

# **ALJ - Outlook Anywhere (RPC over HTTP) Users Guide:**



## **ALJ – Outlook Anywhere User’s Guide**

**Ver 1.0**

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### **Introduction:**

The **Outlook Anywhere** feature for **Microsoft Exchange Server 2007** lets Office **Outlook 2007** and **Outlook 2003** clients connect to their Exchange servers over the Internet by using the **RPC over HTTP**.

Started with Exchange Server 2003, Microsoft enabled a feature called **RPC over HTTP to access user mailboxes over Internet**. This technology wraps the **RPC calls to Exchange server with a HTTP Layer**. Thus, this allows RPC traffic to travel over the Internet through Firewalls without opening additional firewall ports for RPC. **Exchange Server 2007** has built this feature over this technology while reducing the difficulty in managing & enabling this feature.

### **Benefits of Outlook Anywhere:**

There are several benefits to using **Outlook Anywhere to enable Outlook 2003/2007 clients** to access their mailboxes. Following are some of the benefits:

- **Does not require VPN to access Exchange Servers.**
- **Full featured Outlook Client to access your Mailbox from Internet as used in the office.**
- **Unauthenticated requests from Outlook cannot access Exchange servers.**
- **Traffic between Outlook Client & Exchange Server is secured using 128-bit SSL encryption.**

## How to Setup Outlook:

### Requirements:

In order to enable this feature in Outlook, **Associates** must meet the **following requirements**:

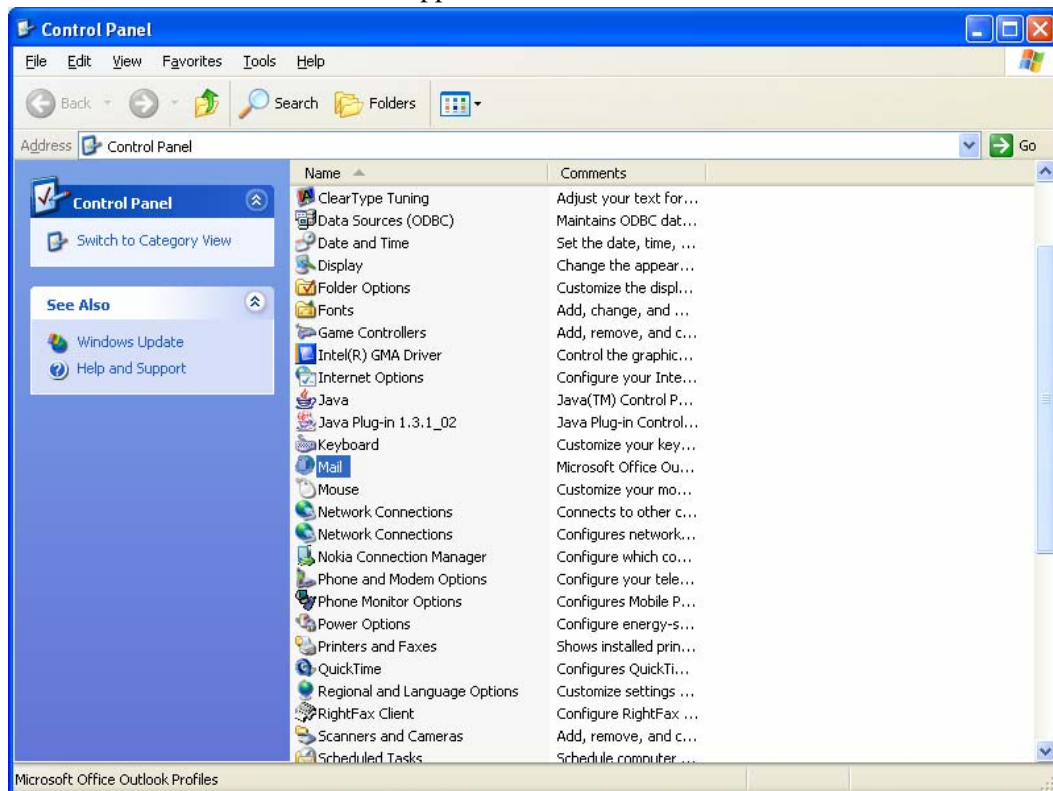
1. **Mailbox on New Exchange Server 2007 server (HO2EMAIL)**
2. **Outlook 2003/2007 Client.**
3. **Windows XP or Vista Operating System.**
4. Preferable to have their own Laptop.
5. Preferred to run Outlook in cached mode & offline Address book has been downloaded.

### Configuring Outlook:

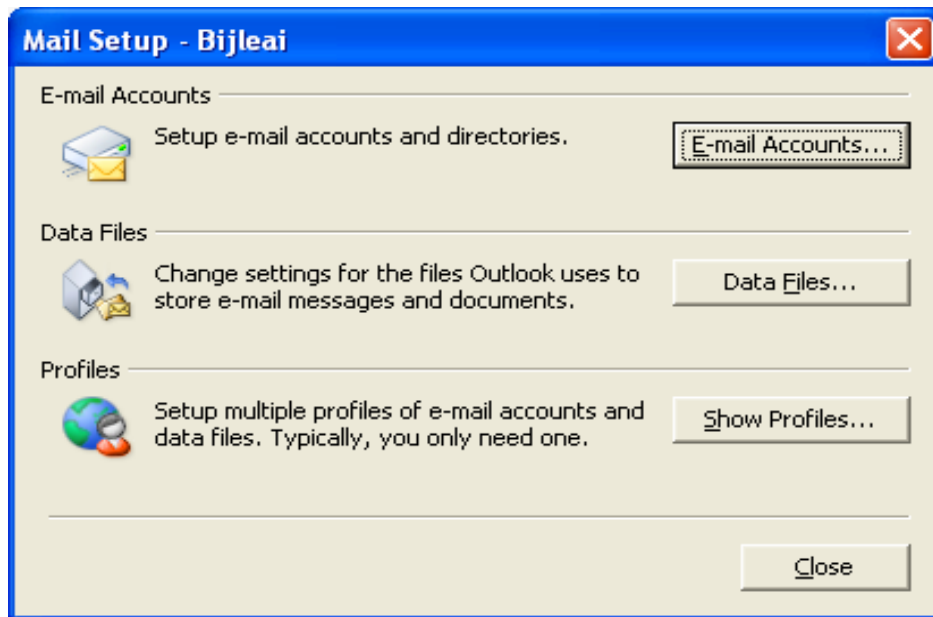
In order to configure Outlook, kindly follow the following procedure for specific Outlook Client versions:

#### 1. Outlook 2003 Clients:

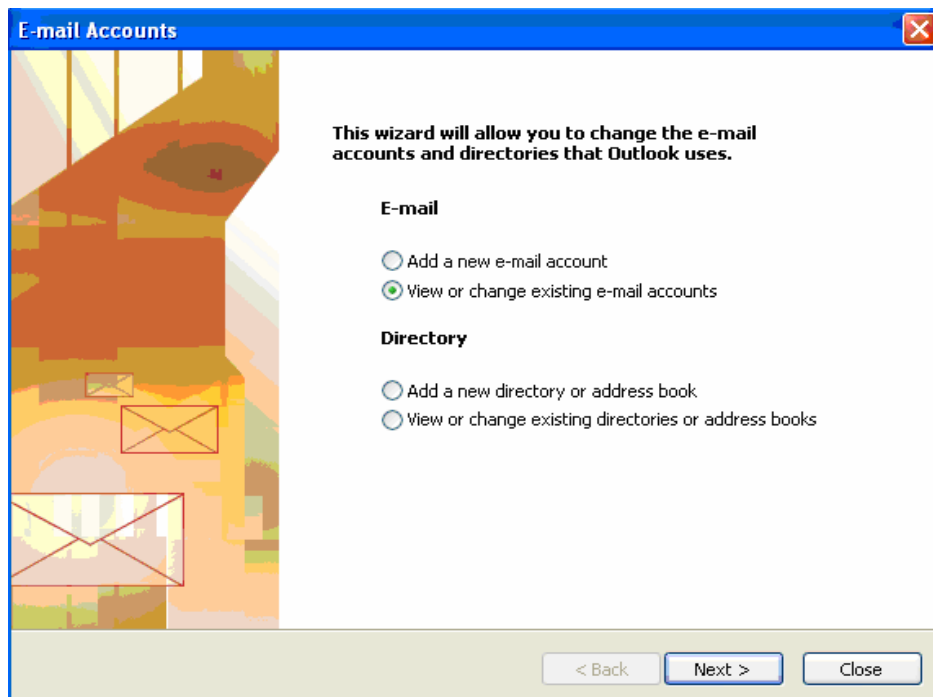
- a. Access **Control Panel** by clicking on **Start** and then **Control Panel**.
- b. Click on **Mail Control Panel Applet**.



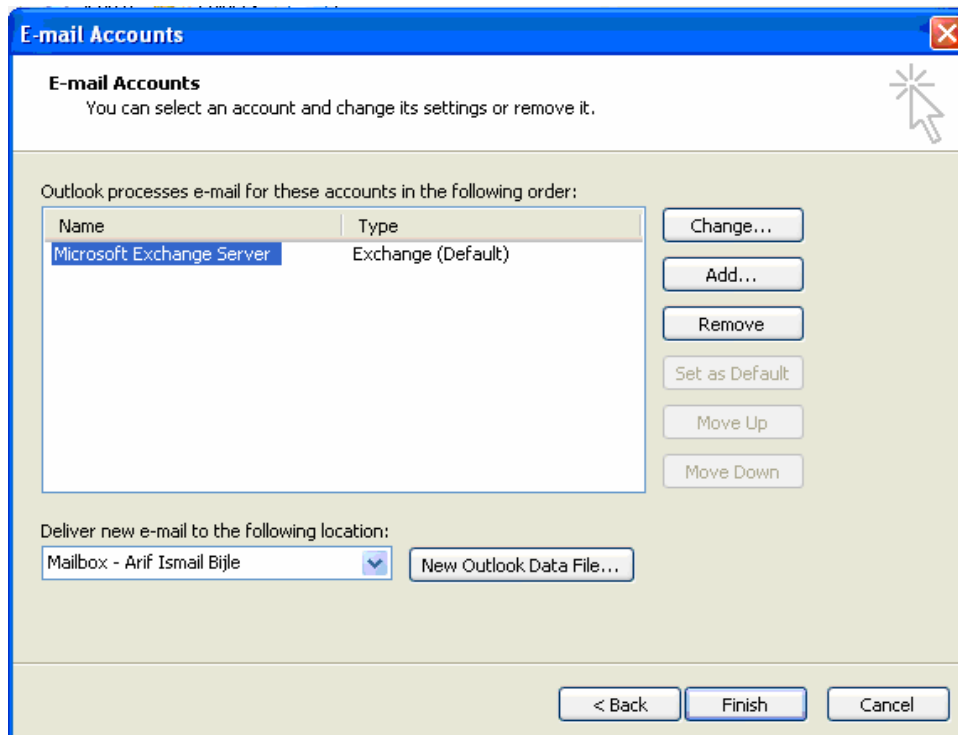
- c. Click on **“Email Accounts”**:



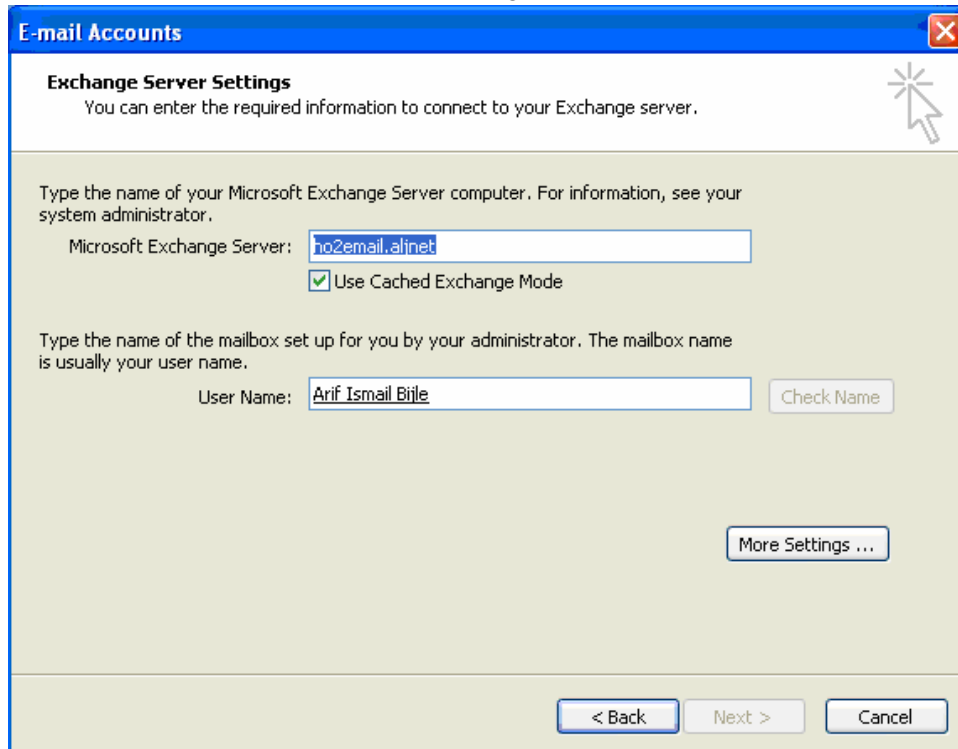
- d. Select **“View or change existing e-mail accounts”** and click **“Next”** on the following screen:



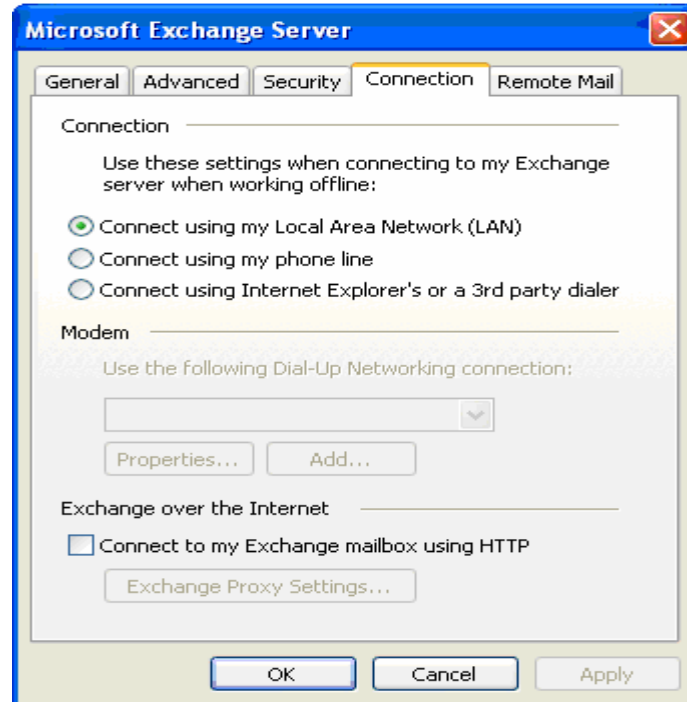
- e. Select **“Microsoft Exchange Server”** and click **“Change”** on the following screen:



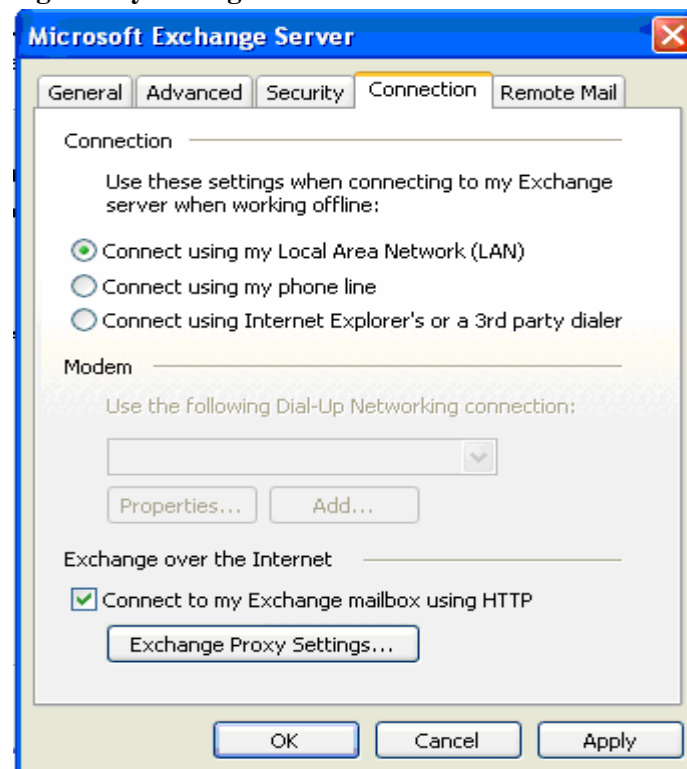
- f. Click on **“More Settings”** on the following screen:



- g. Click on **“Connection”** on **“Microsoft Exchange Server”** screen.



- h. On **“Microsoft Exchange Server -> Connection”** screen, select **“Connect to my Exchange mailbox using HTTP”** checkbox under **“Exchange over the Internet”** and click on **“Exchange Proxy Settings”**.



- i.

- j. On “Exchange Proxy Settings” screen, kindly enter & make selections as per the following screen:

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:// oa.alj.com

Connect using SSL only

Mutually authenticate the session when connecting with SSL

Principal name for proxy server:

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:

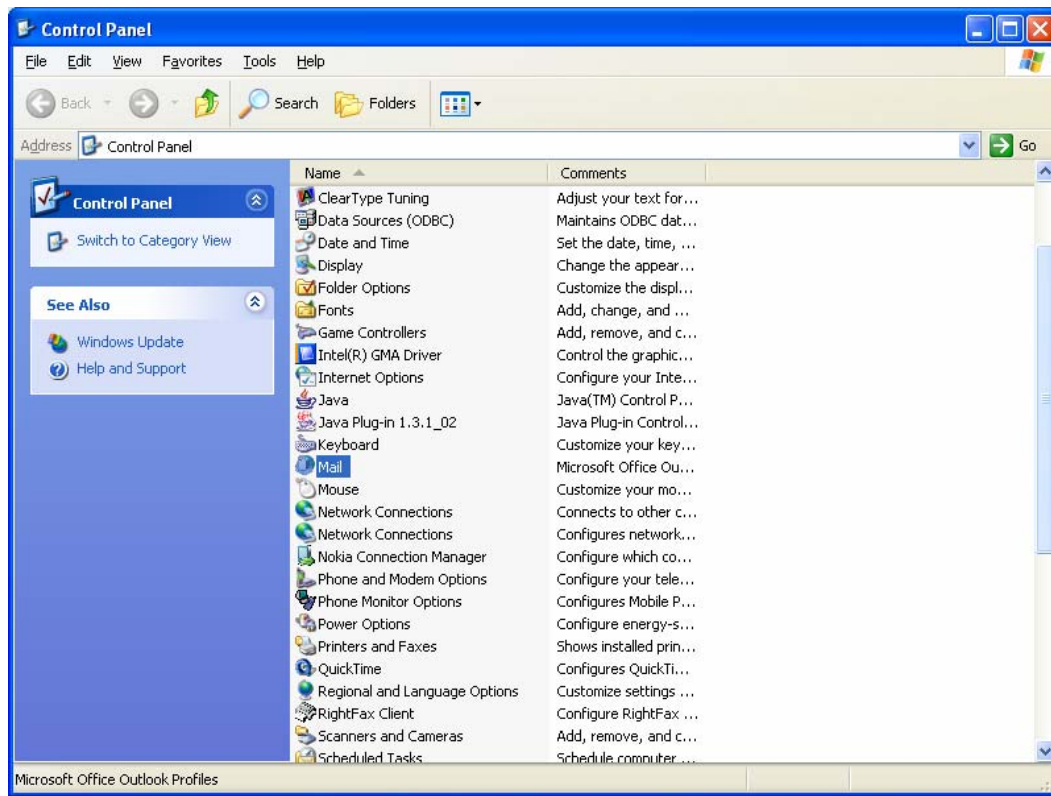
NTLM Authentication

OK Cancel

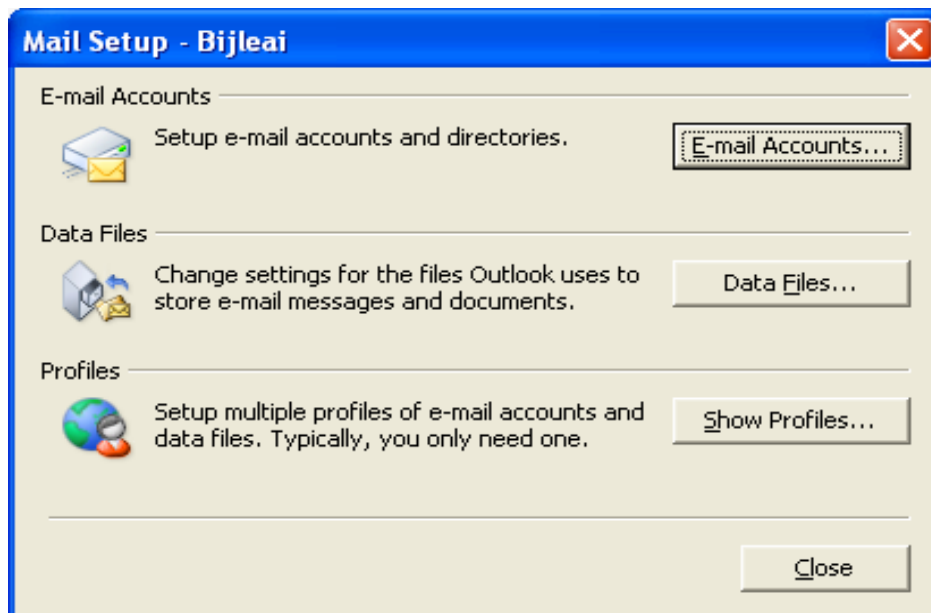
- k. Click “OK” twice to come back to “E-mail Accounts” screen. Click “Next” and “Finish”. Finally click “Close” to close the “Mail Setup – Outlook” window and then close the control panel.

## 2. Outlook 2007 Clients:

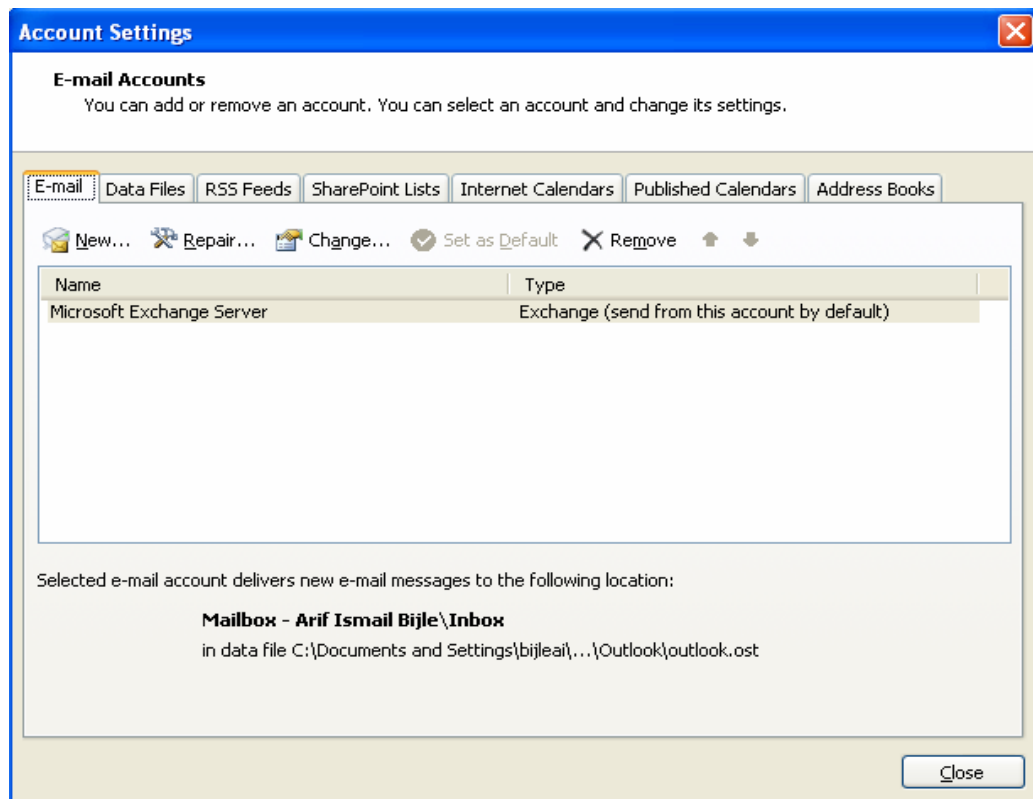
- a. Access **Control panel** by clicking on **Start** and then **Control Panel**.
- b. Click on **Mail Control Panel Applet**.



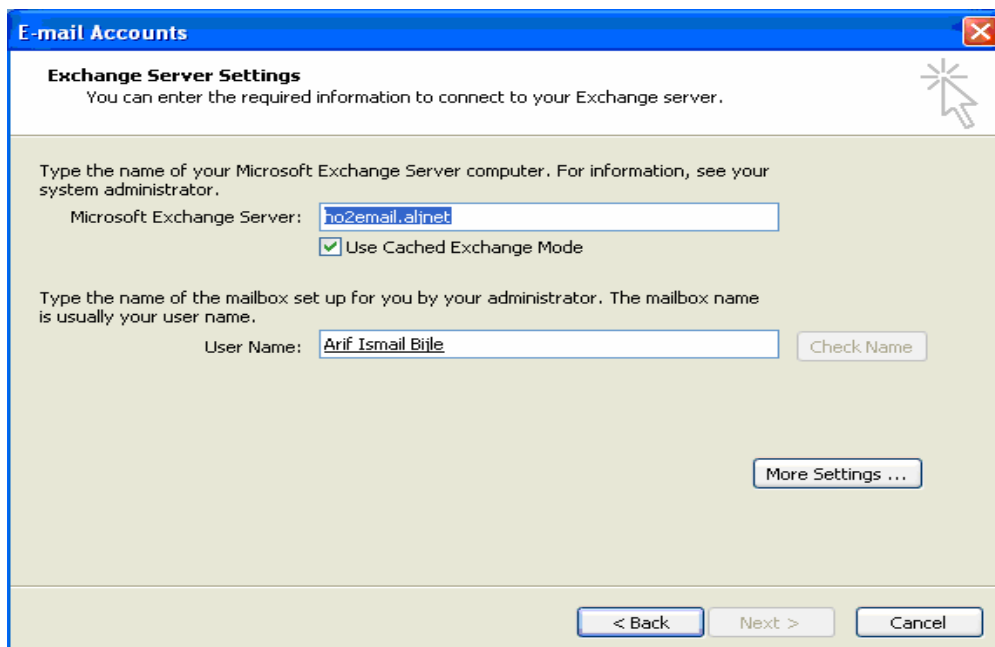
- c. Click on **“Email Accounts”**:



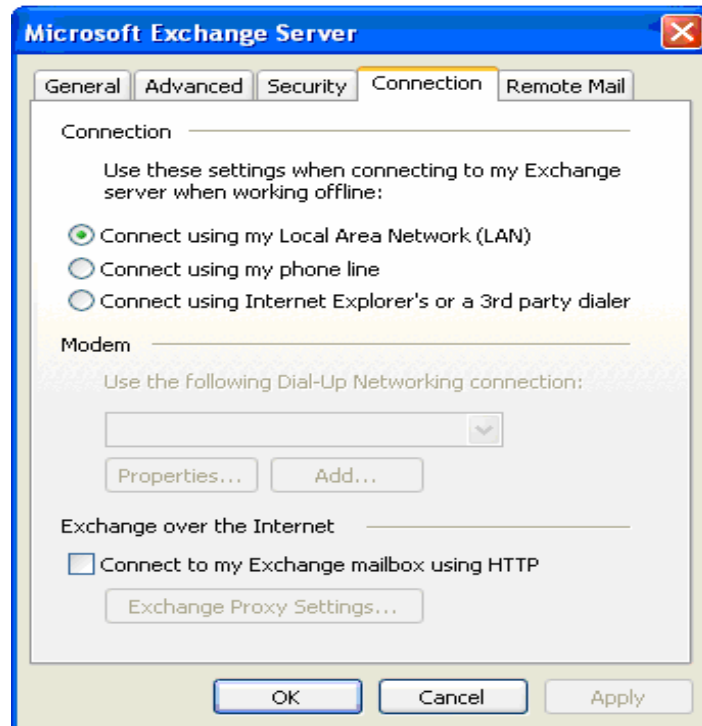
- d. Highlight “Microsoft Exchange Server” and click on “Change” in the following screen:



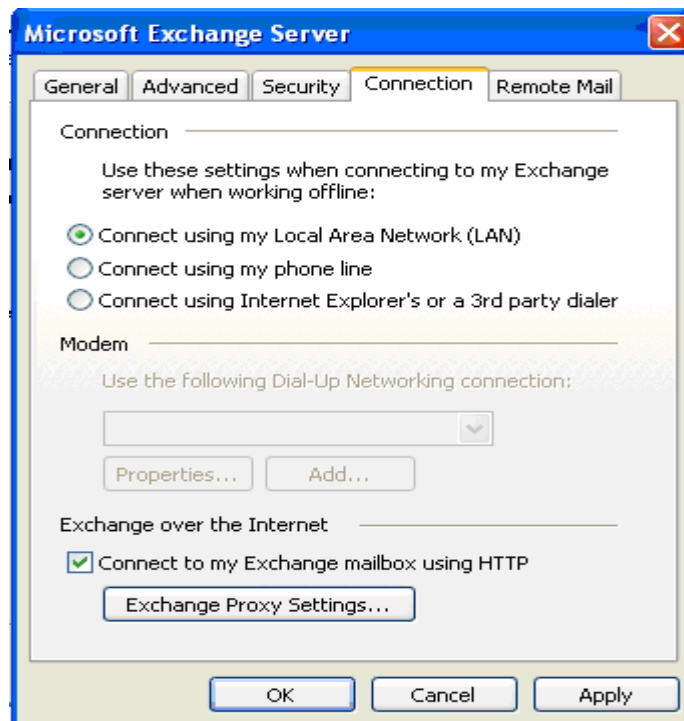
- e. Click on “More Settings” on the following screen:



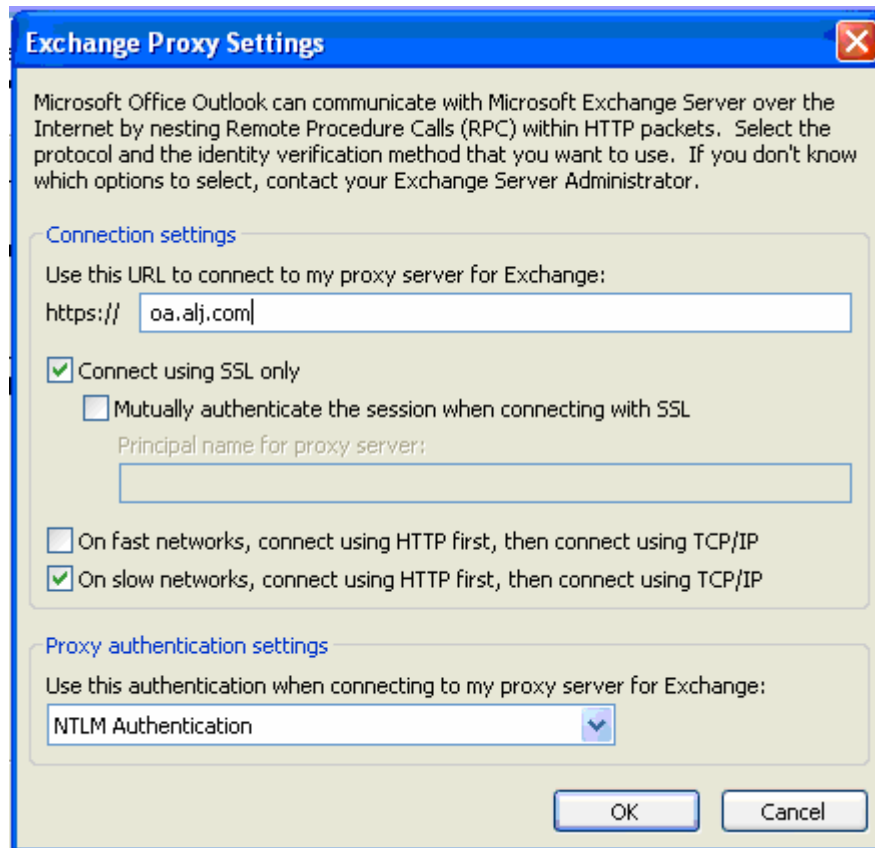
- f. Click on **“Connection”** on **“Microsoft Exchange Server”** screen.



- g. On **“Microsoft Exchange Server -> Connection”** screen, select **“Connect to my Exchange mailbox using HTTP”** checkbox under **“Exchange over the Internet”** and click on **“Exchange Proxy Settings”**.



- h. On **“Exchange Proxy Settings”** screen, kindly enter & make selections as per the following screen:



- i. Click **“OK”** twice to come back to **“E-mail Accounts”** screen. Click **“Next”** and **“Finish”**. Finally click **“Close”** to close the **“Mail Setup – Outlook”** window and then close the control panel.

#### **How to use it:**

Once laptop is connected to Internet using a Dial-up, or DSL connection to an ISP run Microsoft Outlook as used in the Office. The only difference is it will prompt for userid & password. Kindly supply the correct **userid & password** meeting the **requirements** mentioned under **“Requirements”** section on this document.

## Troubleshooting:

Below are some of **troubleshooting steps** which a Support Engineer/Analyst can take to resolve the issues:

- a. **Problem:** *Outlook Displays Security Alert message either when Outlook is started or tried to configure the mail profile for Outlook Anywhere.*

### Resolution:

Make sure that the Laptop is joined to Domain. If it is not joined to domain, the Certificate assigned to <https://oa.alj.com> cannot be trusted by local computer due to no trust with ALJ Enterprise Root CA. To resolve this issue, join it to the Domain. In case, this cannot be joined to domain, obtain the Root CA Certificate and add the certificate for HO2DC (from [\\aljhelp\software\\$\Ho2dc Certificate](\\aljhelp\software$\Ho2dc Certificate)) to Internet Explorer “**Trusted Root Certification Authorities**”. Kindly double click on **Ho2dc.cer** file to open the certificate and select “**Install Certificate**”. Click “**Next**” and on next screen, select “**Place All Certificates in the following store**” and choose “**Trusted Root Certification Authorities**”

- b. **Problem:** Outlook prompts for credentials and seems that Outlook client is not getting connected to Exchange Server. Outlook displays either “Trying to connect to Exchange Server” or “Disconnected”.

### Resolution:

- Kindly make sure again that the computer is **joined to domain** and there is **no certificate issue**. In order to identify the certificate issue, open the following URL:

<https://oa.alj.com/owa>

This URL once opened **should not prompt** for any “**Security Alert**”. If it prompts for the security alert, kindly **obtain HO2DC root certificate** and import into local “**Trusted Root Certification Authorities**” as discussed in the previous resolution.

- If the above check is passed, kindly **right click on Outlook** icon in the **System Tray** while **pressing “Control”** key on the keyboard while **Outlook is running**. Then select “**Connection Status**”. Make sure “**Conn**” column on “**Microsoft Exchange Connection Status**” screen is **HTTPs** and **not TCP/IP**. If it is **TCP/IP**, the profile is not configured to use this feature. Kindly follow the steps for the correct Outlook Client.