



# **BEA WebLogic Personal Messaging API™**

## **Exchange Service Setup Guide**

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# About This Guide

This guide is intended for Microsoft Exchange administrators who need to install the Exchange Service.

**Note:** Use of the Exchange Service supports connecting to Microsoft Exchange 5.5, 2000 and 2003 and is used with the Exchange/MAPI Provider. If you are running Microsoft Exchange 2000 or 2003, you can use the Exchange/WebDAV Provider for connectivity to Exchange; therefore, the Exchange Service is not required to be installed.

Refer to the *BEA WebLogic Personal Messaging API Administration Guide* for more information on the differences between the Exchange/MAPI Provider and Exchange/WebDAV Provider.

This chapter contains the following sections:

- [Prerequisites](#)
- [Documentation Conventions](#)

## Prerequisites

Before you install the Exchange Service, perform the following steps:

1. Install the Java Development Kit (JDK) 1.3.1\_12 (or higher).
2. The MAPI subsystem must be installed on the Exchange Service machine. For more information, see [“Installing the MAPI Subsystem” on page 1-1](#).
3. Refer to the [BEA WebLogic Personal Messaging API Supported Configurations Guide](#) for more information on specific platform and OS combinations.

# Documentation Conventions

The Windows convention of “\” as a path separator is used wherever necessary.

Also, since system software and configurations can vary from one system to another, portions of the command syntax displayed in this document may include sample parameters or variables that represent the actual command syntax you would need to enter. These entries are indicated by parameters in uppercase placed between percent signs (%PARAMETER%), as shown in the following table.

Parameter	Definition
%COMPOZE_HOME%	The complete directory specification for the product. For example, c:\Program Files\compose.
%COMPOZE_EXCHANGE_SERVICE_HOME%	The complete directory specification for the Exchange Service. For example, c:\Program Files\compose\exchange_service.

# Installation

This chapter describes how to install the MAPI subsystem and Exchange Service.

**Note:** The %COMPOSE\_HOME% directory refers to the directory where products are installed and %COMPOSE\_EXCHANGE\_SERVICE\_HOME% refers to the directory the Exchange Service is installed.

This chapter contains the following sections:

- [Installing the MAPI Subsystem](#)
- [Installing the Exchange Service](#)
- [What's Included](#)

## Installing the MAPI Subsystem

You can install the MAPI subsystem with the Microsoft Exchange 2000 or 2003 System Manager or the Microsoft Exchange 5.5 Administrator.

**Note:** Before installing the MAPI subsystem, be sure the machine satisfies the Windows Domain requirements. For more information, see [“Windows Domain Requirements” on page 2-2](#).

This section contains the following topics:

- [Using Microsoft Exchange 2000 or 2003 System Manager](#)
- [Using the Microsoft Exchange 5.5 Administrator](#)

## Using Microsoft Exchange 2000 or 2003 System Manager

Perform the following steps to install the Exchange Service using the System Manager:

1. Insert the Microsoft Exchange 2000 or 2003 Server CD.
2. Assign the **Install** action to **Microsoft Exchange System Management Tools**.  
**Note:** Do not install Microsoft Exchange 5.5 Administrator.
3. Click **Next** and choose an installation path.
4. Click **Finish** to complete the installation.
5. Recommended: Install the latest Service Pack of Microsoft Exchange.
6. Set the Process Rights. For more information see [“Setting Process Rights” on page 2-2](#).

## Using the Microsoft Exchange 5.5 Administrator

Perform the following steps to install the Exchange Service using the Administrator:

1. Insert the Microsoft Exchange 5.5 Server CD.  
**Note:** If you are running Exchange 2000, the Exchange 5.5 CD also ships with Exchange 2000 distributions.
2. Choose **Setup Server and Components**.
3. Choose **Microsoft Exchange 5.5**.
4. Choose **Complete/Custom**.
5. Choose **Microsoft Exchange Administrator** only install (uncheck all other boxes).
6. Enter the Microsoft license key.
7. Set the Process Rights. For more information, see [“Setting Process Rights” on page 2-2](#).

Install the Exchange 5.5 Service Pack 4 available at  
<http://www.microsoft.com/exchange/downloads/55/sp4.asp>

## Installing the Exchange Service

Perform the following steps to install the Exchange Service onto Windows:



1. Start the installer by double-clicking on the `setup.exe` file. The installation screen opens and begins preparing the installation.
2. Read through the introduction and click **Next**. You will be able to exit the installation at anytime by clicking **Cancel**. You will also be able to go back a step by clicking **Previous** when available.
3. Read through the license agreement and select an option:  
  
Selecting **I accept the terms of the License Agreement** will allow you to continue with the installation.  
  
Selecting **I do NOT accept the terms of the License Agreement** will terminate the installation.
4. Click **Next**.
5. Select the directory Exchange Service will be installed to. By default, the `%COMPOSE_HOME%` directory is chosen. You may change this by entering the absolute path of the directory or by clicking **Choose** and selecting the directory.
6. Click **Next**.
7. Select whether to start the Exchange Service when the install is complete.
8. Read the installation summary information before clicking **Install**. The summary will contain information such as the installation directory and the amount of disk space required.
9. Click **Install** to install the Exchange Service.
10. After the installation is complete, click **Done**.

This section contains the following topics:

- [Verifying the Installation](#)

## Verifying the Installation

Perform the following steps to verify the installation:

1. Browse to **Start > Settings > Control Panel > Administrative Tools > Services**.
2. Confirm that the BEA WebLogic Exchange Service is installed. The service will be started if you selected to start the Exchange Service in [step 7](#).

# What’s Included

The Exchange Service installation includes the following directories:

**Table 1-1 Exchange Service Directories**

Directory	Description
%COMPOZE_HOME%\exchange_service	The Exchange Service files. This is %COMPOZE_EXCHANGE_SERVICE_HOME%.
%COMPOZE_HOME%\lib	Third-party Java libraries.
%COMPOZE_EXCHANGE_SERVICE_HOME%\lib	The core Exchange Service Java files.
%COMPOZE_EXCHANGE_SERVICE_HOME%\scripts	Scripts to facilitate starting and stopping the Exchange Service.

# Configuration

This chapter describes how to configure the Exchange Service.

This chapter contains the following sections:

- [Starting and Stopping the Exchange Service](#)
- [Setting Process Rights](#)
- [Windows Domain Requirements](#)
- [Maintaining Application/Service Uptime](#)

## Starting and Stopping the Exchange Service

You can start and stop the Exchange Service from the Control Panel or from the Windows Start Menu.

This section contains the following topics:

- [Starting and Stopping from the Control Panel](#)
- [Starting and Stopping from the Windows Start Menu](#)

## Starting and Stopping from the Control Panel

Perform the following steps to start or stop the Exchange Service from the Control Panel:

1. Browse to **Start > Settings > Control Panel > Administrative Tools > Services**.

2. Locate the **BEA WebLogic Exchange Service**.

To start the service: Right-click on the service and select **Start**.

To stop the service: Right-click on the service and select **Stop**.

## Starting and Stopping from the Windows Start Menu

Perform the following steps to start or stop the Exchange Service from the Windows Start Menu:

1. Browse to **Start > Programs > BEA WebLogic > Personal Messaging API > Exchange Service**.
2. To start the service, select **Start Service**. To stop the service, select **Stop Service**.

## Setting Process Rights

The machine that runs the Exchange Service and the MAPI subsystem on behalf of users requires the “Act as Part of Operating System” privilege. This process actually logs the user accessing their Exchange mailbox into the Windows machine and the operating system calls required to do this need “Act as Part of Operating System”. If Exchange Service runs as LocalSystem (the default), no further action is required since this privilege is granted to the LocalSystem user.

To grant “Act as Part of Operating System” privilege, browse to **Control Panel > Administrative Tools > Local Security Policy > Local Policies > User Rights Assignment**.

## Windows Domain Requirements

The machine running the Exchange Service must be in the same domain as the Exchange server, or on a domain with a bidirectional trust relationship with the Exchange domain. Additionally, each user that will access their mailbox using the machine with the Exchange Service must have “Log on Locally” rights to that machine.

## Maintaining Application/Service Uptime

The Exchange Service runs as a Windows service. This allows you to use the Windows built-in crash recovery for services. To enable crash recovery, go to **Control Panel > Administrative Tools > Services > properties** for the service you are running. Under the **Recovery** tab, set **First Failure, Second Failure and Subsequent Failures** to **Restart the Service**. You may want to set the **Restart Service After** time to 0 minutes, so that the service restarts immediately.

**Note:** In the event that the service does restart, all existing sessions will be lost.

This section contains the following topic:

- [Reporting an Exchange Service Crash](#)

## Reporting an Exchange Service Crash

This section includes steps to gather information to help debug an Exchange Service crash. Provide as much of the following information when submitting your request to support:

- **The contents of your Application Log in the Event Viewer** – This can be obtained by running `eventvwr`, right clicking on the Application Log and choosing **Save File As**. Save the file in `.evt` format.
- **What operation was being performed at the time of the crash, what mailbox was being hit, and a PST file containing the contents of the mailbox against which the crash occurred** – PST files may be exported from Outlook. This can be difficult to obtain, but given the data and a series of steps to reproduce a particular problem, support will be better able to solve any crash issue.
- **The version information for `cz_mapi.dll`** – In Windows Explorer, right click the `cz_mapi.dll` file and select the **Version** tab.
- **A crash log from Java** – When a crash occurs, frame information is written to an `hs*.log` file (HotSpot Log).

# Configuration