

Desktop Installation Guide

*Sun Java™ System Connector
for Microsoft Outlook*

Version 6.0

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About This Guide

This guide explains how to use the Setup Wizard to install and configure the Sun Java™ System Connector for Microsoft Outlook on your desktop. The Sun Java System Connector for Microsoft Outlook will let you and your coworkers use Microsoft Outlook as your e-mail 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.

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 your existing Outlook data stored on your desktop (if any) — your old messages, address books, contacts, calendar data and so forth — to the new format that the Connector for Microsoft Outlook software can use.

Topics covered in this preface include:

- [Who Should Read This Book](#)
- [What You Need to Know](#)
- [How This Book is Organized](#)
- [Document Conventions](#)
- [Where to Find Related Information](#)
- [Where to Find This Book Online](#)

Who Should Read This Book

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

What You Need to Know

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 this [About This Guide](#) preface followed by two chapters:

- **Chapter 1: Installing and Configuring the Software on Your Desktop:** Operating instructions and application notes for running the Setup Wizard that will install and configure the Connector software.
- **Chapter 2: Application Notes for Special Circumstances:** Information and instructions to help you resolve a few problems that sometimes arise during a run of the Setup Wizard.

Document Conventions

In this guide, file and directory paths are given in the Windows format (with backslashes separating directory or folder names). If you reference other Sun Java System documentation, you may notice that UNIX conventions designate file and directory paths (with front slashes separating directories).

- `Monospaced font` is used for any text that appears on the computer screen or text that you should type. It is also used for filenames, distinguished names, functions, and examples.

- **Bold monospaced font** is used to represent text within a code example that you should type.
- *Italicized font* is used to represent text that you enter using information that is unique to your installation (for example, variables). It is used for server paths and names.

For example, you might see file references of the form:

```
ISTOREX.LOG
```

In this situation, *x* is a numerical value for the day of the week.

Italicized font is also used for variables or parameters within the synopsis of a command line utility. For example, the installation package supports the command line utility:

```
/USERNAME=xxx
```

In the above example, the italicized font is an argument for its associated command. The *xxx* refers to the userID on the server.

- Square (or straight) brackets [] are used to enclose optional parameters. For example, you may see the usage for the `setup` command described as follows:

```
installer [options] [arguments]
```

It is possible to run the `installer` command by itself as follows to start the Messaging Server installation:

```
setup
```

However, the presence of *[options]* and *[arguments]* indicate that there are additional optional parameters that may be added to the `setup` command. For example, you could use `setup` command with the `-k` option to keep the installation cache:

```
setup -k
```

Where to Find Related Information

The Sun Java System product suite contains other products such as Sun Java System Messaging Server (formerly Sun ONE™ Messaging Server) and Sun Java System Calendar Server (formerly Sun ONE Calendar Server). Documentation for these and other products can be found at the following URL:

- Sun Java System Connector for Microsoft Outlook documentation:

http://docs.sun.com/coll/ConnectorMSO_60

- Sun ONE Messaging Server 6.0 documentation:

http://docs.sun.com/coll/S1_MsgServer_60

- Sun ONE Calendar Server 6.0 documentation:

http://docs.sun.com/coll/S1_CalendarServer_60

Where to Find This Book Online

You can find the *Sun Java System Connector for Microsoft Outlook Desktop Installation Guide* online in PDF and HTML formats. This book can be found at the following URLs:

<http://docs.sun.com/db/doc/817-4220>

Installing and Configuring the Software on Your Desktop

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 or Windows XP. (The Setup Wizard will not start under any other operating system.)
- Microsoft Outlook set as your default email client.
- Outlook 2000 installed with Office 2000 Service Pack 3 or higher, or Outlook 2002 with Office XP Service Pack 2 or higher.

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”](#) in [Chapter 2](#).

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: Start 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 1-1](#).

Figure 1-1 Setup Wizard: Welcome Screen



1. Click the Next button on the Welcome screen.

The Setup Wizard then examines your system to verify that:

- Microsoft Outlook is designated as your default email client, and your version of Outlook is supported by this Connector software; and

- 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 the Sun ONE Sync program *is* installed, the Wizard notifies you and prompts you to acknowledge the notice and exit the program. (You will be able to rerun this Setup Wizard after you correct the problem.) To resolve either of these problems, see the information and instructions in [Chapter 2](#) of this *Guide*, under these section titles:

- [“If Microsoft Outlook Is Not Your Default E-mail Client”](#)
- [“If the Sun ONE Sync Program Is Installed — and Must Be Removed”](#)

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 when 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 the Sun ONE Sync program is *not* 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. Depending on whether 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: Select an Outlook User Profile to Convert](#).
 - ***If WPW is not installed:*** The Setup Wizard prompts you to install it now. Go on to [Step 2: Install Microsoft Web Publishing Wizard](#).

Step 2: Install Microsoft Web Publishing Wizard

This screen will not appear (and you may skip this step 2) 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 1-2](#). To install WPW:

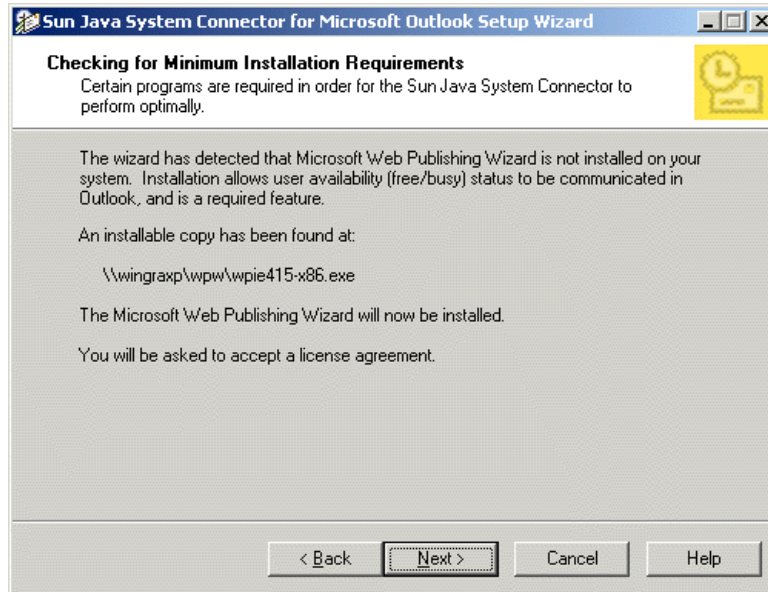
1. Click Next.

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: Select an Outlook User Profile to Convert](#).

Figure 1-2 Setup Wizard: Checking for Minimum Installation Requirements



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: Select an Outlook User Profile to Convert

The screen shown in [Figure 1-3](#) appears and requires your attention only if your administrator has configured your Setup Wizard to convert an existing profile, and if the Setup Wizard:

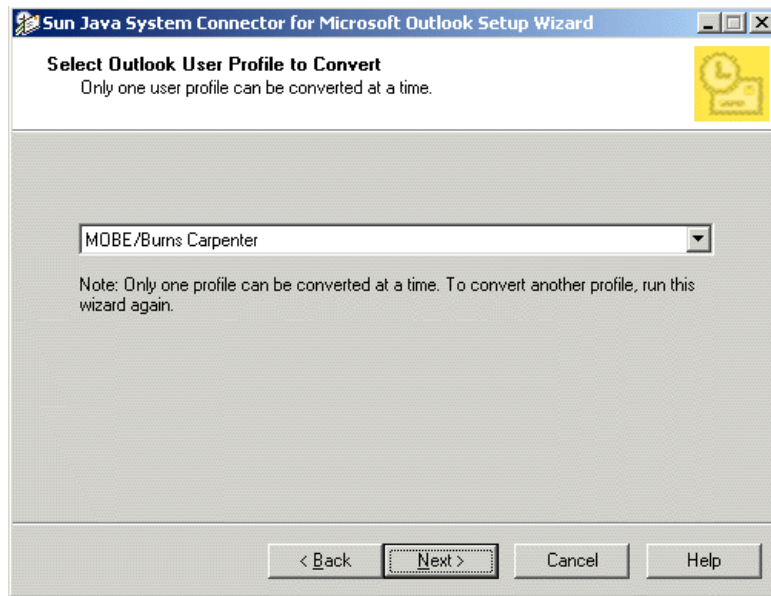
- finds two or more eligible Outlook user profiles connecting to Exchange server(s) on your computer, **or**

- finds only one eligible profile that is *not* set as your default.

An “eligible” profile is any Outlook profile that:

- includes Microsoft Exchange Server message services, and
- has not yet been fully converted (all of its .pst files converted) by a previous run of this Setup Wizard.

Figure 1-3 Setup Wizard: Select Outlook User Profile to Convert



Ineligible profiles, such as profiles that point to POP3 servers, are ignored.

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: Select Personal Folders \(.pst\) Files to Convert](#).

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: Enter New Sun Java System Account Login Information](#).

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.

To select a profile for conversion:

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

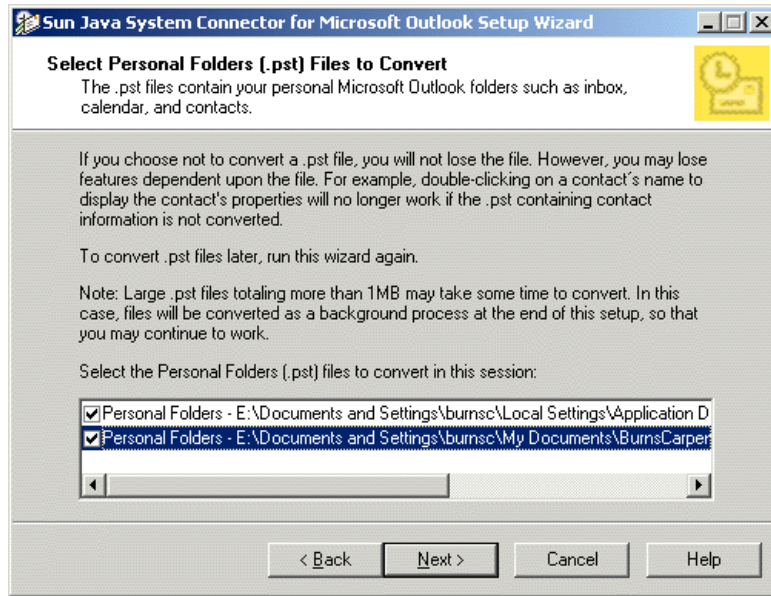
You may use the Setup Wizard to convert more than one profile, but only one at a time. You must run the Setup Wizard again for each profile you want to convert.

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: Select Personal Folders \(.pst\) Files to Convert](#).

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

The Setup Wizard can convert Exchange users' Contacts, Journal and Notes data to local (desktop) Sun Java System Connector Personal Folders (.pst) files. This screen appears and requires your attention only if the Setup Wizard finds one or more Personal Folders (.pst) files whose file sizes exceed a limit specified by your network administrator. If none of your Personal Folders files is "large," the Setup Wizard skips this step, and you may skip ahead to [Step 5: Enter Exchange Account Login Information](#).

If the Wizard finds one or more "large" Personal Folders, it prompts you to specify which of the large files you want to convert at this time, as shown in [Figure 1-4](#).

Figure 1-4 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.

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: Enter Exchange Account Login Information](#).

Step 5: Enter Exchange Account Login Information

The screen shown in [Figure 1-5](#) appears and requires your attention 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: Enter New Sun Java System Account Login Information](#).

Figure 1-5 Setup Wizard: Enter Microsoft Exchange Mailbox Information

Sun Java System Connector for Microsoft Outlook Setup Wizard

For Verification, Enter Microsoft Exchange Mailbox Information
This step is for verification purposes only. You will no longer need to use this user information when using Outlook.

User name: burnsc
Domain: florizel
Password: xxxxxxxxx

< Back Next > Cancel Help

To enter the requested information for your old 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: Enter New Sun Java System Account Login Information](#).

Step 6: Enter New Sun Java System Account Login Information

This screen, shown in [Figure 1-6](#), appears as part of the Setup procedure for all users, to request your login credentials for the new Sun Java System server.

Figure 1-6 Setup Wizard: Enter Your Sun Java System User 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 Sun Java System 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 **E-mail 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.

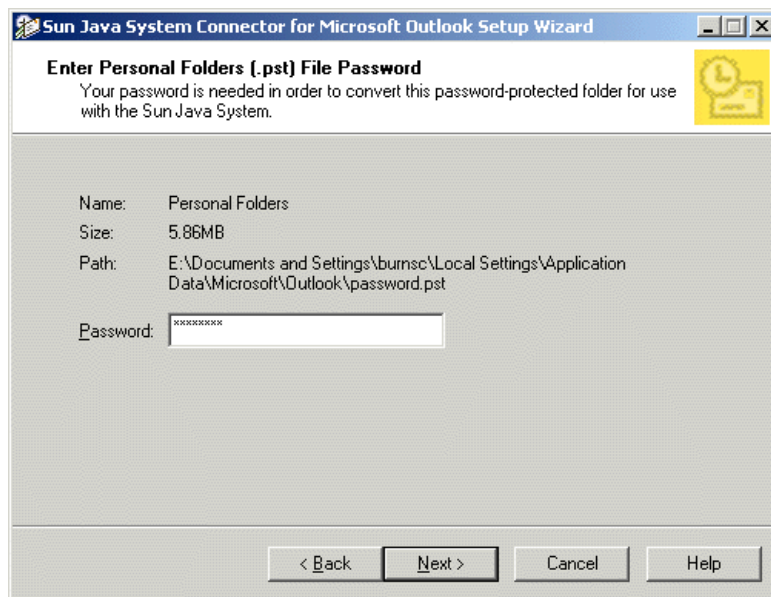
5. If the **Save user name and password** checkbox appears in this screen: Check or uncheck the option to indicate whether you want to be able to start Outlook without being prompted for this login information every time.
6. Click the Next button.

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: Enter Password\(s\) for Protected Personal Folders \(.pst\) Files](#).

Step 7: Enter Password(s) for Protected Personal Folders (.pst) Files

The screen shown in [Figure 1-7](#) 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: Progress Meter\(s\)](#).

Figure 1-7 Setup Wizard: Enter 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.

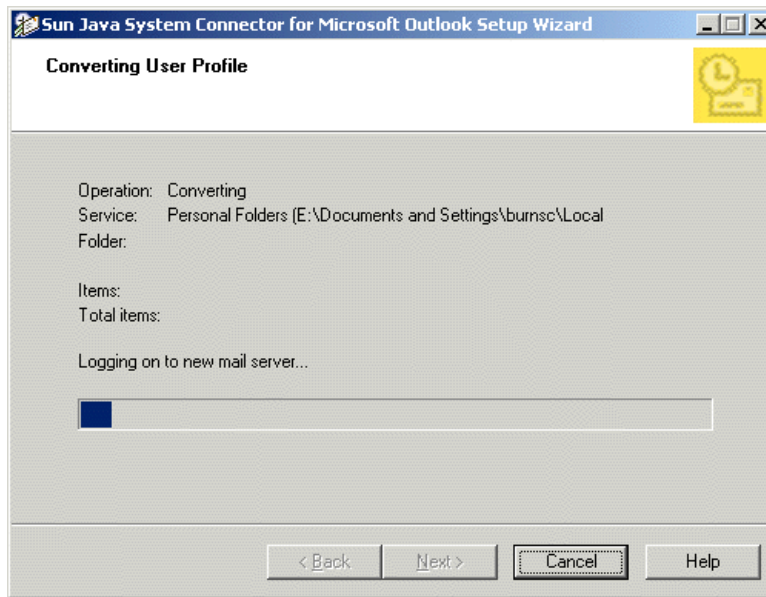
1. Enter the password associated with the named .pst file.
2. Click Next.

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: Progress Meter\(s\)](#).

Step 8: Progress Meter(s)

The screen shown in [Figure 1-8](#) 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.

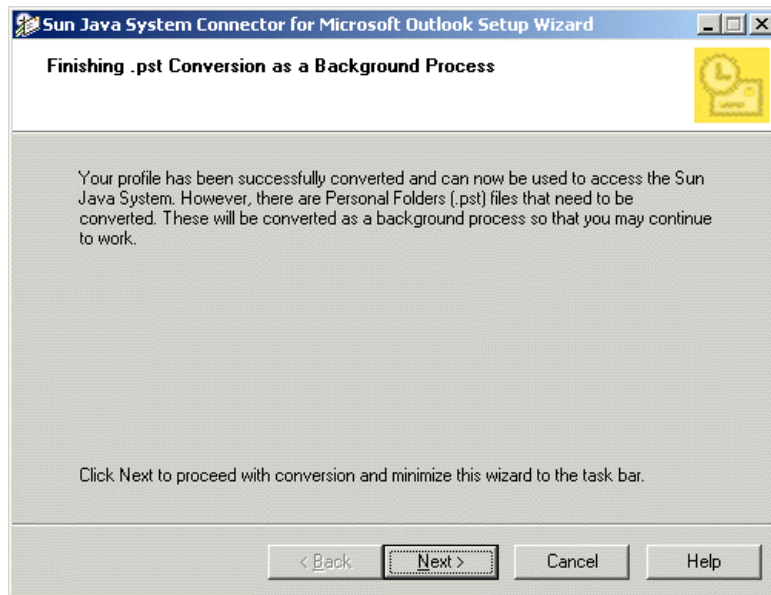
Figure 1-8 Setup Wizard: Converting User Profile (Progress Meter)



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: Exit](#).
- **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 1-9](#).

Figure 1-9 Setup Wizard: Finishing PST as a Background Process



To begin converting the large Personal Folders (.pst) files:

1. 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.

2. To view a progress meter showing the real-time progress of the conversion (optional): Restore the Setup Wizard from the Task Bar to its display window.

In either case, the Wizard automatically displays a notification screen when the conversion is finished. Go on to [Step 9: Exit](#).

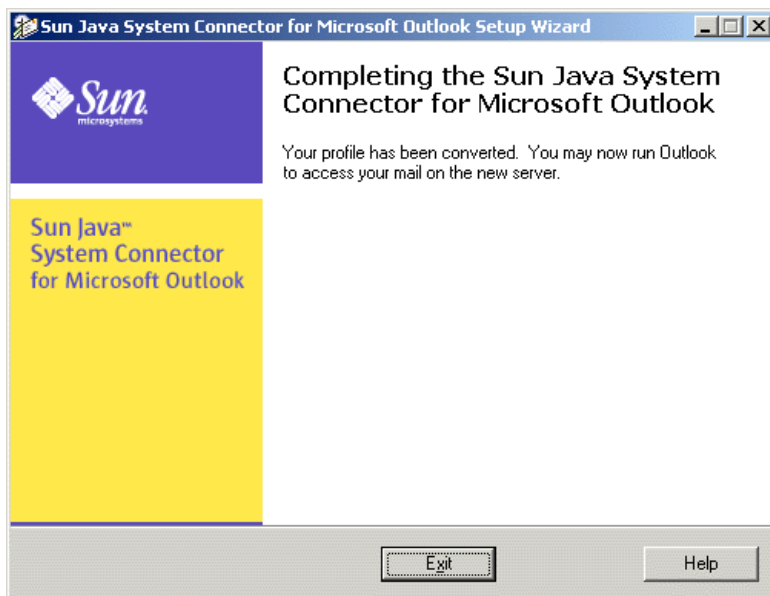
Step 9: Exit

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:

- **Completing the Sun Java System Connector for Microsoft Outlook:** This screen (e.g., [Figure 1-10](#)) 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.

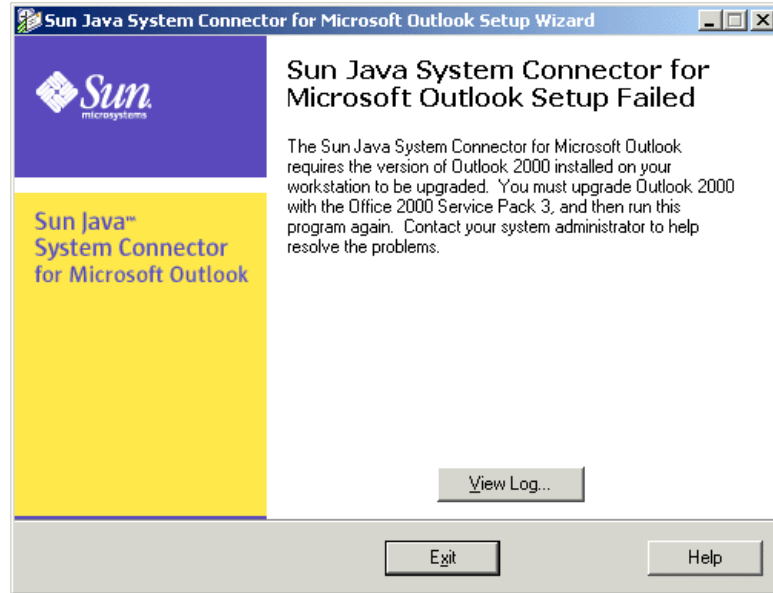
Congratulations! Your Sun Java System Connector for Microsoft Outlook Setup procedure is now complete, and you may now begin using Outlook with the new Sun Java System server.

Figure 1-10 Setup Wizard: Completing the Setup



- **Sun Java System Connector for Microsoft Outlook Setup Failed:** The Setup Wizard has abandoned the installation process, and the text in this screen will explain why. When the Setup fails, this screen (Figure 1-11) 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 1-11 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 E-mail Client](#).
- **The Setup Wizard has detected the presence of an incompatible program, Sun ONE Sync, on your computer.** For more information and instructions to correct this problem, see [If the Sun ONE Sync Program Is Installed — and Must Be Removed](#).
- **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,” near the beginning of Chapter 1 in your *Desktop Installation Guide*.

- ***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.

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

Application Notes for Special Circumstances

If Microsoft Outlook Is Not Your Default E-mail 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. You may then rerun the Setup Wizard after you set your default email client to Outlook as described here:

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.

If the Sun ONE Sync 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 ONE Sync program. If Sun ONE Sync 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 Sun ONE Sync program, as described here:

1. From your Start menu: Select **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.

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 ONE Synchronization software. Changing to the sync software distributed with your device may require uninstalling and reinstalling your Palm Desktop software.

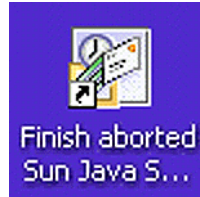
If you want to continue using the Sun ONE Synchronization software to sync to the data of your other device: Please reinstall the Sun ONE Synchronization software, but do *not* select the checkbox for the Microsoft Outlook 98/2000 translator during the Sun ONE Synchronization installation.

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 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 2-1](#).

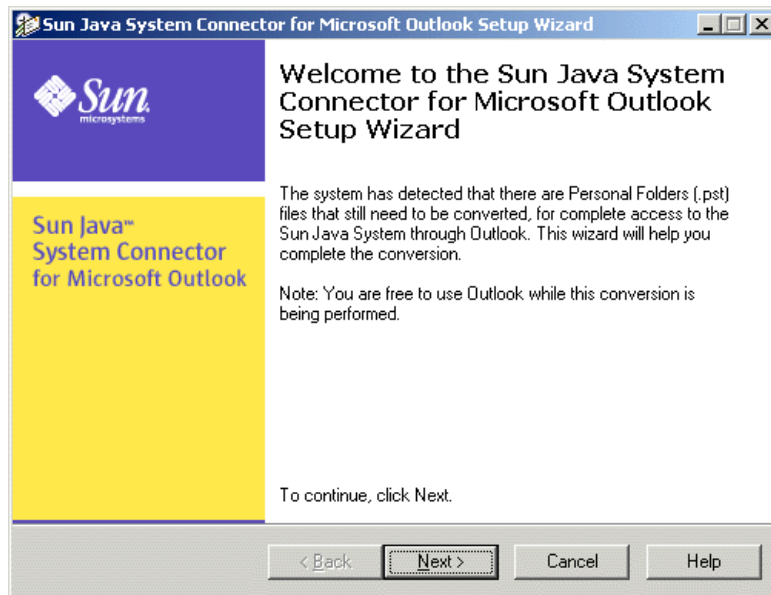
Figure 2-1 To Finish an Aborted Conversion: The Desktop "Finish" Icon



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 2-2](#), and notifies you that it has detected an incomplete conversion.

Figure 2-2 Setup Wizard Welcome Screen, to Resume an Interrupted Conversion



This recovery procedure is an abbreviated version of the original Setup procedure, as described in [Chapter 1](#) of this *Installation Guide* (see [“Installing and Configuring the Software on Your Desktop”](#)). 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 main body of this *Installation Guide* for step-by-step instructions.

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