



# **BEA AquaLogic® Interaction Portlet Suite - Microsoft Exchange**

## **Installation and Upgrade Guide**

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# Welcome

AquaLogic Interaction Portlet Suite - Microsoft Exchange provides a set of portlets that allow portal users to embed their Exchange Inbox, Calendar, and Contacts on their MyPages.

AquaLogic Interaction Portlet Suite - Microsoft Exchange includes the following portlets:

- **Mail:** Allows users to access their Microsoft Exchange server e-mail Inboxes to view, send, edit, and delete e-mail messages.
- **Contacts:** Allows users to access their Microsoft Exchange server Contacts folders to search, add, delete, and edit contacts.
- **Calendar:** Allows users to access their Microsoft Exchange server Calendar to view, set up, cancel, and edit meeting/appointment requests.

AquaLogic Interaction Portlet Suite - Microsoft Exchange also includes community versions of the portlets that can be added to community pages:

- **Community Mail:** Allows users to view e-mail for a community.
- **Community Contacts:** Allows users to search and view contacts for a community.
- **Community Calendar:** Allows users to view shared calendars for a community.

The suite provides localization support for eight languages: English, French, German, Italian, Spanish, Chinese Traditional, Japanese, and Korean.

# How to Use This Book

This guide describes how to install and deploy AquaLogic Interaction Portlet Suite - Microsoft Exchange 3.2. It also provides instructions for upgrading to Exchange Portlets 3.2 from earlier versions.

## Audience

This guide is written for the user responsible for installing or upgrading Exchange Portlets. This user must have an understanding of the existing portal deployment, knowledge of how to administer objects in the portal, and knowledge of the security required for your Microsoft Exchange system.

## Organization

This guide includes the following chapters:

- This chapter provides information on how to use this guide and describes other resources available to help install, deploy, upgrade, and administer Exchange Portlets.
- [Chapter 2, “Completing Pre-Installation Steps,”](#) provides hardware and software requirements, as well as environmental and third-party software prerequisites. You must read this chapter and meet the prerequisites prior to proceeding to the installation or upgrade.
- [Chapter 3, “Installing or Upgrading Exchange Portlets,”](#) provides detailed instructions for installing and configuring Exchange Portlets.
- [Chapter 4, “Registering Exchange Portlets in the Portal,”](#) provides detailed instructions for registering Exchange Portlets in the portal and configuring the file types, content crawlers, and security for Exchange Portlets.
- [Chapter 5, “Configuring Portlet Services,”](#) provides instructions on how to configure portlet services.
- [Chapter 6, “Configuring Exchange Portlet Properties,”](#) provides instructions on how to configure portlet properties.
- [Chapter 7, “Troubleshooting Exchange Portlets,”](#) provides common troubleshooting questions and answers.
- [Chapter 8, “Uninstalling Exchange Portlets,”](#) provides instructions for uninstalling Exchange Portlets.

## Typographical Conventions

This book uses the following typographical conventions.

**Table 1-1 Typographical Conventions**

Convention	Typeface	Examples/Notes
<ul style="list-style-type: none"> <li>File names</li> <li>Folder names</li> <li>Screen elements</li> </ul>	<b>bold</b>	<ul style="list-style-type: none"> <li>Upload <b>Procedures.doc</b> to the portal.</li> <li>The log files are stored in the <b>logs</b> folder.</li> <li>To save your changes, click <b>Apply Changes</b>.</li> </ul>
Text you enter	computer	Type Marketing as the name of your community.
Variables you enter	computer with angle brackets (<>)	Enter the base URL for the Remote Server. For example, <code>http://&lt;my_computer&gt;/. </code>
<ul style="list-style-type: none"> <li>New terms</li> <li>Emphasis</li> <li>Object example names</li> </ul>	<i>italic</i>	<ul style="list-style-type: none"> <li><i>Portlets</i> are Web tools embedded in your portal.</li> <li>The URI <i>must</i> be a unique number.</li> <li>The example Knowledge Directory displayed in Figure 5 shows the <i>Human Resources</i> folder.</li> </ul>

## BEA Documentation and Resources

This section describes other documentation and resources provided by BEA.

**Table 1-2 BEA Documentation and Resources**

Resource	Description
Release Notes	<p>These files are written for AquaLogic Interaction Portlet Suite - Microsoft Exchange administrators. They include information about new features and known issues in the release.</p> <p>They are available on <a href="http://edocs.bea.com">edocs.bea.com</a> and on the application CD.</p>
Online Help	<p>The online help is written for all levels of Exchange Portlet users. It describes the user interface for Exchange Portlets and gives detailed instructions for completing tasks in Exchange Portlets.</p> <p>To access online help, click the help icon.</p>

**Table 1-2 BEA Documentation and Resources**

Resource	Description
Developer Guides, Articles, API Documentation, Blogs, Newsgroups, and Sample Code	These resources are provided for developers on the BEA dev2dev site ( <a href="http://dev2dev.bea.com">dev2dev.bea.com</a> ). They describe how to build custom applications using AquaLogic User Interaction and how to customize AquaLogic User Interaction products and features.
Deployment Guide	<p>This document is written for business analysts and system administrators. It describes how to plan your AquaLogic User Interaction deployment.</p> <p>It is available in electronic form (PDF) on <a href="http://edocs.bea.com">edocs.bea.com</a>.</p>
AquaLogic User Interaction Support Center	<p>The AquaLogic User Interaction Support Center is a comprehensive repository for technical information on AquaLogic User Interaction products. From the Support Center, you can access products and documentation, search knowledge base articles, read the latest news and information, participate in a support community, get training, and find tools to meet most of your AquaLogic User Interaction-related needs. The Support Center encompasses the following communities:</p> <p><b>Technical Support Center</b></p> <p>Submit and track support incidents and feature requests, search the knowledge base, access documentation, and download service packs and hotfixes.</p> <p><b>User Group</b></p> <p>Visit the User Group section to collaborate with peers and view upcoming meetings.</p> <p><b>Product Center</b></p> <p>Download products, read Release Notes, access recent product documentation, and view interoperability information.</p> <p><b>Developer Center</b></p> <p>Download developer tools and documentation, get help with your development project, and interact with other developers via BEA's dev2dev Newsgroups.</p> <p><b>Education Services</b></p> <p>Find information about available training courses, purchase training credits, and register for upcoming classes.</p> <p>If you do not see the Support Center when you log in to <a href="http://support.plumtree.com">http://support.plumtree.com</a>, contact <a href="mailto:ALUISupport@bea.com">ALUISupport@bea.com</a> for the appropriate access privileges.</p>



**Table 1-2 BEA Documentation and Resources**

Resource	Description
dev2dev.bea.com	Download developer tools and documentation, get help with your development project, and interact with other developers via BEA's dev2dev Newsgroups.
Technical Support	<p>If you cannot resolve an issue using the above resources, BEA Technical Support is happy to assist. Our staff is available 24 hours a day, 7 days a week to handle all your technical support needs.</p> <p>E-mail: <a href="mailto:ALUISupport@bea.com">ALUISupport@bea.com</a></p> <p>Phone Numbers:</p> <p>U.S.A. +1 866.262.PLUM (7586) or +1 415.263.1696</p> <p>Europe +44 1494 559127</p> <p>France +33 1.46.91.86.79</p> <p>Australia/NZ +61 2.9923.4030</p> <p>Asia Pacific +61 2.9931.7822</p> <p>Singapore +1 800.1811.202</p>

Welcome

# Completing Pre-Installation Steps

This chapter describes the following pre-installation steps that will ensure a successful installation:

1. Download the most up-to-date documentation from [edocs.bea.com](http://edocs.bea.com).
2. Read the release notes for additional information on compatibility issues, known problems, and workarounds that might affect how you proceed with your deployment. Release notes are located at the top-level directory of the product package.
3. Provision host computers for your deployment and install prerequisite software. For details, see “[Hardware and Software Requirements](#)” on page 2-2.
4. Configure IIS for maximum performance. For details, see “[Configuring IIS](#)” on page 2-3.

## Hardware and Software Requirements

**Note:** For the most up-to-date list of supported software for your deployment, refer to the Interoperability page in the AquaLogic User Interaction Support Center.

The following table summarizes the hardware, operating system, and software requirements for Exchange Portlets.

Component	Requirement
Exchange Portlets Host Computer	<b>Hardware</b> <ul style="list-style-type: none"><li>• 512 MB memory</li><li>• 128 MB disk space</li></ul> <b>Operating System</b> <ul style="list-style-type: none"><li>• Microsoft Windows Server 2000 SP4, Microsoft Windows 2003, Microsoft Windows Server 2003 SP1</li></ul> <b>Software</b> <ul style="list-style-type: none"><li>• IIS 6.0 (in IIS 5.0 Isolation Mode), or IIS 5.0</li><li>• Microsoft .NET Framework 1.1</li></ul>
Portal Software	AquaLogic Interaction 6.1
Network	<ul style="list-style-type: none"><li>• You must be able to configure communication between the remote server, the portal, and Microsoft Exchange Server.</li><li>• If the Microsoft Exchange Server is located on a computer outside of the portal and remote server domain, you must configure trust relations between domains.</li></ul>
Client Browser	<ul style="list-style-type: none"><li>• Firefox 1.0, 1.5, 2.0</li><li>• Internet Explorer 6.0, 7.0</li><li>• Netscape 7.2, 8.0</li><li>• Safari 1.3, 2.0</li></ul>

# Configuring IIS

If you are using IIS 5.0, configure it for maximum performance to support the capacity utilized for Exchange processes.

## IIS 5.0

To configure IIS 5.0 for maximum performance:

1. From Internet Services Manager, right-click **Default Web Site**, and choose **Properties**.
2. To display Performance settings, click the **Performance** tab.
3. Set the Performance Tuning slider to **More than 100,000**.
4. To commit your setting, click **Apply**.
5. Click **OK**.

## IIS 6.0

If you are using IIS 6.0, you must set up IIS in 5.0 Isolation Mode:

1. From Internet Services Manager, right-click **Web Sites**, and choose **Properties**.
2. To display Performance settings, click the **Service** tab.
3. In the Isolation Mode group, select **Run WWW service in 5.0 Isoation Mode**.
4. To commit your setting, click **Apply**.
5. Click **OK**.

## Registering .NET Extensions

The Exchange Portlets installer expects .NET extensions to be registered and allowed in IIS.

To register .NET extensions from command line, run the following:

```
<appropriate directory for v1.1.4322 framework>\aspnet_regiis.exe -i
```

To allow ASP.NET 1.1.4322 extensions:

1. Open IIS Manager by clicking **Programs | Administrative Tools | Internet Information Services Manager**.
2. In the left pane of the IIS Manager expand the node for the Web server and click **Web Service Extensions**.
3. The right pane displays a list of Web service extensions and the status (Prohibited or Allowed) for each. Right-click each prohibited extension name and select **Allow** to enable it.

# Installing or Upgrading Exchange Portlets

This chapter describes how to install or upgrade Exchange Portlets. Before you begin, ensure that you have met the prerequisites for installation and performed the necessary pre-installation procedures described in [“Hardware and Software Requirements” on page 2-2](#).

1. Install product files on the remote server host and the Image Service. For details, see [“Installing or Upgrading Product Files” on page 3-1](#).
2. Run the diagnostic test to verify successful installation. For details, see [“Verifying the Installation” on page 3-3](#).

## Installing or Upgrading Product Files

Exchange Portlets are implemented as a remote server in the context of the portal deployment.

Because mail processes utilize a great deal of host capacity, we recommend you provision a host machine that is not a host for other AquaLogic User Interaction components and has no other CPU- or memory-intensive processes.

**Note:** If you have previously installed Exchange Portlets, we recommend uninstalling the earlier files before installing the current version.

To install product files:

1. Log in to the Exchange Portlets host computer using an administrator account that has access to the portal installation.

2. If you are going to install the Image Service files and they are located on a different machine, map a network drive to the Image Service location. You can also just run the installer on the Image Service host machine later.
3. Copy the installation package to a location on the remote server host.
4. To launch the installer, double-click **ALIPortletSuiteExchange\_v3-2.exe**.
5. Complete the installation wizard pages as described in the following table.

**Note:** To facilitate any troubleshooting that might be required, as well as communication among IT staff and customer support, we recommend that you keep the default settings

Wizard Page	Description
Introduction	Click <b>Next</b> .
License Agreement	Read and accept the license agreement. Then click <b>Next</b> .
Choose Install Folder	Accept the default installation ( <b>C:\bea\alui</b> ) location or browse to another directory. Then click <b>Next</b> .
Choose Server Type	Choose <b>Remote Server</b> to install the Exchange Portlets application files. Choose <b>Image Service Files</b> to install the Image Service files for the Exchange Portlets.
Path to Image Service Files	Accept the default ( <b>C:\bea\alui\ptimages</b> ), or, if your Image Service is located in another location, enter the location here. Then click <b>Next</b> .
Cryptography Key	Type a unique string of ASCII characters to be used to encrypt and decrypt passwords. You must include at least one numeral, one letter, and one symbol in the key. Then click <b>Next</b> .
Pre-Installation Summary	Verify the information in the panel and click <b>Install</b> .

6. Click **Done** to exit the installer.
7. The installation wizard creates the virtual directory **E2KPortlets** in the IIS Default Web Site. When the installation wizard has completed its process, it launches the Verify Installation diagnostic tool. Stop and restart IIS and then refresh the browser page before you interpret diagnostic results.



## Verifying the Installation

The Verify Installation diagnostic tool launches automatically at the completion of the installation. You can review screen output that verifies connectivity or use the output to help you troubleshoot configuration errors.

To access this page directly, open a Web browser and navigate to the location of the diagnostic tool:

**<http://localhost/E2KPortlets/install/testinstall.aspx>**

**Note:** If your deployment includes multiple backend Exchange Server instances, test connectivity with them one at a time.

## Installing or Upgrading Exchange Portlets

# Registering Exchange Portlets in the Portal

After you have run the installation wizard and verified correct installation, you must register the Exchange Portlets in the portal by importing the Exchange Portlets migration package.

To import the migration package into the portal:

1. Log in to the portal as an administrator.
2. Click **Administration**.
3. From the Select Utility menu, choose **Migration - Import**.
4. Browse to the migration package. If you accepted installation defaults, the location is:  
\\<ExchangePortletsHostComputer>\bea\alui\PortletSuiteExchange2000\3.2\portalfiles\packages\5.0\PortletSuiteMSEExchange.pte
5. Click **Load Package**.
6. Select **Overwrite Remote Servers**.
7. Click **Finish**. Wait for the migration to complete.
8. Open the **MS Exchange Portlet Suite** folder.
9. Expand the Remote Server section and click the **MS Exchange Portlet Suite** remote server.
10. On the Main Settings page of the Remote Server, in the **Base URL** box, replace the **@REMOTE\_SERVER@** token with the name of the host computer for the portlet remote server.
11. Click **Finish**.

## Registering Exchange Portlets in the Portal

# Configuring Portlet Services

After you have installed and registered the portlet suite, use the portal Administrative Preferences wizard to configure the services that are used to manage mail servers and the users and domains that they support.

This chapter provides procedures for modifying required Administrative Preferences, as well as information for modifying portlet settings you must configure to implement optional features, such as Basic Authentication or LDAP-based authentication. This section contains information on the following procedures:

- [“Configuring Administrative Preferences” on page 5-2.](#)
- [“Enabling Basic Authentication” on page 5-5.](#)
- [“Enabling Authentication with LDAP Values” on page 5-5.](#)

## Configuring Administrative Preferences

Administrative preferences determine how portlet users are authenticated and how mail is handled. You must customize settings in the Administrative Preference pages as the final steps for your initial installation and setup.

To modify administrative preferences for a portlet:

1. Log in to the portal as an administrator.
2. Click **Administration**.
3. Open the **MS Exchange Portlet Suite** folder.
4. To display a list of portlet objects, click **Portlet**.
5. Click one of the portlets, for example, MS Exchange Calendar. The preferences you set for one portlet are inherited by the other portlets in the suite.
6. On the Main Settings page of the Portlet Editor, click **Edit**.
7. Use the links in the menu column to display forms that enable you to modify settings. The following table summarizes the menu and the settings you can modify.

Menu	Settings
Portlet Information	Displays version information for the portlet and the backend Exchange Server.
Custom Editor Settings	Select whether clients use a portal interface or client Web interface to access mail.
Attachment Settings	Displays an editable path to the temporary file directory on the remote server and the maximum attachment size (in bytes). If an SSL client certificate is not installed on the Remote Server, the field can be left blank. The <b>Temporary File Directory</b> field does not require a value for attachments to work properly in backendExchange Portlets.

Menu	Settings
User Information Settings	<p>Displays options and settings for user authentication:</p> <p><b>Portal Setting Authentication:</b> The portlet uses the user or community preferences to connect to the backend server. If you are authenticating a community portlet (Calendar, Mail, or Contacts) you must select this option.</p> <p><b>Basic Authentication:</b> The portlet uses basic authentication for the remote server to connect to the backend server. For additional requirements, see <a href="#">“Enabling Basic Authentication” on page 5-5</a>.</p> <p><b>User Information Authentication:</b> The portlet uses values from an associated LDAP system. Specify the LDAP field name associated with the user name, password, domain, or mailbox. For additional requirements, see <a href="#">“Enabling Authentication with LDAP Values” on page 5-5</a>.</p>

Menu	Settings
Server List	<p>Displays the Exchange Servers that appear on the Community or User Preferences page. If the administrative preferences are set up with only one server, the Server List is not displayed on the Community or User Preferences Page.</p> <p>Add each server in use in your deployment.</p> <ul style="list-style-type: none"> <li>• <b>Server Name/IP/URL:</b> The fully qualified domain name, IP address, or URL to the backend Exchange Server (and virtual directory, if applicable), for example: http://&lt;host&gt;/exchange. Do not type a trailing slash (/). If the URL is redirected to another URL, specify the ultimate location.</li> <li>• <b>Server Alias:</b> The server name displayed to users on the Preferences page.</li> <li>• <b>Proxy Host/Firewall:</b> The server name or IP address for the Proxy Host/Firewall Server.</li> <li>• <b>Proxy Host/Firewall Port:</b> The associated port number.</li> <li>• <b>Outlook Web Access Server URL:</b> The URL to Microsoft Exchange Server Outlook Web Access, for example, http://&lt;host&gt;/exchange. Do not type a trailing slash (/).</li> </ul> <p>To add a server to the list, click + <b>(add row)</b>. To delete a server, click - <b>(delete row)</b>. To save your changes, click <b>Finish</b>.</p>
Domain List	<p>Displays the domains that appear on the Community or User Preferences page. If the administrative preferences are only set up with one server, the Domain List is not displayed on the Community or User Preferences Page.</p> <ul style="list-style-type: none"> <li>• <b>Domain Display Name:</b> The name displayed to users on the Preferences page.</li> <li>• <b>Domain Name:</b> The domain where the Exchange Server is installed.</li> </ul> <p>To add a new server to the list, click + <b>(add row)</b>. To delete a server, click - <b>(delete row)</b>. To save your changes, click <b>Finish</b>.</p>

8. To accept settings, click **Finish**. For detailed information about settings, click **Tips**.

**Note:** The preferences you set for one portlet are inherited by the other portlets in the suite.

Stay logged in to the portal with the MS Exchange Portlet Suite folder open for the next procedure.



## Enabling Basic Authentication

If you want portlets to request basic authentication information from the portal to authenticate access to the portlet, set the administrative preference for User Information Settings as described in [“Configuring Administrative Preferences” on page 5-2](#). You must also configure remote server settings as described below.

To configure the remote server for basic authentication, in the MS Exchange Portlet Suite portal folder:

1. Click **Remote Server** to display a list of remote server objects.
2. Click the **MS Exchange Portlet Suite** remote server. This displays the Main Settings page of the Remote Server Editor.
3. If you deploy SSL, modify the **Base URL** for https protocol.
4. In the Base Authentication Type section, select **User's Basic Authentication Information**.
5. To commit your changes, click **Finish**.

**Note:** You must also enable basic authentication in the portal configuration file. For information on configuring the portal for basic authentication, refer to the *Administrator Guide for AquaLogic Interaction* (for version 6.1) or the *Administrator Guide for Plumtree Foundation* (for 6.0.x).

Stay logged in to the portal with the MS Exchange Portlet Suite folder open for the next procedure.

## Enabling Authentication with LDAP Values

If you want a portlet to request LDAP authentication information from the portal to authenticate access to the portlet, you set the User Information Settings in the Administrative Preferences page as described in [“Configuring Administrative Preferences” on page 5-2](#). You also configure Web service settings.

To set up authentication based on LDAP values, in the MS Exchange Portlet Suite portal folder:

1. Click **Web Service** to display a list of Web Service objects.
2. Click the name of the Web Service associated with the portlet you want to authentication with LDAP values, for example MS Exchange Calendar Web Service.
3. On the left, under Edit Object Settings, click **User Information**.

## Configuring Portlet Services

4. Select predefined LDAP field settings or click **Add User Info** to add field names.
5. To commit your changes, click **Finish**.

# Configuring Exchange Portlet Properties

This chapter provides information for modifying portlet properties files for mail, contact, and calendar portlets.

## Configuring Mail Properties

In addition to the settings you can manage in the Administrative Preferences page of the portlets, you can modify settings in the **mail\_properties.xml**, which is installed in the following directory by default: **C:\bea\alui\PortletSuiteExchange2000\3.2\settings\config\**.

To configure your mail properties:

1. Open the **mail\_properties.xml** file in a text editor.
2. You can modify true/false values to enable or disable a feature. You can modify numeric values to set preferred constraints. You can change image file names if you have copied custom image files to the Image Service. The following table lists the preference values that administrators typically modify.

Preference	Value Description
message.editor.height message.editor.width	These preferences control the height and width of the window that opens for the message editor. Enter a numeric value followed by px (the default for both height and width is 500px).
enable.sorting enable.sorting.<column>	Enter a true/false value to enable/disable sorting in general and enable/disable sorting by column.

## Configuring Exchange Portlet Properties

Preference	Value Description
display.toolbar display.button.<button>	Enter a true/false value to enable/disable the toolbar and associated buttons.
display.header.<column>	Enter a true/false value to enable/disable the display of property columns for messages.
image.directory image.<image>	The image directory and image file names are set according to the default file names installed on the Image Service.  These should not be modified unless the source file names have been modified or replaced with new files.
page.sizes	Controls the values in the user interface drop-down list for users to determine the number of messages per page. For example, you can modify the following value in the default string:  <code>&lt;page.sizes&gt;3,5,10,15,20&lt;/page.sizes&gt;</code> to  <code>&lt;page.sizes&gt;3,5,10,15,20,50&lt;/page.sizes&gt;</code> This enables users to display up to 50 messages per page.
enable.50styles	Enter a true/false value to enable/disable the display of styles contained in Plumtree Corporate Portal 5.0.

3. To load the new values, save the changes to the file and restart your Web application server.

# Configuring Contact Properties

In addition to the settings you can manage in the Administrative Preferences page of the portlets, you can modify settings in the **contact\_properties.xml**, which is installed in the following directory by default: **C:\bea\alui\PortletSuiteExchange2000\3.2\settings\config\**.

To configure your contact properties:

1. Open the **contact\_properties.xml** file in a text editor.
2. You can modify true/false values to enable or disable a feature. You can modify numeric values to set preferred constraints. You can change image file names if you have copied custom image files to the Image Service. The table below lists the preference values that administrators typically modify.

Preference	Value Description
page.sizes	Controls the values in the user interface drop-down list for users to determine the number of contacts displayed per page in a contact search. For example, you can modify the following value in the default string: <code>&lt;page.sizes&gt;5,10,15,20,25,30,35,40&lt;/page.sizes&gt;</code> to <code>&lt;page.sizes&gt;5,10,15,20,25,30,35,40,45,50&lt;/page.sizes&gt;</code> This enables users to display up to 50 contacts per page.
enable.email.clickthrough	Enter a true/false value to enable/disable a contact's displayed e-mail address as a link. If this value is set to true, users can click the linked e-mail to enable a new message addressed to the contact. If this value is set to false, the e-mail is displayed as plain text.
display.button.<button>	Enter a true/false value to enable/disable the toolbar buttons
image.directory	The image directory and image file names are set according to the default file names installed on the Image Service.  These should not be modified unless the source file names have been modified or replaced with new files.
max.wml.size	Controls the maximum character length allowed in a WML display before it truncates. Enter a numeric value for your desired character length.
enable.50styles	Enter a true/false value to enable/disable the display of styles contained in Plumtree Corporate Portal v.5.0.

3. To load the new values, save the changes to the file and restart your Web application server.

## Configuring Calendar Properties

In addition to the settings you can manage in the Administrative Preferences page of the portlets, you can modify settings in the **calendar\_properties.xml**, which is installed in the following directory by default: **C:\bea\alui\PortletSuiteExchange2000\3.2\settings\config\**.

To configure your calendar properties:

1. Open the **calendar\_properties.xml** file in a text editor.
2. You can modify true/false values to enable or disable a feature. You can modify numeric values to set preferred constraints. You can change image file names if you have copied custom image files to the Image Service. The table below lists the preference values that administrators typically modify.

Preference	Value Description
enable.address.search	Enter a true/false value to enable/disable users to search from among other users to add to a meeting request.
enable.meeting.request	Enter a true/false value to enable/disable meeting request functionality in the portlet.
message.editor.height message.editor.width	These preferences control the height and width of the window that opens for the message editor. Enter a numeric value followed by px (the default for both height and width is 500px).
enable.calendar.links	Enter a true/false value to enable /disable links for viewing details of listed appointments in the calendar display.
display.button.<button> display.toolbar	Enter a true/false value to enable/disable the display of the toolbar and associated buttons.
image.directory	The image directory and image file names are set according to the default file names installed on the Image Service.  These should not be modified unless the source file names have been modified or replaced with new files.
enable.50styles	Enter a true/false value to enable/disable the display of styles contained in Plumtree Corporate Portal 5.0.x.

3. To load the new values, save the changes to the file and restart your Web application server.

# Troubleshooting Exchange Portlets

This section provides solutions for problems you might encounter when you install, register, and set up your portlet suite.

**Question:** A portlet user is unable to make a connection to the backend Outlook Web Access (OWA) server. How can the user gain access?

**Solution:** The user must have an account on the OWA server before accessing it through the portlet.

**Question:** In the 5.0.x portal, the gateway prefix configured by the portlet package is wrong. How can I fix it?

**Solution:** To modify the Gateway URL Prefixes settings:

1. To display the Admin Objects page, log in to the portal as an administrator and click **Administration**.
2. To display a list of Exchange Portlet Suite objects, browse through the folders to open the folder that was created for the suite when you migrated the portlet suite package into the portal.
3. To display a list of Remote Server objects, click **Web Service**.
4. To display the Web Service editor for the calendar portlet, click its name, for example MS Exchange Calendar Web Service.
5. To display the Gateway URL Prefixes settings, in the menu column, click **HTTP Configuration**.

6. In the HTTP Configuration page, replace the comma (,) with the following string in the Prefix test box: calendar/

**Note:** Perform this procedure for both individual and community calendar Web services

**Question:** After running the Installation Wizard and test page, the test returns a notConnected error. How can I troubleshoot this?

**Solution:** Run a network trace tool to test the communication from the Remote Server to the Exchange server. If Exchange Server replies with a 404, the Exchange Server has disabled WebDAV verbs.

The Remote Server uses the following Microsoft extensions to WebDAV standard verbs to communicate with external servers:

- “PROPFIND”
- “BPROPFIND”
- “SEARCH”
- “X-MS-ENUMATTS”
- “COPY”
- “MOVE”
- “DELETE”
- “MKCOL”
- “GET”
- “PROPPATCH”
- “GALFIND”

Troubleshoot the Exchange Server instance to see what is responsible for turning off WebDAV verbs. You might have to enable verbs using one of the following options:

- If the IIS Lockdown tool or the URLScan utility has turned off verbs, re-run these programs with parameters that allow requests from the Remote Server.
- Edit the registry settings for WebDAV to enable verbs.
- Set the %systemroot%\system32\inetsrv\httpext.dll library so that it is not readable; this turns off the gating settings.



# Uninstalling Exchange Portlets

To uninstall Exchange Portlets use the Windows Control Panel **Add/Remove Programs** utility to launch the Exchange Portlets uninstall wizard.

The uninstallation wizard removes the Exchange Portlets install directory and all of its subdirectories and contents. If there are files residing in these directories that were not installed by the installer, the uninstaller will not delete these files.

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