Configuring Outlook Anywhere for Microsoft Exchange Server 2010

Using your laptop or personal PC with Outlook 2007 and Suffolk E-Mail Services

Outlook 2007 and Outlook Web App (OWA) allow members of the University community to access email, calendars, and a variety of other services.

- Outlook 2007 is most often used by PCs located within the Suffolk University network or which are owned by the University and utilized by staff and faculty in the execution of their duties.
- OWA, which may be accessed through any Web browser, offers quick access to email, calendaring, tasks, etc from nearly any Internet-accessible location. While the functionality is limited using OWA it is generally considered to be a good option for most needs.

Outlook Anywhere provides members of the community a way to use Outlook 2007 on a home computer, or on a laptop that they use on and off campus.

Notices:

1. These procedures are posted “as-is” by Suffolk University. Before you begin this installation, you should be aware that they can cause problems with your home computer if performed incorrectly. Suffolk University Information Technology Services does not support this configuration and the user assumes all responsibility for issues resulting from changing the PC’s configuration.

2. These instructions will not work on a University-issued computer, and should be used only on a machine that is located outside of Suffolk’s network. Suffolk domain computers will be configured by ITS or Academic Computing. If a non-Suffolk computer is configured with these instruction and then is used within the Suffolk network additional steps may be needed to address a problem with certificates. See Common Problems, below.
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Configuring Your PC For Use With Outlook 2007 and Suffolk E-Mail Services

1. Verify that you can log in to Suffolk email using your username and password. Navigate to https://umail.suffolk.edu. You will use your username and password from Outlook Web App in these instructions. If you cannot login, contact Suffolk the Suffolk University Help Desk or your Academic Computing unit and request that your password be reset before continuing.

2. Exit Outlook 2007. It must be shut down in order to continue.

3. Locate the Mail icon in the PC’s Control Panel and double-click on it:

![Image of Mail icon in Control Panel]

4. A new window opens. This is where you will create a new profile for your email environment.

![Image of Mail profile settings]

OK | Cancel | Apply
Here, you can create multiple profiles to support separate home, school, and work email accounts. If you are currently utilizing Outlook for another account, such as Hotmail, you will see that profile listed here.

It is important to create a new profile for use with Suffolk email to ensure the correct email arrives on your PC in the right place.

5. Click the Add button to open the New Profile window:

![New Profile dialog box]

Enter a new profile name (the example above shows “SuffolkMail”). The profile name itself is not important, but it must be unique on this computer, and it helps if it describes its purpose. Click OK.

6. In the Add New E-mail Account window that opens, enter your name as you wish it to appear in all new email messages. Your email address will be the account you were provided by Suffolk University, and the password is the one you use to access e-mail.
Note that this is the new email account provided to you. The password will be the same one you use when accessing Suffolk PCs when you are in the office or on-campus.

Click **Next**.

7. A progress box titled “Add New E-Mail Account” should be displayed briefly a new window will open.

**Note:** Suffolk’s Windows environment (domain) has the name “ADM”. This will be displayed on the login screen underneath the password field when you log into a Suffolk computer.
8. Enter your user name and password. Since you are connecting from a non-Suffolk computer, your username must be prefaced with the ADM domain name as shown here.

![Connect to SRV-EXCH-HC01.adm.suffolk.edu](image1.png)

Click **OK**. If you forget the “ADM/” at the beginning of your username, or have not input the correct information, you will be prompted a second time. Verify that you have the correct password, as you did at the beginning of these instructions, by logging in to OWA.

9. A progress box will indicate that the process is active. Once completed, the progress box will look like this:

![Add New E-mail Account](image2.png)
10. Click **Finish**. The dialog will be re-displayed, indicating the Profile has been successfully added to Windows.

If you have more than one Outlook profile in your list of profiles select “Prompt for a profile to be used.” Otherwise, Outlook will automatically open one or the other as indicated by the “Always use this profile” option.

11. Click **OK**.

12. Launch Outlook 2007. You will be prompted again for your Username and Password. Because your PC is not part of the Suffolk domain you will be prompted each time you launch Outlook 2007.

13. Enter your password and click **OK**. Outlook will start and begin synchronizing all email from the server. Depending on the size of your email account this could take anywhere from several minutes to more than an hour. Future synchronizations will be much faster.
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When the information bar at the bottom of the Outlook window will display the words “This Folder is Up To Date” and “Connected to Microsoft Exchange” you will know that your account has been successfully connected and synchronized to Suffolk email services.

Troubleshooting

Although the Outlook Anywhere setup process is designed to be simple, you may encounter problems based on the way your computer is configured.

The following issues have been reported. Where possible, steps are provided to correct the problem. Where no mitigation is possible you will find an explanation.

Pop-up Certificate Warning

A common report is that upon setting up Outlook using the above instructions, and then starting the application, a certificate will appear when a client is launched from within the Suffolk Network:
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The explanation for this error is fairly complicated but it only appears when Outlook Anywhere-configured clients are launched from within the Suffolk network (as opposed to being launched from a home network or, say, Starbucks). The real issue is that the machine on which the client is loaded is accessing the internal Domain Name Services (DNS) servers and can actually “see” the servers on which mail is hosted. By design, Outlook Anywhere is configured to run over the Internet through the external “UMail” server and thereby hide all of the real mail servers from direct viewing. This is done for a variety of security reasons. When the client is started from within the network these hidden systems become viewable, which leads to the error.

The good news is that:

a. It only affects clients configured from remote services but then started within the Suffolk network using these instructions.

b. There is a workaround! Be prepared, it is somewhat involved and requires you to pay careful attention. These settings are very specific so change ONLY the ones directed by this document.

Using these steps, you will instruct Outlook to ignore the internal servers and continue operating as if it’s on the outside network. To do this:

• Start Outlook and, from the Menu bar, click on “Tools” and then “Account Settings”. A window similar to the following will appear:

![Account Settings Window](image.png)

• Highlight the displayed profile and click “Change”.

• Select the account settings and click on “Change”.

• In the new window, select “Advanced” and check the box next to “This server does not require an Outlook Anywhere client”.

• Click “OK” and “Close” until you are back in Outlook.

This should resolve the error and allow Outlook Anywhere clients to operate as expected within the network.
• The following window appears:

![Microsoft Exchange Settings window]

• Click “More Settings”. On the next window to appear, Click the “Connections” tab.
• Click the “Exchange Proxy Settings” button at the bottom. The following window appears:
• Check the radio box that says “On fast networks, connect using HTTP first...”. This will instruct Outlook to go to the umail server first and correct the error. The window should now look as follows:

![Microsoft Exchange Proxy Settings](image)

• Click OK on all open screens. You will be warned to restart Outlook. Go ahead and do that (click “Next” and then “Finished” when prompted) and the warning message should no longer appear.

**Pop-up Window requesting Username and Password:**

Believe it or not this is not actually considered a “problem” from a technology perspective. This is a part of the design by Microsoft and is intentional, but it is also a problem, because the pop-up offers a check-box option to save the credentials.

This option will not work. Credentials cannot be saved because of the use of Windows security to protect the data in the e-mail system. Since the e-mail system uses the Suffolk domain to authenticate all requests, and the PC is not on the domain, a conflict is detected by Outlook and the pop-up window appears. It will be cached by Outlook for the duration of the session but you will be prompted every time the Outlook client restarts.