

# Entourage on Mac OS X – Deployment Guide for the 2003 platform

---

## Step-by-Step Guide to Account Set-up & Administration on the 2003 Platform

# Contents

<b>1. Checking and changing your MX Records to point at your Exchange 2003 Server .....</b>	<b>3</b>
<b>2. Adding a new user to an existing organisation and assigning the Exchange 2003 service. ....</b>	<b>5</b>
<b>3. Configuring Microsoft Exchange 2003 on Entourage 2004 or above for Mac OS X.....</b>	<b>10</b>
<b>4. How to login to Outlook Web Access (OWA) .....</b>	<b>14</b>
<b>5. Blackberry Enterprise Service - Configuring your Blackberry device to use BES.....</b>	<b>15</b>

---

## 1. Checking and changing your MX Records to point at your Exchange 2003 Server

1.1 You or your domain host will need to change your domain's MX records to point to your Hosted Exchange 2003 server. An **MX record** is used to allow incoming mail to reach your mailbox server, and without it you wouldn't be able to receive incoming mail.

You need to create a **MX record** to be as follows:

- Set the MX Record as: **av2.hostlogicplc.net**.
- Set the MX Priority as: **10** (**Note: Number must be lower than all other MX Records**)

1.2 The MX record change will take between 12-48 hours to propagate throughout the Internet. The time it takes depends on your domain host and will vary. During this time your e-mail will continue to go to your current mail provider. Once the change is complete all e-mail will then be routed to Outsourcery hosted services.

1.3 You can check if the propagation is completed by going to:  
<http://www.outsourcery.co.uk/support/>

1.4 On the Outsourcery Support Centre website, select the option on the left hand list or from the menu in the middle of the screen called **'Tools'**:

**OUTSOURCERY SUPPORT CENTRE**

Welcome to the Customer Support Centre, offering you hints, tips and advice on how to manage your account more effectively.

Customer satisfaction is measured monthly via our Rant & Rave programme. In 2010 nearly 4,000 customers left feedback for us about the service they had received and in January 2011, 94% of customers said they were either "highly likely" or "likely" to recommend Outsourcery. Thank you to those of you who have taken part.

For those of you who are yet to leave your feedback, it's very important to us and helps to ensure our strategic plans meet your needs. Please click on the "rate our service" button opposite.

**Help us, help you!**  
Rate our services

**Let us help you!**  
0844 847 9699

**Microsoft Partner Network**

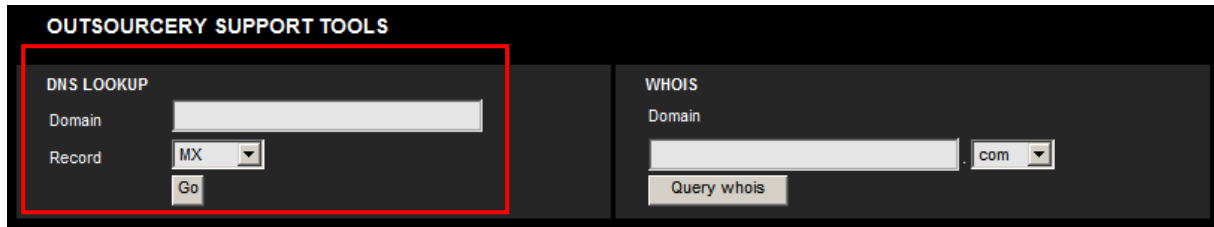
**RESOURCES**

- ▶ Outsourcery TFB London May highlight taster video - Media
- ▶ Technology for Business Breakfast - Media
- ▶ Piers Linney interview with Fresh Business Thinking
- ▶ Outsourcery and Microsoft outline the benefits to adopting Unified Communications

<b>STATUS</b> View incident logs, including completed system incidents or planned maintenance.	<b>DOWNLOADS</b> A collection of various software for use with our Hosted services. Login required.
<b>KNOWLEDGE BASE</b> Comprehensive help section for Hosted IT and Mobile Email solutions, relating to set up, configuration and access.	<b>TICKETS</b> Log a ticket relating to your Hosted IT service in our work queue. Login required.
<b>DOCUMENTS</b> Download our Quick Start guides which explain how to get started with our solutions.	<b>TOOLS</b> Domain Name System (DNS) lookup - allows you to check if your domain is available and view information about an existing domain.
<b>MANUALS</b> In depth user manuals for our Hosted IT solutions.	<b>COMPLAINTS POLICY</b> View our complaints policy here.
<b>CONTROL PANEL (2003)</b> Login to 2003 Control Panel.	<b>WEBMAIL (2003)</b> Login to 2003 Webmail (Outlook Web Access - OWA).

1.5 Enter the domain name in the domain field of DNS Lookup and change the record type to **'MX'** and then click **'Go'**. The MX record should show as:

**MX preference = 10, mail exchanger = av2.hostlogicplc.net**



The screenshot shows the 'OUTSOURCERY SUPPORT TOOLS' interface. On the left, the 'DNS LOOKUP' section is highlighted with a red border. It contains a 'Domain' text input field, a 'Record' dropdown menu set to 'MX', and a 'Go' button. On the right, the 'WHOIS' section contains a 'Domain' text input field, a dropdown menu set to '.com', and a 'Query whois' button.

1.6 If it doesn't, then your MX records are pointing to the wrong location or have not been changed yet. You will need to speak to your current domain host and ask them to change the MX records to point to the MX record specified by Outsourcery. If Outsourcery is your domain name host, then we can make this change for you.

**Note:** If you are unsure of how to action the above or if your domain host cannot make these changes for you, then please contact the technical support team on 0843 366 3366 select option 3 for assistance.

## 2. Adding a new user to an existing organisation and assigning the Exchange 2003 service.

You can begin this section of the guide once your Exchange 2003 provisioning has been completed by Outsourcery and we have provided you with an initial admin login.

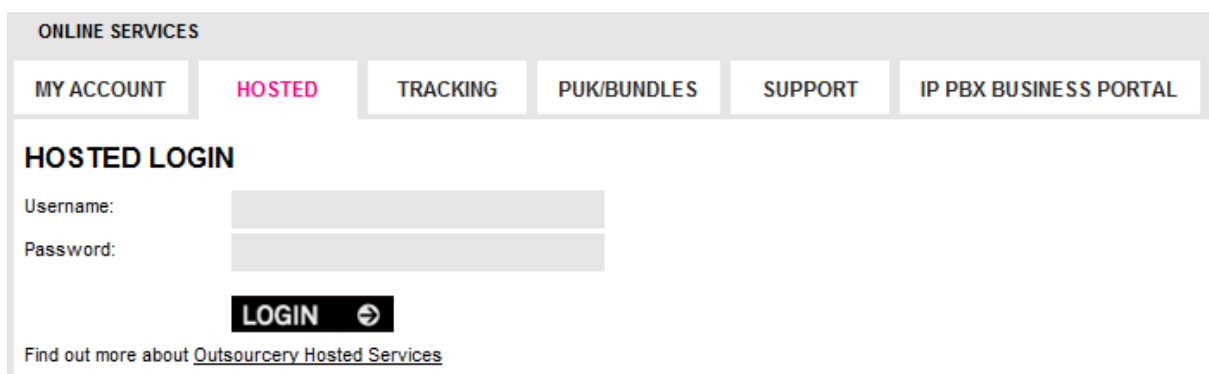
The first time you sign up to a Hosted Exchange Service, we will setup your organisation in our control panel. An admin account (usually admin@yourdomain); will be created for you, which is for configuring and administering your users. **The admin account is for administration and configuration only and cannot have services added to it.**

**Note: Additional users can be given Administration access, but Outsourcery recommends you only use the admin login for admin tasks.**

### - Start -

2.1 Go to <https://www.outsourcery.co.uk/login/> and click on the **Hosted** tab.

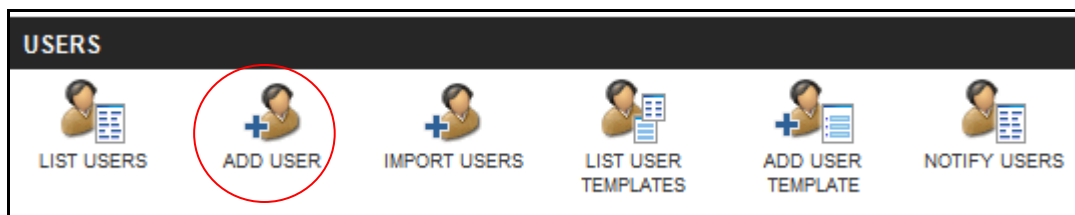
2.2 Login to the control panel using your administrator username and password (in the format: admin@yourdomain).



The screenshot shows the 'ONLINE SERVICES' navigation bar with tabs for 'MY ACCOUNT', 'HOSTED', 'TRACKING', 'PUK/BUNDLES', 'SUPPORT', and 'IP PBX BUSINESS PORTAL'. Below this is the 'HOSTED LOGIN' section with fields for 'Username:' and 'Password:', a 'LOGIN' button with a right-pointing arrow, and a link to 'Find out more about Outsourcery Hosted Services'.

Your password is what was agreed at the Pre Connect Courtesy Call and should be on the signed contract. If you have forgotten this, please e-mail in to [hostingsupport@outsourcery.co.uk](mailto:hostingsupport@outsourcery.co.uk) and the password will be resent to the account holders e-mail address.

2.3 Once you're on the control panel, click on the **Add User** icon.



2.4 You will now see the screen below. Proceed to enter all required details relating to the new user. You also have the option of giving the user administrator rights to the account by ticking the **'organisation administrator privileges'** box. Once completed, click **next**.

**Note: Ensure you provide an alternative email address as a set-up confirmation e-mail will be sent to this address once provisioned. Also if you forget your password it will be sent to the alternative e-mail address.**

**USER INFORMATION**

TEMPLATE: [NO TEMPLATE]

**GENERAL INFORMATION**

USERNAME: [ ] \*@gcotest.co.uk

FIRST NAME: [ ]

MIDDLE NAME: [ ]

LAST NAME: [ ]

**ACCESS CONTROL**

AUTO GENERATE PASSWORD:

PASSWORD: [ ]

CONFIRM PASSWORD: [ ]

ORGANIZATION ADMINISTRATOR PRIVILEGES:

CONTROL PANEL ACCESS ENABLED:

ACCOUNT EXPIRES:

Month Day Year  
7 8 2009

**CONTACT INFORMATION**

EXTERNAL EMAIL: [ ]

PHONE: [ ]

DESCRIPTION: [ ]

The sections are explained as follows:

- **Template:** There is no need to use a template, leave this option on default.

**General Information:**

- **Username:** This is the username the user can use to log into the Control Panel – this also determines what the user's Exchange e-mail is going to be.
- **First Name:** Enter a first name (Required)
- **Middle Name:** Optional
- **Last Name:** Enter a Surname (Optional)

**Access Control:**


- **Password:** Enter a password – The password must have at least one uppercase character and one number in it.
- **Confirm Password:** Confirm the password
- **Organization Administrator Privileges:** Confirm if the user needs admin rights to the Control Panel or not.
- **Account Expires:** You can set an expiry date for the account – if it's a temp user for example.

**Contact Information:**

- **External Email:** You can assign an external e-mail for the user if required
- **Phone:** Optional
- **Description:** Optional


Once you're finished editing the new user details, click **next**.

2.5 You now have the opportunity to select which services the account requires. E.g. Hosted Exchange or Hosted BlackBerry Enterprise. As this account only has Hosted Exchange, place a tick next to '**Hosted Exchange 2003**' and click **next**.

2.6 You will be shown all the previously selected services in a list. You will now need to confirm the settings for each service. Click the pink arrow icon  next to the service you want to configure:

2.7 For Hosted Exchange 2003 you can configure the mailbox size for the user, and the disk space threshold to control when an alert will be sent to the user. **Note: If no changes are made, then default options will be placed upon the service.**

HOSTED EXCHANGE 2003 3.2.1  
GENERAL FOR SERVICE

  HOSTED EXCHANGE 2003 COMPONENT

GENERAL RESOURCE LIMITS

DISK SPACE: 1000 \* MBytes

DISK SPACE THRESHOLD: 90 %

SELECT A MAILBOX TEMPLATE

SELECT:  Exchange server 2003 Corporate Outlook Access

OTHER OPTIONS

SHOW THIS USER IN ADDRESS BOOK:

MOBILE DEVICE POLICY SETTINGS

MOBILE DEVICE POLICY: [GLOBAL] ▾


PREVIOUS NEXT FINISH CANCEL

Settings which you should make changes to are as follows:

**General Resource Limited:**

- **Disk space:** Each mailbox should be set to 1GB in size at least.
- **Disk space threshold:** This is the size the mailbox needs to be before a warning is given – 90% full is the default.

All other settings can be left alone.

Once you are done configuring the settings, make sure the box next to the **blue arrow** icon  is ticked and click **next**.

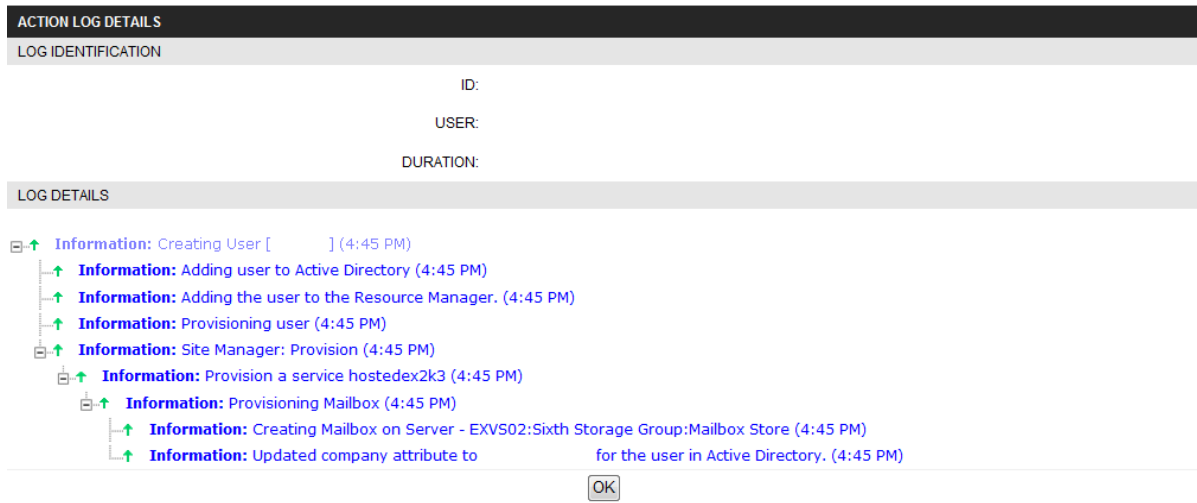
2.8 You will now see a summary of the information provided. If you are satisfied that all details are correct, click **Finish**.

VERIFY INFORMATION

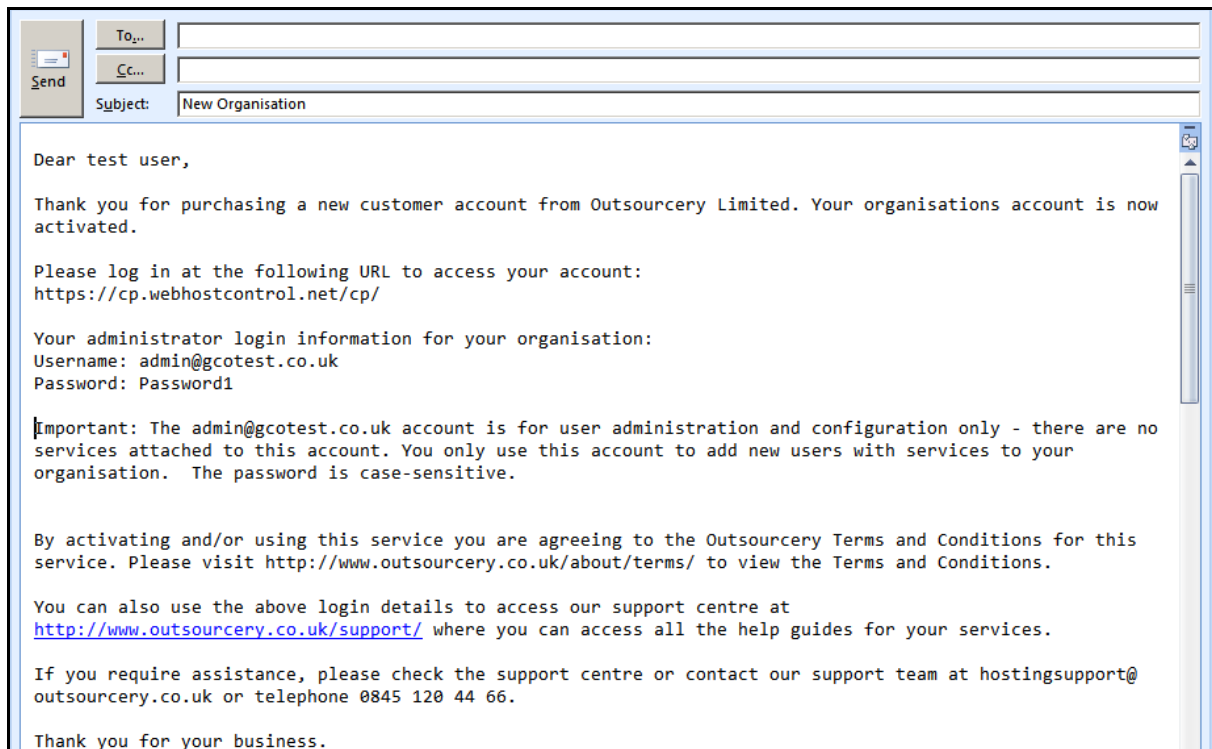
Review the summary information.

USER ACCOUNT INFORMATION	
GENERAL INFORMATION	
USERNAME:	
FIRST NAME:	
MIDDLE NAME:	
LAST NAME:	
ACCOUNT ENABLED:	
ORGANIZATION ADMINISTRATOR PRIVILEGES:	
CONTROL PANEL ACCESS ENABLED:	
CONTACT INFORMATION	
EXTERNAL EMAIL:	
PHONE:	
DESCRIPTION:	

2.9 An order status screen will now appear confirming the new mailbox has been set up successfully. Click **OK**



2.10 The mailbox is now provisioned and the user will receive a confirmation email to the address provided containing their username and password. An example one is shown below:



**- Finish -**

## 3. Configuring Microsoft Exchange 2003 on Entourage 2004 or above for Mac OS X

**Note:** This guide assumes you have signed up for the Hosted Exchange Service and now wish to configure your Hosted Exchange service with Microsoft Entourage 2004.

Newer versions of Entourage may not work correctly with Exchange 2003, therefore its recommend to use Microsoft Entourage 2004 or other Mac e-mail client.

### - Start -

3.1 Go to: <https://www.outsourcery.co.uk/login/> and click on the **Hosted** tab.

3.2 Login to the control panel using your administrator username and password (in the format: admin@yourdomain).



3.3 Next click on the **View Configuration** icon:

view configuration

3.4 Scroll down to the section **Login Information for Microsoft Outlook (Use this if you do not have latest service pack or hotfix installed)**.

3.5 You will need the **Username** and **Windows Domain Name** from this section.

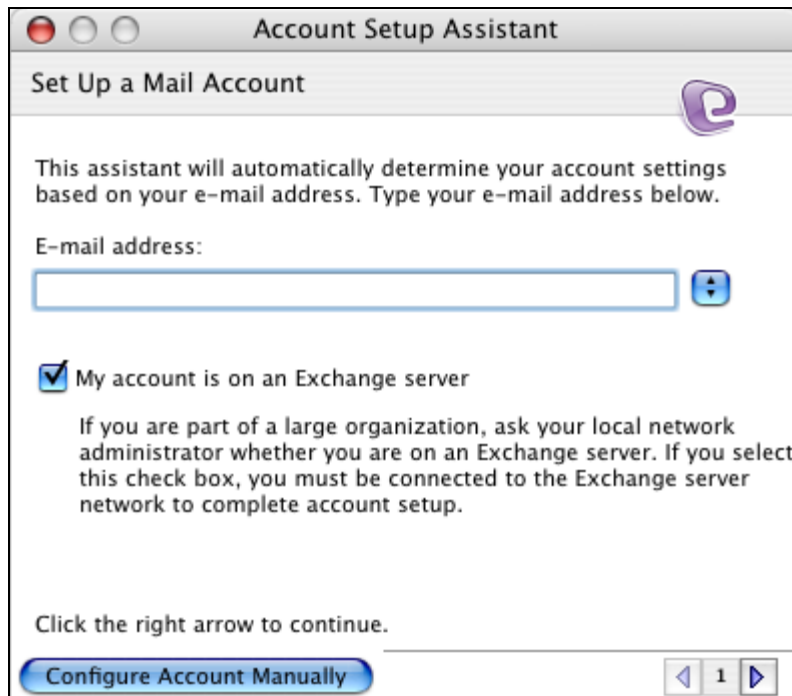
3.6 Start Microsoft Entourage 2008 and open **Tools > Accounts**:



3.7 On the new window select the **Exchange tab** and press the **New** button:

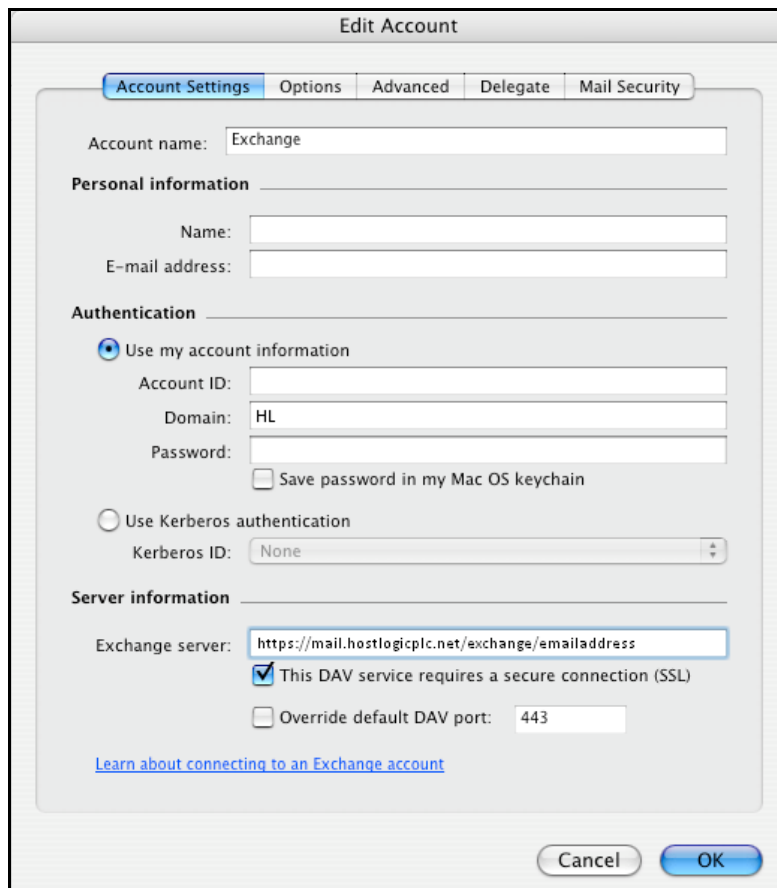


3.8 On the next window select **Configure Account Manually**:



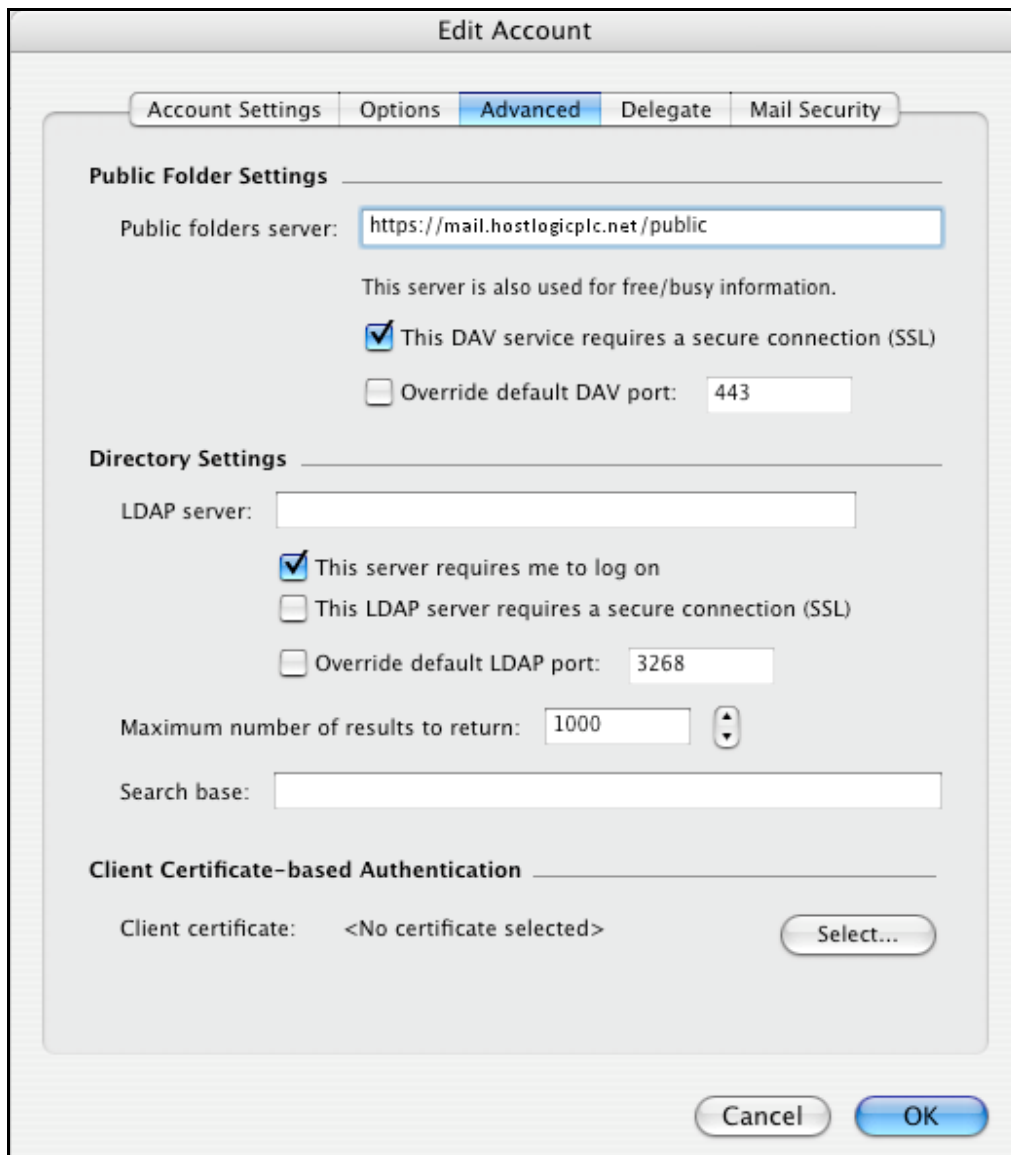
3.9 Setup the new account using the following details:

- **Account Name:** Exchange
- **Personal Information:**
  - **Your Name:** Your name as you want other people to see it (e.g. John Smith)
  - **Email Address:** Your e-mail address (e.g. j.smith@yourdomain.com)
- **Authentication:**
  - **Account ID:** See page 13 – This is the username from the Control Panel (e.g. j.smith#yourdomain.c)
  - **Domain:** SL
  - **Password:** Your Password
- **Server Information:**
  - **Exchange Server:** https://mail.msexchange2007.com/exchange/your email address
  - A tick should be in the box next to: **This DAV Service requires a secure connection (SSL)**
  - No tick should be in the box next to: **Override default DAV port: 443**



3.10 Under the **Advanced** Tab, the following need to be set:

- **Public Folder Settings:**
  - **Public Folders Server:** https://mail.msexchange2007.com/public
  - A tick should be in the box **This DAV service requires a secure connection (SSL).**
  - No tick should be in the box **Override default DAV port: 443**



3.11 The **Directory Settings** section can be left alone, as these settings are not used

3.12 Microsoft Entourage 2008 is now configured to use your Hosted Exchange Email Account

**- Finish-**

## 4. How to login to Outlook Web Access (OWA)

All hosted exchange mail accounts will have Outlook Web access already enabled on their account. This means you can access your hosted exchange mail anywhere in the world.

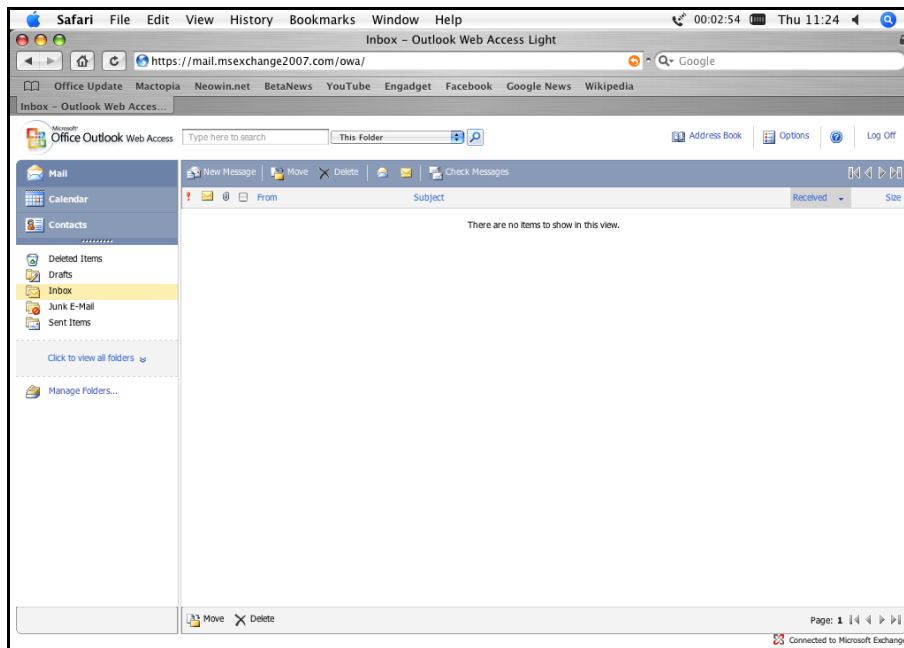
To access your hosted exchange using Outlook Web Access, please do the following:

4.1 Go to the web link: <https://mail.hostlogicplc.net/> - a login screen will load, this is show below:



4.2 Next enter your **e-mail address** and **password**, this is the same as the one used for normal Outlook. Click **Log On**

4.3 OWA will then load up your Hosted Exchange mailbox – an example is shown below:



## 5. Blackberry Enterprise Service - Configuring your Blackberry device to use BES

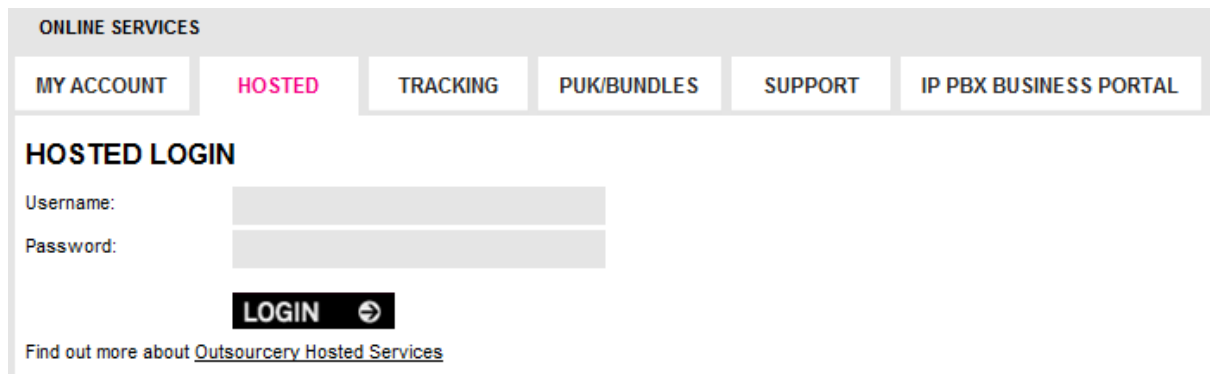
**Note:** This guide assumes you have signed up for the Hosted Exchange Service and BlackBerry Enterprise Service and now wish to configure your BlackBerry Phone to use BlackBerry Enterprise Service.

Before you start this section of the guide, you should telephone your mobile service provider: E.g. Vodafone, O2, T-Mobile, Orange, etc. Ask them if the BlackBerry device has BlackBerry Enterprise service enabled, if they say it hasn't then ask them to switch your BlackBerry on to the **BlackBerry Enterprise Service**. If your provider is Outsourcery then please call the customer support team on 0843 366 3366 to have this done.

### - Start -

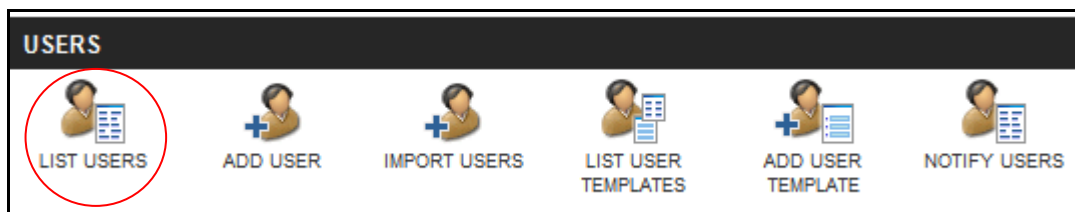
5.1 Go to <https://www.outsourcery.co.uk/login/> and click on the **Hosted** tab.

5.2 Login to the control panel using your administrator username and password (in the format: admin@yourdomain).



Your password is what was agreed at the Pre Connect Courtesy Call and should be on the signed contract. If you have forgotten this, please e-mail in to [hostingsupport@outsourcery.co.uk](mailto:hostingsupport@outsourcery.co.uk) and the password will be resent to the account holders e-mail address.

5.3 Once you're on the control panel, click on the **List Users** icon.



5.4 You should then see a list of all users currently setup within your Organisation as shown in the example below:

The screenshot shows the 'USERS' management page. At the top, there are tabs for 'USERS', 'TEMPLATES', 'NOTIFY USERS', and 'MASS EMAIL'. Below the tabs, there is a search area with a 'SHOW:' dropdown set to 'NAME', a search input field, and checkboxes for 'ENABLED' and 'DISABLED' with a 'GO' button. A 'SHOW ALL' button is also present. Below this is a navigation bar with options: 'ADD USER', 'IMPORT USERS', 'OVERVIEW', 'REMOVE', 'EDIT', 'USER ACTIONS', and 'AUTO LOGIN'. The main content is a table with columns: 'STATUS', 'ADMIN', 'NAME', 'USERNAME', and 'SERVICES'. The table lists three users: 'Administrator' (status: ++, admin: crown icon, username: admin@qcotest.co.uk), 'test user' (status: ++, admin: none, username: test@qcotest.co.uk), and 'trial user' (status: ++, admin: none, username: trialuser@qcotest.co.uk). There are checkboxes in the 'STATUS' column and icons in the 'SERVICES' column. At the bottom, there is a 'CHECK ALL' and 'CLEAR ALL' link, a dropdown for 'ITEMS PER PAGE' set to '10', and 'PAGE [ 1 ]'.

5.5 You now need to select the user by clicking on their name and then click on **add services**:

The screenshot shows the 'SERVICES' management page for a selected user. At the top, there are tabs for 'OVERVIEW' and 'SERVICES'. Below the tabs, there is a navigation bar with options: 'ADD SERVICES', 'OVERVIEW', 'EDIT', and 'REMOVE'. The main content is a table with columns: 'SERVICE' and 'VERSION'. The table lists one service: 'Hosted Exchange 2003' with version '3.2.1'. At the bottom, there is a dropdown for 'ITEMS PER PAGE' set to '10' and 'PAGE [ 1 ]'.

5.6 You will now see the screen below:

**AVAILABLE SERVICES**

Select the services to enable for the user.

**AVAILABLE SERVICES**

BLACKBERRY SERVICE 3.2.0:

SHAREPOINT 3.0.0:

5.7 Tick the box next to **BlackBerry Service** click **next**.

5.8 On the next screen click on the **magenta arrow** icon and you will see the screen below. Please enter your BlackBerry Pin number and enter an activation password in the boxes and click next. You can leave the PIN field blank, if you're unsure of what the PIN number is.

**Note: Your BlackBerry Device PIN is an 8 digit, alpha-numeric number located in your BlackBerry phone – usually in the Options > Status section.**

**The activation password can be anything you like but we recommend you keep it simple such as qaz. The password is temporary and will expire after 48 hours. You will need to set another activation password after this time.**

CHOOSE SERVICE OPTIONS

Select service components and options.

BLACKBERRY SERVICE 3.2.0  
GENERAL FOR SERVICE

BLACKBERRY ENTERPRISE SERVER FOR MICROSOFT EXCHANGE

BLACKBERRY DEVICE PIN:  ?

ACTIVATION PASSWORD:  ?

PREVIOUS NEXT FINISH CANCEL

5.9 Simply click on **Next** then **Finish** on the following screen. This will then configure that user for BlackBerry Enterprise Service.

5.10 Once you have confirmation that your BlackBerry has been switched over to the BlackBerry Enterprise Service, you can activate BlackBerry Enterprise service by going to the following on your handset:

- 1 On the Home screen, click **Options / Settings** (Depends on your current BlackBerry Theme)
- 2 Select **Advanced Options > Enterprise Activation**

5.11 You will then need to enter your e-mail address and your activation password. Please enter your full e-mail address (as configured on your Hosted Exchange account) and the activation password you chose in 5.5.

5.12 Finally press the  button and select the option **Activate**.

5.13 Your BlackBerry Enterprise Service should now be active and you should see e-mails, addresses and calendar items start to synchronise between your BlackBerry and your Hosted Exchange account. Sometimes, this can take up to 30 minutes to complete depending on conditions.

**- Finish -**

## **Troubleshooting**

If your BlackBerry fails to synchronise, there are three things to check:

- 1) Make sure that your BlackBerry is definitely switched over to the BlackBerry Enterprise Service by your mobile phone provider and not using the “BlackBerry Internet Mail” only service.
- 2) Make sure you have configured your BlackBerry Enterprise Service correctly on the control panel. To do this, log into the control panel using your own username and password (not the admin) and click on the “BlackBerry Overview” button to check your settings.
- 3) Re-run the **Enterprise Activation** on your BlackBerry device, making sure both the email address and activation password is correct.