

## How to Set-up Microsoft Outlook to Connect to your Arrowmail Exchange Mailbox

Although you can use Outlook to connect to Arrowmail using POP3 or IMAP, by far the best email experience is obtained by connecting to our Exchange servers in "native" mode.

Outlook and Exchange were designed to work together and, when both PC and server are in the same office, they connect using the RPC protocol.

Because you will always be connecting to our Exchange servers over the Internet, you'll use the Internet version of RPC called **RPC-over-HTTP** (Remote Procedure Call over HyperText Transfer Protocol).

Using this method, Outlook communicates with Exchange server just as if it was on the same local area network, except that all communications pass via secure HTTP port 443.

This port is open on the vast majority of firewalls so full Outlook/Exchange functionality is enabled from anywhere you can get an Internet connection and security is maintained by using strong data encryption.

Only Windows XP (both Professional and Home editions) and later operating systems together with Outlook 2003/2007 are capable of this connection method.

If you have an earlier version of Windows or Outlook you can still connect to our Exchange servers by using RPC over a VPN connection but this isn't as straightforward or as likely as RPC-over-HTTP to work through any firewall.

To connect to our Exchange servers you do not have to change the Domain or Workgroup that your PC is a member of.

Although an Outlook profile can contain many different email accounts, it can only have one native Exchange Server account. If you need to connect to multiple Exchange servers then you'll have to setup a different profile for each one and then set Outlook to ask you which profile you want to use each time it starts.

**Step-by-step instructions for setting up an RPC-over-HTTP profile on your PC**

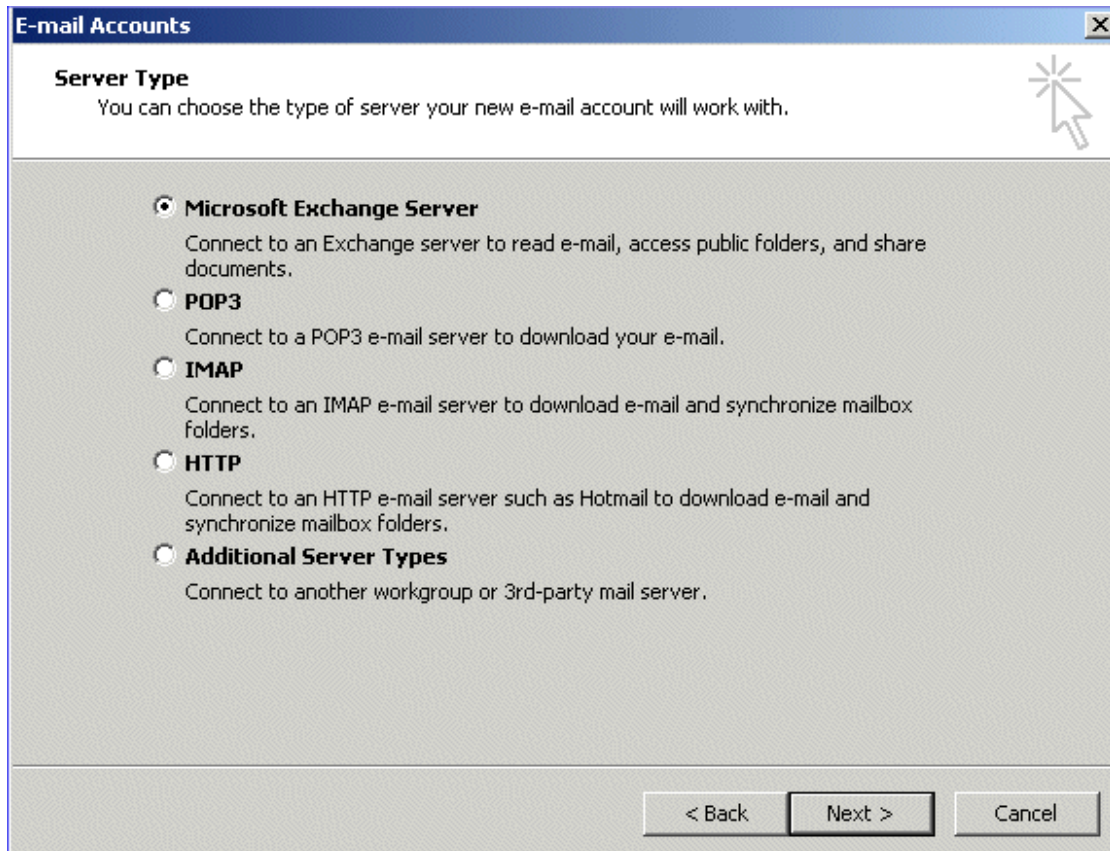
Click **Start – Control Panel – Mail**

Click **Show Profiles... – Add...**

Let's call the new profile **Arrowmail**

Select **Add a new E-mail account** and then **Next >**

Select **Microsoft Exchange Server** then **Next >**



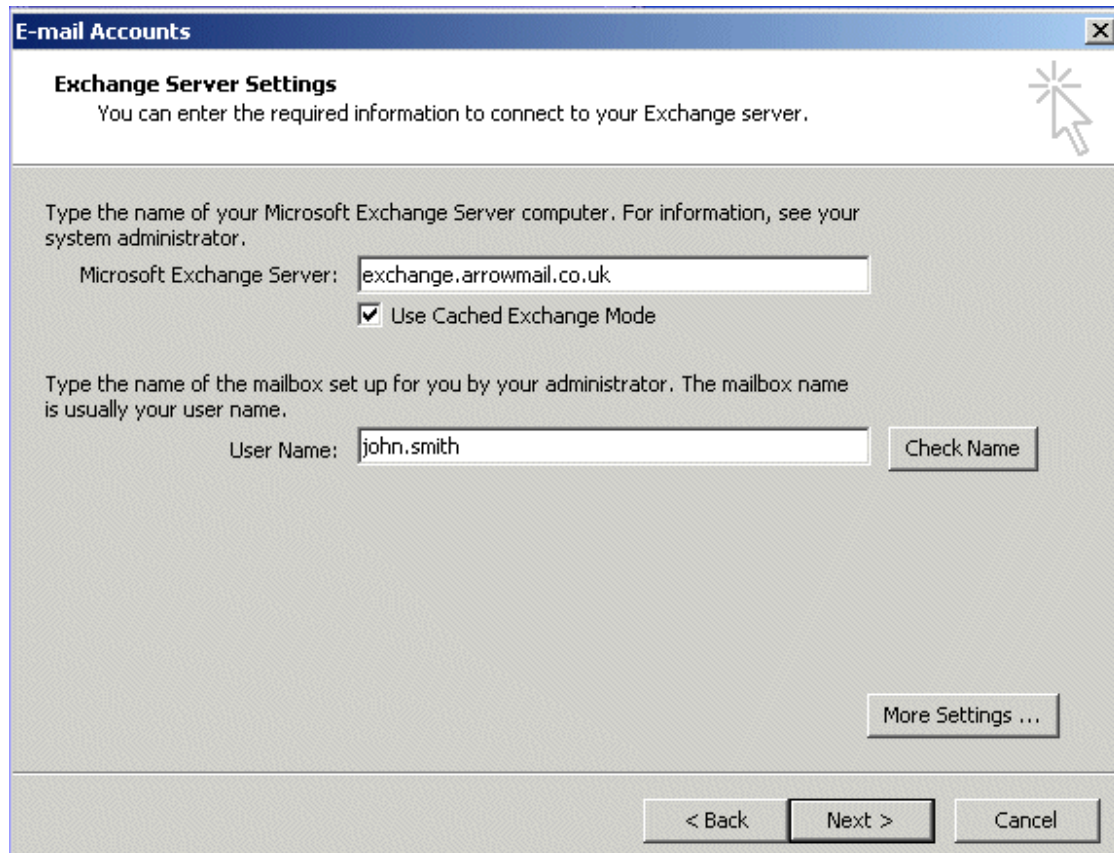
In the **Microsoft Exchange server** box type **exchange.arrowmail.co.uk**

Put a tick in **Use Cached Exchange Mode**

(For an explanation of the pros and cons of using Cached Exchange Mode see later in this document.)

In the User Name box type your username – we've used **john.smith** in our example, your username will be different.

(Don't click Check Name as this only works when your PC is on the same network as the Exchange server.)



**E-mail Accounts**

**Exchange Server Settings**  
You can enter the required information to connect to your Exchange server.

Type the name of your Microsoft Exchange Server computer. For information, see your system administrator.

Microsoft Exchange Server:

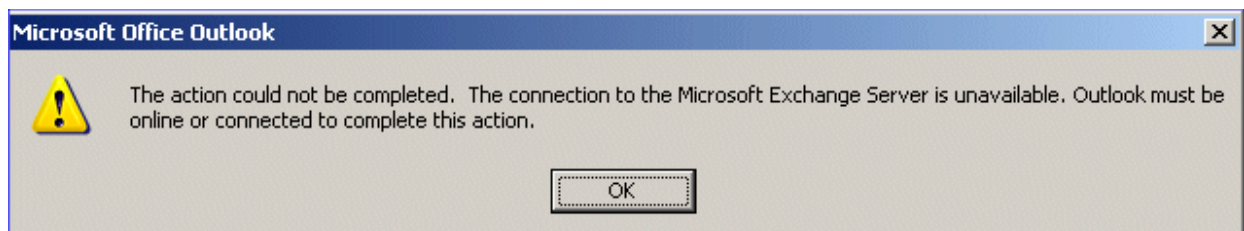
Use Cached Exchange Mode

Type the name of the mailbox set up for you by your administrator. The mailbox name is usually your user name.

User Name:

Click **More Settings...**

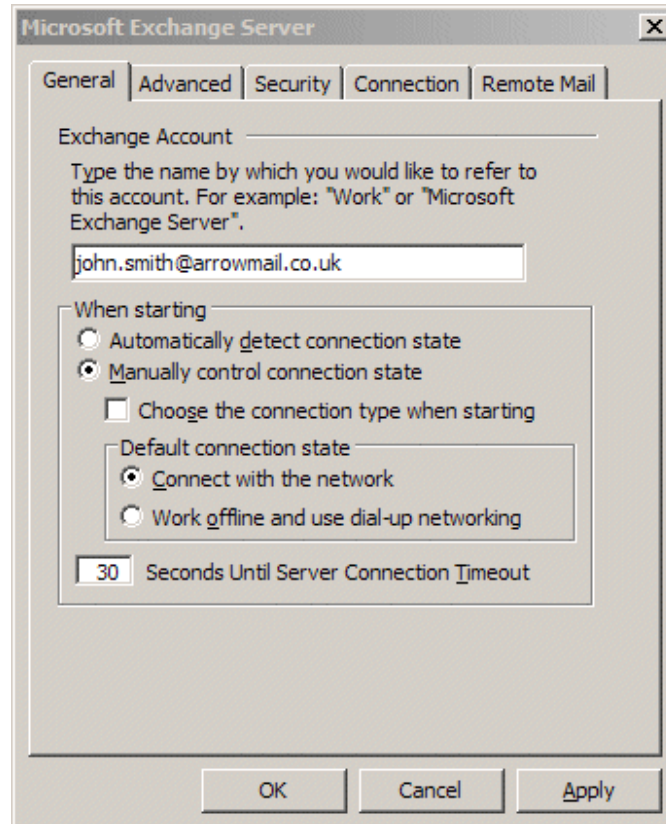
You will now get a warning message that the action could not be completed:-



This is a result of not being directly connected to the Exchange server.

Click **OK** to this and **OK** again to the next window until you see the **Microsoft Exchange Server** window.

On the **General** tab change **Microsoft Exchange Server** to the name you want this account to be referred to as. We recommend typing your primary email address here so that if you want to be able to send emails using different “From” addresses, this will make it easy to determine who you are “sending as”.



On the **Security** tab put a tick in **Encrypt data between Microsoft office Outlook and Microsoft Exchange Server**

On the **Connection** tab put a tick in **Connect to my Exchange mailbox using HTTP** and click on **Exchange proxy settings...** and make it appear exactly as follows, watch out for typos:

**Exchange Proxy Settings**

Microsoft Office Outlook can communicate with Microsoft Exchange Server over the Internet by nesting Remote Procedure Calls (RPC) within HTTP packets. Select the protocol and the identity verification method that you want to use. If you don't know which options to select, contact your Exchange Server Administrator.

Connection settings

Use this URL to connect to my proxy server for Exchange:  
https:// exchange.arrowmail.co.uk

Connect using SSL only

Mutually authenticate the session when connecting with SSL

Principal name for proxy server:  
msstd:exchange.arrowmail.co.uk

On fast networks, connect using HTTP first, then connect using TCP/IP

On slow networks, connect using HTTP first, then connect using TCP/IP

Proxy authentication settings

Use this authentication when connecting to my proxy server for Exchange:  
NTLM Authentication

OK Cancel

That's it!

Click **OK** and **Next** until you get back to screen that shows the Profile names. If you have more than one profile setup, either select "Prompt for a profile to be used" or select "Always use this profile" and choose **Arrowmail**.

Click **OK** to finish.

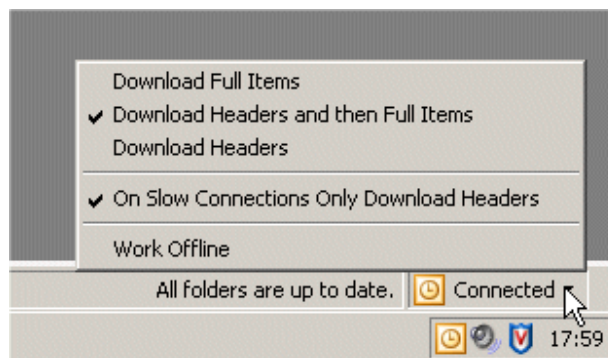
Start Outlook and logon as follows:-



Select "Remember my password" if you're happy for Outlook to start each time without a password prompt.

Outlook should now start to load your mailbox.

In the bottom-right corner of the Outlook window click on the down arrow next to the word "Connected" and we recommend the following settings:-



## What is Exchange Cached Mode and when should you use it?

In **Cached Exchange Mode**, a full copy of all your email folders, contacts, calendar items etc is kept on your PC's hard drive in a file, usually called **outlook.ost** and located in:-

**C:\Documents and Settings\\Local Settings\Application Data\Microsoft Outlook\**

The contents of this OST file is kept synchronised with the master copy on the Exchange server. An OST file is similar to a PST file which stores all your Personal Folders data when Outlook is used in standalone mode instead of in conjunction with an Exchange server.

The advantages of using **Cached Exchange Mode** are:-

- 1 - If the connection between Outlook and Exchange is lost, you can carry on working: reading and creating emails and editing other information.  
This is called Offline Mode and in this mode emails can't be sent or received until the connection with Exchange is restored.
- 2 - If the connection to Exchange is lost permanently due to some disaster or dispute, you can copy all your Exchange data from the OST file to a locally stored PST file, obtain a POP3/SMTP email account and continue to operate independently with no loss of data. While most Exchange servers have good backup systems, your OST file is *your* personal backup which is under *your* control.
- 3 - If you accidentally delete everything in your Inbox, bypassing Deleted Item, and the retention period on the server expires or you can't find anyone to restore your Inbox from a backup, your OST file can come to your rescue.  
Not the OST file on the computer you performed the deletion on but, if you use Outlook in Cached Exchange Mode on another PC, perhaps your home PC, you can turn this PC on (after first disconnecting it from the Internet so that it doesn't synchronise with your, now empty, Inbox), copy the contents of your Inbox to a new Personal Folders Inbox, reconnect to the Internet and finally copy everything back to your Exchange Inbox from the Personal Folders Inbox. After synchronisation, everywhere you use Outlook will now have your Inbox restored.

The disadvantages of using **Cached Exchange Mode** are:-

- 1 - **Cached Exchange Mode** operates more slowly than Non-Cached Mode.  
This is most noticeable when your PC is on the same network as Exchange and so has a very fast connection to it.  
You won't notice much difference connecting to Exchange over the Internet.
- 2 - If you have a large amount of data in your Exchange mailbox – perhaps 500mb – it will take a very long time to perform an initial synchronisation over the Internet and the 500mb OST file will occupy a substantial amount of space on your hard drive and cause Outlook to take longer to start.
- 3 - There will be a copy of all your Exchange data on every PC on which you use Outlook in **Cached Exchange Mode**.  
Although the OST file format has built-in security to stop it being read easily, there are now several utilities that can convert an OST file to a PST file and so, using **Cached Exchange Mode** means your Outlook Data is less secure against being accessed by others.

**Our advice is:-**

- Use **Cached Exchange Mode** on at least 2 secure PCs, especially in situations where a permanent connection to Exchange is not guaranteed.
- Don't use **Cached Exchange Mode** if you're setting up Outlook on a PC on a temporary basis only, say, on someone else's PC. In such circumstances consider making do with OWA.
- To improve **Cached Exchange Mode** performance, keep your Outlook data to a minimum by deleting unimportant emails, archiving important ones over a year old, and regularly emptying your Junk E-Mail and Deleted Items folders.  
I've seen OST files grow to over 3 gigabytes.