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CorporateTime® Outlook® Connector 3.0

Table of Contents

GETTING STARTED.....	6
WHAT IS CTOC?	6
WHAT'S NEW IN CTOC 3.0.....	6
GET STARTED.....	6
WAYS TO GET ASSISTANCE WHILE YOU WORK	7
CONFIGURING CTOC	7
PROPERTIES DIALOGS	7
SELECT YOUR DEFAULT SERVICE PROVIDER	7
SHARE LOG ON CREDENTIALS FOR MAIL AND CORPORATETIME SERVER.....	7
CONFIGURE ADD-INS	8
INSTALL THE CORPORATETIME CALENDAR FORM	8
CONFIGURE ASP/DOMAIN SERVICE LOG ON	9
CONFIGURE SMTP AUTHENTICATION	9
CONFIGURE FREE/BUSY LOOKUP FOR SMTP MAIL RECIPIENTS.....	9
SUBSCRIBE TO IMAP4 FOLDERS	9
CONFIGURE PDA CONDUIT SUPPORT	10
PERMISSIONS AND DELEGATE ACCESS	10
SET SHARING PERMISSIONS FOR FOLDERS	10
OPEN ANOTHER USER'S FOLDERS.....	11
DELEGATE ACCESS.....	11
MEETINGS	11
CREATE A MEETING	11

CREATE A RECURRING MEETING.....	12
INVITE AN EXTERNAL ATTENDEE TO A MEETING.....	12
E-MAIL NOTIFICATION ON MEETING CREATION	12
ICAL NOTIFICATION ON MEETING CREATION	13
SET CAN'T BOOK ME SUPPORT	13
DOWNLOAD GLOBAL ADDRESS LIST.....	13
UPDATE CORPORATETIME USER AND RESOURCE LISTS	13
EVENTS AND TASKS.....	13
CREATE AN ALL DAY EVENT	13
CREATE A TASK REQUEST	14
WORKING OFF-LINE.....	14
SELECT FOLDERS FOR OFF-LINE SYNCHRONIZATION	14
OFF-LINE FOLDER PASSWORDS	14
SYNCHRONIZATION FILTERS.....	15
WORK OFF-LINE.....	15
CHANGE THE LOCATION OF OFF-LINE FILES.....	15
CONFIGURE OFF-LINE SYNCHRONIZATION	15
ADD CORPORATETIME USERS AND RESOURCES	16
OUTLOOK WITH CORPORATETIME	16
COLLABORATE WITH CORPORATETIME NATIVE CLIENTS	16
IMPORTANCE LEVELS	16
FROM CLIENT TO SERVER:	16
FROM SERVER TO CLIENT:	16
OUTLOOK/CORPORATETIME MAPPING	17

FROM CLIENT TO SERVER:	17
FROM SERVER TO CLIENT:	17
OWNERSHIP	17
SENSITIVITY/ACCESS LEVELS	18
FROM CLIENT TO SERVER:	18
FROM SERVER TO CLIENT:	18
RECURRENCES.....	18
TENTATIVE MEETINGS	18
ATTENDEE AVAILABILITY	19
ATTENDEE RESPONSE	19
CORPORATETIME SERVER	19
CORPORATETIME UID LOG ON SUPPORT.....	19
DELETED ITEMS.....	19
INSTALL THE CORPORATETIME ADD-IN.....	20
NETWORK LOG ON WITH ONE SERVER	20
OFF-LINE FOLDER SUPPORT	20
ASSIGN PERMISSIONS	20
THE IMAP4 E-MAIL SERVER.....	21
REAL-TIME CALENDARING	21
REFRESH.....	21
RULES	22
SECURITY	22
UPDATE FOLDER CONTENTS	22
WHERE DID MY CONTACT'S ATTACHMENT GO?	22

WHY CAN'T I AUTOPREVIEW MY MESSAGES?	22
WHY CAN'T I SEE CATEGORY HEADERS?	22
WHY CAN'T I SPECIFY CERTIFICATES FOR CONTACTS?	22
WHY DOESN'T MY CONTACT'S JOURNAL TAB WORK?	23
WHY CAN'T I CUSTOMIZE MY CURRENT VIEW?	23
WHY CAN'T I DETECT AND REPAIR A FOLDER?.....	23
WHY CAN'T I USE MAIL MERGE?	23
WHY CAN'T I SET REMINDERS ON MY MESSAGES?.....	23
WHY CAN'T I CHANGE A MEETING INTO AN ALL-DAY EVENT?	23
WHY CAN'T I RECALL A MESSAGE?	23
WHY CAN'T I MOVE/RENAME/DELETE THIS FOLDER?.....	24
WHY CAN'T I CREATE A NEW DISTRIBUTION LIST?	24
WHY CAN'T I CREATE A NEW FOLDER?	24
WHY CAN'T I VIEW ATTENDEE AVAILABILITY AND RESPONSE?.....	24
WHY CAN'T I SET REMINDERS ON RECURRING MEETINGS?.....	24
WHY CAN'T I DELETE AN ATTACHMENT FROM A TASK?	25
WHY CAN'T I ATTACH AN OLE OBJECT?	25
WHY CAN'T I GET READ AND DELIVERY RECEIPTS?	25
WHY CAN'T I RECOVER DELETED ITEMS?.....	25
WHY CAN'T I SEND A LINK TO THIS FOLDER?.....	25
WHY CAN'T I SET ADDITIONAL SEND OPTIONS FOR NEW MESSAGES?	25
WHY CAN'T I SET A BIRTHDAY FOR A CONTACT?	25
WHY CAN'T I SEE TEXT FORMATTING IN E-MAIL I RECEIVE?	25
WHY CAN'T I USE VOTING BUTTONS?.....	26

WHY DIDN'T I GET A REMINDER?26

Getting Started

What is CTOC?

CorporateTime Outlook Connector (CTOC) is a calendaring and e-mail messaging system that combines Microsoft Outlook with the scalability of CorporateTime Server and your choice of any IMAP4 e-mail server. Users benefit from a familiar user interface combined with the real-time calendaring of our server. Administrators get the security, reliability and multi-platform support of a CorporateTime solution.

What's New in CTOC 3.0

- Open another user's folders
- Delegate Access
- Download CorporateTime User/Resource lists
- Synchronization Filters
- SMTP authentication - PLAIN, CRAM-MD5
- IMAP4 authentication - PLAIN
- Automatic Calendar and IMAP4 server re-connection
- Deploy and use CTOC without CorporateTime Server access
- Server status displays
- Support for e-mail Internet header information
- IMAP4 alerts
- Outlook Bar short cuts
- New menu commands
- Optimization and performance enhancements

Note To learn more about the new features in CTOC 3.0, please refer to the release notes.

Get Started

To maximize the features and performance of CorporateTime Outlook Connector 3.0, certain Outlook Add-Ins must be modified and CorporateTime Calendar Form must be installed.

Configure Add-Ins

Install the CorporateTime Calendar Form

Select your default service provider

Download Global Address List

Ways to get assistance while you work

Readme

Consult the readme for install and uninstall information.

Release Notes

Consult the release notes to learn about system requirements, limitations and other product information.

Screen Tips

To learn more about a feature, position your pointer over the item and hold down the **Shift** and **F1** key.

Configuring CTOC

Properties dialogs

Permissions allow you to specify the access other users have to your information.

The Forms tab allows you to install the CorporateTime Calendar Form. This form must be installed.

The properties dialog box for CorporateTime Public Folders allow you to select the IMAP4 folders you wish to show or hide.

Administration tabs are created by Microsoft Exchange and are not currently supported by CorporateTime Outlook Connector.

Select your default service provider

CTOC works best when it is installed as your default mail service provider.

1. On the **Tools** menu, click **Services**.
2. Select the **Delivery** tab.
3. In the **Deliver new mail to the following location** list, click **CorporateTime**.

Share log on credentials for mail and CorporateTime Server

Mail and CorporateTime server log on credentials can be shared with IMAP4 and SMTP servers if SMTP authentication is enabled.

1. Right-click the **Outlook** desktop icon, select **Properties**, click **Properties**, and then click the **IMAP4** tab.
2. Select the **Use same settings as my CorporateTime server** check box.
3. Click the **SMTP** tab, select **The server requires authentication** check box, and click **Settings**.
4. Click **Use same settings as my incoming mail server**, and then click **OK**.

Configure Add-Ins

To maximize the features and performance of CorporateTime Outlook Connector 3.0, certain Outlook Add-Ins and preferences must be modified. Service providers like CorporateTime Outlook Connector or Exchange supply the Outlook client with certain Add-Ins and COM Add-Ins that extend the range and functionality of the application. You should remove Microsoft Exchange specific Add-Ins when running CTOC.

Add-Ins

1. On the **Tools** menu, click **Options**.
2. Select the **Other** tab, and click **Advanced Options**.
3. Click **Add-In Manager**.
4. Clear the **Exchange Extensions property pages** check box in the list.
5. Select the other check boxes, and then click **OK**.

Note If the CorporateTime Add-In is not listed, you must install it.

COM Add-Ins (Outlook 2000 only)

1. On the **Tools** menu, click **Options**.
2. Select the **Other** tab, and then click **Advanced Options**.
3. Click **COM Add-Ins**.
4. Select the check boxes in the list, and then click **OK**.

Install the CorporateTime Calendar Form

The CorporateTime Calendar Form enables users to view Attendee Availability and Attendee Status. You must ensure the CorporateTime Calendar Form is installed in your Calendar folder.

Verify the form installation:

1. Right-click the **Calendar** icon.
2. Click **Properties**, and then select the **Forms** tab.
3. If CorporateTime is not listed in the box labeled **Forms associated with this folder**, you must install it.

Automatically install the form:

1. Right-click the **Calendar** icon.
2. Click **Properties**, select the **Forms** tab, and then click **Manage**.
3. Select the **Publish Form Automatically** check box.

Manually install the form:

1. Click **Manage**.
2. Select **Install**, and the CorporateTime name and description will appear.
3. Click **Close**, and the CorporateTime Calendar Form should now be listed in the **Calendar Properties** dialog box.
4. Select the **General** tab. Clear the **Automatically generate Microsoft Exchange views** check box, and click **OK**.

Configure ASP/Domain service log on

1. Right-click the **Outlook** desktop icon, click **Properties** , and then select **Properties** .
2. Click **This server requires a Domain Service** check box, and then click **Settings** .
3. In the **Domain ID** text box, type your domain ID, and then click **Add** to enter a new domain host service.
4. Click **OK** .

Configure SMTP authentication

CTOC supports SMTP authentication (SMTP AUTH LOGIN) using base 64 encoding and SASL mechanism for SMTP authentication (PLAIN, CRAM-MD5) that require users to log on using their Account Name and Password.

1. Right-click the **Outlook** desktop icon, select **Properties** , click the **Services** tab, and then click **Properties** .
2. Click the **SMTP** tab, select **The server requires authentication** check box, and click **Settings** .
3. Click **Log on using** , and enter your **Account Name** and **Password** .
4. Select the **Save this password in your password list** check box to avoid entering your password every time you log on.
5. Click **OK** .

Configure Free/Busy lookup for SMTP mail recipients

CTOC supports the Free/Busy lookup feature for contacts who are not CorporateTime users.

1. Open or create a new contact. To create a new contact, on the **File** menu, select **New** , and then click
2. **Contact** . Enter your contact information.
3. Click the **Details** tab.
4. Under **Internet Free-Busy** , in the Address box, type the name of the server, FTP or URL where your contact your's free/busy information is stored.
5. Click **Save and Close** .

Subscribe to IMAP4 Folders

CorporateTime Outlook Connector enables you to subscribe or unsubscribe from IMAP4. Subscribing to an IMAP4 folder lets you view or expand folders in the Folder List. Unsubscribing hides the folder in the Folder List.

1. If the Folder List is not visible, on the **View** menu, click **Folder List** .
2. Right-click **CorporateTime - Public Folders** .
3. Select **Properties for CorporateTime - Public Folders** .
4. Click the **IMAP4 Folders** tab, and select the folders you would like to subscribe or unsubscribe from.
5. Double-click on a folder to expand it in the list.

6. Use the **Hide** or **Show Sub-Tree** and the **Show** or **Hide Sub-Tree** button to toggle back and forth.
7. Click **OK**.

OR

1. On the **Tools** menu, click **IMAP4 Folders**, and then select **Subscribe/Unsubscribe**.
2. Select the folders you would like to subscribe or unsubscribe from.
3. Double-click on a folder to expand it in the list.
4. Use the **Hide** or **Show Sub-Tree** and the **Show** or **Hide Sub-Tree** button to toggle back and forth.
5. Click **OK**.

Note To reset the folder list, on the **Tools** menu, select **IMAP4 Folders**, and select **Reset Folder List**.

Configure PDA Conduit support

1. Right-click the **Outlook** desktop icon, click **Properties**, and then select **Properties**.
2. Click the **Advanced** tab, and then click **Third-Party Software**.
3. Select the **Pocket Mirror** or **Pocket Journal** check box.
4. Click **OK**.

Conduit Software	Vendor	Device
PocketMirror (2.04)	Chapura	Palm Series (3COM)
PocketMirror (3.0)	Chapura	Palm Series (3COM)
PocketJournal	Chapura	Palm Series (3COM)
Desktop To Go 2.5	DataViz	Palm Series (3COM)
PSIWin 2.3	Psion	Psion Devices (except Revo)
PSIWin 2.31	Psion	Psion Revo
ActiveSync 3.0	Microsoft	Win CE 3.0 (except Pocket PC)
ActiveSync 3.1	Microsoft	Pocket PC enabled devices

Permissions and Delegate Access

Set sharing permissions for folders

1. If the Folder List is not visible, click the **View** menu, click **Folder List**, and then select the folder you want to share with another person.
2. Right-click the folder you want to share, and then select **Properties**.
3. Select the **Permissions** tab.
4. Click **Add**.
5. In the **Name** box, type the name of the person you would like to grant sharing permissions, or click **Address Book** to select a name from the list.
6. Click **OK**.
7. In the **Name** box, select the name of the person you just added.
8. In the **Roles** box, select the permissions you would like to assign, or use the **Permissions** box to assign

- custom permissions to the user.
9. Click **OK**.

Open another user's folders

CorporateTime Outlook Connector enables you to open and view the folders of CorporateTime users that have granted you sharing or delegate access. The folders of other users will be displayed in a separate window and the name of the folder owner will appear in the window's title bar. Supported folders are: Calendar, Inbox, Journal, Notes and Tasks.

1. Click the icon corresponding to the type of the folder you would like to open.
2. On the **File** menu, click **Open**, and then click **Open User's Folder**.
3. In the **Name** box, type the name of the person who granted you sharing or delegate access permission, or click **Name** to select from the list.
4. In the **Folder** list, select the folder you would like to open.
5. Click **OK**.

Note You can only access the folders of other users while working on-line. CorporateTime Server 5.0 or later is needed to access the data of other users. You will also need an IMAP4 server with support for Access Control List (ACL) is needed to access the e-mail of other users.

Delegate Access

Granting Delegate Access enables you to provide CorporateTime users with access to your Calendar, Tasks, Notes, Journal and Inbox. You must connect to the network in order to grant Delegate Access.

1. On the **Tools** menu, click **Options**, and then click the **Delegates** tab.
2. In the **Delegates** box, select the delegate name, or click **Add** to select from the list.
3. Click **Permissions** and then use the drop-down list to assign Delegate Access to your Calendar, Inbox, Journal, Notes and Tasks.

Note To send e-mail on your behalf, a delegate requires access to an IMAP4 server with support for ACLs. Assigning the role of Editor grants the delegate full designate rights.

Meetings

Create a meeting

1. Click the **Calendar** icon.
2. On the **Actions** menu, select **New Appointment**.

3. Enter the **Subject, Location, Start time, and End time**.
4. Select the **Attendee Availability** tab, and click **Invite Others**.
5. Select an attendee or resource list from the **Show Names from the** list.
6. Enter the name in the **Type Name** box, or select the attendee or resource name from **Select from list**.
7. Select **Required, Optional** or **Resource**, and click **OK**.
8. Click **Send**.

Create a recurring meeting

1. Click the **Calendar** icon.
2. On the **Actions** menu, select **New Appointment**.
3. Enter the **Subject, Location, Start time, and End time**.
4. Select the **Attendee Availability** tab, click **Recurrence**, and enter the recurrence pattern and range of recurrence details, then click **OK**.
5. Click **Invite Others**.
6. Select an attendee or resource list from the **Show Names from the** list.
7. Enter the name in the **Type Name** box, or select the attendee or resource name from **Select from list**.
8. Select **Required, Optional** or **Resource**, and click **OK**.
9. Click **Send**.

Invite an external attendee to a meeting

CTOC enables you to invite non-CorporateTime users to meetings by sending them e-mail notifications. iCal notification must be enabled to invite non-CorporateTime users to meetings.

1. Click the **Calendar** icon.
2. On the **Actions** menu, select **New Appointment**.
3. Enter the **Subject, Location, Start time, and End time**.
4. Select the **Attendee Availability** tab, and click **Invite Others**.
5. Select an attendee or resource list from the **Show Names from the** list.
6. Enter the name in the **Type Name** box, or select the attendee or resource name from **Select from list**.
7. Select **Required, Optional** or **Resource**, and click **OK**.
8. Click **Send**.

Note If you are running Outlook 98, please contact your system administrator to configure iCal notification. Support for external attendees is only available when running CTOC on CorporateTime Server 5.1.

E-mail notification on meeting creation

1. Click the **Tools** menu, select **Options**, and then click **Calendar Options**.
2. Click **CorporateTime**, select the **Send e-mail notification to attendees when a meeting is created or updated** check box, and then click **OK**.

iCal notification on meeting creation

1. Click the **Tools** menu, select **Options**, and then click **Calendar Options**.
2. Click **CorporateTime**, select the **Automatically send iCal notification to non-CorporateTime attendees** check box, and then click **OK**.

Set Can't Book Me support

1. Click the **Calendar** icon.
2. On the **File** menu, click **Folder**, and then click **Properties for Calendar**.
3. Select the **Permissions** tab, and clear the **Can invite me to meetings** check box.
4. Click **OK**.

Note This feature is only available when CTOC 3.0 is connected to CorporateTime Server 5.1.

Download Global Address list

1. Click the **Tools** menu, select **Options**, and then click **Calendar Options**.
2. Click **CorporateTime**, select the **Load Global Address Lists when working on-line** check box, and then click **OK**.

Note If you do not download the global address list you will have to search for each user or resource when creating a meeting.

Update CorporateTime User and Resource lists

1. Right-click the **Calendar** icon, select **Properties** and click on the **Administration** tab.
2. Then, click **Reset**.

Note Updating the CorporateTime user and resource lists enables you to obtain the most recent list available on the server.

Events and Tasks

Create an All Day Event

1. Click the **Calendar** icon.
2. On the **Actions** menu, select **New All Day Event**.

3. Enter the **Subject**, **Location**, **Start time**, and **End time**.
4. Select the **Attendee Availability** tab, and click **Invite Others**.
5. Select an attendee or resource list from the **Show Names from the** list.
6. Enter the name in the **Type Name** box, or select the attendee or resource name from **Select from list**.
7. Select **Required**, **Optional** or **Resource**, and click **OK**.
8. Click **Send**.

Create a Task Request

1. Click the **Task** icon.
2. On the **Actions** menu, select **New Task Request**.
3. Click **To**, and enter the name in the **Type Name** box, or select a name from **Select from list**.
4. Enter a **Subject**, **Due date**, **Start Date**, **Status**, **Priority** and then enter the Task details in the window.
5. Click **Send**.

Working Off-line

Select folders for off-line synchronization

Automatic single folder synchronization

1. Right-click the folder you want to synchronize, select **Properties**, and then click the **Synchronization** tab.
2. Select the **Can be used off-line** check box, and then click **OK**.

Automatic multiple folder synchronization

1. On the **Tools** menu, select **Synchronize**, and then click **Off-line Folder Settings**.
2. Select the check box next to the folder(s) you want to synchronize. You may also double-click on a folder to expand it in the list, and then select the sub-folder you want to synchronize.
3. Click **OK**.

Manual folder synchronization

1. On the **View** menu, select **Folder List**, and then click the folder you want to synchronize.
2. Click the **Tools** menu, point to **Synchronize**, and click **This Folder** or **All Folders**.

Off-line folder passwords

1. Right-click the **Outlook** desktop icon, click **Properties**, and then select **Properties**.
2. Select the **Startup** tab, click **Off-line Folder Settings**, and select **Change**.
3. In the **New Password** text box, type a password, and then type the same password in the **Confirm Password** text box.
4. Select the **Save this password in your password list** check box to avoid entering your password every time you log on.

5. Click **OK**.

Synchronization filters

1. On the **Tools** menu, select **Synchronize**, and then click **Off-line Folder Settings**.
2. Click the folder you want to filter, and then click **Filter Selected Folder**.
3. Select the filter options you want.
4. To filter using additional criteria such as a category or importance level, click the **More Choices** tab, and then select the options you want.

Note Synchronization filters can only be edited while connected to the network.

Work off-line

1. Right-click the **Outlook** desktop icon, click **Properties**, and then select **Properties**.
2. Click the **Startup** tab, select the **Enable off-line use** check box, and click **Work off-line**.
3. Select the **Choose a connection type** check box to enable CTOC to prompt you to Connect to the network, or Work off-line before opening Outlook.
4. Click **OK**.

Change the location of off-line files

1. Right-click the **Outlook** desktop icon, select **Properties**, and then click **Properties**.
2. Click the **Startup** tab, and then click **Off-line Folder Settings**.
3. Enter the desired location of your off-line file, or click **Browse** to select a location.
4. Click **OK**.

Configure off-line synchronization

1. Right-click the **Outlook** desktop icon, select **Properties**, and then click **Properties**.
2. Click the **Startup** tab, and then select the **Enable off-line access** check box.
3. Do one of the following:
 - To automatically synchronize folders when closing CTOC, select the **When on-line, synchronize all folders upon exiting** check box, and then click **OK**.
 - To automatically synchronize folders at a specified time interval, click the **When on-line, automatically synchronize all off-line folders** check box, select a time interval, and then click **OK**.

Add CorporateTime Users and Resources

1. On the **Tools** menu, select **Synchronize**, and then click **Off-line Folder Settings**.
2. Click **Settings**.
3. In the **Off-line Address Book** window, click **Address Book**.
4. Type the name of the user you want to select or choose from the list, and then click **Off-line**.

Outlook with CorporateTime

Collaborate with CorporateTime native clients

CorporateTime Outlook Connector allows Outlook users to manage their time and activities effectively in collaboration with users of any CorporateTime native client on the same network. The interoperability of Outlook and CorporateTime involves a few minor issues of translation. Click one of the following links for details:

- Outlook/CorporateTime mapping
- Importance levels
- Sensitivity/Access levels
- Ownership
- Tentative meetings
- Recurrences

Importance levels

From client to server:

Outlook	CorporateTime
High	High
Normal	Normal
Low	Low

From server to client:

CorporateTime	Outlook
Highest	High
High	High
Normal	Normal
Low	Low
Lowest	Low

Outlook/CorporateTime mapping

From client to server:

Outlook	CorporateTime
Meeting	Meeting
Appointment	Meeting (with no other people or Resources invited)
All-day Event	Day Event
Holiday	Day Event
Task	Task
Recurring Meeting, All-day Event	Repeating Meeting, Day Event
Recurring task	Unconnected (non-Recurring) Tasks

From server to client:

CorporateTime	Outlook
Meeting	Meeting
Day Event	All-day Event (time shown as Busy)
Daily Note	All-day Event (time shown as Busy)
Holiday	All-day Event (time shown as Free)
Task	Task
Repeating Meeting, Day Event or Daily Note	Unconnected (non-Recurring) Meetings and All-day Events

Ownership

CorporateTime Server keeps a record of ownership — similar to Outlook's idea of organizers — for every item added to its database. Only the original creator of an entry is allowed to modify or delete that entry unless the user has Delegate Access or Sharing Permissions. If you open a meeting or event organized by someone else, you may only change the reminder setting.

If you attempt to delete a meeting or event that you do not own, it will disappear from your Calendar, but will not be removed from the server database. Instead, your attendee status will be set to Declined, and the meeting or event will remain in your Deleted Items folder.

If you attempt to move a meeting or event that you do not own by clicking and dragging it to a new time, the original version will remain in your Calendar as originally proposed. A copy, owned by you, will be created according to your new specifications, to which all original attendees will be invited. Outlook will prompt you with the following message:

You may want to let the meeting organizer know you changed the meeting "Title". If the meeting organizer sends an update for this meeting, your changes will be lost. Is this OK?

Since you are not modifying the original meeting or event, but rather creating a new one, your copy will not be deleted if the original organizer sends an update. Click **OK**.

Outlook will now prompt you with the following message:

Your changes could not be saved because you don't have permission to modify some or all of the items in this folder. Do you want to save a copy of this item in the default folder for the item?

Click **Yes** to create your altered copy of the original meeting or event. Click **No** to return to your Calendar without creating the copy.

Changing a meeting or event's free/busy display, reminders, and privacy level by using the right-click pop-up menu will not create a new copy. In this case, however, your changes will be lost if the organizer sends an update.

Sensitivity/Access levels

From client to server:

Outlook	CorporateTime
Normal	Normal
Private	Personal
Personal	Personal
Confidential	Confidential

From server to client:

CorporateTime	Outlook
Public	Normal
Normal	Normal
Personal	Private
Confidential	Personal

Recurrences

When you create recurring meetings and events in Outlook, users of CorporateTime native clients will be able to view these Calendar entries as Repeating Entries.

However, Outlook will display Repeating Entries created with CorporateTime native clients as individual, unconnected meetings and events. All instances of the meeting or event will be present in the Outlook Calendar, but they will only be accessible separately.

The ability to create a recurring task is currently not supported by CorporateTime Outlook Connector.

Tentative Meetings

A Tentative Meeting created with a CorporateTime native client will appear in the Outlook Calendar as a normal meeting, with its time shown as busy.

If you tentatively accept a meeting with Outlook, users of the native clients will see your response to the meeting as **I will accept, but I would prefer another time**. Similarly, meetings to which native client users have

responded with **I will accept, but I would prefer another time** will appear as tentative within Outlook.

Attendee availability

Whenever you plan a meeting or view attendee availability, CorporateTime Outlook Connector automatically downloads the free/busy information for each attendee from the CorporateTime Server's calendar database, and displays it in the time-line.

Accepted meetings will appear as busy, tentative or out-of-office time, depending on your selection.

Unconfirmed meetings (which have been scheduled but not yet accepted by the invitees) will appear with white cross-hatching.

Attendee response

When using Outlook with CorporateTime Outlook Connector, you will be able to see up-to-date responses from all attendees of meetings and events that you have created. These responses are automatically updated from CorporateTime Server's calendar database when viewing the Attendee Availability tab of a meeting or event that you have created.

You will not have to enter or change these responses yourself; CTOC takes care of it all for you, in real time.

CorporateTime Server

Microsoft Exchange is not a calendar server. It relies on e-mail messages for the distribution of events and meeting requests to multiple separate Calendar folders located in various places on the server.

CorporateTime Server, by contrast, is a dedicated calendar server with a centralized database containing the complete calendars of all networked users. Therefore, users can view their colleagues' availability and responses for meetings in real time.

CorporateTime UID log on support

UID Log on support extends the range of Account Name formats that can be used to log on to the CorporateTime Server. To enable UID Log on support, please contact your server Administrator.

Deleted Items

When using CorporateTime Outlook Connector, all Calendar entries that you delete or decline will be moved to your Deleted Items folder. CorporateTime native clients will display your response to these meetings as "Refused".

If you remove a meeting or event from your Deleted Items folder, it will be removed in its entirety from the CorporateTime Server. The Calendars of all attendees will be updated with the deletion.

Install the CorporateTime Add-In

The CorporateTime Add-In must be installed in order for CorporateTime Outlook Connector to function properly.

To get to the Add-In Manager dialog box:

1. On the **Tools** menu, and click **Options**.
2. Click the **Other** tab, and select **Advanced Options**.
3. Click **Add-In Manager**.
4. Click **Install**.
5. In the Install Extension dialog box, click the file "cstms.ecf". If this file is not present, you may have to re-install CTOC. See the readme file for instructions.
6. Ensure that the CorporateTime option is selected within the Add-In Manager list box.

Network log on with one server

CTOC enables you to log on when either the IMAP4 or CorporateTime Server is unavailable. If both servers are unavailable, you will be prompted to work off-line.

Off-line folder support

With CTOC, you can manually or automatically synchronize folders. In addition, CTOC allows you to start the program in on-line or off-line mode, select the location of your off-line storage file and password protect your file.

Configure off-line synchronization

Select folders for off-line synchronization

Off-line folder passwords

Work off-line

Change the location of off-line files

Assign Permissions

CTOC allows you to customize the level of viewing access other users have to your tasks and Calendar.

1. Click the **File** menu, point to **Folder**, and click **Properties**.
2. Click the **Permissions** tab, select a person from the list box, or click **Add** to choose another user.
3. Select a role for that person from the drop-down list box. **Owner** gives the selected user full viewing rights (using CorporateTime native clients only); **None** completely blocks the selected user from seeing any tasks or Calendar entries. **Custom** allows you to mix and match settings according to sensitivity level. In the Calendar folder, **Times Only** allows the selected user to view the times of your meetings, but no details or other information.

The IMAP4 e-mail server

Users of Outlook with Exchange may be familiar with the Post Office Protocol (POP) style of e-mail delivery. With this model, e-mail is delivered to a central POP server. When you connect to this server using a client application such as Outlook, all your mail is immediately downloaded to your local machine and deleted from the server. All further processing of e-mail, including opening, moving and deleting, is carried out locally on your computer.

With the Internet Message Access Protocol (IMAP) however, all e-mail remains on the server until you expressly remove it. You access, manipulate, and create mail folders on the server as if they were stored locally on your machine.

For users who routinely access their mail from multiple sources — for example, their computer at work, their computer at home, and a laptop when traveling — IMAP servers are far more convenient than POP servers. Since e-mail is deleted from the POP network server after you sign in, those messages will be inaccessible if you sign in again using a different machine. With the IMAP delivery model, your e-mail will still be on the server, allowing you to re-read, edit, and forward messages from any machine.

All non-Calendar and non-Task information previously stored on the Microsoft Exchange Server is stored by CTOC in folders on the IMAP4-compliant e-mail server. This limits the contents of these folders to mail items only.

Real-time calendaring

With CorporateTime Outlook Connector, Outlook users can access the powerful real-time calendaring and scheduling capabilities of CorporateTime Server.

Real-time scheduling means that whenever a meeting or event is scheduled, the calendars of all attendees are automatically and immediately updated. This is possible through CorporateTime Server's centralized calendar database. No longer are users' calendars maintained individually in their own folders, requiring them to check their e-mail before new entries get scheduled. With CTOC, their calendars are incorporated, and are updated with new entries on the server instantly.

In addition, user of CorporateTime Outlook Connector can view the times at which other users have been scheduled for meetings, even before those meetings have been accepted. This feature eliminates a major problem inherent in message-based calendaring: the lag between scheduling a user for a meeting and being able to view that meeting in the other's calendar.

Real-time scheduling also guarantees up-to-date information on Attendee Availability and Attendee Responses.

Refresh

Pressing F5 or selecting the Send and Receive command refreshes your folders with new information on the server. This command has multiple functions with CorporateTime Outlook Connector:

- Refreshing your Inbox with newly-arrived e-mail and Calendar entries
- Sending any remaining messages in your Outbox
- Refreshing your Calendar with new changes
- Refreshing your Deleted Items by removing any Calendar Events that you have declined or deleted, or that have been deleted by their Owners.

Rules

Server-side rules require the Microsoft Exchange Server, and cannot currently be set or carried out when running CorporateTime Outlook Connector. This includes all server-side options formerly available using the Rules Wizard, as well as the Out of Office Assistant.

Client-side rules, however, will function normally.

Security

CorporateTime Outlook Connector users benefit from SMTP and IMAP4 authentication if these mechanisms are supported by the server.

SMTP Authentication - PLAIN, CRAM-MD5 and LOGIN

IMAP4 Authentication - PLAIN and CRAM-MD5

Update folder contents

1. Right-click the desired folder, click **Properties**, and then select the **Administration** tab.
2. Then, click **Reset**.

Where did my Contact's attachment go?

Although they can be added normally, CorporateTime Outlook Connector does not currently support the ability to save attachments with Contacts.

Why can't I AutoPreview my messages?

When AutoPreview is selected, Outlook opens up the local copies of all messages within the current folder, and displays the first three lines of each message.

IMAP-compliant e-mail servers, however, like the one that works with CorporateTime Outlook Connector, only download the headers of your messages, leaving the full text stored on the server. Therefore, no local copies exist for Outlook to open.

It is still possible to select AutoPreview from the View menu, but the folder display will continue to show only the headers of your messages.

CorporateTime Outlook Connector does however implement the Preview Pane.

Why can't I see Category headers?

CorporateTime Outlook Connector does support the ability to view your messages by category within all folders. However, the expandable row separators normally shown in this view are created by Microsoft Exchange, and are not implemented in this release of CorporateTime Outlook Connector.

Why can't I specify certificates for Contacts?

CorporateTime Outlook Connector does not currently implement the same security features as Microsoft Exchange. Certificates (digital ID's) are not available for use in this release.

Why doesn't my contact's Journal tab work?

The Journal tab is currently unavailable when viewing contacts using Outlook 98.

Why can't I customize my current view?

The current view can be customized in any way permitted by the View Summary dialog box (View, Current View, Customize Current View). The sole exception is that no grouping features are implemented in this release of CorporateTime Outlook Connector.

If you attempt to change the settings in the Group By dialog box, you will receive the following message when you click OK in the View Summary:

The sorting or group by operation failed. Either these folders do not support sorting or the conditions are too complex. Sorting and group by settings have been reset.

Ensure that the **Group By** value in the View Summary dialog box is set to **None** before clicking **OK**.

Why can't I detect and repair a folder?

CorporateTime Outlook Connector does not currently support the Inbox Repair utility.

Why can't I use Mail Merge?

The ability to merge contact lists with external Word files is not supported in this release of CorporateTime Outlook Connector.

Why can't I set reminders on my messages?

The ability to set reminders on mail messages is not supported in this release of CorporateTime Outlook Connector.

Why can't I change a Meeting into an All-Day Event?

The ability to change a Meeting into an All-day Event and an All-day Event into a Meeting is not supported in this release of CorporateTime Outlook Connector.

Why can't I recall a message?

The Message Recall relies on the Microsoft Exchange Server. It is therefore unavailable when using CorporateTime Outlook Connector.

Why can't I move/rename/delete this folder?

CorporateTime Outlook Connector does not allow you to move, rename or delete any of the "special" Outlook folders:

- Outlook Today
- Inbox
- Calendar
- Contacts
- Tasks
- Journal
- Notes
- Deleted Items
- Sent Items
- Outbox
- Drafts

Other folders may be modified.

Why can't I create a new distribution list?

The ability to create new e-mail distribution lists is supported by CorporateTime Outlook Connector, but the File menu command **New, Distribution List** is an extension of Exchange, and consequently is not available. To create a new distribution list, you must have a Personal Address Book set up in your user profile. For more information, see the Microsoft Outlook on-line help.

Why can't I create a new folder?

New folders you create in your CorporateTime profile or in a public folder on the e-mail server may only contain mail items. Ensure that the "Folder contains:" field of the Create New Folder dialog box is set to "Mail Items" before clicking OK.

Personal folders you create locally on your machine may contain any kind of items.

Why can't I view attendee availability and response?

If you cannot view attendee availability or attendee response (for Meetings and Events that you have created), it is possible that the CorporateTime Calendar Form is not correctly installed. For more information, [click here](#).

Why can't I set reminders on recurring meetings?

The ability to set reminders for recurring meetings, appointments and events is not supported in this release of CorporateTime Outlook Connector.

Why can't I delete an attachment from a task?

The ability to delete attachments from tasks is not supported in this release of CorporateTime Outlook Connector.

Why can't I attach an OLE object?

The ability to set an OLE-style attachment is not supported in this release of CorporateTime Outlook Connector.

Why can't I get read and delivery receipts?

CorporateTime Outlook Connector will process your requests for read and delivery receipts normally. However, these requests may or may not be honored by the IMAP e-mail server and the SMTP e-mail delivery server that handle your messages on the way to their destination.

Some mail servers cannot process read and delivery receipts. Others with virus checking software installed may consider the code for your request to be a potential virus hazard, and delete it.

If you are not receiving read and delivery receipts, see your system administrator.

Why can't I recover deleted items?

The ability to recover deleted items is an extension of Microsoft Exchange that is currently not supported by CorporateTime Outlook Connector.

Why can't I send a link to this folder?

The File menu command "Send Link to this Folder" is currently unavailable with CorporateTime Outlook Connector.

Why can't I set additional Send Options for new messages?

The ability to set formatting, delay and expire options using the Send Options dialog box is not currently supported by CorporateTime Outlook Connector.

Why can't I set a birthday for a Contact?

Defining contact birthdays is not currently supported by CorporateTime Outlook Connector.

Why can't I see text formatting in e-mail I

receive?

CorporateTime Outlook Connector does not support Microsoft rich-text (RTF) formatting. If a message is sent in RTF, it will be displayed in your folders without formatting as plain text.

If you create and send an RTF message, CorporateTime Outlook Connector will convert your text to HTML to preserve your text formatting.

Why can't I use voting buttons?

Voting buttons are not supported in this release of CorporateTime Outlook Connector.

Why didn't I get a reminder?

Reminders for recurrences of meetings and events are not available in this release of CorporateTime Outlook Connector.

Index

A

Access levels.....	11, 18, 20
Account name.....	19
All-day events.....	23
ASP.....	9
Attachments.....	22, 25
Attendee availability.....	8, 24
Attendee response.....	8, 12, 19, 24
Attendees.....	13, 19
AutoPreview.....	22

B

Birthdays.....	25
----------------	----

C

Calendar.....	7, 13, 16, 19, 20, 24
Categories.....	22
Certificates.....	23
Conduit.....	10
Contacts.....	7, 12, 22, 23, 24, 25
CorporateTime native clients.....	16, 17, 18
CorporateTime Server.....	16, 17, 19
Creating Distribution Lists.....	24
Credentials.....	7
Current view.....	22, 23

D

Default.....	7
Delegates.....	11
Deleted Items.....	7, 19, 24, 25
Deleting.....	19, 24, 25
Delivery receipts.....	25
Detect and repair.....	23
Distribution lists.....	24
Domain log on.....	9
Drafts.....	7, 24

E

E-mail.....	12, 21, 22, 23, 25, 26
-------------	------------------------

E-mail notification on meeting creation.....	12
Event.....	13
F	
File location.....	15
Folders.....	9, 10, 11, 14, 15, 20, 22, 24, 25
Formatting.....	26
Free/busy information.....	9, 13, 19
I	
iCal.....	13
IMAP.....	9, 21
Importance levels.....	16
Inbox.....	7, 21, 22, 23, 24, 25
Inbox repair.....	23
Installing.....	8, 20
J	
Journal.....	7, 23, 24
L	
Learn more.....	6, 7
Links.....	25
Log on.....	7, 9, 15, 19
M	
Mail merge.....	23
Mapping.....	17
Meetings.....	11, 13, 19, 23, 24
Message recall.....	23
Message reminders.....	23
Mobile.....	10
Moving.....	24
N	
Network.....	20
O	
Off-line.....	14, 15, 20
OLE.....	25
Options.....	25
Out of Office Assistant.....	22
Outbox.....	7, 24
Outlook Today.....	7, 24

Ownership.....	17
----------------	----

P

Palm.....	10
Passwords.....	14
PDA.....	10
Permissions.....	10, 11, 20
Pocket PC.....	10
POP.....	21
Previews.....	22
Properties.....	7, 9, 15
Psion.....	10
Public folders.....	9, 24

R

Read receipts.....	25
Real-time.....	21
Recalling a message.....	23
Recovering deleted items.....	25
Recurring meetings.....	18, 24, 26
Reminders.....	23, 24, 26
Renaming folders.....	24
Requests.....	26
Responses.....	19, 26
Rich-text format.....	26
Rules.....	22

S

Saving.....	22
Security.....	9, 14, 22, 23
Selecting folders.....	14
Send and receive.....	21
Send link.....	25
Send options.....	25
Sensitivity.....	18
Sent Items.....	7, 23, 24
Shared credentials.....	7
Sharing folders.....	11, 20
SMTP.....	9, 12
Sorting.....	23
Status.....	19
Synchronization.....	14, 15, 20

T

Tasks	7, 14, 20, 24, 25
Tentative	18
Text formatting	26

U

UID	19
Users/Resources	11, 13, 16

V

Views	18, 22, 23
Voting buttons	26

W

Windows CE	10
-------------------------	----