

Sun Java™ System Connector for Microsoft Outlook Release Notes

Version 6 2004Q2

Part Number 817-6618-10

Last updated: June 18, 2004

These release notes contain important information available at the time of release of Version 6 2004Q2 of Sun Java™ System Connector for Microsoft Outlook (also referred to as Connector for Microsoft Outlook). New features and enhancements, known limitations and problems, technical notes, and other information are addressed here. Read this document before you begin using Sun Java System Connector for Microsoft Outlook 6 2004Q2.

The most up-to-date version of these release notes can be found at <http://docs.sun.com/doc/817-6618>. Check the web site prior to installing and setting up your software and then periodically thereafter to view the most up-to-date release notes and manuals.

Please see the section “[What’s New in This Release](#)” for information on features that are new to this release.

These release notes contain the following sections:

- [Release Notes Revision History](#)
- [About Sun Java System Connector for Microsoft Outlook, Version 6 2004Q2](#)
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Third-party URLs are referenced in this document and provide additional, related information.

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Release Notes Revision History

Table 1 Revision History

| Date | Description of Changes |
|------------|--|
| April 2004 | Initial release of these release notes |
| June 2004 | Added the following sections: " What's New in This Release ," " Bugs Fixed in This Release ," and " Localization Issues ." |

About Sun Java System Connector for Microsoft Outlook, Version 6 2004Q2

Sun Java System Connector for Microsoft Outlook enables Outlook to be used as a desktop client with Sun Java Enterprise System.

Connector for Microsoft Outlook is an Outlook plug-in that must be installed on the end-user's desktop. Connector for Microsoft Outlook queries the Sun Java System Messaging Server for folder hierarchies and email messages. It converts the information into Messaging API (MAPI) properties that Outlook can display. Similarly, it uses WCAP to query the Sun Java System Calendar Server for events and tasks which are then converted into MAPI properties. With this model, Sun Java System Connector for Microsoft Outlook builds an end-user Outlook view from two separate information sources: mail from Messaging Server and calendar information from Calendar Server.

NOTE Please note, the package that is Sun Java System Connector for Microsoft Outlook does not include any migration tools. You need those tools if you have users that are currently on Microsoft Exchange and would like to use Outlook with Sun Java Enterprise System. Sun provides a migration service to help move data and users from an existing Exchange deployment to Sun Java Enterprise System.

This section includes:

- [What's New in This Release](#)
- [Key Features in Sun Java System Connector for Microsoft Outlook](#)
- [System Requirements](#)

What's New in This Release

New features in Sun Java System Connector for Microsoft Outlook 6 2004Q2 include:

- Installation and use of Connector for Microsoft Outlook in a terminal server environment.
- Improvements in performance and stability, especially for large mailboxes and during the process of switching between folders.
- Support for less restrictive rights while installing and using Connector for Microsoft Outlook.

Key Features in Sun Java System Connector for Microsoft Outlook

The following key features and functionality are available with this release:

- Access to Sun Java System Messaging Server, and Sun Java System Calendar Server.
- Access to e-mail folders on the Messaging Server via IMAP4.
- Access to calendar data (events, appointments) and tasks stored in the Calendar Server via WCAP.
- Access to corporate directory via LDAP.
- Access to contacts stored in local Contacts folder.
- Typical Outlook mail features:

- Compose, reply, and forward messages
- Use Microsoft Word to write and edit messages
- Apply spell check and encryption to message body
- Apply address completion to message headers
- Add signatures to messages
- Share mail folders with one or more users.
- Subscribe to other users' mail folders.
- Typical calendar features:
 - Create new appointments and events (all-day, recurring, public, private)
 - Modify events
 - Check availability
 - Suggest alternate time for events
 - Track responses to event requests
- E-mail based group scheduling.
- Share calendar with other users and set specific permissions for shared calendars.
- Subscribe to other users' calendars.
- Delegate calendar access to others.
- Typical task-related functionality (new task, modify task).
- Client-side rules attached to folders and data types
- Desktop-only access to notes and journal.
- Read-only offline access to mail and calendar.
- Interoperability with web client (Communications Express).

System Requirements

The following describes the system requirements and recommendations for Sun Java System Connector for Microsoft Outlook.

- Operating systems:
 - Microsoft Windows 2000 (Service Pack 3 or higher)

- Microsoft Windows XP (Service Pack 2 or higher)
- Microsoft Outlook versions:
 - Outlook 2000 SP3 (Workgroup mode)
 - Outlook 2002 SP2
- Sun Java System Calendar Server 6 2003Q4 (formerly known as Sun ONE Calendar Server 6.0) or later

NOTE Calendar Server customers who have deployed previous versions of Sun Java System Calendar Server need to engage with Sun Professional Services to enable their data to be converted and migrated to the new format. A Sun Professional Services offering is available. This migration is required for the use of Outlook, and is necessary because of the underlying changes in the storage and management of recurring events. No migration service is required for new customers of Calendar Server 6.0.

- Sun Java System Messaging Server 6 2003Q4 (formerly known as Sun ONE Messaging Server 6.0) or later

NOTE Both Calendar Server and Messaging Server are installed via Sun Java Enterprise System. You can download Sun Java Enterprise System from:
http://www.sun.com/software/download/java_system.html.

- Web Publishing Wizard (required for Outlook 2000 only)

If you are using Windows 2000, check for the `Wpwiz.exe` program file to determine if you have the Web Publishing Wizard installed on your computer. For example, if your programs are installed on your C drive, check the following location:

`C:\Program Files\Web Publish\Wpwiz.exe`

Or, search for the `Wpwiz.exe` file using the Find or Search command from the Start button.

If you don't have the Web Publishing Wizard on your Windows 2000 computer, you can download this from:

<http://www.microsoft.com/downloads/release.asp?ReleaseID=22658&area=search&ordinal=2>

NOTE Although this web site states that this download for Web Publishing Wizard is for Windows 95 and Windows NT 4.0, this is the correct version to download for Windows 2000.

- Microsoft Outlook LDAP Service (required for Outlook 2000 only)

To install, the administrator can copy the entire Microsoft Office/Outlook CD and put in a network drive. Enter the location in the Desktop Deployment program. The end user installation picks up and installs the LDAP service from the specified location. For more information, see “Desktop Deployment Toolkit Components” in the *Sun Java System Connector for Microsoft Outlook Desktop Deployment Administrator’s Guide*.

Bugs Fixed in This Release

The table below describes the bugs fixed in Sun Java System Connector for Microsoft Outlook 6:

Table 2 Fixed Bugs in Sun Java System Connector for Microsoft Outlook 6 2004Q2

| Bug Number | Description |
|------------|---|
| 5007229 | Auto-archive process causes frequent screen flashes. |
| 5007236 | CPU utilization at 100 percent each time send or received is triggered. |
| 5009342 | Power user cannot install package. |
| 5012162 | Exchange calendar migration tool encounters dialog box from Connector for Microsoft Outlook. |
| 5016367 | SMTP fails to deliver message if sender email is incorrectly configured. |
| 5028465 | “Offline Task” label is not fully visible (Korean version). |
| 5031317 | Deleted folder continues to appear in folder list. |
| 5031873 | Undelivered email notice displays English text (Chinese version). |
| 5033620 | UserID becomes unrecognizable in “add user” dialog for calendar permission (Japanese version). |
| 5033627 | In Deployment Configuration Program, “User DN Pattern” label under LDAP tab is cut short (Japanese version). |
| 5033662 | UserID becomes unrecognizable in shared calendar folder (Japanese version). |
| 5033748 | Unrecognized characters appear in copyright in the “About Sun Java System Connector for Microsoft Outlook” dialog (Japanese version). |
| 5033763 | In Debug Logs dialog, the “Email for log level” label is not entirely displayed (Japanese version). |
| 5034894 | In offline mode, the button label text for “Deselect all” is not entirely displayed in the “Offline/cached Mailbox...” dialog (Korean version). |

Table 2 Fixed Bugs in Sun Java System Connector for Microsoft Outlook 6 2004Q2 (*Continued*)

| Bug Number | Description |
|------------|--|
| 5034904 | Message sent with no subject displays as English (“<No Subject>”) in Korean version. |
| 5040590 | In Deployment Configuration Program, reference to IMAPSP exists in “IMAP” tab. |
| 5042029 | A changed “reply-to” field only effective in Outlook. |
| 5042526 | Administrator login or access necessary to install. |

Installation and Configuration Notes

Connector for Microsoft Outlook is an Outlook plug-in that requires installation on the end users’ desktop. A deployment and configuration program is provided to aid the organization in deploying Connector for Microsoft Outlook.

NOTE Before you install Sun Java System Connector for Microsoft Outlook, please check <http://sunsolve.sun.com/pub-cgi/show.pl?target=patchpage> for the latest information about any required patches.

The installation and deployment is a three-step process:

1. Install the administrator package.
2. Create an installation package for the end user.
3. Deploy the installation package.

The Connector for Microsoft Outlook packages ships an installer for the administrator package. The system administrator should prepare a special installation package called the Setup Wizard for the end user. The Setup Wizard installs and configures the Connector for Microsoft Outlook software on your desktop. This installation package is designed to simplify and automate the installation process.

For installation, configuration, and deployment instructions please see the following:

- *Sun Java System Connector for Microsoft Outlook Desktop Installation Guide*—Describes how to install the administrator package.
- *Sun Java System Connector for Microsoft Outlook Desktop Deployment Administrator’s Guide*—Describes how to create an installation package for the end user.

- *Sun Java System Connector for Microsoft Outlook Desktop Deployment Configuration Program Reference Manual*—Describes the desktop deployment configuration program.

Converting Data

One of the optional steps that can be performed during setup and configuration of Connector for Microsoft Outlook is the conversion of data that resides on the desktop. This conversion process is invoked only if the administrator checks the “Convert existing profile” option during the creating of the end user installation package. Please note, this conversion process is not intended to, nor does it replace the need for server-based migration. Sun provides a migration service to help move data and users from an existing Exchange deployment to Sun Java Enterprise System.

The conversion step is also not intended for any other non-Exchange profiles that might exist for a user.

LDAP Attributes

In order for Connector for Microsoft Outlook to function correctly, the following LDAP attributes in the Sun Java System Directory Server should be indexed for at least presence and equality to improve the overall performance:

- icsCalendar
- mail
- mailalternateaddress

For more information on these attributes, see *Sun Java System Calendar Server Administration Guide* and *Sun Java System Messaging Server Administration Guide*.

Sun Java System Calendar Server 6 2004Q2 Considerations

Sun Java System Calendar Server 6 2004Q2 considerations for the Sun Java System Connector for Microsoft Outlook 6 2004Q2 release include:

- [Calendar Server Installation](#)
- [Required LDAP mail Attribute](#)

- [Example: Adding the email LDAP Attribute to a Resource Calendar](#)
- [Example: Setting up the bitbucket Channel for the Resource Email](#)
- [Email Alias \(mailalternateaddress Attribute\)](#)
- [Shared Calendar LDAP Lookup Configuration](#)
- [Outlook Free-Busy Lookup and SSL](#)
- [Calendar Server Delete Log Database](#)

Calendar Server Installation

The latest version of Calendar Server is available at

http://www.sun.com/software/product_categories/email_calendar_collaboratoin.html.

It is recommended that customers also install the latest set of patches, which are available at Sun Solve (<http://sunsolve.sun.com>).

For detailed installation instructions, refer to the *Sun Java Enterprise System Installation Guide*. For configuration instructions, refer to the *Sun Java System Calendar Server Administration Guide*.

Required LDAP mail Attribute

Calendar Server 6 2004Q2 (and later) requires users to have the LDAP `mail` attribute for both user and resource calendars.

For clients to use Microsoft Outlook to schedule resource calendars (for example, for meeting rooms or equipment such as a notebook computer or overhead projector), each resource must have an email address, even though email is not actually needed. The LDAP `mail` attribute specifies this email address.

You might specifically need to add the LDAP `mail` attribute as follows:

Existing 5.x Installation. Before you run the `cs5migrate` migration utility, add the `mail` attribute to users for both user and resource calendars. To add the `mail` attribute, use the Calendar Server `csattribute` utility or a utility such as the Directory Server `ldapmodify` utility.

New 6.0 Installation. Provision the LDAP `mail` attribute for existing users for both user and resource calendars using the Calendar Server `csattribute` utility or a utility such as the Directory Server `ldapmodify` utility.

If you create new calendars or users after installation, use the required `-m email` option to specify an email address when you run these Calendar Server utilities:

- `csresource` utility for new resource calendars
- `csuser` utility for new users

For related information about `csattribute`, `csresource`, and `csuser`, refer to the *Sun Java System Calendar Server Administration Guide*. For related information about `ldapmodify` utility, refer to the *Sun Java System Directory Server Resource Kit Tools Reference*.

Example: Adding the email LDAP Attribute to a Resource Calendar

The following example adds the LDAP mail attribute for a conference room named “Room100” on the `sesta.com` server. This example configures Messaging Server. If you are using another email server, refer to that product’s documentation for the equivalent process.

1. Add the mail attribute to the LDAP server using the `csattribute` utility:

```
# ./csattribute -a mail=Room100@sesta.com add Room100
```

2. To check that the attribute has been set, use the `csattribute list` command with the `-v` (verbose) option:

```
# ./csattribute -v list Room100
...
cn=Room 100,ou=conferenceRooms,dc=sesta,dc=com has mail: Room100@sesta.com
```

Example: Setting up the bitbucket Channel for the Resource Email

The following examples set up the bitbucket channel for Messaging Server or the equivalent for Sendmail for the email generated for resource calendars. These examples use a resource named “Room100” on the `sesta.com` server. If you don’t set up the bitbucket channel (or equivalent), you will need to periodically delete the email messages sent to the resource calendar.

For Messaging Server:

1. Ensure the `bitbucket` channel is defined in the `imta.cnf` file.
2. To direct messages to the `bitbucket` channel, create the email address for the resource using the `csresource` utility:

```
# ./csattribute -a mail=Room100@bitbucket.sesta.com add Room100
```

For Sendmail:

1. In the `/etc/aliases` file on the appropriate host, add an entry such as:

```
# Resource/Conference room aliases
Room100: /dev/null
```

2. Add the email address for the resource to the LDAP directory using the `csresource` utility:

```
# ./csattribute -a mail=Room100@sesta.com add Room100
```

NOTE To enable these changes, you might also need to rebuild alias tables or configurations. Refer to the documentation for Messaging Server (or your email product) as well as your site's own documentation and procedures regarding changes to mail services.

Email Alias (mailalternateaddress Attribute)

If you need to setup an email aliases for a calendar user, use the LDAP `mailalternateaddress` attribute. The LDAP `mail` attribute provides the primary mail address, and the LDAP `mailalternateaddress` attribute is used for email aliases. Both attributes map the mail addresses to the user's calendar ID (`calid`).

For example, to add the `mailalternateaddress` attribute for a user named John Smith with these values:

- User ID (`uid`) and `calid`: johnsmith
- Email address: john.smith@sesta.com

- **Email Alias's:** johns@sesta.com and jsmith@sesta.com

Use these Calendar Server utility commands:

```
# ./csuser -g John -s Smith -y password -l en -m john.smith@sesta.com -c johnsmith create johnsmith
# ./csattribute -a mailalternateaddress=johns@sesta.com add johnsmith
# ./csattribute -a mailalternateaddress=jsmith@sesta.com add johnsmith
```

Shared Calendar LDAP Lookup Configuration

If Directory Server requires authentication for the Shared Calendar LDAP lookup then the `service.wcap.userprefs.ldaproxyauth` parameter must be set in the `ics.conf` file as follows:

- **Anonymous binding:** `service.wcap.userprefs.ldaproxyauth = "no"`
- **Authenticated proxy binding:** `service.wcap.userprefs.ldaproxyauth = "yes"`

If `service.wcap.userprefs.ldaproxyauth` is “yes”, you must also set the appropriate LDAP ACI for the `calmaster` entry. For example, to set the `calmaster` ACI for proxy authentication for the `sesta.com` domain, use the `ldapmodify` tool as follows:

```
dn: o=sesta.com
changetype: modify
add: aci
aci:
(target="ldap:///uid=*,o=sesta.com")(targetattr=*(version3.0;acl"allowAll-calmaster";allow
(all)(userdn="ldap:///uid=calmaster,o=sesta.com");)
aci:
(target="ldap:///uid=*,o=siroe.com")(targetattr="*")(version3.0;acl"allowproxy-calmaster";al
low
(proxy)(userdn="ldap:///uid=*,o=sesta.com");)
```

Outlook Free-Busy Lookup and SSL

The Microsoft Outlook Free/Busy Lookup option is not supported for users who access Calendar Server in SSL mode. To use both SSL and non-SSL mode for the same Calendar Server instance, users must specify different port numbers, as follows:

- **SSL Mode**—To access Calendar Server using SSL, use the SSL port. The default port number is “443” and is set in the `ics.conf` file by this parameter:

```
service.http.ssl.port = "443"
```

- **Non-SSL Mode**—To use the Outlook Free/Busy Lookup option, access Calendar Server using the regular HTTP port. The default port number is “80” and is set in the `ics.conf` file by this parameter:

```
service.http.port = "80"
```

For information about SSL, refer to Chapter 9, “Using SSL With Calendar Server” in the *Sun Java System Calendar Server Administration Guide*.

Calendar Server Delete Log Database

Calendar Server 6.0 includes the Delete Log database (`ics50deletelog.db`) to store deleted events and todos (tasks). For information, refer to Chapter 7, “Managing the Delete Log Database” in the *Sun Java System Calendar Server Administration Guide*.

Limitations and Issues

This section describes the limitations and known issues that exist in this release of Sun Java System Connector for Microsoft Outlook.

Limitations

Some limitations exist in this release of Sun Java System Connector for Microsoft Outlook. The key limitations are:

- Every distinct identity in the Directory Server (for example, users, resources, conference rooms) must have an email address. For more information, see [“Required LDAP mail Attribute.”](#)
- Arbitrary attachments in calendar events are not stored back in the server.
- Rich text in the appointment and meeting description field is lost once the same calendar event is modified in the Communications Express client.
- Ability to assign tasks is not available.

- Message recall functionality is not available.
- Description of events is not available when checking availability.
- Only the primary calendar folder is mapped to the server. A user's other calendar folders are locally stored.
- Journal entries and Notes are stored locally on the desktop.
- Contacts are locally stored.
- Free/Busy lookup does not display TENTATIVE or OUT-OF-OFFICE color coding.
- The properties for Sun Java System Connector for Microsoft Outlook cannot be modified using the Tools->Services option from the Outlook menu. To modify the properties:
 - a. Exit Outlook.
 - b. Right click the Outlook icon and select Properties.
The Properties dialog appears.
 - c. Select Folders - <your user name> from the list of services.
 - d. Click Properties.
- Free/busy lookup using SSL is not supported. See [“Outlook Free-Busy Lookup and SSL”](#) for more information.
- When using a Sun Java System profile in Outlook, you cannot receive incoming mail in your personal folders, despite setting the default delivery location to a personal folder. The Connector for Microsoft Outlook IMAP store does not re-route incoming mail to the default Inbox setup in the mail delivery location.
- Installing Sun Java System Connector for Microsoft Outlook on Exchange servers is not supported.

Known Issues

This section describes the known issues at the time of this release of Sun Java System Connector for Microsoft Outlook. If known, bug IDs are included in parentheses.

General Issues

- For converting or creating a user profile in silent installation mode, it is mandatory to have a default profile. (4938665)

- Limited offline support. Messages and calendar appointments can be read, but cannot be replied to or forwarded. Messages that are created while offline are sent when the user switches to the online mode.
- Recurring tasks are not supported.
- Outlook task delegation does not work. A delegated task in the Inbox cannot be opened by the delegatee. To workaround this, the delegatee can move the delegated task from the Mail Folders Inbox to the Folders Inbox. It can then be opened.

Calendar

The following issues relate the calendar portion of Sun Java System Connector for Microsoft Outlook only:

- If delegate accepts or declines an invitation from the organizer's Shared Inbox, the calendar event is added to delegate's calendar, but not to the organizer's calendar.
- Microsoft TNEF messages are sent when sending calendar attachments. iTIP and iMIP calendar attachments are not supported.
- All Day events may become a non-All Day events (one event scheduled from 12:00am until 12:00pm) if the desktop time zone is different from the Calendar Server calendar time zone.
- When creating an invitation from Outlook, if an error occurs when saving it to Calendar Server, the invitation is still sent by Outlook.
- If a recurring event is created by Outlook with no end date, it will be saved internally in the Calendar Server with a finite number of occurrences. Also, free/busy information is only kept up to the number of occurrences kept in the Calendar Server. For example, if you create a daily recurring event at 10:00 am in Outlook and the Calendar Server only keeps up to 60 repeating events, on day 61 the event still appear on Outlook but the 10:00 am time appears as "free" when calculating availability.
- Changing permissions of a calendar requires restarting Outlook for the new permission setting to take effect for the Calendar folder in the Shared Calendar.
- Tasks displayed in Shared Calendars are the login user's tasks, not the subscribed user's tasks. The calendar view always shows the login user's tasks.
- If you create a recurring invitation in Outlook, but delete a single instance of that event, the recipients (attendees) will not see the deleted invitation if Calendar Server has not processed the initial recurring invitation before the deletion.
- Changing the timezone and then creating events produces an error. (4971548)

The following issues relate to the interoperability between Sun Java System Connector for Microsoft Outlook and Sun Java System Communications Express:

- Events created in Outlook that span multiple days are not displayed correctly in Communications Express. For example, if you create an event in Outlook with a start time of Tuesday at 8:00am and an end time of Friday at 8:00am, it displays correctly in Outlook. In Communications Express, however, the month view displays the event as a one-day event on Tuesday with a duration of 0 hours. The duration is incorrectly displayed in all views. The day and week view correctly displays the event in Communications Express. (4958773)
- RTF formatting in Outlook is not preserved if the description text is edited using Communications Express.
- Differences exist in privacy classes between Outlook and Communications Express. Outlook has two privacy classes (Private and Public), while Communications Express has three classes (private, Date and Time only, and Public). In Outlook, a private event is created as a “Date and Time only” event in Communications Express. A public event in Outlook maps to the public event in Communications Express. Similarly, a Communications Express “Date and Time Only” event maps as a private event in Outlook, and a public event maps as a public event in Outlook. A Communications Express private event also maps to Outlook as a private event. To create a private event in Outlook so it appears as a private event in Communications Express, select “Free” from the “Show time as:” field. The Communications Express private event cannot be seen in a shared Calendar folder by another user.
- There are differences in the way free/busy is implemented in Outlook and Communications Express. The default private event is free in Communications Express. If the event is to be included for free/busy lookup, then it should manually be set to busy. In Outlook the default events are busy for both private and public events.
- If you export an event from Communications Express to a file in Outlook format, you cannot import the event from the same file into Outlook.
- Incompatibilities exist in how recurring tasks are implemented in Outlook and Communications Express. Recurring tasks in Outlook do not conform to RFC 2445 while Communications Express is specifically designed to work with RFC 2445-compliant information. This causes problems when recurring task information is passed between Outlook and Calendar Server.

Information stored locally by Outlook does not always match information which is stored on the Calendar Server. Sun Java System Connector for Microsoft Outlook, for example, does not transfer any information dealing with the recurrence of a task to the Calendar Server. Any tasks created in Outlook (recurring or non-recurring) appears in

Communications Express as single tasks. A task that is created in Communications Express only uses the recurring information from the Calendar Server when that task is written for the first time in the Outlook client and not during any modification of any existing task on Outlook.

For these reasons, recurring tasks viewed in Outlook and tasks viewed in Communications Express appear different in many cases. We recommend that users who work with recurring tasks choose either Outlook or Communications Express and not attempt to work with recurring tasks in both clients interchangeably.

- Inconsistencies exist in how all-day events are created and handled between Outlook and Communications Express:
 - All day events created in Outlook are not synched properly in Communications Express. (5021228 and 4984895)
 - All day events created in Communications Express are synched as timed events in Outlook. (4995529)
- Unsubscribing to a calendar does not remove the calendar from the folder list. (5032872)

If you subscribe to or unsubscribe from a calendar in Communications Express, the information is updated in Outlook only after Outlook has been restarted. Additionally, if the LDAP configured for lookup is a replica, the subscription list is not updated until the replica is updated.

Mail

The following issues relate the mail portion of Sun Java System Connector for Microsoft Outlook only:

- Saving attached files inside a forwarded message. (4946488)

When an attachment is received as part of a forwarded message, the attachment cannot be saved after double-clicking on the attachment. To save the attachment, right-click on the attachment, then chose “Save As.”
- Mail Sent Items folder does not display correct column fields. (4972488)

The column headers in the Sent Items Mail folder incorrectly display “To” and “Sent.” The correct column headers should be “From” and “Received.”
- The Advanced Find dialog in Outlook 2000 and Outlook 2002 does not allow a user to choose more than one folder in which to search.

The following issues relate to the interoperability between Sun Java System Connector for Microsoft Outlook and other email clients, such as Sun Java System Communications Express:

- If a message is sent from Outlook in Rich Text format, the message contains a plain text body with no formatting and a `WINMAIL.DAT` attachment. The `WINMAIL.DAT` attachment contains the Rich Text message along with any other attachments that may have been added. Because the format is Microsoft proprietary, only Outlook can read the `WINMAIL.DAT` attachment. Communications Express (and any other client) sees only the unformatted text message and a `WINMAIL.DAT` attachment. It is recommended that HTML format be used instead of Rich Text format to send messages.

- Address change in From: header. (4949659)

The name in the From: header changes if an attendee replies to an event invitation and attaches the `winmail.dat` calendar invitation. For example, Joe (using Outlook) sends an invitation to an event to Bob. Bob replies to Joe, using an email client that automatically sends the original `winmail.dat` calendar attachment back to Joe. When Joe opens the reply, the From: header is changed to Joe.

- Email ID is a must for Outlook. (4969029)

If a person with a calendar ID but no email ID is invited to an event in Communications Express, this person is not displayed as an attendee in Outlook. An email ID is required for Outlook.

Localization Issues

The following issues affect the localized versions of Sun Java System Connector for Microsoft Outlook:

- Unrecognized characters in Deployment Configuration Program online help. (5033752)
- Star graphics appear in topics list of Deployment Configuration Program online help. (5056940)
- Localized online help on Windows machines may contain one or more issues in the following areas (5035363, 5031913, 5028387, 5028413, 5034886, 5028420, 5033752, 5056940):
 - English or broken characters found in the index and/or the body of the online help.
 - Index list is not sorted in localized languages.
 - Online help context search using non-English words is difficult.
 - Unrecognized characters or graphics appear in text or topics list.
- Installer for the Deployment Configuration Program is not localized. Some of the installation panels for the Connector for Microsoft Outlook are also in English (5028359).
- Unrecognized characters appear while entering a Korean full name in the Korean Connector for Microsoft Outlook installation panel (5028453).

- Log file may contain unrecognized characters (5033783).

How to Report Problems and Provide Feedback

If you have problems with Sun Java System Connector for Microsoft Outlook, contact Sun customer support using one of the following mechanisms:

- Sun Software Support services online at <http://www.sun.com/service/sunone/software>
This site has links to the Knowledge Base, Online Support Center, and ProductTracker, as well as to maintenance programs and support contact numbers.
- The telephone dispatch number associated with your maintenance contract

So that we can best assist you in resolving problems, please have the following information available when you contact support:

- Description of the problem, including the situation where the problem occurs and its impact on your operation
- Machine type, operating system version, and product version, including any patches and other software that might be affecting the problem
- Detailed steps on the methods you have used to reproduce the problem
- Any error logs or core dumps

Sun Welcomes Your Comments

Sun is interested in improving its documentation and welcomes your comments and suggestions. Use the web-based form to provide feedback to Sun:

<http://www.sun.com/hwdocs/feedback>

Please provide the full document title and part number in the appropriate fields. The part number is a seven-digit or nine-digit number that can be found on the title page of the book or at the top of the document. For example, the part number of this Release Notes document is 817-6618-10.

Additional Sun Resources

Useful Sun Java System information can be found at the following Internet locations:

- **Documentation for Sun Java System Connector for Microsoft Outlook**
<http://docs.sun.com/db/prod/entsys.04q2>
- **Sun Java System Documentation**
<http://docs.sun.com/prod/java.sys>
- **Sun Java System Professional Services**
<http://www.sun.com/service/sunps/sunone>
- **Sun Java System Software Products and Service**
<http://www.sun.com/software>
- **Sun Java System Software Support Services**
<http://www.sun.com/service/sunone/software>
- **Sun Java System Support and Knowledge Base**
<http://www.sun.com/service/support/software>
- **Sun Support and Training Services**
<http://training.sun.com>
- **Sun Java System Consulting and Professional Services**
<http://www.sun.com/service/sunps/sunone>
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