

Online Help for the User Administrator Control Panel

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About this document

This document is a reproduction of the Online Help system provided with the user administrator control panel. It is designed for those who want to review Online Help information in hard copy format or off line.

As you use this document, keep in mind that it is optimized for online presentation rather than for use as a book. It uses the fonts and formats preferred for online documents, and it presents information in a nonlinear style. Also, references that are clear online might not work as well in this format.

To help you navigate this document electronically, bookmarks and contents links have been provided. The document's internal links however, which are available in the online Help system, are disabled in this format.

Quick-start tutorial for User Administrators

HOME

This quick-start tutorial is composed of interlinked Help-system topics that explain how to complete common tasks. Click a link below to learn about the task. Then click the quick-start links at the top or bottom of each topic to proceed through the tutorial.

Quick-start topics:



1. [View your account information](#)
2. [Change your account information](#)
3. [Set up your email and Hosted Exchange 2003 services](#)


Using the Help system

This is the main online Help system. To find information quickly, browse the contents at left or use the search and index links above.

[How to print this Help system](#)


To browse through the topics:

In the left pane of the Help system, click  to open a book () and display the topics it contains.

In the left pane of the Help system, click  to display the contents of a topic in the right pane.

If a book contains sub-books, click any book to open it and view a list of related topics.







To find specific information:




Click , the help icon, on any page of the control panel. This opens the context-sensitive Help that provides information about the page.

When viewing a context-sensitive Help topic, click **View Help Contents** to open the main Help system and search for specific information.

What do you want to do?

Use the following icons to navigate the Help system:

Icon	Action
	Display the Help contents in the left pane.
	Search for information using keywords.
	Search for information using the index.
	View terms and definitions in the glossary.
	Return to the home page of the Help system.
	Print the current page.

	If you have viewed several topics, go back to the previous topic.
	If you have viewed several topics, go forward to the next topic.
	Hide the contents and view the topic in the entire window (this option is not available through Netscape browsers).

Printing Help

To print individual topics, click the print icon at the bottom of each page.

To print all topics at once, use the [PDF version](#) of this Help system. You can open it using the free [Adobe Acrobat® Reader®](#) program. The PDF version is approximately 548 KB in size and 26 pages in length.



When using the PDF version of Help, remember it is optimized for online presentation rather than for use as a book. It uses fonts and formats preferred for online documents, and it presents information in a nonlinear style. Also, references that are clear online might not work as well in this format.

To help you navigate this document electronically, bookmarks and contents are provided. The document's internal links however, which are available in the online help system, are disabled in this format.

Control panel overview

About the user administrator control panel

The user administrator control panel is the graphical user interface, or control panel, through which you manage your user account and service settings.

Through this control panel you can:

[View your account information](#)

[Change your account information](#)

[Set up the Hosted Exchange 2003 service \(if enabled\)](#)

[Configure FTP for the Windows Web Hosting service \(if enabled\)](#)

Home page

The Home page of the user administrator control panel provides:

Login information. The user name you typed when you logged in appears in the upper left of the control panel next to the Home link.

Help and Log Out links. These links appear in the upper right of the control panel. Click **Help** to access the online Help system. Click **Log Out** to end your session.

Navigation panels. These panels appear on the left side of the control panel, and you use them to navigate between pages. The navigation panels are displayed in the closed state the first time you log in. However, their state is remembered whenever you log out. For example, if you open a navigation panel, then log out, the panel is displayed in the open state the next time you log in.

Shortcuts to common tasks. These links provide quick access to tasks you perform frequently. They are the same as the navigation panel links, however, some links on the navigation panels might not appear as shortcuts.

A link to the [Quick-start Tutorial](#). The tutorial is composed of interlinked Help-system topics that explain how to complete common tasks.

How to get to the Home page

Session expiration

For security, the user administrator control panel is designed with a 30-minute session expiration. This means that you are automatically logged out whenever your session is inactive, or no input is received, for 30 consecutive minutes.

If your session expires, you need to log in again to use the control panel. You cannot change the time limit for session expiration.

Using the control panel

Managing your account

Viewing your account information

QUICK-START TUTORIAL: [HOME](#) 1 [2](#) [3](#)

Your account information includes personal information such as your name, address, and company information.

To view your account information:

On the Configuration navigation panel, click **Overview**.

Your user account information is displayed.

NEXT QUICK-START TOPIC:
[CHANGE YOUR ACCOUNT INFORMATION](#)

User Account Information page

The User Account Information page shows the information available about your user administrator account. You can change any of the information on this page except your username.

This information includes:

General Information

Username. The name you type in the Username text box when you log in to the User Administrator control panel. This is also your email address.

External Email. An email address, outside of the organization, at which you can be contacted. This address is used for system messages, such as warnings about mailbox disk space limits. If no external email address is provided, you do not receive warning messages if your mailbox exceeds your disk space limit.

Contact information and company information. You can [change this information](#) at any time.

Service Information

Exchange Server Information. This information is displayed if Hosted Exchange 2003 is enabled for your account.

- **Exchange server hostname.** The host name of the Exchange server hosting your mailbox.
- **Exchange Server IP Address.** The Internet Protocol (IP) address of the Exchange server.
- **Windows Domain Name.** The service provider's domain name. This is the domain name that you must use when logging on to OWA.

- **Windows Domain NetBios Name.** The service provider's NetBios name.
- **Mailbox Information**
- **Disk Quota Allocated.** The maximum disk space allowed for your mailbox.
- **Current Disk Usage.** The disk space used by your mailbox.
- **SAM Account Name.** The user name that you use when logging on to OWA or Outlook.
- **Message Limits**
- **Deleted Items Retention Time.** The maximum duration (in days) that emails deleted from Outlook Web Access (OWA) or Microsoft Outlook are retained on the Exchange Server.
- **Maximum Outgoing Message Size.** The maximum limit on the size of each message sent out from the mailbox
- **Maximum Incoming Message Size.** The maximum limit on the size of each message received into the mailbox
- **Distribution List Membership.** Displays the list of distribution lists that you are a member of.
- **Email Addresses.** Displays the list of your email addresses.

How to get to the User Account Information page

Changing your account information

QUICK-START TUTORIAL: [HOME](#) [1](#) [2](#) [3](#)

You can change any of your account information with the exception of your username. Only your organization administrator can change the service settings displayed on the account information page, however.

To change your account information:

1. On the left navigation panel, click **Edit Configuration**.
2. Change your user information as needed, then click **Save**.

NEXT QUICK-START TOPIC:
[SET UP YOUR EMAIL AND HOSTED EXCHANGE 2003 SERVICES](#)

Changing your password

You can change your password at any time.

To change your password:

1. On the left navigation panel, click **Change Password**.
2. On the Change Password form, type your current password in the **Old Password** text box.
3. In the **New Password** text box, type your new password. Passwords are case sensitive, cannot contain spaces, and have to be at least one character in length. Allowed characters include: a-z A-Z 0-9 , . - _ / + \$ ~ : % @ !
4. In the **Confirm New Password** text box, retype your new password.

5. Click **Save**.

Your password is changed. The next time you log in, you need to use the new password.

Managing services

Hosted Exchange 2003

Setting up Hosted Exchange 2003

QUICK-START TUTORIAL: [HOME](#) [1](#) [2](#) [3](#)

Hosted Exchange 2003 is a service that provides email and collaboration services. If your organization administrator enables Hosted Exchange 2003 for your account, you can manage many of the service features from the user administrator control panel. This topic lists the setup tasks for Hosted Exchange 2003.

Setting up Microsoft Outlook as your email client

If you have Microsoft Outlook installed on your computer and configured as your default email client, you can set up your Microsoft Outlook email profile for Hosted Exchange 2003 from the user administrator control panel using a single click.

[Instructions](#)

Setting up email forwarding

If you have another email account that you use as your primary email account, you can set up Hosted Exchange 2003 to forward your email messages to that account. If you want to be able to get your messages on either account, you can choose to keep copies of forwarded email messages in your Hosted Exchange 2003 account.

[Instructions](#)

Using Outlook Web Access (OWA)

If it is enabled for your account, you can open Outlook Web Access (OWA) from the user administrator control panel. OWA enables you to view your email over the Web. There is a link available on the shortcuts page for quick access to your OWA server.

[Instructions](#)

Setting up ActiveSync

ActiveSync is a feature that synchronizes your offline email, calendar, and contacts with the Exchange 2003 server. You can use ActiveSync with Pocket PC and SmartPhone devices. [Instructions](#)

Installing the Exchange Server Health Monitor

The Exchange Server Health Monitor (ESHM) enables you to view the status of the Exchange server. You can use ESHM to troubleshoot network-related issues with your

mailbox. To use ESHM, you need to install an ActiveX client monitoring the health of your Exchange server. [Instructions](#)

[RETURN TO QUICK-START HOME](#)

Viewing your Hosted Exchange 2003 options

The View Service Configuration page for Hosted Exchange 2003 shows the options enabled for your account. Only your organization administrator can change these options. For each feature:

- ✓ indicates the feature is enabled
- ✗ indicates the feature is not enabled

Information on this page includes:

General Resource limits

Disk Space Allocated. The maximum server disk space, in megabytes, available to the mailbox for Hosted Exchange 2003. Only your organization administrator can change this amount.

Disk space Threshold. The percentage of disk-space usage that triggers disk-space alerts. If your organization administrator enables Hosted Exchange email notifications, you receive an email alert when the disk-space usage of your mailbox reaches this percentage. This enables you to take action and delete messages or request additional resources before you run out of disk space. If your mailbox exceeds the disk space allocated to you, these alerts are sent to your [external email address](#), since you cannot send or receive messages from your organization mailbox if it is full.

Current Disk Usage. The amount of disk space, in megabytes, currently used by your mailbox.

Mailbox Access Options. The options enabled for your account. Only your organization administrator can change these options.

POP: Post Office Protocol (POP) is a protocol used to retrieve email from a mail server. POP downloads email from the server and store it on the local machine. POP works best when accessed using a single computer. Accessing POP using multiple computers tends to sprinkle messages across all of the computers used for email access.

IMAP: Internet Mail Access Protocol (IMAP) is a protocol used to access email from a central mail server. It allows users to access email on the mail server like it were on a local hard drive; however the email is actually left on the server. The mail, can therefore, be accessed from multiple machines without having to transfer files or messages manually.

MAPI: Messaging Application Programming Interface (MAPI) is a set of object-oriented functions that provide messaging capabilities.

OWA: Outlook Web Access (OWA), is a Microsoft server-side application used to retrieve and work with data stored on a remote Microsoft Exchange Server computer using an Internet browser. It provides Web-based public access to Microsoft Exchange Server email,

public folders, calendar information, Address Book, contacts, and shared applications.

Mobility Options

OMA: Microsoft Outlook Mobile Access (OMA) provides mobile phone browser access to Exchange servers for xHTML (WAP 2.0), HTML mobile phone, Compact HTML (cHTML) on i-Mode devices (in Japan), and PDA browsers such as Pocket Internet Explorer on Windows Powered Mobile Devices.

User Initiated Synchronizations (ActiveSync): User Initiated Synchronizations is a feature that synchronizes email with the Exchange 2003 server and maintains offline copies of email, calendar, and contacts.

Up-to-date notifications: Up-to-date notifications provides the ability to keep data on mobile devices up to date, using methods provided by Exchange 2003. User Initiated Synchronization feature is a pre-requisite for this feature.

Message limits

Deleted Items Retention Time: The maximum duration (in days) that email messages deleted from Outlook Web Access (OWA) or Microsoft Outlook are retained on the Exchange Server. Deleted email messages can be recovered within the specified duration before being automatically deleted.

Maximum Outgoing Message Size: The maximum limit, stated in KB, of the size of each message sent out from the mailbox.

Maximum Incoming Message Size: The maximum limit, stated in KB, of the size of each message received into the mailbox.

Other Options

Show in Address List. Shows the your account information in the address book.



If this option is not selected, you cannot access the mailbox using Outlook. You can use only OWA, OMA, POP, IMAP, and Outlook Express to access the mailbox.

Distribution List Membership. The distribution lists to which you belong. You receive messages sent to these distribution lists.

Email Addresses. The email addresses that direct email to your mailbox.

Login Information for Microsoft Outlook/OWA/OMA. The username required for access to these features.

Login Information for POP/IMAP clients. The username required for access to these features.

Mail Server Information. The servers used for your email account.

How to get to the View Service Configuration page

Setting up email forwarding

You can forward the email messages sent to your Hosted Exchange 2003 mailbox to another email address.

 You can forward your email messages to one external email address only.

To set up email forwarding:

1. On the user administrator Home page, click **Set Email Forwarding**.
2. Select the **Enable Forwarding** check box to enable the email forwarding feature for your mailbox.
3. In the **Forwarding Email Address** text box, enter the external email address where you want the email messages to be forwarded.
4. Select the **Save a copy on server** check box to save copies of your forwarded email messages on the Exchange 2003 server. If you do not select this check box, the email will be forwarded to the external email address and deleted from the Exchange 2003 server.
5. Click **Save**.

Setting up ActiveSync

ActiveSync is a feature that synchronizes your offline email, calendar, and contacts with the Exchange 2003 server. You can use ActiveSync with Pocket PC and SmartPhone devices.

To use ActiveSync:

Your organization administrator needs to enable the feature for you.

You need to use a computer with following operating systems: Windows 9x, Windows ME, Windows 2000, or Windows XP.

You need to have a Pocket PC or SmartPhone device and cradle attached to your computer.

You need to set up the device as described in this topic.

To set up Pocket PC or SmartPhone for ActiveSync:

1. Install ActiveSync version 3.7 (or above) on your computer if it is not already installed. You can obtain this program from your Pocket PC or SmartPhone manufacturer, or download it from Microsoft.
2. Connect your Pocket PC or SmartPhone cradle to your computer if it is not already connected. Remove the Pocket PC or SmartPhone device from the cradle.
3. If you have an ActiveSync partnership already created, delete it: Start the ActiveSync program, then from the File menu click **Delete Partnership**.
4. Log in to the User Administrator control panel.
5. On the home page, in the Hosted Exchange 2003 area, click **Desktop ActiveSync Setup**.
6. On the Desktop ActiveSync Setup page, click **Download**. This downloads the setup program ASyncProc.exe to your computer.
7. When the download is complete, run the program.

8. Place your Pocket PC or SmartPhone device in the cradle. ASyncProc.exe configures your device for ActiveSync in less than two minutes.
9. When configuration is complete, delete the ASyncProc.exe from your computer.

Whenever you place your Pocket PC or SmartPhone in the cradle, your email, calendar, and contacts available through the phone are synchronized with the Exchange 2003 server automatically.


Using ESHM


Installing the Exchange Server Monitor

The Exchange Server Monitor is an application that monitors the status of the Microsoft® Exchange server that hosts your Hosted Exchange 2003 mailbox. If your organization administrator enables the feature for your account, you can install and use the Exchange Server Monitor on your local computer.

To install and set up the Exchange Server Monitor:

1. In the **Hosted Exchange 2003** area of the Home page, click **Exchange Server Monitor Setup**. The Exchange Server Health Monitor Setup page opens. If this link is not available, the feature is not enabled for your account.
2. Click the **Click here** link to set up Exchange Server Monitor.
3. Click **OK** in the configuration window.

 The configuration window opens only if you are setting up the Exchange Server Monitor for the first time.

The Exchange Server Monitor is installed on your computer and is available as a system tray icon  on the Windows task bar.

Uninstalling the Exchange Server Monitor

You can uninstall the Exchange Server Monitor from your local computer if there is a problem with the installation or if you want to remove the monitor.

To uninstall the Exchange Server Monitor:

1. Open Internet Explorer.
2. Navigate to **Tools > Internet Options**.
3. Click the **Settings** tab in the **Temporary Internet files** area. The Settings window opens.
4. Click the **View Objects** tab. The Download Program Files page opens.
5. Right click **InstallESHM Class** and select **Remove**.
6. Open Windows Explorer.
7. Navigate to the **C:\ENSIM\ESHM** directory. Right-click the directory and select **Delete**.
8. Navigate to **Start > Run**.
9. In the **Open** text box, type **regedit**. The Registry Editor is displayed.

10. Navigate to **HKEY_LOCAL_MACHINE\Software\Ensim Corporation\Exchange Server Health Monitor**. Right-click and select **Delete**.


The Exchange Server Monitor is uninstalled.

Configuring your mailbox to use Outlook

Configuring Outlook using the User interface

Configuring Outlook using the control panel

You need to configure your Outlook mail client to send and receive email from the Exchange 2003 server.

 If you do not have Outlook and are using another mail client (such as Microsoft Outlook Express) to send or receive your email, you must perform a manual setup.


To configure your Outlook mail client:


1. In the **Hosted Exchange 2003** area of the user administrator control panel, click **Mail Client Setup**. The Outlook Client Setup page is displayed.
2. Click the appropriate link to configure your Outlook mail client.
 - o If you are a Windows 2000 systems user with administrative rights, click **One Click Setup**.
 - o If you are a Windows 9x, ME, 2000, or XP user, click **Download Executable**.

The setup configures your Outlook mail client profile and installs the Outlook Autologin application on your computer. You can use the Outlook Autologin application to change the configuration of your Outlook profile.

The program checks to see if there is an existing profile for your mail client. If no profile is found, the program creates a new profile using default profile name. If a profile is found, the program displays a dialog box with the following settings:


- o **Profile Name**. A default profile name. You can overwrite any existing profile by selecting Existing Profile or you can type a new profile name.
- o **Outlook 2003 Options**. For Outlook 2003, this option is enabled; for previous versions of Outlook, it is disabled.
- o **Local Copy**. If checked Outlook is configure using Local Copy option enabled.
- o **Connect Using HTTP**. If checked Outlook is configured to connect using HTTP.


 The Outlook Autologin application verifies your Outlook credentials automatically each time you access Outlook.

 When creating your Outlook profile, you might receive a message asking you to configure the profile manually. When creating the profile manually, you might receive another error message that the name could not be resolved. If you get this error, it indicates that your mailbox cannot be


accessed using Outlook. You can either verify your connection to the mail server or access your mailbox using OWA, Outlook Express, POP, or IMAP.


Changing the Outlook configuration using the Outlook Autologin

The mail client setup configures your Outlook mail client profile and installs the Outlook Autologin application on your local computer. When the installation is complete, the following icon appears in the Windows system tray: .


 If you change the password you use to log on to the user administrator control panel, you must ensure that you change the password settings

To change the Autologin configuration of your Outlook mail client:

1. In the Windows system tray of your local computer, right-click , then click **Configure**.


 The Outlook Autologin is available only if you have set the Outlook configuration using the user administrator control panel.

2. Enter and confirm the new password.

 When you change your password, you cannot log on to Outlook without updating Autologin.

3. Select the refresh interval. The refresh interval is the time taken to load Outlook using the Autologin feature.
4. Click **Ok**.

The next time you open your Outlook client, you are automatically routed to your Exchange 2003 server mailbox.

 If you need to re-configure Outlook using Outlook Autologin, you must first [uninstall Outlook Autologin](#) and then set the Outlook configuration in the user administrator control panel.

Uninstalling the Outlook Autologin application

You might need to uninstall Outlook Autologin if:

Outlook Autologin has not been installed correctly.

You receive an email from your system administrator informing you that the Exchange service has moved. You will have to uninstall the application and then reinstall it to set it up again.

To uninstall the Outlook Autologin application:

1. Open the Internet Explorer
2. Navigate to **Tools > Internet Options**
3. Click the **Settings** tab in the **Temporary Internet files** area. The Settings window opens.
4. Click the **View Objects** tab. The Download Program Files page opens.
5. Right click on **ProfConfCtrl**, then select **Remove**.

Outlook Autologin is uninstalled. You can now log on as the User administrator and setup the mail client again.

Manually configuring Microsoft Outlook

Accessing your mailbox using Microsoft Outlook

To access your mailbox using Microsoft Outlook, you need to configure several Outlook email service options.

If you have not used Outlook on your computer, a [setup wizard](#), which runs automatically when you start Outlook, helps you select options and make the connection to the Exchange 2003 server.

If you have previously used Outlook to manage email on your computer, you need to [set Outlook options without the setup wizard](#).



Before setting the Outlook options, make sure Microsoft Outlook is installed on your computer and the network properties are configured correctly.

Setting Outlook options without the setup wizard

If you have previously used Outlook to manage email on your computer, you need to select Outlook options for Hosted Exchange 2003 manually.



Before setting the Outlook options, make sure Microsoft Outlook is installed on your computer and the network properties are configured correctly.

To set Outlook options without the setup wizard:


1. Start Outlook by clicking the Microsoft Outlook icon on your desktop.
2. Choose **Tools > Options**.
3. In the Options window, click the **Mail Services** tab.
4. Click the **Reconfigure Mail Support...** tab at the bottom of the window.
5. In the Email Service Options window, select **Corporate** or **Workgroup**, then click **Next**.
6. Click **OK** to close the Options window, then close Outlook.
7. From the Windows Start menu, select **Settings > Control Panel**.
8. On the Control Panel window, double-click the **Mail** icon.
9. On the Profile Properties window, click **Add...**, then select **Microsoft Exchange Server**.
10. Click **OK**.
11. In the next window, enter the Exchange 2003 server name and your mailbox username.

12. Click **Check Name**, then enter your mailbox username and password when prompted.

 To confirm the User Name and Domain:


- On the User Administrator Home page, click **View** in the User Settings area.
- Scroll down to the Hosted Exchange 2003 in the Service Information area. The **SAM Account Name** displays the user name in the valid format. The **Windows Domain Name** field displays the valid domain name.

Your mailbox is displayed.

 When creating your Outlook profile, you may get an error message that the name could not be resolved. If you get this error, Outlook cannot access your mailbox. [Verify that the mail server is reachable](#) and [update host file entries if required](#), or access your mailbox using OWA, Outlook Express, POP, or IMAP.

Setting your Outlook profile using the setup wizard

If you have not used Outlook on your computer, a setup wizard, which runs automatically when you start Outlook, helps you select options and make the connection to the Exchange 2003 server.

 Before setting the Outlook options, make sure Microsoft Outlook is installed on your computer and the network properties are configured correctly.

To set Outlook options with the setup wizard:


1. Right click the Microsoft Outlook icon on your desktop.
2. Select **Properties**.
3. On the Profile Properties window, click the **Show Profiles** tab.
4. In the Mail window, click **Add**.
5. In the Microsoft Outlook Setup Wizard, select the **Use the following information services** option button and then select the **Microsoft Exchange Server** check box.
6. Click **Next**.
7. On the next screen, enter the name of your Outlook profile. This helps distinguish the profile from other profiles.
8. Click **Next**.
9. On the next screen, enter the **Exchange 2003 server host name** and your **Mailbox** user name. You should have received these from your organization administrator.
10. Click **Next**.
11. In the next screen, click **No** in response to the question, Do you travel with this computer?

12. Click **Next**.
13. In the next screen, click **Finish**. The Mail window opens. Click the **Properties** tab.
14. On the Settings Properties window, click the **Properties** tab.
15. On the next window, click the **Check Name** tab. A password window opens.
16. In the **User Name** field, enter your mailbox user name in the correct format.
17. In the **Password** field, enter your mailbox password.
18. In the **Domain** field, enter the domain name of the Exchange 2003 server.


 To confirm the User Name and Domain:

- On the User Administrator Home page, click **View** in the User Settings area.
- Scroll down to the Hosted Exchange 2003 in the Service Information area. The **SAM Account Name** displays the user name in the valid format. The **Windows Domain Name** field displays the valid domain name.

Outlook starts and your mailbox is displayed.


 When creating your Outlook profile, you may get an error message that the name could not be resolved. If you get this error, Outlook cannot access your mailbox. [Verify that the mail server is reachable and update host file entries if required](#), or access your mailbox using OWA, Outlook Express, POP, or IMAP.

Accessing your mailbox using Microsoft Outlook Web Access

 To connect to an OWA server, you must have a compatible Internet browser such as Microsoft Internet Explorer 3.02 (or later) or a third-party Internet browser that supports frames.

To access Microsoft Outlook Web Access:


1. Open the User Administrator Home page.
2. Click **Outlook Web Access**.
3. In the **User Name** field, enter your mailbox user name.

 Always enter your user name using the format:
<user name>@<Organization Domain Name> where
<Organization Domain Name> is the domain name of the organization that is hosting mailbox.

4. In the **Password** field, enter your mailbox password.
5. In the **Domain** field, enter the domain name of the Exchange 2003 Server.


 To confirm the user name and domain:

- 1. On the User Administrator Home page, navigate to the User Settings area and click **View**.
- 2. Scroll down to **Hosted Exchange 2003** in the Service Information area. The **SAM Account Name** displays the user name in the valid format. The **Windows Domain Name** field displays the valid domain name. If a front-end server is installed, the **Domain** field is not enabled.

 You must enter the domain name for the Exchange 2003 Server, not the organization.


6. Click **OK**. Upon user name and password authentication, the OWA interface is displayed.

Accessing your mailbox using Microsoft Outlook Mobile Access

 To connect to an Outlook Mobile Access (OMA) server, you must have a xHTML (WAP 2.0), HTML mobile phone, Compact HTML (cHTML) on i-Mode devices (in Japan), and PDA browsers such as Pocket Internet Explorer on

To access Microsoft Outlook Mobile Access:


1. On the user administrator home page, click **Outlook Mobile Access**.
2. In the **User Name** field, enter your mailbox username.

 Always enter your user name using the format:

4. In the **Password** field, enter your mailbox password.
5. In the **Domain** field, enter the domain name of the Exchange 2003 Server.

 To confirm the user name and domain:

- On the User Administrator Home page, click **View** in the User Settings area.
- Scroll down to **Hosted Exchange 2003** in the Service Information area. The **SAM Account Name** displays the user name in the valid format. The **Windows Domain Name** field displays the valid domain name.
- If a front-end server is installed, the **Domain** field is not enabled.

 You must enter the domain name for the Exchange 2003 Server, not the organization.

6. Click **OK**. Upon user name and password authentication, the OMA interface is displayed.

Troubleshooting

Troubleshooting Hosted Exchange 2003 issues

This topic explains how to resolve issues that might arise with Hosted Exchange 2003.

Mailbox disk space issues

If your mailbox exceeds the amount of disk space allocated to it, your administrator sends an email message informing you that you have exceeded your disk-space limit. The email message is sent to the external email address provided for your account, since your Hosted Exchange 2003 mailbox cannot receive email after it exceeds its disk-space allotment. If no external email address is provided for your account, you do not receive the disk space warning.

See [Accessing your mailbox when usage exceeds quota](#) for more information.

Issues related to the move of Hosted Exchange 2003 service

If the Hosted Exchange 2003 service is moved, your administrator sends an email informing you of the move. Do not attempt to access your services while the Hosted Exchange service is being move.

After the move, you need to re-configure Microsoft Outlook, Outlook Express, and ESHM.

 You need to [uninstall ESHM](#) before configuring it.

Opening the Outlook mailbox

You might not be able to open your Outlook mailbox after manually setting your Outlook profile. If this happens, please [verify that the mail server is reachable](#) and [update host file entries if required](#).

Accessing your mailbox using OWA

You might not be able to access your mailbox using OWA. If this happens, please check whether the host file contains the relevant mail server entries and [update the host file entries if required](#).

Public folders


If you have contributor permissions on a public folder and try to access the public folder through OWA, an Authentication window is displayed. You must click **Cancel** to be able to create items in the public folder.

Accessing your mailbox when usage exceeds disk-space resource limits

Organization administrators specify mailbox disk-space resource limits. These limits are set on the Exchange server. When the mailbox usage exceeds the specified limit, an email message is sent to the external email address specified for your account. If no external email address is specified for your account, you will not see the warning message since you cannot send and receive email after your mailbox exceeds its disk-space limit.

If your mailbox exceeds its disk-space limits, you have two options:

Ask your organization administrator to increase your mailbox disk-space resource limits.

 It is important that you wait for some time before you attempt to send and receive email messages after the resource limit is increased. It takes more time for you to send email messages than to receive them.

Delete email messages from your mailbox to increase the available disk space.

Updating the host file

You need to make sure the host file on your computer contains the current entries for the Exchange server used by your organization.

To update the host file on your computer:

1. Access the host file at one of the following locations.
 - Windows NT/2000 machines:
systemroot%\system32\drivers\etc\hosts
 - Windows 9X/ME machines:
%systemroot%\hosts

Example: **c:\winnt\system32\drivers\etc\hosts**

2. Open the host file and use a text authoring utility, such as Notepad, to add the following information to the host file:

<IP Address> <Full name of the mail server> <Short name of the mail server>

Example: 10.70.68.121 vm121.vm70.com vm121

3. Save the file.

Verifying your connection to the mail server

Before you can set up Microsoft Outlook manually, you must verify that you can reach the mail server from your current desktop or laptop.

To ensure the mail server is reachable:

1. Navigate to **Start > Run**. The Run window displays.
2. In the **Open** text box, type **ping <exchange server name>**. Example: ping vm121.vm70.com.
3. Click **OK**.

A window opens and displays one of the following messages:

- Reply From: <IP address>. Example: Reply From : 10.70.54.201
 - Request Timed Out
 - Unknown host
4. The **Reply From** message indicates that the mail server is reachable. If you receive the **Request Timed Out** or **Unknown host** message, you must either contact your organization administrator or [update the host file](#) on your computer.

Windows Web Hosting

About Windows Web Hosting

Windows Web Hosting provides IIS FTP, part of the Microsoft Internet Information Server service, that allows you to upload and download files to a wide variety of systems.

IIS FTP is a part of the Microsoft Internet Information Server (IIS) that manages the File Transfer Protocol (FTP) service. The File Transfer Protocol (FTP) client application is used to transfer files across the Internet and allows you to connect to any system that has a valid Internet address and contains an FTP server program. It allows you to transfer files between a wide variety of systems.

 You need to have an FTP program to upload or download files using FTP.


IIS FTP service

FTP configuration overview page

The FTP configuration overview page shows the IIS FTP features available to your account. For each feature:

- ✓ indicate the feature is enabled
- ✗ indicates the feature is not enabled

IIS FTP is a part of the Microsoft Internet Information Server (IIS) that manages File Transfer Protocol (FTP) service. The File Transfer Protocol (FTP) client application is used for transferring files between your personal computer and an FTP site. Depending on the permissions enabled for your account, you can connect to any system that has a valid Internet address and contains an FTP server program, and you can transfer files between a wide variety of systems.

 The default FTP site refuses FTP connections to name-based sites unless you specify the port number, which is shown on this page.

Information on this page

On this page you can view the following information:

- General Organization Information
- **URL:** The URL of your FTP site.

- **Port Number (used for name-based organizations):** The FTP port number represents the port on which the service is running.
- User Permissions
- **Allow File Download (Read):** Allows you to download files and list directories.
- **Allow File Upload (Write):** Allows you to upload files.
- Feature Configurations
- **Enable Logging visits by the user:** Records visits to the directory in a log file. Visits are recorded only if logging is enabled for this Web site.

How to get to the FTP configuration overview page

1. Open the User Administrator Home page.
2. In the IIS FTP service section, click **Overview**.

Changing FTP configuration

You can change the FTP settings as needed. These settings include:

Enable Logging Visits by User. If this setting is enabled, the IIS FTP service records your visits to the directory in a log file. You can select this feature only if it is enabled for your organization.

How to get to the FTP configuration page

1. On the user administrator home page, in the IIS FTP Service shortcuts section, click **Overview**.
2. Click **Edit** to change FTP configuration.

Windows SharePoint


About Windows SharePoint

Windows SharePoint is a service that enables you to use a Web site to capture and share ideas, information, communication, and documents.

SharePoint Web sites facilitate team participation in discussions, shared document collaboration, and surveys. Site content is accessible from both a Web browser and through clients that support Web Services. The document collaboration features allow for easy check in, check out, and document version control.

Using Windows SharePoint

You can access the Windows SharePoint user interface by clicking a link on the Home page of the user administrator control panel.

 To use the Web site features of Windows SharePoint, your computer must be running Microsoft Internet Explorer 6.0 or later or Netscape Navigator 6.2. Internet Explorer 6.0 or later produces the best results.

Glossary

A

Address Book: A program that displays recipient names (in the form of mailboxes, aliases, and distribution lists) in the directory. The Address Book can contain one or more address lists.

C

collaboration: A feature that provides enterprises with Web-based Exchange solutions to enable users to easily manage their email and personal calendars, address lists, public folders, schedule meetings, manage contacts, and access shared applications on the Exchange 2000 Server.

D

distribution lists: A group of mailboxes used to circulate topic discussions within the Organization. When a message is sent to a distribution list, it is automatically forwarded to all members in the list. Distribution lists allow access to multiple mailboxes using a single source.

E

external contacts: The people and business associates external to an organization.

I

Internet Mail Access Protocol: see IMAP.

M

mailboxes: A private repository for email that is created within an Organization and resides on the Exchange 2000 server. All users must have a mailbox to send and receive messages.

MAPI: Messaging Application Programming Interface. A system built into Microsoft Windows that enables different -mail applications to work together to distribute mail. As long as both applications are MAPI-enabled, they can share mail messages with each other.

messaging: A feature that provides enterprises with anywhere, anytime access to their mailbox using Microsoft Outlook® Web Access (OWA).

N

navigation panel: The panel that appears on the left side of the control panel. You use the links in this panel to navigate between pages of the control panel.

O

organization: A group of individuals, usually collected into a company or business unit, that contracts with a service provider for its services.

Outlook: Microsoft's premier email and collaboration client. It allows users to easily manage their email and personal calendars, schedule meetings, and manage contacts. It is used primarily by customers who rely on the Microsoft Exchange Server for advanced messaging, calendaring, and custom collaboration applications within their Organization. Outlook works with any communication system that supports MAPI.

Outlook Express: Microsoft Outlook Express, available with Microsoft internet Explorer 5.0 and later, offers standard email and news access and is designed for use with any mail server that supports POP3 and IMAP. Outlook Express supports most email, news, and directory standards, and offers more features than other basic email packages.

Outlook Web Access: see OWA.

OWA: Outlook Web Access. A Microsoft server-side application used to retrieve email from a mail server. OWA allows users to access email, calendar information, and shared applications through a Web browser.

P

POP: Post Office Protocol. A protocol used to retrieve email from a mail server. POP3 downloads email from the server and stores it on the local machine.

Post Office Protocol: see POP.

public folder permissions: Permissions that determine the right to access, create, and modify the public folder and its contents.

public folder role: A role determines the permissions to access, create, and modify the public folder and its contents.

public folders: Folders that store messages or information that is shared with users within an organization.

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