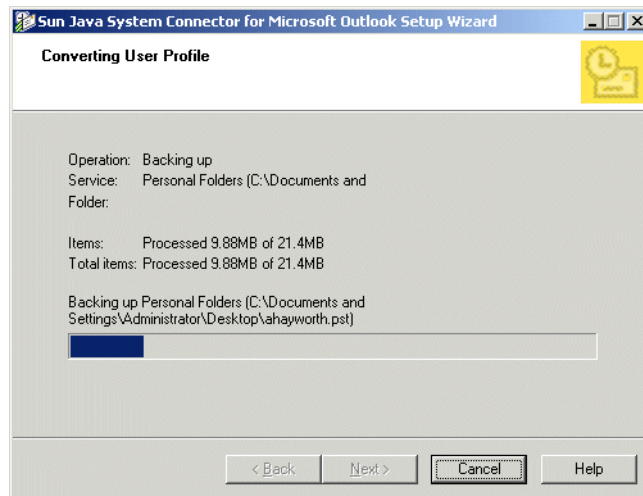


FIGURE 2–9 Setup Wizard: Converting User Profile (Progress Meter)

When these processes are complete:

- If no “large” Personal Folders (.pst) files are being converted: The Wizard simply displays a notification screen to let you know its work is finished. Go on to [“Step 9: Exiting” on page 29](#).
- If any “large” Personal Folders (.pst) files are being converted: The Wizard notifies you that the profile conversion is complete, and prompts you to begin converting the large Personal Folders files, as shown in [Figure 2–10](#).

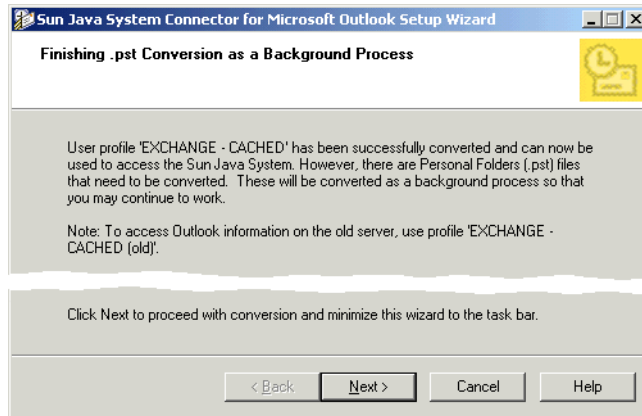


FIGURE 2-10 Setup Wizard: Finishing PST as a Background Process

▼ To Begin Converting Large Personal Folders Files

- Click Next.

The Setup Wizard then minimizes itself to your Task Bar, to run the conversion(s) in the background. Since the profile conversion is already complete, you may immediately begin using Outlook with the new Sun Java System server, even as the Wizard continues to convert your larger Personal Folders files. The large-file Personal Folders conversion(s) may proceed for several minutes, or even hours, depending on the size of the file(s) being converted.

Next Steps The Wizard automatically displays a notification screen when the conversion is finished. Go on to [“Step 9: Exiting” on page 29](#).

▼ To View a Progress Meter in Real Time

- Restore the Setup Wizard from the Task Bar to its display window.

Next Steps The Wizard automatically displays a notification screen when the conversion is finished. Go on to [“Step 9: Exiting” on page 29](#).

Step 9: Exiting

The contents of this Exit screen will vary depending on whether the Setup Wizard has successfully installed the Sun Java System Connector for Microsoft Outlook. The title of the screen reports success or failure.

Setup Process Completes

This screen (e.g., [Figure 2–11](#)) simply reports the successful completion of the conversion(s) and of the overall Setup process. Just click the Exit button to clear this screen and close the Setup Wizard. Congratulations! Your Sun Java System Connector for Microsoft Outlook Setup procedure is now complete, and you may now begin using Outlook with the new Sun Java System server.

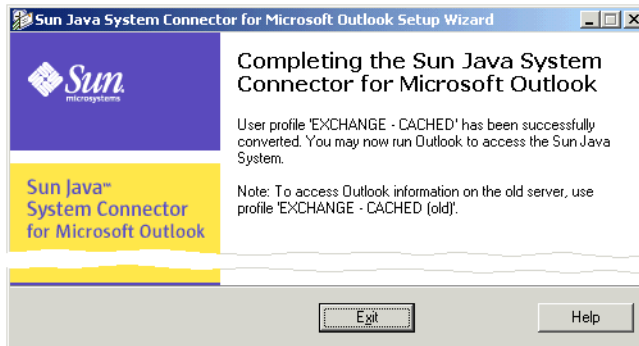


FIGURE 2–11 Setup Wizard: Completing the Setup

Setup Process Fails

The Setup Wizard has abandoned the installation process, and the text in this screen will explain why. When the Setup fails, this screen ([Figure 2–12](#)) offers a **View Log** button that will display the contents of the program's log file, which may offer additional clues to help you diagnose a problem.

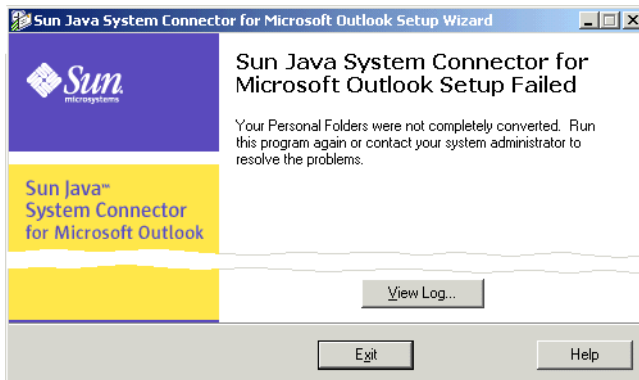


FIGURE 2–12 Setup Wizard: Setup Failed

A Setup failure will be due to one of these four problems:

- **Microsoft Outlook is not set as your default email client.** For more information and instructions to correct this problem, see “[If Microsoft Outlook Is Not Your Default Email Client](#)” on page 61 in Chapter 6 of this *User’s Guide*.
- **The Setup Wizard has detected the presence of an incompatible Sun synchronization program on your computer.** For more information and instructions to correct this problem, see “[If a Sun Synchronization Program Is Installed, and Must Be Removed](#)” on page 62.
- **You are running a version of Microsoft Outlook or an associated Office Service Pack that is incompatible with the Connector software.** For more information about this problem, see “[System Requirements](#)” on page 17 near the beginning of this Chapter 2.
- **You have declined the License Agreement for Microsoft’s Web Publishing Wizard (WPW),** which is a required accessory for the Sun Java System Connector for Microsoft Outlook. The Setup Wizard will not install the Connector software without the WPW, and it will not install the WPW without your acceptance of the License Agreement.
- **Outlook is currently running on your desktop.** Exit Outlook and then select the cancel/retry button on the installation dialog (or exit and restart the installation).
- **The DLLs for Connector for Microsoft Outlook are not compatible with the current Deployment Configuration Program (7.1.221.0), or the DLLs do not support Global Address Book (GAL).** Make sure that the "Install or upgrade Sun Java System Connector for Microsoft Outlook" option is selected before creating or modifying a profile so that the DLLs are also upgraded.
- **Microsoft XML Parser (MSXML3) is not installed on the user's desktop.** This can be downloaded from <http://msdn.microsoft.com/XML/XMLDownloads/>.
- **The user does not have administrative privileges to the system.**

Regardless of whether the Setup Wizard successfully completed the installation: Click the Exit button to clear this screen and close the Setup Wizard.

Getting Started

Once Sun Java System Connector for Microsoft Outlook is installed and configured on your desktop, you can open Outlook and begin using Connector for Microsoft Outlook. This section describes the initial settings and appearance, and also some of the typical getting started tasks.

The following topics are discussed in this chapter:

- “Starting Outlook” on page 33
- “What You See” on page 33
- “Typical Initial Profile” on page 34
- “Accessing Your Inbox” on page 34
- “Accessing Your Calendar” on page 34
- “Accessing Your Contacts” on page 34

Starting Outlook

When you first start Outlook, you may be asked which profile to use. Select the Connector for Microsoft Outlook profile that you created during installation and click OK.

What You See

When Outlook opens, you see:

- **Outlook Shortcuts:** Outlook Today, Inbox, Calendar, Contacts, Tasks, Notes, and Deleted Items.
- **Folders List**

The Folders List is made up of the following:

- Your mail Inbox and other mail folders in your specified mail server.
- Your Calendar, Tasks, and Shared Calendars which are stored on the calendar server.

- Your Contacts are stored on the address book server.
- Your Outbox which is a local folder used for sending mail.

Typical Initial Profile

The Sun Java System Connector for Microsoft Outlook software that is installed on the client enables server-side features and functionality available through the user interface. A typical Connector for Microsoft Outlook profile consists of:

- **Mail** — the information store for incoming mail (IMAP) and SMTP transport for outgoing mail.
- **Calendar** — the information store for calendar data.
- **Address Book** — the information store for contacts.

Accessing Your Inbox

You can access your email Inbox on the Sun Java System Messaging Server using one of the following methods:

- Select the Inbox subfolder under Folders - *your name*.
- In the Outlook Today view, select Inbox under the Messages category.
- Click Inbox under the Outlook Shortcuts view.

Accessing Your Calendar

You can access your default calendar on the Sun Java System Calendar Server using one of the following methods:

- Select the Calendar subfolder under Folders - *your name*.
- In the Outlook Today view, select Calendar.
- Select Calendar under the Outlook Shortcuts view.

Accessing Your Contacts

You can access your contacts on the Sun Java System Address Book Server using one of the following methods:

- Select Contacts under Folders - *your name*.
- Select Contacts under the Outlook Shortcuts view.

Configuring Connector for Microsoft Outlook

This section describes how to set up your Outlook properties to work with Sun Java System Connector for Microsoft Outlook and the servers for mail, calendar, and address book.

The following topics are discussed in this chapter:

- “Configuring Servers and User Accounts” on page 35
- “Configuring Mail Properties” on page 36
- “Configuring Calendar Properties” on page 38
- “Configuring Address Book Properties” on page 38
- “Configuring Global Address List Properties” on page 39
- “Configuring Store and Logging Properties” on page 39

Configuring Servers and User Accounts

Your initial server and user account settings should be configured when you set up your profile with the Deployment Configuration Program.

▼ To Change the Initial Configuration Settings

- 1 Exit Outlook.
- 2 Open the Control Panel and double-click the Mail icon.
- 3 In the Services tab, choose *Folders - your name* and click Properties.

The Sun Java System Connector for Microsoft Outlook properties dialog appears. Make sure the Sun Java Enterprise System tab is selected.

- a. Within this tab, you can change the servers and settings for the following Sun Java System servers:

- **Incoming Mail** — name and port number of the Messaging Server on which you receive incoming mail. The default port number is 143.
- **Outgoing Mail** — the name and the port number of the Messaging Server via which to send messages using the SMTP protocol. The default port number is 25.
- **Calendar** — name of the server and the port number on which the Calendar Server is running. The default port number is 80.
- **Address Book** — name and the port number on which the Address Book Server is running. This is where your Contacts are stored. The default port number is 80.
- **Global Address List** — name and port number on which the corporate directory is located. The default port number is 389.

If the SSL checkbox is enabled for any of the above servers, an SSL connection will be attempted, using the port specified in Port.

b. You can configure the following user settings within the Sun Java Enterprise System tab:

- **Full Name** — a readable form of your name. It is used to add descriptive information to your email address when generating and sending mail messages.
- **User Name** — your userID that the servers use to access your information.
- **Password** — your password. Enable the Remember Password checkbox if you wish to have an encrypted form of your password saved into the local registry. If not checked, the password is not saved, and you are always prompted for the password when initiating a client session.
- **Email Address** — your email address. This is the address placed in a message's From: header, if the composed message does not have a from field to override it. It is often used to identify the return address when the receiver of a message needs to generate replies, receipts, notifications, and so on.

4 When you are finished making changes, click OK.

Configuring Mail Properties

▼ To Change Mail Properties

- 1 In the Folders List, right-click Folders - *your name*.
- 2 In the pop-up menu, select Properties for Folders - *your name*.
- 3 In the Mail Folder Properties window, click the Advanced button.

4 In the Sun Java System Connector for Microsoft Outlook properties dialog, select the Mail tab.

Within this tab, you can change the properties for incoming mail (IMAP) and outgoing mail (SMTP):

- **Synchronize Mail folders every x minutes** — the interval after which a server mailbox may be polled for any recently-arrived messages. If any new messages arrive, the mailbox is refreshed and redisplayed. This value defaults to 5 minutes. A minimum frequency of 1 minute is enforced. If this field is cleared or set to zero, no polling will be performed for this server connection.
- **Enable polling for all folders** — enable this checkbox if you want Connector for Microsoft Outlook to poll all folders, including your Inbox, for unread messages. The default, if this checkbox is not enabled, is to poll only your Inbox. This option can be useful if you have set up filters that automatically move incoming messages to specific folders other than your Inbox, or if you have enabled the direct delivery to folder option (see [“Sharing Your Mail Folders” on page 42](#) “Sharing Your Mail Folders” on page 42 for a description of this option).
- **Offline settings**
 - **Download messages** — If this option is enabled all messages in folders that have been selected for offline use are downloaded into the local cache when working in offline mode. See [“Working Offline” on page 44](#) for instructions on how to work offline. See [“Selecting a Folder for Offline Use” on page 44](#) for instructions on how to select a folder for offline use. By default your Inbox is downloaded.
 - **Do not download messages if they are larger than X KB** — If this option is enabled, only messages that are smaller than the value entered into the field are downloaded into the local cache when working in offline mode. This field is primarily intended to reduce download times when going into offline mode.
- **Server requires Authentication** — if this checkbox is enabled, SMTP authentication is required for sending mail.
- **Use Alternate Account** — if this checkbox is enabled, the SMTP server uses the provided User Name and User Password for SMTP AUTH authentication. If the checkbox is not enabled, it is defaulted to Sender's email Address.
- **Send BCC to sender's E-mail address** — if this checkbox is enabled, any email that is sent will have the email address in the BCC. This effectively provides a way for senders to file a copy of all messages they send. The messages are filed within a sender's server INBOX, and will be subsequently affected by any server-based message filtering rules.

5 When you are finished making changes, click OK.

Configuring Calendar Properties

▼ To Change Calendar Properties

- 1 In the Folders List, right-click Folders - *your name*.
- 2 In the pop-up menu, select Properties for Folders - *your name*.
- 3 In the Mail Folder Properties window, click the Advanced button.
- 4 In the Sun Java System Connector for Microsoft Outlook properties dialog, select the Calendar tab.

Within this tab you can change the following Calendar properties:

- **Synchronize Every *x* minutes** — the amount of time you want Outlook to sync information with the Calendar Server.
 - **Use Alternate User account** — if this checkbox is enabled, Calendar Server uses an alternate user account than the account specified under the Sun Java Enterprise System tab. Enter the User Name and User Password for this alternate Calendar Server account in the appropriate fields.
- 5 When you are finished making changes, click OK.

Configuring Address Book Properties

▼ To Change Address Book Properties

- 1 In the Folders List, right-click Folders - *your name*.
- 2 In the pop-up menu, select Properties for Folders - *your name*.
- 3 In the Mail Folder Properties window, click the Advanced button
- 4 In the Sun Java System Connector for Microsoft Outlook properties dialog, select the Address Book tab.

Within this tab you can change the following Address Book properties:

- **Address Book Server URL** — add the URL path portion to the server information. This is the URL used to connect to the Address Book Server from Outlook. The default URL is `http:// server:80/uwc`.

- **Use Alternate User account** — if this checkbox is enabled, Address Book Server uses an alternate user account than the account specified under the Sun Java Enterprise System tab. Enter the User Name and User Password for this alternate Address Book Server account in the appropriate fields.

- 5 When you are finished making changes, click OK.

Configuring Global Address List Properties

▼ To Change Global Address List Properties

- 1 In the Folders List, right-click Folders - *your name*.
- 2 In the pop-up menu, select Properties for Folders - *your name*.
- 3 In the Mail Folder Properties window, click the Advanced button
- 4 In the Sun Java System Connector for Microsoft Outlook properties dialog, select the Advanced tab.

Within this tab you can change the following global address list properties:

- **Search Base** — the basedn from which the LDAP searches are performed.
- **Use Alternate User account** — if this checkbox is enabled, the global address list uses an alternate user account than the account specified under the Sun Java Enterprise System tab. Enter the User Name and User Password for the alternate account in the appropriate fields.
- **Anonymous bind** — if this checkbox is enabled, LDAP does not authenticate before performing a search. This option is useful for environments that do not have strong access controls. Do not enable this checkbox if your LDAP server requires authentication.

- 5 When you are finished making changes, click OK.

Configuring Store and Logging Properties

▼ To Change Store and Logging Properties

- 1 In the Folders List, right-click Folders - *your name*.
- 2 In the pop-up menu, select Properties for Folders - *your name*.

- 3 In the Mail Folder Properties window, click the Advanced button
- 4 In the Sun Java System Connector for Microsoft Outlook properties dialog, select the Advanced tab.
 - a. Within this tab you can change the following information store properties:
 - **File Path** — the path for the PST database files. This setting cannot be changed.
 - **Synchronize All** — updates the local Outlook mail, calendar, task, and contacts data from the Mail Server, Calendar Server, and Address Book Server. This will delete all local mail, calendar, contact, and task items. All mail, calendar, task, and contacts attachments and embedded data objects will also be removed. Click Yes to continue or No to cancel.
 - **Personal Folders** — updates your personal folders information.
 - b. You can also change the following logging properties:
 - **Log File** — the location of the log file. The default is C:\Documents and Settings\userid\Local Settings\Temp\Sun Outlook Connector Logs\sjoc.log . This setting cannot be changed.
 - **Log Level** — specifies the level of logging. The choices are: Debug Low, Debug, Information, Warning, Error, and Critical Error.
- 5 When you are finished making changes, click OK.

Working with Email Folders

This section describes how to work with email folders and provides some tips on features that are specific to Sun Java System Connector for Microsoft Outlook.

The following topics are discussed in this chapter:

- “Accessing Your Inbox” on page 41
- “Sharing Your Mail Folders” on page 42
- “Subscribing to a Shared Mail Folder” on page 43
- “Unsubscribing from a Shared Mail Folder” on page 43
- “Working Offline” on page 44
- “Changing the Folder Class” on page 45
- “Synchronizing Folders” on page 46
- “Setting Up an Out of Office Message” on page 46
- “Setting Up Server-Side Mail Filters” on page 47

Accessing Your Inbox

You can access your email inbox on the Sun Java System Messaging Server using one of the following methods:

- Select the Inbox subfolder under Folders - *your name* .
- In the Outlook Today view, select Inbox under the Messages category.
- Select Inbox under the Outlook Shortcuts view.

Sharing Your Mail Folders

You can grant access to or share one of your mail folders to other users. The user may then subscribe to that shared folder.

▼ To Share One of Your Mail Folders

- 1 **Right-click the folder you wish to share and select Properties.**

The properties dialog for that folder appears.

- 2 **Select the Permissions tab.**

- 3 **Within the Permissions tab:**

- If you know the userID of the person to which you want to share this folder, enter the userID and click Add. The specified userID appears in the list below.
- If you do not know the userID, click Search to search your address book directory.

- 4 **Select the userID (or anyone) from the list and choose the permission rights you wish to grant.**

The available permission rights are:

- Read only
- Read and write
- Read, write, and manage
- None

You must select at least read only in order to share a folder with another user.

- 5 **If you wish messages to be sent directly to this folder, enable the “Enable direct delivery of email to this folder” checkbox. This enables the ability to send email directly to this folder using the following syntax:**

user part of email address + folder name @ domain part of email address

For example, if the checkbox is enabled in John Smith's engineering folder, anybody will be able to send a message to John using the address `john.smith+engineering@sesta.com`. This message is delivered directly in the engineering folder. If the checkbox is not enabled, a message sent to such an address is delivered to John Smith's Inbox.

- 6 **Click Apply to apply changes or OK to apply changes and exit the dialog.**

Subscribing to a Shared Mail Folder

▼ To Subscribe to a Shared Mail Folder

- 1 **In the Folder List, right-click Shared Folders and select Properties.**
The Shared Folders Properties dialog appears.
- 2 **Select the Subscribe tab.**
- 3 **Click Subscribe.**
- 4 **In the Add Shared Folders dialog:**
 - If you know the owner's userID of the folder to which you wish to subscribe, enter that userID and click Query.
 - If you do not know the owner's userID, click Search to search your address book directory for available folders.

The folders that are available to be shared and are not already subscribed by you are listed. Select one or more folders in the list and click Add to subscribe.
- 5 **Click OK and the subscribed folders appear in the Shared Folders list in the Shared Folders Properties dialog.**
- 6 **Click OK in the Shared Folders Properties dialog and the subscribed folders appear as a subfolder of your Shared Folders.**

Unsubscribing from a Shared Mail Folder

▼ To Unsubscribe from a Shared Mail Folder

- 1 **In the Folder List, right-click Shared Folders and select Properties.**
The Shared Folders Properties dialog appears.
- 2 **Select the Subscribe tab.**
A list of subscribed folders appears in the Shared Folders list.
- 3 **Select the folder from which you wish to unsubscribe and click Unsubscribe.**

- 4 Click OK and your Shared Folders are updated to remove that folder.

More Information Note

You cannot change the permission rights of a shared folder—only the folder owner can change permissions. You can only view the permissions granted to you.

Working Offline

You can choose to work offline with your Sun Java System Connector for Microsoft Outlook folders.

Setting the Offline and Online Mode

▼ To Work Offline

- 1 In the File menu select **Work Offline (Sun Java System Connector)**.

The Work Offline dialog appears.

- 2 Click Yes to download messages before going to offline mode. You can set the size limit of the downloaded. See [“Configuring Mail Properties” on page 36](#) for instructions on setting these properties.

Only the messages in folders selected for offline use will be downloaded. See [“Selecting a Folder for Offline Use” on page 44](#) for instructions.

Click No if you do not wish to download any messages.

A check appears next to this menu item.

Next Steps Once you are in offline mode, Connector for Microsoft Outlook disconnects from the server, and all subsequent operations (for example composing, deleting, and moving messages) will occur on your local machine until you switch back to online mode.

▼ To Return to Online Mode

- In the File menu select **“Work Offline (Sun Java System Connector)”**

The check disappears from this menu item.

Selecting a Folder for Offline Use

You can specify a folder to download for offline use.

▼ **To Select a Folder for Offline User**

- 1 **Right-click on the folder you want to download and select Properties.**
The Properties dialog for that folder is displayed.
- 2 **Select the Advanced tab.**
- 3 **Enable the box next to "Select this folder for offline use."**
- 4 **Click OK or Apply.**

Changing the Folder Class

You can use Outlook's New→Folder menu option to create a folder that contains journal, note, task, or mail items. These items in any newly created folder are stored on the mail server.

Note – The items in the default Journal and Notes folders are stored on the mail server. The items in the default Calendar, Tasks, and Contacts folders are stored in the calendar server (Calendar and Tasks) and address book server (Contacts). No subfolders may be created under the default Calendar, Tasks, or Contacts.

▼ **To Change the Folder Class**

- 1 **Right-click on the folder you want to change and select Properties.**
The Properties dialog for that folder is displayed.
- 2 **Select the Advanced tab.**
- 3 **Enable the box next to Change this folder to contain .**
- 4 **Select which class of folder you want from the pull-down list.**
- 5 **Click OK or Apply.**

Synchronizing Folders

You can synchronize a single mail folder or all folders (including mail, calendar, tasks, and contacts). Synchronizing updates the local data from the server. This deletes all local items. All mail attachments and embedded data objects will also be removed.

▼ To Synchronize a Single Mail Folder

- 1 **From the folders list, right-click on a mail folder.**

The folder properties window is displayed.

- 2 **In the folder properties window, select the Advanced tab.**

- 3 **Click “Empty and resync.”**

A dialog appears indicating that the folder is synchronizing. The dialog disappears when complete.

- 4 **Click OK to close the folder properties window.**

More Information Synchronizing All Folders

To synchronize all folders, including mail, calendar, tasks, and contacts, see [“Configuring Store and Logging Properties” on page 39](#).

Setting Up an Out of Office Message

You may wish to set up an out of office message to be sent as a reply to senders in your absence.

▼ To Set Up Your Out of Office Message

- **Select Tools→Out of Office Message.**

A browser opens to the “Options — Mail Vacation Message” page of Sun Java System Communications Express. You can set up your out of office message from this page.

Setting Up Server-Side Mail Filters

You may wish to apply filters to your mail folders. These filter rules are stored on the mail server.

▼ To Apply Server-Side Filters to Mail Folders

- **Select Tools→Mail Filter.**

A browser opens to the “Options — Mail Filters” page of Sun Java System Communications Express. You can set up mail filters from this page.

Working with Calendar Folders

This section describes how to work with calendar folders and provides some tips on features that are specific to Sun Java System Connector for Microsoft Outlook.

The following topics are discussed in this chapter:

- “Accessing Your Calendar” on page 49
- “Sharing Your Calendar” on page 49
- “Subscribing to a Shared Calendar” on page 50
- “Unsubscribing From a Shared Calendar” on page 51
- “Synchronizing Folders” on page 51
- “Creating Multiple Calendars” on page 52

Accessing Your Calendar

You can access your default calendar on the Sun Java System Calendar Server using one of the following methods:

- In the Folder List, select the Calendar subfolder under Folders - *your user name*.
- In the Outlook Today view, select Calendar.
- Select Calendar under the Outlook Shortcuts view.

Sharing Your Calendar

You can grant access to your calendar to another user. That user may then subscribe to your calendar. The access permissions range from being able to read your calendar, to allowing another user to create, modify, or delete events in your calendar.

▼ To Share Your Calendar

- 1 **Right-click the Calendar folder you wish to share and select Properties.**
The properties dialog for that folder appears.
- 2 **Select the Permissions tab.**
- 3 **Click Add user.**
- 4 **In the Add User dialog, enter the userID and choose the permission settings, or click Search to search for a user.**
The available permission rights are:
 - Read only
 - Read and write
 - Read, write, and manage
 - NoneYou must select at least read only in order to share a folder with another user.
- 5 **Click OK to delegate access to your calendar to the specified user.**

More Information Note

If you are granted access to another calendar, and create an event in that calendar, the calendar owner is listed as the organizer of that event. Any email reminders sent about that event is sent on behalf of the calendar owner.

Subscribing to a Shared Calendar

Another user can grant you access to his or her calendar.

▼ To Subscribe to a Shared Calendar

- 1 **In the Folder List, right-click Shared Calendars and select Properties.**
The Shared Calendar Properties dialog appears.
- 2 **Select the Subscribe tab.**
- 3 **Click Subscribe.**
- 4 **In Add Calendar dialog:**

- If you know the userID of the calendar to which you wish to subscribe, enter that userID and click Query.
- If you do not know the userID of the calendar to which you wish to subscribe, click Search to search your address book directory for available calendars.

The folders that are available to be shared and are not already subscribed by you are listed. Select one or more folders in the list and click Add to subscribe.

5 Click OK in the Shared Calendar Properties window.

The calendar is added to your list of subscribed calendars.

Unsubscribing From a Shared Calendar

▼ To Unsubscribe From a Shared Calendar

1 In the Folder List, right-click Shared Calendars and select Properties.

The Shared Calendar Properties dialog appears.

2 Select the Subscribe tab.

A list of subscribed calendars appears in the Calendars list.

3 Select the calendar from which you wish to unsubscribe.

4 Click Unsubscribe.

A dialog appears asking if you wish to unsubscribe from this calendar.

5 Click yes to unsubscribe. Click no to cancel.

The calendar will be deleted from your subscribed calendar list.

Synchronizing Folders

You can synchronize a calendar folder or all folders (including mail, calendar, tasks, and contacts). Synchronizing updates the local data from the server. This deletes all local items. All calendar attachments and embedded data objects will also be removed.

▼ To Synchronize a Single Calendar Folder

- 1 **From the folders list, right-click on a calendar folder.**
The folder properties window is displayed.
- 2 **In the folder properties window, select the Advanced tab.**
- 3 **Click “Empty and resync.”**
A dialog appears indicating that the folder is synchronizing. The dialog disappears when complete.
- 4 **Click OK to close the folder properties window.**

More Information Synchronizing All Folders

To synchronize all folders, including mail, calendar, tasks, and contacts, see [“Configuring Store and Logging Properties” on page 39](#).

Creating Multiple Calendars

You may create and share multiple calendars, in addition to your default calendar. These calendars may only be created at the top-most folder level.

Note – No subfolders may be created under the default Calendar folder.

▼ To Create a New Calendar Folder

- 1 **From the top menu, select New→Folder.**
- 2 **In the Create New Folder window:**
 - a. **Enter a name for the new calendar.**
 - b. **Select Appointment Items in the “Folder contains” field.**
 - c. **Click OK.**

The new calendar folder appears under the main folders list.

More Information Free/busy Status

Your free/busy status does not include appointments and meetings scheduled in non-default calendars.

See Also You may also share your non-default calendar and subscribe to another user's non-default calendar. See [“Sharing Your Calendar” on page 49](#) and [“Subscribing to a Shared Calendar” on page 50](#) for instructions.

Working with the Contacts Folder

This section describes how to work with your Contacts folder and provides some tips on features that are specific to Sun Java System Connector for Microsoft Outlook.

The following topics are discussed in this chapter:

- “Accessing Your Contacts” on page 55
- “Sharing Your Contacts Folder” on page 55
- “Subscribing to Shared Contacts Folders” on page 56
- “Unsubscribing From Shared Contacts” on page 57
- “Adding Shared Contacts Folders to Select Names Dialog” on page 57
- “Removing Shared Contacts Folders from Select Names Dialog” on page 58
- “Creating Multiple Contacts Folders” on page 59

Accessing Your Contacts

You can access your default Contacts folder on the Sun Java System Address Book Server using one of the following methods:

- Select the Contacts subfolder under Folders — *your name*.
- Select Contacts under the Outlook Shortcuts view.

Sharing Your Contacts Folder

You can grant access to your Contacts folder to other users. The user may then subscribe to your Contacts folder. The access permissions range from being able to read your Contacts folder, to allowing another user to create, modify, or delete contacts.

▼ To Delegate Access to Your Contacts Folder

- 1 Right-click the Contacts folder you wish to share and select Properties.**
The Contacts Properties window appears.
- 2 Select the Permissions tab.**
- 3 Enter the user's ID and click Add, or click Search to search for users in your Address Book directory.**
- 4 Choose the permission settings when the user's ID is highlighted.**
The available permission rights are:
 - Read only
 - Read and write
 - Read, write, and manage
 - None

You must select at least read only in order to share a folder with another user.
- 5 Click OK to delegate access to your Contacts folder to the specified user.**

Subscribing to Shared Contacts Folders

Another user can grant you access to his or her Contacts folder.

▼ To Subscribe to Another User's Contacts Folder

- 1 In the Folder List, right-click Shared Contacts and select Properties.**
The Shared Contacts Properties dialog appears.
- 2 Select the Subscribe tab.**
- 3 Click Subscribe.**
- 4 In the Add Shared Contacts dialog:**
 - If you know the userID of the Contacts folder to which you wish to subscribe, enter that userID and click Query.
 - If you do not know the userID of the Contacts folder to which you wish to subscribe:
 - a. Click Search.

- b. Select the user from the list in the Address Book dialog and click OK.

The userID and contacts are listed in the contacts list.

- 5 In the Add Shared Contacts dialog, select the userID from the contacts list and click Add.**
- 6 Select the userID in the Shared Contacts Properties window and click OK.**

The user's Contacts folder are added to your list of subscribed Contacts folder.

Unsubscribing From Shared Contacts

▼ To Unsubscribe From a Shared Contact List

- 1 In the Folder List, right-click Shared Contacts and select Properties.**

The Shared Contacts Properties dialog appears.
- 2 Select the Subscribe tab.**

A list of subscribed Contacts folders appears in the Contacts list.
- 3 Select the Contacts folder from which you wish to unsubscribe.**
- 4 Click Unsubscribe.**

The Contacts folder is deleted from your subscribed contacts list.

Adding Shared Contacts Folders to Select Names Dialog

When composing a new message, you can click the To button which displays the “Select Names” dialog. This dialog displays addresses from your Contacts folder and the global address list.

▼ To Add a Shared Contact Folder to the Select Names Dialog

- 1 In the Folder list, right-click Contacts and select Properties.**

The Contacts Properties dialog appears.
- 2 Select the Outlook Address Book tab.**

- 3 Enable the “Show this folder as and e-mail Address Book” checkbox.
- 4 Click OK.

Removing Shared Contacts Folders from Select Names Dialog

After unsubscribing to a shared contact, it is not automatically removed from the “Select Names” dialog.

To remove the shared contact from this list, two solutions exist:

- If the subscribed contact has been added to the Select Names dialog, uncheck the “Show this folder as an e-mail Address Book” checkbox from the Outlook Address Book property page before unsubscribing from the contact.
- Remove the contact directly from the address book properties:

In Outlook XP:

1. Select Tools→Email account.
2. Choose “View or change existing directories or address books” and select “Microsoft Outlook Address Book” to change.
3. Select the item to remove from your address book.

In Outlook 2000:

1. Select Tools→Services from the Outlook menu.
The Services window is displayed.
2. Select the Services tab.
3. Select “Outlook Address Book” from the list of services set up in your profile and click Properties.
The Microsoft Outlook Address Book properties window is displayed.
4. Select the item to remove from your address book and click close.

Note – The user must log out and log in again for the change to take effect.

Creating Multiple Contacts Folders

You may create and share multiple Contacts folders, in addition to your default Contacts folder. These Contacts folders may only be created at the top-most folder level.

Note – No subfolders may be created under the default Contact folder.

▼ To Create a New Contact Folder

- 1 From the top menu, select **New→Folder**.
- 2 In the **Create New Folder** window:
 - a. Enter a name for the new Contacts folder.
 - b. Select **Contact Items** in the “Folder contains” field.
 - c. Click **OK**.

The new Contacts folder appears under the main folders list.

See Also You may also share your non-default Contacts folder and subscribe to another user's non-default Contacts folder. See [“Sharing Your Contacts Folder” on page 55](#) and [“Subscribing to Shared Contacts Folders” on page 56](#) for instructions.

Troubleshooting

This chapter provides troubleshooting tips when using Sun Java System Connector for Microsoft Outlook.

If Microsoft Outlook Is Not Your Default Email Client

The Sun Java System Connector for Microsoft Outlook can be installed only if Microsoft Outlook is set to be your default email client. If Outlook is *not* set as your default email client, the Setup Wizard will notify you of the problem (in an error message after the Welcome screen), and prompt you to acknowledge the notice and exit the program.

▼ To Set Outlook as Your Default Mail Client

- 1 Open your Windows Control Panel. If you are running Windows XP (only): Select “Switch to Classic View.”
- 2 Double-click on Internet Options.
- 3 Select the Programs tab from the Internet Properties window.
- 4 Select Microsoft Outlook from the Email pull-down menu.
- 5 Click OK.

Next Steps You may rerun the Setup Wizard after you set your default email client to Outlook.

If a Sun Synchronization Program Is Installed, and Must Be Removed

The MAPI services for the Sun Java System Connector for Microsoft Outlook are a required component of the Connector installation, but cannot coexist with the Sun Java System Synchronization program (previously known as the ONE Sync program). If one of these Sun synchronization programs is installed on your workstation, the Setup Wizard will notify you of the problem (in an error message after the Welcome screen), and prompt you to acknowledge the notice and exit the program. You may then rerun the Setup Wizard after you remove the synchronization program.

Note – To synchronize your Palm device, WinCE device or Pocket PC device with Outlook, we strongly recommend that you use the sync software distributed with your device, rather than the Sun synchronization software. Changing to the sync software distributed with your device may require uninstalling and reinstalling the Palm Desktop software.

▼ To Remove the Synchronization Program

- 1 From your Start menu: Select the Uninstall... option for the program you want to uninstall.**
Select one of the following:
 - Programs→Sun Java System Synchronization→Uninstall Sun Java System Synchronization.
 - Programs→Sun ONE Synchronization→Uninstall Sun ONE Synchronization.
- 2 In the Uninstallation window, follow the prompts to uninstall the software.**
- 3 Click Finish to complete the uninstallation process.**

Troubleshooting If you want to continue using the Sun synchronization software to sync to the data of your other device: Reinstall the software, but do *not* select the checkbox for the Microsoft Outlook 98/2000 translator during the installation.

If a Personal Folder (.pst) File Conversion Is Interrupted

Since Personal Folder (.pst) file conversions can run for many minutes or even hours for large files, an interruption of the process—by a power failure, for example—could be especially inconvenient if it meant having to repeat the lengthy process from scratch. The Setup Wizard therefore offers a recovery feature that lets you resume an interrupted conversion from wherever it was interrupted. Note that this recovery feature is available *only* when an interruption occurs during a “large” Personal Folder conversion—*not* during a profile conversion or during the conversion of smaller .pst files. (Your network administrator has previously set a size limit to define the difference between “large” and “small” files.)

If the conversion of a large .pst file is interrupted, the Wizard will temporarily add to your desktop an icon for the recovery feature, titled “Finish Aborted Sun Java System Connector Setup Wizard Conversion.” The recovery feature will *not* work if you simply restart the Setup Wizard as you ran it for your original conversion; you *must* start it from the desktop “Finish” icon, as shown in [Figure 8–1](#).

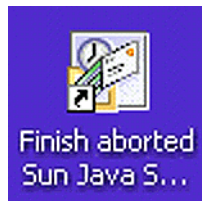


FIGURE 8–1 To Finish an Aborted Conversion: The Desktop “Finish” Icon

To complete an interrupted conversion: **Start the recovery mode of the Sun Java System Connector Setup Wizard**, by double-clicking the “Finish” desktop icon.

The Wizard then displays its Welcome screen, as shown in [Figure 8–2](#), and notifies you that it has detected an incomplete conversion.

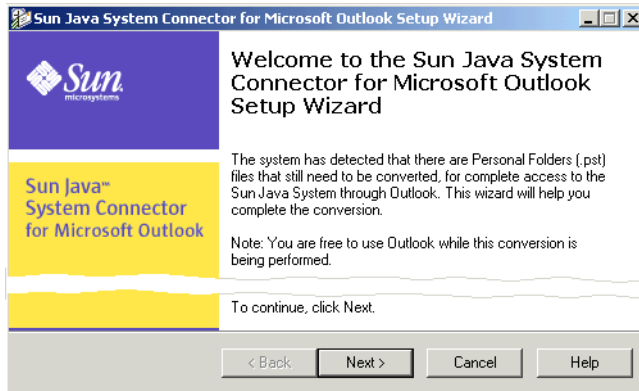


FIGURE 8–2 Setup Wizard Welcome Screen, to Resume an Interrupted Conversion

This recovery procedure is an abbreviated version of the original Setup procedure, as described in [“The Setup Procedure” on page 19](#). The Wizard remembers, from its interrupted run, which user profile and which Personal Folders (.pst) files you selected for conversion, so it will not prompt you for that information again.

Instead, when you click Next from the Welcome screen shown here, the Wizard skips ahead to step 5 or 6 of the original Setup procedure: to prompt you for your old Exchange login information (step 5) if you previously used Outlook on this computer, or for your new Sun Java System Account login information (step 6) if you will be a new Outlook user. From step 5 or 6 forward, the procedures are identical, so please refer to [“The Setup Procedure” on page 19](#).

Logging

This section provides troubleshooting tips for logging and log reports.

Enabling Logging for Troubleshooting

In order to keep track of any problems that may arise with your mail folders or messages, it is recommended to turn on the logging function for debugging purposes.

▼ To Enable Logging

- 1 From the Help menu, select **About Sun Java System Connector for Microsoft Outlook**.
- 2 In the About dialog, click **Debug Logs**.

- 3 In the Debug Logs dialog, enable the checkbox next to Turn on debug logging.
The Log file path indicates the location of the log files.
- 4 When you are finished, click OK.

Sending a Log Report

You can send a log report of any problems to your technical support representative.

▼ To Send a Log Report

- 1 Turn on logging as indicated in [“Enabling Logging for Troubleshooting” on page 64](#)
- 2 Return to Outlook and attempt to reproduce the steps the caused the problem.
- 3 From the Help menu, select About Sun Java System Connector for Microsoft Outlook.
- 4 In the About dialog, click Debug Logs.
- 5 In the Debug Logs dialog, enter the email address of your technical support representative.
- 6 Click Report.
A new message appears addressed to technical support. A copy of your log file and your system information is also included in the message.
- 7 You may enter any more information, or cc anybody else before sending the message.

Increasing Log Files and Size

Log files are regularly reused and overwritten by new log files. This occurs more frequently for users with large mailboxes. You can increase the size of your log files or increase the number of logs files by resetting three registry keys. The registry keys are:

- HKEY_CURRENT_USER\Software\Sun Microsystems\Outlook Connector
- Maximum Log File Size
- Maximum Number Log Files

Assigning Tasks

When assigning tasks to other users, you cannot set different permissions to tasks and your calendar. The permissions assigned to your calendar applies to your tasks, and visa versa.

If you are assigned a task, you cannot read the message in your inbox. Move it to one of your local folders in order to read the task message.

If a Server is Down

If Messaging Server is down, you will be unable to log into Outlook. You can, however, work in offline mode.

If Messaging Server is working, but Calendar Server or Address Book Server is down, you can log in to Outlook, but you will be unable make any changes (for example, create new events, new contacts).

Viewing Message Source

If a message does not display correctly, or if you need a message's header information for debugging purposes, you can view the source information of that message.

▼ To View the Message Source

- 1 Double-click on a message from the message list.**
A new window displays containing the message.
- 2 In the message window, select View→Message Source.**
The Message Source window displays header and source information for the message.
- 3 You can copy the information and send it to support for debugging.**
- 4 Click Close to close the window.**

More Information Viewing Message Source While Composing a Message

You can also view the message source while composing a message by selecting View→Message Source in the Message window.

Losing Connection Due to Timeout

If your connection speed is too slow, or you need to retrieve a large amount of data and lose connection due to timeout, you may increase the timeout value by configuring the REGKEY_CONN_TIMEOUT registration key located under HKCU\Software\Sun Microsystems\Outlook Connector\Connection Time Out. The default value is 60 seconds.

Repairing Errors in the .pst File

If you receive an error message when attempting to switch between folders, you will need to locate the .pst file currently being used and run the Inbox Repair Tool on the file.

The error message displayed for this type of problem is: "Errors have been detected in PST file. Quit all email enabled applications and run repair tool."

Locating the .pst File

The .pst file that is currently being used must be located before running the Inbox Repair Tool.

▼ To Find the Current .pst File

- 1 In the Folders List, right-click Folders - your name.
- 2 In the pop-up menu, select Properties for "Folders - your name."
- 3 In the Mail Folder Properties window, click the Advanced... button.
- 4 In the Sun Java System Connector for Microsoft Outlook properties dialog, select the Advanced tab.

In the File Path field under the Store section, note the path provided. This is the path where the currently used .pst file for your Outlook profile is located.

Repairing the .pst File with the Inbox Repair Tool

The Inbox Repair Tool (scanpst.exe) is a tool designed to help repair problems associated with Personal Folder (.pst) files. In addition, the scanost.exe tool is used to repair offline folders (.ost) files. The Inbox Repair Tool automatically installs during the Outlook setup. These programs are typically located in one of the following folders depending on your Outlook version:

- Outlook 2000: Program Files\Common Files\System\Mapi\1033\NT\

- Outlook 2002 (Outlook XP): Program Files\Common Files\System\Mapi\1033
- Outlook 2003: Program Files\Common Files\System\MSMAPI\1033

Note – If you cannot find scanpst.exe in any of the above paths, perform a search for the file.

▼ To Run the Inbox Repair Tool

- 1 Double-click the scanpst.exe file.**
- 2 Enter the path and file name of the .pst file, or click Browse to locate the file.**
- 3 Click Start.**

After successfully repairing your .pst file, you may resume email activities.

Index

A

- accessing your calendar, 34, 49
- accessing your contacts, 55
- accessing your Inbox, 34
- accessing your inbox, 41
- appearance, 33-34

C

- calendar
 - shared calendars, 50-51, 51
- calendar folders, 49-53
- Checking for Minimum Installation
 - Requirements, 21-22
- Completing the Sun Java System Connector for Microsoft Outlook (screen), 30
- configuring address book properties, 38-39
- configuring calendar properties, 38
- configuring global address list properties, 39
- configuring logging properties, 39-40
- configuring mail properties, 36-37
- configuring servers and user accounts, 35-36
- configuring store properties, 39-40
- contacts
 - shared contacts, 56-57, 57
- Converting User Profile, 28

D

- default email client, 20, 31, 61

- delegating access to a calendar, 49-50
- documentation, 16

E

- eligible Outlook user profile, defined, 22
- email folders, 41-47
- Enter Microsoft Exchange Mailbox Information, 25
- Enter Personal Folders (.pst) File Password, 27
- Enter Your Sun Java System User Information, 26-27
- Exchange account login information, 25
- Exchange Contacts, converting, 23, 28
- Exchange Journal, converting, 23, 28
- Exchange Notes, converting, 23, 28
- Exit screen, 29

F

- folder class, changing, 45
- free/busy schedule, 21

G

- getting started, 33

I

- interrupted conversion, 19, 63-64

L

- log reports, 65
- logging, 64-65
 - increasing log file size, 65

M

- mail
 - delegating access to folders, 42
 - shared folders, 43
- Microsoft Web Publishing Wizard, 31
 - installing, 21-22

O

- offline mode, email, 44-45
- Outlook user profiles
 - converting, 22
 - converting more than one, 23

P

- Personal Folders (.pst) files, 23, 27, 28, 63
 - passwords for, 27
- progress meter, 28, 29

S

- Select Outlook User Profile to Convert, 23
- Select Personal Folders (.pst) Files to Convert, 23-25
- Sending a log report, 65
- server problems, 66
- Setup Failed (screen), 30
- Setup Wizard conversion program, 17
- Setup Wizard installation package, 17
- Setup Wizard Welcome screen, 20
 - to resume an interrupted conversion, 63
- shared calendars, 50-51, 51
 - delegating access, 49-50
 - subscribing, 50-51
 - unsubscribing, 51

- shared contacts, 55-56, 56-57, 57
 - subscribing, 56-57
 - unsubscribing, 57
- shared folders, 43
 - email folders, 42
 - subscribing, 43
 - unsubscribing, 43-44
- starting the Setup Wizard, 19
- Sun Java System Connector for Microsoft Outlook
 - Overview, 15-16
- Sun Java System Synchronization program,
 - incompatibility with software, 20, 31, 62
- system requirements, 17

T

- typical initial profile, 34

W

- working offline, email, 44-45