

# KerioMailServer6™

Support for Microsoft Outlook

Kerio Technologies

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This guide provides detailed description on *Kerio Outlook Connector* and *Kerio Synchronization Plug-in* in versions 6.2.0. All additional modifications and updates reserved.

For current product versions, check <http://www.kerio.com/kms>.

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## Chapter 1

# Kerio Outlook Connector

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*Kerio Outlook Connector* is an extension to *MS Outlook*. It allows scheduling and sharing different types of data. Thanks to this modification, *MS Outlook* is able to work with groupware data (contacts, calendar, tasks, notices) stored in *Kerio MailServer*. The main benefit of the shared data store is that the data is available via the Internet anywhere necessary. To access the data, you'll need just an Internet connection and a web browser (the *Kerio WebMail* interface) or *MS Outlook* with *Kerio Outlook Connector* or *MS Entourage*.

*Kerio MailServer* and *MS Outlook* communicate via MAPI. MAPI (Messaging Application Programming Interface) is a versatile interface for email transmission. It is a software interface that enables any MAPI client to communicate with any mailserver (*Microsoft Outlook* and *Kerio MailServer* in this case).

*Kerio Outlook Connector* also includes *Help* which can be triggered from the *MS Outlook*'s toolbar (*Help* → *Kerio Outlook Connector Help*).

### TIPS:

- If you intend to handle your email also offline, follow the instructions in chapter 14.
- *Kerio Outlook Connector* since version 6.1 provides support for digital signatures. The function and settings for digital signatures are described in standard *MS Outlook* help.

Note: All settings relate to *MS Windows XP* and *MS Outlook 2003*. If you use a different version of *MS Outlook 2000*, the settings may differ (see chapter 12.2).

## 1.1 Software requirements

Installation of the *Kerio Outlook Connector* can be run under Windows 2000 Professional (version Service Pack 4), XP (version Service Pack 1 or 2), MS IE 6.0 and later.

*Kerio Outlook Connector* supports the following email clients:

- MS Outlook 2000 + version Service Pack 3 (if the service pack version is not installed, *Kerio Outlook Connector* installation cannot be started)

- MS Outlook XP + version Service Pack 3 (the version of *MS Outlook XP* must have this format: 10.0.6515.xyz)
- MS Outlook 2003 + version Service Pack 2 (if the service pack version is not installed, *Kerio Outlook Connector* installation cannot be started).

## Chapter 2

# Installation of Kerio Outlook Connector

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Installation of the *Kerio Outlook Connector* for *Kerio MailServer* is performed by the installation wizard. Once the *Kerio Outlook Connector* installation is completed, it is necessary to set a profile and an email account manually.

*Warning:*

- *MS Outlook* must be installed on the computer prior to the *Kerio Outlook Connector* installation, otherwise the application will not function properly.
- When the upgrade or downgrade of *MS Outlook* is performed, *Kerio Outlook Connector* must be reinstalled.

At this point, the administrator can choose from two options of installation and *MS Outlook* configuration. The first option is to start an automatic installation which can be performed along with migration of accounts from *MS Exchange* to *Kerio MailServer*. The second option is a manual installation on the user's computer. The section below describes both installation types:

### 2.1 Automatic installation of Kerio Outlook Connector

*Kerio Outlook Connector* can be installed on client hosts during migration of user accounts from *MS Exchange* to *Kerio MailServer*. Together with the installation, basic settings of the user profile and account are configured. In this way, administrator can attend all client stations in the network en bloc. Each user whose mailbox has been migrated to *Kerio MailServer* receives an en email message with a link to automatic installation of *Kerio Outlook Connector*.

Click on the link to open a wizard, enter username including the domain (see figure 2.1) and password for the email account. After the basic settings have been specified, the installation is started. If the installation was completed successfully, profile creation confirmation appears (see figure 2.2). Check *Set it as a default profile* to set this profile as the default one. After opening of the selected profile in *MS Outlook*, a MAPI account named *Kerio Outlook Connector Store* will be created, where all user folders, messages, events as well as tasks previously used in *MS Exchange* will be stored.

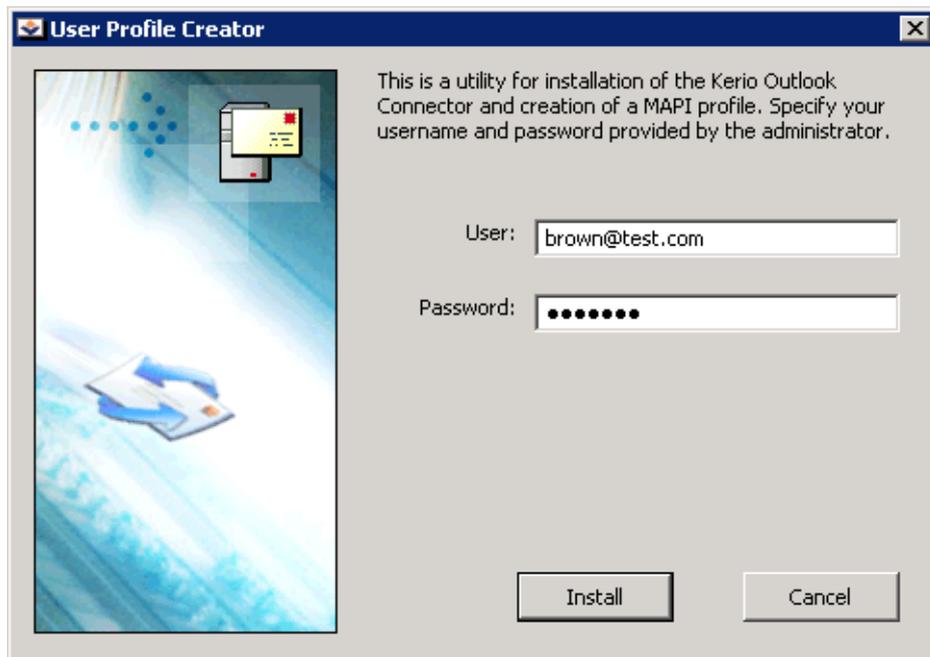


Figure 2.1 User profile creator

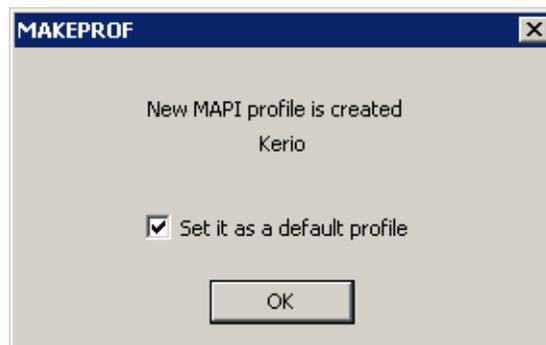


Figure 2.2 Successful profile creation information

*Note:* If *Kerio Outlook Connector* is installed in *MS Outlook 2000*, additional configuration of the profile created is necessary. The *Outlook Address Book* service must be added by hand in the profile.

*Warning:* Each *MS Outlook* profile may be used only by one account connected via *Kerio Outlook Connector*. Functionality of POP3 and IMAP accounts located in the same profile is not affected by *Kerio Outlook Connector Store*.

## 2.2 Manual installation of Kerio Outlook Connector

Manual installation of the *Kerio Outlook Connector* for *Kerio MailServer* is performed by the installation wizard. Once the installation is completed, it is necessary to set a profile and an email account explicitly.

*Warning:*

- *MS Outlook* must be installed on the computer prior to the *Kerio Outlook Connector* installation, otherwise the application will not function properly.
- When the upgrade or downgrade of *MS Outlook* is performed, *Kerio Outlook Connector* must be reinstalled.

### *Profile creation*

The user profile is a file where personal information in *MS Outlook* is stored. The profile is essential in the following situations: either the computer is accessed by multiple users and each of them needs his/her own email address and personal settings or a user can access multiple mailboxes and wants to use different personal settings for each of them. Settings for a new profile can be configured in the *Start* → *Settings* → *Control Panel* → *Mail* menu:

1. In the just opened *Mail Setup — Outlook* dialog, click on *Show Profiles* (see figure 2.3)



Figure 2.3 Profile setup

2. The *Mail* dialog is opened (see figure 2.4) where profiles and user accounts may be administered.

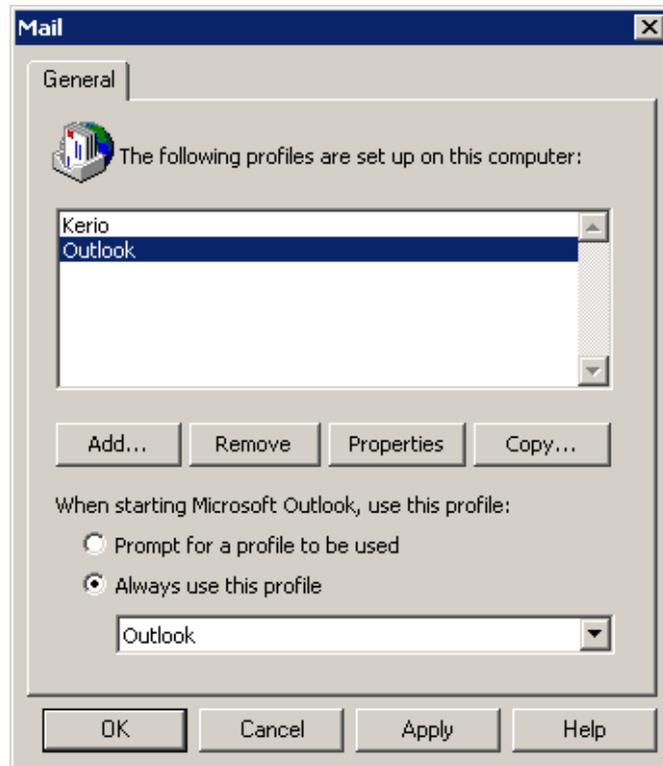


Figure 2.4 Creation of a profile

3. Click on *Add*. A dialog box is opened with a blank entry for specification of the new profile's name. Any string is allowed as the name. At figure 2.5, the name entered is Kerio. Click *OK* to confirm settings and save the profile.

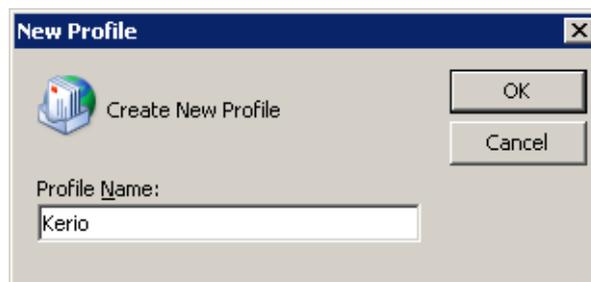


Figure 2.5 New profile

- The new profile is empty (i.e. no email account is created in it). Therefore, the wizard where a new account can be created is started automatically once a new profile is created.

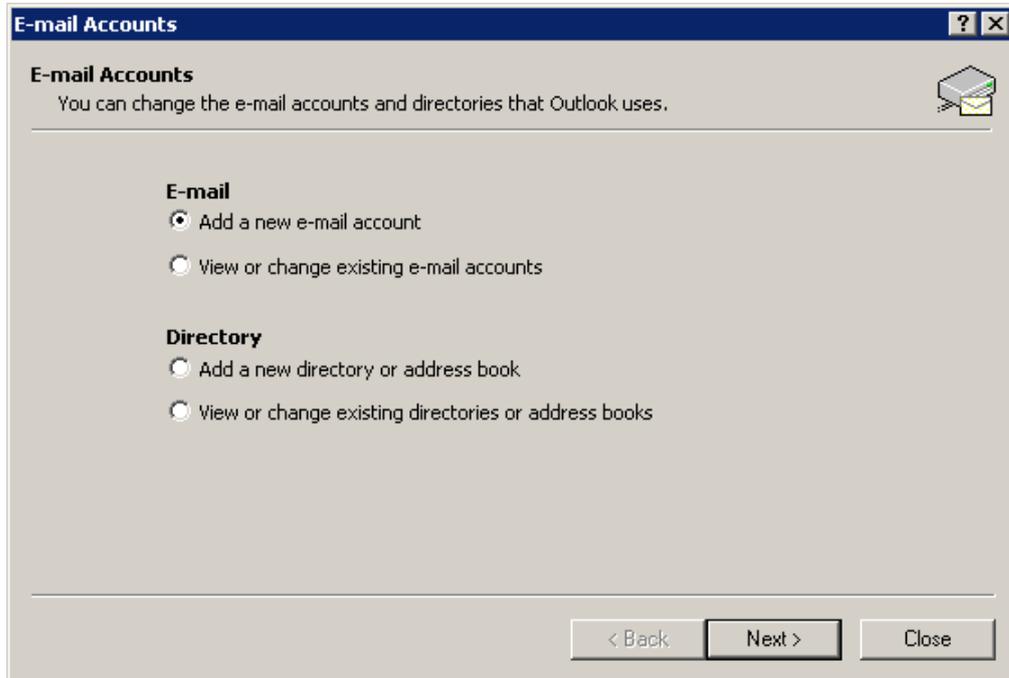


Figure 2.6 Account settings — creation of new account

Email accounts or an address book can be added or changed in the first dialog of the wizard. Once you create an account, select — *Add a new email account* (see figure 2.6).

- In dialog two, select the *Additional server types* option (see figure 2.7) and click on *Next*.
- In the next dialog, server type can be selected (see figure 2.8). Select the *Kerio MailServer* option (it is often the only option offered here).

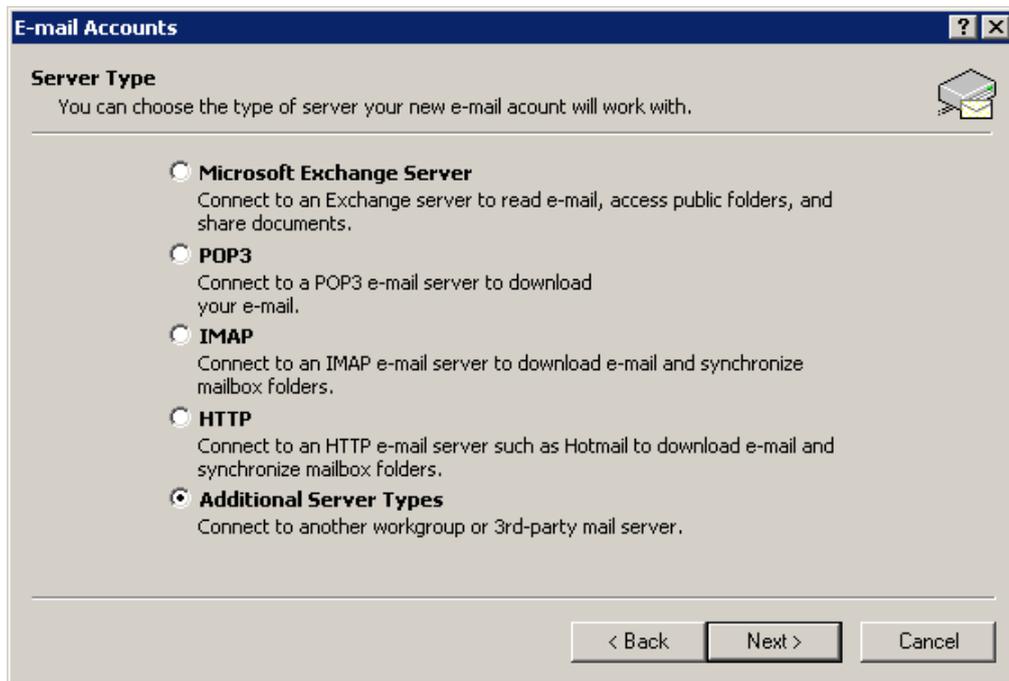


Figure 2.7 Account settings — server type selection

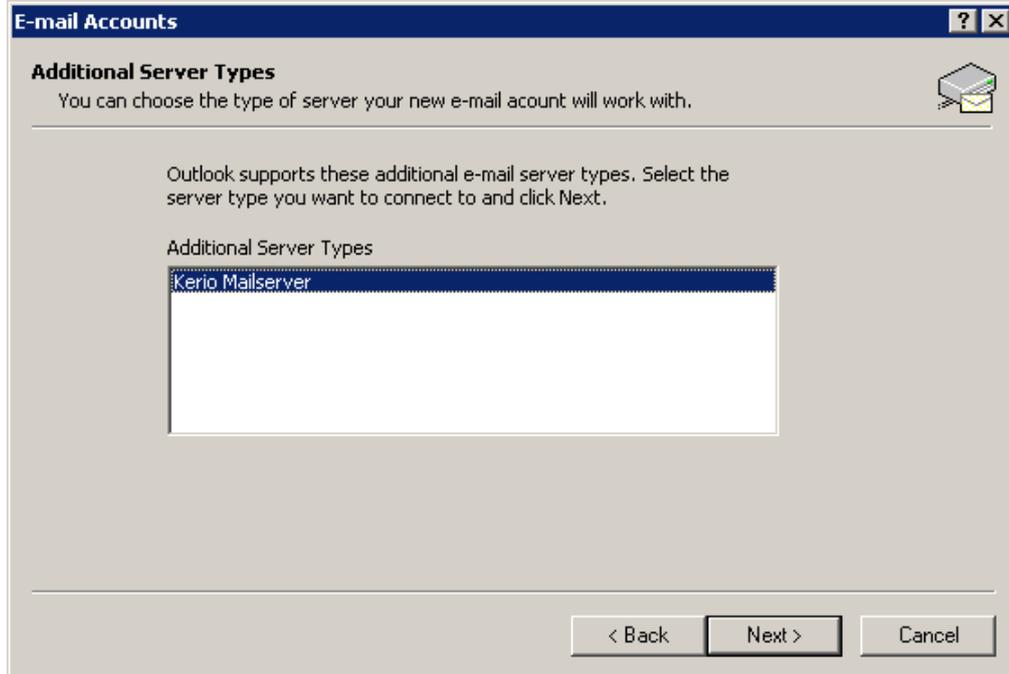
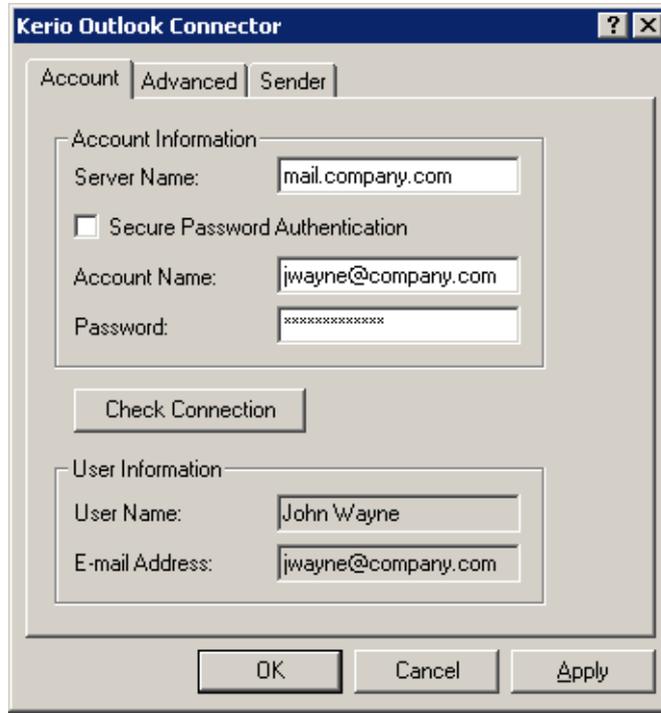


Figure 2.8 Account settings — Kerio MailServer selection

7. In the next step, the settings for *Kerio Outlook Connector* are defined. This can be

done using two tabs in the *Kerio Outlook Connector* window:



**Figure 2.9** Account settings — connection settings

### Server Name

DNS name or IP address of the MailServer.

### Secure Password Authentication

This option allows using the NTLM authentication. When checked, users are not required to set usernames and passwords — the authentication will be used instead.

In order for the NTLM authentication to be functional, both the computer as well as the user account have to be parts of the domain used for authentication.

*Warning:* NTLM (SPA) can be used only on *Windows* operating systems.

### Username

Username used for logging to the MailServer. If the user does not belong to the primary domain, a complete email address is required (jwayne@company.com).

### Password

User password.

Press the *Check connection* button to test if correct user data has been specified and if the connection to *Kerio MailServer* works properly. If the test is finished successfully, a corresponding *User Name* and *Email Address* are automatically filled in.

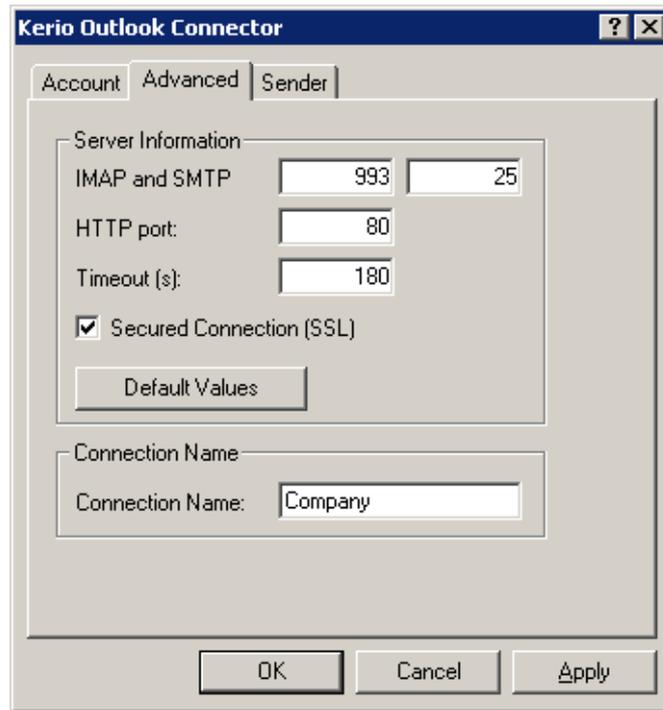


Figure 2.10 Account settings — ports

Use the *Advanced Settings* tab to change some of the communication settings.

### IMAP and SMTP port

Port used for communication with the server by IMAP and SMTP protocols. The port numbers must be the same as the port numbers set in *Kerio MailServer*.

### HTTP port

The HTTP(S) protocol uses the *Free/Busy* calendar and applications for automatic updates of *Kerio Outlook Connector*. Port number must be identical with the port number for the HTTP(S) service used by *Kerio MailServer*.

### Timeout

Time spent by the application waiting for a response from *Kerio MailServer*.

### Secured Connection (SSL)

This option enables the SSL-encrypted communication using IMAP, SMTP and HTTP.

The *Default Values* button changes all settings to their default values.

**Connection name**

*Kerio Outlook Connector Store* is used by default. This name can be changed.

Name and its visibility, email address and a *Reply-To* address can be set in the *Name* tab.



Figure 2.11 Account settings — sender information settings

**Use Following Name**

This option allows to select any user name which will be used for outgoing mail. For better understanding, read the following examples:

*Example 1:*

Multiple users can use the email account. Using the *Name* tab, name of the account can be replaced by the name of a corresponding user. The following format will be used for the *From* item:

the.particular.username@company.com <techsupport@company.com>

*Example 2:*

The *Use Following Name* option can be also used in the reversed principle. It means that a common information can be entered in the *Name* text field and the account can belong to a particular user. The format of the *From* item will

be as follows:

Technical support <jsmith@company.com>

### Name

The name that appears in sent email messages.

### Email Address

The email address from which the messages are sent.

### Address for replies

Address to which replies will be sent (the Reply-To: item).

*Note:* If 2000 is used, changes performed on the *Sender* tab will take effect after a restart of the application.

8. Click *OK* to confirm and save the settings and to close the wizard. The profile created can be found in the list provided on the *Mail* page. Now, two options of profile modes are available (see figure 2.4):
  - *Always use this profile* — this option sets the new profile as default. Then, the profile including the new account is opened automatically upon each startup of *MS Outlook*.
  - *Prompt for a profile to be used* — if this option is used, a menu is opened providing a list of all profiles (see figure 2.12). Upon each startup of *MS Outlook*, one of these profiles can be selected.

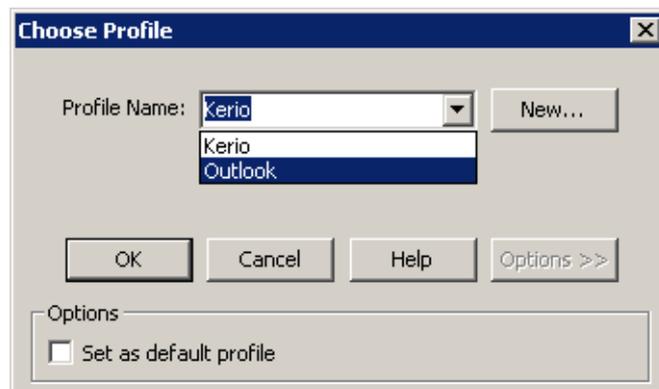


Figure 2.12 Choose Profile

*Warning:* Each MS Outlook profile may be used only by one account connected via Kerio Outlook Connector. Functionality of POP3 and IMAP accounts located in the same profile is not affected by Kerio Outlook Connector Store.

*Note:* If you use MS Outlook 2000, make sure that you add Kerio MailServer a Outlook Address Book items during configuration. In higher versions of MS Outlook, Outlook Address Book is added automatically.

### Data file settings

In order for Kerio Outlook Connector to work properly, it is necessary to set the [Kerio Outlook Connector Store] as the default data file. If the file has not been selected automatically before, it can be specified in the Tools → Email Accounts → View or Change Existing Email Accounts menu. The Email Accounts window contains the Deliver new email to the following location option, where Kerio Outlook Connector Store can be selected.

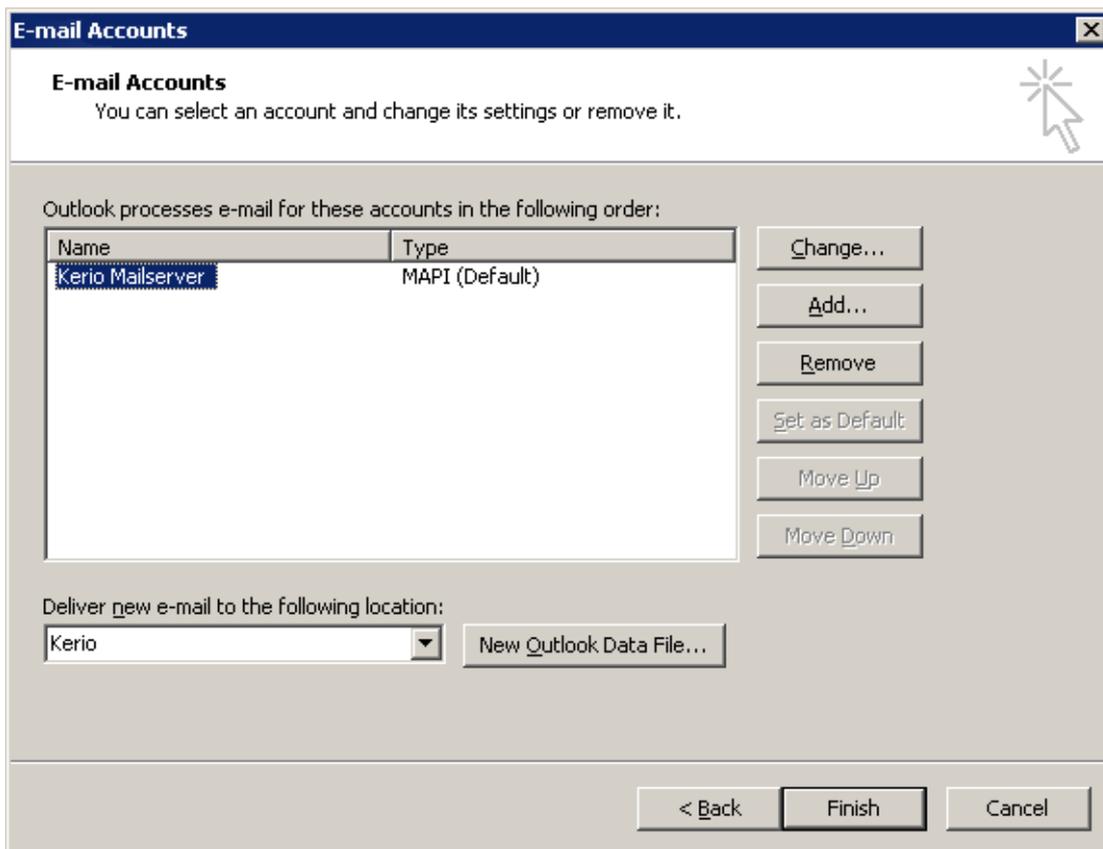


Figure 2.13 Data file settings

## Chapter 2 Installation of Kerio Outlook Connector

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*Kerio Outlook Connector* can also check whether the *Kerio Outlook Connector Store* is selected as a default message store. By default, the check is enabled and if the *Kerio Outlook Connector Store* is not selected as a default store when *MS Outlook* is started, a warning is displayed.

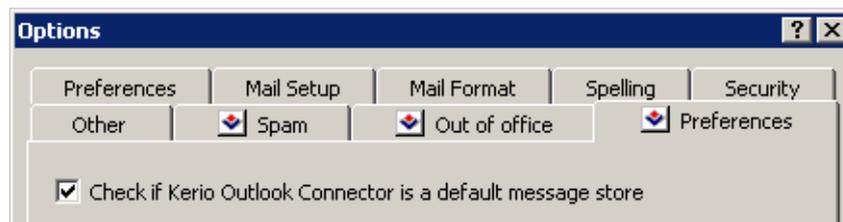


Figure 2.14 The store checking option

This option can be enabled/disabled in the *Tools* → *Options* → *Preferences* menu (with the *Kerio Technologies* logo).

## Chapter 3

# Upgrade the Kerio Outlook Connector

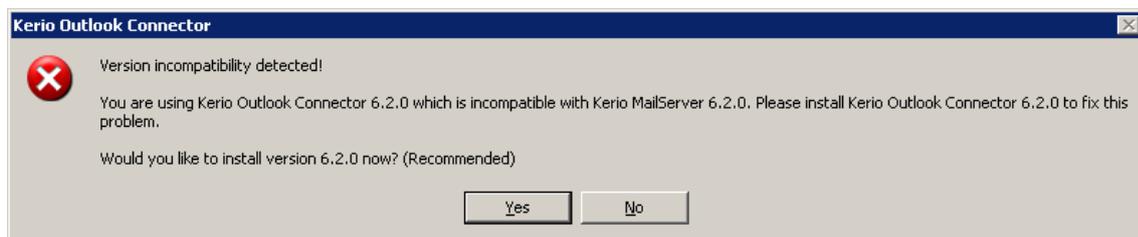
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Upgrades of *Kerio Outlook Connector* are performed automatically. If a new version of *Kerio Outlook Connector* is available, the module is updated immediately upon the startup of *MS Outlook*.

*Warning:* When the update is completed, *MS Outlook* is restarted automatically.

The update process and the restart takes up to two minutes.

The automatic update includes check of versions of *Kerio MailServer* and the *Kerio Outlook Connector*. If versions of the server and the client do not match, the user is informed that a different version of *Kerio MailServer* is installed on the server and that the client should be updated (see figure 3.1). Upon confirmation by the YES button, the version is upgraded/updated immediately (or downgraded).



**Figure 3.1** Version collision notification

*Note:* If the server and client differ only in their build numbers (numbers in the notification are the same), the client will work even if the update is rejected. If, however, version numbers are different (for example 6.2.0 versus 6.2.1), *Kerio Outlook Connector* cannot be started unless updated.

## Chapter 4

# User login data

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If a user password has been changed by an administrator in *Kerio MailServer*, it can be also changed in *MS Outlook*. The password can be changed directly in the account settings (click *Tools* → *Email accounts* → *View / change the email accounts*).

The password can be also changed in the *Login* dialog that is displayed in case the *Outlook* application fails to log in with the existing login and password.



Figure 4.1 Login dialog

The dialog contains the following items:

**Server**

DNS name or IP address of the computer that the user is logging to.

**Username**

Username including domain.

**Password**

A textbox for the new password.

*Note:* The settings described relate to cases where password is changed by the network administrator. Users can change their user passwords on their own using the *Kerio WebMail* interface. For details on how to change password, refer to the *Kerio WebMail's* user guide which is available at the *Kerio Technologies* website.

# Shared and public folders

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## 5.1 Sharing and Mapping in MS Outlook

*Kerio MailServer* enables creating of shared folders and their mapping. A shared folder is any folder of any user who has decided to share it with other users (or groups of users) and grant specific rights to them. Mapping is subscription of shared folders by users with appropriate rights.

Here is an example for better understanding of the issue:

There are two invoice clerks in a company. Both accept orders by email, so they use special email folders for these orders. If any of them goes for vacations or has to stay at home for any reasons, the other one needs to access her order folders.

The clerks both need rights to access the work folders of each other. This can be enabled by sharing of the folders. They simply select folders to share and set access rights for the other user (the other clerk).

If the user rights are set correctly, we can start the mapping. Mapping is always performed by the user with whom the particular folder was shared. The user simply opens a corresponding dialog in *MS Outlook* where she specifies her name. The shared folder then appears in the user's folder tree.

It only depends on the access rights assigned to the folder. Mapped folders can be available:

- for reading only,
- for reading and writing,
- for administration purposes.

### **Folder Sharing**

In *MS Outlook* with the *Kerio Outlook Connector*, folders can be shared in *Properties* dialog window of the particular folder. To open the *Properties* window, right-click on a corresponding folder. This opens the context menu, where the *Properties* option is included. In the dialog, use the *Sharing and Security* tab to set sharing preferences.

The *Sharing and Security* tab allows users to share a particular folder with other users and set their user rights.

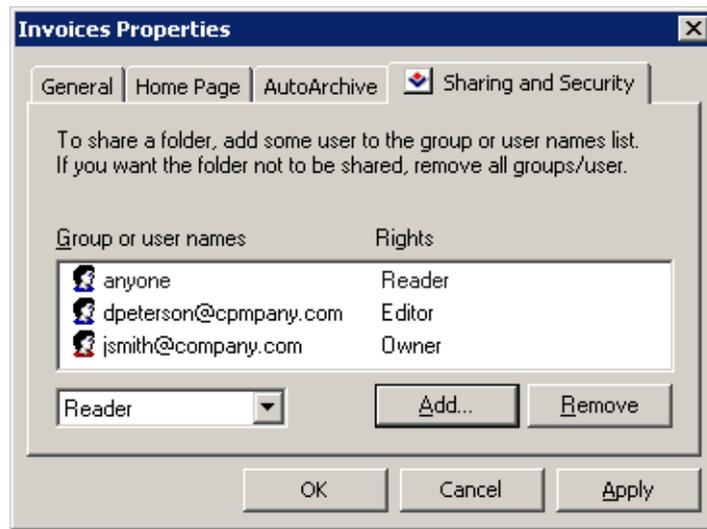


Figure 5.1 Folder Sharing

The *Add* button opens a window where a user or a group of users for sharing can be added. To select a user from the address book, click the *Address Book* button.

Click *Remove* to remove an individual user or a group of users and disable sharing.

Permissions for a specific user can be set in the menu under the user list:

- *Admin* — users with this level of rights can share a specific folder with other users. and remove items in the group or the group itself. This user is not allowed only to remove access rights for the user who created the group.
- *Editor* — the user can edit items in the folder (add and remove items, etc.).
- *Reader* — the user is allowed only to read the folder's items. No editing is allowed.

When setting the access rights, the special *anyone* or *authuser* user accounts can be used. This way, the access rights can be granted to all (or logged) users.

### **Shared folder mapping**

Folder mapping is used for connecting the shared folders of other users. Use the *Options* dialog of the root folder to map the selected folder (right-click the *Kerio Outlook Connector Store* root folder and select *Properties for Kerio Outlook Connector*).

Use the *Folder mapping* tab to connect shared folders of a selected user. In the *Mapping name* textbox, the email address of the folder's owner is specified as *~owner@company.com*. If one or more folders are shared by the owner, these folders will be displayed in the *Folder* menu. To confirm the connection, click the *Add* button

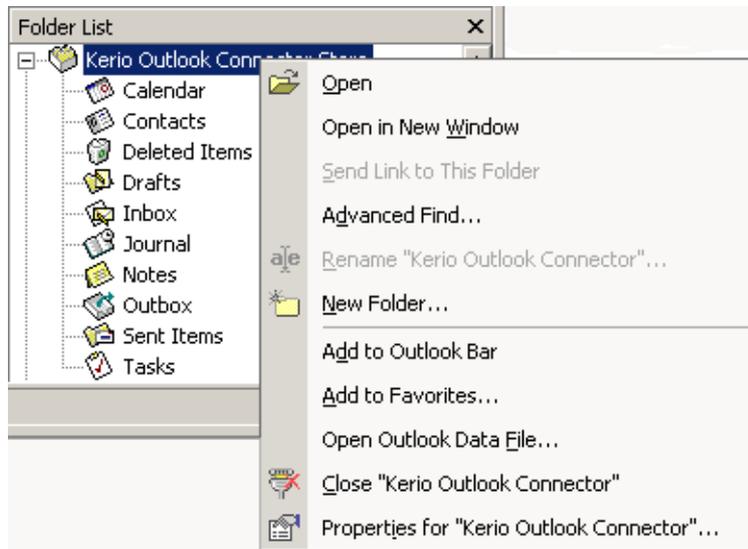


Figure 5.2 Context menu of the root folder

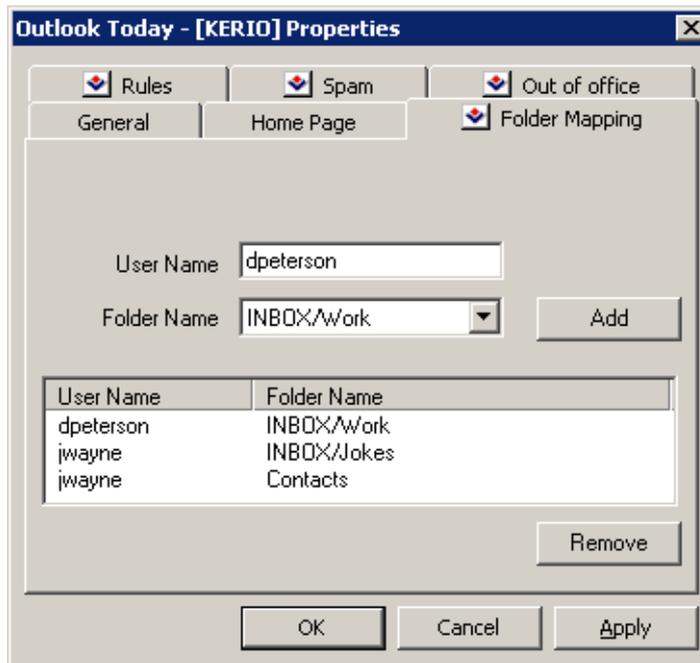


Figure 5.3 Folder mapping

next to the list of folders. If the folder was connected properly, it appears in the list of mapped folders in lower part of the window. From here, the folders can be removed using the *Remove* button.

Public folders are mapped to all users automatically.

## 5.2 Public and archive folders

### *Public folders*

Public folders can be created only by users with appropriate access rights. By default, these rights are assigned to the *admin* of the *Kerio MailServer's* primary domain. *Admin* is allowed to grant administrator rights to other users.

To create a public folder, simply right-click the *Public folders* folder and select *New folder* in the pop-up menu. Specify the folder name and type in the corresponding fields of the dialog box that appears.

It is also necessary to set the user rights for all users that will access the public folder. The rights are added the same way as in case of sharing.

Public folders will be shared automatically with all selected users as subfolders of *Public folders*.

### *Archive folders*

These folders are available to users with corresponding rights only. By default, only the *admin* of the primary domain is allowed to access the folders (the first account created in the configuration wizard during the installation of *Kerio MailServer*).

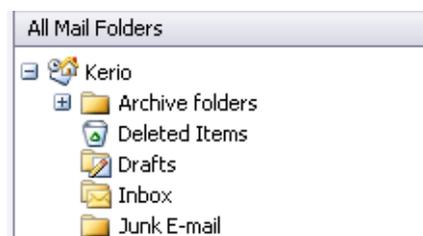


Figure 5.4 Archive folders

Archive folders can also be made available for other users. The sharing process is the same as for other folders (for description, refer to chapter 5.1). However, since messages of all users are archived, only a confidential administrator (or a tiny group of confidential persons) should be allowed to access these folders.

## Chapter 6

# Rules for incoming messages

---

Rules for sorting and filtering mail at the server can be defined using *Kerio Outlook Connector* (the same rules that can be defined in the *Kerio WebMail* interface ).

*Warning:* After installation of the *Kerio Outlook Connector*, it will not be possible to use the standard *MS Outlook's* dialog for administration of rules for incoming mail and alerts *Rules and alerts* (under *Tools* → *Rules and alerts*).

Use the special dialog in the root folder options to create rules for incoming messages (right-click the *Kerio Outlook Connector* root's → *Kerio Outlook Connector Properties* folder).

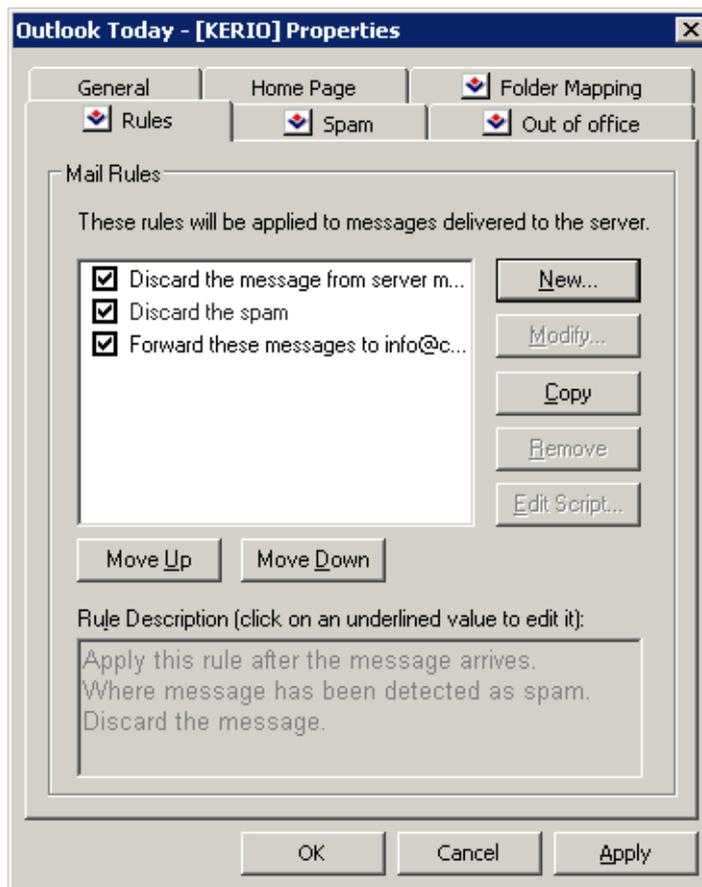


Figure 6.1 Rules for incoming messages

Root folder options include several tabs. Open the *Rules* (see figure 6.1). The tab includes rules defined. You can enable or disable rules using appropriate matching fields. Mark any rule to view detailed information about this rule in the *Rule description* window.

Rules are tested from the top downwards. You can use the *Up* and *Down* buttons to move rules within the list.

The following buttons and functions are available:

- *New* — creates a new rule (see below).
- *Modify* — edits selected rule (see below).
- *Copy* — copies an existing rule. This rule must be renamed. This function can be useful when you intend to create a new rule that differs only in a few parameters from the selected rule.
- *Remove* — removes the selected rule.
- *Edit* — edits the rule source using the *Sieve* code (encoding used for sorting rules descriptions). We recommend you not to use this function unless you are experienced in the *Sieve* code.

The *Rules* tab may include two predefined rules which cannot be edited as described below. These rules are the *Spam* and *Out of office* rules.

The *Spam* rule moves any messages recognized by the server as spam to the *Spam* folder. If this rule is existing, it was created by the *Kerio MailServer* administrator while creating the user account. To set this rule, go to the *Tools* → *Options* → *Spam* menu. To learn more on this rule and related spam topics, refer to chapter 7.

The *Out of office* rule provides automatic answers to email messages where the recipients are absent to do it by themselves. This rule can be set in *Tools* → *Options* → *Out of office*. For details on this topic, see chapter 6.2.

### 6.1 Creating or changing a rule

Use the *New* or the *Modify* button to open the *Rule Editor* dialog which includes the following sections:

1. *Select the conditions for your rule* — conditions that must be kept so as the email administration meets this rule. One or more conditions from this list can be selected:

#### **Where the recipient (To or Cc) line contains address**

The *To* or the *Cc* (*Copy To*) entry includes defined string.

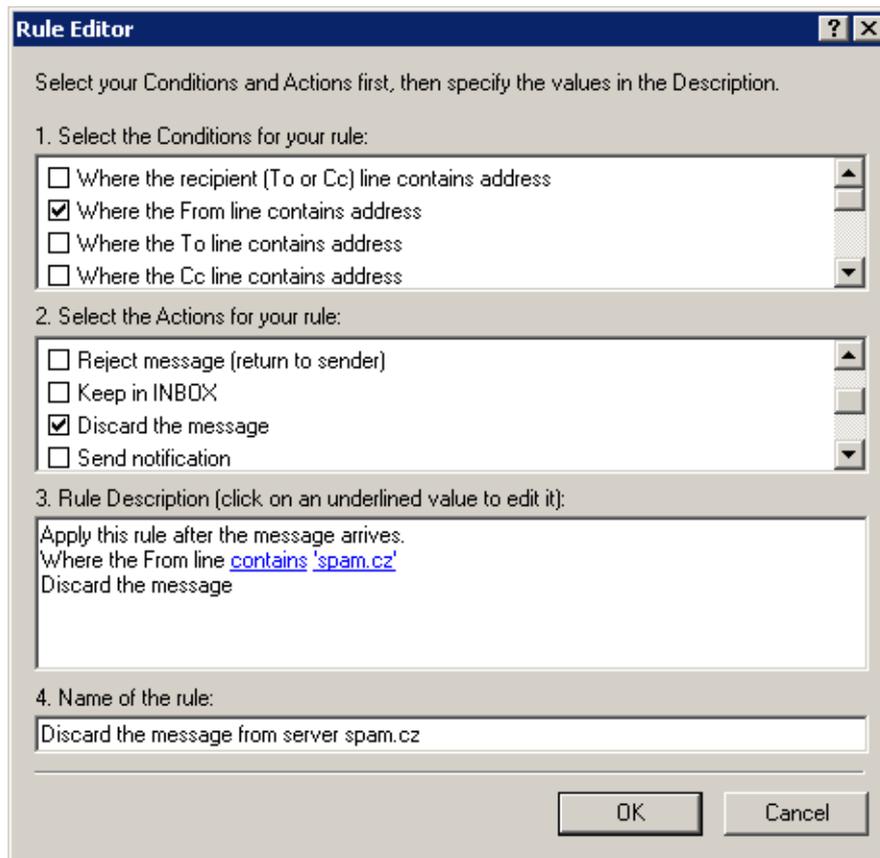


Figure 6.2 Rule Editor

**Where the From line contains address**

The From entry contains the string.

**Where the To line contains address**

The To entry contains the string.

**Where the Cc line contains address**

The Cc (Copy To) entry contains the string.

**Where the Sender line contains address**

The Sender entry includes the string. This entry is often contained in messages sent automatically (mailing lists, etc.) where it stands for the From entry.

**Where the Subject contains specific words**

The Subject entry contains defined string(s).

*Kerio MailServer* spam filter can be set so that the Subject entry will include results of antispam tests (the value is represented by asterisks). Using this feature spam may be filtered easily. Simply insert the number of asterisks that will specify the rule. Messages that match this rule will accept this specification.

### **Where the message has an attachment**

At least one attachment must be appended to the message.

### **Where the message size is more than size**

The message size exceeds the specified value. To specify the size you can select from the following units: bytes (*B*), kilobytes (*KB*) and megabytes (*MB*).

### **Where the message was detected as a spam**

Spam are undesirable messages sent to users. You can use the *Kerio MailServer* antispam filter to protect your users from such messages. This filter uses special header items which include message evaluation and information about applied antispam testing.

### **For all messages**

This rule is valid for all incoming messages.

2. *Select the Actions for your rule* — select an action that will be taken for messages matching with condition in section 1

### **Move the message to a specified folder**

Move the message to the selected folder (you can choose a folder from a list). You can also specify shared or public folders in one of the following forms: `~user/shared_folder` or `#public/public_folder` if the appropriate user has write rights for this folder.

### **Forward the message to an address**

Forward to a specified address. In this case no other actions are performed.

### **Reject message (return to sender)**

The message will not be stored in a local mailbox and the user will never be informed about it.

### **Keep in Inbox**

This action must be combined with another (i.e. with *Move*, *Forward*, *Reject*, etc.). It cannot be combined with the *Discard the message* action.

### **Discard the message**

The message will not be stored in any local folder. This action cannot be combined with the *Keep in INBOX* action.

### **Send notification**

Sends notification (i.e. a short text message) to a specified address, typically to a cellular phone. It is necessary to define even cellular phones by email addresses, for example `john.blumonday@t-mobile.com`.

The following macros can be used in the message text:

- `$from$` — the notification will show the message sender or the address contained in the *From* field.
- `$from-name$` — the notification will show the name of the message sender.
- `$subject$` — the notification will show the message subject.
- `$text$` — the notification will show the message text. Only the first 128 characters will be displayed. To reduce the number of displayed characters, edit the macro as follows: `$text[50]$` (the number in brackets represents the maximum number of characters displayed in the notification).

### Send autoreply

The automatic reply with a specified text. The automatic reply will be sent to each sender's address only once a week (so that the automatic reply does not create a loop in case there is an automatic reply set at the other end).

### Stop processing more rules

If the message complies with this rule, no more rules will be processed. Using this function a user can create more complex rule systems for individual condition types. Rules are tested rule by rule from the top downwards.

*Note:* Notifications and autoreplies are protected against looping. This means that the system does not send a notification in reply to received notification or automatic replies. The detection of notification or automatic replies is performed using special items in the message header. Only notifications and automatic replies generated by *Kerio MailServer* are detected.

3. *Rule description* — description of the rule function (it is generated automatically according to the rule definition). Highlighted entries are interactive — click them to set other parameters.

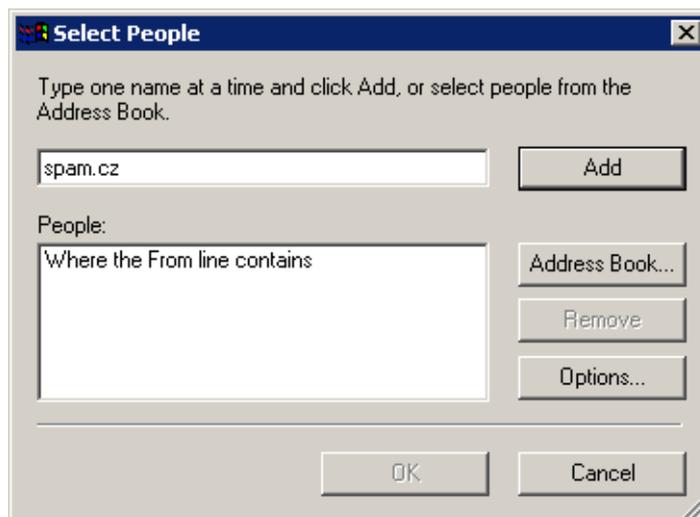


Figure 6.3 Select People

Click on the *Options* button to open the *Rule Condition Options* dialog — see above.

**is**

The entry must exactly match with the specification.

**is not**

The entry must not match with the specification.

**contains**

The entry must contain the (sub)string.

**does not contain**

The entry must not contain the specified (sub)string.

**matches**

The entry must match the expression (the expression can contain the ? and \* wildcards that can represent one or more characters).

**does not match**

The entry must not match the expression.

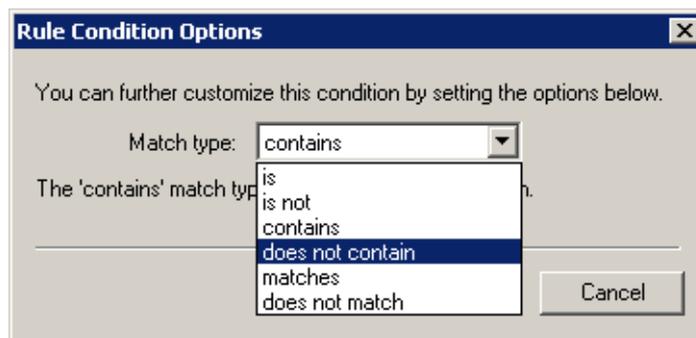


Figure 6.4 Rule Condition Options

*Note:* If more than one condition is defined, an appropriate logical operator must be used (*and* — both conditions must be met, *or* — at least one of the conditions must be met).

*Example:* You intend to create a rule that would drop all messages incoming from the *spam.com* domain which often sends undesirable messages (spam).

1. Select the *Where the line From contains* condition in the first dialog section.
2. Select the *Discard the message* option in the second section.
3. Select the *contains* option in the third section and specify the domain name (*spam.com*).
4. Enter a name for the rule (i.e. *Drop all messages from the spam.com domain*).

## 6.2 Out of office

A special sieve rule for automatic replies can be set on the *Out Of Office* tab in *Tools* → *Options*. This rule can be used when a user is not available in the office for a certain time. Enable the rule and specify the message that will be used as an automatic reply.

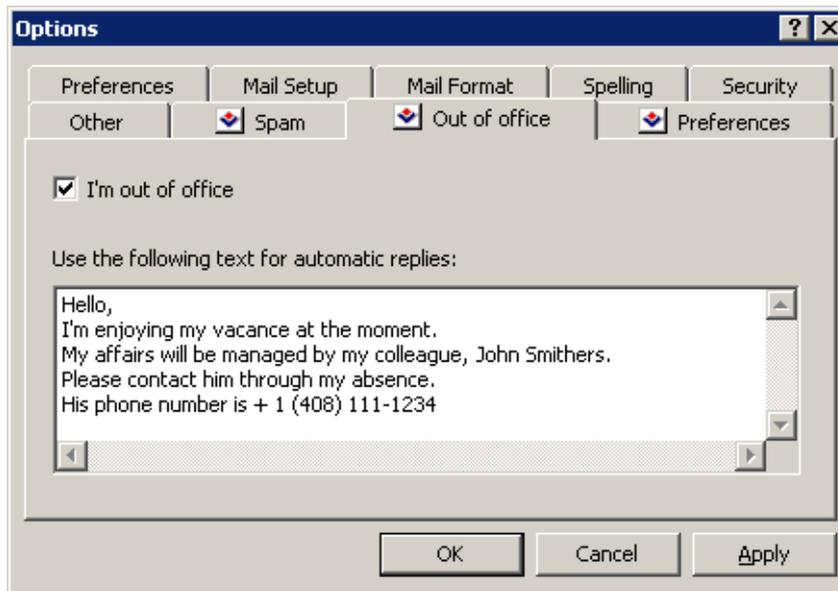


Figure 6.5 The Out of office tab

*Note:* The *I'm out of office* rule beats the rules for incoming messages (see chapter 6.1). If the filter includes a rule which sends automatic replies, the action set in this rule will not be taken.

The *I'm out of office* rule consists of the following items:

- *Condition:* The rule will apply to all incoming messages except email sent from mailing lists. The automatic answer is not sent where answering to another automatic email (this should prevent users from email loops).
- *Action:* The text entered will be sent to each sender's address included in an incoming message once a seven days.

If the rule is enabled (i.e. the *I'm out of office* option is on), a question whether the automatic replies would be on or off is issued (see figure 6.6) upon each startup of *MS Outlook*. In this case it is supposed that once you run *MS Outlook*, you are not out of office any more and you are now able to reply to your email. This feature also ensures that you do not forget to turn the rule off once returned to the office.



Figure 6.6 Possible cancellation of the Out of office rule

## Chapter 7

# Spam filter

---

*Kerio MailServer* contains the *SpamAssassin* antispam filter. *SpamAssassin* is based on content analysis (spam messages usually contain specific attributes that can be searched for and evaluated by the filter). Each message is assigned a numeric score; if this value exceeds the limit set in *Kerio MailServer*, the message is marked as spam.

The spam filter may let some spam messages through from time to time by mistake (their score is low) and mark some regular messages as spam (their score is too high). For the reasons above, the antispam filter allows modification to the database used for recognition of spam messages. This method, however, requires user input. Users have to reassign the incorrectly evaluated messages to correct types (spam / non-spam) so that the filter learns to recognize them in the future.

*Kerio Outlook Connector* uses the *Spam* and *Not spam* buttons located in the toolbar to mark the messages correctly. Highlight the incorrectly marked message and click one of the buttons. The filter receives information regarding update of the database. This decreases chance for incorrect deliveries.

You can add the *Spam* and *Not spam* buttons to the toolbar in *Tools* → *Customize* menu or remove them. The *Toolbars* tab includes the *Kerio Outlook Connector* option. Simply select or unselect it by clicking to enable/disable the bar with the buttons.

The *Spam* button displays a warning message by default. To treat the message as spam and discard it, a confirmation is required. Use the *Tools* → *Options* menu on the *Spam* tab (see figure 7.1) to enable/disable displaying of the warning message.

*Warning:* If the *Spam/Not Spam* buttons are not available after installation or startup of *MS Outlook*, it is necessary to remove *Kerio Outlook Connector* from all forbidden items of *MS Outlook* (see chapter 12.1).

## 7.1 The Spam tab

The *Spam* tab provides several tools to fight spam:

### **Confirm marking mail message as spam**

This option enables/disables alert window displayed upon clicking on the *Spam* button which is available in the toolbar.

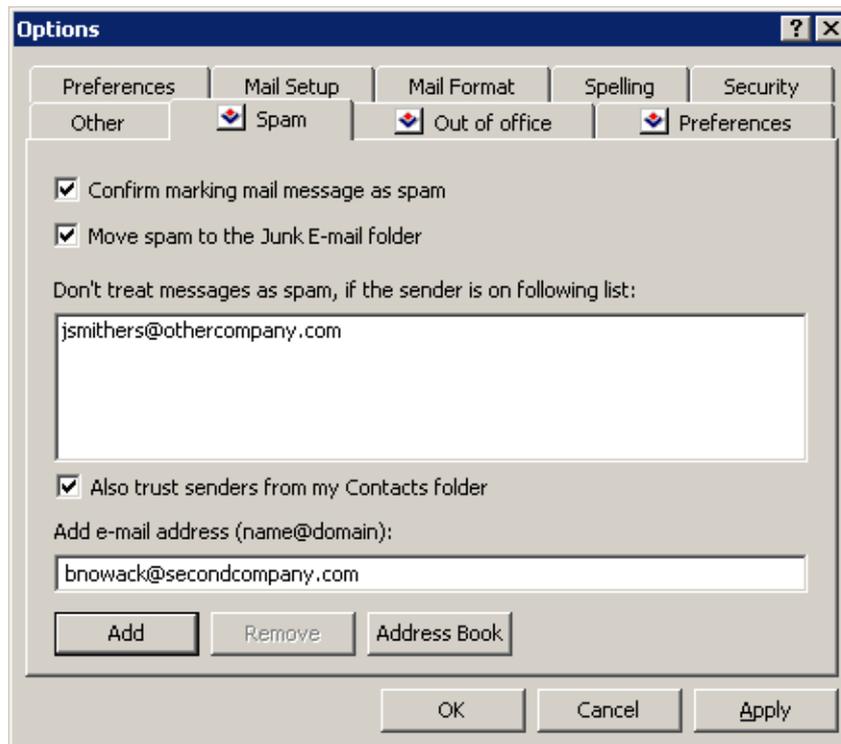


Figure 7.1 The Spam tab

**Move spam to the Junk E-mail folder**

If this option is enabled, all email considered as spam will be delivered to the *Spam* folder automatically.

*Note:* The *Move spam to the Junk E-mail folder* rule beats rules for incoming mail (see chapter 6). If the filter includes any rule which in any way handles messages marked as spam, the action set in this rule is ignored.

This option also enables adding email addresses to the list of trustworthy users (see below).

**Also trust senders from ...**

So called *Spam whitelist* In this list, senders that will automatically be considered as non-spammers can be added/removed.

A new email address can be added in the *Add e-mail address* entry. This address must be specified in the `username@domain` format.

**Also trust senders from my Contacts folder**

If this option is enabled, messages marked as spam which were sent from addresses included in the main contact folder are not automatically moved to the *Spam* folder. This option supposes that email addresses in one's contact list are trustworthy. If this option is enabled, it is not necessary to include addresses saved in the contact list in the whitelist.



## Chapter 8

# Address books and contacts

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### 8.1 Searching in address books via the MAPI interface

*MS Outlook* extended by the *Kerio Outlook Connector* enables searching through the *MS Outlook Address Book* via the MAPI interface. *Outlook Address Book* is a special folder allowing search email addresses where addresses are filled in automatically. Addresses are filled in automatically for example when an address is being specified during a new mail composition. Simply enter initial characters of the first or second name string to the *To:*, *Cc:* or *Bcc:* entries to make the client search for matching items and fill the address in automatically. If multiple email addresses matching the string are found, a menu is opened where you can select from the options.

To avoid misunderstandings, the following terms must be explained:

- *Outlook Address Book* — a special folder where *MS Outlook* looks up email addresses (e.g. when addresses are filled in automatically or where email addresses are searched by first or second names).

Unlike a contact folder, the address book does not include additional information to first and second names and the corresponding email address. Address books are simple lists of possible recipients of email, meetings and delegated tasks.

- *Contacts* — the folder including user contacts. These folders can be private, public or it is possible to subscribe a shared folder. Each contact item includes first name, second name and additional info such as address, phone numbers, email addresses, dates of birth, etc. Address books do not include this information.

In *MS Outlook*, any contact folder can be added as a directory to *Outlook Address Books*. All contact items included in the subscribed contact folders will then be searched through when the function of automatic completion of email addresses is applied.

Once a contact folder is added, full names and an email addresses of all contacts included in the particular folder are added to the address book. Other information associated with contacts are not transferred to address books. It is not possible to search in contacts for example by date of birth or department.

*Warning:* The search criteria is first and second names in contacts (the *Full name* item). It is not possible to search by usernames or email addresses.

Connection of a folder as a directory does not influence the contact folder. The data is not changed or moved. Each contact folder can be used as before — it is possible to add, remove and contacts, etc. The only effect is that whenever a new contact is added, its first name and surname and email address will be added also to the address book.

By default, searches are performed in the *Outlook Address Book* directory. The *Outlook Address Books* administration can be found in the *Tools* → *E-mail accounts* → *View or change existing directories or address books* menu (see figure 8.1).

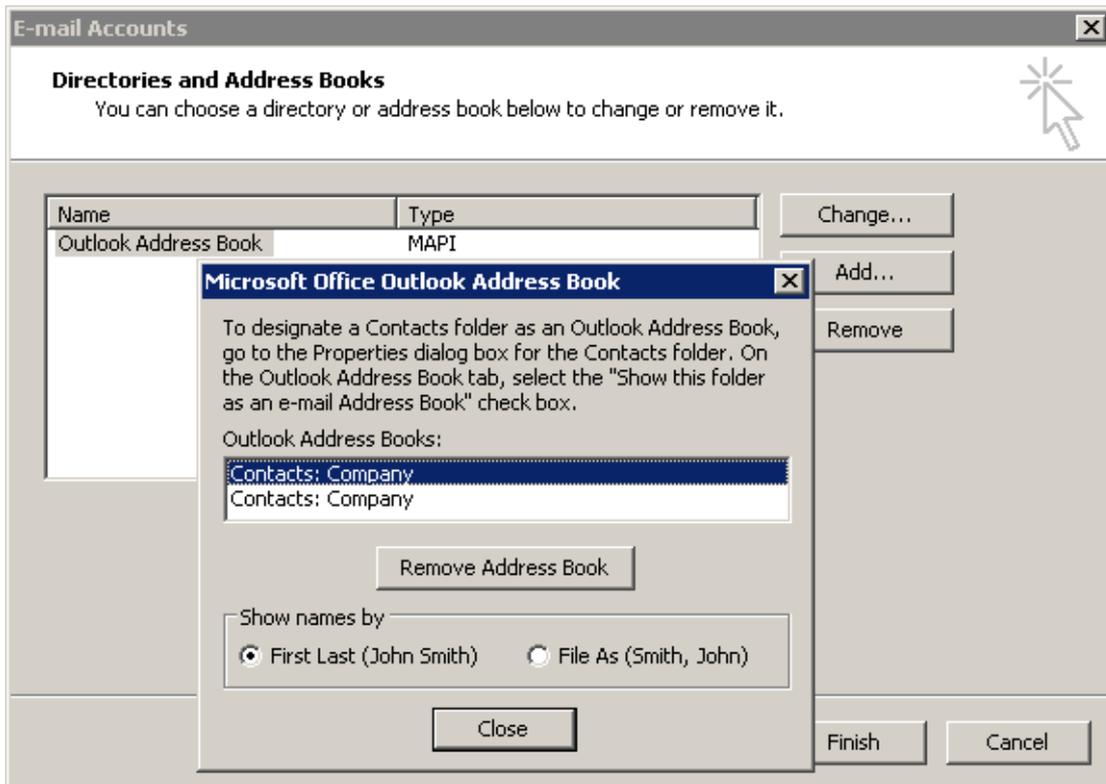


Figure 8.1 Directory management

It is possible to add to the *MS Outlook Address Book* any folders with contacts where lookup should be performed.

The following settings must be done for addition of a contact folder as a directory:

1. Right-click on the contact folder.
2. In the context menu, select *Properties...*
3. This opens a dialog where the contact folder properties can be edited. Open the *Outlook Address Book* tab (see figure 8.2).

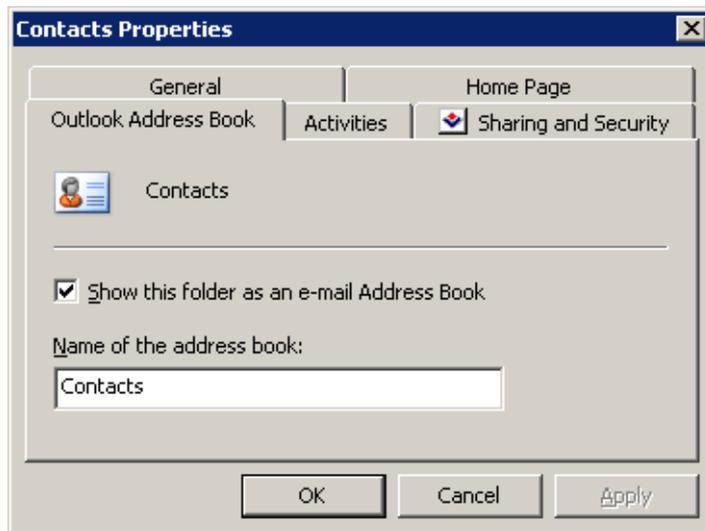


Figure 8.2 Show this folder as an e-mail Address Book

4. Enable the *Show this folder as an e-mail Address Book* option.
5. Click OK to confirm settings.

### 8.2 Searching contacts via the LDAP directory service

*MS Outlook* allows searching in contacts via the LDAP service. The LDAP directory service allows searching of user information (email addresses, above all), as well as automatic filling of addresses in email headers.

*Kerio MailServer* includes a proprietary built-in LDAP database which can also be used for this purpose. It is also possible to use any other LDAP database on other servers if available.

It is necessary to set properly the address book where contacts will be searched to allow *MS Outlook* use the LDAP service to access contacts stored in *Kerio MailServer*.

#### *Creating an LDAP directory*

LDAP directories can be added in the *Tools* → *Email accounts* menu:

1. This opens the wizard where email accounts and address books can be created (see figure 8.3). Select the *Add a new address book* option.

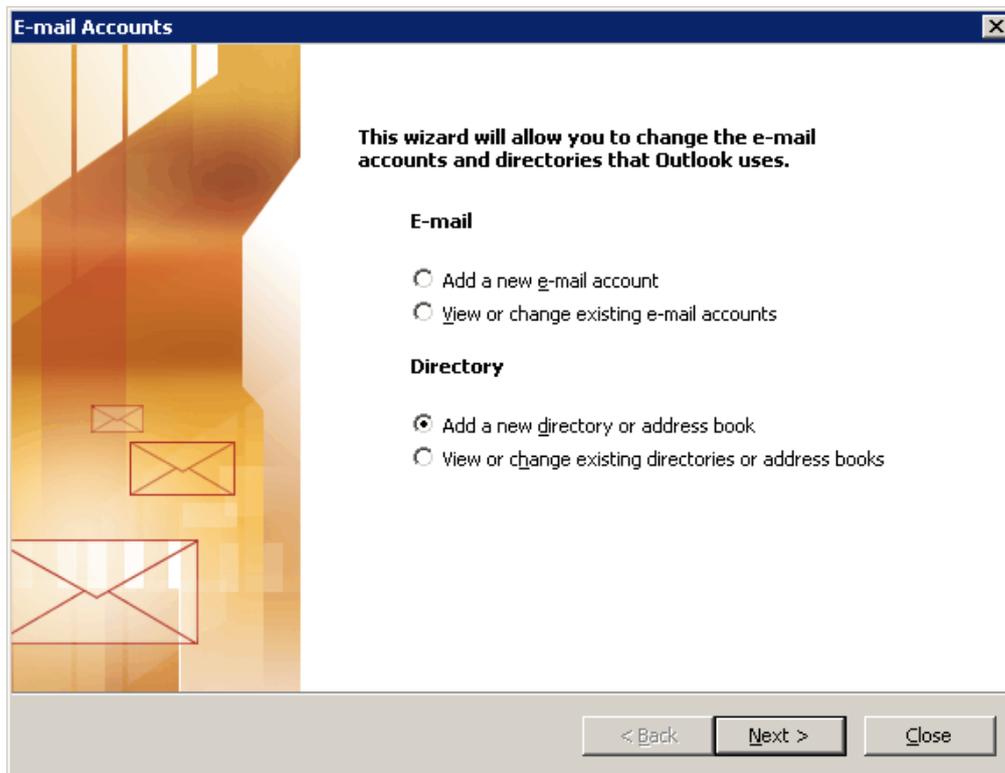


Figure 8.3 A new account/directory dialog box — add a new directory

Click on *Next*.

2. The next dialog provides two directory types. Select the *Internet Directory Service (LDAP)* option (see figure 8.4).

Click on *Next*.

3. The third dialog allows specification of basic data which can be used for connection to a corresponding LDAP database (see figure 8.5):

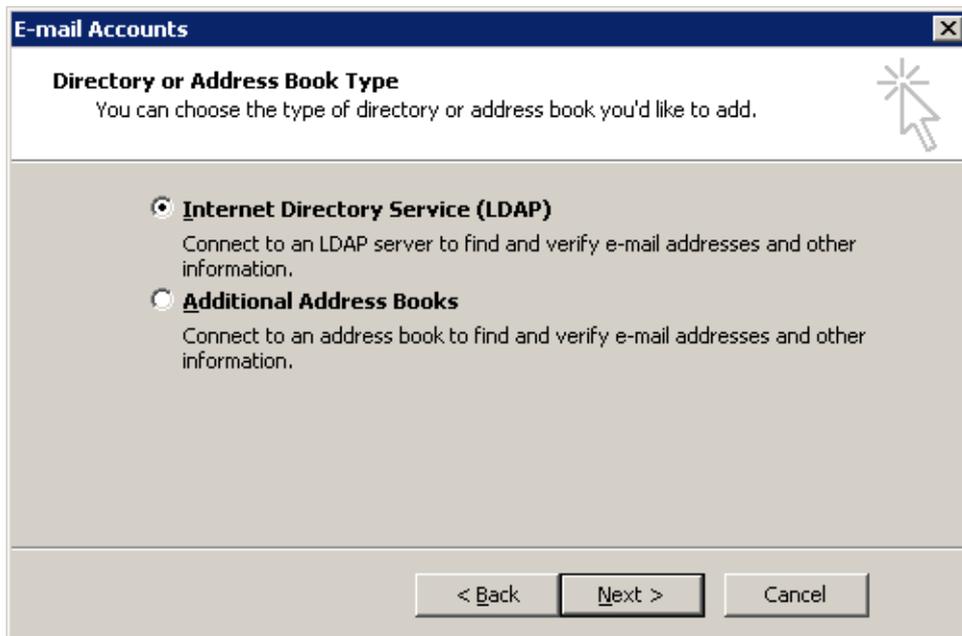


Figure 8.4 A new account/directory dialog box — directory type selection



Figure 8.5 A new account/directory dialog box — setting of directory service

**Server information**

DNS name (e.g. mail.company.com) or IP address (e.g.) of the host that *Kerio MailServer* is running on.

**Logon information**

This data is used by users to log into the LDAP server (equal to the name and password for user login to mailboxes). The LDAP server in *Kerio MailServer* does not support anonymous logins — the user login is always required.

- 4. Click on *More Settings* (see figure 8.5) to open more options for the directory service settings. The dialog consists of two tabs:

**Connection**

The SSL encryption and port number for traffic can be set on the *Connection* tab. Default values are predefined, so it is recommended not to edit this dialog unless necessary.

If the LDAP service is running on a server's non-standard port (network administrators are aware of this information), it is necessary to change the port number.

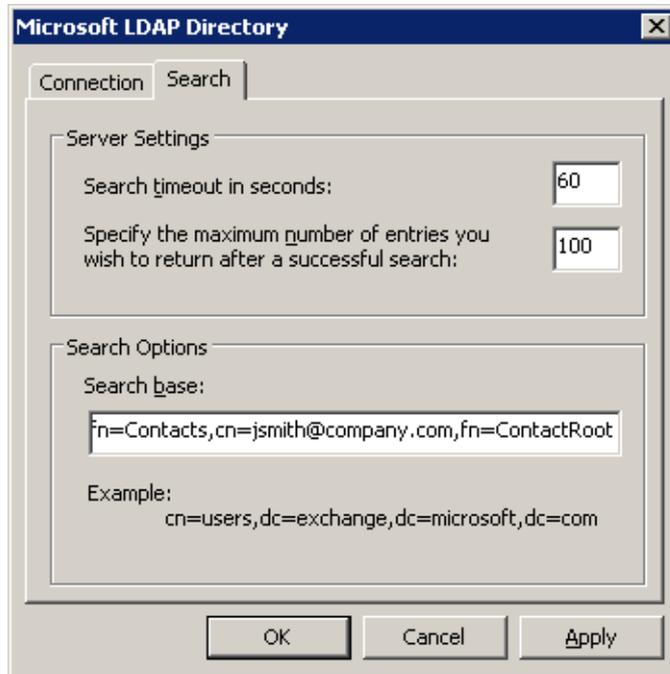
Port number should be also changed where SSL encryption is to be used. Port 636 is used as default for the secured version of LDAP service (see figure 8.6).



Figure 8.6 Microsoft LDAP Directory — Connection

**Search for:**

On the *Search for* tab, set *Search base*.



**Figure 8.7** Microsoft LDAP Directory — Search for

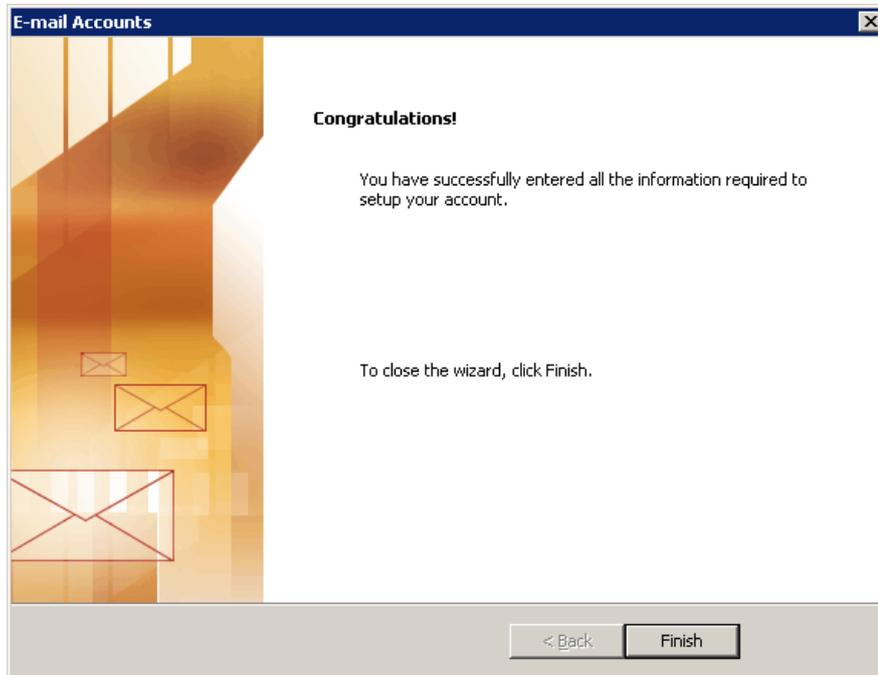
If you want to access all private and subscribed shared and public folders, leave the entry blank or enter

`fn=ContactRoot`

Specify appropriate branch of the LDAP database in more details to limit access only to certain folders. To better understand various alternatives, read the following examples:

- `cn=jsmith@company.com,fn=ContactRoot`  
— it will be searched only through contact files of the user `john@company.com`
- `fn=personal,fn=ContactRoot` — it will be searched only through contact files of users that are logged into the LDAP server. This option is identical with the previous one, however, it is not necessary to specify username (or email address) of the user. This feature can be used for example for configuration of more clients, etc.
- `fn=public,fn=ContactRoot`  
— it will be searched only through public contact files
- `fn=Contacts,cn=jsmith@company.com,fn=ContactRoot`  
only the Contacts folder of user `jsmith@company.com` will be scanned
- `fn=PublicContacts,fn=public,fn=ContactRoot`

— it will be searched through the public `PublicContacts` folder only  
 When all necessary settings are done, click on *OK* to save the parameters and then on *Next* to open the final dialog of the wizard (see figure 8.8).



**Figure 8.8** A new account/directory dialog box — finalizing a directory creation

5. Save the settings by the *Finish* button.

*Note:* The settings shown here applies to *MS Outlook 2003*. Corresponding settings for individual versions can be found in the *Tools* → *Accounts* menu.

### 8.3 Contacts forwarding

It is recommended to forward the contacts in the vCard format (*Actions* → *Forward as vCard*). When a contact is opened in a client application that supports vCard format (*Kerio WebMail*, *Mozilla Mail*, etc.), the received contact can be added to the contacts folder.

And the other way round, If *MS Outlook* receives a message with a contact in vCard format, the recipient can simply click the link in the message and the standard form for creating new messages is opened.

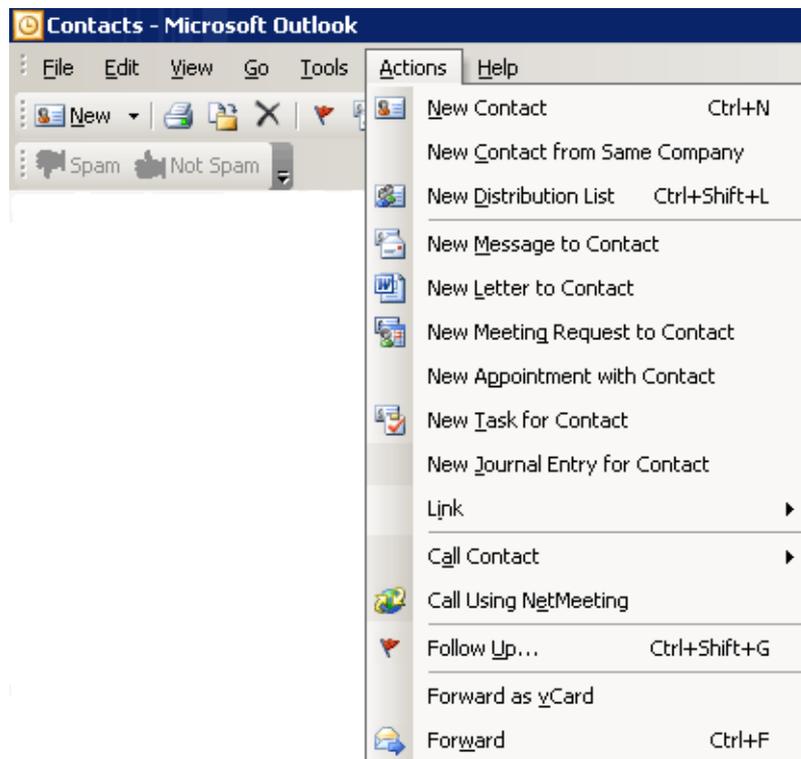


Figure 8.9 Forward as vCard

### 8.4 Distribution lists

Since 6.2, *Kerio MailServer* supports storage of distribution lists on the server. Thanks to this fact, distribution lists created in *MS Outlook* can be available also in *Kerio WebMail*, and vice versa.

Distribution lists are groups of email addresses used for sending of collective email. Simply use a special dialog in *MS Outlook* to complete desired email addresses and save them under a common name. Any time when sending an email message to such a group, simply enter the name of the corresponding distribution list in the *To* entry instead of filling in all addresses involved.

Distribution lists are helpful if email is often sent to a group of addressees. For example, it can be a group of people with whom you often communicate in your work (it is a certain alternative to mailing lists or to group addresses).

To learn more on how to create and use distribution lists, refer to any reference guide addressing *MS Outlook* issues.

## Chapter 9

# Usage of the Free/Busy calendar

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The *Free/Busy* calendar is a public calendar showing information about free and busy time of users involved. It is necessary that these users have an email account in *Kerio MailServer* and that they use a calendar in *MS Entourage*, *MS Outlook* or in *Kerio WebMail*.

The *Free/Busy* calendar does not display content of events, it only shows when the particular event takes place and whether a user is free or busy. Therefore, this calendar is suitable for office purposes such as finding out whether people involved in a problem are free for a meeting, for example. However, it is not possible to view also what the user is doing at a particular time. The only information that can be found is that the user is either busy or free at a particular moment.

This implies that this type of calendar is perfect for planning of meetings and sessions. The user who adds a new meeting can view when the people involved are free or busy. It is therefore not necessary to ask individual users when they are free. However, the following conditions must be met to enable this function:

- all users must have an account in *Kerio MailServer*,
- the users involved must use the calendar in *MS Entourage*, in *MS Outlook* (with the *Kerio Outlook Connector*) or in *Kerio WebMail* to handle their events.

The *Free/Busy* calendar displays all meetings and events included in the main calendar folder and its subfolders. If you want that some events (e.g. items of a private calendar) are not shown in the *Free/Busy* calendar, create a new calendar folder out of the branch of the main calendar and its subfolders.

## 9.1 Usage of the Free/Busy calendar

Features of the *Free/Busy* calendar are most helpful for initiation of meetings in the calendar. Meetings are created in a similar way as events. Open a new event dialog to enter subject and site where the event (meeting) will take place. Switch to the *Scheduling* tab and enter individual participants of the meeting (see figure 9.1). Once participants are added, their free/busy calendar items relevant for the particular time set for the meeting is displayed. The different shades of blue or violet indicate the busyness of the users. The users with no data on the free/busy server (users with no account, users that do not use the calendar) are marked with grey.

*Warning:* It is necessary to specify each user by their usernames and domains (username@domain). Aliases cannot be used to display *Free/Busy* information.

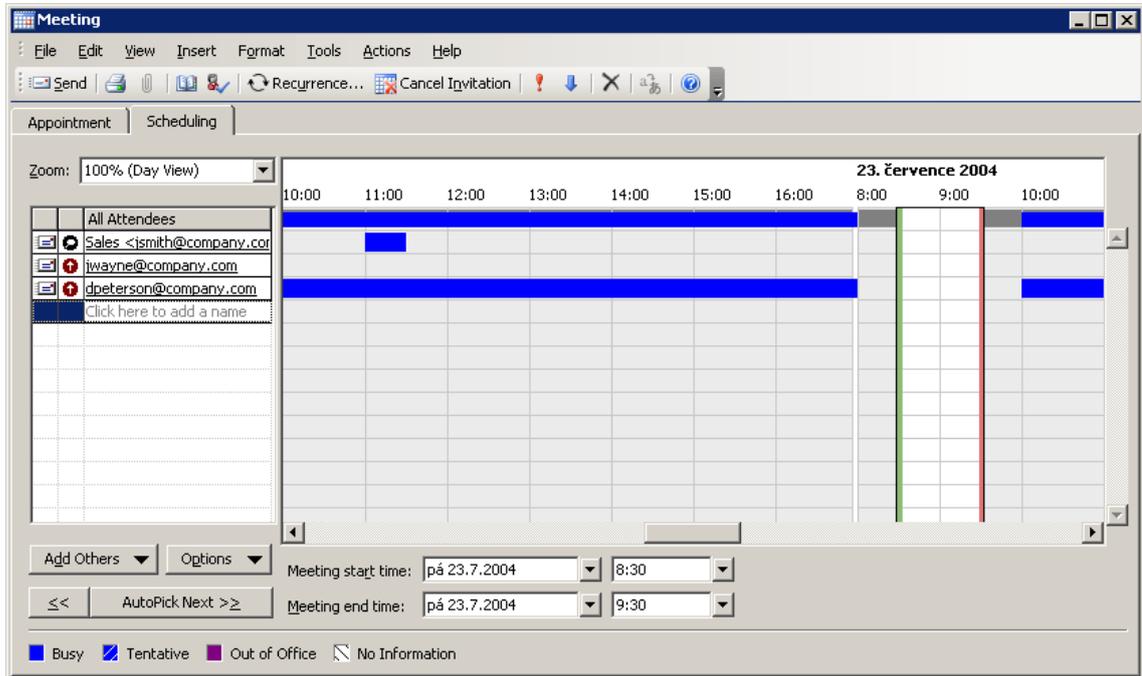


Figure 9.1 Usage of the Free/Busy calendar

The violet box in the schedule represents the time span of the scheduled meeting. It can be moved, extended or narrowed down using the cursor. The meeting start time is marked with green color, end time is marked with red.

*Warning:*

- For successful authentication to *Free/Busy* server, specify the *Subject* item in the *Appointment* tab.
- If only HTTPS traffic is allowed in *Kerio MailServer* (e.g. for security reasons), it is necessary that a trustworthy *Kerio MailServer* certificate is installed in *Internet Explorer* of the client station (a self-signed certificate can be used). Otherwise, new versions will not be updated automatically.

## Chapter 10

# Private items

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Private events, contacts and tasks are useful especially for sharing of folders. If a user shares a calendar or a contact folder for another user(s), items set as private can be opened and edited only by the folder's owner.

Private contacts and tasks in subscribed folders are not displayed. In case of private events, only time for which the event is set is displayed. The `Private event` string is displayed as subject. Such events cannot be opened or edited.

Private items can be created as follows:

1. Open a dialog box where a new event, contact or task can be created.
2. Insert relevant information.
3. On the first tab, enable *Private*.
4. Save changes by clicking *Save and Close*.

*Note:* As to private events and their displaying in the *Free/Busy* calendar, time and level of busyness is displayed if the private event is included in the *Calendar* folder or in any of its subfolders.

Up to *Kerio MailServer 6.1.2*, events were not classified as public or private. Since 6.1.3, this information is distinguished. By default, all events created in *Kerio MailServer 6.1.2* and lower are set as public in 6.1.3 and higher. To make a public event a private one, simply open the event and change the classification by hand.

Private events are different from private contacts and tasks:

- *Private events*

To enable their display in the calendar, they must be downloaded from the server to the particular email client. This behaviour might slightly endanger security.

Private events are treated as private only if the client where the private event folder is viewed supports this feature. In other client applications, it is possible to view and edit any events without any restrictions by users with appropriate access rights. This also implies that private events are not well secured.

- *Private contacts and tasks*

Private contacts and tasks are kept in a folder on the server. This implies that if a user shares a folder with another user, private contacts and tasks are not available to this user. The client application can download only such contacts and tasks which are not marked as private.

## Chapter 11

# Notes

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Since 6.2, *Kerio MailServer* supports also notes folders. This implies that note folders are stores on the server and you can access them also via *Kerio WebMail*.

These folders work the same as the other supported folder types:

- note folders are stored on the server in the folder tree,
- public note folders can be created,
- note folders can be shared with other users and it is also possible to set access rights for other users.

To learn what note folders are used for as well as how to handle them, refer to *MS Outlook* user guides.

## Troubleshooting

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### 12.1 Spam/Not Spam buttons displaying problems

Sometimes it may happen that the *Spam/Not Spam* buttons may be missing on the toolbar when the *Kerio Outlook Connector* or *MS Outlook* is started. In such a case, it is necessary to allow *Kerio Outlook Connector* in forbidden items of *MS Outlook*.

The dialog for forbidden items can be found under *Help* → *About Microsoft Office Outlook*. Click *Disabled items* to open the dialog and simply uncheck *Kerio Outlook Connector*.

### 12.2 Installation and configuration of MS Outlook 2000

The installation of *Kerio Outlook Connector* in *Outlook 2000* is different from the installation in previous versions:

1. *Outlook 2000* must have Service Pack 3 installed; if the Service Pack is missing, the installation of *Kerio Outlook Connector* will fail.

*Outlook 2000* must be installed in the *Corporate or Workgroup* mode. If the installation of *Outlook 2000* is performed in the *Internet only* mode, change the mode in *Tools* → *Options* → *Email services* → *Reconfigure email support* (the installation disc of *Outlook 2000* might be required).

2. Another difference applies to the new profile creation. For more information about profiles and their creation in *Outlook*, see chapter 2.2.

After a successful installation of *Kerio Outlook Connector*, create a new profile. This can be done in the following ways:

- Creating of multiple profiles by a migration (performed by the system administrator).
- Creating a profile by hand.

If a migration tool is used for profile creation, click *Tools* → *Services* and add the *Outlook Address Book* item to the profile. If the *Outlook Address Book* will not be added to the profile, contacts folders will not work properly.

If a profile is created by hand, it is possible to follow the method described in chapter 2.2. The only difference is that it is necessary to add the *Kerio MailServer* and *Outlook Address Book* services during creation. Both services can be added to the profile later in *Tools* → *Services* menu.

## 12.3 Messages signed in MS Outlook

If your messages are digitally signed, check the *Send clear text signed message when sending signed messages* option under *Tools* → *Options* on the *Security* tab (see figure 12.1). This option provides that also *Kerio WebMail* users may read the message.

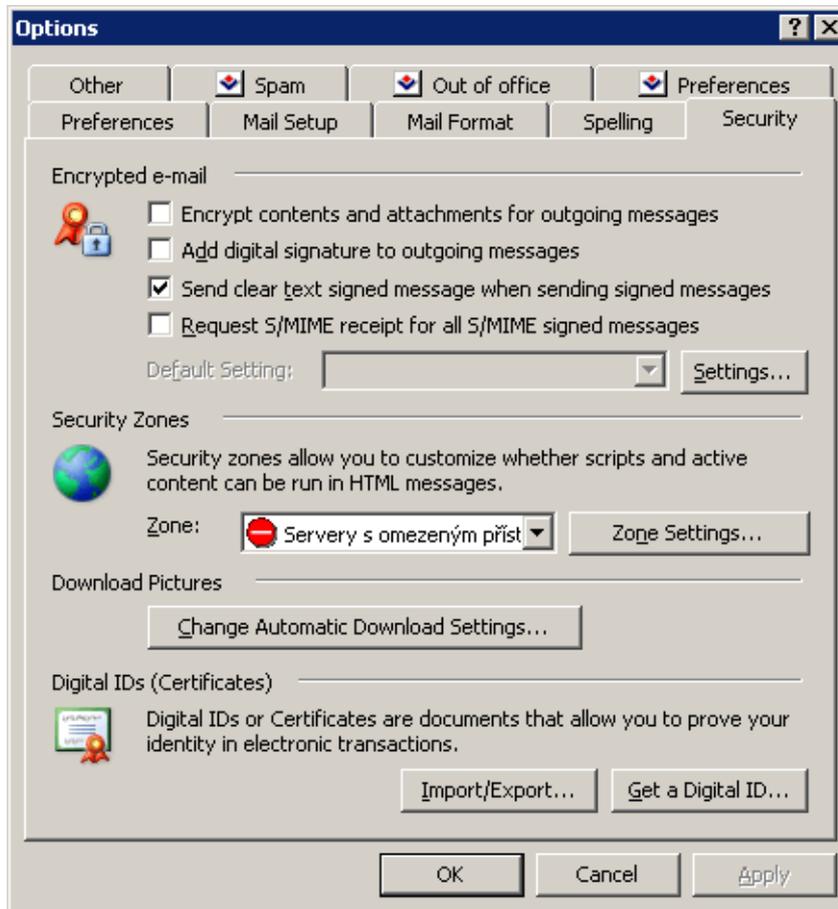


Figure 12.1 Settings of verification of signed messages

*Note:* The settings shown here applies to *MS Outlook 2003*. For *MS Outlook (2000/XP)*, the settings may differ slightly.

### 12.4 Error in settings of contact folders used as address books

During the startup process of *MS Outlook* extended with the *Kerio Outlook Connector*, a warning can be displayed that informs of an error detected in settings of contact folders which are used as address books (see figure 12.2).



**Figure 12.2** Error in settings of contact folders used as address books

This error can be fixed by removing all address books in *MS Outlook*:

1. In the *Tools* menu, select *E-mail Accounts* to open a wizard where new accounts and address books can be created. In the wizard, select *View or change existing directories or address books*.
2. Remove all listed address books and close the wizard.
3. Restart *MS Outlook*.

Removing address books does not delete contact folders. All contacts are kept intact. Once all address books are removed from *MS Outlook* and the application is restarted, it is possible and recommended to add the address books again (for details, see chapter 8.1).

## Chapter 13

# Kerio Synchronization Plug-in

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*Kerio Synchronization Plug-in* is an extension to *MS Outlook* enabling basic groupware features (calendars and contacts) in private folders. The *Kerio Synchronization Plug-in* was designed for users that travel frequently and need to have access to email, calendar, and contacts locally. Besides that, the main benefit of the plug-in is the offline mode, where it is possible to switch to the online mode and connect to *Kerio MailServer* to synchronize changed data.

*Kerio Synchronization Plug-in* uses the SyncML protocol. SyncML is a versatile protocol used to synchronize data acquired at various types of devices, in any network and in any store. In *Kerio Synchronization Plug-in* it is based on the HTTP service.

*Warning:* *Kerio MailServer* supports synchronization by the SyncML protocol only for the client extension of *Kerio Synchronization Plug-in*.

*Kerio Synchronization Plug-in* also includes *Help* which can be triggered from the *MS Outlook*'s toolbar. This help can also be found in *Start* → *Programs* → *Kerio* → *Synchronization Plug-in*.

*Kerio Synchronization Plug-in* can be applied to the following versions of *MS Outlook*:

- MS Outlook 2000 + version Service Pack 3
- MS Outlook XP + version Service Pack 3
- MS Outlook 2003 + version Service Pack 2

*Warning:* It is not possible to use *Kerio Outlook Connector* and *Kerio Synchronization Plug-in* within the same profile. Both applications can be installed and used in one *MS Outlook*, however, they cannot be both used by one account simultaneously. *Kerio Synchronization Plug-in* can synchronize only in *MS Outlook*'s private folders. These items folders can be combined only with standard IMAP or POP3 accounts. It is not possible to use it for synchronization of MAPI accounts.

*TIP:* If you want to use all groupware features provided by the *Kerio Outlook Connector* and to work in the mail client offline at the same time, we recommend to set *MS Outlook* as described in chapter 14.

### 13.1 Installation

*Kerio Synchronization Plug-in* is installed only once. Updates are performed automatically (see below).

Standard wizard is used for the installation. For successful installation, follow these instructions:

1. If *MS Outlook* is running, close it.
2. Install *Kerio Synchronization Plug-in*.
3. In *MS Outlook*, create a new profile (for detailed instructions, refer to chapter 2.2).
4. A particular POP3 or IMAP account is set withing creation of the profile.
5. Start *MS Outlook* and set synchronization as described in section 13.2

If more than one user share one *MS Outlook* and they want to use *Kerio Synchronization Plug-in* for their accounts, the following conditions must be met:

1. each user uses a proper profile (in each profile, synchronization will be performed at one account),
2. each user installs the *Kerio Synchronization Plug-in* separately,
3. the first installation is performed under the local administrator's account,
4. each user has the "Power User" rights or at least each user is allowed to write in the directory where the *Kerio Synchronization Plug-in* is installed.

*Warning:*

- *MS Outlook* must be installed on the computer prior to the *Kerio Synchronization Plug-in* installation, otherwise the application will not function properly.
- If *MS Outlook* version is updated, *Kerio Synchronization Plug-in* must be reinstalled.

#### **Automatic updates**

*Kerio Synchronization Plug-in* is updated automatically. During the update, a progress bar is displayed showing current status of the update process. When the update process is finished, the bar is closed and *MS Outlook* is available.

*Warning:* If only traffic over HTTPS is allowed in *Kerio MailServer* (for server's security reasons, for example), apply settings addressed in section 13.3.

*Note: Kerio Synchronization Plug-in* is updated immediately upon startup of *MS Outlook* (before the profile selection). Therefore, *Kerio Synchronization Plug-in* is updated even if you want to work in a profile which is not used by *Kerio Synchronization Plug-in*.

## 13.2 Synchronization

Synchronization is performed in the main personal calendar folder and the main personal contacts folder only. Optionally, synchronization of the main public calendar/contacts folder can also be set.

Within synchronization, only changed and modified information is exchanged between the MailServer and *MS Outlook*. Objects changed both at the server and the client will be duplicated.

If the installation is completed successfully, the user is informed by an alert that *Kerio Synchronization Plug-in* must be set first (see figure 13.1). Simply enter required information in the configuration dialog (see figure 13.4). To open this dialog, use a special menu that was added to the *MS Outlook* toolbar upon the installation (see figure 13.2).

*Warning:* If you decided secure your connections by the SSL encryption, please read section 13.3



Figure 13.1 Running MS Outlook upon the plug-in installation

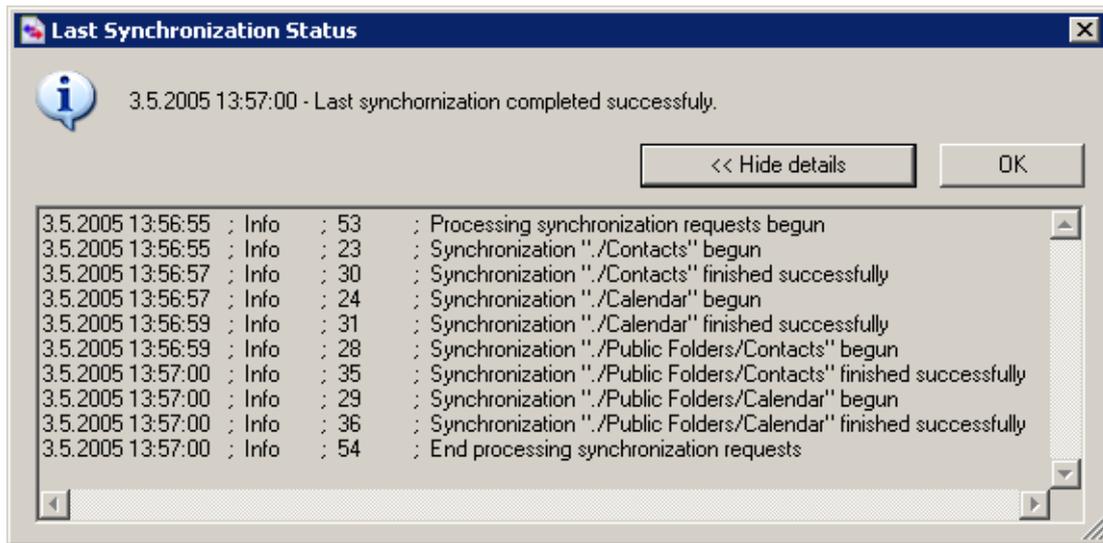
The *Synchronize* menu provides the following options:



Figure 13.2 Toolbar

### Status

This dialog includes logs providing synchronization process information. If the synchronization is completed successfully, details are provided for all folders synchronized including the information about which of folders were or were not synchronized successfully.



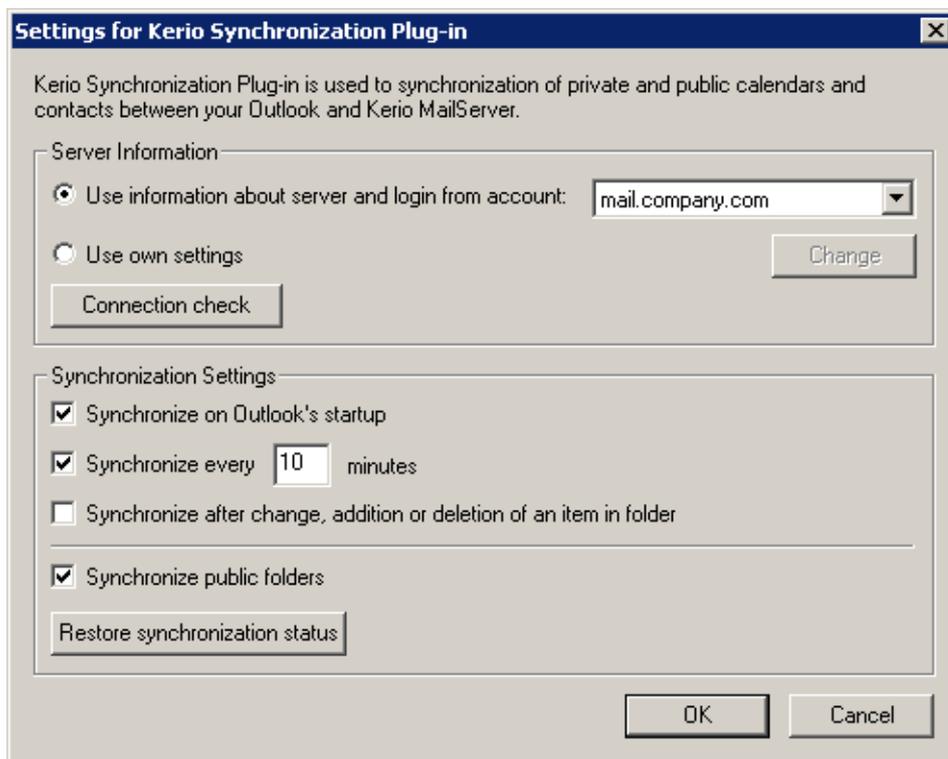


Figure 13.4 Synchronization settings



Figure 13.5 Manual account setting

The dialog can also be used to set SSL encryption.

Using the *Connection check* button you can easily check whether it is possible to connect to the server using the data specified.

The following options define when the synchronization is performed. Optionally, the criteria may be combined:

### **Synchronize on Outlook's startup**

The synchronization is performed upon each startup of *MS Outlook*. If only this option is enabled, it is necessary to close and reopen the application when switching to the online mode to perform the synchronization. Therefore, it is recommended to combine this option with one or both of the following ones.

### **Synchronize every ... minutes**

Interval that will be used for the regular synchronization.

### **Synchronize after change...**

Synchronization will be performed upon any change, i.e. when a new item (contact, event) is added or another is removed.

It is not recommended to enable this option if the line used for connection to the network is not fast enough for frequent synchronization.

*Kerio Synchronization Plug-in* also allows synchronization of public folders. Only the main folders of calendars and contacts are synchronized.

### **Synchronize public folders**

This option can be used to synchronize public folders.

The *Restore synchronization status* button performs synchronization with respect to the current status at the server. It is usually used when an event or a contact is modified in an undesirable way or removed.

## **13.3 SSL-secured traffic**

For correct communication over SSL it is necessary to install a trustworthy certificate on the client station. A trustworthy certificate of *Kerio MailServer* must be installed in the *Internet Explorer* on the client station (at least a self-signed certificate).

Overall traffic of *Kerio Synchronization Plug-in* can be secured by the SSL encryption. Two methods of encryption related to configuration of an account and of *Kerio Synchronization Plug-in* are available:

### ***Synchronization over SSL***

If SSL encryption applied to data synchronization is sufficient, follow the instructions described in this section. Supposing that an IMAP or a POP3 account is set in *MS Outlook* where SSL encryption is set in the configuration, and *Kerio Synchronization Plug-in* is installed, perform the settings as follows:

1. Select the *Options* item in the *Kerio Synchronization Plug-in* menu.
2. This opens the plug-in configuration dialog. Select the *Use information about server and login from account* option and set a corresponding account in the menu.
3. Click on the *Check connection* button to find out if everything goes smoothly and save settings by the *OK* button.

### ***Overall traffic via SSL***

Supposing that an IMAP or a POP3 account is set in *MS Outlook* where SSL encryption is set in the configuration, and *Kerio Synchronization Plug-in* is installed, perform the settings as follows:

1. Select the *Options* item in the *Synchronize KSP* menu.
2. This opens the *Kerio Synchronization Plug-in* dialog (see figure 13.4).
3. In tis dialog, select the *Use own settings* option and click on *Change*.
4. This opens a dialog where a custom account that will be synchronized by *Kerio Synchronization Plug-in* can be set (see figure 13.5). Enter server name, username and password (as for the account settings) and enable the *Use secured connection (SSL)* option.

## Chapter 14

# Kerio Outlook Connector and Kerio Synchronization Plug-in

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This section provides a solution for the case when users need to use groupware features of *Kerio Outlook Connector* and work in the offline mode at the same time.

*Kerio Outlook Connector* itself does not allow working in the offline mode. However, it is possible to use *Kerio Synchronization Plug-in*.

*Kerio Synchronization Plug-in* is an extension for *MS Outlook* which allows synchronization of contacts and the calendar in private folders of *MS Outlook*. Private folders can be used separately or in association with a POP3 or IMAP account. For more information about *Kerio Synchronization Plug-in*, refer to chapter 13.

Follow these instructions to make it possible to use both products in one *MS Outlook*:

1. Two profiles must be created in *MS Outlook*(see chapter 2.2).  
*TIP:* When defining profiles, do not forget to set that the list of profiles is opened upon each startup of *MS Outlook* (see figure 14.1).
2. Install the *Kerio Outlook Connector* in one profile and create a standard MAPI account there (for more information, see chapter 2.2).
3. In the other profile, create a standard IMAP account first that will connect to the same account as the MAPI account created in the previous step.

Install the *Kerio Synchronization Plug-in* in this profile. If both accounts are configured properly, all groupware features of a MAPI account are available online in the first profile and the other profile with *Kerio Synchronization Plug-in* can be used for working in the offline mode while working in the IMAP account. The IMAP account will be synchronized with the data at the server using the parameters set (see chapter 13.2).



**Figure 14.1** Setting the profile list

# Glossary of terms

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## **Application protocol**

Application protocols are conveyed by packets of the TCP or the UDP protocol. It is used to transfer user (application) data. There are many standard application protocols (e.g. SMTP, POP3, HTTP, FTP, etc.), however, it is possible to develop a custom (non-standard) communication method.

## **DSN**

DSN (Delivery Status Notification) is an information about the email message delivery status. There are a couple of different types of delivery status notification. Unless otherwise specified, users receive only the error messages from the mailserver (deferred, failure).

## **Email Address**

An email address determines the sender and recipient of a message in electronic communication. It consists of a local part (before the @ character) and a domain part (after the @ character). A domain specifies where email be delivered to (a company), a local part specifies a particular recipient within this domain.

## **IMAP**

Internet Message Access Protocol (IMAP) enables clients to manage messages stored on a mail server without downloading them to a local computer. This architecture allows the user to access his/her mail from multiple locations (messages downloaded to a local computer would not be available from other locations).

It is possible under certain conditions to access the email account using both IMAP and POP3 protocols.

## **IP**

*IP* (Internet Protocol) is a protocol which uses its data part to convey all the other protocols. The most important information in its header is the source and destination IP address, i.e. by which host the packet was sent and to which host it should be delivered.

## **IP address**

IP address is a unique 32-bit number used to identify the host in the Internet. It is represented by four bytes in the decimal system (0–255) separated by dots (e.g. 200.152.21.5). Each packet includes the information on where the packet was sent from (source IP address) and to which host it should be delivered (destination IP address).

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## **Kerberos**

Protocol for secure user authentication in Windows 2000 environments. It was designed by MIT (Massachusetts Institute of Technology) within the Athena project. The protocol is based on such principles where the third side is trustworthy. Users use their passwords to authenticate to the central server (KDC, Key Distribution Center) and the server sends them encrypted tickets which can be used to authenticate to various services in the network.

## **LDAP**

LDAP (Lightweight Directory Access Protocol) is an Internet protocol used to access directory services. Information about user accounts and user rights, about hosts included in the network, etc. are stored in the directories. Typically LDAP is used by email applications to search for email addresses and to delivery management (*Microsoft Active Directory*).

## **Mailbox Account**

A place where email is stored on a server. Clients can download emails from an account (using POP3 protocol) or work with messages directly at the server (using IMAP or Webmail).

The account is physically represented by a directory on a disk. The directory is created in the *Kerio MailServer* directory (`mail/domain/username`). Other subdirectories representing individual folders are created in this directory.

Mailboxes are not created during the definitions of users, the concrete mailbox is created after the first email to this mailbox is received.

## **MAPI**

MAPI (Messaging Application Programming Interface) is an application programming interface (API) designed by *Microsoft*. Any software that supports MAPI can communicate with any mailserver (*Kerio MailServer*) and send and receive data via this interface regardless of their type and software provider.

## **NNTP**

NNTP (Network News Transfer Protocol) is a simple text protocol that allows for distribution, retrieval and posting of messages on the Internet.

## **Notifications**

Short message (notification) about a particular event — e.g. new email. It is usually sent as a text message (SMS) to a cellular phone.

## **POP3**

Post Office Protocol is a protocol that enables users to download messages from a server to their local computer. It is suitable for clients who don't have a permanent connection to the Internet.

Unlike Internet Message Access Protocol (IMAP), POP3 does not allow users to manipulate messages at the server. Mail is simply downloaded to the client where

## Glossary of terms

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messages are managed locally. POP3 enables access only to the *INBOX* folder and it does not support public and shared folders.

### Port

16-bit number (1-65535) used by TCP and UDP for application (services) identification on a given computer. More than one application can be run at a host simultaneously (e.g. WWW server, mail client, FTP client, etc.). Each application is identified by a port number. Ports 1-1023 are reserved and used by well known services (e.g. 80 = WWW). Ports above 1023 can be freely used by any application.

### SMTP

Simple Mail Transfer Protocol is used for sending email between mail servers. The SMTP envelope identifies the sender/recipient of an email.

### Spam

Unwanted, usually advertisement email. Spam are usually sent in bulk and the recipient addresses are obtained by illegal means (e.g. by tapping the network communication).

### SSL

A protocol used to secure and encrypt the TCP connection. Secure Socket Layer was originally designed by Netscape to secure transmission of web pages using HTTP protocol. Today it is supported by almost all standard internet protocols — SMTP, POP3, IMAP, LDAP, etc.

At the beginning of communication, an encryption key is requested and transferred using asymmetrical encryption. This key is then used to encrypt (symmetrically) the data.

### TLS

Transport Layer Security. A later version of SSL, in fact it may be considered as SSL version 3.1. This version is approved by the IETF and it is accepted by all the top IT companies (i.e. Microsoft Corporation).

### WebMail

Interface used by *Kerio MailServer* to enable access to email through a web browser. Several user settings (such as message filtering, password, etc.) can be also changed using *Kerio WebMail*.

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