

SCOoffice Address Book 2.x For Microsoft® Outlook®
Installation & Configuration Guide

The SCO Group

Rev 2.1
17 May 2003

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Document version: 2.1

17 May 2003

Technical Support

The *SCOoffice* Mail Server products can be purchased with one of the following technical support options included:

- Without Support – 1 year of free product maintenance and upgrades.
- With Support – 1 year product maintenance, upgrades and unlimited email and telephone support.

Products purchased with the bundled support options have a Support Validation Code Card included in the product box explaining the type of technical support service and contact information. Please refer to this card for more detailed information.

In addition, The SCO Group offers a wide variety of service options. For more information on SCO's service offerings, see the <http://www.sco.com/support> web page, contact your local SCO sales representative, or:

In the United States and Canada
Phone 1-800-726-8649.

In Latin American countries
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Self-Help resources include:

- Access to SCO's Knowledge Center
- FAQs - Customer identified Top Solutions
- Certified Hardware Listing for SCO's Products
- SCO Software Download Areas
- Product Registration Information
- Product Bug Reporting
- Product Documentation and Late News

About This Documentation

This documentation is available in English, French, German, Italian, Polish and Spanish. Updates can be found at <http://www.sco.com/support/docs/SCOoffice/Mail>

Introduction

This guide explains how to install and configure the *SCOoffice*[™] Address Book for Microsoft® Outlook®, a high performance LDAP client providing Outlook Address Book functionality. The *SCOoffice* Address Book provides superior usability, performance and configurability

Licensing

This version of the SCOoffice Address Book utilizes new licenses and a new licensing scheme. License keys for earlier versions of the Address Book are not compatible with this release.

Essentially, the licensing agent within the Address Book contacts the SCO activation server (key server) over the internet to activate the license installed with the product. This activation process is handled entirely by the Address Book. Activation is attempted when Outlook is started and each subsequent time Outlook is started until the Address Book has satisfactorily activated itself.

A license activation may fail for the following reasons:

- The client systems do not have access to the Internet or Internet access is unavailable.
- The license key entered during the installation of the Address Book is invalid.
- The number of client licenses has been exceeded. The SCO Key Server tracks how many client systems have activated using a particular license. If you have a license for 10 users and you install the Address Book on 11 systems the Address Book will inform you that you need to purchase additional licenses.
- If you have to reinstall the Address Book software on a new system because of a hardware failure on the original system it is possible that you may exceed your total client licenses. Contact your SCO Support office if this becomes a necessity.

If you experience problems with license activation please contact your SCO Support office as noted in the beginning of this guide.

Pre-Installation

- The *SCOoffice* Address Book is fully supported with Microsoft® Outlook 98, Outlook 2000 and Outlook 2002 and with the Microsoft® Windows® 98, XP platforms, and ME, NT, 2000.
- The *SCOoffice* Address Book products will only install on systems where the user has **administrative rights**. The users' rights can be changed to install the Address Book and then reset to the original rights.
- Make sure Outlook and all available services packs have been installed.
- Outlook should be closed before installing the *SCOoffice* Address Book.
- Disable any Anti-virus software **AND** any services associated with it.
- Verify that you have an email account on your *SCOoffice* Mail Server.
- You will need the following information to configure the *SCOoffice* Address Book. Your system administrator should provide this information to you.
 - The fully qualified hostname of the *SCOoffice* Mail Server.
 - Your *SCOoffice* Mail Server email ID and password.
 - Your license key for the *SCOoffice* Address Book.
 - The location from which the *SCOoffice Mail Connector* installation files can be downloaded.
- If you are upgrading from a previous version of the *SCOoffice* Address Book it is not necessary to remove the old version.

Installation

If the single-click configuration tool of your *SCOoffice* Mail Server has been updated to install and configure the *SCOoffice* Mail Connector and Address Book it is not necessary to perform the following installation and configuration steps of this guide. Simply use the single-click configuration tool found in your *SCOoffice* Mail Server Preference Manager web pages to install, configure and license the Mail Connector and Address Book in one simple step. Doing so will complete the installation and configuration of the *SCOoffice* Address Book.

Otherwise follow these steps:

1. Download the *SCOoffice* Address Book zip file and extract the contents using an unzip/decompress utility, such as WinZip, if necessary.

2. Run the resulting *SCOoffice* Address Book setup program to install the *SCOoffice* Address Book software. Enter the *SCOoffice* Address Book license key when prompted to do so.

If you have upgraded from a previous version of the *SCOoffice* Address Book you are done. It is not necessary to perform the configuration steps below.

Configuration

1. Start Outlook.

The first time Outlook is run after installing the *SCOoffice* Address Book the ‘*SCOoffice* Address Book’ configuration dialog window will be automatically displayed. The *SCOoffice* Address Book is configured using this dialog. Here you specify the name of your Address Book, the hostname of the *SCOoffice* Mail Server (the LDAP server from which addresses are retrieved) and the container DN’s which define where the address information resides within the LDAP server hierarchy.

You can use this dialog window at any time to add additional *SCOoffice* Address Books or modify an existing *SCOoffice* Address Book configuration. See the section titled ‘Adding/Modifying *SCOoffice* Address Books’ to learn how to access the *SCOoffice* Address Book configuration dialog window at a later date.

2. Click the ‘General’ tab of the Address Book dialog.
3. In the ‘Display Name’ field enter any name that you wish to use to identify the address book such as ‘*SCOoffice* Address Book’.
4. In the ‘LDAP Server’ field enter the fully qualified hostname of your *SCOoffice* Mail Server.
5. Next, work through the following steps to obtain your value for the ‘Container DN’s’ field (underneath the ‘Search’ button). This tells the *SCOoffice* Address Book how to search LDAP for user addresses.
 - a. Using the fully qualified hostname of your *SCOoffice* Mail Server, enter either of the following URL’s into your web browser to go to the Preferences Manager login web page of your *SCOoffice* Mail Server:

`http://<your-hostname-here>/msg`
`https://<your-hostname-here>/msg`

- b. Login to the Preferences Manager using your *SCOoffice* Mail Server email ID and password.

- c. Click on 'Preferences' in the navigation bar (left side of the web page) then click on the sub-item 'Client Setup'. Your Email Account and Directory Server Account information will be displayed. Do NOT click on the "Configure" button in the Client Setup web page.
- d. Copy the portion of the Directory Server Account 'Account Name' field, starting with and including the second 'ou=' to the end of the string, from the web page into the 'Container DNs' field of the 'SCOoffice Address Book' dialog window.

For example, if the 'Account Name' field contains this string

**uid=johndoe,ou=MSG Users,ou=caldera.com,
ou=SCOoffice Server,dc=my-domain,dc=com**

copy this part of the 'Account Name' field into the 'Container DNs' field

ou=caldera.com,ou=SCOoffice Server,dc=my-domain,dc=com

This Container DN instructs the address book to search for those email addresses that are in the caldera.com email domain. If you have defined multiple email domains within the SCOoffice Mail Server you may specify a Container DN for each of the email domains that you want the address book to search.

For example, if you entered the following two Container DN's

**ou=caldera.com,ou=SCOoffice Server,dc=my-domain,dc=com
ou=uss.ca.caldera.com,ou=SCOoffice Server,dc=my-domain,dc=com**

the address book will display all email addresses within the caldera.com and the uss.ca.caldera.com email domains.

If you have many email domains and do not want to enter a Container DN for each one you can enter one of the following Container DN's, depending on the version of your mail server, to display email addresses from all email domains defined in your SCOoffice Mail Server:

For the Volution Messaging Server use:

ou=Volution Messaging Server,dc=my-domain,dc=com

For the SCOoffice Mail Server use:

ou=SCOoffice Server,dc=my-domain,dc=com

- e. Click 'Logout' located in the top right hand corner of the web page to log out of the Preferences Manager.
6. Click the 'Advanced' tab of the 'SCOoffice Address Book' dialog window.

7. Enable 'Sort returned results' and 'Display sub-containers results of the LDAP containers (deep search).
8. Change the 'Default Search' pattern to the following so that aliases will be displayed in the address book. If you do not want aliases to appear in your address book do not change the 'Default Search' value from its default.

((objectclass=msgGroup)(objectclass=person))

9. Click the 'Ok' button.
10. Restart Outlook.

Configuring Outlook to Use the Address Book

To configure Outlook to resolve email addresses from the *SCOoffice* Address Book follow these steps:

1. Open the Outlook Address Book by clicking on 'Tools' and 'Address Book'. The 'Address Book' dialog window will be displayed.
2. Now Click on 'Tools' and 'Options'. In older versions of Outlook click on 'Help' and 'Options'.

The 'Addressing' dialog window will be displayed.

3. Click 'Add'. The 'Add Address List' dialog will be displayed.
4. Select the *SCOoffice* Address Book email domain (from the ou= value configured above) in the list.
5. Click 'Add'.

You should be returned to the 'Addressing' dialog window.

6. Click 'Apply'.
7. Click 'OK'.

Searching the *SCOoffice* Address Book

1. Open the Outlook Address Book by clicking on 'Tools' and 'Address Book'. The 'Address Book' dialog window will be displayed.
2. In the pull-down list box titled 'Show Names from the:' select the email domain within the '*SCOoffice* Address Book' to be searched. You should see a domain that is identical to the 'ou=' value that was cut and pasted in step 1 of the section above.
3. Enter the first name, last name or email address in the 'Type Name or Select from List:' field. Press the 'Enter' key.

Adding/Modifying *SCOoffice* Address Books

Navigating to the '*SCOoffice* Address Book' configuration dialog:

In Outlook 98 and 2000:

1. Click 'Tools' and 'Services' in the Outlook menu. This will display the 'Services' dialog window.
2. To add a new *SCOoffice* Address Book click 'Add' and select '*SCOoffice* Address Book' from the resulting 'Add Service to Profile' dialog window.
3. To modify an existing *SCOoffice* Address Book double click on it in the 'Services' dialog window.

In Outlook XP (2002):

1. Click 'Tools' and 'E-mail Accounts' in the Outlook menu. This will display the 'E-mail Accounts' dialog windows.
2. To add a new *SCOoffice* Address Book select 'Add a new directory or address book' and click 'Next'. Then select 'Additional Address Book' and click 'Next'. Now select '*SCOoffice* Address Book' from the list of available address book providers.
3. To modify an existing *SCOoffice* Address Book select 'View or change existing directories or address books' and click 'Next'. Double click on the *SCOoffice* Address Book that you wish to change in the resulting list.