

Entourage Mac OS X – Deployment Guide

Step-by-Step Guide to Account Set-up & Administration on the 2007 Platform

Contents

1. Checking and changing your MX records to point to your Exchange 2007 service	3
2. Adding a new user to an existing organisation and assigning the Exchange 2007 service.	5
3. Recommended: Download and upgrade to Microsoft Entourage 2008.....	10
4. Configuring a Microsoft Exchange 2007 mail account on Entourage 2008 for Mac OS X	11
5. How to login to Outlook Web Access (OWA)	16
6. BlackBerry Enterprise Service - Configuring a BlackBerry handset to use Hosted BES	17

1. Checking and changing your MX records to point to your Exchange 2007 service

1.1 You or your domain host will need to change your domain's MX records to point to your Hosted Exchange 2007 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.

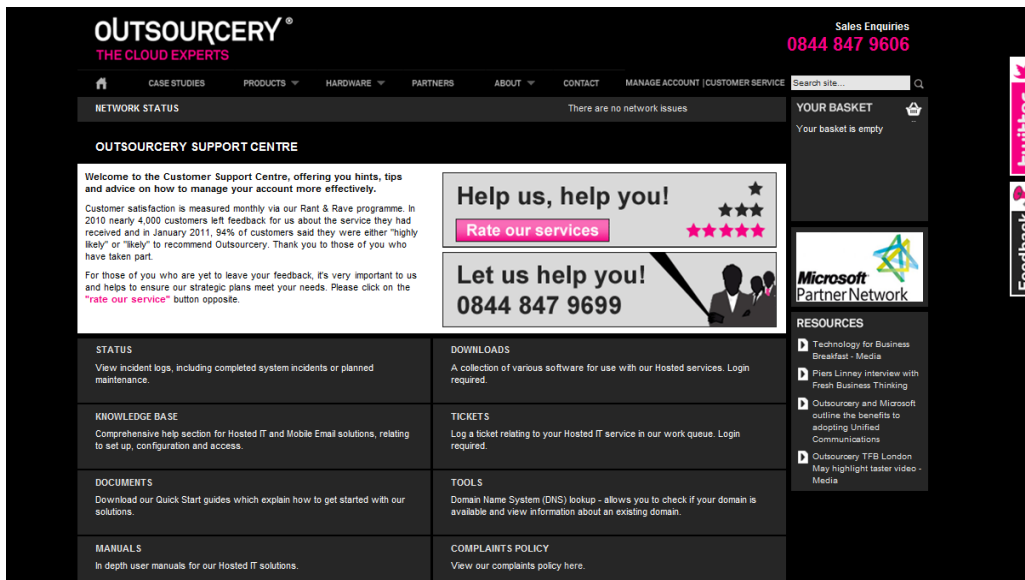
You need to create a **MX record** to be as follows:

- Set the MX Record as: **mx.msexchange2007.com.**
- 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.

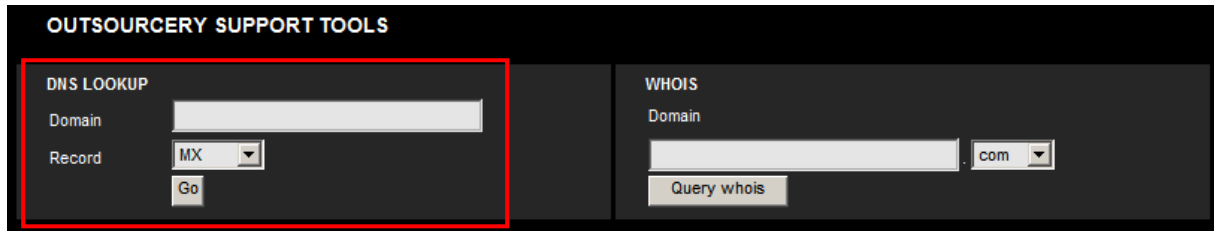
1.3 You can check if the propagation is completed by going to:
<http://www.outsourcery.co.uk/support/>

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**':



- 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 = mx.msexchange2007.com



The screenshot shows the 'OUTSOURCERY SUPPORT TOOLS' interface. It is divided into two main sections: 'DNS LOOKUP' and 'WHOIS'. The 'DNS LOOKUP' section is highlighted with a red border and contains a 'Domain' text input field, a 'Record' dropdown menu set to 'MX', and a 'Go' button. 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 2007 service.

You can begin this section of the guide once your Exchange 2007 provisioning has been completed by Outsourcery Communications 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.**

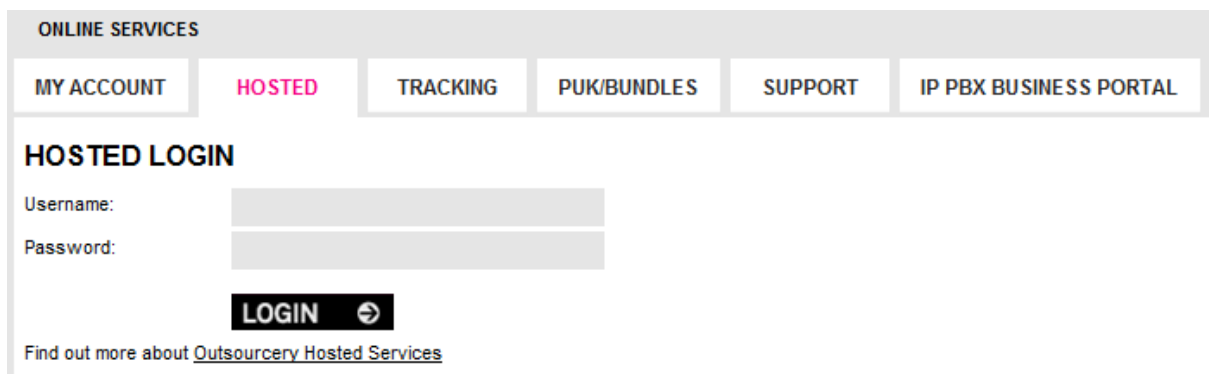
Note: Additional users can be given Administration access, but Outsourcery recommends you only use the admin login for admin tasks.

In this guide, we will log in as an administrator and add an additional user to an existing organisation.

- Start -

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

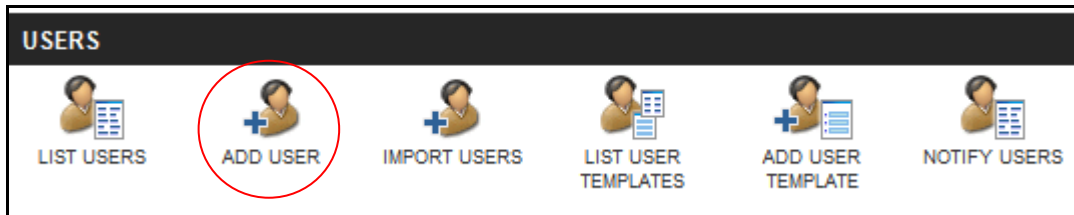
2.2 Login to the control panel using your administrator username and password (in the format: admin@yourdomain).



The screenshot shows the 'ONLINE SERVICES' navigation bar with tabs for 'MY ACCOUNT', 'HOSTED', 'TRACKING', 'PUK/BUNDLES', 'SUPPORT', and 'IP PBX BUSINESS PORTAL'. The 'HOSTED' tab is selected. Below the navigation bar is the 'HOSTED LOGIN' section, which includes a 'Username:' label and an input field, a 'Password:' label and an input field, and a 'LOGIN' button with a right-pointing arrow. At the bottom of the login section, there is a link: '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 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:	<input type="text"/> *@gcotest.co.uk
FIRST NAME:	<input type="text"/>
MIDDLE NAME:	<input type="text"/>
LAST NAME:	<input type="text"/>
ACCESS CONTROL	
AUTO GENERATE PASSWORD:	<input type="checkbox"/>
PASSWORD:	<input type="text"/>
CONFIRM PASSWORD:	<input type="text"/>
ORGANIZATION ADMINISTRATOR PRIVILEGES:	<input type="checkbox"/>
CONTROL PANEL ACCESS ENABLED:	<input checked="" type="checkbox"/>
ACCOUNT EXPIRES:	<input type="checkbox"/>
Month	Day Year
7 ▾	8 ▾ 2009 ▾ +
CONTACT INFORMATION	
EXTERNAL EMAIL:	<input type="text"/>
PHONE:	<input type="text"/>
DESCRIPTION:	<input type="text"/>

The sections are explained as follows:

Important Information

- **Template:** Select the template mailbox required for the user you are adding. There is a mailbox template for each type of mailbox we offer; Core/Standard/Enterprise. This function creates the mailbox for you.

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 2007**' and click **next**

2.6 You will be shown all the previously selected services in a list. You will now need to place a tick next to the Hosted Exchange service you require for the user then click **next**.

AVAILABLE SERVICES	
HOSTED CRM 4.0 SERVICE 1.0.0:	<input type="checkbox"/>
SHAREPOINT 3.2.0:	<input type="checkbox"/>
BLACKBERRY SERVICE 3.2.0:	<input type="checkbox"/>
HOSTED EXCHANGE 2007 4.7.0:	<input checked="" type="checkbox"/>

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

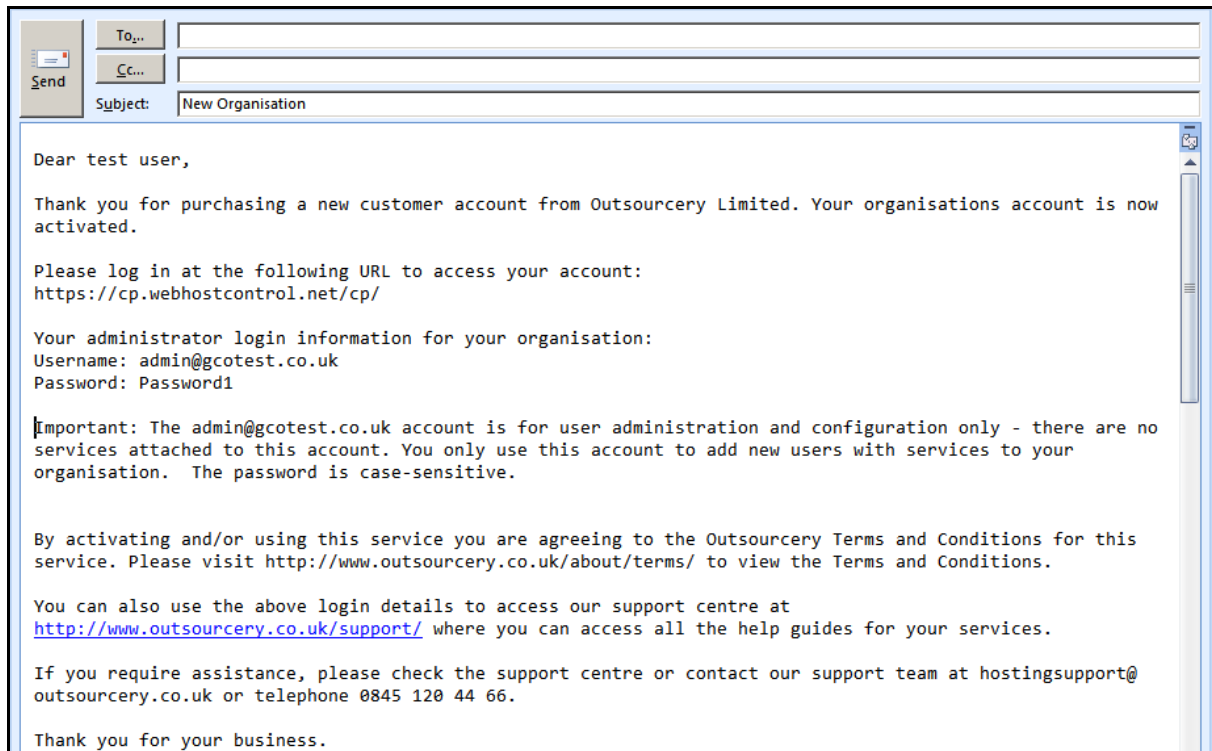
USER ACCOUNT INFORMATION	
GENERAL INFORMATION	
USERNAME:	test
FIRST NAME:	test
MIDDLE NAME:	
LAST NAME:	user
ACCOUNT ENABLED:	✓
ORGANIZATION ADMINISTRATOR PRIVILEGES:	✗
CONTROL PANEL ACCESS ENABLED:	✓
CONTACT INFORMATION	
EXTERNAL EMAIL:	
PHONE:	
DESCRIPTION:	
HOSTED EXCHANGE 2007 4.7.0	
GENERAL FOR SERVICE	

2.8 The services status screen will now appear confirming that the new hosted mailbox has been set up successfully. Click **OK**

Status: Completed
Your task completed successfully. The details are shown below.

ACTION LOG DETAILS	
LOG IDENTIFICATION	
ID:	
USER:	
DURATION:	
LOG DETAILS	
<ul style="list-style-type: none"> + Information: Creating User [trialuser] (8:37 AM) <ul style="list-style-type: none"> + Information: Adding user to Active Directory (8:37 AM) + Information: Adding the user to the Resource Manager. (8:37 AM) + Information: Provisioning user (8:37 AM) + Information: Provision a service Exchange2007 (8:37 AM) <ul style="list-style-type: none"> + Information: Provisioning Mailbox (8:37 AM) <ul style="list-style-type: none"> + Information: Creating Mailbox on Server - EXCCR01store:First Storage Group:Mailbox Database (8:37 AM) + Information: Updated company attribute to gotest.co.uk for the user in Active Directory. (8:38 AM) 	<input type="button" value="OK"/>

2.9 The exchange mailbox has now been provisioned and the user will receive a confirmation e-mail to the external e-mail address provided containing their username and password. An example one is shown below:



- Finish -

3. Recommended: Download and upgrade to Microsoft Entourage 2008

If you do not already have downloaded and upgraded to Microsoft Entourage 2008, you can download a free fully licensed copy as part of our Hosted Exchange Service.

Note: Its highly recommend you download and upgrade to Microsoft Entourage 2008. It has numerous improvements over older versions.

To download Microsoft Entourage 2008, please follow the instructions below:

3.1 Log in to the Support Centre at:

<https://www.outsourcery.co.uk/login/?redirect=/members/downloads.cfm#tab-5> and enter in your username and password provided to you at the time you signed up for Outsourcery Hosted Services to access the Support Centre.

Note: If you are having issues logging in please contact the technical support team on 0843 366 3366 and select option 3 for assistance.

ONLINE SERVICES

MY ACCOUNT HOSTED TRACKING PUK/BUNDLES **SUPPORT** IP PBX BUSINESS PORTAL

SUPPORT LOGIN

To access our download area, you will need to enter your user login details below:

Username/Account No:

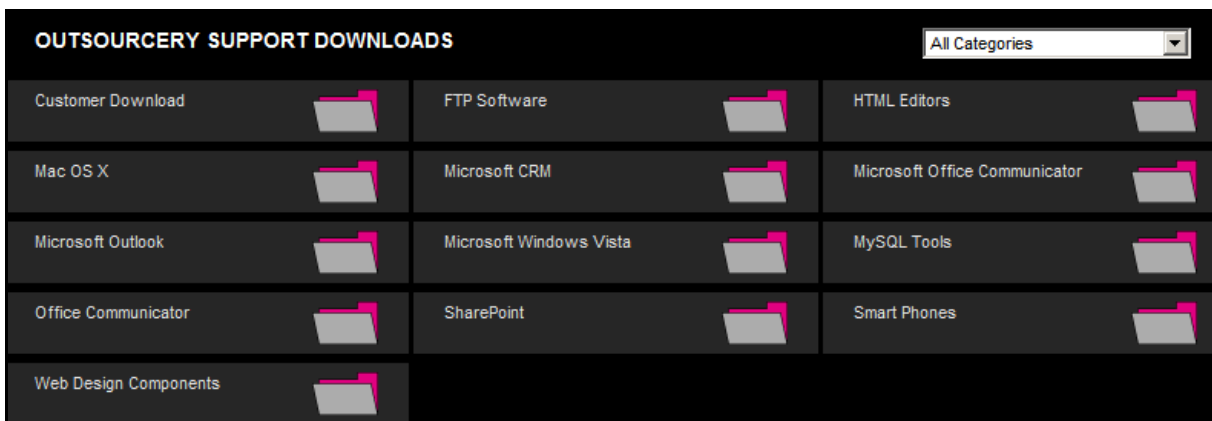
Postcode: *

Password:

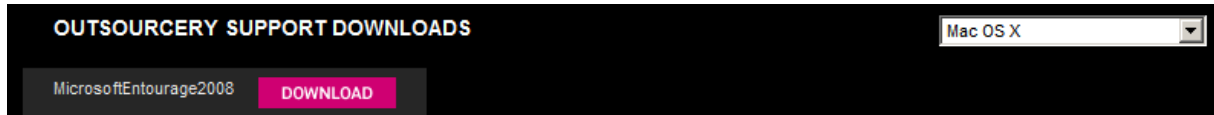
LOGIN →

* Required only when logging in using Outsourcery Account Numbers.

3.2 Click on **Mac OS X** icon:



3.3 Now click on the **Microsoft Entourage 2008** download icon and save it to your Mac:



3.4 Once it is downloaded, run the file to install.

3.5 Once Microsoft Entourage 2008 is installed, follow the next section to configure an exchange e-mail account into Entourage 2008.

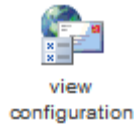
4. Configuring a Microsoft Exchange 2007 mail account on Entourage 2008 for Mac OS X

Note: This guide assumes you have signed up for the Hosted Exchange Service and now wish to configure your Hosted Exchange service with Entourage 2008.

- Start -

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

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

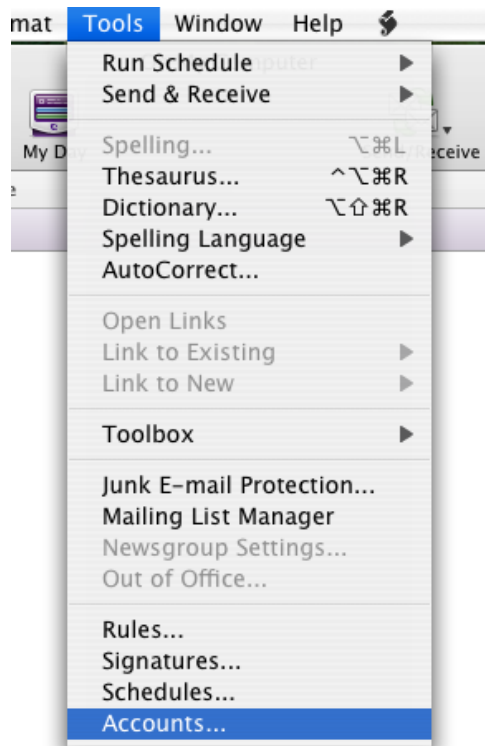


4.3 Next click on the **View Configuration** icon:

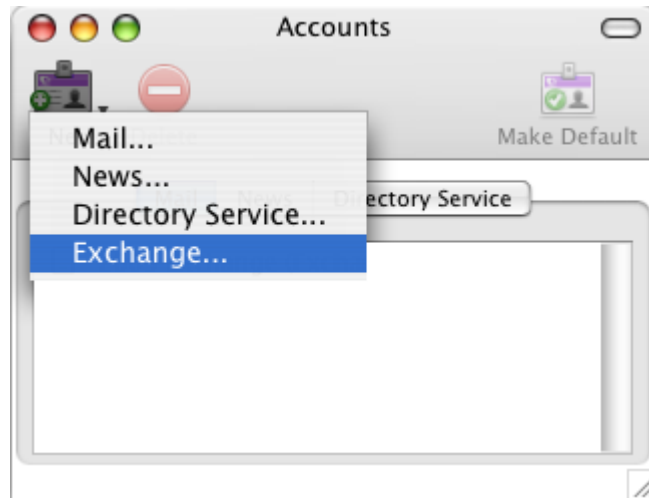
4.4 Scroll down to the section **Login Information for Microsoft Outlook (Use this if you do not have latest service pack or hotfix installed)**.

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

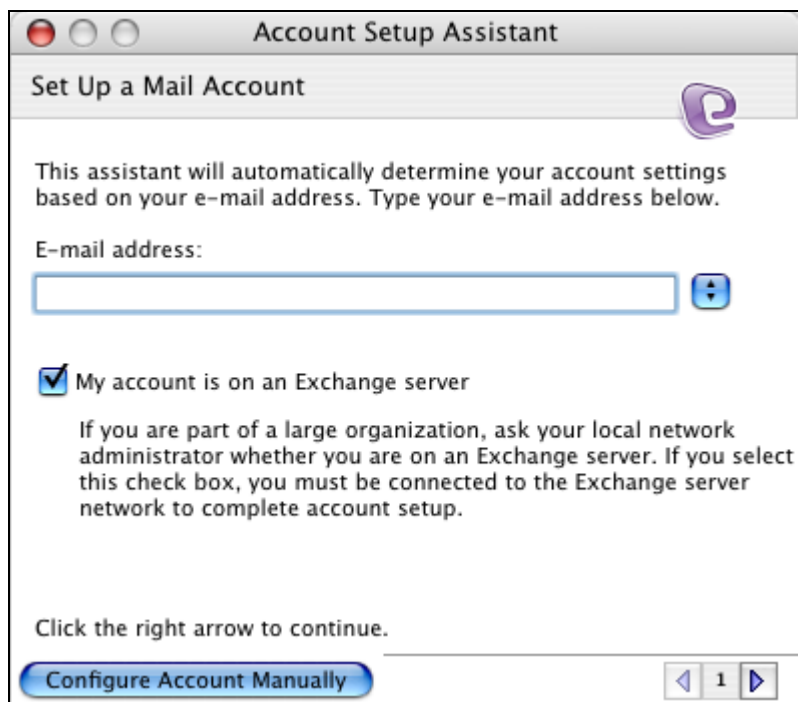
4.6 Start Microsoft Entourage 2008 and open **Tools > Accounts**:



4.7 On the new window select the **New** icon and select **Exchange...**:

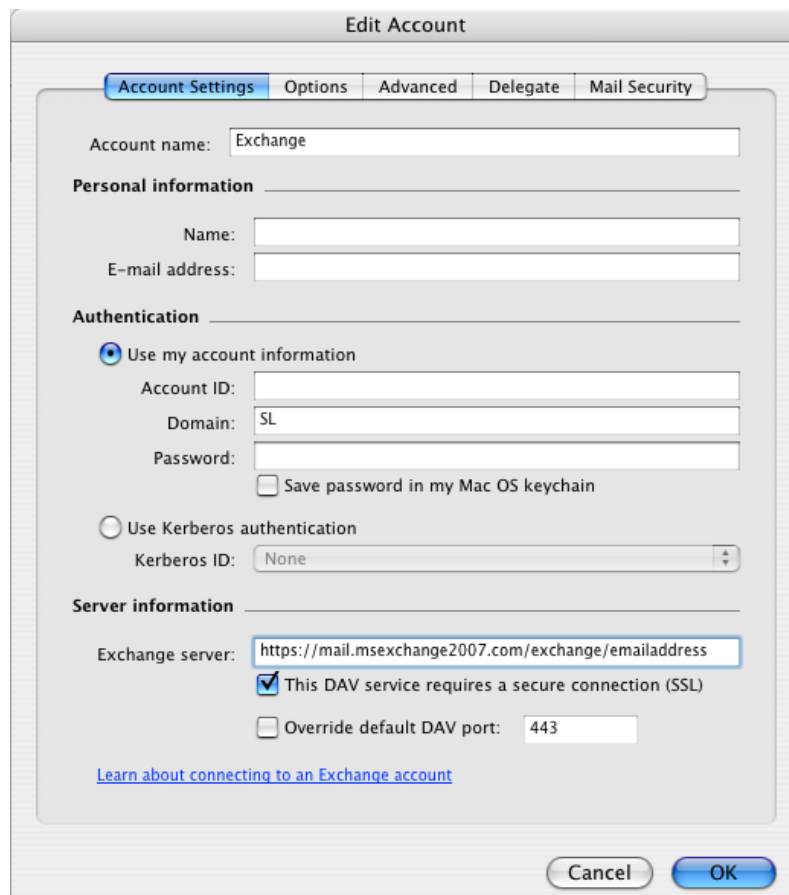


4.8 On the next window select **Configure Account Manually**:



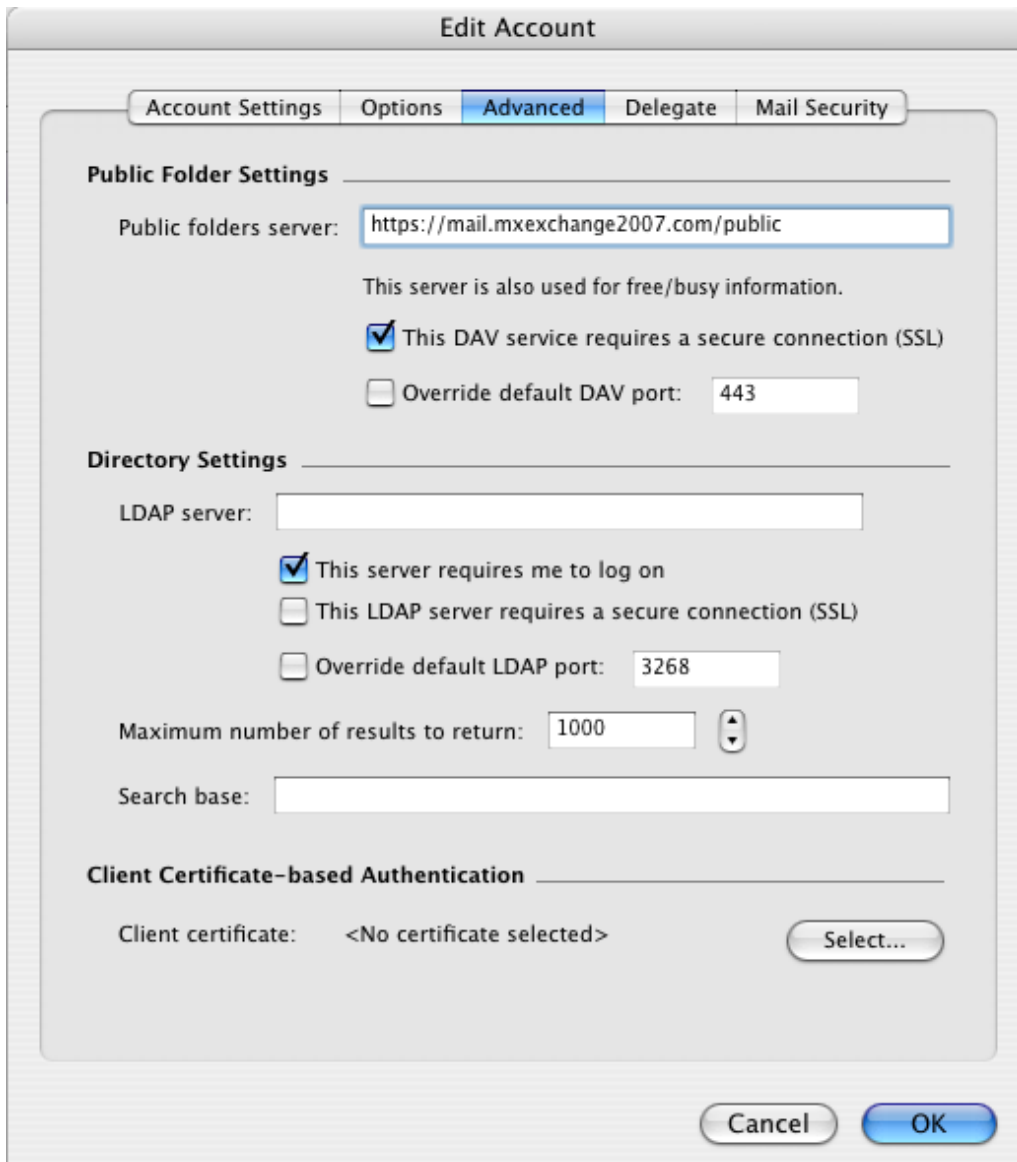
4.9 Setup the new account using the following details:

- **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**



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

- **Public Folder Settings:**
 - **Public Folders Server:** https://mail.msxchange2007.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**



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

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

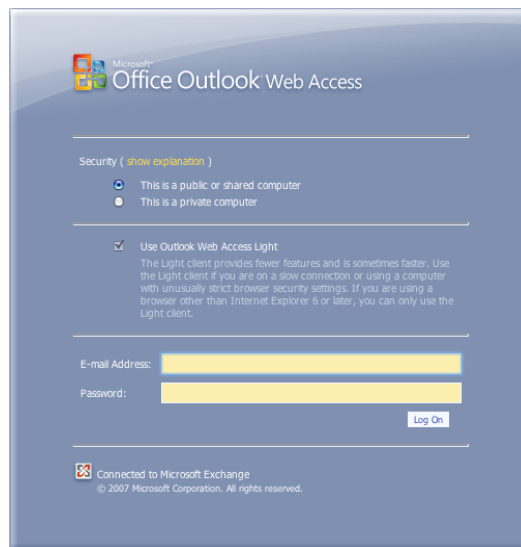
- Finish -

5. 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.

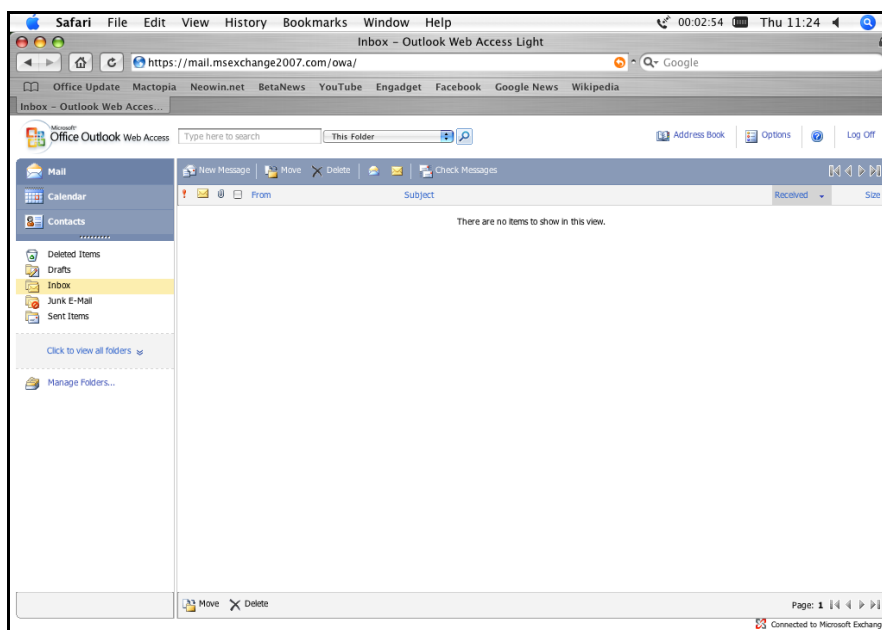
To access your hosted exchange using Outlook Web Access, please do the following:

- 5.1 Go to the web link: <https://mail.msexchange2007.com/> - a login screen will load, this is show below:



- 5.2 Next enter your **e-mail address** and **password**, then click **Log On**

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



6. BlackBerry Enterprise Service - Configuring a BlackBerry handset to use Hosted BES

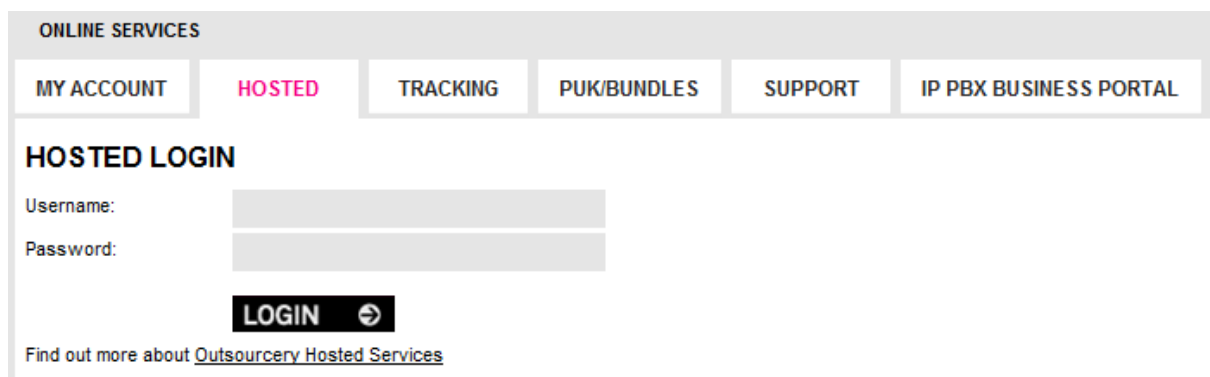
Note: This guide assumes you have signed up for the Hosted Exchange Service and BlackBerry Enterprise Service and now wish to configure your BlackBerry Phone to use BlackBerry Enterprise Service.

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.

- Start -

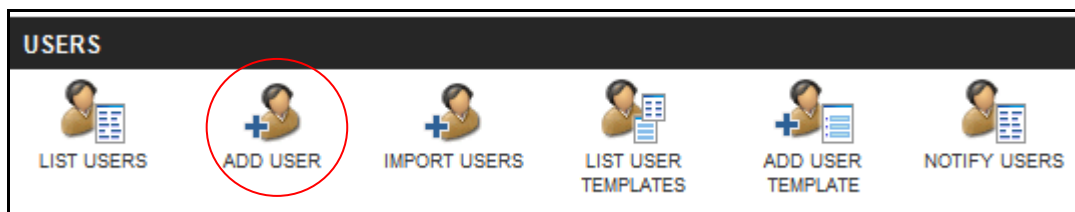
6.1 Go to <https://www.outsourcery.co.uk/login/> and click on the **Hosted** tab.

6.2 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 and the password will be resent to the account holders e-mail address.

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




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

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

6.6 You will now see the screen below:

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

6.8 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

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

6.10 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**

6.11 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.

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

6.13 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.