
Zimbra Collaboration Suite Connector for Outlook

With the Zimbra Collaboration Suite Connector for Outlook, users can use Microsoft® Outlook® 2003 to access the Zimbra Collaboration Suite server and synchronize data to/from Outlook for offline use. The Zimbra Collaboration Suite Connector for Outlook is a MAPI service provider that is installed on users' computers.

Important: Client computers must have Microsoft Office Outlook 2003 SP1 or later installed. See Microsoft's support article <http://support.microsoft.com/?id=823633>.

Email messages, contact lists, and personal calendars are synchronized to the Outlook 2003 client. Zimbra Collaboration Suite server-side configuration for accounts is enforced for Outlook users.

Downloading ZCS Connector for Outlook Install Program

The ZCS Connector for Outlook .msi file and user instructions can be downloaded from the Administration Console, Downloads area. The install program for the ZCS Connector for Outlook is in the Windows Installer .msi format so that it can be easily deployed to individual computers using your group policy software deployment process, or you can copy the .msi file to a directory that users can access and instruct your users to download the file directly.

ZCS Connector for Outlook Install Program

When the ZCS Connector for Outlook is installed, the server name, port, and whether to use a secure connection must be set for every user. Users enter this information when they create their profile.

Optionally, administrators can modify the ZCS Connector for Outlook .msi file and add the server, port, and connection information to the install script. If the .msi file is customized, end users only need to enter their email address and password.

Optional step to modify the ZCS Connector for Outlook .msi file

To modify the .msi file, Zimbra created a Java Script file that runs under the Windows Scripting Host. This file, called **ZmCustomizeMSI.js**, can be found in the Zimbra download directory on the administration console.

1. Copy the **ZmCustomizeMSI.js** file and the **ZCS Connector for Outlook .msi** file to a computer running the Windows platform.

Note: *The ZCS Connector for Outlook .msi file name is different from the example shown here. Please note the exact file name when you download it.*

2. Open the Windows Command Prompt and go to the directory where the **ZmCustomizeMSI.js** file is saved. For example, if it is saved in the temp folder on your C drive, you would type `cd c:\temp`.
3. From the command line, type, all on one line:

```
cscript ZmCustomizeMSI.js <path/msi-filename> <servername> <port> <1 | 0>//nologo
```

Press **Enter** and the ZCS Connector for Outlook .msi file is modified.

The **cscript** command includes the following:

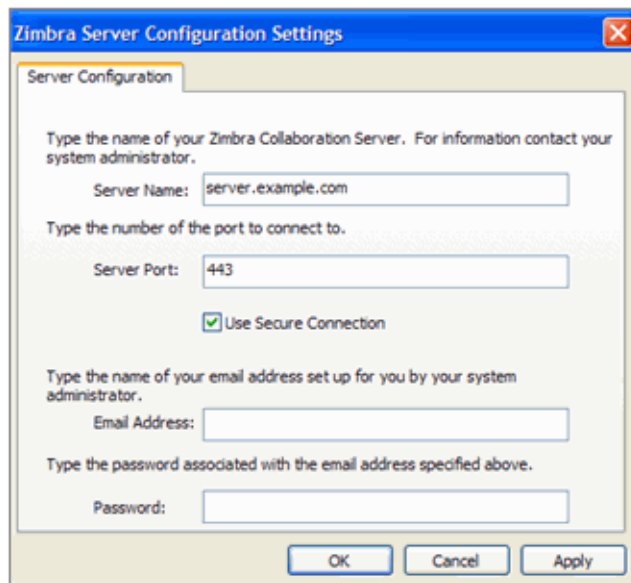
- Name of the .js file (**ZmCustomizeMSI.js**).
- Directory path and the ZCS Connector for Outlook .msi file name. Verify exact name of file. (**path/msi-filename**)
- Zimbra server domain name (DNS) to be configured in the .msi file. (**servername**)
- Port number to be configured. For non-secured connections, the default is 80. For secured connection, the default is 443. Your configuration can be different. (**port**)
- Whether **User Secure Connection** should be checked. Enter **1** for the secure connection using a HTTPS connection or enter **0** to use a HTTP connection. (**1 | 0**)

Example:

```
cscript ZmCustomizeMSI.js ZimbraOlkConnector.msi server.example.com 443 1 //nologo
```

4. To verify that the modification is correct, you can run the .msi installer and create a dummy profile. The **Zimbra Server Configuration Settings** dialog should include the server name, server port, and the check box marked/unmarked.

This modified .msi file should be saved to a directory that users can access to download the file to their computers.



Steps to Install the ZCS Connector for Outlook

It only takes a few minutes for users to install the ZCS Connector for Outlook on their computers and configure the connection to the Zimbra server. The user's Zimbra account must be created, but no specific changes are required on the Zimbra server. Installing the Connector for Outlook creates a mail profile named Zimbra and designates it as the default profile.

If you do not modify the .msi file as described in "Optional step to modify the ZCS Connector for Outlook .msi file" on page 94, users will need to know the following in order to complete the installation:

- Zimbra server domain name (DNS).
- Which server port is used. For non secured connections, the default is 80. For secured connection, the default is 443. Your configuration can be different.
- Whether to check **Use Secure Connection (SSL)**. This box is checked to establish a secure connection to that port.
- Their complete email address and their email password.

The following describes the installation and configuration steps that are performed on each computer. User instructions can be downloaded from the administration console Download page. This one page pdf file explains how to install and configure the ZCS Connector for Outlook. Save this pdf file to a directory that user can access before they install the ZCS Connector for Outlook.

1. When the MSI installer starts, a Welcome dialog displays.
2. Next, the End-user License Agreement displays. Users must read the license agreement and click **I accept the terms in the License Agreement**.

3. Next, the installer is ready to install the Zimbra Service Provider on the computer.
4. The dialog displays the progress bar. When the installation is complete, **Installation Complete** dialog displays.
5. Users open Outlook, and if you did not modify the .msi file, complete the **Zimbra Server Configuration Settings** dialog as follows.
 - **Server Name.** This is the Zimbra server domain name (DNS).
 - **Server Port.** Enter the port number for the server. For non secured connections, the standard port is 80. For secured connection, the standard port is 443. Your configuration can be different.
 - **Use Secure Connection.** Check this box to establish a secure connection to that port.
6. Users enter their email address in **Email address**. The address should be entered as **name@domain.com** and their Zimbra account password in **Password**.
7. They click **OK** and the installation and configuration of the ZCS Connector for Outlook is complete. The Zimbra profile is created.

Final Steps - Initial Sync

Users can now log on and use Outlook. If users did not have a previous Zimbra account, (i.e. no email, address books or calendar activities), the first time they work within Outlook's mail, calendar or contacts folders, Outlook automatically syncs to the Zimbra server.

If users have been using the Zimbra Web Client and have email, address books with contacts, and calendar appointments on the Zimbra server, Outlook will need to be synchronized to the Zimbra server. To synchronize, users click **Tools>Send/Receive**. The initial synchronization can take a few minutes. If the default zimbra profile was created, the synchronized files are saved in the **zimbra.zdb** file located in the user's Local Settings\Application Data\Microsoft\Outlook folder.

Note: *You can create your profile. the profile name will have the .zdb extension.*

After the initial sync, **Send/Receive** updates Outlook and the Zimbra server with changes made since the last sync.

Repairing ZCS Connector for Outlook

You can use the same version of the Zimbra Collaboration Suite Connector for Outlook MSI file to repair the ZCO software on individual computers. When the .msi file is opened after the ZCS Connector for Outlook is installed, it automatically opens with the options to repair the connector or to remove the software.

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- **Repair** will reinstall the software again.
 - **Remove the Outlook Connector** removes all components. Note: you can also remove the ZCS Connector for Outlook from the computer's Control Panel, Add or Remove directory.

Removing the Connector for Outlook **does not** remove the profile or .zdb files. Users will need to delete these items manually.

Resolving Mailbox Sync Problems

In the event that a user's mailbox cannot receive new mail, becomes out-of-sync, or his .zdb file becomes corrupted, you can either:

- Choose to force an initial sync of the user's mailbox. In order to do this, you can either have the user create another profile, open Outlook, and click **Tools>Send/Receive** to sync to the Zimbra server.
- Have the user delete the existing .zdb file and then click **Tools> Send/ Receive**. This deletes all data on the user's computer and recreates the mailbox from the data that is on the Zimbra server, but keeps the same profile.

In some cases, it may be necessary to uninstall the .msi file, delete the profile and zdb file and start over.

Important: *When the Zimbra server is restored from a Zimbra backup session, users should delete any .zdb files in folder and resync Outlook to the Zimbra server.*

Removing the ZCS Connector for Outlook files

To remove the ZCS Connector from Outlook completely from the computer, delete the .zdb file and the user's profile, and uninstall the ZCS Connector .msi file.

Note: *Users can use the Outlook File>Import/Export feature to save their tasks or other Outlook folders that do not sync with the Zimbra server. The files can be imported back into Outlook.*

1. Users **must** delete the .zdb file. The zdb file includes all the Outlook data from the Zimbra server. The file is usually in the user's **Local SettingV Application Data\ Microsoft\ Outlook** folder.

Note: *If they cannot see this file, users should change the Folder Options/ View to "Show hidden files and folders".*

2. Users **must** delete their Zimbra profile. If users accept the defaults when they installed the ZCS Connector for Outlook, a profile called Zimbra was created. To delete this file:
 - a. Open to the **Control Panel** and select **Mail**.

- b. Click **Show Profiles**. The General tab lists all the profiles on the computer.
 - c. Select the Zimbra profile and click **Remove**.
 - d. Click **OK**.
5. Go to the **Control Panel**, select **Add and Remove Programs** and remove the ZCS Connector for Outlook program.

Important: *If the Connector for Outlook is re-installed and the .zdb file was not deleted, Outlook cannot sync with the Zimbra server, because the Zimbra profile will use the existing .zdb file rather than create a new file.*

Troubleshooting Options

If the Outlook client is not synchronizing with the Zimbra server or if Outlook is not working correctly, several options are available to troubleshoot the problem.

- Review the user's Sync Issues mail folder for errors.
- If the initial sync did not work, run the .msi file again and select **Repair** to see if reinstalling the ZCS Connector to Outlook resolves the problem.
- If Outlook closes unexpectedly, i.e. with the warning "Outlook ...needs to close," generate core dumps for Outlook. Go to the Zimbra Wiki [CoreDump](#) page for directions. The core dump shows what Outlook was doing at the time of the crash. This file should be sent to Zimbra support.
- If Outlook is hanging, or behaving strangely, run the Logging Control tool that is installed when the Connector for Outlook was installed. See "Using Logging Control for Troubleshooting" on page 99. This file should be sent to Zimbra support.
- Remove the Zimbra Connector for Outlook .msi file, delete the zdb file and the profile, and reinstall.

Reviewing Sync Issues Folders

When ZCS Connector for Outlook is installed, a **Sync Issues** mail folder with subfolders is created in their mailbox. If errors are found when Outlook syncs with the Zimbra server, message with attachments are automatically added to these folders. Users can tell when messages are in these folders if the folder is bold and the number of unread messages is displayed.

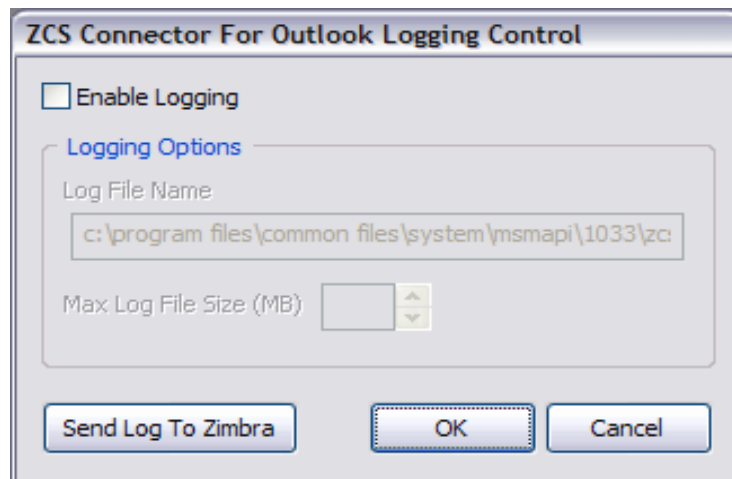
If users are having problems using Outlook and continuously receiving errors, the messages in these folders should be forwarded to sync_issues@zimbra.com. These messages are created to help Zimbra technical support and engineering debug and fix errors.

Using Logging Control for Troubleshooting

If users encounter problems when logged on to Outlook, you can have them enable the logging control tool to log errors and events that occur while they are using Outlook. This log then can be sent to Zimbra for analysis.

ZCOLogCtl.exe is installed when ZCS Connector for Outlook is installed. This logging control tool is in the `\Program files\common files\system\msmapi\1033` directory. When users encounter problems with synchronization, not receiving their mail, system crashes, or other unusual behavior, you should direct users to open this file and enable logging in order to log internal API calls and communication between Outlook and the Zimbra Server. The default log file size is 10 megabytes, but you can increase this when necessary. When the size of the log reaches the limit, the current log is set aside and a second log is created, therefore two logs of up to the maximum log size can be generated.

Important: After enabling logging from the ZCS Outlook Logging Control dialog, users must restart Outlook before errors and event can be logged.



When users restart Outlook, all their activities are logged. Users should attempt to recreate activities that are causing the problems. When the problem has been recreated, send the log files to Zimbra. Open the ZCS Connector for Outlook Logging Control .exe again and click **Send Log to Zimbra**.

Note: *The **Enable Logging** should be unchecked to disable logging when not being used for troubleshooting. If logging is on continuously, performance may be affected. Outlook must be restarted when you make changes with the ZCOLogCtl.exe file.*

Finding Previous Outlook Profiles after ZCO Installation

Installing the connector does not remove any email accounts. It creates a separate new mail profile, by default called zimbra, which does not conflict with any existing profiles/accounts. To see existing account profiles, navigate to **Start>ControlPanel>Mail>Show Profiles**.

Zimbra Feature Differences for Outlook Users

Zimbra Collaboration Suite offers account configuration by Class of Service and by account. When the client uses Outlook, many of the features and options configured for the Zimbra account are not enforced in Outlook. Only restrictions that are controlled by the server are enforced.

Users can configure their own Outlook preferences. These are not synchronized with the Zimbra server.

Zimbra COS features and Global Settings that are enforced include the following:

- Account quotas. Users can use Outlook Archiving to save files to their computer to prevent going over their quota limit. Archiving removes the messages from the Zimbra server.
- Password rules including password length, age, history
- Address book size limit
- GAL access
- Session token lifetime
- Server Pool set up
- Email message lifetime
- Trash and spam message lifetime
- Reject messages with specified attachment extension. You cannot disable attachment viewing.
- Anti-spam and anti-virus rules

When you view an account's mailbox from the administration console, the view is from the Zimbra Web Client and may not contain files in Outlook that have not been synchronized.

Note: *When items are archived in Outlook (Outlook auto archive or manually), the items are removed from the Zimbra server.*

In addition, the following Zimbra features do not work in Outlook.

- The Outlook Rules and Alerts feature does not work with the Zimbra server. But, if users created filter rules from the Zimbra Web Client, they are enforced. Users cannot use Outlook to view or change these rules.
- Out of Office Reply is not available from Outlook. Users can log on to the Zimbra Web Client to set up and turn off their out-of-office alerts.
- Search folders created in the Zimbra Web Client do not synchronize to Outlook.