Preparing for
MAPI and LDAP Shutdown

Reconfiguring Guide

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Overview

As Apptix prepares to shutdown access via MAPI and LDAP, users will be faced with reconfiguring their connections to our servers.

- MAPI users must configure Outlook Anywhere in order to connect.
- LDAP users (Entourage) must use Outlook Web Access (OWA) or upgrade to a supported Outlook for Mac client (Outlook 2011).

Each of these topics is discussed on the following pages.

For questions regarding the shutdown of MAPI and LDAP, please refer to the FAQs document.

MAPI Users –
Configure Outlook Anywhere in Outlook 2010/2013, 2007, and 2003

You can configure your Email account in Microsoft Office Outlook to connect to the Apptix Exchange System over the Internet. This feature is known as an "Outlook Anywhere" or an "RPC over HTTP" connection, where RPC stands for "remote procedure call."

NOTES:

- Outlook screens and format differ in small ways from 2003 to 2007 to 2010/13. The settings on the following pages are generic enough that you should be able to follow the steps no matter what version of Outlook you're using.
- When using RPC over HTTP, you will always need to enter your username and password when you open Outlook.
- Setting up Outlook to use RPC over HTTP is recommended for laptop machines that are frequently used out of the office and have access to a high speed Internet connection for email.
- When using slower speed connections, Outlook Web Access (OWA) is recommended.

1. Close Outlook if it is open.
2. Navigate to the **Control Panel** (usually **Start > Control Panel**).
3. Select **Mail**.
4. Click the **[E-mail Accounts]** button.
5. If it is not already selected, select your Exchange account.
6. Click the **[Change]** button.
7. Click the **[More Settings]** button.
8. Select the **Connection** tab.
9. Click the **[Exchange Proxy Settings]** button.
10. Under **Use this URL to connect to my proxy server for Exchange**, in the text box, enter:
    - **Hosted Exchange 2007: outlook.collaborationhost.net**
    - **Hosted Exchange 2010: outlook.apptixemail.net**
11. Place a check in the **Only connect to proxy servers that have this principal name in their certificate** check box.
12. Under **Only connect to proxy servers that have this principal name in their certificate**, in the text box, enter:
    - **Hosted Exchange 2007: msstd:outlook.collaborationhost.net**
    - **Hosted Exchange 2010: msstd:outlook.apptixemail.net**.
13. Place a check in the **On fast networks, connect using HTTP first, then connect using TCP/IP** check box.
14. Place a check in the **On slow networks, connect using HTTP first, then connect using TCP/IP** check box.
15. From the **Use this authentication when connecting to my proxy server for Exchange** drop-down list, select **Basic Authentication**.
16. Click **[OK]**, **[Next]**, **[Finish]**, **[Apply]**, and/or **[Close]** to complete the process (depends on which version of Outlook you are affecting).
17. Click the **[Close]** button.

NOTE: Once Outlook has made a successful connection to Exchange, Outlook will download configuration settings and enter these settings into Outlook Anywhere. After restarting Outlook, these settings may revert to the default.

Verify that Outlook Anywhere is Configured Correctly

1. Press and hold the **<Ctrl>** key.
2. In the lower-right corner of the screen, in the system tray, right-click the **Microsoft Outlook** icon.
3. Release the **<Ctrl>** key.
4. Select **Connection Status**.
5. Select the **General** tab.
   You should see three to five connections and, for each row, the **Conn** column will display "HTTPS."
6. Click the **[Close]** button.

LDAP Users –
Install the Entourage Update or Switch Email Applications

LDAP users who wish to continue to use to Entourage must install the following update:

http://www.microsoft.com/en-us/download/details.aspx?id=10419

In this update, Entourage uses Exchange Web Services to provide several calendaring improvements. The update includes support for notes, tasks, and category synchronization with the Exchange Server.

GAL Lookups

Entourage can connect a user to his Exchange Server account using the Internet, just like Outlook. However, when Entourage does this, it loses the ability to perform Global Address List (GAL) lookups. The following AppleScript is a simple method to look up names, email addresses, and other information.

1. Download the script Entourage Exchange Lookup to your Desktop.
2. If Entourage is configured with just one Exchange account, drag the "Exchange Lookup\cF.scpt" script directly into the "/Documents/Microsoft User Data/Entourage Script Menu Items" in your "home folder." Your "home folder" will show up in Entourage in the Script menu.
3. If Entourage is configured with two or more Exchange accounts, double-click the "Exchange Lookup\cF.scpt" script file to open it in the Script Editor.
    Change "Exchange account 1" to "Exchange account," which is the name of your Exchange account.
    Drag the scripts directly into the "~/Documents/Microsoft User Data/Entourage Script Menu Items" folder where your home folder is located.
    Your files will appear under the Script menu in Entourage, ready to use.

    NOTE: You may wish to duplicate, customize and rename each script file to use with multiple Exchange accounts.

4. To use the script, simply press <Control> + <F> or select it from the Script menu in Entourage and follow the steps.

Using Outlook Web Access

Depending on whether you are an Apptix reseller or have a standard hosted Exchange account, you will use one of the following links to access OWA:

- Reseller 2010: https://email.hostaccount.com
- Reseller 2007: https://mail.hostaccount.com
- Exchange 2010: https://owa.apptixemail.net
- Exchange 2007: https://mail.apptix.net

It is recommended that Entourage users upgrade to Outlook for Mac (Outlook 2011) or switch to Outlook Web Access (OWA) for their email application. Use the following URL to access and download the Outlook for Mac client:

https://oct.collaborationhost.net/OutlookDownload.htm