IceWarp Unified Communications

IceWarp Outlook Sync User Guide

Version 10.4

Printed on 8 September, 2011

Contents

IceWarp Outlook Sync User Guide 1

Installation ... 2

Installation Pre-requisites ... 3

Installation Step-by-Step ... 4

Activation ... 10

IceWarp Options ... 11

Create IceWarp Profile ... 11

IceWarp License ... 16

Online Activation ... 16

Offline Activation ... 18

Synchronize ... 19

Folder Sync ... 19

Settings ... 20

Login Credentials ... 20

Advanced ... 21

Forwarder ... 22

Subscription ... 23

Appearance ... 24

License ... 24

Logs ... 25

About ... 26

Edit Rules for IceWarp Server ... 27

Edit Responder for IceWarp Server ... 34

Uninstallation 36

Advanced IceWarp Outlook Sync Background 38

CHAPTER 1

IceWarp Outlook Sync User Guide

IceWarp Outlook Sync allows you to synchronize information between your IceWarp Server account and Microsoft Outlook. This manual describes how to install it, register the product and quickly set up some of its features.

Legend

Icon	Description
	Warning – very important!
	Note or tip – good to know.
NOTE: Areas...	Note within a table.
▸ Figure 4	Figure link – click the link to reveal the figure. Click it again to close it. (Works only in the ***CHM*** format.)

In This Chapter

Installation 2
Activation 10
IceWarp Options 11
Uninstallation 36
Advanced IceWarp Outlook Sync Background 38

Installation

This chapter lists installation pre-requisites and details step-by-step installation procedure.

In This Chapter

Installation Pre-requisites 3
Installation Step-by-Step 4

Installation Pre-requisites

- Microsoft Outlook must be installed on the machine where you want to install IceWarp Outlook Sync, but it should not be running.

NOTE: There are times when MS Outlook appears not to be running but it actually is. You can check it by looking for OUTLOOK.EXE in the Windows Task Manager. If it is listed, shut it down (***End Task***) before you start installation.

- You should be familiar with MS Outlook.
- You should have your account name, password, and server name (hostname) at hand – you will need these to configure your account.
- You should have downloaded the latest version of the IceWarp Outlook Sync from the IceWarp web site or from your local provider of IceWarp Server (e.g. http://mydomain.com/install/) or from the WebClient interface in the **Tools – Licenses/Integration – IceWarp Outlook Sync** section.
- In the case you use the ***.exe*** format of an installation file, you need to install .NET Framework version 3.5.

Even if you have .NET Framework version 4 installed, you still need to install also version 3.5.

If you intend to use the ***.msi*** installation file format, you do not need to care about .NET Framework.

- You need ***Activation Key*** for its registration, e-mailed from your administrator or available from the WebClient interface in toolbar: **Tools – Licenses/Integration – IceWarp Outlook Sync** section.
- You may be required to insert your original MS Outlook installation media. Make sure that you have your original MS Outlook installation media available before you intend to change your Outlook configuration.
- IceWarp Outlook Sync will only install on systems where the user has administrative rights. The user's rights can be changed to install the IceWarp Outlook Sync and then reset to the original rights.
- Assure, you have sufficient disk space (depending on your email box size) – if you are not sure, ask your server administrator what is adequate.

For smooth IceWarp Outlook Sync function, it is necessary users to install every important MS Outlook update offered by Microsoft.

Installation Step-by-Step

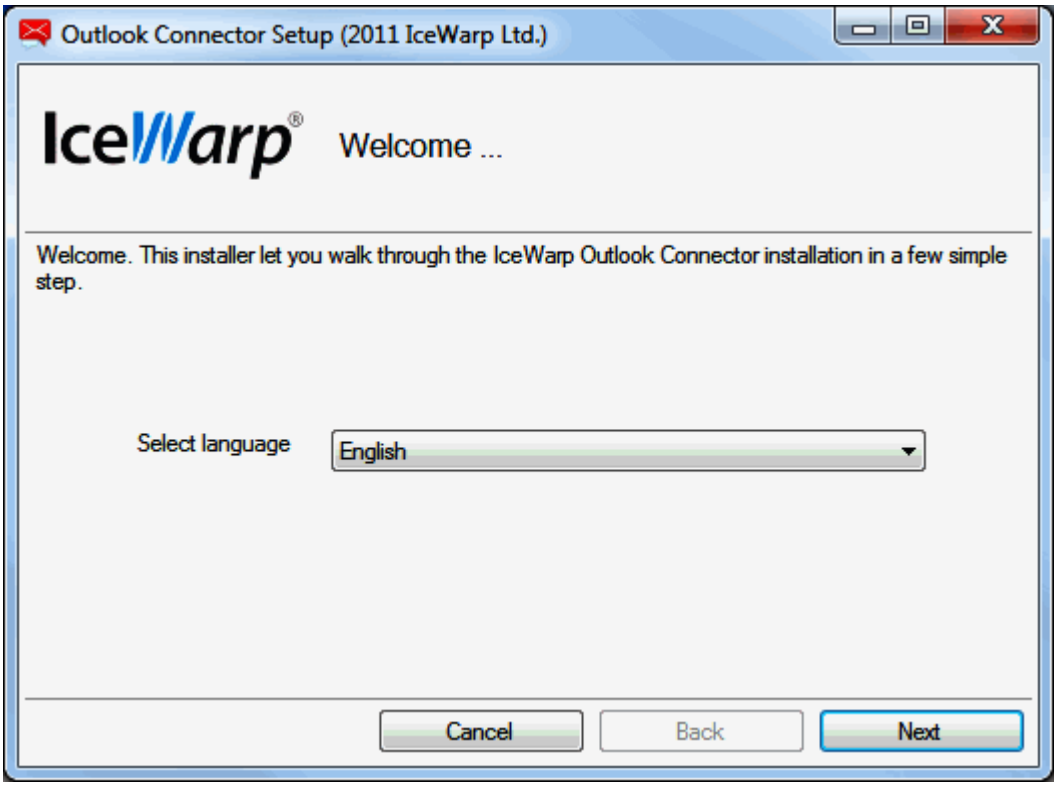
To successfully install IceWarp Outlook Sync, follow these steps:

1. Launch the latest IceWarp Outlook Sync installer. In the case you have any previous version installed, you will be offered to Repair/Uninstall it. Perform uninstallation (wizard will guide you – see the **Uninstallation** (on page 36) chapter) and launch the installer again.

   NOTE: There are two types of installation files available. The **.msi** file and **.exe** one. Use the **.exe** file for usual client-based installations and **.msi** one for mass installations launched from a server.

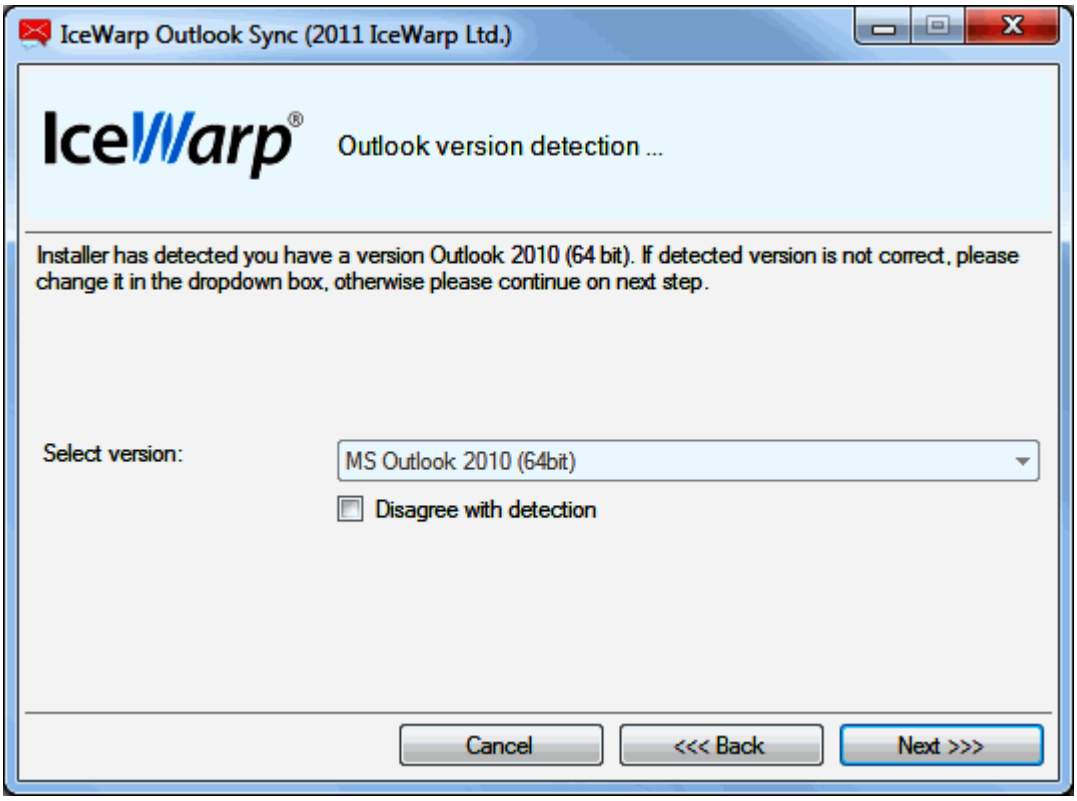
2. On the **Welcome** page, select the installation and IceWarp Outlook Sync language and click the ***Next*** button.

   Figure 1 – Welcome Page



3. On the **License confirmation** page, tick the ***Accept license*** box and click ***Next***.
4. On the **Outlook version detection** page, the installer detects the version of MS Outlook you use. In the case the version is not correct, tick the ***Disagree with detection*** box – this will enable the ***Select version*** list – and select the correct one. Click ***Next***.

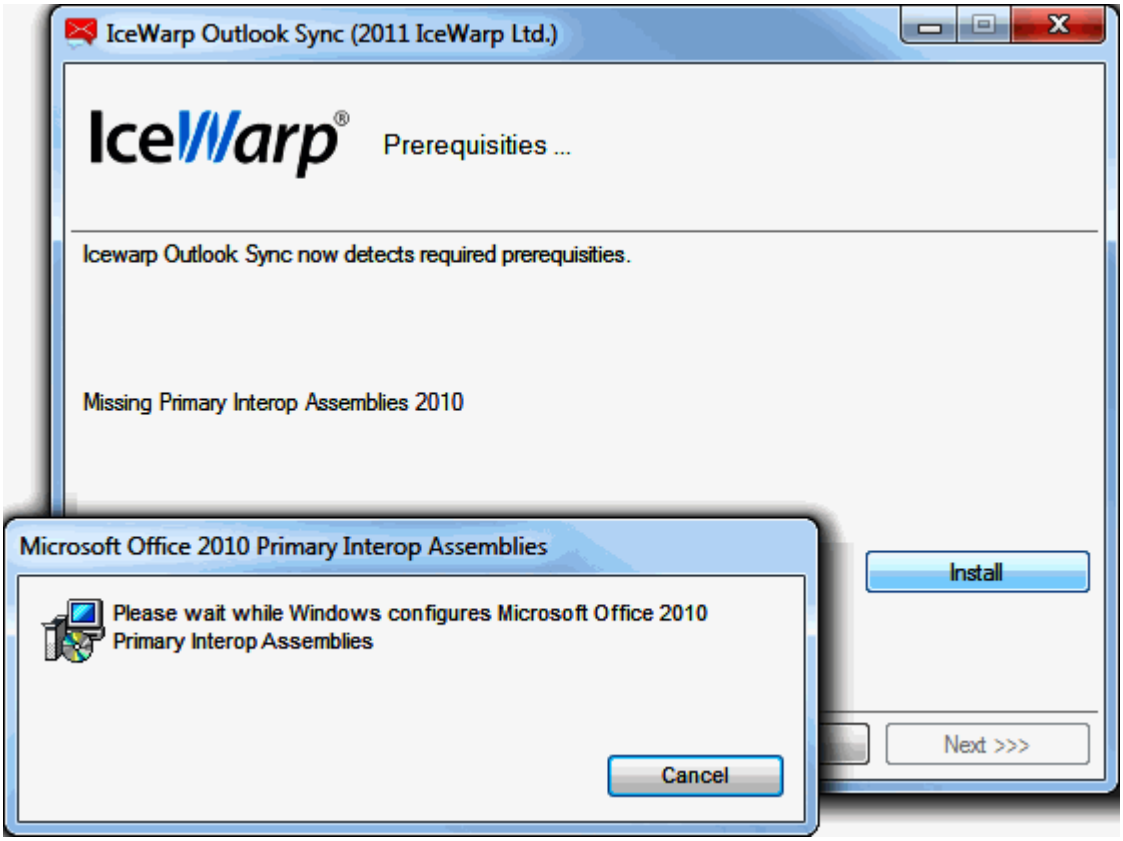
Figure 2 – Outlook Version Detection Page



5. In the case the installer detects any required prerequisites missing, their list is shown on the **Prerequisites** page. Click the ***Install*** button. (Message is shown.)

   These prerequisites are included in the installation package – you do not need to look for them anywhere.

Figure 3 – Prerequisites Page



If you already have all items installed, this page is not shown.

6. On the **Outlook Profile** page, first decide whether you want to create a new profile – the ***Do not create Outlook Profile*** check box.

   Three possibilities come to force:

   - You have a new MS Outlook installation without any profile – do not tick the box.

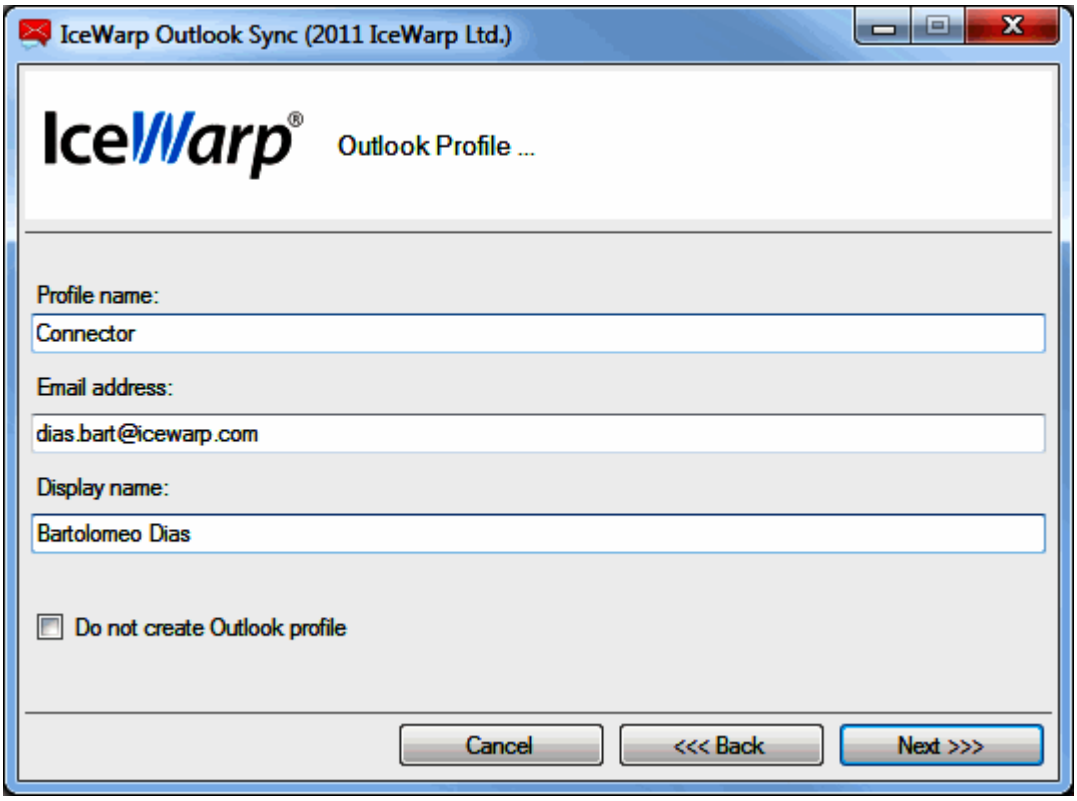
   - You use MS Outlook with a usual email profile (= no profile of any "Connector" or "Sync" type created) – do not tick the box.

   - You have used any previous version of "Connector", have uninstalled it and want to use the existing profile – tick the box.

   In this case, the page fields are disabled and you are directed to the **Select installation folder** page (see step # 8) – after clicking ***Next***.

   Otherwise, fill in the ***Profile name***, your ***Email address*** and ***Display name*** fields. Click ***Next***.

Figure 4 – Outlook Profile Page



7. On the **Incoming server** page, enter your ***Username***, ***Password*** and email server ***Hostname*** (or IP address).

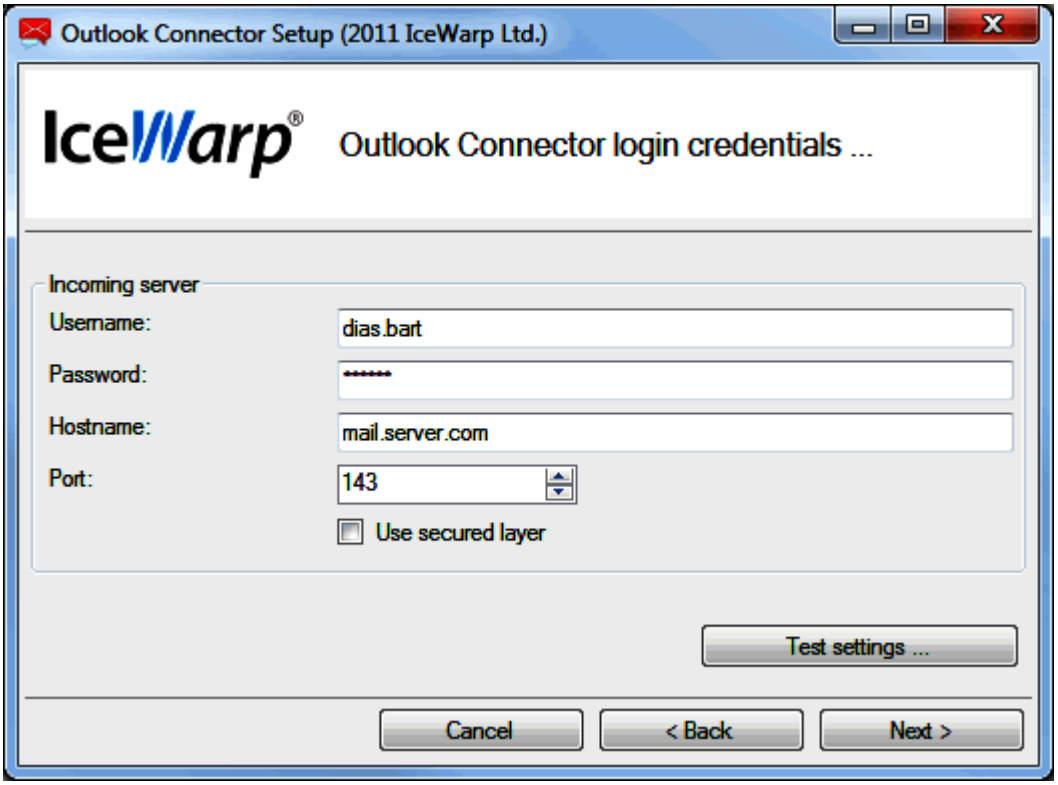
   By default, the ***Port*** number is 143.

   In the case the secured connection is used (https), tick the ***Use secured layer*** box (the ***Port*** number is 993).

   To test the entered values, you can click the ***Test settings*** button. The positive answer is desirable.

   Click ***Next***.

Figure 5 – Incoming Server Page



8. On the **Outgoing server** page, if the same server is used for outgoing emails, tick the ***Same as incoming*** box. For ***Port*** numbers, see lower.

   In the case of a different server, enter your ***Username***, ***Password*** and email server ***Hostname*** (or IP address).

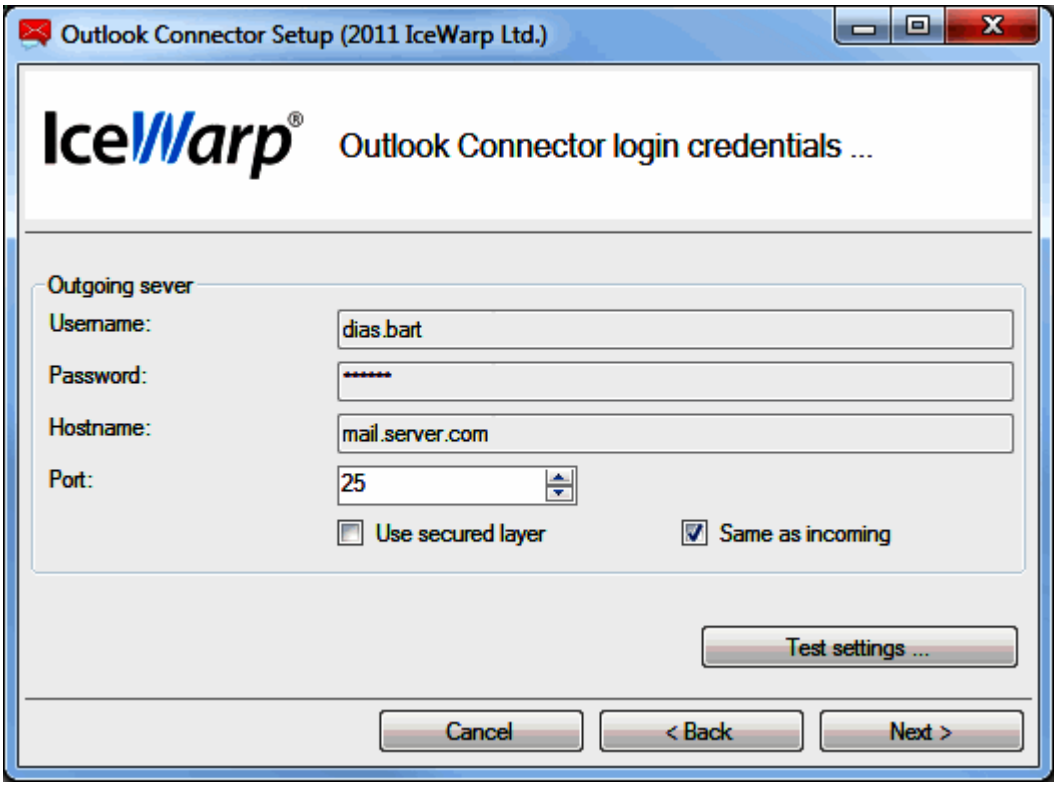
   By default, the ***Port*** number is 25.

   In the case the secured connection is used (https), tick the ***Use secured layer*** box (the ***Port*** number is 465).

   To test the entered values, you can click the ***Test settings*** button. The positive answer is desirable.

   Click ***Next***.

Figure 6 – Outgoing Server Page

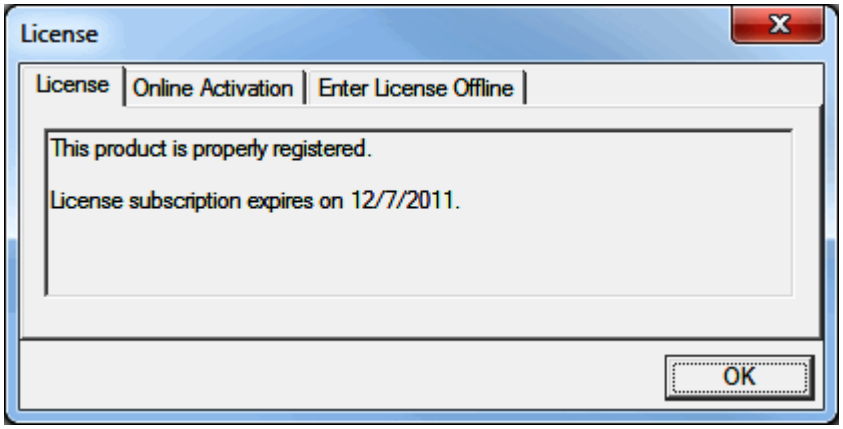


9. On the **Select installation folder** page, the default installation folder is shown. If you want to change it, click the ***Select*** button and browse for the wished location. Click ***Next***.
10. On the **Installation in progress** page, wait for the ***Installation finished*** message and click ***Next***.
11. On the **Installation summary** page, click the ***Finish*** button to complete the installation.

Activation

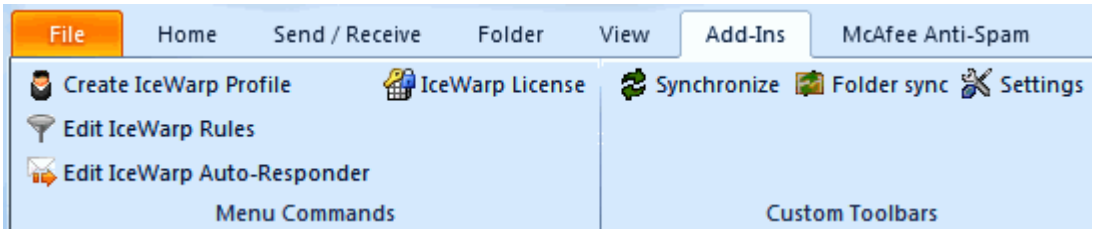
After a successful installation, IceWarp Outlook Sync works in 30 day evaluation mode and will stop working if not activated before the evaluation period expires. To activate your license, have your activation key ready and proceed to the **IceWarp License** (on page 16) chapter for more information.

To check your license validity, select the **Add-Ins** tab **– IceWarp License** button **– License** tab.



IceWarp Options

After a successful installation, a new tab appears in the main menu of MS Outlook. Its name is **Add-Ins**. This is the place where to manage IceWarp Outlook Sync settings.



In This Chapter

Create IceWarp Profile 11
IceWarp License 16
Synchronize 19
Folder Sync 19
Settings 20
Edit Rules for IceWarp Server 26
Edit Responder for IceWarp Server 34

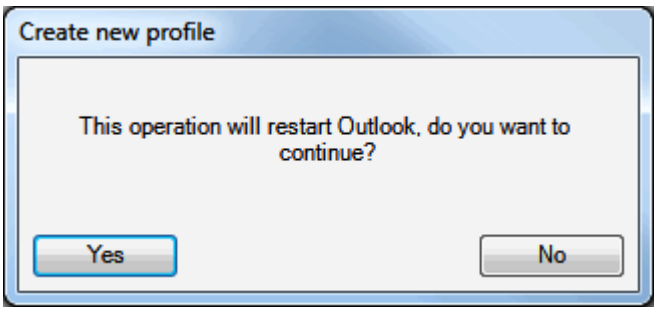
Create IceWarp Profile

Clicking this button allows you to create a new IceWarp IceWarp Outlook Sync profile. This situation can apply in the case two or more users share one computer, one of them has installed IceWarp Outlook Sync and others have their accounts that have not been bound to any "Connector" or "Sync" type profile.

Follow these steps:

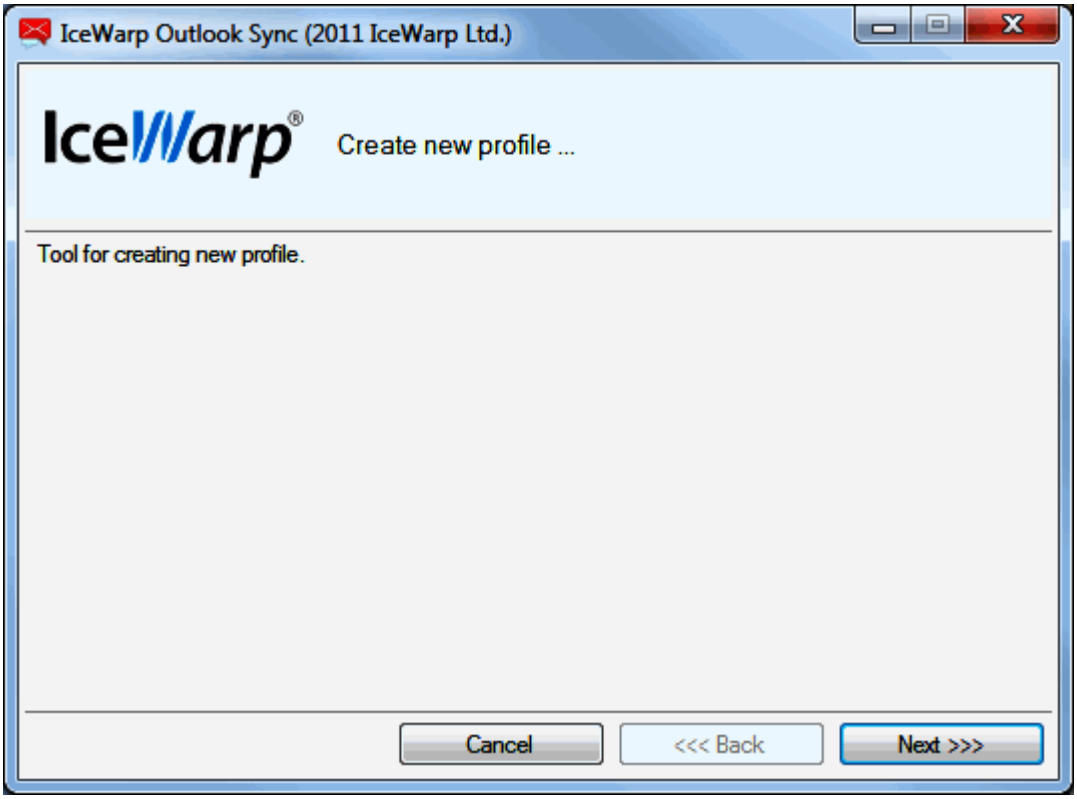
1. Click the button. The **Create new profile** dialog appears. Click the ***Yes*** button.

   Figure 1 – Create New Profile Dialog

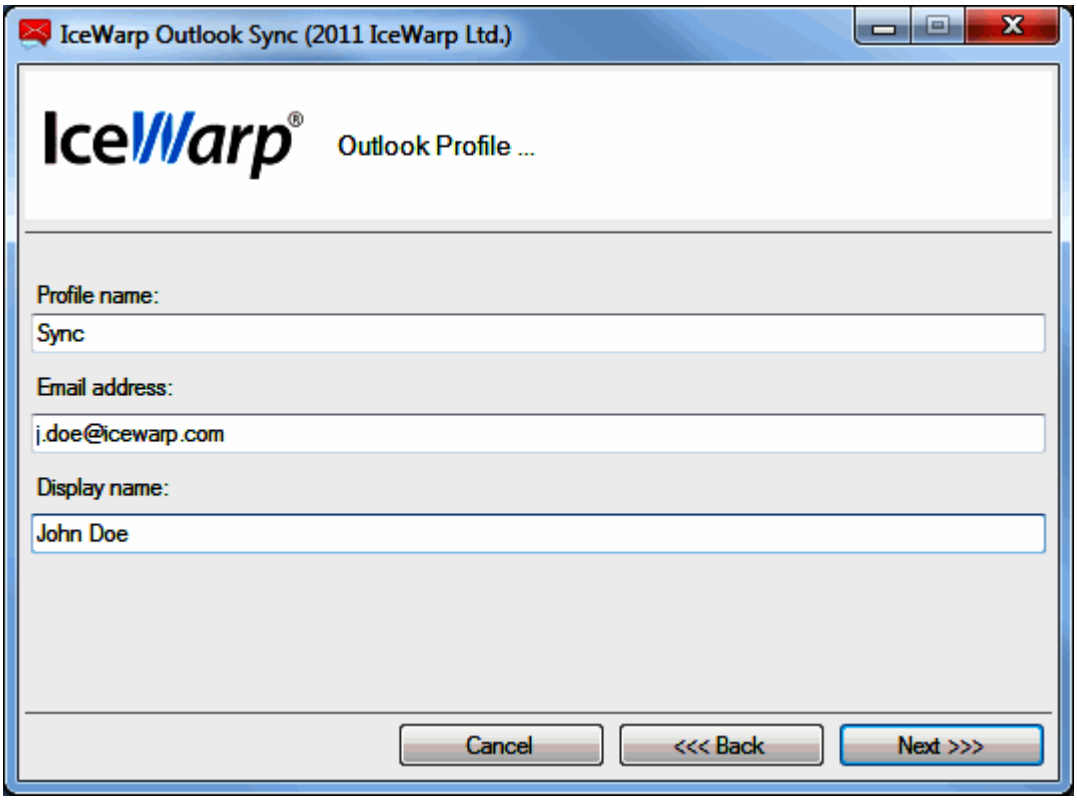
2. On the **Create new profile** page, click the ***Next*** button.

Figure 2 – Create New Profile Page



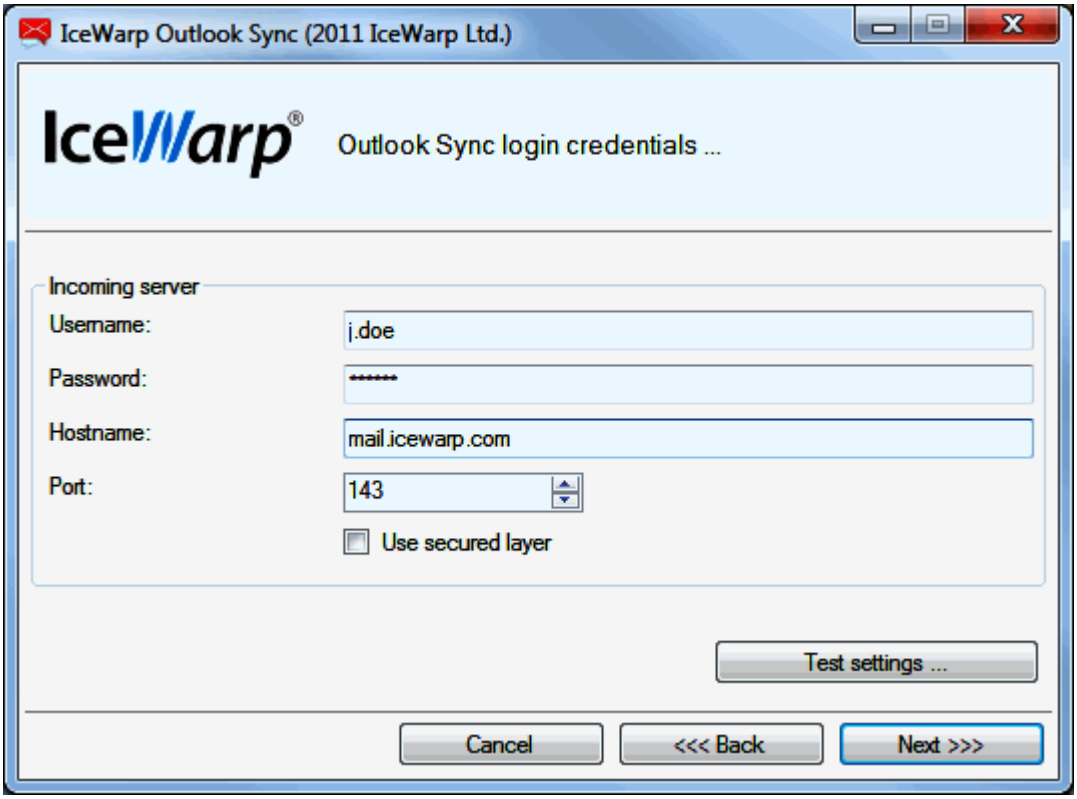
3. On the **Outlook Profile** page, fill in the ***Profile name, Email address*** and ***Display name*** fields. Click the ***Next*** button.

Figure 3 – Outlook Profile Page



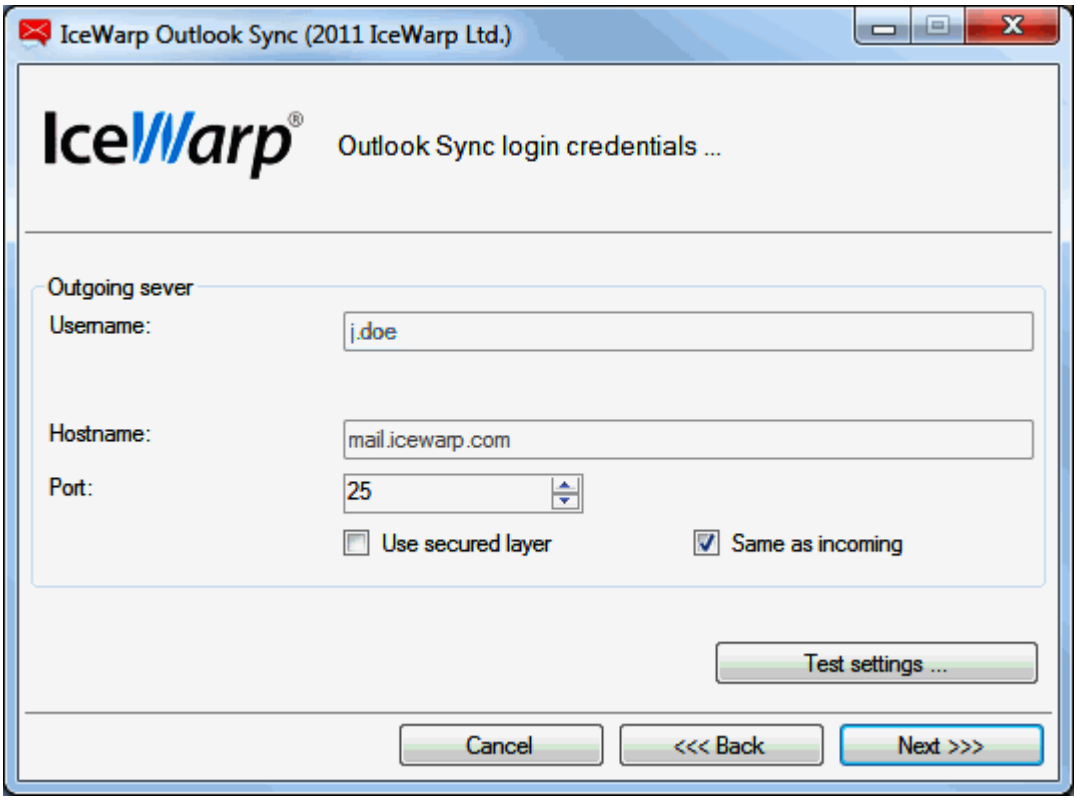
4. On the **Outlook Sync login credentials – Incoming server** page, fill in your ***Username, Password***, server ***Hostname*** and ***Port***. For more information about server settings and the ***Use secured layer*** check box, refer to the **Installation Step-by-Step** (on page 4) chapter – step # 7. Click the ***Next*** button.

Figure 4 – Incoming Server Page



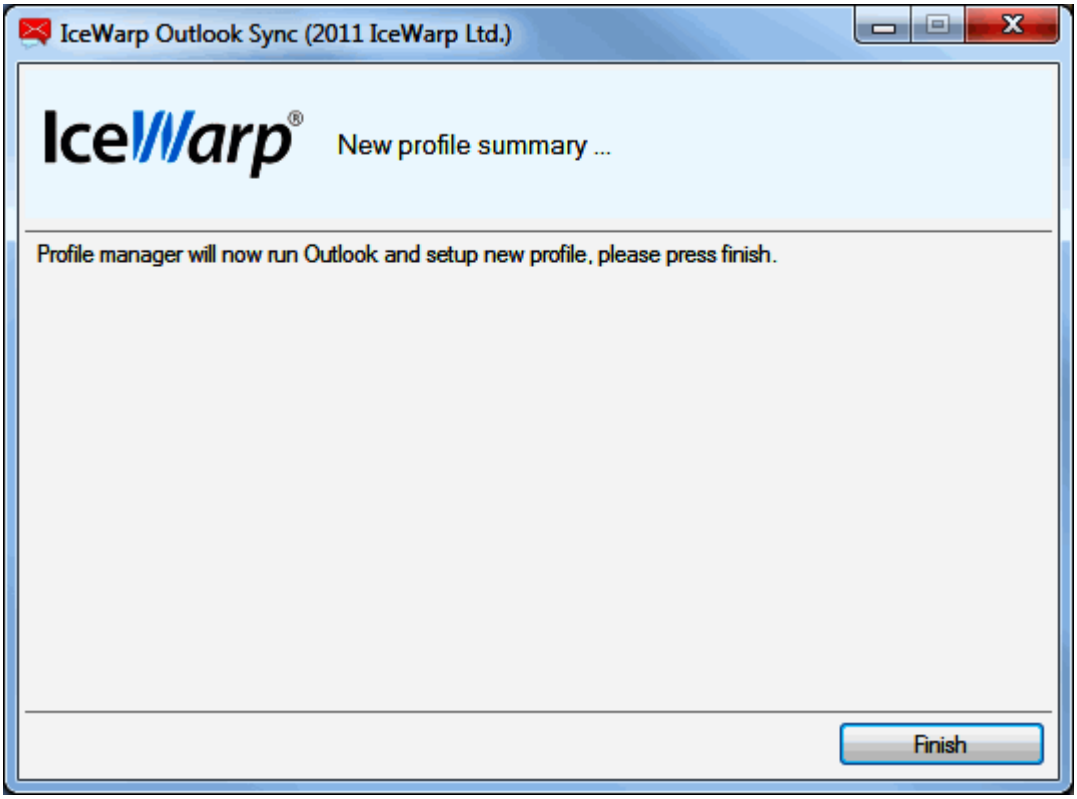
5. On the **Outlook Sync login credentials – Outgoing server** page, tick the ***Same as incoming*** box (if the same server is used for outgoing emails) or fill in your ***Username, Password***, server ***Hostname*** and ***Port***. For more information about server settings and the ***Use secured layer*** check box, refer to the **Installation Step-by-Step** (on page 4) chapter – step # 8. Click the ***Next*** button.

Figure 5 – Outgoing Server Page



6. On the **New profile summary** page, click the ***Finish*** button.

Figure 6 – New Profile Summary Page



IceWarp License

Clicking this button reveals the **License** dialog. On the **License** tab (see the **Activation** (on page 10) chapter), you can check your license validity. If it reads ***License subscription expires on ...*** with some date in near future, you need to activate your license.

Two other tabs let you activate your license either online or offline.

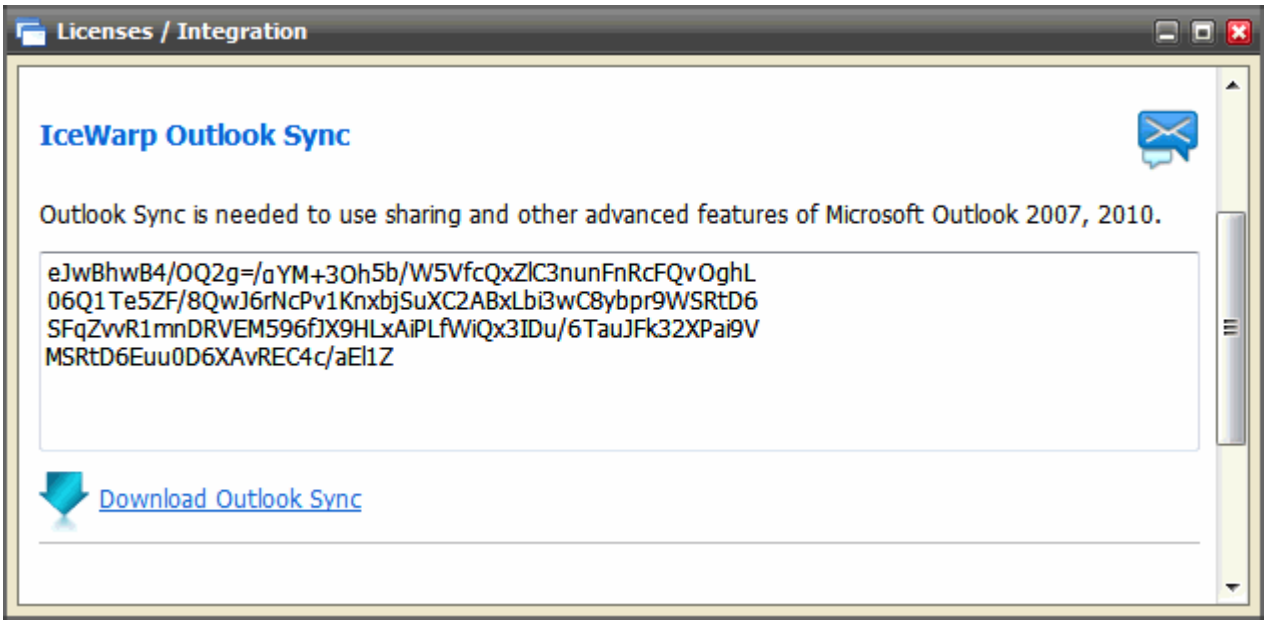
Online Activation

To activate your license online, follow these steps:

1. Obtain your activation key from your administrator.

   Another way is to get it via IceWarp WebClient: From its main menu, select the **Tools – Licenses/Integration** items. In the IceWarp Outlook Sync dialog section, click the ***Show license*** link to get the activation key.

Figure 1 – IceWarp WebClient – Licenses/Integration

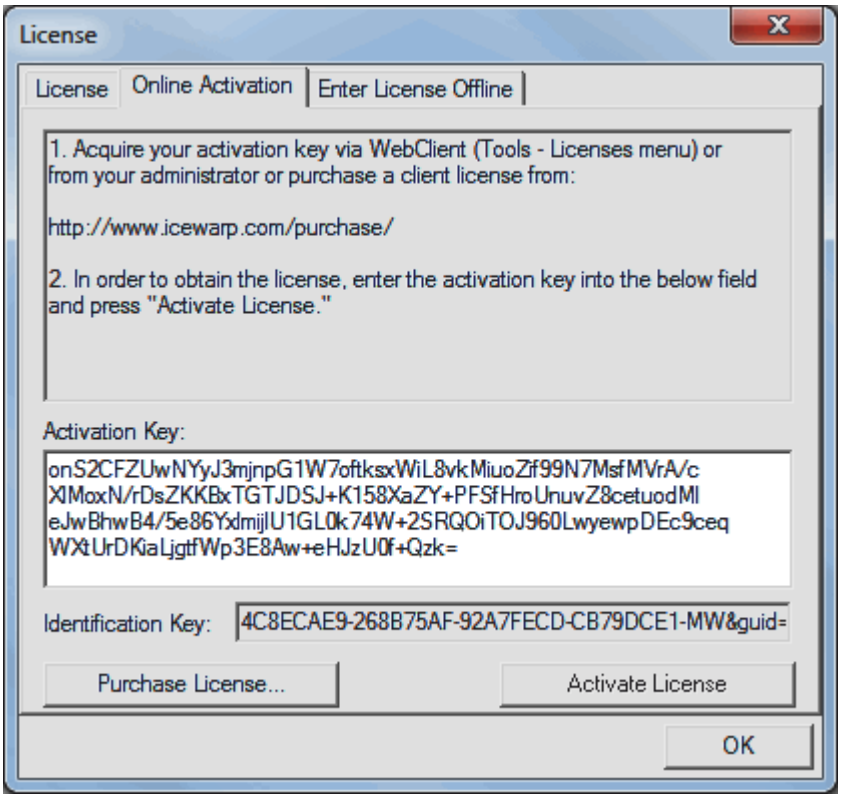


2. In the **License** dialog, select the **Online Activation** tab.

   Copy – paste your activation key into the ***Activation Key*** field.

   Click the **Activate License** button. The button will only be active if you enter a correctly formatted activation key.

Figure 2 – License Dialog – Online Activation Tab



Click ***OK*** to finish activation.

3. An error message is shown in the case the activation failed.

   License registration may fail for the following reasons:

   • The activation key is expired – obtain a new one and repeat the registration.

   • The computer is blocked from accessing the Internet or access to the licensing server is temporarily unavailable.

   • The number of client licenses has been exceeded for your organization. IceWarp licensing servers track how many systems have been activated using a given license. If the number of activated clients exceeds the total for the license, IceWarp Outlook Sync will inform you that additional licenses need to be purchased.

   • If you need to re-install IceWarp Outlook Sync software on a new system due to either hardware failure or system upgrade, contact your support staff to assist you with removing the existing IceWarp Outlook Sync registration, or request a new activation key.

Offline Activation

To activate your license offline, follow these steps:

1. To register IceWarp Outlook Sync off-line (because your computer cannot access the license server), you need to obtain the ***license.xml*** file from IceWarp website.

   Go to http://www.icewarp.com/purchase/, click the ***Lic. Maintenance*** button and in the **Client License Activation** section, click the ***Activate License*** button.

2. Copy the content of the ***Identification Key*** field (**License dialog – Online Activation tab** (see the above figure)) and paste it into the web page field of the same name.

   Copy your activation key and paste it into the ***Activation Key*** web page field.

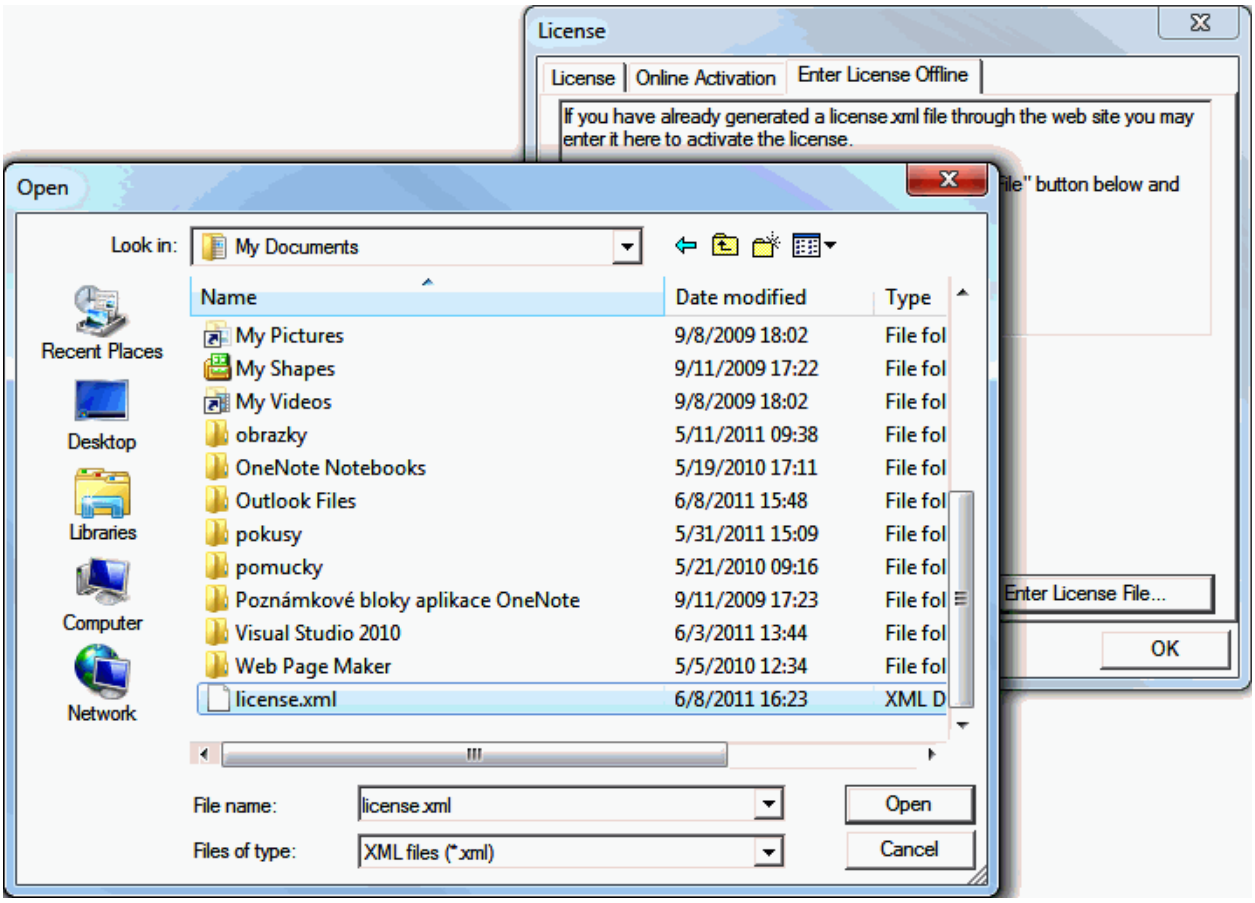
   Click the ***Next*** button.

3. On the next page, click the link to download your **license.xml** file and save it into the wished directory.

4. In the IceWarp Outlook Sync **License** dialog – **Enter License Offline** tab, click the ***Enter License File*** button.

   Browse for the **license.xml** file and click ***Open***.

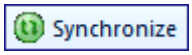
Figure 3 – Entering license.xml File



Click ***OK*** to finish activation.

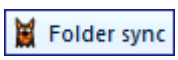
If you are unable to register the IceWarp Outlook Sync, contact your support helpdesk or IT administrator, please.

Synchronize



Click this button to synchronize items in the selected folder immediately.

Folder Sync

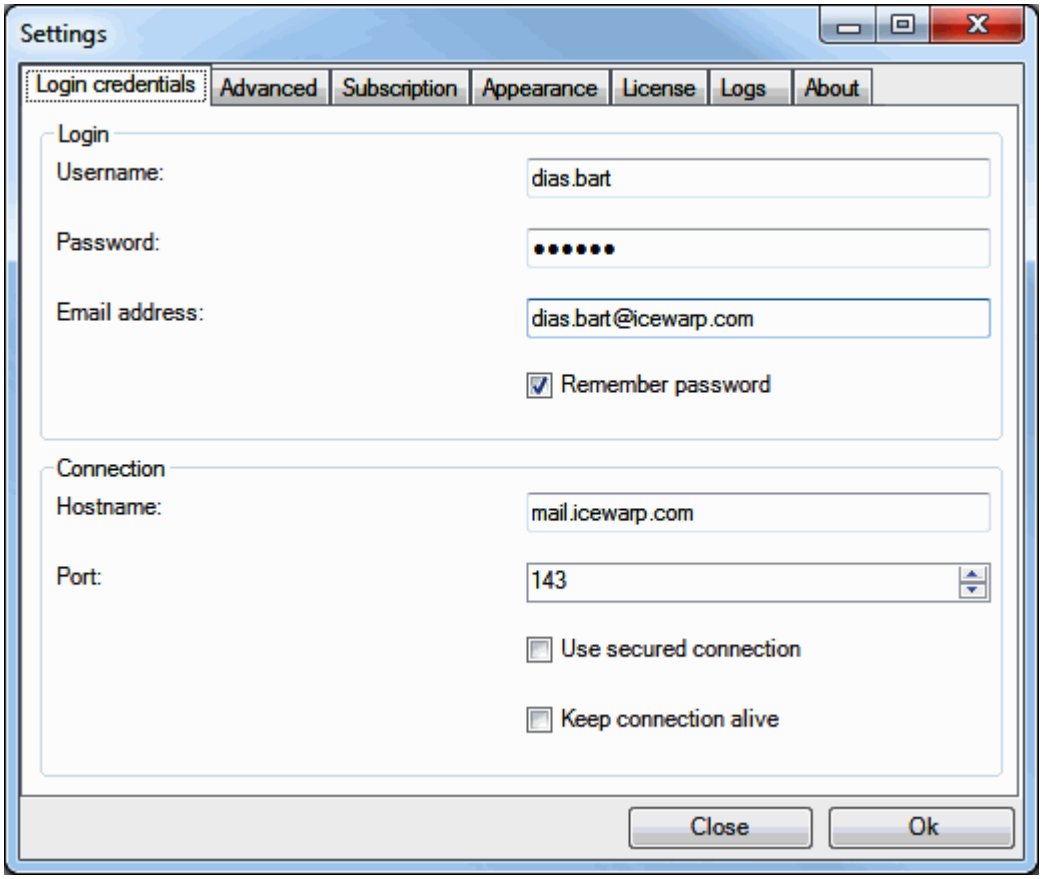


Click the button to synchronize whole folder structure (added or deleted folders) immediately.

Settings

Login Credentials

This tab allows you to manage your login to a server and connection with it.

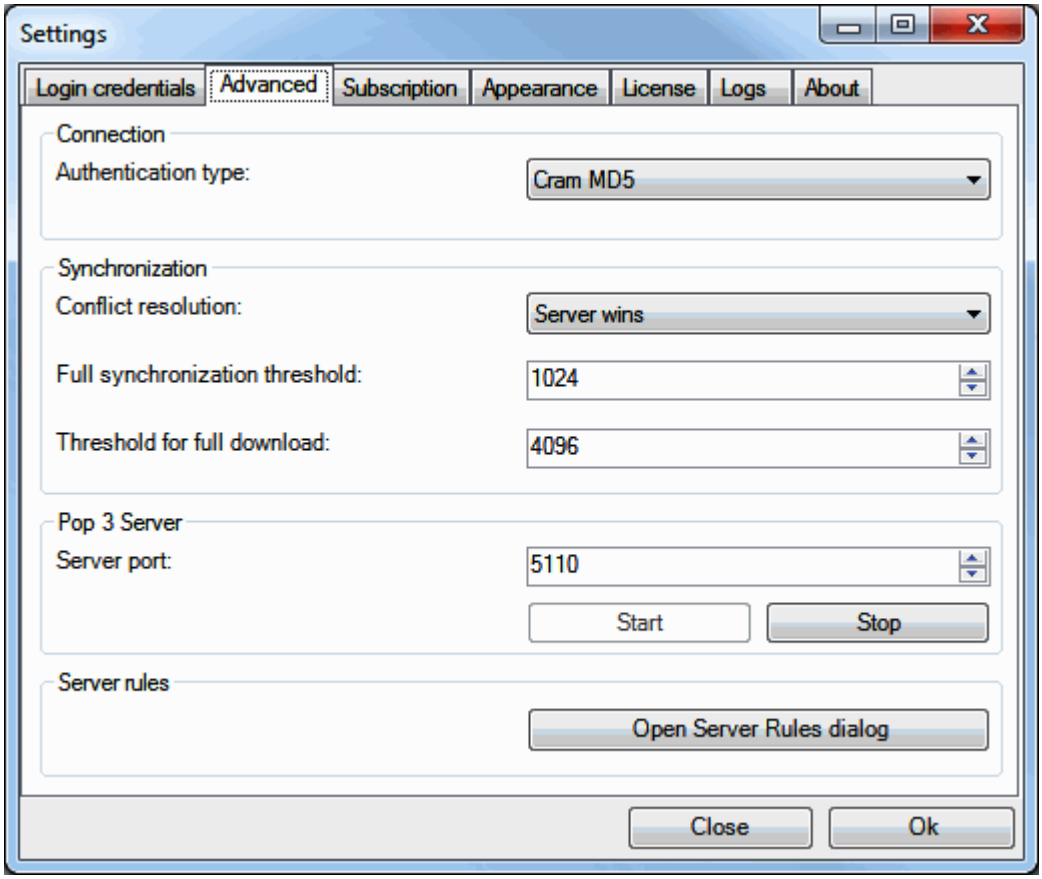


Field	Description
Username	Enter your username for your mail server. It is filled in during installation.
Password	Enter your password for your mail server. It is filled in during installation. If changed after installation, change it also here.
Email address	Enter your email address. It is filled in during installation.
Remember password	Tick the box if you do not want to be asked for your password always when you launch IceWarp Outlook Sync.
Hostname	Enter the hostname of your mail server.
Port	The default port number for IMAP service is 143.
Use secured connection	Tick this box if you use secured connection (https) to your mail server. In this case, the port number selected in the ***Port*** field is different (by default, it is 993).

Keep connection alive	There is defined some timeout (be default, it is 30 minutes). In the case you are inactive during whole this interval, your server terminates connection. Tick this box if you want connection not to be terminated even in the case of longer inactivity.

Advanced

This tab allows you to manage advanced settings. Usually it is not necessary to change default values. If in doubt, consult with your administrator.

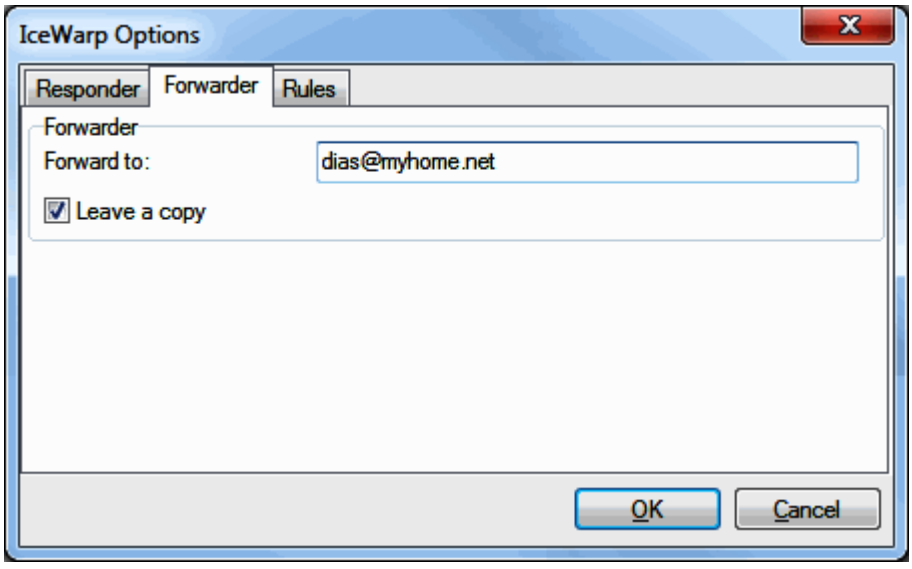


Field	Description
Authentication type	Select authentication type you want to use: ▪ **Cram MD5** – server sends a string, credentials to be encrypted with by a client. Encrypted credentials are sent to the server. It encrypts saved credentials with the same string and compares results. ▪ **Plain** – no encryption (or base64) is used.
Conflict resolution	It is possible to access a server using two (or even more) clients in the same time. When some item (contact, event etc.) is changed from one client, the second one has original data. ▪ **Server wins** – the data on the server are used in the case of conflict.

	▪ **Client wins** – the last data change (using any of clients) wins in the case of conflict.
Full synchronization threshold	Up to this number of emails, full synchronization is performed. When number of emails exceeds this number, synchronization is based on Outlook information about items that need to be synchronized.
Threshold for full download	Up to this number, whole emails are downloaded. When real number of emails exceeds this number, only email headers are downloaded. Whole emails are downloaded in the moment they are clicked (to open them).
Server port	Specify the port POP3 server to listen on.
Start/Stop	Click the buttons to start/stop this POP3 server. Do not do stop the server unless you exactly know what you want to do. For more information about POP3 server, refer to the **Advanced IceWarp Outlook Sync Background** (on page 38) chapter.
Open IW Server Options dialog	Click the button to open this dialog that lets you manage your responder, forwarder and rules.

Forwarder

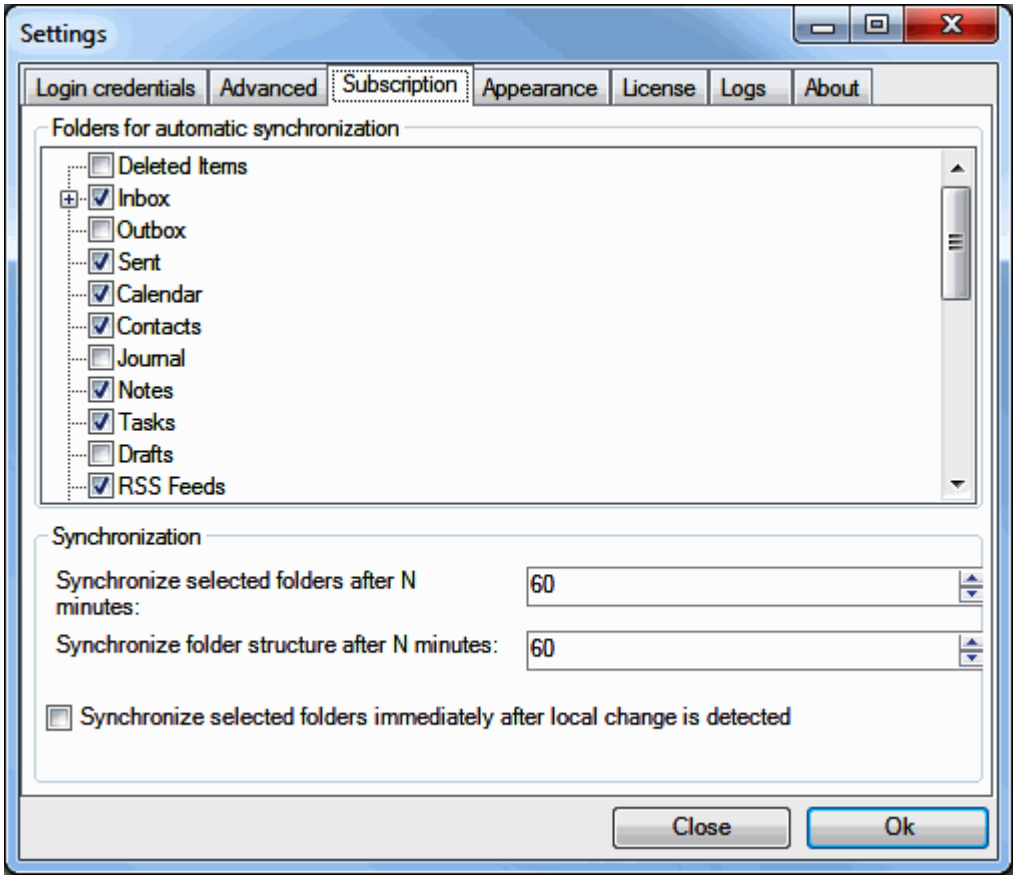
This tab can be accessed when clicking the ***Open IW Server Options dialog*** button. Other tabs of this dialog are described separately. See the **Edit Rules for IceWarp Server** (on page 26) and **Edit Responder for IceWarp Server** (on page 34) chapters.



Field	Description
Forward to	Fill in the email address you want your emails to be forwarded to.
Leave a copy	Tick the box if you want to have a copy of a forwarded message left in your original mail box.

Subscription

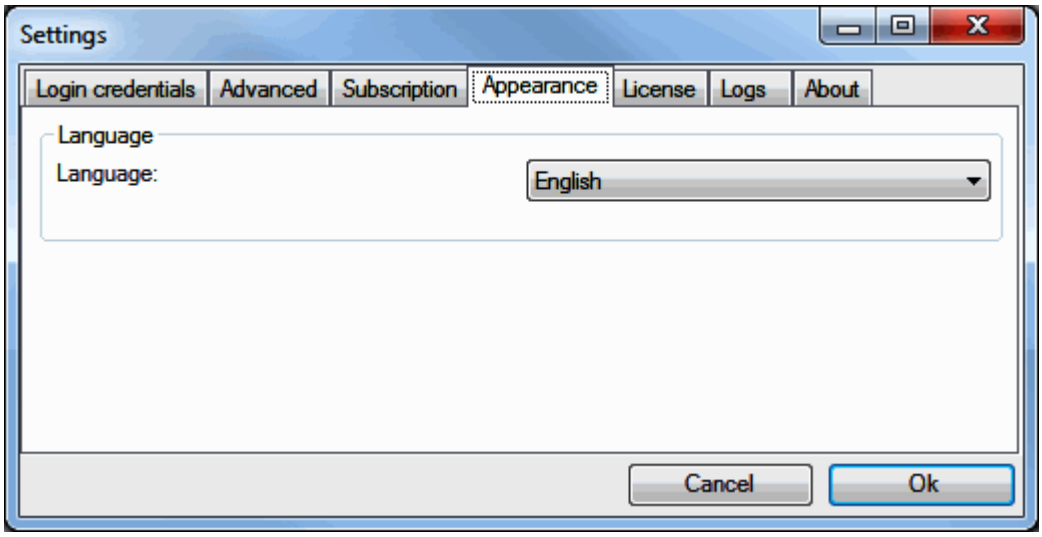
This tab allows you to manage folder synchronization.



Field	Description
Folders for automatic synchronization	Tick folders that you want to have synchronized automatically.
Synchronize selected folders each N minutes	Select time in minutes. Folders will be synchronized in this interval.
Synchronize folder structure after N minutes	Select time in minutes. Folder structure (added or deleted folders) will be synchronized in this interval.
Synchronize selected folders immediately after local change is detected.	Tick the box if you want to have the selected folders synchronized every time you perform any action within them (adding event, editing contact etc.).

Appearance

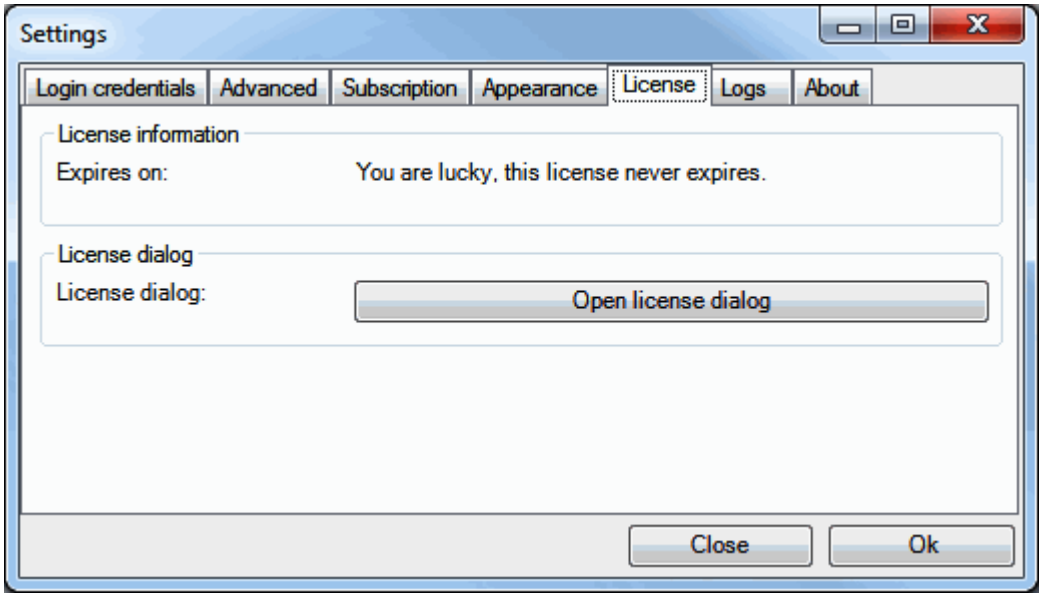
This tab allows you to select the IceWarp Outlook Sync language.



Field	Description
Language	Select a wished language from the list.

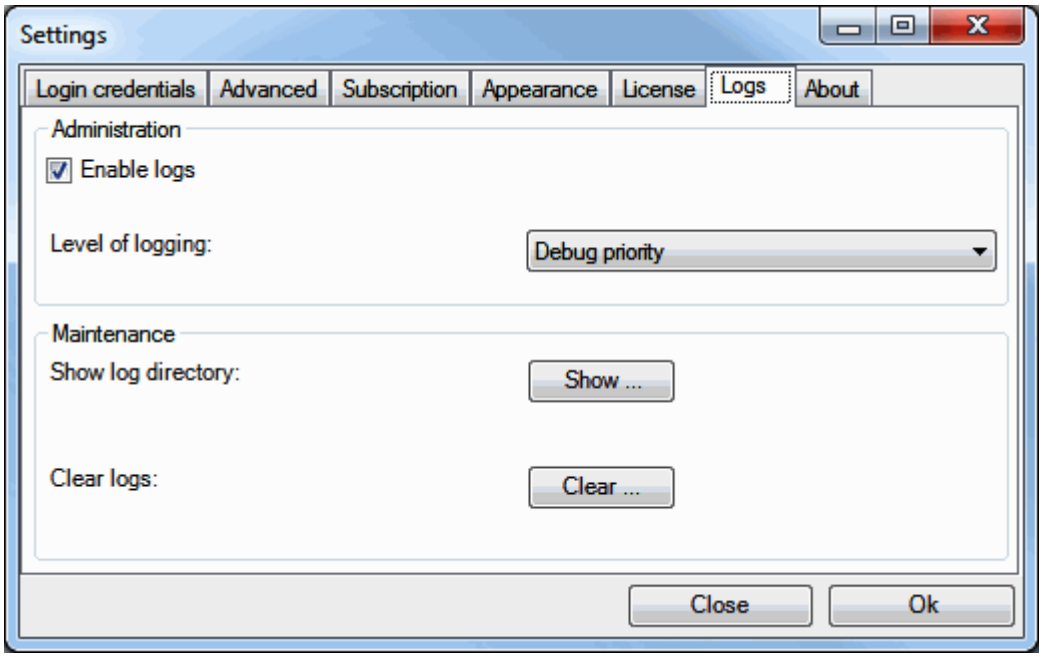
License

This is an alternative way how to manage your license. Clicking the ***Open license dialog*** button reveals this dialog. For details about it, refer to the **Activation** (on page 10) and **IceWarp License** (on page 16) chapters.



Logs

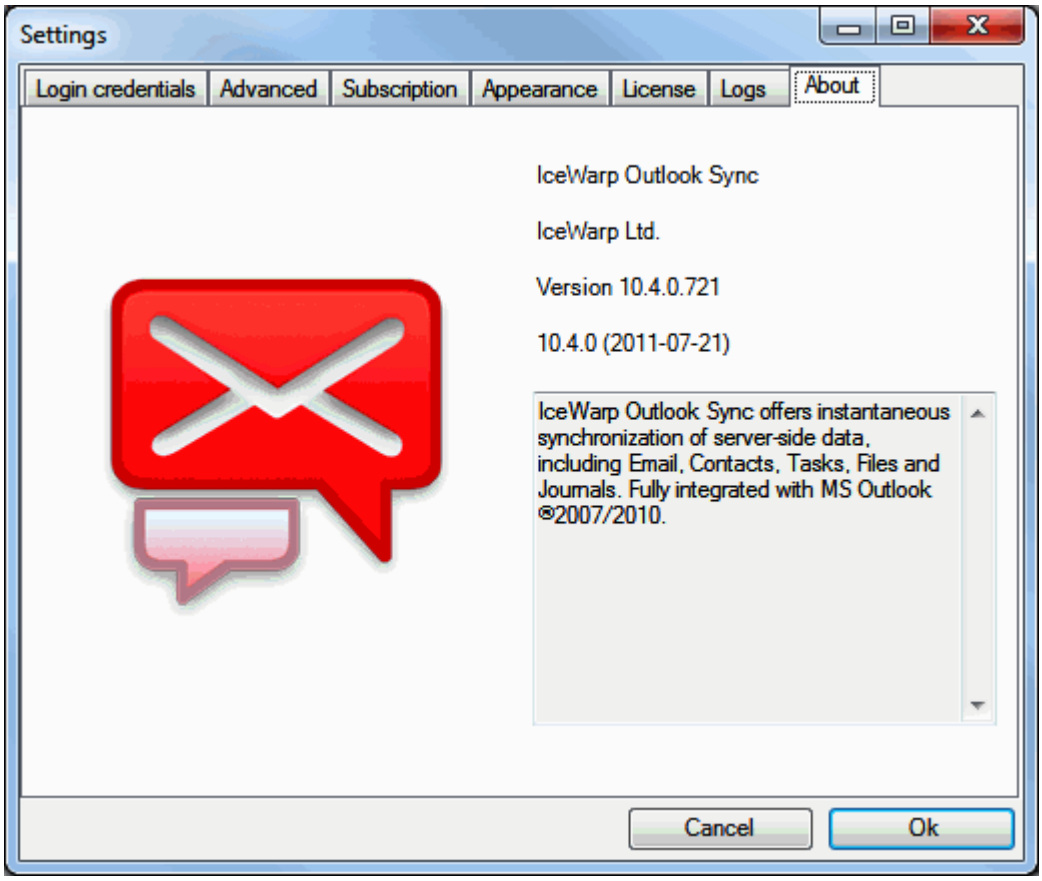
This tab allows you to manage logging.



Field	Description
Enable logs	Tick the box if you want to have logged IceWarp Outlook Sync traffic.
Level of logging	In the case IceWarp Outlook Sync works without problems, do not change the default setting. Otherwise, ask your administrator what level to set. In this case, do not use the ***Clear*** button.
Show log directory	Click the button to open a directory with log files. Here you can find daily files with traffic logs. E. g. **07-26-2011.txt**
Clear logs	Click the button to delete content of the current day log file.

About

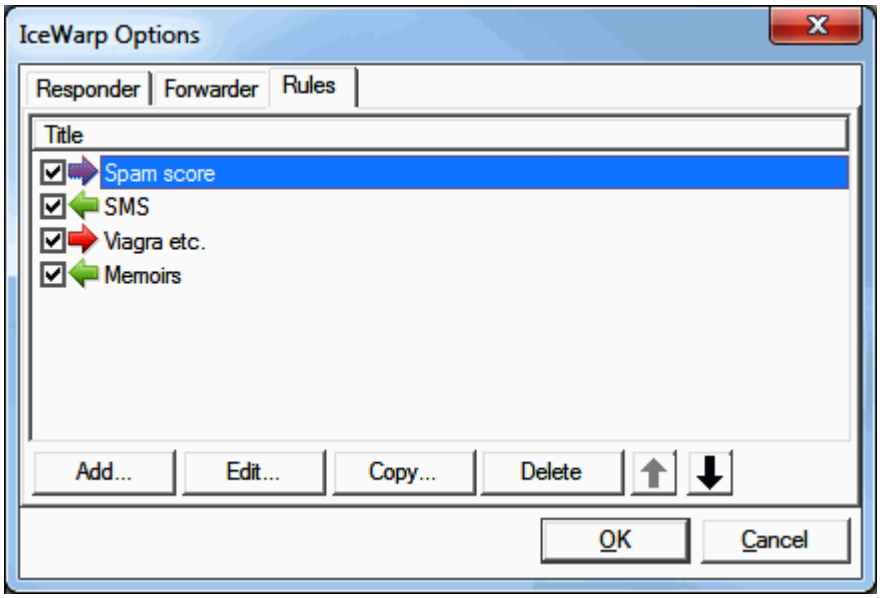
This tab informs you about IceWarp Outlook Sync itself and its version.



Edit Rules for IceWarp Server

Click the button to open the **IceWarp Options** dialog – **Rules** tab.

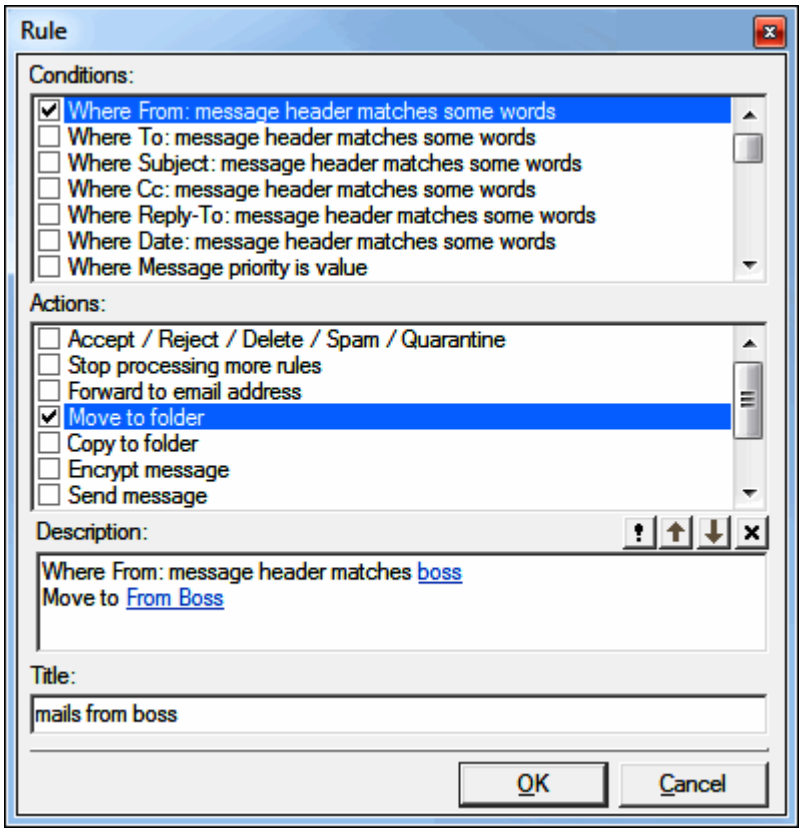
Figure 1 – IceWarp Options Dialog



These rules can help you to catch spam and viruses as well as to sort messages and direct them to wished folders.

Field	Description
Check boxes	Tick the box(es) next to the rule(s) that you want to have active.
Add	Click the button to add a new rule. The **Rule** dialog opens.
Edit	Click the button to modify an existing rule. The **Rule** dialog opens.
Delete	Click the button to delete the selected rule. Multiple rules can be selected for deletion by holding the ***Ctrl*** key and clicking multiple rules. A range of rules can be selected by clicking the first rule of the range and then clicking the last one while holding down the ***Shift*** key.
Up/down arrows	Click the appropriate arrow to move the selected rule up or down. Order of rules in the list affects the order how they are performed.

Figure 2 – Rule Dialog

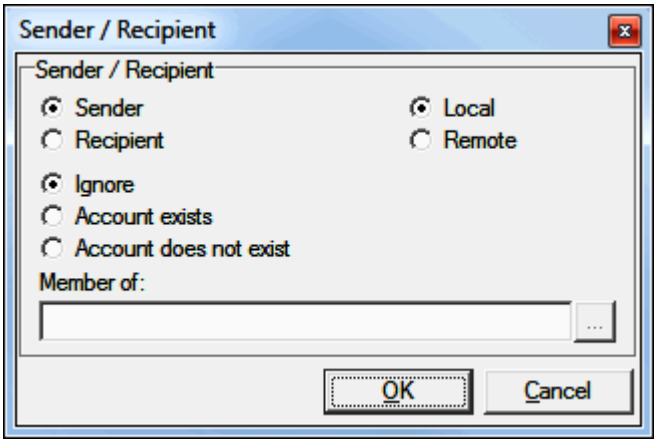


Field	Description
Conditions	In this area, you can select the properties of the message that you wish to perform some test on. ▪ Multiple conditions can be tested by ticking multiple boxes. ▪ The same condition can be added multiple times by double clicking the condition when it is checked.
Actions	In this area, you select the action(s) that you want to perform on the message if the rule evaluates as true. ▪ Multiple actions can be selected by ticking multiple boxes.
Logic buttons	The buttons below the Actions block are used to add logic to the rule ▪ The exclamation mark will negate (NOT) the condition you are currently modifying. ▪ The up and down arrows will move the conditions up and down within the rule. ▪ The X button will delete the current condition. We recommend experimentation with these buttons to familiarize yourself with their function.
Description	This will show the rule you are building or modifying and will change dynamically as you select or de-select conditions and actions.

	NOTE: Areas of the rules that can be modified are highlighted in this block and clicking them opens a further dialog box to allow you to define your test.
Title	The name of the rule – for identification purposes.

The following table details individual conditions and actions.

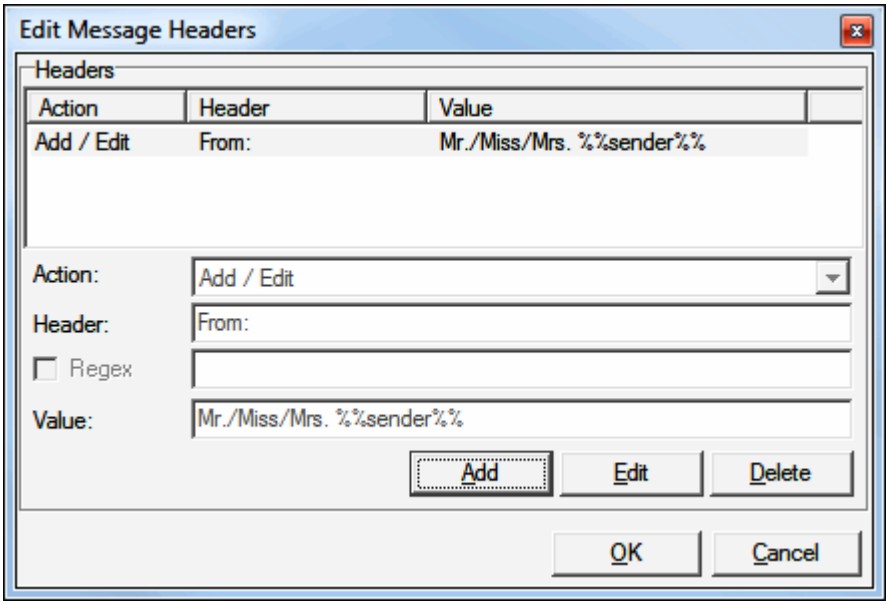
Condition	Description
Where From: message header matches some words	Checks the ***From:*** header for a string condition. In the rule description, click the **some words** link to create the string condition (explained below).
Where To: message header matches some words	Checks the ***To:*** header for a string condition. In the rule description, click the **some words** link to create the string condition (explained below).
Where Subject: message header matches some words	Checks the ***Subject:*** header for a string condition. In the rule description, click the **some words** link to create the string condition (explained below).
Where Cc: message header matches some words	Checks the ***Cc:*** header for a string condition. In the rule description, click the **some words** link to create the string condition (explained below).
Where Reply-To: message header matches some words	Checks the ***Reply-To:*** header for a string condition. In the rule description, click the **some words** link to create the string condition (explained below).
Where Date: message header matches some words	Checks the ***Date:*** header for a string condition. In the rule description, click the **some words** link to create the string condition (explained below).
Where Message priority is value	Checks the priority of a message. In the rule description, click the **Normal** link to select a priority.
Where Message is spam	Checks if the message has been marked as spam.
Where Message is size	Checks the message size. Click the ***0 kB*** link to select the message size criteria. Select ***Greater*** or ***Lower*** and specify its size (in kB).
Where Message body matches some words	Checks the message body for a string condition. In the rule description, click the **some words** link to create the string condition (explained below).
Where Custom message header matches some words	Checks the ***Custom*** message header for a string condition. In the rule description, click the **some words** link to create the string condition (explained below). NOTE: This rule has an unusual format for the string condition! Format: ***<header>:<string condition>*** where ***<header>*** is the name of your custom header ***<string condition>*** is the string condition to test for. Example:

	MyHeader:jim;bob;john Would check the "MyHeader" header for any of the strings "jim", "bob" or "john".
Where Any message header matches some words	Checks all headers for a string condition. In the rule description, click the **some words** link to create the string condition (explained below).
Where Attachment name matches some words	Checks the attachment name for a string condition. In the rule description, click the **some words** link to create the string condition (explained below).
Where message contains attachment	Checks whether the message has an attachment.
Where Sender matches some words	Checks the sender for a string condition. In the rule description, click the **some words** link to create the string condition (explained below).
Where Recipient matches some words	Checks the recipient for a string condition. In the rule description, click the **some words** link to create the string condition (explained below).
Where sender/recipient is local/remote	Checks the location of the sender or recipient. In the rule description click on **local/remote** to open the following dialog: **Figure 3 – Sender/Recipient Dialog**  **Sender / Recipient** Select whether you want to check the the sender or recipient address. **Local / Remote** Select whether you want whether the chosen address is a local account or a remote one. **Ignore / Account exists / Account does not exist** Select whether you want to check whether the account exists, does not exist, or ignore this check. Only available for local accounts. **Member of:** Checks whether the account belongs to a particular domain, group, mailing list etc. Press the '...' button to open the **Select Item** dialog.

	Only available for local accounts that you check the existence or non-existence of.
Where Sender's IP address matches some words	Checks the remote IP address for a string condition. In the rule description, click the **some words** link to create the string condition (explained below).
Where rDNS (PTR) matches some words	Checks the rDNS (PTR) record for a string condition. In the rule description, click the **some words** link to create the string condition (explained below).
Where Sender's IP address is trusted	Checks whether the Senders IP address is in the trusted list.
Where Spam score is value	In the rule description, click the **0.0** link to define a greater than or less than value to check the spam score against.
Where SMTP AUTH	Checks whether this message was delivered using an SMTP authorized connection.
Where Local time meets criteria	Checks whether a message meets time criteria defined in the **Time Criteria** dialog.
All messages	A special condition that evaluates TRUE for all messages – use with care!

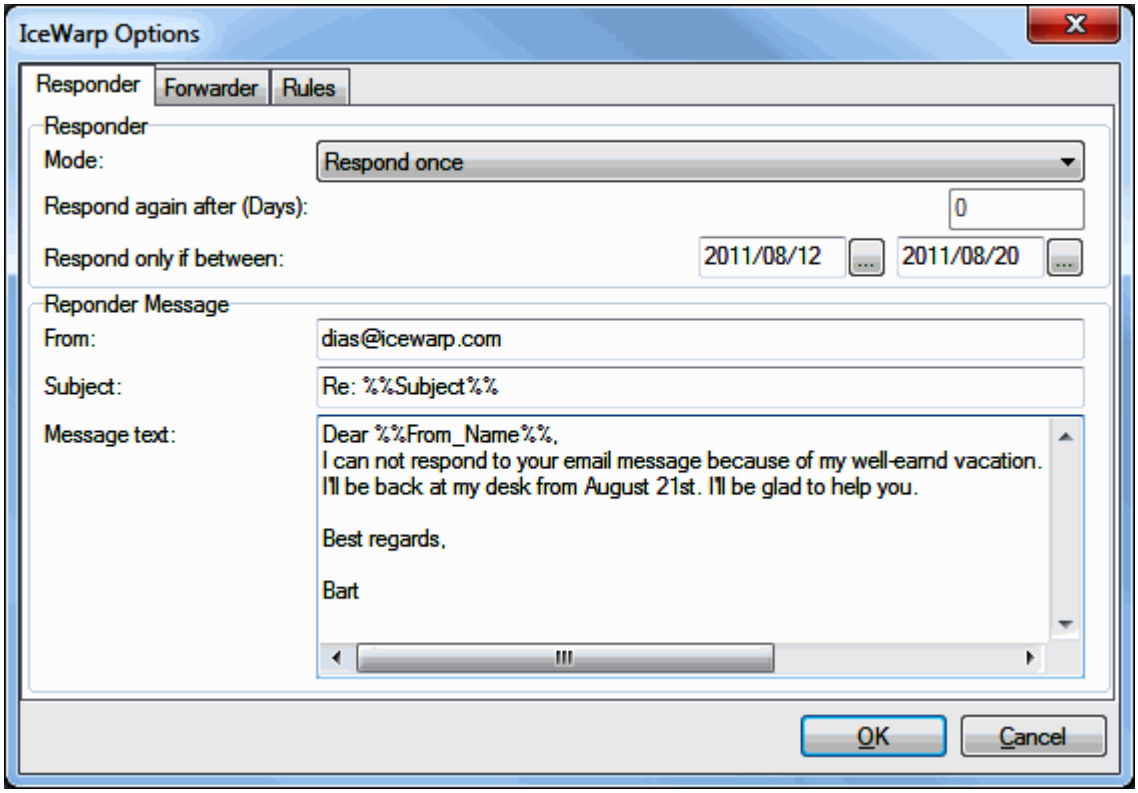
String Testing	**Description**
	Clicking the **some words** link (in a new condition) or the string itself (in a condition already defined) will open the **String Condition** dialog box. There are four options available in the dialog: The ***Function*** drop-down box offers six options for the string test, the option chosen effects the content required in the **String** text-box
Contains list of strings (semi-colon separated)	Populate the **String** box with a list of strings to test for. Separate items using semicolons.
Matches (RegEx)	Populate the **String** box with a regular expression.
Starts with	Looks for the string specified in the **String** box at the start of the tested condition.
Ends with	Looks for the string specified in the **String** box at the end of the tested condition.
Equals	Tests whether the tested condition is ***exactly*** equal to the string specified in the **String** box.
Contains a value from a file or pattern	The **String** box should contain the path to a text file containing a list of strings you wish to test for. Press the "..." button to open a file dialog to navigate to a file where you can specify strings, one per line.
Match case	Check this box to take string case into account.
Match whole word only	Check this box to perform a standard "whole word" check against the string.
Actions	**Description**
	The following actions are available when a condition is evaluated TRUE. Multiple actions can be selected by checking multiple boxes. Selecting an action will add the action to the ***Description*** area. For some actions you can click

	the text in the description to define the action further. Details follow:
Reject/Accept/Delete/ Spam/Quarantine	Adds an action to reject (default) the message. Click the **Reject** link in the ***Description*** area to select ***Reject, Accept, Delete*** or mark the message as ***Spam***.
Stop processing more rules	Stops any further rules from being processed, if the rule connected with this action is evaluated as TRUE.
Forward to email address	Forwards the message to an email address. Click the email address link in the ***Description*** area to specify the email address. You can also send an instant message or an sms using this option: sms – use sms:<number> e.g. sms:0123456789 IM – use xmpp:<jabberid> e.g. bruce@icewarpdemo.com
Move to folder	Moves the message to a folder. Click the **folder** link in the ***Description*** area to select the folder to move to. Although the INBOX folder may be shown in the folder tree, there is little point selecting this folder as this is the default folder that messages will come in to. You can have email delivered to a specific mailbox folder by specifying ***%%Extension%%*** as the folder name. When this is specified IceWarp Server will look for a folder name within the email address and store the message to that folder if it exists. Example: A message sent to ***john:%%Important%%@icewarpdemo.com*** will be stored in the ***Important*** folder. Note the colon used to separate the user's alias from the folder name.
Copy to folder	Copy the message to a folder. Click the **folder** link in the ***Description*** area to select the folder to copy to. NOTE: Although the INBOX folder may be shown in the folder tree, there is little point selecting this folder as this is the default folder that messages will come in to.
Encrypt message	Check this option to have the message encrypted. NOTE: For this option to work there must be a copy of the user's public certificate located in a file called cert.pem in the user's mailbox folder. The message will be encrypted using this certificate and then can only be decrypted by the user using his private key in his email client.
Send message	Sends a message. Click the **message** link in the ***Description*** area to open a dialog to define the message. You can define ***To, From*** and ***Subject*** fields, the message text (or a file to retrieve the text from), the type of message (text, HTML, or message with an attachment) and whether the message is email, an instant message, or both.
Edit message header	Select this option to add, edit or delete a message header. Click the ***header*** link to open the **Edit Message Headers** dialog.

	Figure 4 – Edit Message Header Dialog  Click ***Add*** to add a new rule. Select an already defined rule and click ***Edit*** or ***Delete*** to modify or remove a rule. In the ***Action*** drop-down you should select whether this rule will add/edit a header or delete it. In the ***Header*** field you should specify the header you want to change/add – remember that the last header name character have to be a colon. You can also add your own named headers e.g. ***MyHeader:*** The first rule shown in the screenshot above modifies the From header - it adds the string "[URGENT]" to the begining of the header. Note the use of the IceWarp Server system variable ***%%from%%*** here, which is the value of the original From header. Any system variable can be used. The second rule simply deletes the ***From*** header.
Set message priority to value	Select this option to have the priority of the message changed. Click the ***Normal*** link to select the priority to be assigned.
Set message flags	Select this option to set a message flag. Click the ***flags*** to set the flag(s) you wish.

Edit Responder for IceWarp Server

Click this button to open the **IceWarp Options** dialog – **Responder** tab. Here you can set how email messages will be replied during your absence.



Field	Description
Mode	Select one of modes: ▪ **Disabled** – use this mode when you are at your desk – hard-working – or you do not want emails to be responded. ▪ **Respond always** – select this mode if you want every email message to be responded. ▪ **Respond once** – select this mode if you want every sender (email address) to be responded only once. ▪ **Respond again after a period** – select this mode if you want a response to the same sender to be sent after a period specified in the ***Respond again after (Days)*** field.
Respond again after (Days)	Select the ***Respond again after a period*** mode and fill in the appropriate period to this field. The message defined here will be sent to the same sender after this period. (Provided that this sender will send a new email.)
Respond only if between	Use the "..." buttons to specify a period when the message will be sent.

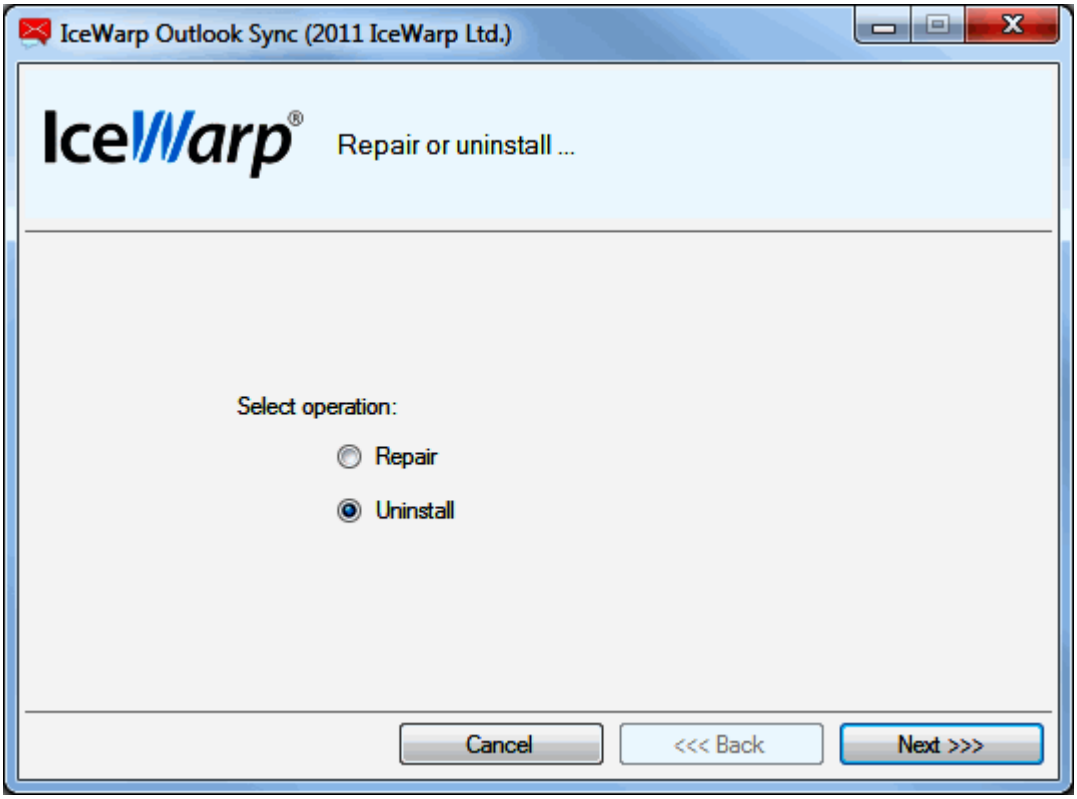
From	Fill in your email address.
Subject	Specify a response subject. It is possible to use the ***%%Subject%%*** variable. This will copy the original subject. See the figure above.
Message text	Word your response here. It is possible to use server variables within the message text. E. g. the ***%%From_Name%%*** one will copy the sender's name (see the figure above).

Uninstallation

To uninstall IceWarp Outlook Sync, follow these steps:

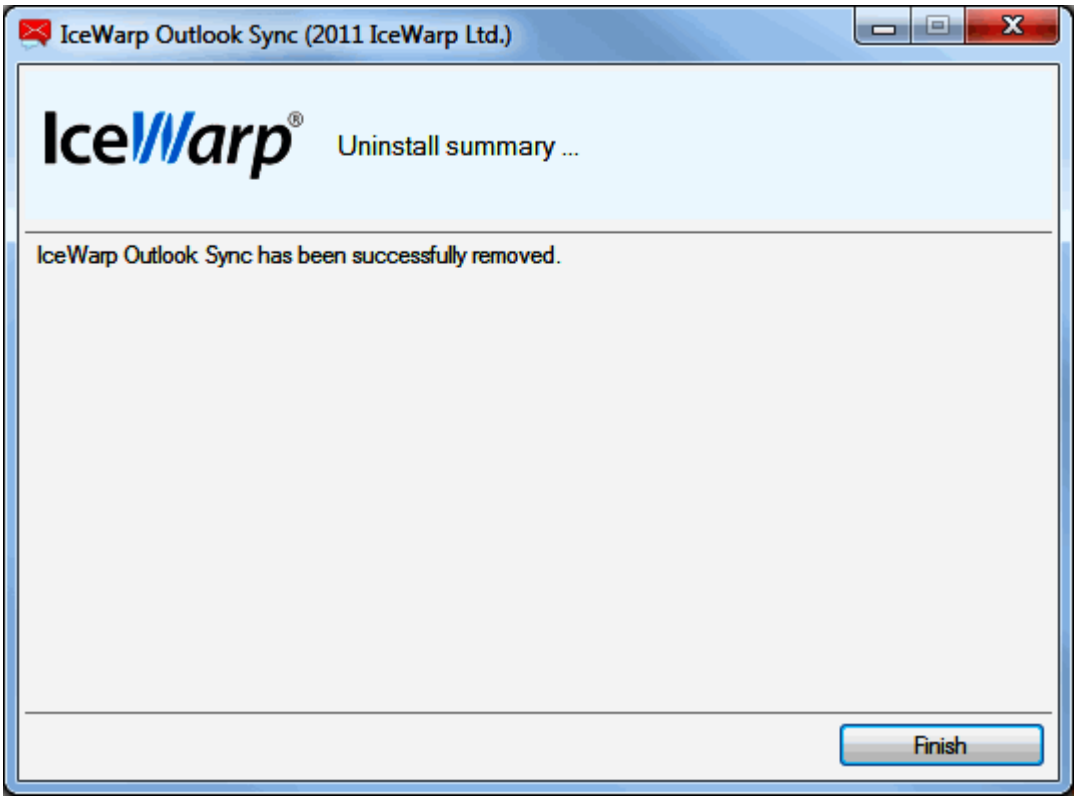
1. If running, close MS Outlook and launch the IceWarp Outlook Sync installer. It will detect IceWarp Outlook Sync is installed and switch to the uninstallation mode.
2. On the **Repair or uninstall** screen, select the ***Uninstall*** option and click the ***Next*** button.

   Figure 1 – Repair or Uninstall Screen



3. On the **Uninstall summary** screen, review an uninstallation message and click the ***Finish*** button to close the wizard.

Figure 2 – Uninstall Summary Screen



Advanced IceWarp Outlook Sync Background

IceWarp Outlook Sync is based on a classical POP3/SMTP account. The SMTP account is set to use an existing IceWarp Server, whilst the POP3 account is set to be inactive. Therefore IceWarp Outlook Sync does not deal with sending emails at all. So digital signatures, encoding, invitation sending etc. are handled by MS Outlook itself.

POP3 server is set to 127.0.0.1, port of 5110. IceWarp Outlook Sync listens on this port and simulates zero activity here. MS Outlook connects to this port from time to time and asks for new emails. IceWarp Outlook Sync always answers that there are not any new emails.

When performing synchronizations, IceWarp Outlook Sync connects to IceWarp Server using its own protocol to download/upload/update individual items.

It is recommended to create a "connector/sync" profile during IceWarp Outlook Sync installation – all necessary values are set within this process. The account created within this profile is the POP3/SMTP type one.