

Installation and Optimal Performance Guide

This guide provides information on how to get the optimal performance from MDAemon Connector for Outlook, how to enable MDAemon Connector on the MDAemon server, and how to install the MDAemon Connector client.

This Installation Guide Includes The Following Topics

- **MDaemon Connector Deployment Guidelines & Considerations**
- **How to Enable & Configure MDAemon Connector**
- **How to Push MDAemon Connector Client Settings from the Server**
- **MDaemon Connector Client Plug-in Installation & Configuration**

MDaemon Connector for Outlook provides users of Microsoft Outlook with seamless groupware and collaboration functionality, including public and shared folders with user-defined permissions, email, calendar with free/busy scheduling, address books, distribution lists, tasks, and notes.

Optimal Performance Guidelines

Deployment Considerations

The list below represents issues which should be considered prior to deployment. It should not be taken as definitive or complete, and we always recommend testing the products in your own environment to ensure compatibility and that features work as required prior to purchase.

The MDAemon Connector for Outlook plug-in requires Windows 7 or newer and Outlook 2013 or newer to function properly.

- Users with large mailboxes may experience reduced performance using MDAemon Connector in comparison to using an IMAP or POP3 account. This is most noticeable when opening Outlook, when large folders are accessed for the first time, or when accessing the Journal folder.
- Compatibility with third party Outlook plug-ins and mobile device synchronization software cannot be guaranteed. MDAemon Connector does not make use of PST files. Compatibility with any software which requires PST files should be checked prior to purchase. In some cases, adding an empty PST file to the MDAemon Connector profile may help.
- S/MIME encoded (digitally signed) emails are not currently supported in MDAemon Connector.
- Outlook's search folders will only reflect changes to items if Outlook has been re-started.
- Outlook custom forms and custom template files (.OFT) are not currently supported by MDAemon Connector.
- The Activities tab for Contacts may not work or may cause Outlook to hang (on very large profiles).
- Roaming users should relocate their MDAemon Connector cache files (LocalCache.db) on a network share so that the data does not roam with their profile.

General Use Recommendations

- We recommend using the latest version of MDAemon Connector on both the MDAemon server and the latest MDAemon Connector for Outlook plug-in on the client.
- We recommend using MDAemon Connector with MDAemon 14 and above.
- We recommend disabling all Outlook plug-ins except the MDAemon Connector plug-in.

- Regular defragmentation of the MDaemon server's hard disk is recommended. Server performance can be further improved by reducing the amount of logging MDaemon is doing (**Setup | Server Settings | Logging | Settings**) along with moving the **Logs** folder and **Users, Public Folders and Queues** folders to a physically separate disk.
- We recommend periodically purging and compacting the MDaemon Connector database file.
- The local MDaemon Connector cache file should be excluded from realtime scanning by third party desktop antivirus applications. By default, the local MDaemon Connector cache is located at **C:\Users\UserName\AppData\Roaming\Alt-N\Outlook Connector 7.x\Accounts\Profile Name\user@example.com\LocalCache.db**
- Outlook should only be configured to use HTML or Plain Text format for sending emails. Depending on the version of Outlook you are using, these settings can usually be found via **Tools | Options | Mail Format** tab. Outlook should not be configured to use Word as its email editor or to use Rich Text Format (RTF). Both of these methods result in emails which do not adhere to Internet standards.
- We recommend configuring MDaemon Connector's **Send/Receive** tab (located under the **Account** button in the MDaemon Connector toolbar) to only check the Inbox folder for new items at each Outlook **send/receive** interval.
- We recommend configuring the **Send/Receive** schedule to check for new mail every 3 minutes.

Note: If you are planning to import data from a PST file, make sure to run *scanpst.exe* on the file first and compact the folders to help prevent corrupted messages from being imported into the MDaemon Connector profile. *Scanpst* is located under **C:\Program Files\Common Files\System\MSMAPI\1033** and comes with Outlook. Note that multiple passes with *Scanpst* may be needed.

Note: Remove invalid characters (~ # % & * { } / \ : < > ? | ") from Outlook folder names prior to importing.

Enabling & Configuring MDaemon Connector for Outlook

1. In MDaemon Remote Administration, navigate to **Main | MDaemon Connector | Server Settings** and check the box to enable MDaemon Connector support. [Figure 1-1]

- You can optionally check the two remaining checkboxes **MDaemon Connector users can see all MDaemon accounts** and **...only show accounts within the MDaemon Connector user's domain**. A pop-up will appear indicating that enabling this feature will start a 30-day trial. Click **Yes** to continue.

2. Click on **Click Here to Generate MDaemon Connector shared folders** to create Contacts, Calendars, Journals, Tasks and Notes folders for all domains, then click **OK** on the **Folders created** confirmation window.
3. Click on the **Authorized Accounts** button.
4. Enter each account that will be authorized to use MDaemon Connector in the blank provided, clicking **Add** after each one. If you would like to allow all MDaemon users to use MDaemon Connector, then click the button **Allow all accounts to connect using MDaemon Connector**. The above MDaemon Connector Accounts window will populate with the authorized accounts that you have selected. [Figure 1-2]

- You can optionally check the box **Authorize accounts the first time they connect using MDaemon Connector**.

Note: if you enable this option then you have in effect authorized all MDaemon accounts to use MDaemon Connector for Outlook. The accounts will not be added to the list until the first time each one connects using MDaemon Connector.

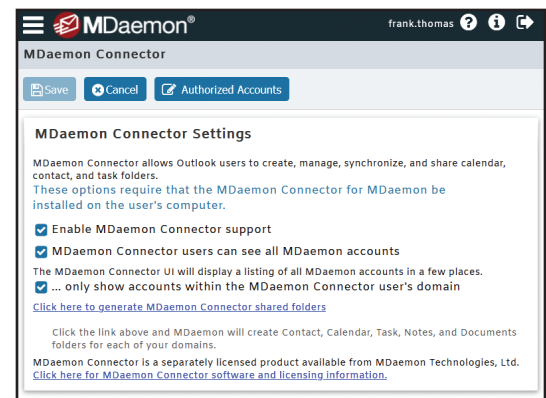


Figure 1-1

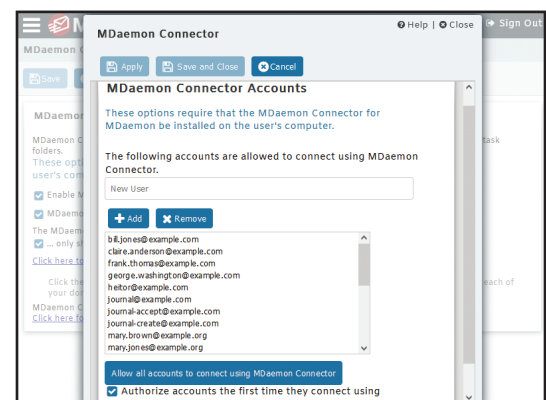


Figure 1-2

Pushing MDAemon Connector Client Settings from MDAemon to MDAemon Connector Users

Administrators can follow these steps to push MDAemon Connector client settings from MDAemon to MDAemon Connector users.

1. In MDAemon Remote Administration, go to **Setup | MDAemon Connector**.
2. Click on **Client Settings** under the MDAemon Connector section in the left-hand menu.
3. Check the box **Push client settings to MC users**. You can optionally leave the second box checked to allow MDAemon Connector users to override pushed settings. [Figure 2-1]
4. Click on **Save**.

The following settings, located under the **MC Client Settings** drop-down menu, are pushed out to the client:

- General
- Advanced
- Folders
- Send/Receive
- Miscellaneous
- Database
- Signature
- Add-ins

General

Note: *Macros must be used in most of the fields described below. Click on the Macro Reference button for a list of all macros that can be used in these fields.*

User Information [Figure 2-2]

Your Name: By default this option uses the \$USERNAME\$ macro, which imports the user's first and last name from the Account Details screen of the account editor. This appears in the From header of the user's messages.

Organization: This is an optional space for your business or organization name.

E-mail Address: By default this option uses the \$EMAIL\$ macro, which inserts the user's email address.

Account Settings [Figure 2-2]

Display Name: This name is displayed in Outlook so that the user can identify which account is currently in use. This is useful for users who have multiple accounts in their profile. Only the user sees this information. This is set to "MDAemon Connector" by default.

Incoming Mail (IMAP): This is the server that MDAemon Connector clients will access to collect and manage each user's email. This is set to \$FQDN\$ by default. The \$FQDN\$ macro will import the FQDN (fully-qualified domain name) from the **SMTP host name** field on the **Domain Manager | Host Name & IP** screen.

Outgoing Mail (SMTP): This is the server to which the MDAemon Connector client will connect to send outgoing messages. This is often same as the Incoming Mail (IMAP) server above. This is set to \$FQDN\$ by default.

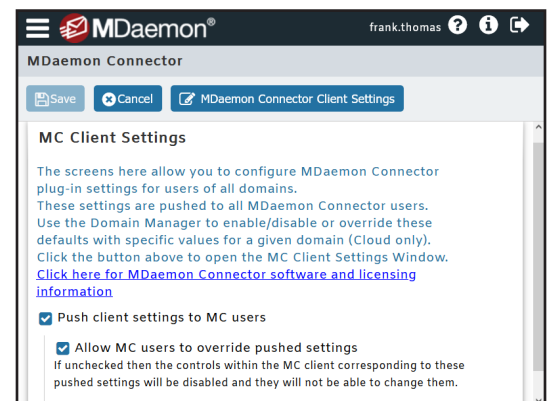


Figure 2-1

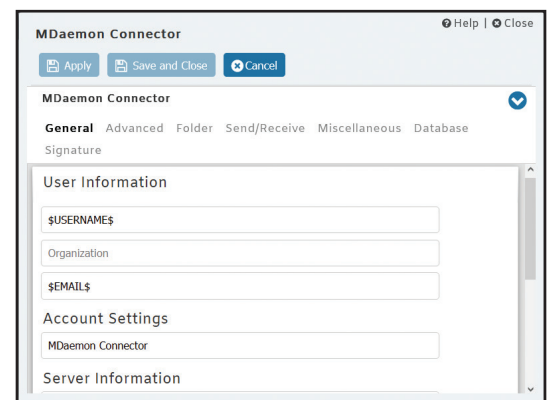


Figure 2-2

User Name: This is the user name needed to access each user's MDaemon email account. This is typically the same as the email Address above. By default this is set to the \$EMAIL\$ macro, which will import the user's email address.

Remember password: By default MDaemon Connector clients are set to save the user password, so that when Outlook is started it will automatically sign in to the email account without asking for credentials. Disable this option if you wish to require users to enter their password when starting Outlook.

Advanced

Incoming Server (IMAP) [Figure 3-1]

Use secured connection (SSL): Check this box if you want clients to use a secure SSL connection when connecting to the Incoming Mail (IMAP) server. Enabling this option will automatically change the Port setting to "993," which is the default SSL port.

Use Transport Layer Security (TLS): Check this box if you want clients to use a secure TLS connection when connecting to the Incoming Mail (IMAP) server. Unlike SSL, which uses port 993 for IMAP, the connection is upgraded to a TLS connection over the default IMAP port (port 143).

Port: This is the port on which the MDaemon Connector clients will connect to your Incoming Mail (IMAP) server. By default this is set to 143 for IMAP connections or 993 for SSL encrypted IMAP connections.

Outgoing Server (SMTP) [Figure 3-1]

Use secured connection (SSL): Check this box if you want MDaemon Connector clients to use a secure SSL connection when connecting to the Outgoing Mail (SMTP) server. Enabling this option will automatically change the Port setting to "465," which is the default SSL port.

Use Transport Layer Security (TLS): Check this box if you want MDaemon Connector clients to use a secure TLS connection when connecting to the Outgoing Mail (SMTP) server. Unlike SSL, which uses port 465 for SMTP, the connection is upgraded to a TLS connection over the default SMTP port (port 25).

Port: This is the port on which the MDaemon Connector clients will connect to your Outgoing Mail (SMTP) server. By default this is set to 25 for SMTP connections or 465 for SSL encrypted SMTP connections.

SMTP Authentication [Figure 3-1]

SMTP server requires authentication: By default users must use valid login credentials to authenticate themselves when connecting to the Outgoing Server (SMTP) to send an email message.

Use same authentication as incoming server: By default MDaemon Connector clients will authenticate themselves using the same login credentials for the outgoing mail server that they use for the incoming mail server.

Use SMTP authentication: Use this option if you wish to require your MDaemon Connector users to use different authentication credentials when sending messages. This may be necessary when using a different email server for outgoing mail.

User name: Enter the user name that you wish to use for SMTP authentication. In most cases, your user name would be your full email address.

You can optionally check the **Remember password** box.

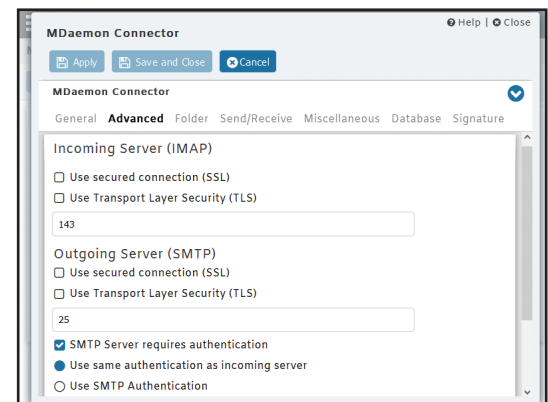


Figure 3-1

Folders [Figure 4-1]

Select **Show all folders**: to display all of the folders to which the MDAemon Connector user has access, or select **Show only subscribed folders** if you want the Outlook folder list to display only those folders to which the user has subscribed.

Load PIM folders synchronously: In most cases this option should be left unchecked, which means that an MDAemon Connector user can continue to use Outlook while MDAemon Connector loads the contents of PIM folders (i.e. non-mail folders, such as: Contacts, Calendars, and Tasks). If you check this box then Outlook will effectively be blocked from use until all of the data has been loaded. Ordinarily this option may only be needed when the user has 3rd party applications attempting to access PIM folder contents.

Load IMAP folders synchronously: In most cases this option should be left unchecked, which means that an MDAemon Connector user can continue to use Outlook while MDAemon Connector loads the contents of the user's IMAP mail folders. If you check this box then Outlook will effectively be blocked from use until all of the data has been loaded. Ordinarily this option may only be needed when the user has 3rd party applications attempting to access mail folder contents.

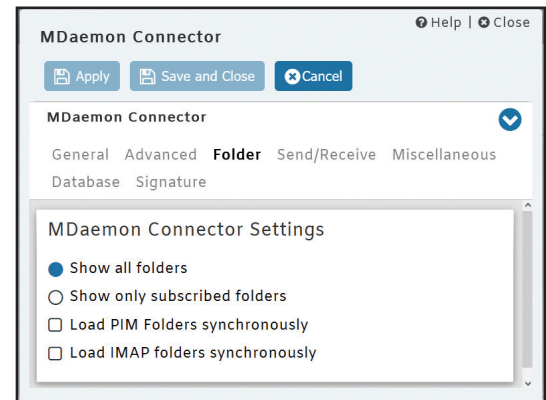


Figure 4-1

Send/Receive [Figure 4-2]

Download headers only: By default when MDAemon Connector receives new messages, it will only download the message headers (i.e. To, From, Subject, and the like) for display in the message list. The full message isn't downloaded until it is viewed.

Show progress indicator when loading messages: Outlook Connector displays a progress indicator when downloading a large number of messages. Clear this checkbox if you do not wish to display the progress indicator.

Indicator threshold (number of messages): When the above option is enabled, the Progress Indicator is displayed when downloading this number of messages or more.

Enable message download cancellation: Check this box if you want users to be able to cancel the download while MDAemon Connector is downloading a large message.

Send/Receive checks mail in all folders: Select this option if you want MDAemon Connector to check every mail folder for new messages when it performs a Send/Receive action for the user's account.

Send/Receive checks mail in selected folders: Select this option if you want MDAemon Connector to check the user's specified folders for new messages when performing a Send/Receive action on the account.

Note: For best performance, we recommend configuring Send/Receive to check for new mail in the Inbox only.

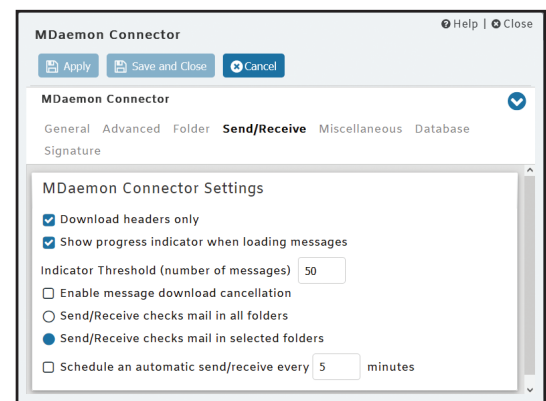


Figure 4-2

Miscellaneous [Figure 5-1]

How would you like to respond to requests for read receipts on incoming messages? Sometimes incoming messages contain a special header for requesting that an automated message be sent back to the sender to let him or her know when you read the message. Set this option to specify how you want MDaemon Connector to handle messages that ask for read confirmations.

Prompt me before sending a response: Choose this option if you want users to be asked whether or not to send the read confirmation message whenever they open a message that requests it.

Always send a response: Select this option if you wish to send a read confirmation message automatically whenever a user opens a message that requests it.

Never send a response: Choose this option if you do not want MDaemon Connector to respond to read confirmation requests.

Send meeting requests in iCalendar format: Check this box if you want MDaemon Connector to send meeting requests in iCalendar (iCal) meeting format. We recommend checking this box.

Enable automatic updates: By default MDaemon Connector will be updated automatically whenever a new version is available. We recommend leaving this box checked.

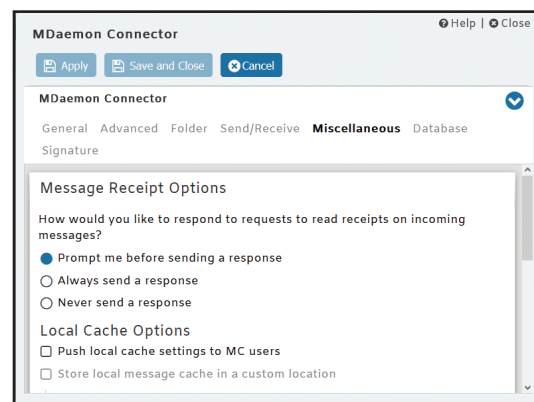


Figure 5-1

Database [Figure 5-2]

Purge database on Outlook shutdown: To conserve disk space and improve performance, by default MDaemon Connector is set to purge/delete the message body of old messages when you shut down Outlook. This does not remove the message headers nor does it affect the original messages stored on the server; it simply removes the locally cached body of old messages. Whenever you open an old message that has been purged in the past, the message body will be downloaded again to your computer. Further, only email message bodies are purged; this doesn't affect Contacts, Calendars, Tasks, Journals, or Notes. Disable this option if you do not wish to purge the database at shutdown.

Purge message body of messages older than __ days: Use this option to designate how old a message must be for its message body to be purged at Outlook shutdown. By default a message must be more than 30 days old for it to be purged. Its age is based on the message "modified" date. Use "0" in this option if you never wish message bodies to be purged.

Compact database on Outlook shutdown: To conserve disk space and improve performance, by default MDaemon Connector is set to compact and defragment the locally cached messages database file when the user shuts down Outlook. Outlook must shutdown cleanly, however, for the compact action to occur; if Outlook crashes or you use the Task Manager to "End Task" then the database will not be compacted. You can use the options in the Configuration section below to designate how often this will occur and whether or not you will be prompted before it does.

Prompt me to purge/compact on Outlook shutdown: Use this option if you want users to be prompted before MDaemon Connector will purge or compact the database file at shutdown. If the user clicks Yes then it will perform the compact or purge actions, displaying a progress indicator as it does so. Clear this checkbox if you do not want users to be prompted; at shutdown MDaemon Connector will begin purging or compacting the database automatically, displaying a progress indicator when doing so.

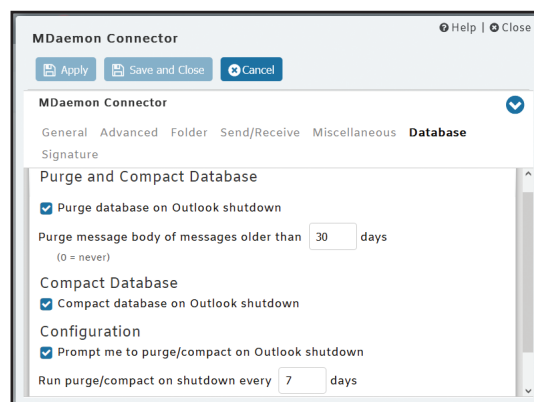


Figure 5-2

Run purge/compact on shutdown every ___ days: This option controls how often MDAemon Connector will purge or compact the database at shutdown. By default this option is set to 7 days. Set this option to “0” if you wish to purge/compact the database every time a user shuts down Outlook.

Signature [Figure 6-1]

The selected settings on this screen will be pushed to the Signatures screen (located in Outlook under File » Options » Mail » Signatures) whenever an MDAemon Connector user connects to the server. This feature requires MDAemon Connector 6.5.0 or newer.

Add-ins [Figure 6-2]

Using the Add-ins screen you can manage the state of the Outlook Add-ins used by your MDAemon Connector (MC) users. You can allow any or all of the add-ins to be used normally, or you can disable any that you choose. This feature can be especially useful in cases where you know of a specific add-in that conflicts with MDAemon Connector, allowing you to disable that add-in to avoid problems. The Add-ins feature requires MDAemon Connector 5.0 or newer, and must be accessed via the MDAemon console (configuration session).

MDAemon Connector Client Plug-in Installation & Configuration

How to Install the MDAemon Connector for Outlook Plug-In

- Once the MDAemon Connector application has been enabled on the MDAemon server, the MDAemon Connector Client will need to be installed on each client machine. There are two ways to download the client:
 - Method 1:** Download the MDAemon Connector Client installer from www.mdaemon.com. Select **Downloads | MDAemon Email Server**. Locate the **Client Installers - MDAemon Connector for Outlook** section and click on **Client Installer**. Choose from **32 bit, 64 bit, or MSI Client Installer** by clicking the appropriate button, and then save the installer file to your desktop. [Figure 6-3]
 - Method 2:** Log into MDAemon Webmail. Click on the gear icon at the top (or select the **Options** menu, depending on which Webmail theme you are using), select **MDAemon Connector**. Select the 32 bit or 64 bit installer option and save the file to your desktop.

[Figure 6-4]

- Make sure that Outlook is shut down, and double-click the **MDAemonConnectorClient.exe** file to begin the installation.
- Select your preferred language in the drop-down menu, and then click **OK**.
- Click **Next** on the Welcome screen.
- Select the option **I accept the terms in the license agreement** on the License Agreement screen, and then click **Next**.
- On the Ready to Install screen, click **Install** to continue with the installation process.
- Click **Finish** to complete the installation.

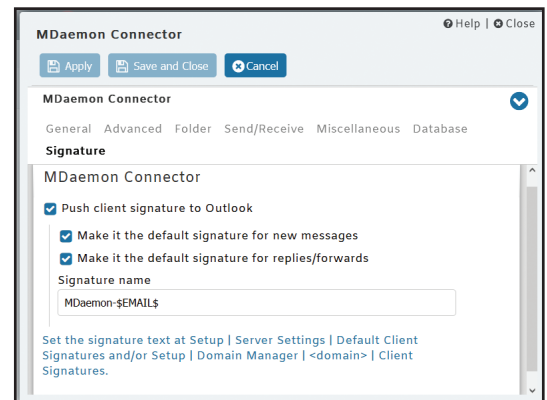


Figure 6-1

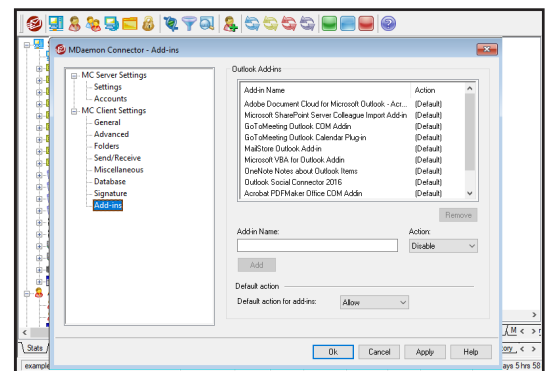


Figure 6-2

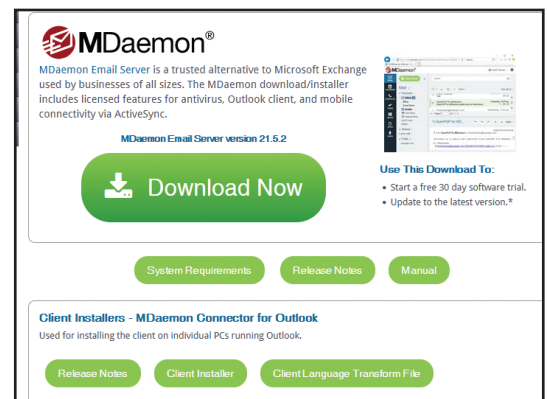


Figure 6-3

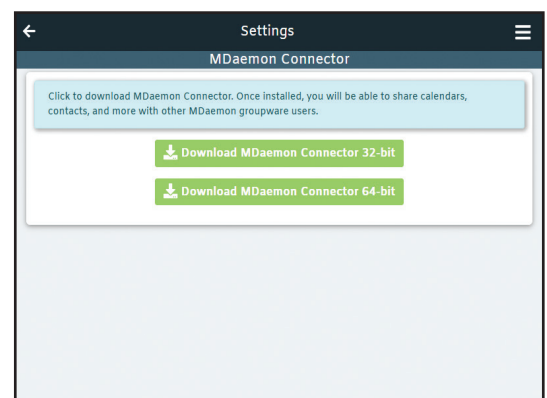


Figure 6-4

Configuring the MDAemon Connector Client

End users can follow these steps to configure the MDAemon Connector client

1. In Windows, navigate to the Windows control panel, click on **Mail**, click on **Show Profiles...**, then click the **Add...** button, and type in a profile name and click **OK**. Select **Manually configure server settings**, then click on **Next**. [Figure 7-1]
2. Select **Other**, then select the **MDAemon Connector 7.x** server type, and then click on **Next**. [Figure 7-2]
3. Fill out the **Account Settings** and **User Information** sections. This information can be retrieved automatically from the MDAemon server or entered manually. Both methods are explained below. [Figure 7-3]

Method 1: Retrieve the required data from MDAemon automatically [Figure 7-3]

1. Enter your email address in the **User Name** field, and then enter your password.
2. Click on **Test & Get Account Settings** to query the server and automatically populate the account settings & user information.

Note: To use this method, the option **Push client settings to MC users** must be enabled in MDAemon.

Method 2: Enter your information manually [Figure 7-3]

1. Enter your email address in the **User Name** field, and then enter your password.
2. Enter your preferred display name in the **Display Name** field.
3. In the **Incoming Mail (IMAP)** and **Outgoing Mail (SMTP)** fields, enter the IP address or host name of your MDAemon server.
4. In the **User Information** section, enter your name, organization, and email address.
5. To enable encrypted connections via SSL and/or TLS (optional), click on the **Advanced** tab. Then check the boxes next to **Use secured connection (SSL)** under the incoming (IMAP) and outgoing (SMTP) server sections. You can optionally check **Use Transport Layer Security (TLS)** as well.

[Figure 7-4]

Note: SSL must be enabled in MDAemon first. The administrator can enable SSL & TLS support in MDAemon Remote Administration by navigating to **Security | SSL & TLS | MDAemon** & checking the box **Enable SSL, STARTTLS, and STLS**.

6. If SMTP authentication is required, then check the box **SMTP server requires authentication**. Then select either **Use Same Authentication as Incoming Server** or **Use SMTP Authentication** (if Use SMTP Authentication is selected, then enter the required username and password).

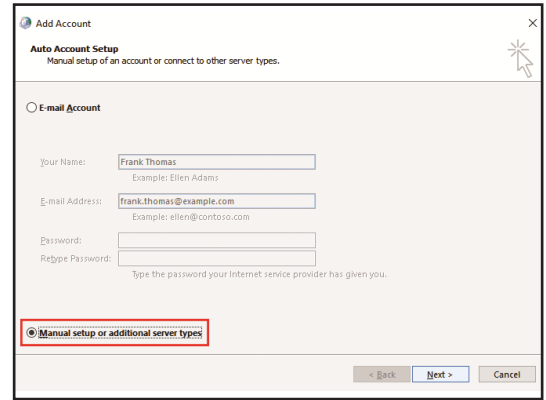


Figure 7-1

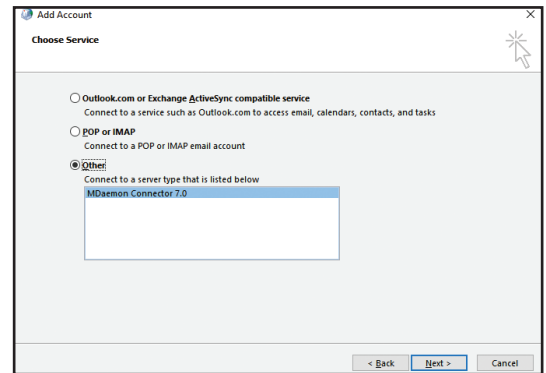


Figure 7-2

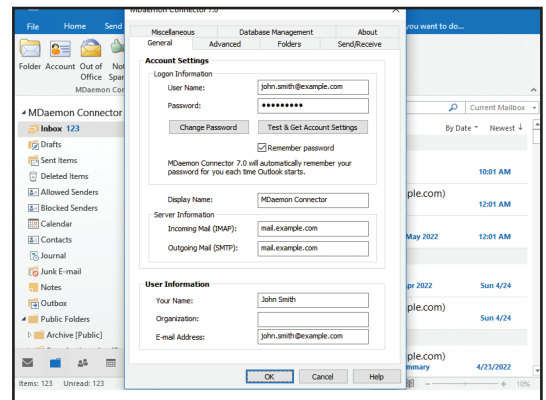


Figure 7-3

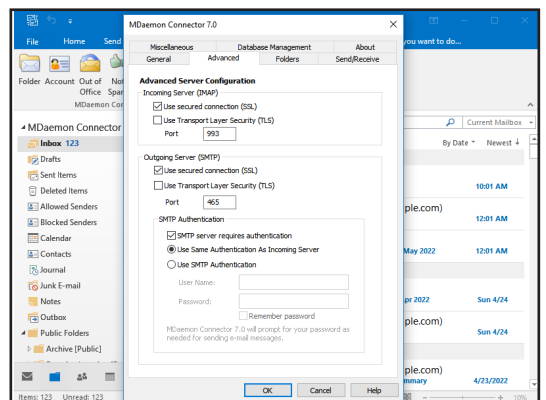


Figure 7-4

7. Click on the **General** tab, then click on **Test & Get Account Settings**. If the response from the test is successful, click **OK**, otherwise:
8. If the test fails and you receive the error **Unable to connect to server**, verify the IP address or host name of your MDaemon server.
9. If the test fails and you receive the error **Authentication Failed**, verify that the User name and password are entered correctly.
10. Back on the Mail Profile Manager screen, make sure that your new account is selected for **Always use this profile** and click **OK** to finish.

