Desktop Deployment Configuration Program Reference Manual

Sun Java™ System Connector
for Microsoft Outlook

Version 6.0

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About This Guide

This guide describes the Deployment Configuration Program for the Sun Java™ System Connector for Microsoft Outlook. Topics covered in this chapter include:

- Who Should Read This Book
- What You Need to Know
- How This Book is Organized
- Document Conventions
- Where to Find Related Information
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Who Should Read This Book

You should read this book if you are responsible for administering and deploying Sun Java System Connector for Microsoft Outlook at your site.

What You Need to Know

This book assumes that you are responsible for administering and deploying the Connector for Microsoft Outlook software and that you have a general understanding of the following:

- The Internet and the World Wide Web
- Messaging Server and Calendar Server protocols
- System Administration and Networking on the following platforms:
  - ❍ Microsoft Windows 2000
  - ❍ Microsoft Windows XP

- Microsoft Outlook
- General Deployment Architectures

How This Book is Organized

This *Reference Manual* contains the preface you are now reading, followed by three chapters:

- Chapter 1, "Getting Started"—Brief narrative explanations of what the Sun Java System Connector software is designed to do, how it is typically used within the broader context of an overall migration scenario, and what an administrator should do to get started with the software — plus instructions for installing the administrator's software on the administrator's own computer.

- Chapter 2, "Creating End-User Installation Packages"—This chapter describes how to use the Deployment Configuration Program to create customized installation packages for Outlook end users. These packages can be configured to install the necessary software, or to convert existing Outlook and Exchange data files for use with the new Connector for Microsoft Outlook, or both—depending on your circumstances.

- Chapter 3, "Application Notes for Special Circumstances"—This chapter explains how to deploy the Sun Java System Connector for Microsoft Outlook under certain special circumstances or network configurations:

  - "Push" Method Deployment, If End Users Lack Installation Privileges: Installation of software to an end user's desktop requires access privileges that often are disallowed to many or most end users. Most organizations in these circumstances implement a "push" method of software distribution from the system administrator to user desktops, which bypasses the requirement for user access privileges. If your network serves "locked-down" Windows environments where end users cannot install software, we strongly recommend this sort of automated configuration management as a way to avoid many individual desktop visits.

  - Command-Line Switches for the User Installation Package: A user-installation package can be run from the command line, with switches to pass the necessary user passwords to the conversion program as it runs. An installation package can therefore be run by an SMS script, with command-line switches, to make possible a truly silent installation and configuration, requiring no user interaction whatsoever.

- Migrating Terminal Service Users from Exchange to the Sun Java System: The Sun Java System Connector administrator's tools can also be used to migrate existing Outlook users of Windows terminal service from Exchange to a Sun Java System server.

- To Designate Microsoft Outlook as a User's Default E-mail Client: Installation of the Sun Java System Connector software requires that Outlook be set as the default e-mail client for every user. If a user does not have Outlook set as his or her default client, he or she (or an administrator) should follow the instructions in this section to reset the default to Outlook.

- To Remove the Sun ONE Sync Program from a User's Workstation: The Sun Java System Connector software cannot coexist on the same desktop with the Sun ONE Sync program. If the Sun ONE Sync program has been installed on a user's desktop, the user (or an administrator) should follow the instructions in this section to remove it.

- Undoing (Reversing) a User's Migration: How to abandon a user's connection to the new Sun Java System server and restore the user's mailbox to service with the old Exchange server.

- Recovering from a User's Removal of LDAP Services from Outlook: How to restore LDAP services to the user's workstation.

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 path 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 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

For more information about the Deployment Configuration Program and the system administrator's role in the deployment of the Sun Java System Connector for Microsoft Outlook, please see:

- ***Sun Java System Connector for Microsoft Outlook Desktop Deployment Administrator's Guide***: The *Desktop Deployment Administrator's Guide* provides a more global overview of the deployment process, explaining several strategic and high-level tactical options that a system administrator should consider prior to actual deployment. As you prepare user installation packages, you will encounter many available choices that let you determine how the new software will be distributed, installed and configured on user desktops. Some of your choices will be dictated by logistical imperatives, while others will be judgment calls, derived from your personal familiarity with your organization, your network, and your users. The *Desktop Deployment Administrator's Guide* is intended to help you anticipate all such choices, to help you understand the significance and implications of each option.

We strongly recommend that you read the *Desktop Deployment Administrator's Guide before* you start using the Deployment Configuration Program to prepare user installation packages.

• **Online Help:** A context-sensitive online Help file accompanies the Deployment Configuration Program. From any screen or tab within the software, simply click the Help button or press F1 to open a Help window and view pertinent information about the displayed screen or tabbed panel.

Documentation for Sun Java System Connector for Microsoft Outlook can be found at the following URL:

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

Where to Find This Book Online

You can find the *Sun Java System Connector for Microsoft Outlook Desktop Deployment Configuration Program Reference Manual* online in PDF and HTML formats. This book can be found at the following URL:

http://docs.sun.com/db/doc/817-4219

Getting Started

Introduction and Orientation

Your organization will use the Sun Java System Connector for Microsoft Outlook so that your users can use Microsoft Outlook as their e-mail and calendar client while connected to Sun Java System servers. The software must be installed and configured on each user desktop to facilitate the necessary ongoing communications between Outlook and the Sun Java System server. The Connector for Microsoft Outlook software is installed one desktop at a time by a Setup Wizard that can also convert any existing Outlook data files to a format that the new software can read and use.

To simplify both the administrator's work associated with deployment and the user's tasks in actually installing and configuring the new software, Sun provides a Deployment Configuration Program. This tool lets the administrator create customized end-user installation packages for the software, with pre-set configuration parameters to simplify and streamline the user's process, and to enforce any configuration settings the administrator deems necessary or desirable for a particular user or group of users. The Deployment Configuration Program saves those pre-set configuration parameters in an `.ini` text file, and then bundles the `.ini` file with an installation program—the Setup Wizard—for end users. When an end user activates the package, the Setup Wizard reads the `.ini` file to install and configure the Connector software on his or her desktop according to the administrator's specifications.

A system administrator may create different installation packages for different individual users, or for different groups of end users—for example, to enforce different configuration schemes for users in the Sales department vs. the Engineering department and so forth, or to offer configuration options to some groups of users while setting fixed parameters (eliminating the choices) for others.

Administrator's Process Overview

In a typical deployment scenario, an administrator will perform these four primary tasks to deploy the Sun Java System Connector for Microsoft Outlook:

1. **Install the Sun Java System Connector for Microsoft Outlook software.** Sun's administrative software obviously must reside on the administrator's computer before it can be used to create end-user installation packages. The installation instructions appear below, in the last section of this chapter 1.

2. **Prepare a comprehensive Deployment Plan.** Planning and foresight are critical to a smooth deployment. The process of developing a comprehensive Deployment Plan is a valuable exercise that will force you to consider and accommodate all of the factors likely to influence your organization's migration. The *Desktop Deployment Administrator's Guide* that accompanies this *Reference Manual* explains important migration concepts, prerequisites, and strategic choices, and explains how to develop a Deployment Plan that will guide you through your migration. Every administrator should therefore read the *Desktop Deployment Administrator's Guide* and prepare a comprehensive Deployment Plan.

3. **Prepare an end-user installation package.** Chapter 2, "Creating End-User Installation Packages" explains how to use the Deployment Configuration Program to create customized installation packages for Outlook end users. These packages can be configured to install the necessary software on user desktops, or to convert users' existing Outlook and Exchange data files for use with the new software—or both, depending on your circumstances.

4. **Deploy each end-user installation package.** Once you have created an installation package for your users, you must tell them where to find it and how to use it. Many administrators simply copy the installation package and the associated *Desktop Installation Guide* to a shared folder, and then provide links to the installation package and documentation in an announcement e-mail to users.

Step 1 and Step 2 of this process overview are a good place to start regardless of your unique configuration and preferences. If your migration strategy calls for two or more different installation packages for different users or user groups, simply repeat Step 3 and Step 4 for each package until all users have been migrated.

The deployment process can proceed along different paths depending on your original and destination network configurations, the administrative structure of your organization, and your own informed sense of the extent to which your users should be involved in the process of installing and configuring their own desktop

software. Moreover, your network configuration or preferences may dictate some variation to the standard scenario described above. Chapter 3, "Application Notes for Special Circumstances" provides application notes for the most common of these variations.

Installing the Administrator's Software

If the most recent version of the Sun Java System Connector for Microsoft Outlook Administrator's software is not already installed on your computer, you must install it before you can create end-user installation packages:

1. Locate the Sun Java System Connector for Microsoft Outlook setup file, Setup.exe, that you have downloaded or otherwise copied to your computer. Double-click the filename to start the program.

   The InstallShield Wizard then welcomes you to the process and prompts you to click the **Next** button to continue, as shown in Figure 1-1.

Figure 1-1 The InstallShield Wizard Welcome Screen
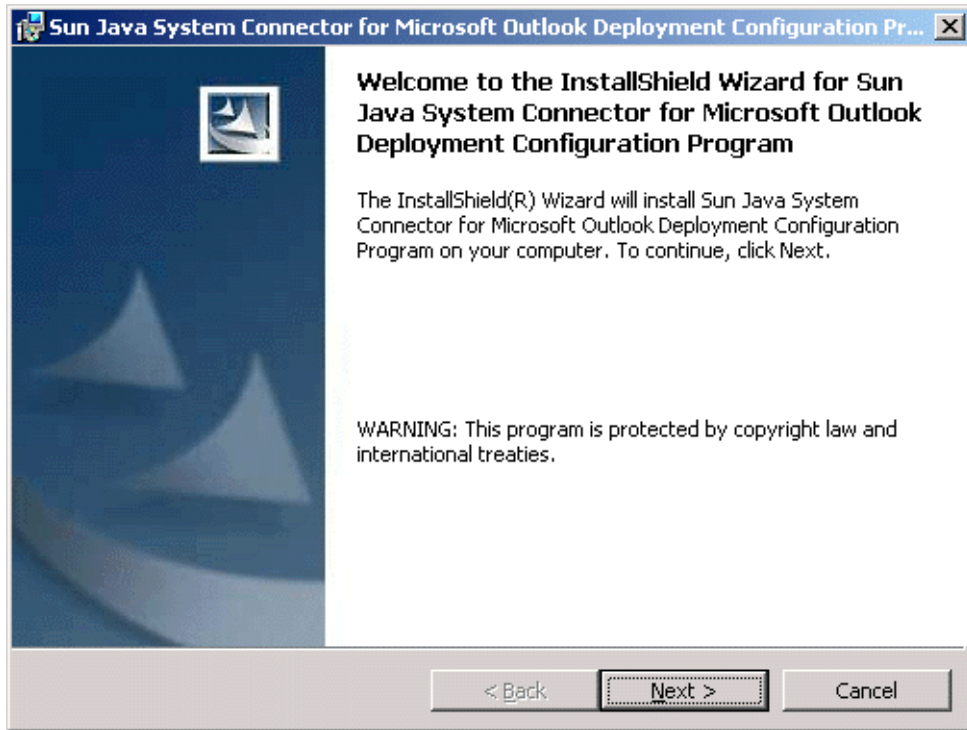
2. Click the **Next** button.

   The InstallShield Wizard then prompts you to enter your customer information, as shown in Figure 1-2.

Figure 1-2   InstallShield Wizard: Customer Information

3. Enter your **User Name** and **Organization**, and choose whether you want the Connector for Microsoft Outlook software to be available to all users of this computer, or only to your User Name. Then click **Next**.

   The InstallShield Wizard then asks whether you want to perform a Complete or Custom installation.

4. Choose the **Complete** installation option, and click **Next**.

   The InstallShield Wizard then announces that it is ready to begin the actual installation, and prompts you to click **Next** to begin.

5. Click the **Next** button, and wait for the installation to proceed and conclude. (A progress meter appears in the window while you are waiting.)

   The InstallShield Wizard notifies you when the process is complete, and prompts you to click the **Finish** button.

6. Click **Finish**.

As the InstallShield Wizard exits, it opens a browser window to the Sun web site where you can download the documentation PDF and HTML files.

The Connector for Microsoft Outlook administrator's software (filename `Admin.exe`) has now been installed to:

`C:\Program Files\Sun\Deployment Configuration Program\`

A new shortcut icon for the `Admin.exe` program appears on your desktop.

Creating End-User Installation Packages

If the most recent version of the Administrator's software is not yet installed on your computer, see "Installing the Administrator's Software" in Chapter 1. The Administrator's software must be properly installed on your computer before you can run the Deployment Configuration Program.

These instructions define a procedure to create a single desktop installation package for a single user, or for a particular group of users who will all install and configure the Connector for Microsoft Outlook in the same way. To create two or more desktop installation packages with a variety of configuration settings for different groups of users, simply repeat this procedure for each package you want to create.

To create an end-user desktop installation package:

1. Locate and launch (double-click) the file Admin.exe, in C:\Program Files\Sun\Deployment Configuration Program\, or from a desktop shortcut icon or the **Start** program menu.

The Deployment Configuration Program then opens its Configuration Window on your desktop, as shown in Figure 2-1.

Figure 2-1   Deployment Configuration Program: Configuration Window
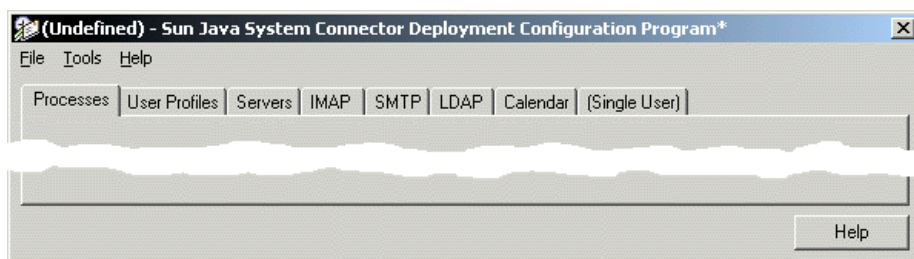
The Configuration Window contains:

- ❍ eight tabbed panels where you will enter the information to characterize an end user's configuration of the Sun Java System Connector (described separately below).

- ❍ a **Help** button, which opens a separate window of information about the entry options available on the currently displayed panel.

- ❍ three menus: File, Tools and Help.

The File Menu and Help Menu offer several standard, familiar Windows features for file management, and context-sensitive access to the online Help system that accompanies this Deployment Configuration Program:

- ❍ **File Menu:** New, Open..., Save, Save As..., Print Setup..., Print..., and Exit.

- ❍ **Tools Menu:** Create Package.

- ❍ **Help Menu:** Deployment Help, and About the Deployment Configuration Program.

The **Create Package** option on the Tools Menu lets you create a new installation package for an existing `.ini` configuration file that has been opened into this Configuration Window. You may use **File** > **Open...** to locate and open an existing `.ini` file.

2. Complete the information in the eight tabbed panels, as described separately (per tab) below. Click on each tab to display the associated panel.

   If you begin creating an installation package but then decide to finish it at a later time, you may **File** > **Save** a partially completed package, and then **File** > **Open...** it later to resume and complete your work.

3. When you have entered all of the information requested in all eight tabbed panels, select **File** > **Save** to save your configuration choices in an `.ini` file and create a new installation package. Your **Save** command activates a standard, familiar Windows Save dialog box.

4. In the dialog box: Enter an appropriate filename and path for the `.ini` file and `.exe` file, and click the **Save** button.

   If the program reports a Logon failure or "Could not locate..." a necessary resource while it is running. If you know that the resource exists in the location you have specified, then the administrator account you are using to run this Deployment Configuration Program is not authenticated to the file server where the resource resides. Make sure that you are logged in to the locations of all such resources and then run the Deployment Configuration Program again.

The **Save** command actually creates two new files: the `.ini` file, which is saved to whatever folder you designate in the Save dialog box, and an `.exe` file (the bundled installation package, including a copy of the `.ini` file), which is saved by default to `C:\Program Files\Sun\Deployment Configuration Program\Packages`. Both the `.ini` and `.exe` files carry whatever filename you designate in the Save dialog box.

Processes Tab

The Processes Tab is shown in Figure 2-2.

Figure 2-2   Deployment Configuration Program: Processes Tab
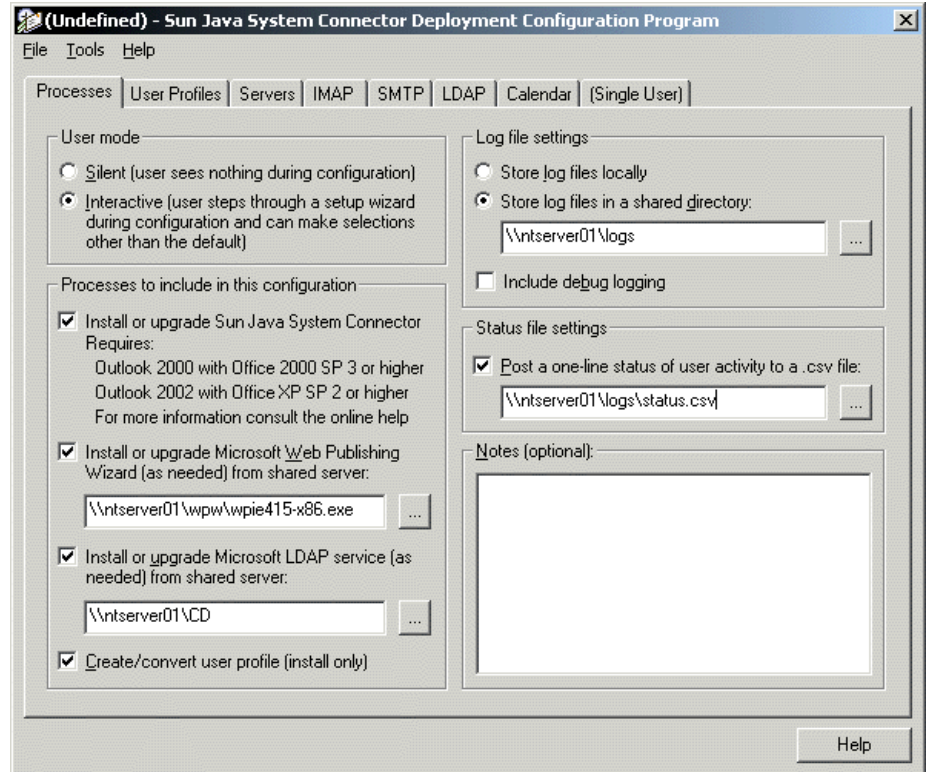
User mode

These two options, **Silent** installation vs. **Interactive**, are mutually exclusive:

Silent: The user program will install and configure the user's software, and convert the existing default Exchange user profile and existing Personal Folders (`.pst`) files, without any user involvement whatsoever, according to the administrator's pre-set parameters for this process (as set in this and the other tabs in this Deployment Configuration Program).

Interactive: The user program will present the user with at least some choices for the installation, configuration and conversion processes. The extent of user involvement will be as determined by the administrator (as set in this and the other tabs in this Deployment Configuration Program).

Processes to include in this configuration

The installation of these software components to user desktops will require access privileges that often are disallowed to many or most end users. If your network serves "locked-down" Windows environments where end users cannot install software, we strongly recommend a "push" method for software distribution from the system administrator to user desktops that bypasses the requirement for user access privileges. This "push" method of distribution is explained in Chapter 3 ""Push" Method Deployment, If End Users Lack Installation Privileges."

For a full explanation of any or all of the processes offered in this panel, and the implications of installing or not installing them, please see "Deployment Toolkit Components" in chapter 1 of the *Desktop Deployment Administrator's Guide.*

Install or upgrade Sun Java System. Tells the user program to install the software that facilitates the necessary ongoing communications between the user's Outlook client application and the Sun Java System server(s). If Sun Java System Connector for Microsoft Outlook is already installed, the user program will check the installed version and, if appropriate, upgrade to the newer version.

The Sun Java System Connector for Microsoft Outlook system requirements include:

- Operating System Windows 2000 or Windows XP.

- Outlook 2000 with Office 2000 Service Pack 3 or higher, or Outlook 2002 with Office XP Service Pack 2 or higher.

- Microsoft Outlook must be designated as the user's default e-mail client. If Outlook is not set as a user's default e-mail client, see "To Designate Microsoft Outlook as a User's Default E-mail Client" in Chapter 3 for instructions to resolve this problem.

- The software cannot be installed to any workstation that also contains the Sun ONE Sync program, which is incompatible with Connector for Microsoft Outlook. If the Sun ONE Sync program has been installed on a particular user's desktop, it must be removed (see "To Remove the Sun ONE Sync Program from a User's Workstation", in Chapter 3 for instructions).

The Sun Java System Connector for Microsoft Outlook Setup Wizard will detect any discrepancy between these requirements and the actual installation environment, and in that case will not install Sun Java System Connector for Microsoft Outlook.

Install or upgrade Microsoft Web Publishing Wizard. Tells the user program to install Microsoft's Web Publishing Wizard (WPW), which makes the user's Free/Busy information available to the Sun Java System Calendar Server. If WPW is already installed, the user program will check the installed version and, if appropriate, upgrade to the newer version.

<Enter shared path to web kit>. Specify the network location of the installation kit for the Web Publishing Wizard.

Install or upgrade Microsoft LDAP Service. Tells the user program to install the LDAP component of Outlook 2000, which will facilitate communications between Connector for Microsoft Outlook and the Sun Java System directory. If the LDAP component is already installed, the user program will check the installed version and, if appropriate, upgrade to the newer version. This component is required *only* if some of your users are using Outlook 2000, and is *not* required if all users are running Outlook 2002. Connector for Microsoft Outlook uses LDAP services to communicate with the Sun Java System directory, and the LDAP protocol is a standard feature of Outlook 2002. The LDAP protocol is only an optional feature in Outlook 2000, not a part of a "standard" Microsoft Office installation. If *any* of your users are using Outlook 2000 you will need the corresponding original Microsoft installation CD(s) or files to install the LDAP component. These kits are *not* included in the Desktop Deployment Toolkit package because they are Microsoft products. For more information, see "Deployment Toolkit Components" in the *Desktop Deployment Administrator's Guide.*

<Enter shared path to LDAP kit>. Specify the network location of the installation files for the version of Outlook 2000 used by these users.

NOTE	If the Browse feature for LDAP does not display the location you need to specify (but you know that it exists).This is an unlikely scenario, but chances are you simply are not authenticated in the domain to which you have browsed. To correct this problem, right-click the target computer and select Explore, and then enter your administrator userID and password at the prompt. You may then return to the Browse feature and select the computer you need to browse.

Create/convert user profile. Activates the User Profiles tabbed panel, so the user program can convert an existing eligible Outlook user profile or create a new profile for use with the new Sun Java System Connector. The user program will convert only an "eligible" profile, meaning that the profile must:

- include Microsoft Exchange Server message services

- not have been fully converted (all of its .pst files converted) by a previous run of the user program (although the remaining, unconverted .pst files of a partially converted profile can be converted).

If this box is *not* marked, the entire User Profiles panel will be grayed out and unavailable, and no user profile will be converted or created. For example, you may want to create a user installation package to simply install or update MAPI services without converting or creating any profiles.

Log file settings

These settings pertain to the directory where the user program will write its log files for the user's migration session. The first two radio-button options are mutually exclusive:

- **Store log files locally:** Tells the user program to write its log files to the user's local "temp" directory.

- **Store log files in a shared directory:** Tells the user program to write its log files to a particular shared directory:

○ ***<Enter shared folder for Log files>:*** Specify the shared folder to contain the log files. You can enter a drive letter or a UNC path.

If the Browse feature for Log files does not display the location you need to specify (but you know that it exists): This is an unlikely scenario, but chances are you simply are not authenticated in the domain to which you have browsed. To correct this problem, right-click the target computer and select Explore, and then enter your administrator userID and password at the prompt. You may then return to the Browse feature and select the computer you need to browse.

- **Include debug logging:** Tells the user program to log its activities in the more verbose, more explicit "debug" style. If a user encounters a problem with the installation package and you can't diagnose the problem by reviewing the default-style log entries, the more verbose debug-style logging may provide enough additional information to help you or your associates solve the problem. This option is off by default.

Status file settings

Post a one-line status of user activity to a `.csv` **file:** Adds a one-line summary of user activity to the `.csv` file you specify in the accompanying box (below). Each line represents one run of the desktop tool by one user. A single user who runs the tool multiple times should generate multiple lines in the `.csv` file.

- ***<Enter shared file for status entries>:*** Specify the shared file to contain the status entries. If the file already exists, it will be updated each time the installation kit is run.

Notes (optional)

Any notes or comments you care to include about this configuration can be added in this field.

User Profiles Tab

The settings in this User Profiles panel, shown in , apply only if this package will create or convert user profiles. Therefore, the features in this panel are available only if the **Create/convert user profile** option is checked on the Processes tabbed panel. This entire User Profiles panel will be grayed out if the **Create/convert user profile** option is unmarked.

The settings in this panel determine how Exchange users' Contacts, Journal and Notes data will be converted to local (desktop) Sun Java System Connector Personal Folders (.pst) files.

Figure 2-3   Deployment Configuration Program: User Profiles Tab
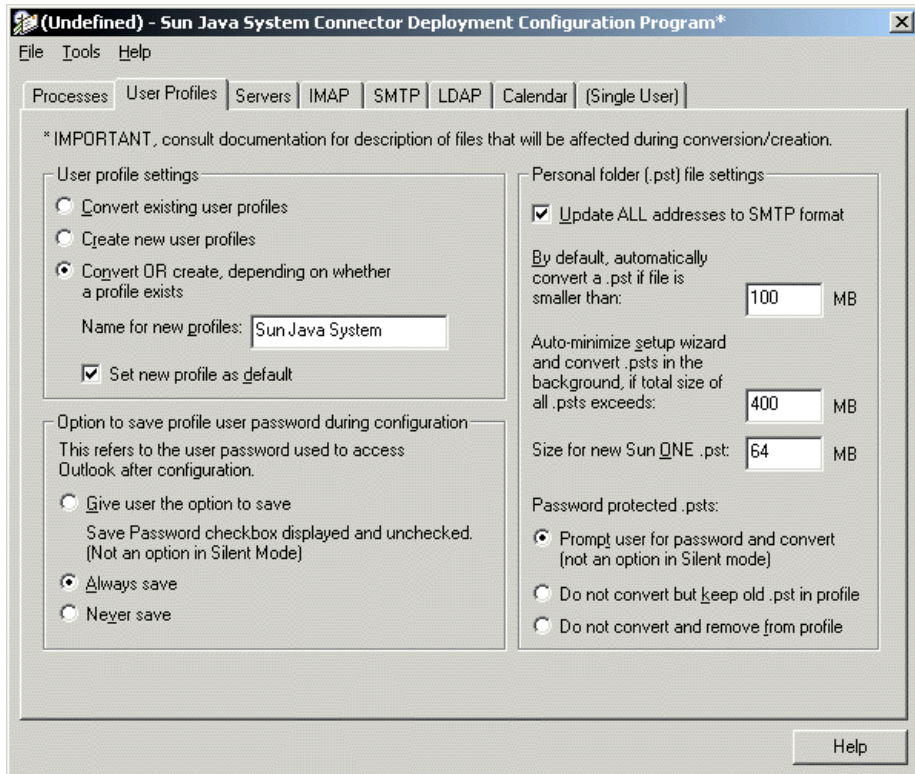
User profile settings

You may mark options in this section to specify whether and how user profiles will be converted and created:

- **Convert existing user profiles:** Tells the user program to convert an existing Outlook profile, as follows:

  ○ **In Silent Mode:** Converts the user's default profile if it can be found, or does nothing if a default profile cannot be found.

○ **In Interactive Mode:** Prompts the user to select a single profile to convert if it finds two or more eligible profiles connecting to Exchange server(s), or finds only one eligible profile that is not set as the user's default. If the program finds only one eligible profile, and it is set as the user's default, the program automatically converts that profile without any user interaction. If the program finds no eligible profiles, it does nothing — neither converts nor creates any user profile.

Remember that the user program will convert only an "eligible" profile, meaning that the profile:

○ must include Microsoft Exchange Server message services, and

○ must not have been fully converted (all of its .pst files converted) by a previous run of the user program (although the remaining, unconverted .pst files of a partially converted profile can be converted).

• **Create new user profiles:** Tells the user program to create a new Outlook user profile, ignoring any existing profiles that may already exist for the user. It will create only one new profile for a given user, even if the user runs the installation two or more times.

• **Convert or Create:** Tells the user program to convert an existing Outlook user profile if it can find one, or create a new profile if it cannot find an existing one:

○ **In Silent Mode:** Converts the user's default Outlook profile if it can be found, or creates a new profile if a default profile cannot be found.

○ **In Interactive Mode:** Prompts the user to select a single profile to convert if it finds two or more eligible profiles connecting to Exchange server(s), or finds only one eligible profile that is not set as the user's default. If the program finds only one eligible profile, and it is set as the user's default, the program automatically converts that profile without any user interaction. If the program finds no eligible profiles, it creates a new one.

• **Name for new profiles:** The name by which the new profile will be identified in the drop-down list box that appears on Outlook's user logon screen.

• **Set new profile as default:** If this box is checked, the new profile will be set as the user's default Outlook profile.

Save password options

- **Give user the option to save:** Tells the user program to display a checkbox that lets the user choose whether Outlook should prompt the user for a password upon each login, or save ("remember") the password so the user can skip that login step. Within the user program, the instructions displayed with the checkbox explain: "If checked, you will not need to enter your information each time you launch Outlook." This option is not available if this package is configured to run in *Silent* mode.

- **Always save:** Tells the user program to *not* offer the user the choice described above (for **Give user the option...**). Instead, the screen will display this message: "Your password will be saved. You will not need to enter your password each time you launch Outlook."

- **Never save:** Tells the user program to *not* offer the password choice, so Outlook will always prompt for user passwords, by default. The user program will display no checkbox or related explanatory text.

Personal folder (.pst) file settings

Update ALL addresses to SMTP format: Tells the user program to convert all addresses that occur within Personal Folders (.pst) files to SMTP (Internet standard) format.

By default, automatically convert a .pst if file is smaller than: _____ MB: In *Silent* mode: The user program will ignore (not convert) any .pst files larger than or equal to the size specified here. In *Interactive* mode: If any existing .pst files are larger than or equal to the specified size, the program will prompt the user to specify which (if any) of the large files to convert.

Auto-minimize setup wizard and convert .psts in the background, if total size of all .psts exceeds: _____ MB: This setting is irrelevant in *Silent* mode. In the *Interactive* mode, if the total size of all .pst files to be converted exceeds the size specified here, the user program will convert the profiles first, and then automatically minimize itself to the user's Task Bar to convert the .pst files as a background process. Once the profile has been converted, the user can run Outlook and access the converted profile.

Size for new Sun Java System .pst: _____ MB: The expected amount of disk space required for the new .pst file into which selected items from the old Exchange server are copied. The user program aborts the conversion if a user does not have this much disk space available. Leave this value set at its default unless you have some particular reason to expect that your .psts will be larger.

Password protected .psts: Choose one of these mutually exclusive options for converting password protected .pst files:

- **Prompt user for password and convert (not an option in Silent mode):** Tells the user program to prompt the user for the password to open each .pst file and convert it.

- **Do not convert but keep old .pst in profile:** Tells the user program to *not* convert the .pst file, but to keep the unconverted .pst file in the profile.

- **Do not convert and remove from profile:** Tells the user program to *not* convert the .pst file, and to remove the unconverted .pst file from the profile. (The old .pst file is not, however, physically deleted from the user's hard drive.)

Servers Tab

The Servers tab is shown in .

Figure 2-4   Deployment Configuration Program: Servers Tab
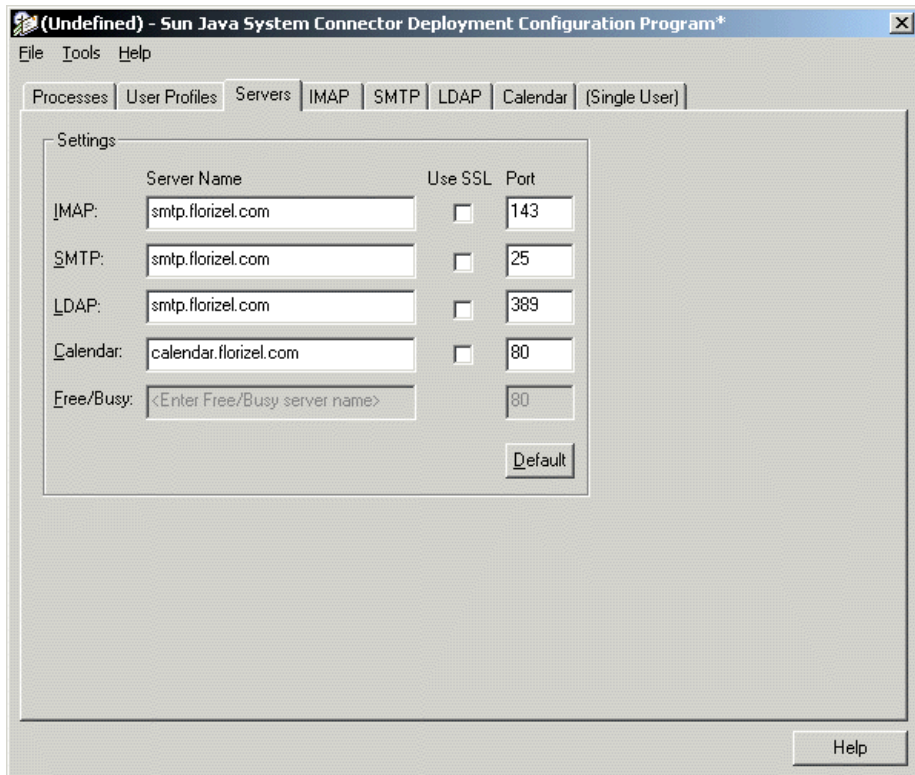
NOTE	If the **Use SSL** box is not marked for the Calendar server, the Free/Busy server values will be the same as for the Calendar, and the Free/Busy line will therefore be grayed out in this panel. But if **Use SSL** *is* marked for the Calendar, then you must specify a different port for Free/Busy.

Settings

Server Name: The host name for each Sun Java System server: IMAP, SMTP, LDAP, Calendar, and Free/Busy.

Use SSL: Mark this box to require an SSL to connect to the associated server.

Port: The default port number for each server. The default changes if you use SSL to connect to the server.

Default: Restores all Port numbers back to their original default values (if you have changed the values but now want to restore the defaults). The default values for SSL vs. non-SSL are different, and this feature will restore the appropriate default for any given server depending on whether the **Use SSL** box is marked.

IMAP Tab

The IMAP Tab is shown in Figure 2-5.

Figure 2-5   Deployment Configuration Program: IMAP Tab
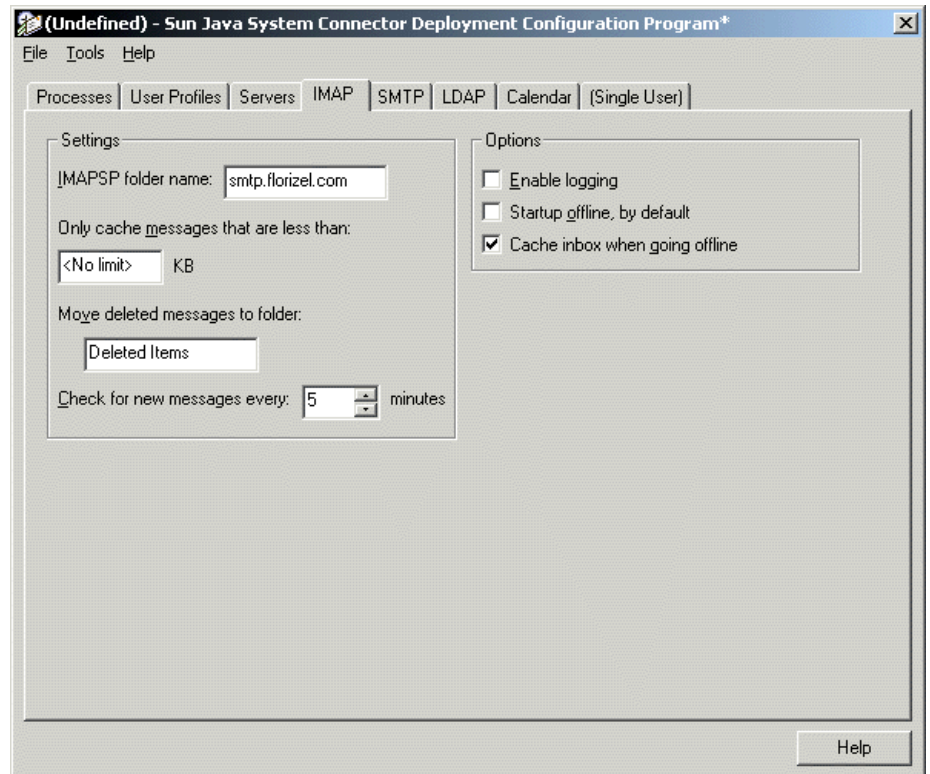
Settings

IMAPSP folder name: The name that will appear next to the IMAPSP Folders icon in the Outlook Folder List. If left unspecified, the **Server Name** field (from the Servers tabbed panel in this same Deployment Configuration Program) will appear as the folder name instead.

Only cache messages that are less than: _____ KB: The per-message size limit for the IMAPSP local message cache. This option is intended primarily to reduce download times when the user goes into offline operations. This value, however, will also affect re-display times in online mode, because the message will need to be re-retrieved if it has not been cached.

Move deleted messages to folder: The name of the folder for IMAP trash, where you want deleted messages to be moved.

Check for new messages every: ___ minutes: This is the interval, in minutes, after which a server mailbox will be polled for newly arrived messages. If any new messages have arrived, the mailbox is refreshed and redisplayed in Outlook. If this field is cleared or set to zero, no polling will be done for this server connection.

Options

Enable logging: Causes log, error, and trace information to be sent to a file named ISTORE*x*.LOG (where 'x' is a numerical value for the day of week, 1-7) in the PC's temp(orary) directory. Only the last three days' logs are saved.

Startup offline, by default: Configures IMAPSP to *not* initially attempt a connection to the server, so the user will have to execute the Online mode menu to go online.

Cache inbox when going offline: Configures IMAPSP to cache the Inbox when the user goes offline. Alternatively, the user can set the caching status of a given mailbox by highlighting the folder entry in Outlook, then executing the Properties menu, pressing the IMAPSP tab, and turning on the **Cache all message parts (attachments) for this folder** option.

SMTP Tab

The SMTP tab is shown in Figure 2-6.

Figure 2-6   Deployment Configuration Program: SMTP Tab

Options

BCC all sent messages to self: Configures the user software to automatically insert the user's e-mail address into the BCC field of every outbound message (effectively lets a sender file a copy of every message sent). The messages are filed within a sender's server INBOX, and subsequently will be affected by any server-based message filtering rules.
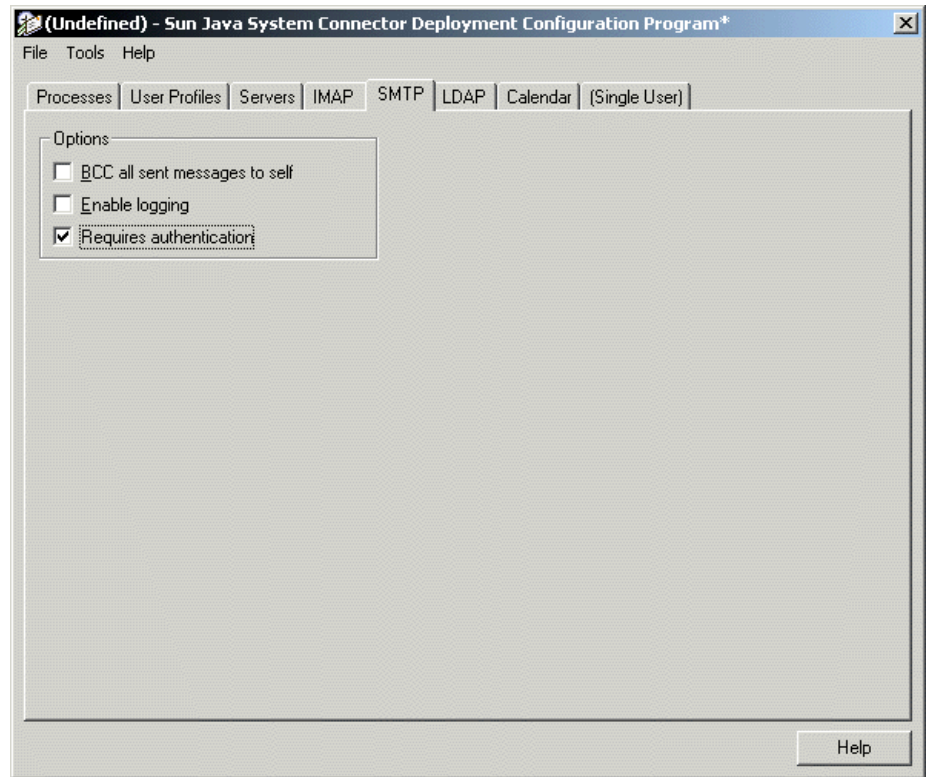
Enable logging: Causes log, error, and trace information to be sent to a file named ISSMTP*x*.LOG (where 'x' is a numerical value for the day of week, 1-7) in the PC's temp(orary) directory. Only the last three days' logs are saved.

Requires authentication: Tells the user software to configure the SMTP Service so as to require user authentication for outbound SMTP mail.

LDAP Tab

This LDAP tabbed panel, shown in Figure 2-7, lets you specify the settings for the Outlook LDAP Directory Service.

Figure 2-7   Deployment Configuration Program: LDAP Tab
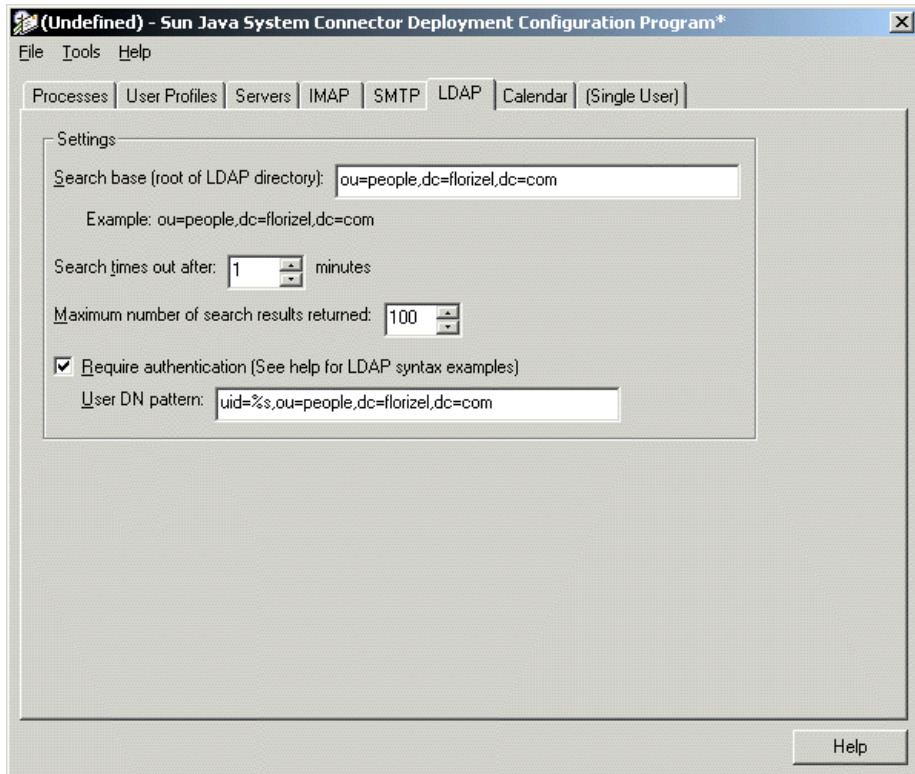
Settings

Search base: The LDAP distinguished name of the root of your LDAP directory. For example, if the top level of your directory is o=florizel.com and your address book in the organizational unit is named ou=People, then your search base should be set as ou=People,o=florizel.com.

Search times out after: ___ minutes: Limits directory search times to the designated number of minutes.

Maximum number of search results returned: Limits the number of entries returned by a search to the number specified here.

Require authentication: Tells the user software to configure the LDAP Directory Service so as to require user authentication in the form of a user Distinguished Name (DN) for each directory query.

- **User DN pattern:** The elements of the user's Distinguished Name (DN) that, when assembled, will form the complete DN to authenticate the user's identity to the LDAP Directory Service (if authentication is required). For example, to define a DN consisting of a user ID (uid), an organization unit (ou) and an organization **(o): uid=%S,ou=people,o=florizel.com**

  Similarly, to define a DN consisting of a common name, an organization and a country: **cn=Fred Smith,o=florizel.com,c=US**

Calendar Tab

The Calendar tab is shown in Figure 2-8.

Figure 2-8   Deployment Configuration Program: Calendar Tab
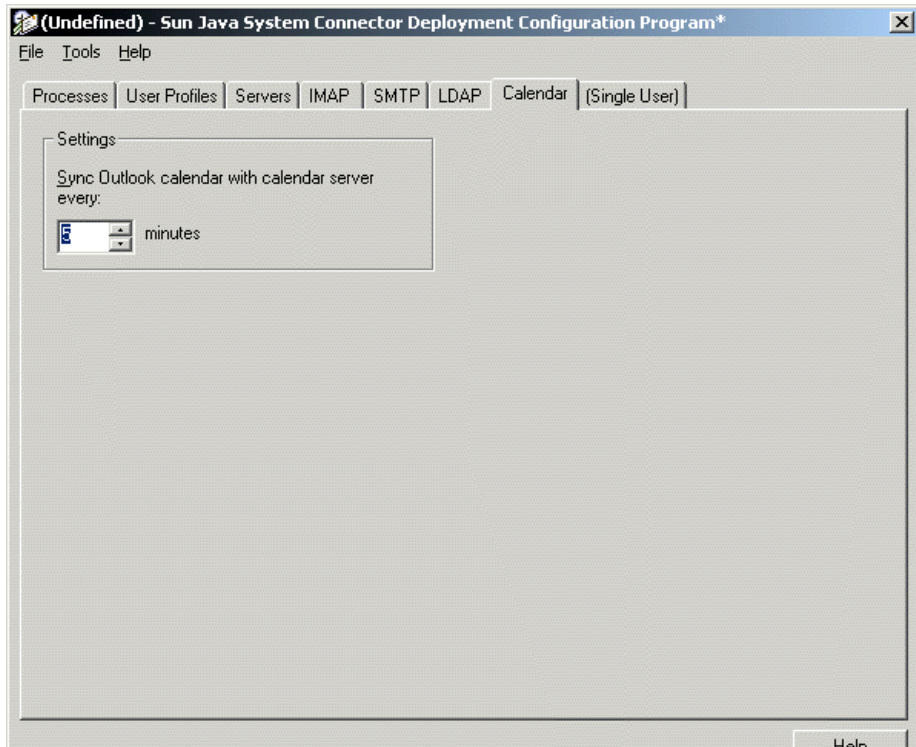
Settings

Sync Outlook calendar with calendar server every: ___ minutes: Specifies how often the Outlook calendar will synchronize with the calendar server.

Single User Tab

The Single User tabbed panel, shown in Figure 2-9, lets you specify and authenticate the identity of a single specific user. This panel applies *only* if you are creating an installation kit for one particular user.

Figure 2-9   Deployment Configuration Program: Single User Tab
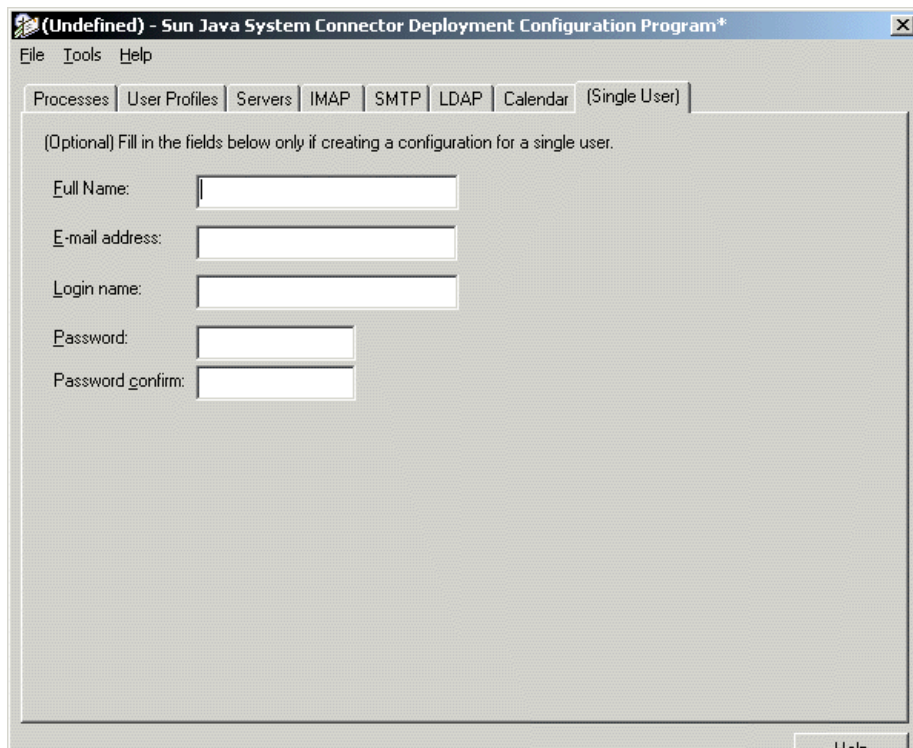
Settings

Full name: The "friendly" name associated with the user's e-mail address. When sending messages, this name appears in the From box of the user's outgoing messages.

E-mail address: Specifies the e-mail address that people should use when sending mail to the user at this account — must be in the format `name@florizel.com`.

Login name: Specifies the user's account name, which must be the same value for both the IMAP and calendar servers. This is often the same as the part of the user's e-mail address to the left of the "at" sign (@).

Password: The user's account password, which must be a single shared password used for both the IMAP and calendar servers.

Password confirm: A duplicate field for the user's account password, required as a precaution against typographical errors. (This value must match the **Password** value above.)

Application Notes
for Special Circumstances

"Push" Method Deployment, If End Users Lack Installation Privileges

The Deployment Configuration Program allows an administrator create installation packages that end users can run to install and configure their own local desktop copies of the Connector for Microsoft Outlook software. Software installation, however, requires access privileges that often are disallowed to many or most end users. Most enterprises therefore implement a "push" method for software distribution from the system administrator to user desktops that bypasses the requirement for user access privileges. If your network serves "locked-down" Windows environments where end users cannot install software, we strongly recommend this sort of automated configuration management as a way to avoid many individual desktop visits.

This section describes a "push" method for distributing the Sun Java System Connector for Microsoft Outlook to user desktops using Microsoft's SMS administration tools. Remember that the Deployment Configuration program can prepare desktop installation packages that both install the Connector for Microsoft Outlook software and convert existing Outlook profiles and data files for use with the new software. If your users had sufficient administrator privileges to install new software on their own desktops, you could prepare a single installation package that would perform both the installation and conversion functions in a single pass. But if the user who runs the installation package lacks the administrator privileges to install software, then the installation portion of the package would be unable to run and the conversion would fail.

When users cannot install their own software, we have to separate those two tasks so that the installation function can be facilitated separately by an SMS installation package. The SMS installation package can then be run on each user desktop by a local SMS account that has full administrator rights, and is therefore authorized to

install new software on the local desktop. After the necessary software for theConnector for Microsoft Outlook has been installed, we use the Deployment Configuration Program to prepare a second installation package to convert any existing Outlook profiles and data files for use with the new Connector for Microsoft Outlook.

The conversion functions will convert any existing Outlook profiles and data files associated with the specific user who is running the desktop installation program. But the SMS account that will run the first installation package is a generic account, with administrator privileges so that it can install software, but not associated with any particular user. The installation tasks and conversion tasks must therefore be performed by two separate installation packages, because the generic SMS account necessary to physically install the software lacks the user specificity necessary to convert a user's existing profile and data files.

A typical SMS "push" scenario consists of the five steps detailed below:

Step 1: Prepare the Necessary Shared Folders

Create four new shared directories, named LDAP, LOGS, SJSC, and WPW, on a computer that is part of the same SMS site as the end-user desktops. The nature of Windows NT local accounts requires that you assign full control share permissions for all four folders for the SMSCliToknLocalAcct$ account, as shown in the Permissions window (left) in Figure 3-1 below.

Figure 3-1   Permission Settings (left) and Properties (right) for the LOGS Shared Folder
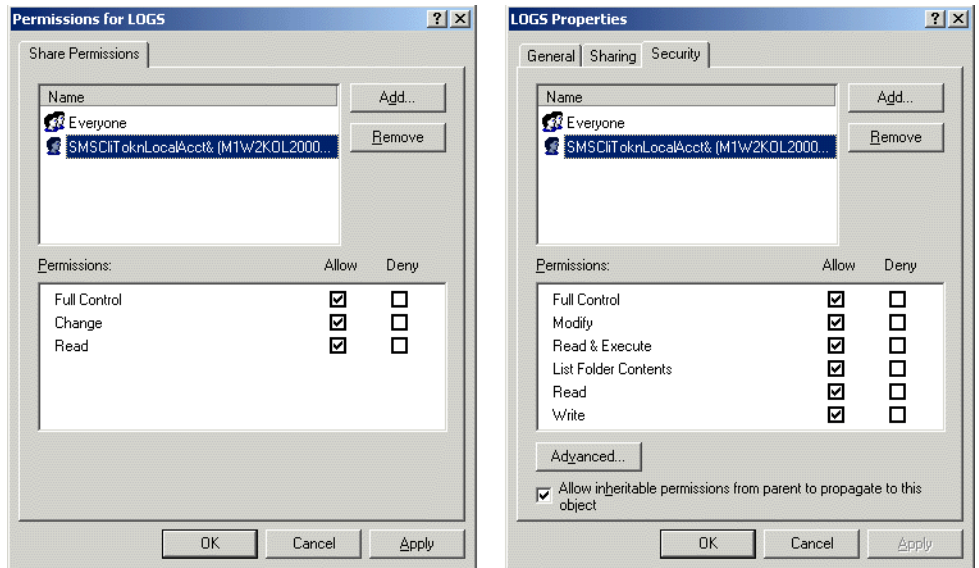
These assignments will provide the necessary read/write access to these directories for the SMS local account (which requires a password), and lets you avoid having to open the system to guest access. Also, assign full control permissions for all four of the NTFS folders to SMSCliToknLocalAcct$, as shown for the LOGS folder in the Properties window (right) in Figure 3-1.

Step 2: Prepare a Connector for Microsoft Outlook Installation Package to Install the Necessary Software

Use the Deployment Configuration program (Admin.exe) to create an installation package that will *only* install the necessary software to each user's desktop, but *not* convert existing Outlook profiles and data files. The Admin.exe program is described in Chapter 2 ("Creating End-User Installation Packages") above, but note these special requirements, on the Processes tab, for preparing this package for SMS distribution:

• Be sure the **User mod**e is set to Silent.

• Be sure to *un*check the option to **Create/convert user profile**.

- Use UNC paths (`\\servername\sharename`) for all four of the path fields.

Step 3: Push the First Sun Java System Installation Package to User Desktops via an SMS Installation Package

Use Microsoft's SMS Packaging Wizard to prepare an installation package that will contain the Sun Java System Connector installation package you created in step 2, and then "push" the package to run automatically on user desktops — without any user initiative or interaction.

1. Launch the SMS 2.0 Management console. Right-click on the collection to which you want to push the Connector for Microsoft Outlook, and click **Distribute Software**. SMS then launches its Distribute Software Wizard.

2. On the Distribute Software Wizard's Welcome screen: Click **Next** to begin.

3. On the Package screen: Click the option to **Create a new package and program**, and click **Next**.

4. On the Package Identification screen: Enter the appropriate values as shown in Figure 3-2, and click **Next**.

Figure 3-2   SMS Distribute Software Wizard: Package Identification
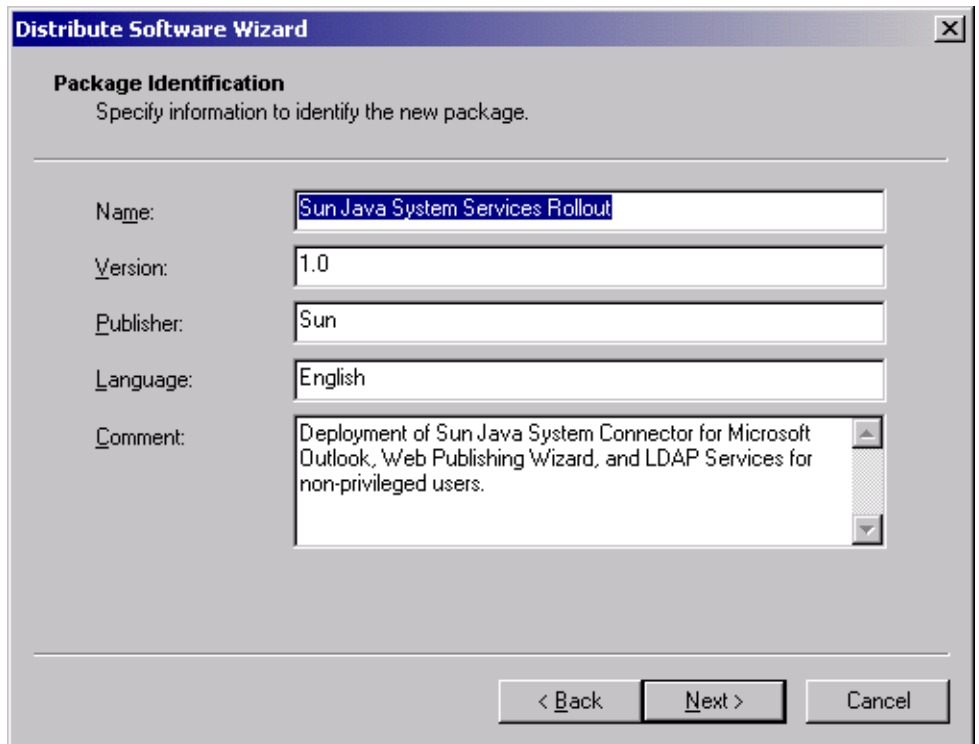
5. On the Source Files screen: Select **Create a compressed version of this source**, and click **Next**.

6. On the Source Directory screen: Click the **Browse** button to locate and specify the directory where the Connector for Microsoft Outlook installation package was created, as shown in Figure 3-3. The path specification can be either local or UNC. When you have specified the correct path, click **Next**.

**Figure 3-3** SMS Distribute Software Wizard: Source Directory Screen
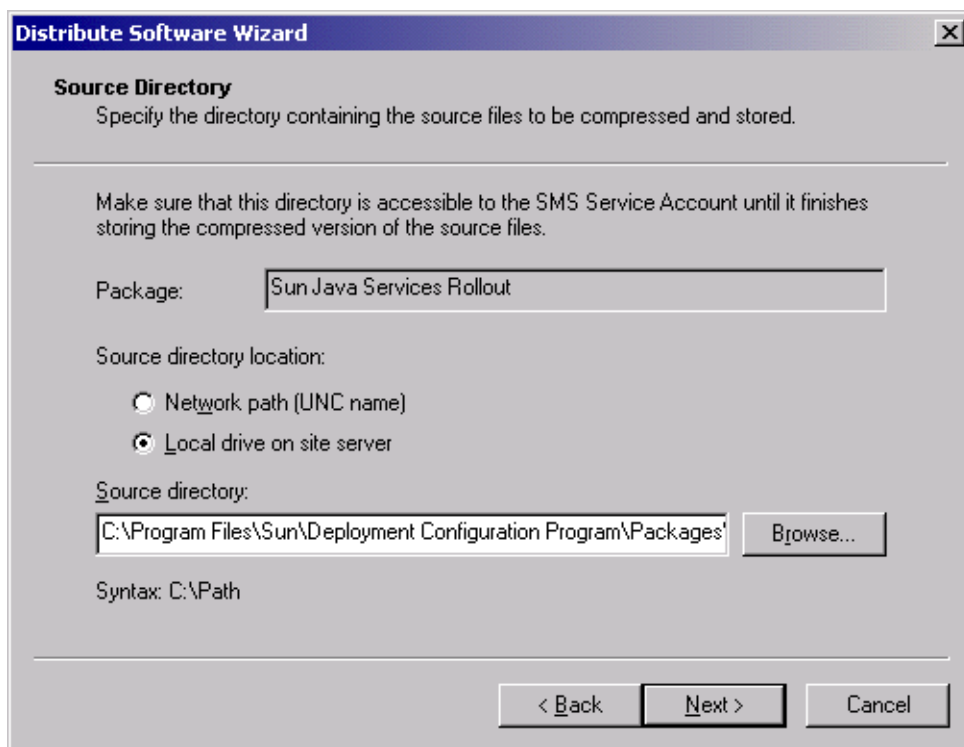
7. On the Program Identification screen: Click the **Browse** button to locate and specify the name of the program .exe file for the **Command line**, and click **Next**.

8. On the Program Properties screen: Make sure the program will **Run with administrative rights**, and click **Next**.

9. Specify whether and how you want to advertise the program on the next five screens, titled: Advertise a Program, Advertisement Target, Advertisement Name, Advertise to Sub collections, and Advertisement Schedule. As you enter your choices, click **Next** to advance to each next screen.

10. On the Assign Program screen: Select **Yes** to assign the program, specify the date and time of assignment, and click **Next**.

11. On the Completing… screen: Review your settings for the creation of this installation package. You may use the **Back** button to go back and change any settings now, before you actually create the package. When the settings appear as you want them, click **Finish** to create the package, which will then be pushed to user desktops according to the Assignment and other parameters you have specified in this Wizard.
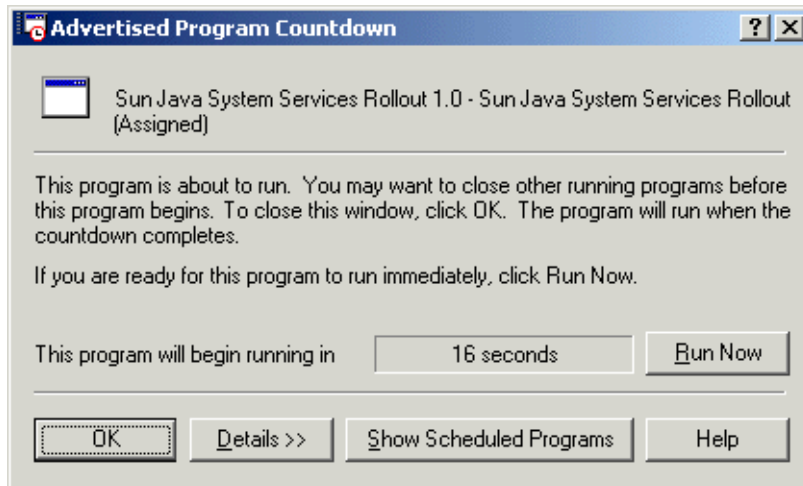
A user's Advertised Programs Monitor will report the package as shown in Figure 3-4.

Figure 3-4   A User's Advertised Programs Monitor
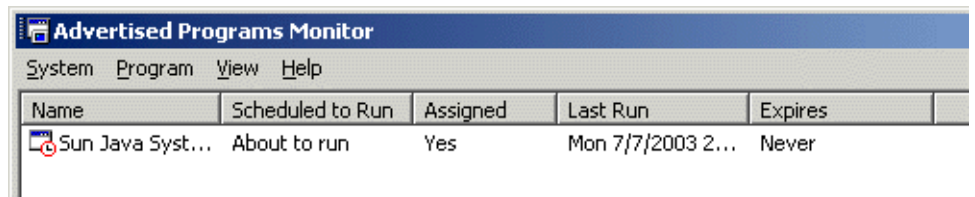
In any case, every user will be alerted to the imminent run of the package by a Countdown dialog box, as shown in Figure 3-5.

Figure 3-5   A User's Countdown Dialog Box

Because the desktop installation program (desktop.exe) will be run by the SMS administrator program, as a local user, access to network shares will require a password, even if the shares are made available to the group "everyone." If the network denies access to log directories and install directories during a user run of the installation package, enable guest access on the computer hosting the log files and installation media, to allow the local account from one system to access the data from another system.

Step 4: Prepare a Second Sun Java System Installation Package to Convert Existing Outlook Profiles and Data Files

Use the Sun Java System Deployment Configuration program (Admin.exe) to create a second installation package for the Connector for Microsoft Outlook — this time to *only* convert any existing Outlook profiles and data files for use with the new Connector for Microsoft Outlook software. The Admin.exe program is described in chapter 2 ("Creating End-User Installation Packages") above, but note these special requirements in the Processes tab for preparing this package:

- Set the **User mode** to **Interactive**.

- Under **Processes to include in this configuration**:

    ❍ Mark the **Create/convert user profile** option.

    ❍ Be sure that *none* of the **Install or upgrade...** options is marked.

Step 5: Push the Second Sun Java System Installation Package to User Desktops via an SMS Installation Package

Use Microsoft's SMS Packaging Wizard to prepare another SMS installation package—this one to contain the Sun Java System installation package you created in step 4. Use the same settings you used in step 3 above to prepare the first SMS installation package, except for these differences on the Program Properties screen:

- **Program can run**: Select the option **Only when a user is logged on**.

- Mark the **User input required** option, and be sure that **Run with administrative rights** is *un*marked.

This final SMS package will require some user interaction, to reply to password prompts, but will not require administrator privileges since this package does not install any new software to the desktop. The passwords will authorize the conversion program's access to password-protected Outlook Personal Folders (.pst) files.

Alternatively, this step 5 can be accomplished by running the installation package from the command line, with an SMS script, as explained below under "Command-Line Switches for the User Installation Package."

Command-Line Switches for the User Installation Package

Step 5 of the "push" method described above (see ""Push" Method Deployment, If End Users Lack Installation Privileges") can also be accomplished by running the installation package from an SMS script, with command-line switches to pass the necessary user passwords to the conversion program as it runs. This would make possible a truly silent installation and configuration, requiring no user interaction whatsoever.

For example, you might create an SMS package that runs a conversion package, and have the SMS services issue the following commands when it is run:

```
DT_Package.exe
    /USERNAME=bcarpenter
    /PASSWORD=password
    /FULLNAME="Burns Carpenter"
    /EMAILADDRESS="burns.carpenter@florizel.com"
    /DN="uid=bcarpenter,ou=people,o=florizel.com,o=florizel.com"
```

NOTE	This and other command-line samples are formatted here for ease of reading, but all of the switches must be typed in one continuous string — which is likely to wrap to multiple lines of its own accord.

You could then substitute environment variables for the users (assuming that the NT usernames and the iPlanet usernames match):

```
DT_Package.exe
    /USERNAME=%username%
    /PASSWORD=password
    /FULLNAME="Change This"
    /EMAILADDRESS=%username%@florizel.com
    /DN=uid=%username%,ou=people,o=florizel.com,o=florizel.com
```

This command-line approach would permit a silent (or minimally interactive) installation from SMS, which would probably generate far fewer Help desk calls than asking users to click a link in an e-mail and requiring users to enter data.

The installation package will support these command-line switches:

- `/USERNAME=`*xxx*, where *xxx* is the username on the Sun servers.

- `/PASSWORD=`*xxx*, where *xxx* is the password on the Sun servers.

- `/FULLNAME=`*xxx*, where *xxx* is the display name of the user.

- `/EMAILADDRESS=`*xxx*, where *xxx* is the email address of the user.

- `/DN=`*xxx*, where *xxx* is the user DN on the Sun servers.

- `/NEWPROFILENAME=`*xxx*, where *xxx* is the name of the created profile.

- `/SAVEPASSWORD=`*n*, where *n* = 1 (save) or 0 (don't save).

These switches will be useful if you are converting an Exchange profile:

- `/OLDDOMAIN=`xxx, where *xxx* is the Exchange domain

- `/OLDUSERNAME=`xxx, where *xxx* is the Exchange user name

- `/OLDPASSWORD=`xxx, where *xxx* is the Exchange password

Migrating Terminal Service Users from Exchange to the Sun Java System

The Connector for Microsoft Outlook administrator's tools can also be used to migrate existing Outlook users of Windows terminal service from Exchange to a Sun Java System server. The method described below assumes the following environment:

- Windows 2000 Server with Terminal Services.

- Office 2000 installed with Terminal Services install file from Office 2000 Resource Kit CD (ORK) onto the Windows server.

- Outlook 2000 configured as the default mail client.

Step 1: Prepare the Server

Log onto the server's local console as an administrator, and configure Outlook to be the default mail client (if it is not already). Then install Web Publishing Wizard and the Connector for Microsoft Outlook. You will not need to install the LDAP services, because they are installed by default when using the Office 2000 Resource Kit install file.

Step 2: Create an Appropriate Desktop Installation Package

Use the Deployment Configuration Program to create a desktop package that does *not* install any services, but simply converts profiles from Exchange to Sun Java System services. (If the user has been in a non-Exchange environment, there will be no profile to convert, so you must configure the desktop package to create a new Sun Java System profile instead.)

Step 3: Update the User's Desktop

Log on to a terminal session as a regular user, and run the desktop installation package that you created in step 2 above — that only converts or creates a user profile, but does not attempt to install or update any services. Then open Outlook and verify that the conversion is complete.

To Designate Microsoft Outlook as a User's Default E-mail Client

Sun Java System Connector for Microsoft Outlook can be installed only at workstations where Microsoft Outlook is set to be the default e-mail client. If Outlook is *not* set as a user's default e-mail client, the Setup Wizard will not install the software, and will prompt the user to correct the problem and run the Setup Wizard again.

To designate Microsoft Outlook as a user's default e-mail client (when logged in as the user, at his or her desktop):

1. Open the 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 E-mail pull-down menu.

5. Click OK.

To Remove the Sun ONE Sync Program from a User's Workstation

The MAPI services for the 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 a user's workstation, the Setup Wizard will notify the user of the problem (in an error message after the Welcome screen), and prompt him or her to acknowledge the notice and exit the program. The user may then rerun the Setup Wizard after the Sun ONE Sync program has been removed.

To remove the Sun ONE Sync program for a user's workstation (when logged in as the user, at his or her desktop):

1. From the 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 a Palm device, WinCE device or Pocket PC device with Outlook, we strongly recommend that users use the sync software distributed with their devices, rather than the Sun ONE Synchronization software. Changing to the sync software distributed with a device may require uninstalling and reinstalling the Palm Desktop software.

If a user wants to continue using the Sun ONE Synchronization software to sync to the data of the other device, he or she can reinstall the Sun ONE Synchronization software, but *not* select the checkbox for the Microsoft Outlook 98/2000 translator during the Sun ONE Synchronization installation.

Undoing (Reversing) a User's Migration

To abandon a user's connection to the new Sun Java System server and restore the user's mailbox to service with the old Exchange server:

1. Delete the profile "Xxx (old)."

2. Copy the profile "Xxx" to "Xxx Sun"— or some other name, like "Xxx (new)," etc.

3. Delete the profile "Xxx."

4. Copy the profile "Xxx (Backup)"to "Xxx."

5. Delete the profile "Xxx (Backup)."

6. Determine where the .pst's are located by viewing Properties on the profile.

   There is no standard location for .pst files, so the only reliable way to find them is to open the profile (now named "Xxx") and, for each .pst service, click on Properties and note the path.

7. For each pst file: Rename Yyy.pst to Yyy.new, and rename Yyy.bak to Yyy.pst.

8. Determine where the .pab's are located by viewing Properties on the profile.

   There is no standard location for .pab files, so the only reliable way to find them is to open the profile (now named "Xxx") and, for each .pab service, click on Properties and note the path.

9. For each pab file: Rename Zzz.pab to Zzz.new, and rename Zzz.bak to Zzz.pab.

   The Yyy.bak and Zzz.bak files will be in the same directory.

To remove the Sun Java System profile and leave the Exchange profile resident on the system, skip step 2 (and combine steps 1 and 3).

Recovering from a User's Removal of LDAP Services from Outlook

If an end user manually removes LDAP services from Outlook 2000, the removal process deletes and alters critical DLL and configuration files in ways that cannot be "repaired" by simply reinstalling Outlook in its Repair mode. The *only* way to restore LDAP services in such a case is to completely uninstall Outlook, and then reinstall Outlook from scratch.

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