



Frequently Asked Questions

Question:

What is the Outlook Connector for MDAemon?

Answer:

The Outlook Connector for MDAemon is a custom plug-in which provides Microsoft Outlook users with an easy way to connect to their MDAemon account to share email, calendar, contacts, tasks and memo folders among their colleagues without the requirement for an Exchange Server. All data is stored centrally on the MDAemon server, making back-ups of data easy and allowing remote access to the same data via MDAemon's free web-based email client, WorldClient.

Question:

What has happened to the GroupWare for MDAemon plug-in product?

Answer:

The GroupWare 1.x plug-in has been completely replaced and renamed as the Outlook Connector. Current GroupWare 1.x users can upgrade to the new Outlook Connector for free, if their current GroupWare key has valid upgrade protection; otherwise, the upgrade to Outlook Connector will be at a minimal charge. To purchase the upgrade, simply go to the [UPGRADE](#) section of our website to see the upgrade options and prices available based on the current key.

Question:

Can I swap my current GroupWare license for an Outlook Connector license?

Answer:

If your GroupWare license has valid upgrade protection as of May 3, 2005, you do not have to swap licenses; the GroupWare and Outlook Connector licenses are identical and interchangeable.

To check if you qualify for the free upgrade to the Outlook Connector, simply go to the [UPGRADE](#) section of our website, and input your GroupWare key. If your key has expired, you can renew the license by using the same page.



Frequently Asked Questions

Question:

What are the main differences between using the GroupWare 1.x plug-in and the Outlook Connector?

Answer:

The main differences between GroupWare 1.x and Outlook Connector are:

- Support for mail folders
- Only displays a single branch of folders within Outlook
- Does not require local PST files
- Automatic synchronization with the server so users do not have to worry about whether newly created items are synchronized with the server
- Users have the option to configure how deleted email is handled, whether the strike-through is used or they are moved to 'Deleted items' folder
- Outlook stores sent email in the correct sent items location

Question:

When compared to the Exchange server, are there any features which will not be available or operate differently when using the Outlook Connector with an MDAEMON server?

Answer:

Grouping (categorization) and iCalendar meeting requests are not yet supported; messages may not send correctly from POP3 or IMAP accounts added to the Outlook Connector profile; and international characters in emails may not be sent or received properly with Outlook 2000.

Question:

Will the Outlook Connector enable users to share contact and calendar folders?

Answer:

Yes, individual users can easily configure sharing permissions to (1) allow other users to access their folders and (2) access other shared public folders which are not linked to any specific users.



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Question:

Does the Outlook Connector use or require PST files on the local Outlook clients?

Answer:

No, the Outlook Connector does not use PST files; instead, a local database cache is maintained on each client PC.

Question:

If we use the Outlook Connector, do we need to backup local PST files?

Answer:

No - all data is stored on the MDAEMON server; the Outlook Connector simply caches any locally viewed information in a database file. This cache is maintained simply for performance reasons and does not need to be backed up. A new Outlook profile would recreate it from the data stored on the MDAEMON server itself.

Question:

When using the Outlook Connector, will users have to worry about synchronizing their folders?

Answer:

No, the synchronization is automatic with Outlook Connector.

Question:

What version of MDAEMON does the Outlook Connector require?

Answer:

The Outlook Connector requires MDAEMON Pro 8.x or higher.

Question:

What versions of Outlook are compatible with the Outlook Connector for MDAEMON?

Answer:

Outlook Connector for MDAEMON requires Outlook 2000 or newer.



Frequently Asked Questions

Question:

Will using the Outlook Connector affect the way my 3rd party Outlook plug-ins operate?

Answer:

Yes, it may have some effect since the Outlook Connector does not use Outlook's native PST file. As there are many potential 3rd party plug-ins for Outlook, we recommend you try the Outlook Connector for 30 days to ensure you will not have any problems prior to making a purchase. The 30-day trial is fully-functional.

Question:

Will my PDA synchronize with my Outlook client?

Answer:

PDA's using MS ActiveSync to synchronize with Outlook will function properly when using Outlook Connector.

Question:

Will Outlook with the GroupWare 1.x plug-in installed continue to function once the server has been upgraded to the Outlook Connector?

Answer:

Yes - Outlook users with the older GroupWare 1.x plug-in will continue to function despite the server running the new Outlook Connector; however, it is recommended that Outlook users install the new Outlook Connector plug-in as soon as possible.

Question:

Is it possible to have a mix of GroupWare 1.x and Outlook Connector 2.x clients connecting to our MDAEMON server?

Answer:

Yes; however, it is recommended that Outlook users install the newer Outlook Connector plug-in as soon as possible.



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Question:

Will the Outlook Connector allow me to use Outlook off-line? And if so, will it re-synchronize the changes I've made off-line when I reconnect?

Answer:

Yes, Outlook will cache a copy of every read message to a local file on the client machine to allow users to work offline. When the user connects back to MDAEMON, it will synchronize any changes made.

Question:

I'm already running MDAEMON, can I trial the Outlook Connector?

Answer:

Yes, if it is the first time that you are installing the Outlook Connector on your MDAEMON server, the installation process will generate a fully functional 30-day Unlimited User trial license for you to use.

Note: Outlook Connector requires MDAEMON Pro 8.x or higher to function.

Question:

I'm currently using an MDAEMON Standard license, how can I trial the Outlook Connector?

Answer:

When you install the Outlook Connector trial, an MDAEMON Pro trial license key will also be generated so that you can trial the product properly. If you choose not to purchase the Outlook Connector at the end of your 30 days, your MDAEMON server will revert to its previous MDAEMON Standard license. If you choose to purchase an Outlook Connector license, you will need to upgrade your MDAEMON Standard license to the Pro license.

Note: Outlook Connector requires MDAEMON Pro 8.x or higher to function.



Frequently Asked Questions

Question:

I've previously trialed the GroupWare 1.x plug-in. Does this mean that I won't be able to trial the Outlook Connector?

Answer:

If you have trialed GroupWare 1.x and did not purchase it, you will need to contact our sales team (sales@helpdesk.altn.com) to request a trial key for Outlook Connector.

Question:

Do I need to back-up any files on the MDAEMON server before installing the Outlook Connector?

Answer:

No. Although before doing any work on your server, it's always recommended that you make a back-up copy of your MDAEMON installation folder.

Question:

Once the server has been updated with the new Outlook Connector, will all the clients need updating as well?

Answer:

Yes. After the server has been updated with the Outlook Connector, Outlook users will be prompted to update their Outlook Connector plug-in upon next connection. By clicking 'Yes', the latest plug-in will be downloaded from the server and installed automatically. A restart of Outlook will be required to complete the process.

Important note: Users will need to have administrative privileges to their PC in order to successfully complete their upgrade to the Outlook Connector plug-in.

Question:

Do I need to back-up PST files on my user's Outlook clients before installing the Outlook Connector?

Answer:

No, your existing PST files will not be affected by the installation of the Outlook Connector - however making a back-up of important files is always recommended before undertaking work on your PC.



Frequently Asked Questions

Question:

Do I need to uninstall GroupWare 1.x from my MDAEMON server before installing the new Outlook Connector?

Answer:

Yes, it is required to uninstall the GroupWare 1.x before installing Outlook Connector. Because Outlook Connector is a complete rewrite of the GroupWare 1.x, the two products will not be compatible if both installed on the same computer. This applies to both the server and the client installation.

Question:

How do I uninstall GroupWare 1.x from my MDAEMON server?

Answer:

To remove the MDAEMON GroupWare from the server:

1. Click on **Start**.
 2. Click **Settings**.
 3. Click **Control Panel**.
 4. Double Click on **Add/Remove Programs**.
 5. Select **MDAEMON GroupWare**.
 6. Click **Remove**.
 7. Choose **Automatic Uninstall**.
 8. Click **Next**.
 9. Click **Finish**.
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Question:

How do I uninstall the GroupWare plug-in from my Outlook client?

Answer:

To uninstall the GroupWare plug-in:

1. Click on **Start**.
2. Click **Settings**.
3. Click **Control Panel**.
4. Double Click on **Add/Remove Programs**.
5. Highlight **MDAEMON GroupWare Plug-in**.
6. Click **Remove**.
7. Choose **Automatic Uninstall**.
8. Click **Next**.
9. Click **Finish**.



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Question:

How do I install the Outlook Connector plug-in into Outlook?

Answer:

See online Knowledge Base article ([KB-01612](#)) for step-by-step instruction.

Question:

How do I install the Outlook Connector on to my MDAEMON server?

Answer:

See online Knowledge Base article ([KB-01654](#)) for step-by-step instruction.

Question:

I've created a new profile and connected with the Outlook Connector. Where are my old emails? (I previously used POP to collect my email.)

Answer:

For POP users, once the new profile is configured, start Outlook, and perform the following:

1. Click **File**.
 2. Click **Import and Export**.
 3. Choose **Outlook Data File...**
 4. Select from **Import from another program of file**.
 5. Click **Next**.
 6. Choose **Personal Folder File**.
 7. Click **Next**.
 8. Select the PST file from your last profile. By default it should open the default PST file directory allowing you to select your PST file. If not, you will need to browse to the correct directory to select the file.
 9. Select the option for '**Do not import duplicates**'.
 10. Click **Next**.
 11. Select **Personal Folders** from the 'Select the folder to import from:' so all folders are imported and check the option for **Include subfolders**.
 12. Select **Import items into the same folder in:** and choose Outlook Connector.
 13. Click **Finish**.
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Frequently Asked Questions

Question:

I currently use IMAP to access my emails. What will happen to the emails when I connect with a new Outlook Connector profile?

Answer:

Existing email folders and messages will be located in the new Outlook Connector profile.

Question:

I previously used IMAP to collect my emails. Now that I've created a new Outlook Connector profile, all my 'Sent items' have vanished. How do I retrieve the sent messages?

Answer:

Outlook's IMAP functionality differs from most standard IMAP clients; the sent messages are stored on the local PC, rather than in the 'Sent items' folder on the server. You can import the sent items from the Personal Folders PST file into your new Outlook Connector profile.

Question:

How do I set permissions for other users to access my folder?

Answer:

From within Outlook, simply right-click on a folder and select 'Properties', then go to the 'Folder Permissions' tab.

Question:

What are 'Public folders' and where are the 'Public folders' stored?

Answer:

Public folders are folders which are not directly linked to any specific user and are used for things such as centralized contact folders, holiday calendars or conference room bookings. Access to these folders can be controlled by an administrator assigning appropriate permissions to users on the MDAEMON server.



Frequently Asked Questions

Question:

Can I access my folders through a web browser interface when I'm offsite?

Answer:

Yes, MDAEMON's integrated web interface, WorldClient, provides users with comprehensive access to the same set of folders as through the Outlook client.

Note: Memo folders are not currently supported by WorldClient.
