



PLUS PACK
OutlookWebAccess2000

Client Guide
Installation and Operation

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Plus Pack for Outlook Web Access 2000

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1 INTRODUCTION

The Plus Pack extends Microsoft’s Outlook Web Access 2000 (OWA2000) to provide added and improved functionality to the OWA2000 client.

The Plus Pack provides user features and administrative features:

- **Spell Check** keeps e-mail looking professional by checking for spelling mistakes and suggesting corrections. Recognizes repeated words and capitalization errors.
- **Thesaurus** allows the user to see a list of synonyms of a selected word when composing a new message.
- **Rolodex** empowers effective use of the personal and public contacts and the global address list (GAL) in OWA 2000. Users can now see and select from a drop down list of contact folders including the GAL when addressing new messages.
- **Personal Distribution Lists** allows the user to create personal distribution lists (PDL) in order to easily send messages to groups of people. Corporate clients can make use of their existing Outlook PDLs.
- **Compress Attachments** allows compression of any file attachments to a WinZip®-compatible format. Significantly reduces client wait-time, saves network bandwidth and increases e-mail throughput.
- **Signature** improves productivity by providing users the opportunity to create a rich personal (HTML) signature, and have it automatically added when a new message is composed.
- **Logoff** clears the users username and password credentials ensuring that the next user of the computer will not view someone else’s personal mail.
- **Default Outlook Bar View** saves time by starting users in the view of their choice.
- **New Mail** checks for new mail and if new mail is present the users have the option to be notified.
- **Multiple Language Support** enables users to see the Plus Pack features in the national language of their browser, currently supporting English, French, Italian, Spanish, and German.
- **Password Override** helps administrators and help-desks manage the difficulties introduced by the Change Password button by optionally hiding the button or providing custom pop-up text to the user.
- **Folder Properties** displays summary information for a folder such as the number of read and unread messages.

2 REQUIREMENTS

2.1 Server

- Exchange 2000 Server

2.2 Client

- Win 95/98/ME/NT/2000/XP
- Internet Explorer 5.x or higher

3 PLANNING

3.1 Testing Standard Clients

Plus Pack's client install is designed to be robust and problem-free. It is recommended to test the Plus Pack's client install in a non-production environment using the standard corporate client desktop and laptop using both local and remote configurations.

3.2 End-User Training

Use of the Plus Pack features is very intuitive and the majority of users will be able to take advantage of the features without formal training. Users will need to know how to install the Plus Pack and how to use its features. This information can be delivered by e-mail to the OWA2000 users.

3.3 Internet Explorer Security Settings

Internet Explorer security settings are configured from the "Tools" / "Internet Options" menu on the "Security" tab.

There are several security-related prompts that a client may see when installing and operating the Plus Pack. The number of prompts is reduced if the clients "Trust" the certificate for "Messageware Incorporated" and if Active Content is "Enabled", or if the web site for the OWA2000 server is in a TRUSTED SITES security zone.

Plus Pack works with Internet Explorer's *default* Security Levels for the following Security Zones and Security Zones;

Zone	Default Level
Internet	Medium
Local Intranet	Medium-low
Trusted Sites	Low

Plus Pack does not work with security level of HIGH as active content will be disabled on the browser.

If Internet Explorer's security level is customized, the Plus Pack requires the following:

ActiveX Controls and plug-ins	
Item	Level
Download signed ActiveX controls	"Enable", or "Prompt"
Run ActiveX controls and plug-ins	"Enable", "Prompt", or "Administrator approved"
Script ActiveX controls marked safe for scripting	"Enable", or "Prompt"

3.4 Cached Files

After server installation of the Plus Pack, the client needs to see the updated files from OWA2000's EXCHWEB directory before the client will have the option to download the Plus Pack. When files are cached between the OWA2000 server and the client, user's may not see the Plus Pack features until their cached files expire, or until their cache is cleared. The following services may interfere with immediate access to the Plus Pack:

- Internet Explorer's Local Cache
- Proxy Servers

3.4.1 Internet Explorer Cache

Clients may clear their local cache in Internet Explorer by selecting Tools/Internet Options. On the "General" tab in the "Temporary Internet files" section, press the "Delete Files" button. Leave the "Delete all offline content" option unchecked; it is not necessary, nor recommended, to remove offline content.

3.4.2 Proxy Server Cache

Proxy Servers may cache Internet files based on configuration. To make the Plus Pack immediately available without waiting for cached files to time-out, use one of the following approaches;

- If clients are accessing OWA2000 using SSL, Proxy Servers will not cache the Internet files.
- Proxy Servers can be configured not to cache Internet files from certain URLs using cache filters.
- Proxy Servers caches can be cleared, or refreshed
- Some Proxy Servers will test for updated files when a client attempts a Refresh.

3.5 Redistributed Microsoft DLLs

The client installation of the Plus Pack checks whether the client computer's installed DLLs, MSVCRT.DLL, MFC42.DLL and OLEPRO32.DLL are at a minimum required version. If the DLL meets the "Minimum Requirement", no update is performed. However, if one or more of the DLLs do not meet the "Minimum Requirement" all DLLs are refreshed to the "Updated Version". The Plus Pack includes Microsoft's MFC42.CAB which contains these DLLs, a Microsoft certificate, and performs the refresh.

Standard versions of Microsoft Operating Systems that automatically meet this requirement are:

- Windows 98 Second Edition
- Windows ME
- Windows NT SP5
- Windows 2000
- Windows XP

Most clients using Internet Explorer 5.x will already meet the "Minimum Requirement" as these DLLs are commonly updated by software when necessary.

DLL	Minimum Requirement	Updated Version
MFC42.DLL	6.0.8168.0	6.0.8665.0
MSVCRT.DLL	6.0.8168.0	6.0.8797.0
OLEPRO32.DLL	5.0.4261.0	5.0.4275.0

4 CLIENT INSTALLATION

The first time Outlook Web Access is loaded the client is prompted to install the Plus Pack Base control. This is a very small download (29 KB). This control is required for the client logoff feature and the Optional feature download.



The Spell Check, Thesaurus and Attachment Compression optional features require installation. The remainder of this section describes the installation of the Plus Pack at the client computer. Refer to the earlier sections for additional information.

Approximate Installation Time: 2 to 10 minutes depending on connection speed

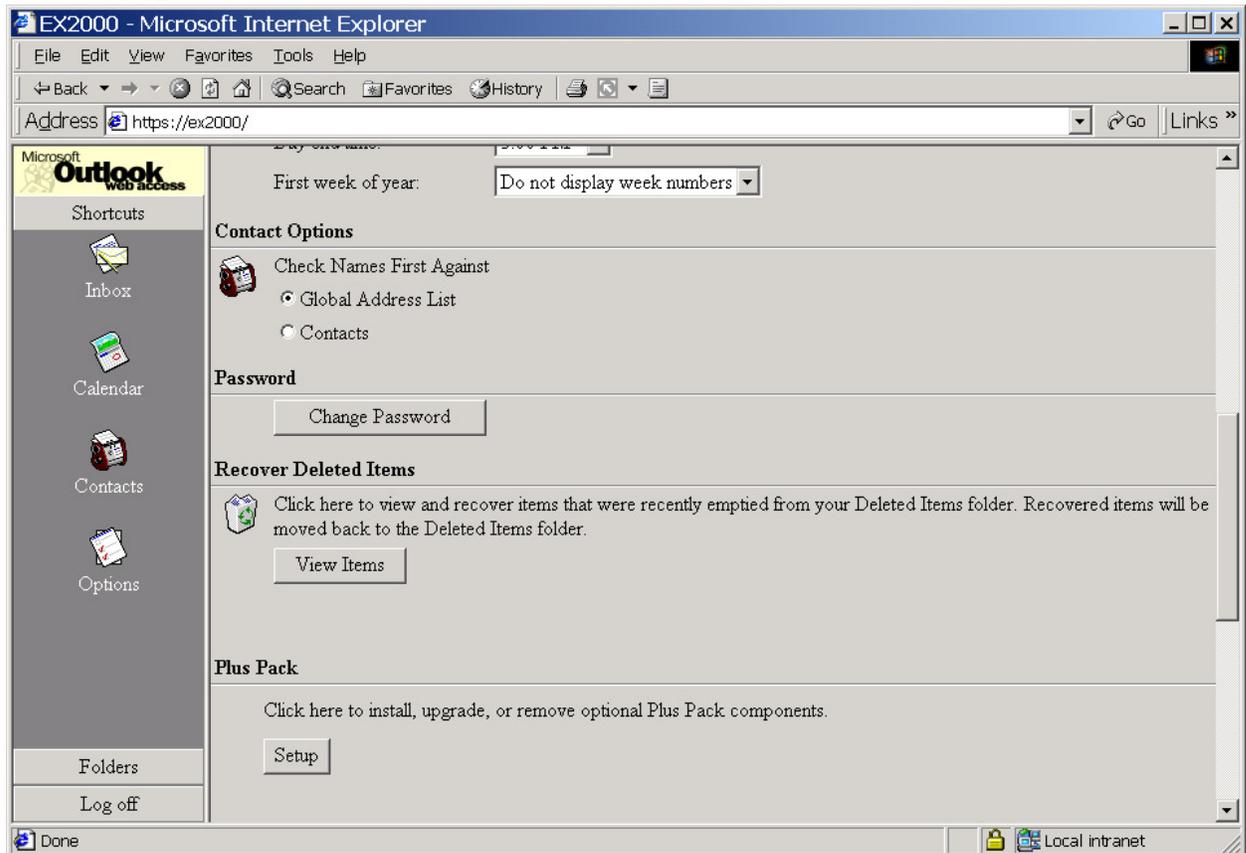
4.1 CHECKLIST

	Windows 95/98/ME users proceed to the next checklist item. Windows NT/2000 verify the following: 1. I have local administrator rights, OR 2. I have the security settings outlined in Appendix A.
	I am running Internet Explorer 5.0 or newer on a Windows 95/98/NT/2000 computer
	I have verified that I do see the Plus Pack Setup button on the Options page
	I have security settings that allow downloading and running of signed ActiveX Controls
	I may need to reboot so I have saved my work and closed all unnecessary applications on my computer

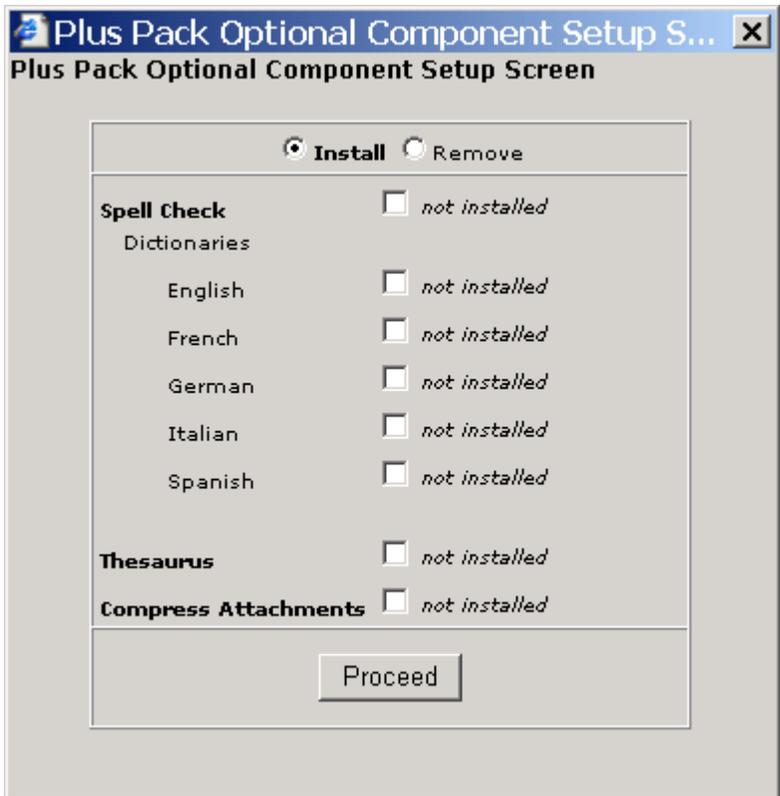
4.2 PROCEDURE

1. Clear the local browser cache
 - Select from the Internet Explorer menu; "Tools" / "Internet Options".
 - In the "General" tab, "Temporary Internet files" section, click "Delete Files".
 - Leave the "Delete all offline content" unchecked
 - Click on OK.

2. Launch OWA2000 by navigating to the URL for your inbox (typically [HTTP://SERVER/EXCHANGE](http://SERVER/EXCHANGE)).
3. Click on the Options shortcut from the OWA2000 Navigation Bar
4. Start the Plus Pack installation:
 - Scroll down to the Plus Pack section and Click on the Setup button.
 - Note: Do not confuse the Plus Pack Download button with Exchange Multimedia Control Download button.



5. Clicking the setup button will popup the Plus Pack Install/Remove setup page. Next, select the feature(s) to be installed and click proceed. (Make sure the Install option is specified at the top of the page.)



6. Depending on Internet Explorer's Security Zones and Trust Levels, you may be prompted to run the various setup components of the Plus Pack Setup. Click on Yes to install and run each. If you select "Always trust content from Messageware Incorporated" no additional prompts will occur
7. Installation Control for the Plus Pack for OWA2000
 1. This will guide the setup program through its installation and configuration tasks.



8. Dependency Check for the Plus Pack for OWA2000
 2. This will verify the versions of the require Microsoft DLLs on the system. If necessary, Microsoft's MFC42.CAB will be installed.
9. The Core Files for the Plus Pack for OWA2000 have been divided into separate downloads.
 3. The Plus Pack Spell Check feature.



4. The Plus Pack Thesaurus feature.



5. The Plus Pack Attachment compression feature.



6. The English language dictionary for the Plus Pack Spell Check feature (for non-Word installations).



7. The French language dictionary for the Plus Pack Spell Check feature (for non-Word installations).



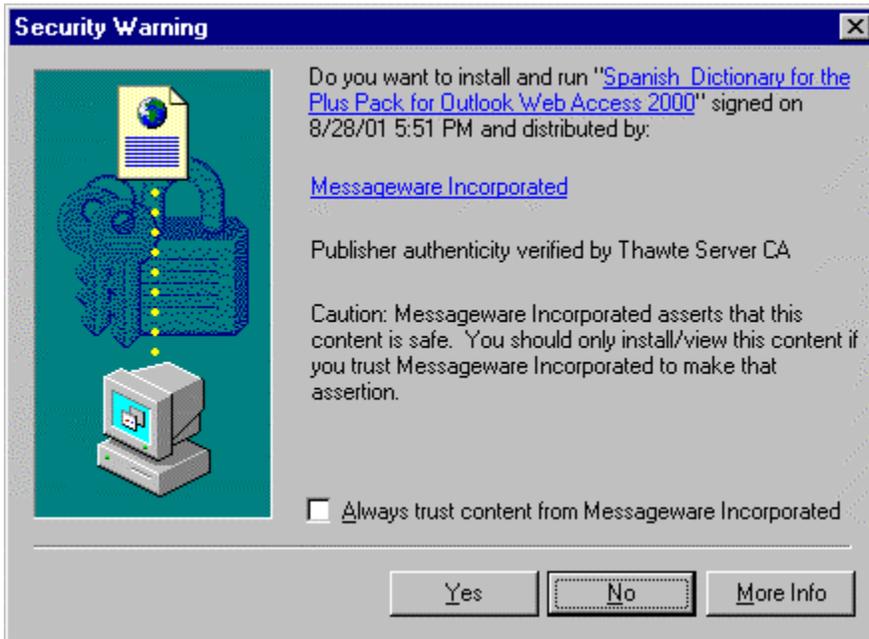
8. The German language dictionary for the Plus Pack Spell Check feature (for non-Word installations).



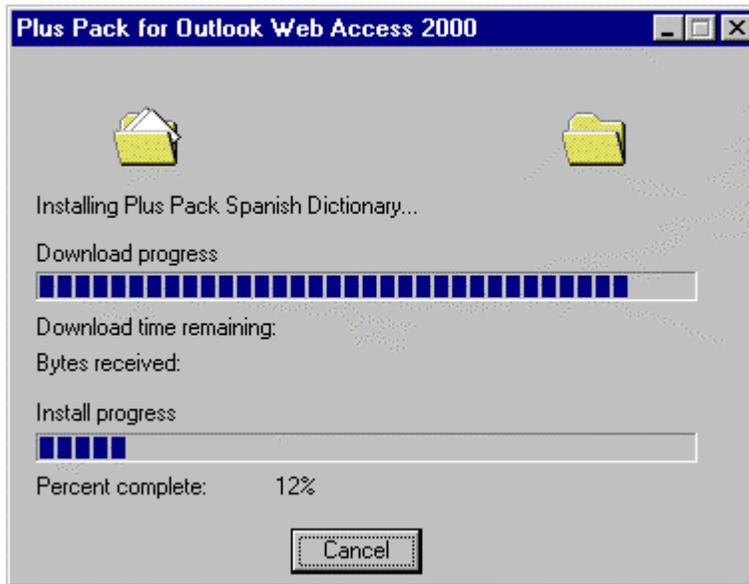
9. The Italian language dictionary for the Plus Pack Spell Check feature (for non-Word installations).



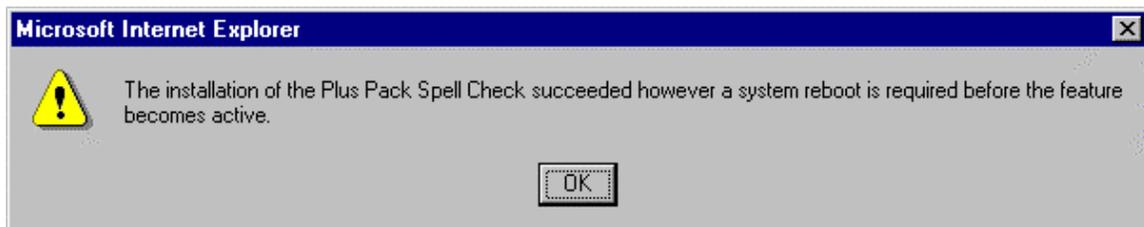
10. The Spanish language dictionary for the Plus Pack Spell Check feature (for non-Word installations).



10. The installation will proceed.



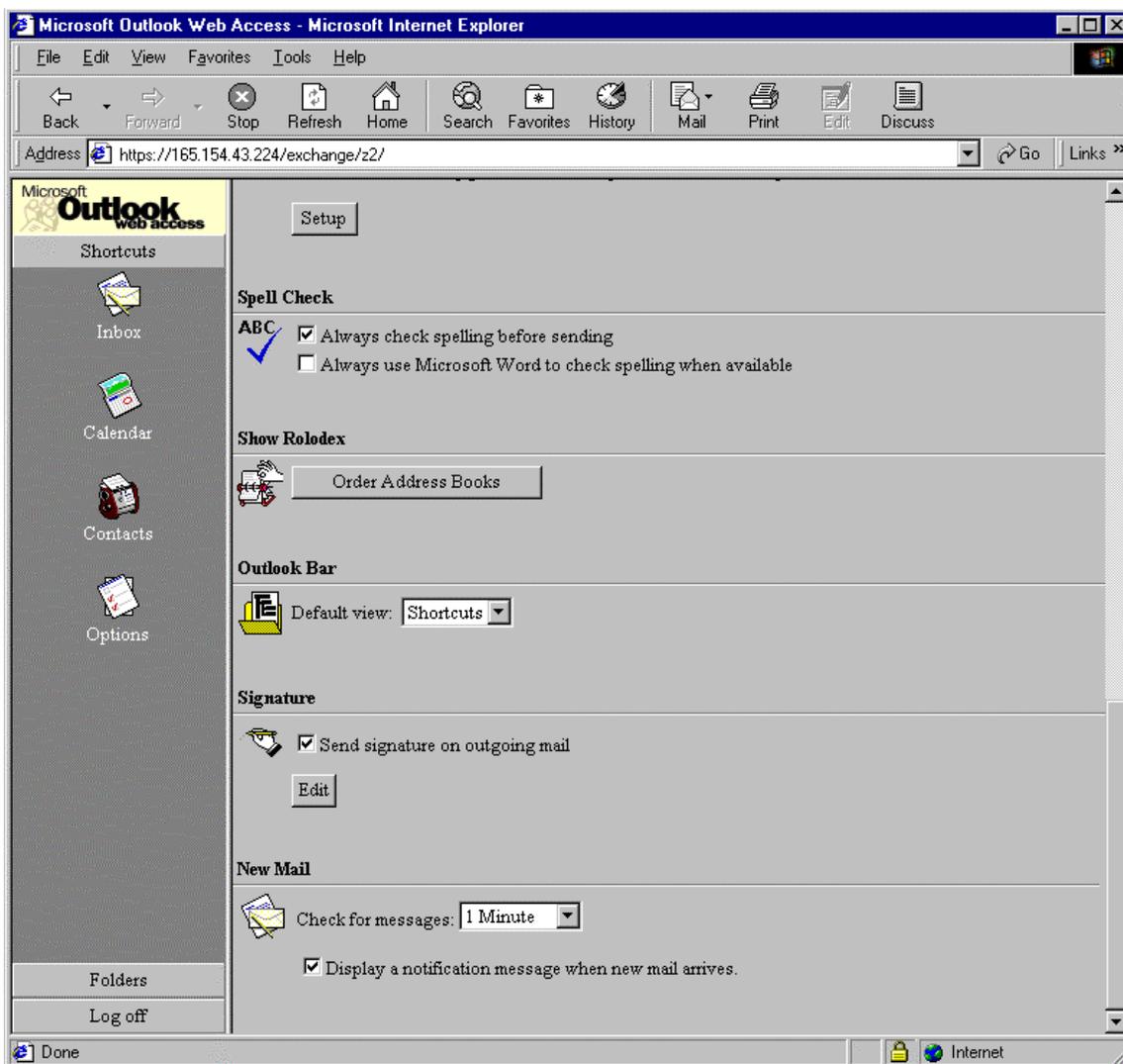
11. During the installation process you may be prompted to restart your computer before specific features become available. If this occurs, restart your computer.



12. After installation completes, the a summary similar to the following will be displayed.



13. The Plus Pack installation is completed. New options will now appear in the Plus Pack section, located at the bottom of the OWA2000 Options page. To configure the various Plus Pack features, please refer to the Client Operation chapter of this document.



5 CLIENT UPGRADE / REMOVE

Follow the instructions in Chapter 4 CLIENT INSTALLATION. The differences in the installation steps are listed below.

5.1 Upgrade

Step 5	If an upgrade for a Plus Pack feature is available the Install/Remove setup page will indicate upgrade for each applicable component. Next, select the feature(s) to be upgrade and/or installed and click proceed. (Make sure the Install option is specified at the top of the page.)
Step 8	Microsoft DLLs will already be at the correct version. This step will not occur.
Step 11	You may be prompted to restart your computer to complete the upgrade. As some of the Plus Pack files may be in use to perform the upgrade, Windows cannot replace the older files until a reboot is performed.

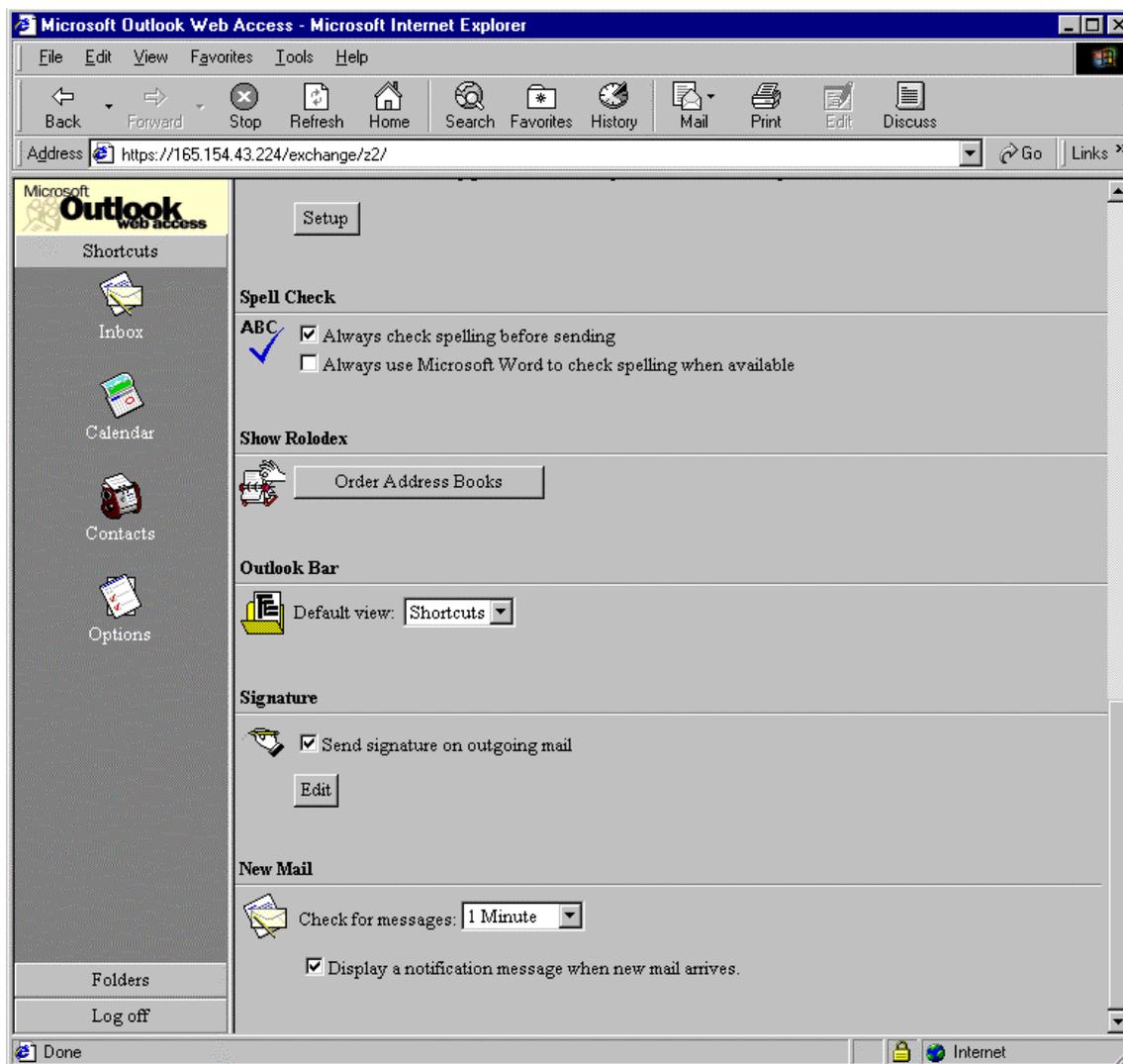
5.2 Remove

Step 5	For removal of one or more Plus Pack features select Remove option at the top of the page. Next, select the feature(s) to be removed and click proceed.
Step 6 through 12	These steps will not occur. The specified Plus Pack files will be removed
Step 13	After the removal is complete the options page will be refreshed and the removed features will no longer be present.

6 CLIENT OPERATION

6.1 User Configurable Options

Users can configure the Plus Pack settings by selecting the "Options" shortcut from the OWA2000 navigator bar and scrolling the Options page down to the Plus Pack section. The Plus Pack options, including the signature, are stored in the user's mailbox. All features and data are available from all locations that the user accesses OWA2000 from.



6.1.1 Option 1. Spell Check

Selecting "**Always check spelling before sending**" will cause the spell check to be invoked when the user "Sends" the message. Once the user has completed the spell check, the message is immediately sent without opportunity for further edits.

Unselecting "**Always check spelling before sending**" allows the user to "Send" messages without invoking the Spell Check. Users can manually Spell Check by selecting the Spell Check toolbar icon during message

composition. If the button is greyed-out, the feature is not installed and must be installed by following the instructions in the SETUP section.

Selecting **"Always use Microsoft Word to check spelling when available"** will cause the spell check to use the Microsoft Word spell check engine whenever Word is installed. Using Word is slower but offers more rich functionality (language auto-detection, etc.).

Unselecting **"Always use Microsoft Word to check spelling when available"** will cause the spell check to use the built-in Plus Pack engine. This will require the download and installation of a Plus Pack dictionary file. This method is very performance-oriented, but only checks in one language. If the Plus Pack engine fails or is unavailable the Plus Pack will default to the use of the Microsoft Word spell engine.

Either method will default to the other method if the method fails. If the appropriate language dictionary is not downloaded, and Microsoft Word is not installed, then the Spell Check will fail.

6.1.2 Option 2. Rolodex

Clicking **"Order Address Books"** provides the user the ability to quickly order, or remove, the list of folders in the Rolodex dropdown. A window will appear with the current ordered list of folders that will be displayed in the Rolodex. Order them by selecting a folder, and clicking the up or down arrows change the position. The folder at the top of the list will be displayed every time the Rolodex is loaded. Selecting a folder, and clicking on the delete button will remove the folder. Click on the Save button to save changes. Note that the well-known Contacts folder, and the Global Address List, can be ordered, but cannot be removed from the list. The Global Address List may or may not show up as an option, depending on how the Plus Pack was installed (with or without GAL support.)

6.1.3 Option 3: Outlook Bar

Selecting **"Shortcuts"** will display Shortcuts in the Outlook Bar each time users connect or refresh the page.

Selecting **"Folders"** will display Folders in the Outlook Bar each time users connect or refresh the page.

6.1.4 Option 4: Signature

Selecting **"Send Signature on outgoing mail"** will append signature text that the user composes with the **"Edit"** button to every message that is composed and sent.

Selecting the **"Edit"** button allows the user to enter a personal signature. Rich text including colors and fonts can be created or copied from the clipboard. The signature is saved in the user's mailbox and is accessible to the user from all locations with OWA2000 access.

6.1.5 Option 5: New Mail

The time interval **"Check for messages"** will determine how often a check for new mail occurs. The options are Never, one, five, ten and fifteen minutes. If new mail is detected the inbox will be automatically refreshed (if it is the current view). Optionally, a notification message can be displayed indicating that new mail has arrived.



Selecting **"Display a notification message when new mail arrives"** display a notification dialog when new mail is received. This setting requires that the check for messages interval not be set to "Never".

Unselecting "**Display a notification message when new mail arrives**" will prevent a notification dialog from appearing when new mail is received.

6.2 Spell Check

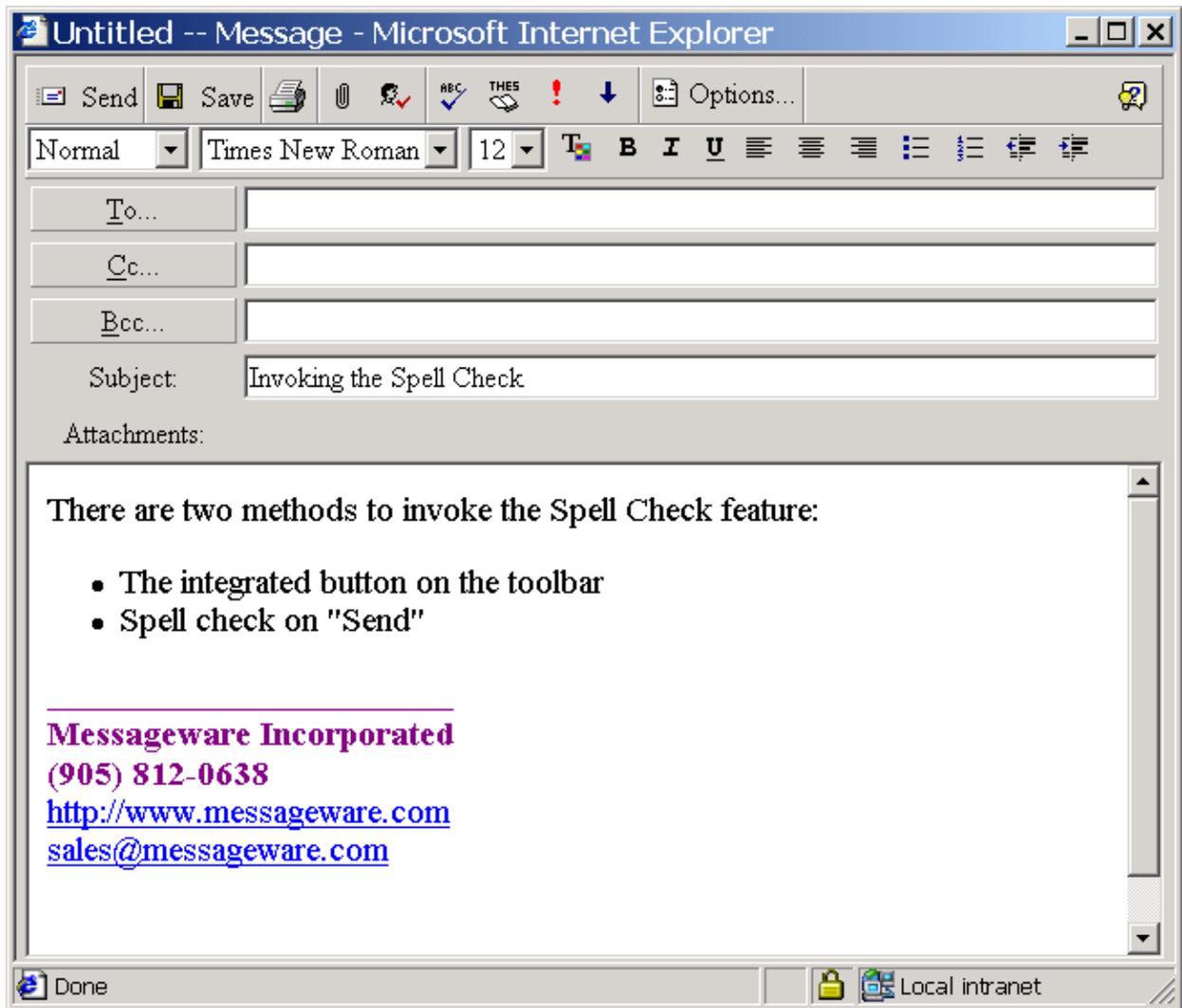
Spell check will scan the subject line and the message body for errors. Computers with Microsoft Word (97 or better) may utilize the powerful Microsoft Word spell engine. If Word is unavailable or the option to use Word is disabled the Plus Pack native spell check engine will be used. The Plus Pack Spell Check will identify spelling mistakes and suggest corrections. It recognizes repeated words and capitalization errors. The Plus Pack Spell Check also supports multiple languages and custom dictionaries. The language of the dictionary used will depend on the Internet Explorer language settings.

Microsoft Word spell check engine offers support for mixed language messages. If a message contains multiple languages, the context of each paragraph is considered, and the appropriate dictionary is utilized for identifying and suggesting corrections for misspelled words.

The Plus Pack's native spell check engine is very performance orientated although it can only check in one language. The native engine requires an additional download and installation of a Plus Pack dictionary file.

If either spell check method fails, for such reasons as Word is not installed or the Plus Pack dictionary files have not been installed, the Plus Pack will attempt to use the alternative engine.

6.2.1 Invoking Spell Check

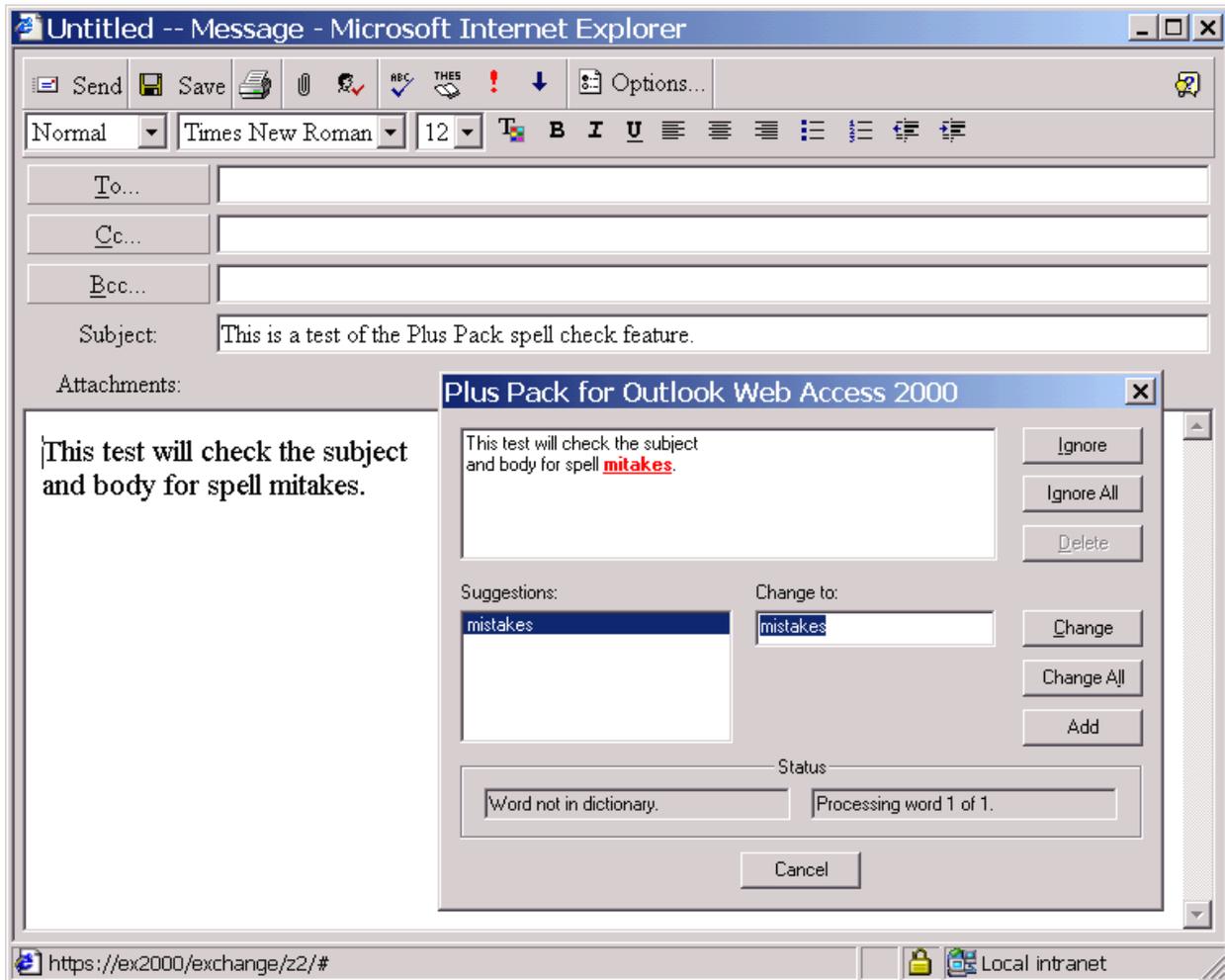


There are two methods to invoke the spell check:

1. From the Toolbar icon. This immediately invokes the spell check and can be selected at any time during new message composition.
2. Each User's Options Shortcut allows them to select whether a Spell Check should be performed each time the user presses "Send". After the spell check is completed, the message is immediately sent.

Both methods require the Spell Check feature be installed.

6.2.2 Correcting Spell Errors



During the Spell Check, a dialog is presented to the user for corrective edits. This dialog contains five sections:

1. Context Window
2. Suggestions
3. Change To
4. Action buttons
5. Status

6.2.3 Context Window

The “Context window” contains the text surrounding the spelling error. The actual error is highlighted in **RED** and underlined.

6.2.4 Suggestions

The “Suggestions” list contains correctly spelled words that closely match the error. In some cases, such as Repeated Words, the suggestions area may be empty. Use the mouse to select the desired replacement from the list. The “Change To” area will automatically be updated based on the selected suggestion.

6.2.5 Change To

The “Change to” editable area allows the user to manually edit the misspelled word or suggestion. The user may also choose to enter a new word or text into this area.

6.2.6 Action Buttons

After correcting the text, press one of the action buttons: “Ignore”, “Ignore All”, “Delete”, “Change”, “Change All”, or “Add”. “Delete” will only be available if spell check has determined that the word is repeated. “Add” will only be available for words not in the dictionary.

6.2.7 Status Area, Error Type and Progress Indicator

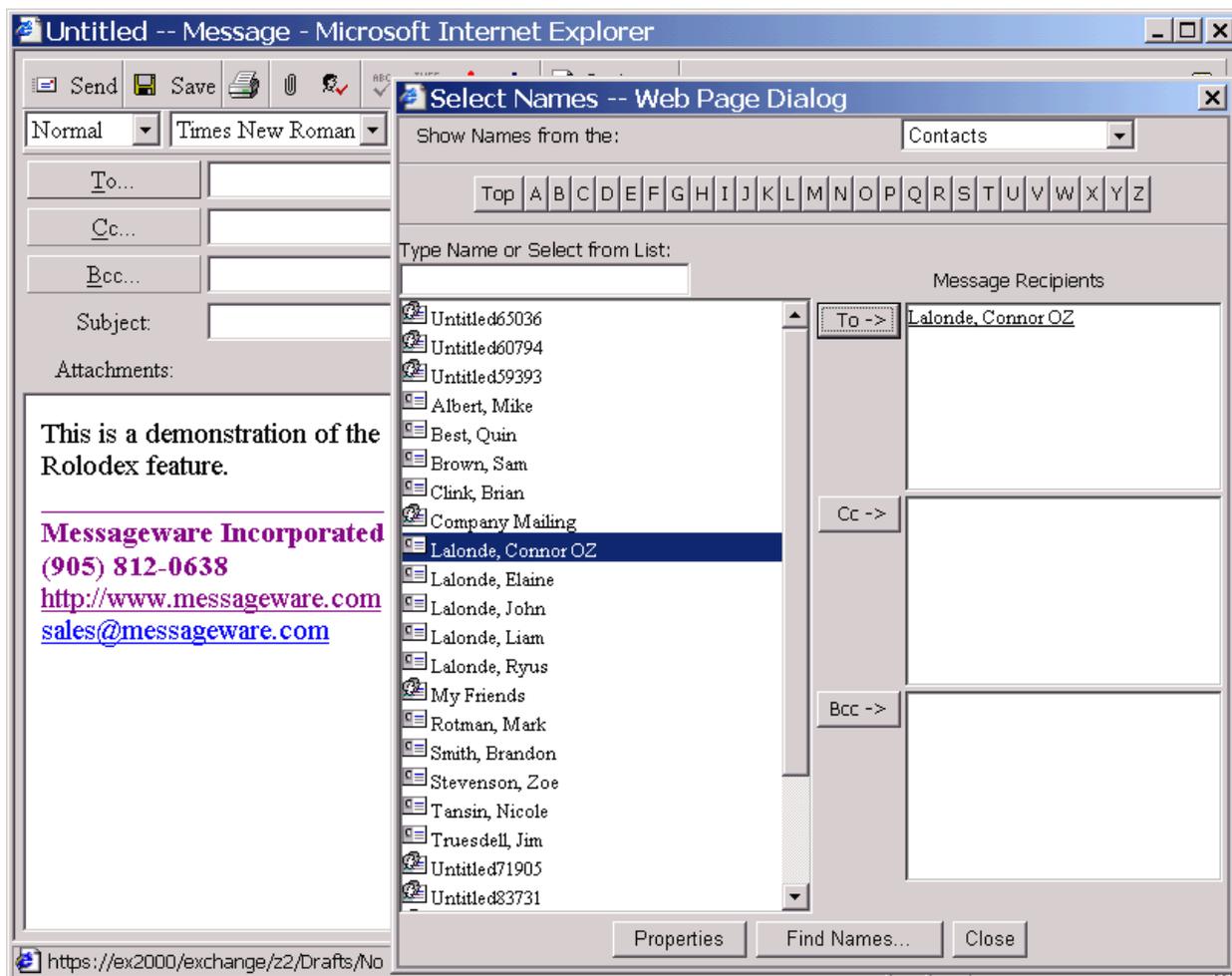
The Status area at the bottom of the edit dialog presents the user with the type of error that has occurred and a progress indicator.

The spell check error will indicate one of the following errors:

- “Word not in dictionary” which indicates that the word is not recognized.
- “Capitalization error” which indicates that the word is recognized, but that the word should contain uppercase letters; for example, “**i**” versus “I”
- “Repeated word” which indicates that the word has been repeated. In this case, the “Delete” action button is available.

The Progress Indicator displays the total number of spelling errors that have been detected and the current error number.

6.3 Rolodex



Compose a new message and click on the To, Cc, or Bcc button. The Rolodex dialog appears that allows you to select any of your pre-configured contact folders (default folders made available are your well-known contacts folder, and the Global Address List.) Select the drop down to choose a different folder.

6.3.1 Searching

The Rolodex window will display contact information based on the selected folder from the dropdown Address Book list. There are two methods of searching contact information: key-down logic and the Rolodex A-Z buttons.

6.3.1.1 Key-down Searching

Key-down logic can be used to navigate the list. Start typing in the name in the "Type Name" box, and after a pause, the list will show names beginning with the letters you typed in.

6.3.1.2 Rolodex A-Z Button Searching

The Rolodex A-Z buttons can quickly help you navigate the list. By clicking one of the A-Z buttons the list will automatically scroll to the position of the first name beginning with the specified letter. The Top button will reset to the top of the list.

6.3.1.3 Searching The Global Address List

When viewing the Global Address List, the first 100 names will be displayed (depending on server-side LDAP configuration.).

6.3.2 Modifying the Address Book List

Initially two folders are configured for use with the Rolodex. The Global Address List and the users default Contacts folder. The Global Address List is the default. To add or delete a contact folder from the list:

1. Switch to the folder view in the Outlook Bar.
2. Right click the folder to be added to or removed from the Address Book List. Only contact folders may be included in the Address Book list.
3. Select "Properties".
4. To include the folder in the Address Book list check "Show this folder as an Address Book" checkbox.
5. To remove the folder from the Address Book list uncheck "Show this folder as an Address Book" checkbox.
6. Click "Save" to update the Address Book list.

Alternative method to delete a contact folder from the list:

1. Switch to the shortcut view in the Outlook Bar.
2. Click the "Options" icon.
3. On the Options page under the section "Rolodex" click "Order Address Books".
4. Click on the row representing the folder to be deleted.
5. Click on the delete button (marked with an X).
6. Click "Save" to update the Address Book list.

To re-order the Address Book list or change the default;

1. Switch to the shortcut view in the Outlook Bar.
2. Click the "Options" icon.
3. On the Options page under the section "Rolodex" click "Order Address Books".
4. Click on the row representing the folder to be moved.
5. Click on the up or down arrows to move the folder within the list.
6. Click "Save" to update the Address Book list.

6.3.3 Rolodex Selection List

In the list, the user's full name is displayed. There are three methods for selecting addresses to add to the recipient lists:

1. Single addresses can be selected with the left mouse click
2. Multiple addresses may be selected by holding <CTRL> during selection
3. A range of addresses may be selected by holding <SHIFT> during selection

6.3.4 Adding and Deleting Recipients

Pressing the "To", "Cc", or "Bcc" buttons on the Rolodex will add the selected recipient(s) to their respective addressing lists. To delete a recipient simply select the appropriate entry in the To, Cc or Bcc lists and press delete. The message being composed will be automatically updated when the Rolodex is closed.

6.3.5 Closing the Rolodex

Closing the Rolodex window will automatically update the To, Cc and Bcc fields of the message. The Rolodex can be closed via the window close button in the top-right corner of the window or with Rolodex close button.

6.3.6 Find Names

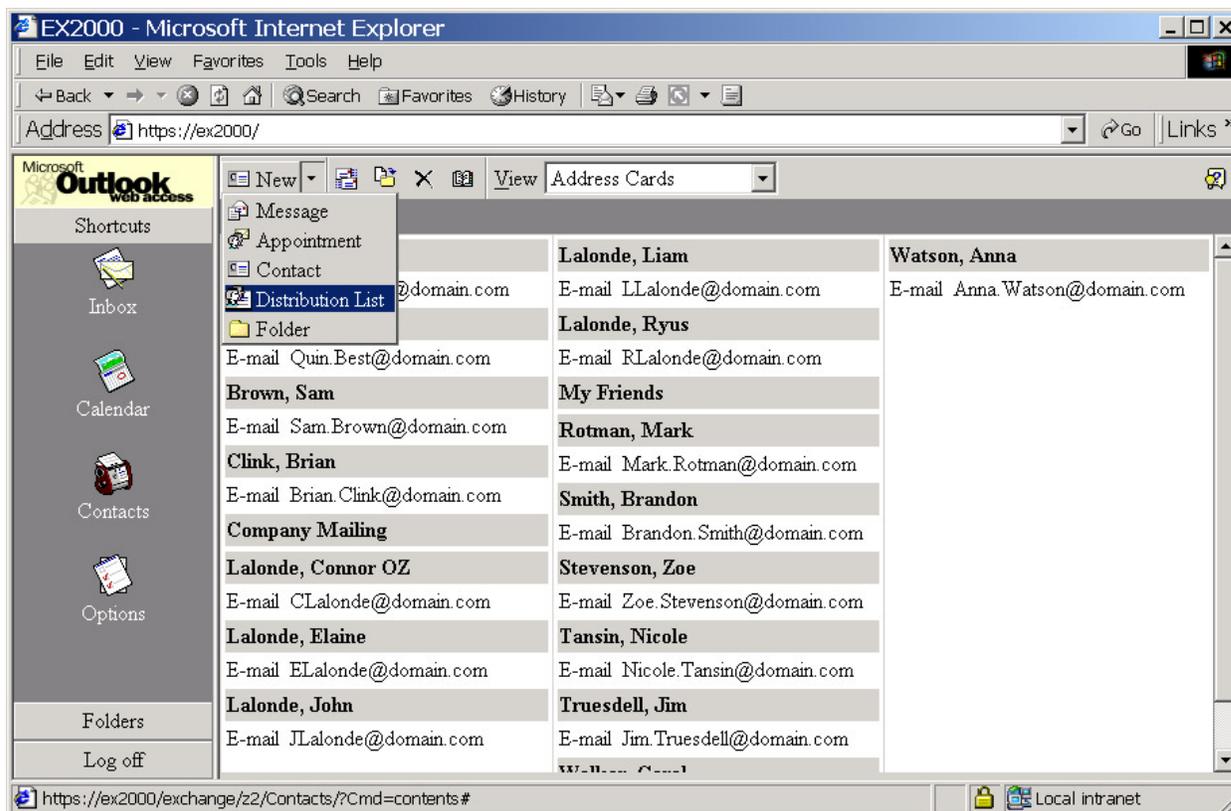
For searching of the Global Address List (GAL) using the first name, last name, title, alias name, company, department, office and city remain possible via the “Find Names” button on the Rolodex. The Find Names dialog is the built-in OWA2000 dialog.

6.4 Personal Distribution Lists

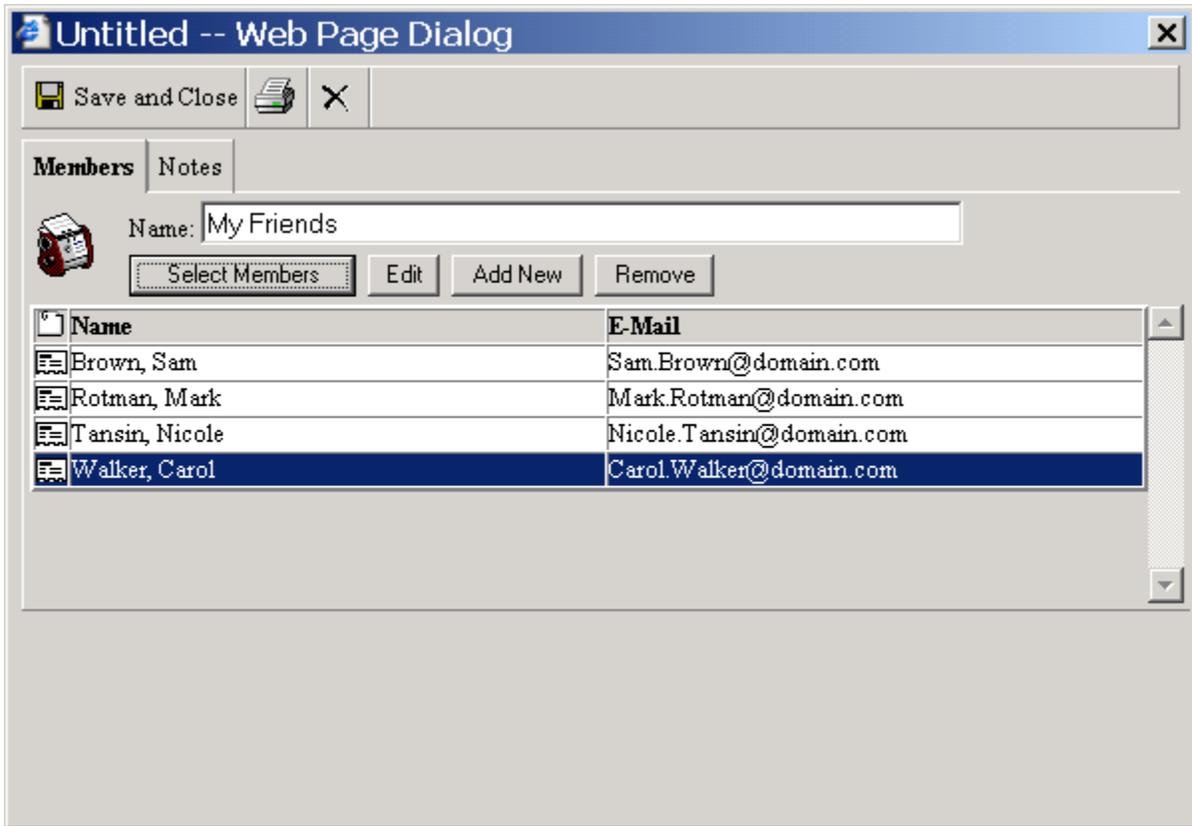
The Plus Pack offers support of Personal Distribution Lists (PDLs). PDLs created using Outlook can now be addressed in OWA and new PDLs compatible with both OWA and Outlook can be created through OWA with the Plus Pack.

6.4.1 Creating a New Personal Distribution List

To create a new Personal Distribution list first select a contact folder that is to contain the new PDL. Next click “Distribution List” from the “New” dropdown.

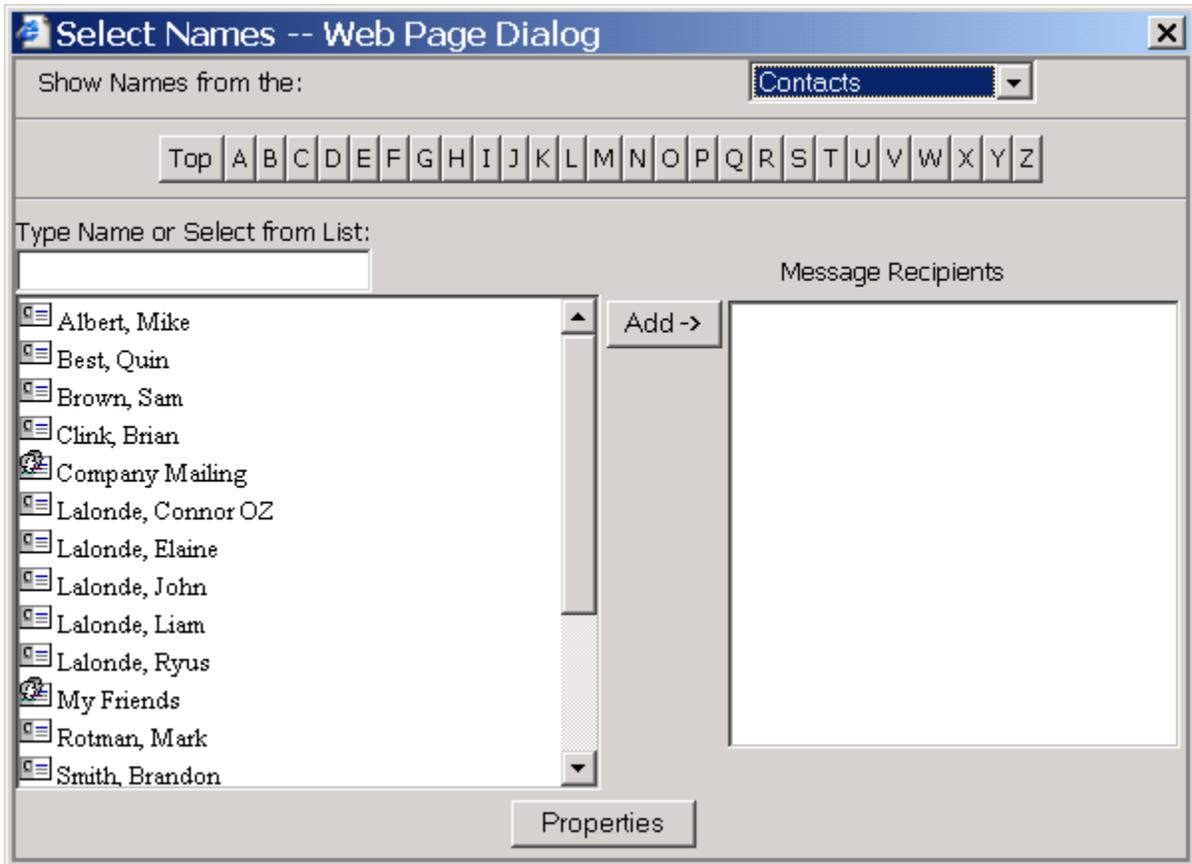


The Personal Distribution List edit dialog will then appear. Enter the name of the PDL in the “Name” field.



6.4.2 Adding a Member

To add members to the PDL click Select Members. This will bring up a distribution list specific version of the Rolodex. See the section describing the use of the Rolodex for how to add recipients.



6.4.3 Adding a One-off Address

To add a one-off SMTP (Internet) address that there is no contact information available click Add New. The following dialog will be displayed. Enter the name and e-mail address. Then click OK to add the enter to the distribution list.



6.4.4 Editing a Member

To edit the address or name of a member of the distribution list click Edit. The dialog from the One-off address creation will be displayed. Make the necessary modification and click OK the make the change or Cancel to abort the change.

6.4.5 Removing a Member

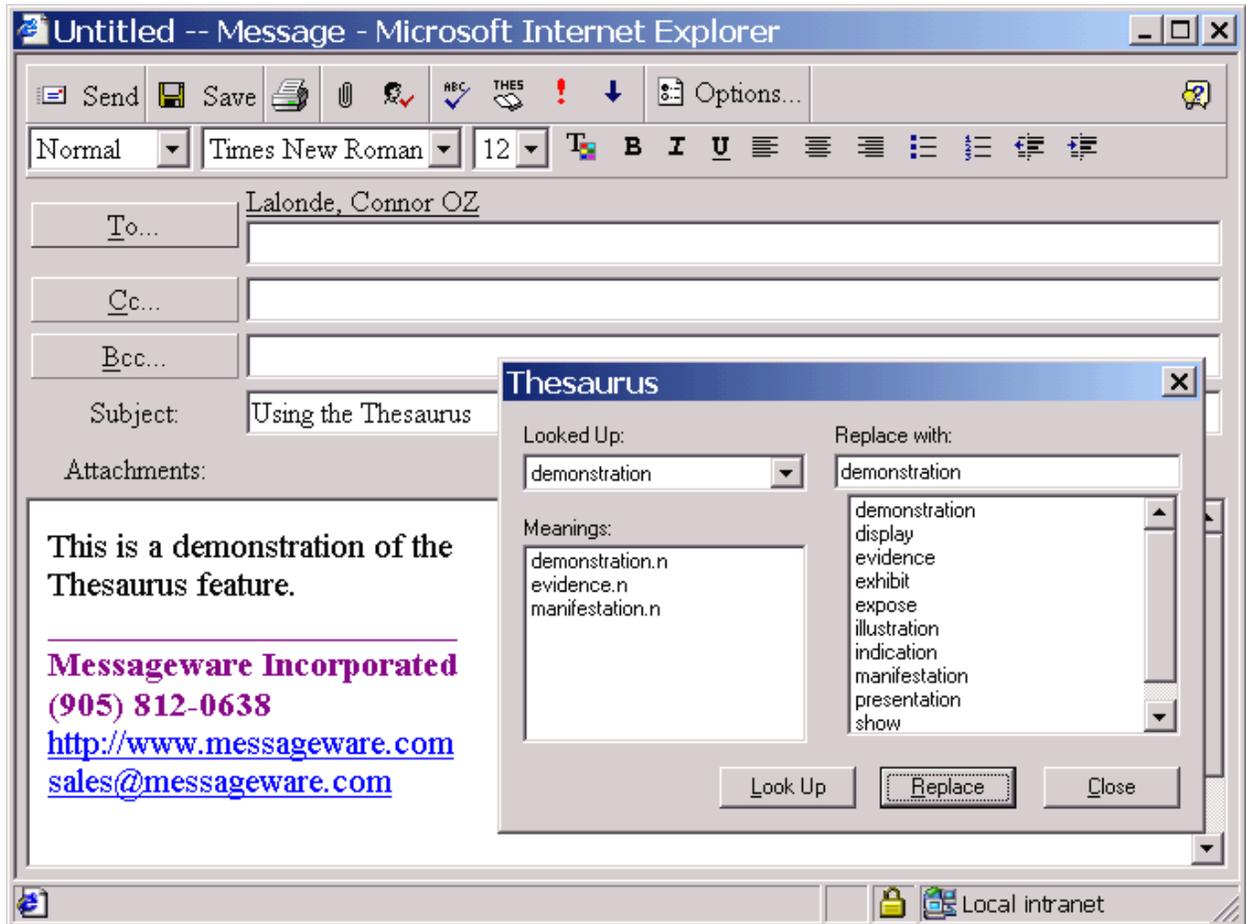
To remove a member of a Personal Distribution List select the member from the list and click Remove.

6.4.6 Addressing a PDL

To address a PDL, compose a new message, click on the To, Cc, or Bcc buttons to launch the Rolodex. Find the distribution list from the appropriate contact folder and add it to the recipient box. Close the Rolodex to update the message with the distribution list as a recipient. The distribution list will be expanded when the message is sent.

6.5 Thesaurus

The Thesaurus finds synonyms for the word under the cursor or selected word. Optionally the Thesaurus can be invoked and a word can be manually entered.



6.5.1 Invoking Thesaurus

The Thesaurus can be invoked from the toolbar icon. This immediately invokes the Thesaurus with the current cursor word or the currently selected text. The Thesaurus dialog will appear, showing the Looked Up word, and the possible "Replace with" words.

6.5.2 Searching for Synonyms

Obtaining synonyms for one of the words in the "Replace with" list is accomplished by selecting the word and clicking the "Look Up" button. New searches can also be initiated by double-clicking on one of the words in the "Meanings" box, or in the "Replace with" box.

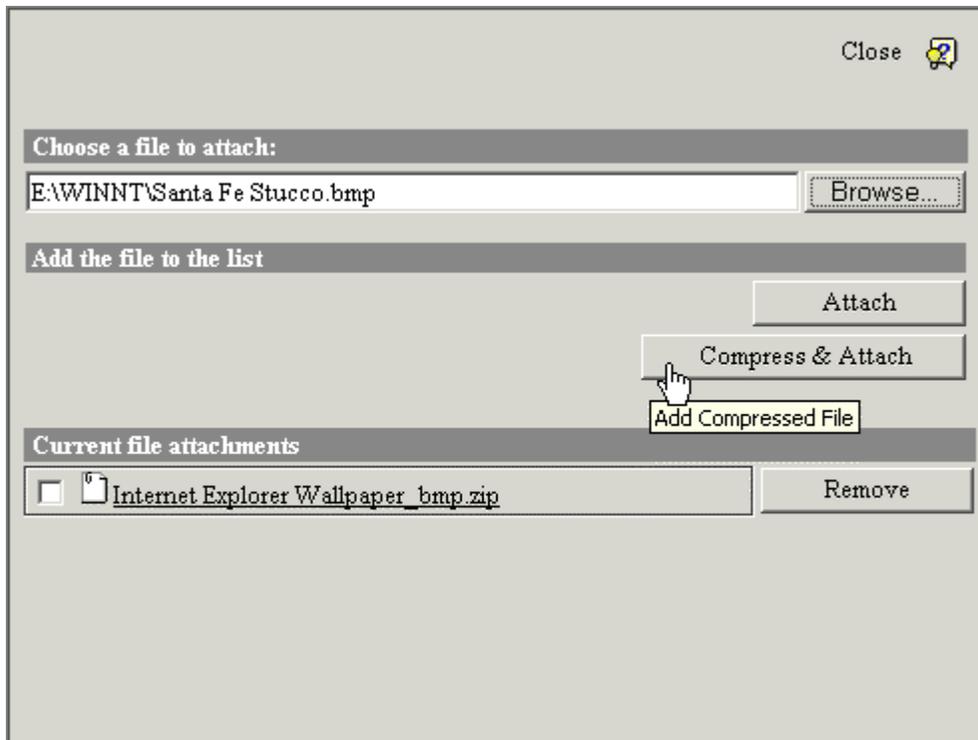
6.5.3 Replacing Words

Upon clicking the Replace button the currently selected word or the cursor word will be replaced with the "Replace with" word from the Thesaurus dialog box.

6.5.4 Closing the Thesaurus

Upon clicking the close button the Thesaurus will terminate and no changes will be made to the message text.

6.6 Compress & Attach



Attachment compression can save significant upload time as well as reducing message overhead and network congestion. For message systems with Administrator imposed maximum attachment sizes, this feature will provide users with the possibility of uploading larger files than previously allowed.

Attachment compression will be available in all facets of OWA2000 where attachment may be included; Message Attachments, Calendar Attachments, and Contact Attachments. Any WinZip®-compatible program can be used to extract the attachments.

6.6.1 Procedure

The “Compress & Attach” follows the same procedure as OWA2000’s Attach:

1. Enter a file into the file selection area. If you are unsure of the file or its location, select “Browse”
2. Press the “Compress & Attach” button to compress and upload the file

Alternatively, pressing the “Attach” button results in the file being uploaded without any compression. The “Compress & Attach” button will be disabled until the Compress Attachments feature has been installed.

When the “Compress & Attach” is used, the file name and extension are modified as follows;

1. The extension separator (period) is changed to an underscore
2. A new extension (.zip) is appended to the new file name

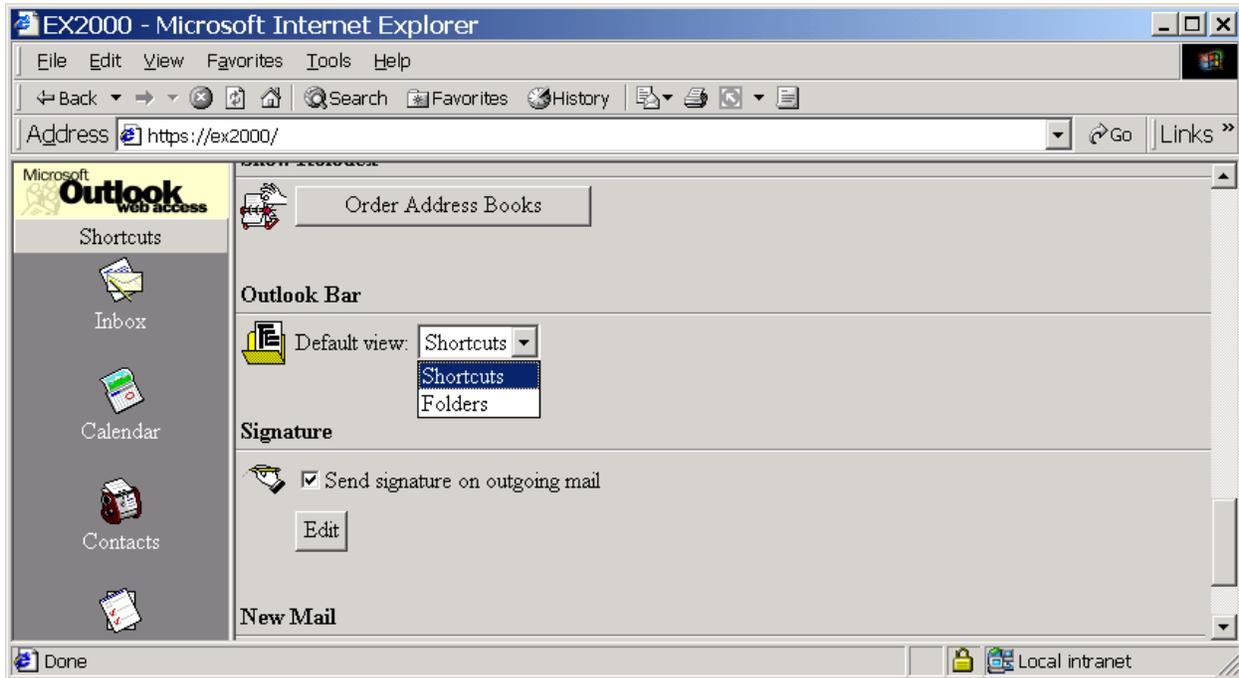
6.6.2 Performance

Approximate Upload Times		
	6MB Uncompressed	2.4MB Compressed 60%
14.4K	54 Minutes	21.6 Minutes
28.8K	27.6 Minutes	11.0 Minutes
56K	23.4 Minutes	9.4 Minutes
56K modems only support 33.6Kbps on upload.		

Typical Compression, Minimal Graphics	
Word	Documents 60% to 85%
PowerPoint	Presentations 60% to 75%
Excel	Worksheets 60% to 70%

Typical Compression Time	
Pentium 200	Approximately 2 seconds per MB

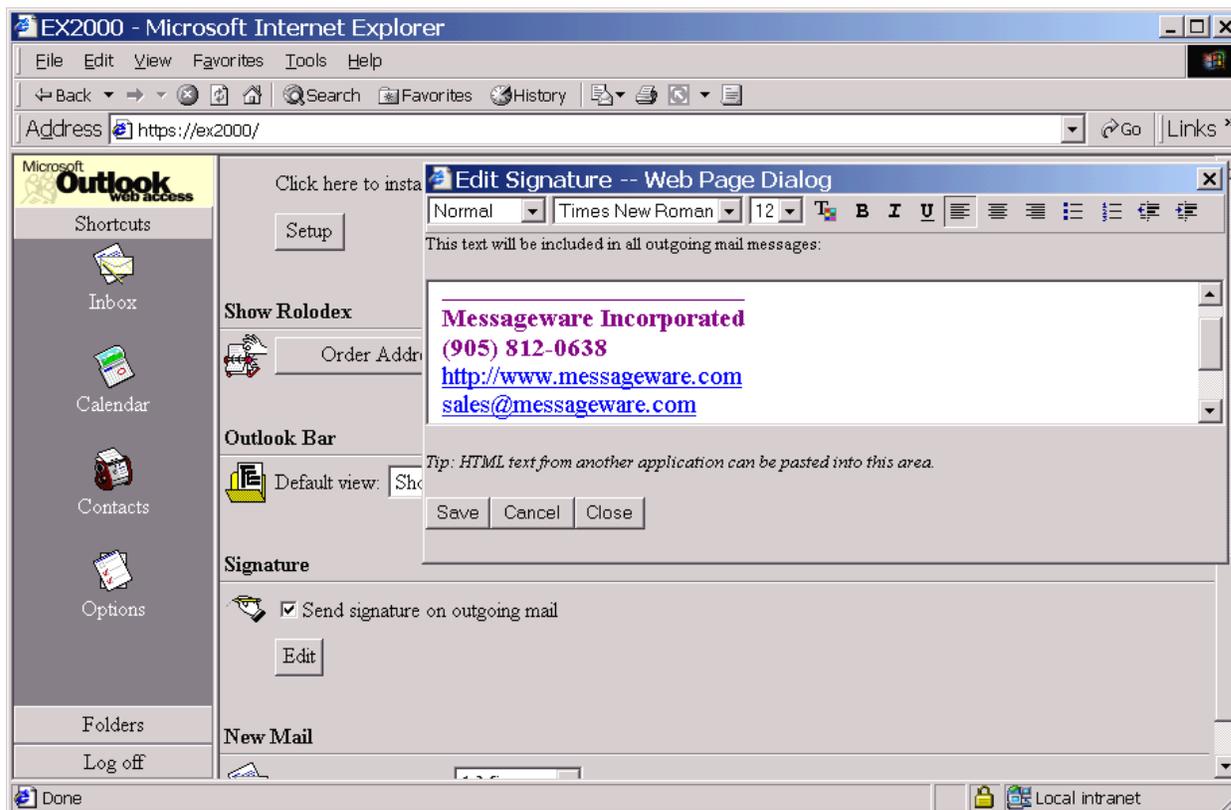
6.7 Outlook Bar



The Outlook Bar Default view provides users the choice on the Options page to select whether their default Outlook Bar view shows Shortcuts or Folders.

When the user first logs in, or each time the user refreshes the window, the left window frame will display the desired default Outlook Bar.

6.8 Auto-Signature



The automatic signature allows users to enter rich text into a dialog and save the signature with their profile. The signature is added to a new message at time of composition.

6.8.1 HTML Editing

The HTML Edit dialog presents the user with one of the common toolbars. Features include:

- Font Style, Font Type, Font Size
- Color Selection
- Bold, Italic, Underline
- Left, Center, Right Justification
- Numbers, Bullets
- Left, Right Indents

6.8.2 Signature Links

The signature will automatically convert Internet style text to clickable links; such as,

- URL web locations: <http://www.messageware.com>
- Internet e-mail addresses: sales@messageware.com

6.9 New Mail

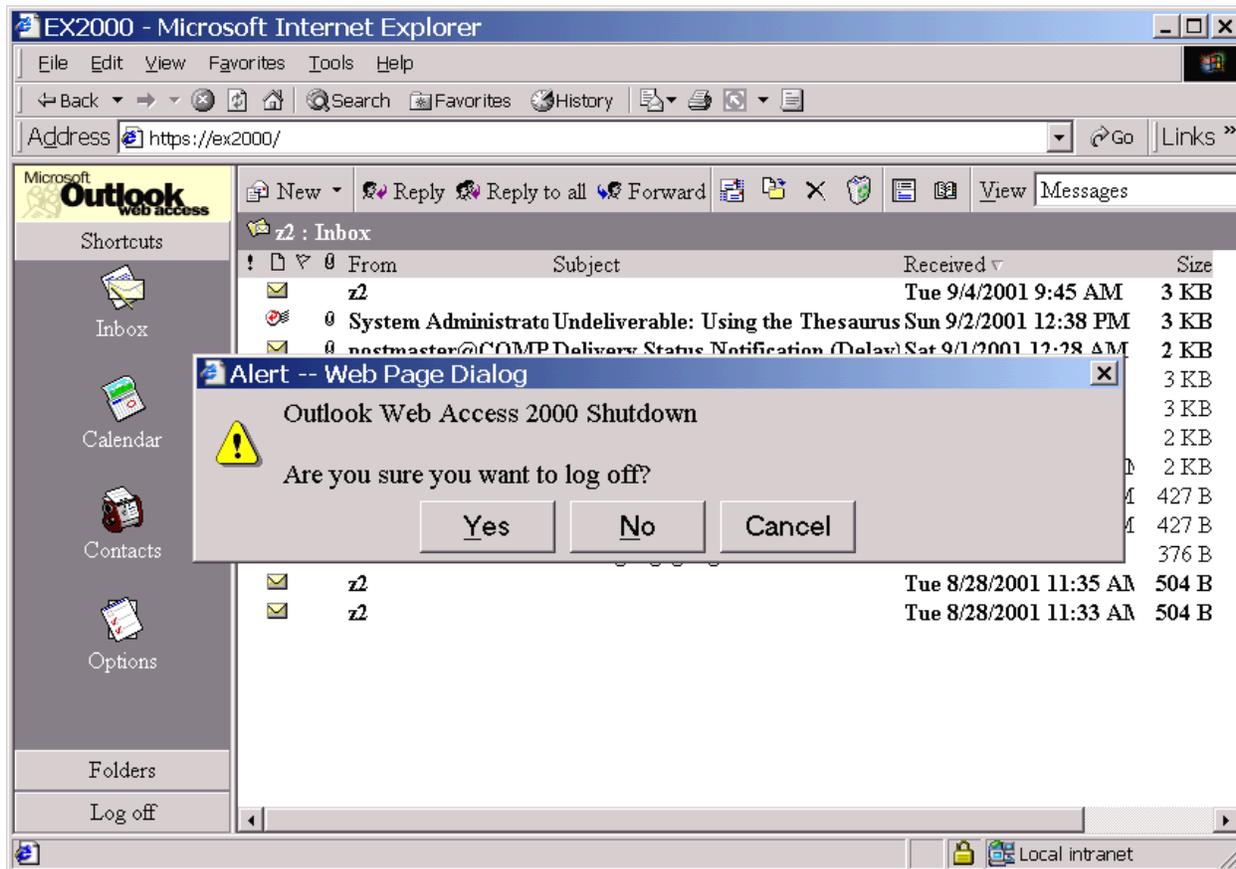
The New Mail feature will automatically refresh the user's Inbox and notify the user if new mail is available. The Plus Pack for Outlook Web Access 2000 will query the user's Inbox for the time-stamp of the most recently received message. If a new message is identified then the Inbox is automatically refreshed. Optionally, a window can be displayed indicating that new mail has arrived. The message may be opened directly from this window.



The interval between new mail queries is configured from the options page. It can be set to the following time intervals of Never, 1, 5, 10 and 15 minutes. The notification option is also configured from the options page. The default interval is "Never". To change the interval or the notification setting:

1. Switch to the shortcut view in the Outlook Bar.
2. Click the "Options" icon.
3. Scroll to the section "New Mail".
4. To turn on the notification feature check the box "Display a notification message when new mail arrives".
5. To change the New Mail check time interval select a new setting from the "Check for messages" dropdown list.

6.10 Log off Button



The Log off button clears the current user's cached username and password within the Internet Explorer browser session. The next attempt to access Outlook Web Access will result in a prompt for user name and password information.

The Log off button is highly visible on the Outlook Bar and is a constant reminder to Log off e-mail when finished.

All open items should be closed before logging off.

APPENDIX A: Troubleshooting Installation

Q: On the Options page, we don't see a Plus Pack section at all, let alone a Setup button for Plus Pack. The Options page ends with the Change Password button.

A: Review the following requirements:

- Ensure that the browser being used is Internet Explorer version 5.0 or higher
- Ensure that the operating system is Windows 95/98/NT/2000/XP
- Ensure that the Plus Pack was properly installed on the server
- Ensure that the client is receiving the updated files by clearing the local browser cache and refreshing the Options page
- Verify that any Proxy Servers between the client and the server have been refreshed

Q: When the client selects optional components nothing happens.

A: Review the following:

- Attempt to select the Multimedia Control Download button on the Options page
- Verify that the logged on user has read/write access to the Registry
- Attempt the installation from the local administrator account

Q: The Plus Pack options that the user selected, or the signature, are not remembered. There may be an error when the user tries to change one of the options.

A: The Plus Pack options are stored on the server. It is possible that firewalls are preventing the Plus Pack from setting or reading the option values from the server. Ensure that the firewall supports the HTTP/DAV command extensions PROPPATCH and PROPFIND.

Q: Whenever I try to use the spell check (on send or by clicking the spell check button), I get the error "The spell check operation could not be completed".

A: The spell check operation requires Microsoft Word 97 or higher with operational spell checking or the installation of a Plus Pack dictionary matching Internet Explorer's default language setting. If neither of these requirements is met, this feature will be unavailable.

Q: When I click on the To, Cc or Bcc buttons there is now a "Rolodex" window, but there are no names.

A: The Rolodex feature allows users to search the GAL, Contact folders or public folders for recipients. The default option is initially the Global Address List (GAL). If user access to the GAL has been restricted or if the Rolodex folder has been set to a folder with no contacts or distribution lists the Rolodex will indicate that "There are no items to show in this view".

Q: I downloaded the Plus Pack and I was prompted to restart the computer. After I restarted, I still don't see the new options on the Options page.

A: It is likely that the restart was in response to installing updated Microsoft DLLs. There may have been a prompt to install the "Microsoft Foundation Classes Runtime Library Files (version 4.2 service pack 4)" previously. Now that the updated DLLs are available, re-run the Plus Pack optional component installation by clicking the Plus Pack Setup button on the Options page.

Q: I am upgrading or reinstalling the Plus Pack. I receive a prompt to restart the computer to complete the installation.

A: If you have installed or partially installed the Plus Pack, controls may be in use. It is necessary to restart for Windows to replace the in-use files with the files that you have just installed. You may notice that Windows takes a little bit longer to start up when it is in the process of replacing upgraded files.

Q: What security settings do I require to install, and upgrade the Plus Pack? (Windows NT/2000)

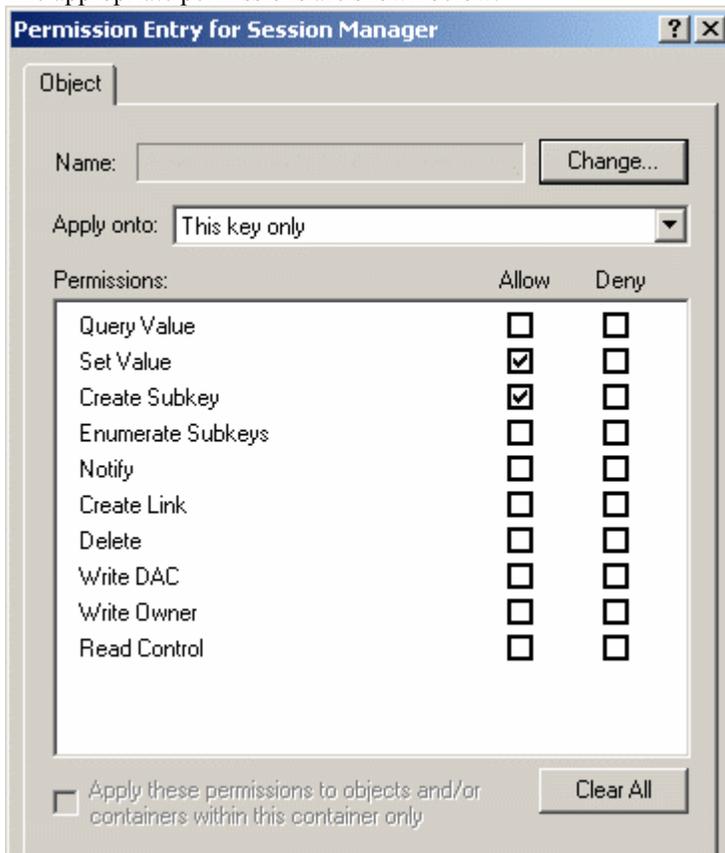
A: To install the Plus Pack, you need to be in the local Power Users group on the computer. To upgrade the Plus Pack, you need the following registry permissions to the key **HKLM\System\CurrentControlSet\Control\Session Manager**:

- Set Value
- Create Subkey

Note 1: the default permissions of Power Users group includes this access.

Note 2: if you are in the local Administrators group, you do not require any additional permissions to install or upgrade the Plus Pack.

The appropriate permissions are shown below.



APPENDIX B: Contacting Messageware

Telephone:

(905) 812-0638

Fax:

(905) 812-0602

Web:

<http://www.messageware.com>

E-Mail:

sales@messageware.com

support@messageware.com