

Outlook Connector FAQ

The document will be updated with every new release.

So always ensure you download the latest document when server is upgraded.

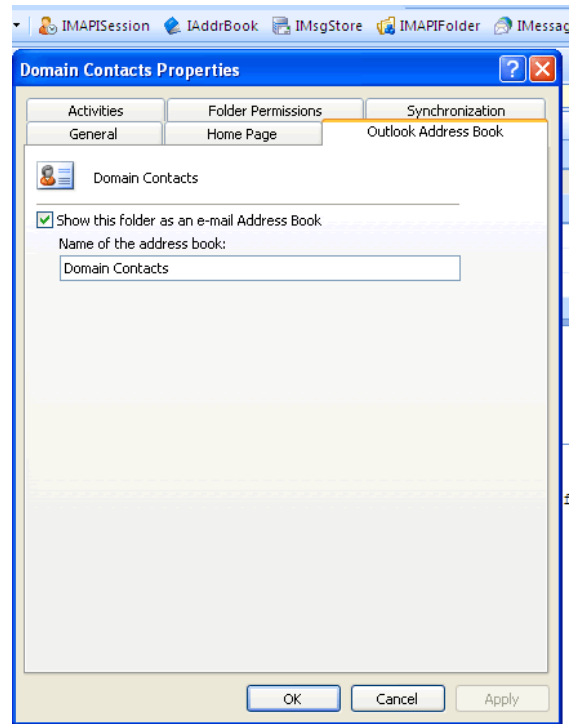
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FREQUENTLY ASKED QUESTIONS

- I cannot see Domain Contacts and Public Contacts for selection while composing mail. How do I get that to display?

Right Click [Domain Contacts](#) > [Properties](#) > Click [Outlook Address book](#)
 Check the Check box
 Save

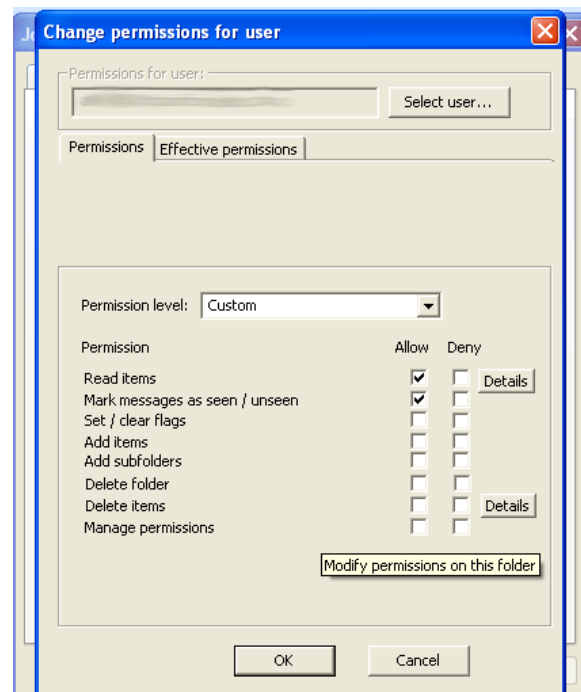
The details are as shown in screen shot.
 Repeat the same for both Domain Contacts and Public Contacts. There is no need to restart Outlook after doing these changes. If you had message compose window open before doing these changes then you will have to close and start a new compose window for the changes to be visible.



- How do I Set Per Folder Sharing with other users?
 What permissions are recommended for setting as normal sharing rights?

- Right Click On [Folder](#) > [Properties](#) > [Folder Sharing](#)
- Click On Add User
- Select User from the Address List (This will only be users on Domain Contacts as folder cannot be shared with other users on other domains)
- Set permissions for sharing.
- Save.

Typical permissions for sharing which is good enough for normal sharing purpose is as shown in screen shot. As already stated earlier, never offer master rights unless you are sure that the other user will not delete your mails. In case you are offering master rights or rights to update/delete then please note that this you are doing at your own risk as it would not be possible to provide support on who deleted/updated flags etc on your mails/account.

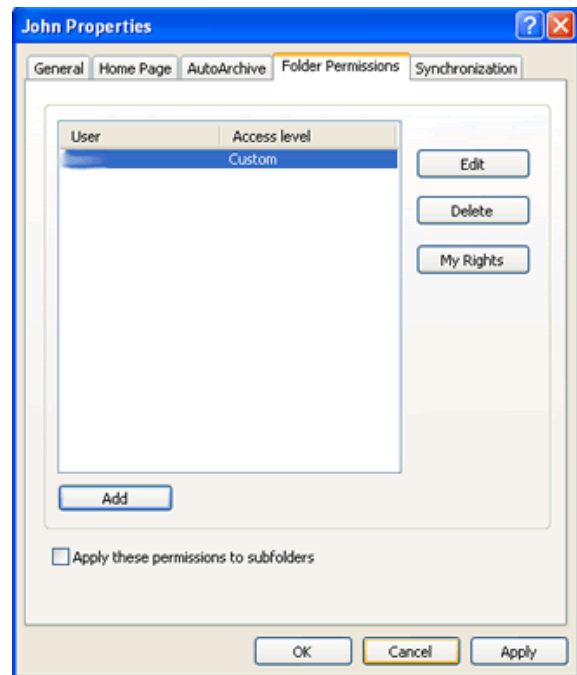


Once you have set the sharing then the other user can open your folders from [Tools > Axigen Mail Server > Open other users' folders](#)

- How do I edit the sharing rights later if I decide to edit the same?

- (1) Right Click **Folder > Properties > Folder Sharing**
- (2) Select the user for whom you want to change permissions
- (3) Click Edit
- (4) Set new permissions
- (5) Save

The detail is as shown in screen shot when you are at first step of above process for the folder that you are modifying the Sharing Properties of already assigned user.



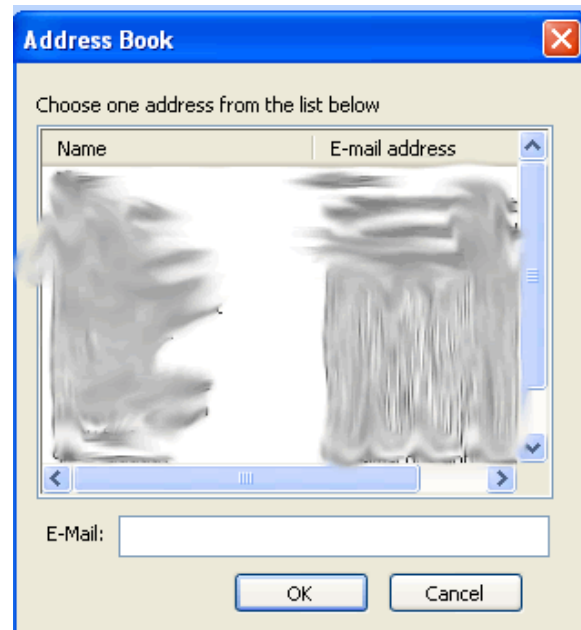
Please note that the changes in permissions will only come into effect the next time that the other user logs in. So in case you have changed permissions when the other user was also logged in then the same will not be reflected to him since he is on old session with old properties. As already stated earlier, please be careful not to grant Master rights or rights to update/delete or manage permissions on your folders to other users unless the user is very trusted.

- How do I open & close other users folders?

- (1) Click On **Tools > Axigen mail server > Open other users' folders**
- (2) Select The user from the list
- (3) Click OK
- (4) Restart Outlook.
- (5) Let re-sync complete and you will see a component Other users' folder in the left menu of outlook in folder list

Please note: If the user whose folder you are opening has not granted you rights then you will get error. So please be sure that the other user has granted you the sharing rights before attempting to open users folder.

Additionally the Synchronization policy of all such folder is "Disable Automatic background downloads" so you would need to change that as already noted in earlier sections in case you want some other settings.



For Closing Other users' folder use **Tools > Axigen mail server > Close other users' folder** and select the user to close the folder of.

- **What is this Unconfirmed Messages and Collected Addresses folder?**

Please note that these folders are a part of “Identity Confirmation” Challenge-Response method of spam control and they come into play only if the same is activated on domain. If active then following is the mechanism that operates:

- (1) All mails from senders who are not in your white list will land in **Unconfirmed Messages** folder
- (2) System would automatically send an email to such senders to verify their identity by just replying to the same message without changing subject of message.
- (3) Once reply is recd by the sender to the Challenge mail that goes automatically, system automatically adds their email addresses to the “**Collected Addresses**” address book and subsequently all the mails from them would be classified as human sent and not a SPAM.

Please Note: *Never Add email addresses manually to the “Collected Addresses” address book because that is only to be used by system.*

- **Why can't I set re-sync time to less than recommended?**

Few reasons why it should not be done are:

- (1) It unnecessarily creates more I/O on server and thereby causing performance issues
- (2) On end of re-sync time sending mail requires a new login session for the mail sending thread and this has connection overheads whereby you will have a feeling that mail sending is slow
- (3) It will slow down your Outlook during the period when it is doing a re-sync.
- (4) It causes unnecessary bandwidth between client and server so will affect all users on same network when on a restricted bandwidth connection.
- (5) It also causes unnecessary Disk I/O on your machine thereby increasing disk wear and tear and hence reducing disk life.
- (6) Server has specific setting for IMAP listener setting for idle connections over which connector functions. The recommended setting is based on that setting. Doing too frequent re-sync and too many users doing it will only limit new connections to server and hence will/can cause issues for other users connecting to server.
- (7) This will have no impact for mails that are coming in in real-time. They will be synced to local machine as and when they arrive. The general perception that setting lower time means mail will come in fast is misplaced as far as connector working is concerned. It doesn't obey the rules of conventional POP/IMAP settings.

- **Sometimes Outbox doesn't clear. How can I ensure that my mail is sent?**

Outbox clearing issue is a Microsoft issue and a lot has been discussed about this in open forums on web and yet there is no explanation or fix from Microsoft except that they tell you how to get over this issue which also doesn't work many a times. With connector however, the situation is not as bad as it is with Outlook + MS Exchange. If you see that Outbox hasn't cleared just hit F9 and allow the process to complete. If it doesn't clear despite that then restart Outlook and it will clear. **NEVER MANUALLY MANAGE OUTBOX.**

- **Why do I have to disable Scheduled Send/Receive settings?**

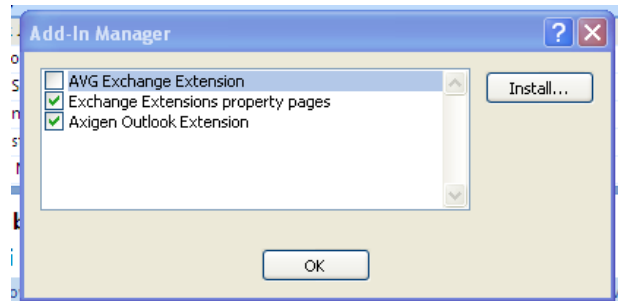
Reasons are pretty much the same as detailed in query about re-sync timing earlier in this section. Same reasons apply here also.

- Why do I have to change the Synchronization Policy for certain folders?

To conserve bandwidth and also have a fast working of Outlook. Please remember to restart Outlook after doing any changes on Synchronization policy settings.

- I cannot see the Synchronization or Folder properties settings Tab. What do I do?

This means that the connector add on extension is not installed. You can check from adjacent screen shot as to how it should be. You can install [AXIOLK.ecf](#) file (by clicking on Install and selecting the file [AXIOLK.ecf](#) from the list) and ensure that it is enabled and then restart Outlook. The complete connector related components will be visible



across all relevant menu in Outlook. Sometimes for a given Outlook setup, the extension doesn't get activated by default so this step will have to be followed. In Outlook 2007 this is from [Tools > Trust Center > Add -ins > Exchange Client Extensions](#)

For Outlook 2003 it will be something similar reachable from some other menu of Outlook 2003.

- How do I enable Out Of Office Notification from Outlook?

This can be done by setting server side rules right from Outlook using the connector. We are detailing steps for Outlook 2007 with connector installed and similar steps apply for Outlook 2003.

- (1) Click On [Tools > Axigen Mail Server > Server Side Rules](#)

A POP Up will open as shown in screen shot

- (2) Check the Check Box against

[ASync_WM_VACATION](#)

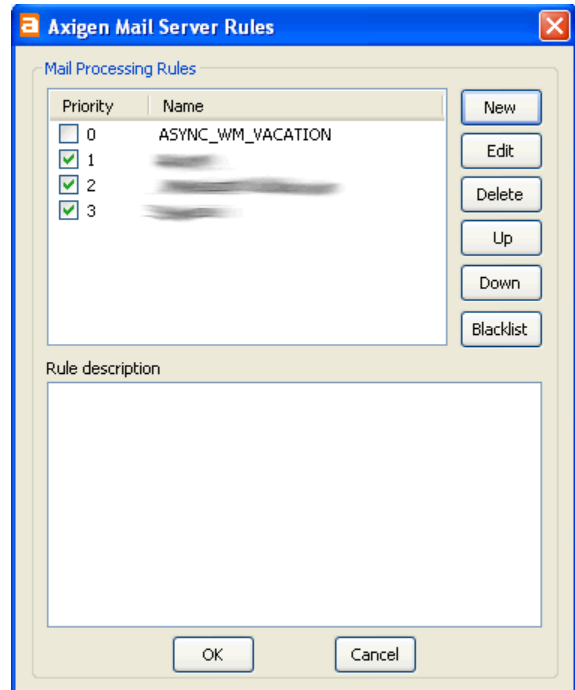
- (3) Select the rule and hit [EDIT](#)

- (4) Save your Message

- (5) Save the setting ensuring that this rule is right the first one to be executed. This means it should be the first rule in priority.

- (6) Restart Outlook.

When you are back in office please do not forget to Disable this rule.



- **My System has crashed and needs a OS reload. My connector pst is corrupt and I don't have a backup. What do I do?**

There's nothing much that you can do if you do not have a good backup of a working pst. Reinstall connector and configure account and allow sync to take place. All details of setup/configuration etc are noted in earlier part of this document.

- **I find synchronization fails with an error in Status bar message that the local pst is not compatible with server data. What is the reason and solution?**

This can happen only if your account on server was corrupted for some reasons and administrator has run repair accounts for your account. This changes all uid, message folder id etc. So only solution is delete the pst and restart outlook which will start a fresh sync of your repaired account. Please note that in case you see Lost+Found folder on your account and sub-folders within this means that account was repaired. You can safely delete this folder and sub-folder once you are convinced that your repaired account has all the data. Lost+Found folders could contain messages which you had deleted but those messages were having multiple recipients and some other recipient still has the mail on server.

- **How to reset profile without losing the pst file?**

Steps are as noted below:

- Close Outlook completely.
- Open the Mail control panel applet.
- Remove the current profile. This operation is safe with regards to the .pst file.
- Recreate the profile with the same settings. Again, this operation is safe with regards to the .pst file. Do not browse and select pst file location. Let it be prefilled with the original pst file that you were working with
- Start Outlook

- **How can I check Free/Busy status from Outlook?**

Beginning with V 7.4 this is done from Scheduling ab in Outlook. During Scheduling you can check free/busy status. However, for this to work, users must set their free/busy status visibility from Tools > Axigen Mailserver > Manage global permissions.

- **How can I change password from Outlook Connector?**

From Tools > Axigen Mailserver > Change Password link. This is from V 7.4 and upwards only.

- **How can I edit my contact information?**

From Version 7.4 and upwards you can edit all your information from Outlook which will also get updated on Domain Contacts automatically.

Alternatively, your mail administrator can also edit this information directly from WEBADMIN and the records are Outlook compatible for most part (name/photo/email/contact info/noted etc).

- Outlook doesn't exit for a long time after it is closed. I see the Icon with a X in system Tray. How to improve on that?

The following is a short list of add-ins which are reported to keep Outlook running after it's closed.

- WinFax Pro. Disable WinFax or remove the WinFax Fax log from the profile. Remove them by opening Tools, Options, Mail Setup tab, Data Files and delete if present.
- ActiveSync (especially when a PDA is cradled)
- Blackberry software
- Stamps.com (when using address from Outlook's Contacts)
- Outlook Express (when sharing Contacts with the Windows Address Book (WAB))
- Franklin Covey Plan Plus
- Mapilab's Messenger Journal utility
- Earthlink's Spamblocker (the installation file is ELSBSetup.exe)
- Outlook Attachment Sniffer
- TechSmith's SnagIt 7 with Outlook integration enabled.
- Cloudmark Spamnet
- OneNote 2003 (with Outlook 2000)
- Fourelle Venturi Client
- [Internet Download Manager](#) - uninstall
- iProtectYou
- TMAntispam - the antispam part of Trend Micro's PCCillin Internet Security 2005 suite
- Infuzer
- FSecure 2005 antispam add-in
- Prophet 2004 (by [Avidian](#)) - check for updates
- Intuit Quickbooks
- iTunes calendar sync add-in
- iPhone Add-in
- ABBYY FineReader 9.0
- WMPNETWK or sharing files within MS media player

In addition following also cause Outlook to take a long time to shutdown:

- Setting Outlook's "Empty deleted items when closing" option can also cause it. Disable it on the Tools, Options, Other tab. Always manually do a Empty Deleted Items folder regularly and then allow time to sync with server before exit. The settings that is needed is shown in screen shot as above:
- A corrupt *.SRS (send and receive profile file) appears to keep Outlook 2003 open. Find and rename the SRS for the profile. **We have strictly advised to disable the scheduled Send/Receive settings in earlier part of this document.**

More on this issue directly from Microsoft. << Click the link.

