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Outlook:Mac
for Exchange Administrators

❑ Exchange Web Services

❑ Configuration

❑ Troubleshooting

Exchange Web Services

Exchange Web Services

What is it and why should I care?

- Published protocol
- Better performance
- Additional features not found in WebDAV
- Will eventually replace MAPI
- Built with Macs in mind

Exchange Web Services

Published protocol

- Works over HTTP to provide "anywhere access"
- XML provides a standard message format for exchanging information between client and server
- Apple developed Mail's Exchange support against EWS

Exchange Web Services

Better performance

- EWS is faster than WebDAV (one call vs. six)
- Works well with large numbers of messages per folder

Exchange Web Services

Additional features not found in WebDAV

- Category, Tasks and Notes syncing
- Support for complex calendaring
- GAL lookups without LDAP
- Sync iPhone photos to Contacts

Exchange Web Services

Will eventually replace MAPI

- Outlook for Windows is the only MAPI client
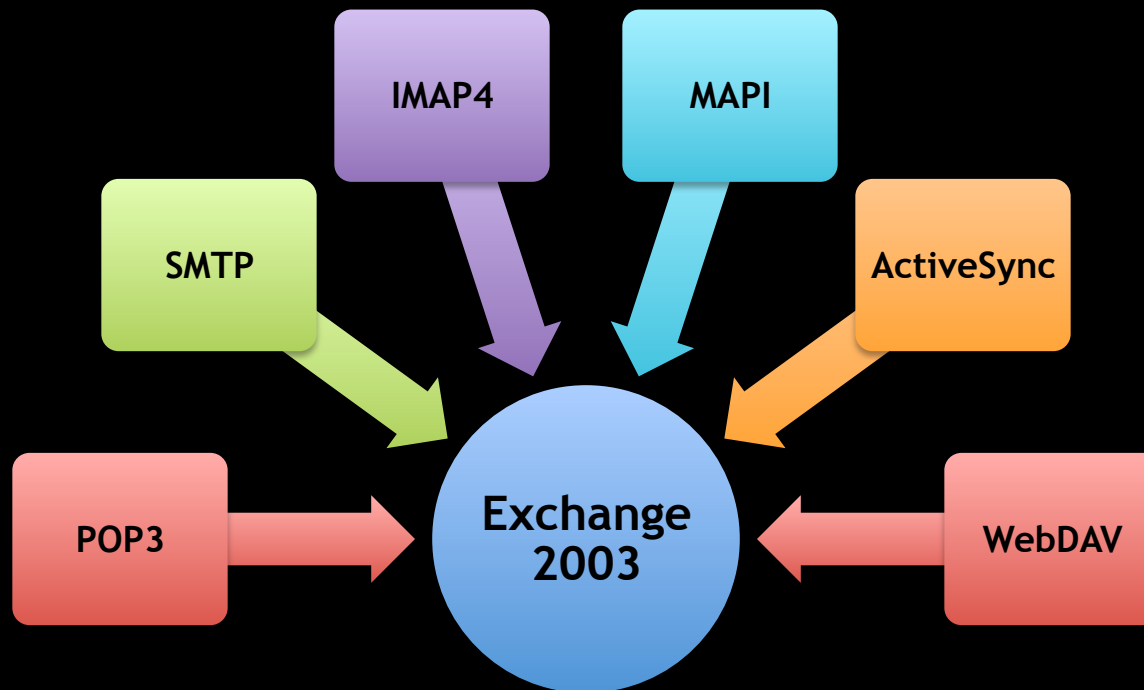- Eventually, both Mac and Windows will talk the same language

Exchange Web Services

Built with Macs in mind

- MacBU worked with Exchange team to design the protocol
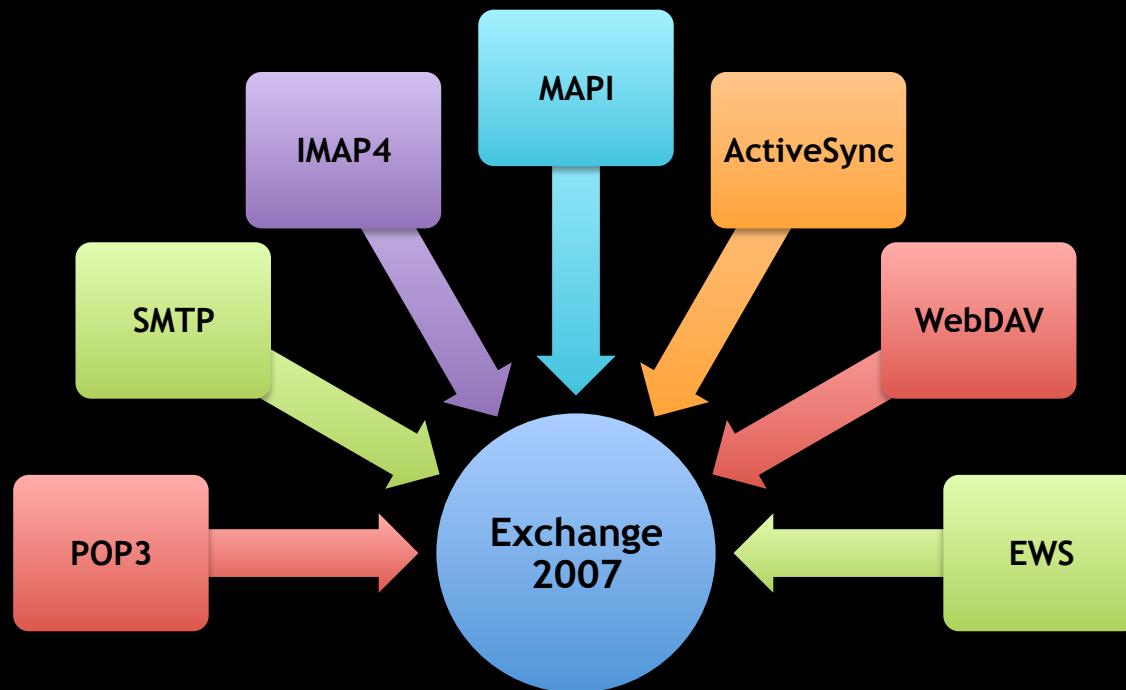- EWS is built on platform agnostic technologies such as SOAP and XML

Exchange Web Services

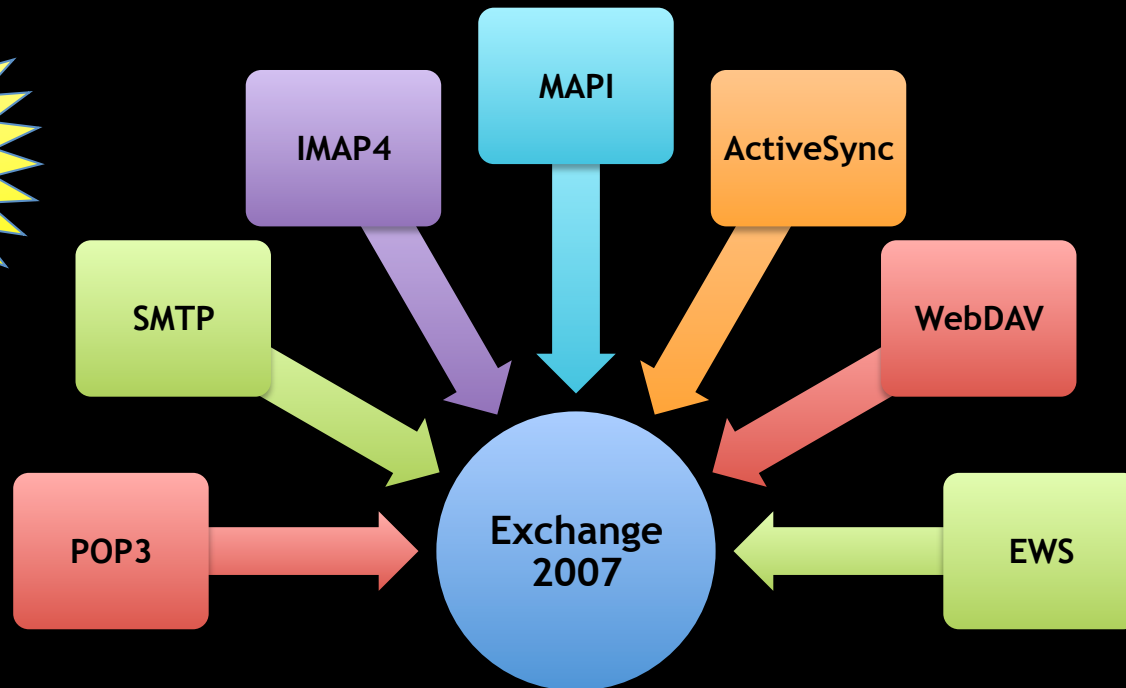## What are the languages of Exchange 2003?

Exchange Web Services

What are the languages of Exchange 2007?

Exchange Web Services

What are the languages of Exchange 2007?

Good transition server

MAPI

IMAP4

ActiveSync

SMTP

WebDAV

POP3

Exchange 2007

EWS

Exchange Web Services

What are the languages of Exchange 2010?

Exchange Web Services

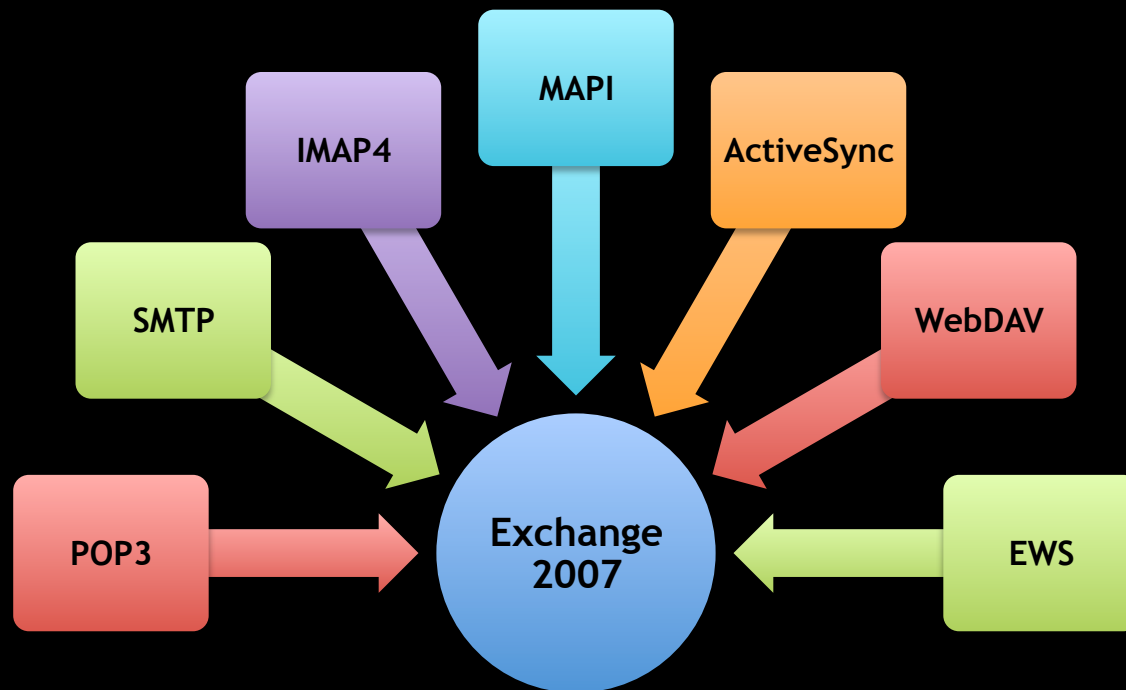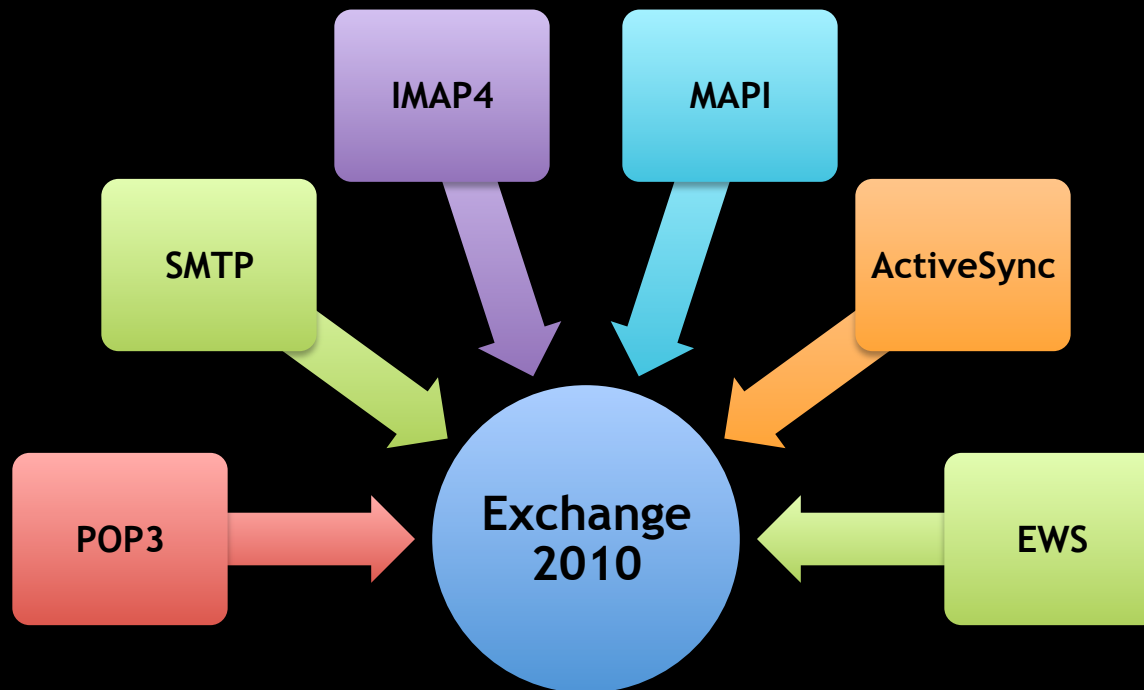## What are the languages of Exchange 2010?

Exchange Web Services

	Entourage 2004	Entourage 2008	Entourage EWS	Outlook for Mac	Apple Mail
Exchange 2003	✔	✔	✘	✘	✘
Exchange 2007	✔	✔	✔	✔	✔
Exchange 2010	✘	✘	✔	✔	✔

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☑ Exchange Web Services

❑ Configuration

❑ Troubleshooting

Configuration

Configuration

Server Requirements

- Exchange Server 2007, SP1 with rollup 4 or higher
- DNS infrastructure

Server Essentials

- LDAP
- Autodiscover
- EWS enabled on Outlook Web Access (OWA)

Configuration

Client Requirements

- Outlook 2011 or Entourage, Web Services Edition
- Network and/or Internet connection

Client Essentials

- Bound to Active Directory for Kerberos
- Root certificate for certificates and smart cards

Configuration

Simple ➝ **Complex**

Configuration

Simple ➡️ **Complex**

Autodiscover

Pros
- Setup based on user E-mail address
- Little user instruction required

Cons
- Requires setup by Exchange administrator
- Involves DNS configuration

Ideal
- Well-supported Exchange environments and networks

Configuration

Simple ➡️ **Complex**

	Autodiscover	Manual
Pros	• Setup based on user E-mail address • Little user instruction required	• Requires little effort by support staff
Cons	• Requires setup by Exchange administrator • Involves DNS configuration	• May be confusing to non-technical users • Must distribute documentation
Ideal	• Well-supported Exchange environments and networks	• Small organizations

Configuration

Simple ➡ **Complex**

	Autodiscover	Manual	Scripted
Pros	• Setup based on user E-mail address • Little user instruction required	• Requires little effort by support staff	• Highly customizable • Can be invisible to the user
Cons	• Requires setup by Exchange administrator • Involves DNS configuration	• May be confusing to non-technical users • Must distribute documentation	• Requires scripting knowledge • Requires testing
Ideal	• Well-supported Exchange environments and networks	• Small organizations	• Poorly supported networks with many users

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Configuration: Scripted

Outlook Exchange Setup 4.0

- Does not require Autodiscover
- Customizable for different organizations
- Can be set to run interactively or silently
- Utilizes the /System/Library/User Template folder or the Office First Run folder

Configuration: Scripted

Demo

Use AppleScript to configure Outlook for Mac for Exchange

☑ Exchange Web Services

☑ Configuration

☐ Troubleshooting

Troubleshooting

Common issues

- Connection
- Synchronization
- Data corruption
- Perceived problems

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Troubleshooting: Connection

Logging

- Mildly useful to administrators but may lead to source of the problem
- Enable in Outlook for Mac under
  `Window` menu → `Error Log` → `Settings` wheel
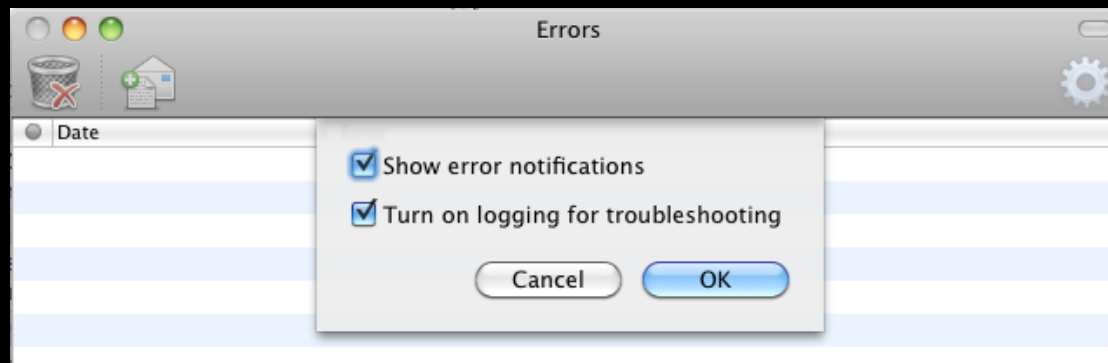
Troubleshooting: Connection

Logging

- Log file appears on the desktop name "Microsoft Outlook_Troubleshooting_#.log"
- Search for "DNS"
- Search for "failed"
- Search for "code"
- Do not search for "error" — many results returned are "NoError"

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Troubleshooting: Connection

Autodiscover

- Should be configured internally and externally
- Enable Outlook logging and search for "autodiscover" in the" Microsoft Outlook_Troubleshooting_0.log" file on the Desktop

```
[     604us, d      433us] Outlook Exchange Auto Configure: === Performing autodiscover for william.smith@merrillcorp.com
[     604us, d        0us] Outlook Exchange Auto Configure: --- HTTPS endpoints
[     604us, d        0us] Outlook Exchange Auto Configure: Querying https://merrillcorp.com/autodiscover/autodiscover.xml
[     606us, d        2us] Outlook Exchange Auto Configure: Querying https://autodiscover.merrillcorp.com/autodiscover/autodiscover.xml
[     614us, d        8us] Outlook Exchange Auto Configure:  Error code: 114
[     614us, d        0us] Outlook Exchange Auto Configure: --- HTTP redirect endpoint
[     622us, d        8us] Outlook Exchange Auto Configure: --- DNS SRV method
[     635us, d       13us] Outlook Exchange Auto Configure:  Error code: -3176
[     635us, d        0us] Outlook Exchange Auto Configure: No _autodiscover._tcp.merrillcorp.com service found
[     635us, d        0us] Outlook Exchange Auto Configure: === Failed to retrieve autodiscover settings for william.smith@merrillcorp.com
[     699us, d       64us] Outlook Exchange Web Services: EWS: Received response on connection=0x2630e8, status=-18800(200)
```

Troubleshooting: Connection

Autodiscover

- If Autodiscover is configured incorrectly, use AppleScript Editor to disable in the service in Outlook for Mac

```
tell application "Microsoft Outlook"
    set background autodiscover ¬
        of exchange account 1 to true
end tell
```

Troubleshooting: Connection

Exchange Remote Connectivity Analyzer

- Tests external connection to Exchange
- Requires a test account with credentials
- Useful to Exchange administrators

https://www.testexchangeconnectivity.com/

Troubleshooting: Synchronization

## Verify that Outlook for Mac is not syncing

- Compare with Outlook Web Access (OWA)
- Compare with iPhone or other mobile device
- Identify whether one or two folders have stopped syncing or multiple folders have stopped syncing
- Verify Sent Items folder
- Verify Calendar events
- Verify Contacts
- Verify Tasks
- Verify Notes

Troubleshooting: Synchronization

Empty folder caches

- Right-click a folder or an account and select Folder Properties…
- Click the **Empty** button
- This may take a few minutes depending on the size of the folder
- Back up Sent Items, Calendar and Contacts first

Troubleshooting: Synchronization
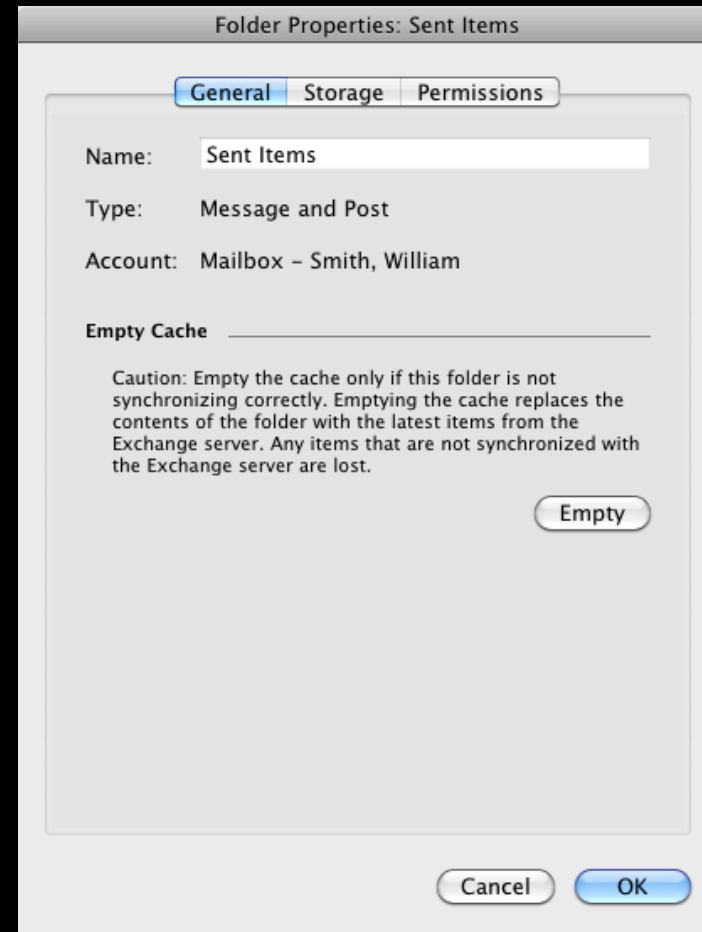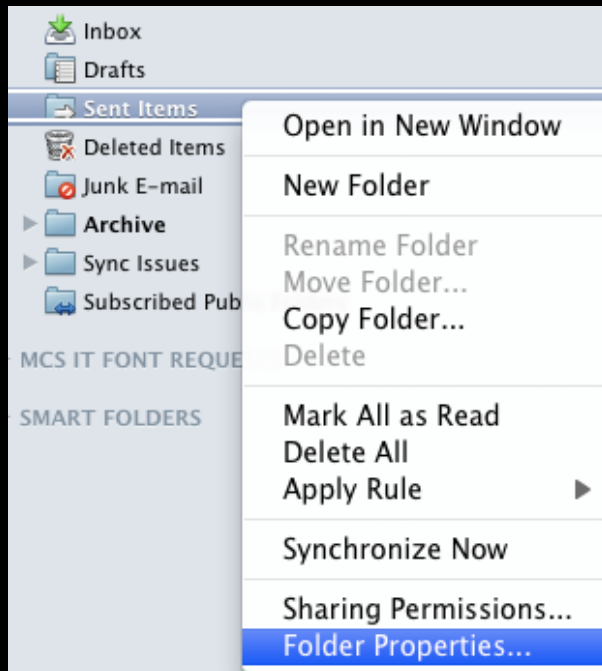
Troubleshooting: Data Corruption

New Database in Outlook for Mac

- Located in
  `~/Documents/Microsoft User Data`
  `/Office 2011 Identities/Main Identity`
- "Time Machine friendly"
- Two parts: Database file and Data Records folder
- Database file is the "index"
- Data Records folder is the "data"
- If Outlook detects a problem, it deletes the Database and rebuilds it from Data Records

Troubleshooting: Data Corruption

What does data corruption look like?

- Missing messages
- Duplicate messages
- Frequent crashing
- Appearance issues
- Preferences don't stick

Troubleshooting: Data Corruption

Database Utility

- Launch Outlook for Mac with Option key held down
- Rebuild Database or
- Create new identity
- Data is first duplicated then repaired, allowing the user to revert if something goes wrong
- Do not attempt to alter or delete individual Data Records files
- Starting a new identity and creating the Exchange account again may be a better solution

Troubleshooting: Data Corruption
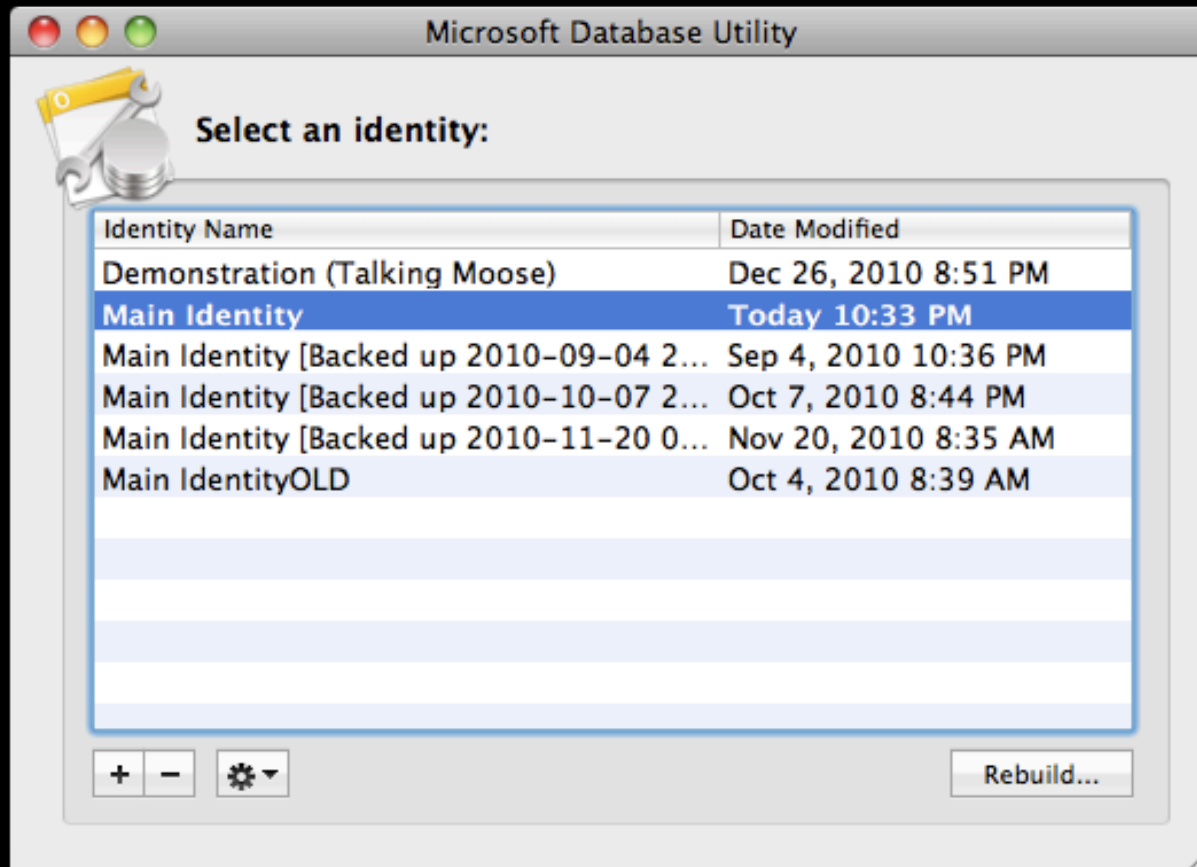
Troubleshooting

Perceived problems

Some issues are either by design or are not yet implemented in Outlook

- Folders "On My Computer" are automatically hidden with solo Exchange accounts
- Contacts Search uses LDAP only—must use To, Cc or Bcc field for GAL lookups when LDAP is not present (resource scheduling)

Troubleshooting

Perceived problems

Some issues are either by design or are not yet implemented in EWS

- Default attachment size for EWS is 10MB
- Server side rules not yet supported by EWS
- EWS does not currently support "push"
- Status flags (Reply, Reply All and Forward) do not sync between ActiveSync devices and Exchange Web Services
- Categories sync but not category colors

☑ Exchange Web Services

☑ Configuration

☑ Troubleshooting

Resources and information

Office for Mac 2011 Administrator's Guide

http://mac2.microsoft.com/help/office/14/en-us/admin

Exchange Remote Connectivity Analyzer

https://www.testexchangeconnectivity.com/

Resources and information

OfficeforMacHelp.com

Outlook Exchange Setup 4.0
/outlook/exchange/setup-script/

Resource scheduling
/outlook/exchange/resource-scheduling/

Exchange FAQs
/outlook/faqs-2/

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