FAQs for
MAPI and LDAP Shutdown

Document Revision Date: Oct. 23, 2013

Q: Can you tell me if this affects POP over SSL?

Correct. This has no effect on POP clients

Q: In the past, Apptix has allowed POP connections to its servers. Correct?

This whole question stream can be answered as the POP question above. This has no effect on POP clients.

Q: How do I know if this will affect me?

If they are running Outlook 2003, 2007, 2010, or 2013 and do not have RPC/HTTP configured, then they will be impacted.

Q: We have until Nov 14th to figure this mess out is that correct?

Yes.

Q: What kinds of devices / configurations would typically be impacted by this? Is there any way you can identify specific devices that are connecting via MAPI?

We cannot identify who is connecting through MAPI. The only devices/configurations affected are the Outlook 2003, 2007, 2010, or 2013 clients that are not configured to use RPC/HTTP settings.

Q: How do the settings change for mobile device access?

No change required for mobile devices. Only Outlook 2003, 2007, 2010, or 2013 clients that are not configured to use RPC/HTTP settings.

Q: Can you tell me if we are one of your customers whose connectivity is via MAPI protocol?

No. Please check your user's setting in their Outlook client.

Q: Our service does not use outlook.apptixemail.net. We currently use outlook.collaborationhost.net; this is also how we connect via phone and iPad – etc. etc. – will this still function properly?

Yes.

Q: Can you clarify who is affected by this change? We use Microsoft exchange through you but connect to it through Office for MAC. So you mention that Exchange users will need to make the change, but not office for Mac users. So which one are we?

Office 2011 users running on a MAC are not affected.

Q: I received an email from Apptix to change our Outlook settings from MAPI, which will not be supported after 11/14, but on this webpage - https://oct.collaborationhost.net/Login.aspx - it still refers to using MAPI. Is this reference incorrect?

Upon review of the OCT documentation, the OCT does make use of the RPC/HTTP settings, so this notice would not apply to these users.

Q: Will the MAPI settings be updated on the OCT tool?

See comment from previous question.