



Symprex Out-of-Office Manager

User's Guide

Version 10.1.0.

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Contents

Chapter 1	1 Introduction
	1 System Requirements
	1 Permissions Requirements
	2 On-Premises Exchange
	3 Hosted Exchange
	3 Office 365
Chapter 2	4 Tutorial
	4 The Main Application Window
	6 Configuration Page
	7 About Page
	8 Options Dialog
	8 Environment Configuration Dialog
	10 On-Premises Settings
	12 Configuring Office 365 Mailbox Access
	21 Hosted Settings
	24 EWS Connectivity Test
	25 Domain Configuration Dialog
	26 User Filtering Dialog
	27 Group Apply Wizard
	29 Group Apply Wizard - Select Mailboxes Page
	30 Group Apply Wizard - Settings Page
	31 Group Apply Wizard - Confirmation Page
	33 Group Apply Wizard - Working Page
	34 Group Apply Wizard - Finished Page
	35 Group Apply Wizard - Results Dialog
	35 Templates
	36 Manage Templates Dialog
	37 Manage Template Dialog

Contents

	37	Appendices
	37	List of Tokens
Chapter 3	40	Licensing
	40	License Dialog
	40	Manual License Dialog
	41	Upgrade License Dialog
Chapter 4	43	Copyright
Chapter 5	44	Contacting Symprex

Symprex Out-of-Office Manager allows a user, such as a receptionist, general manager or team leader, to modify the out-of-office settings and messages for any user or group of users.

Out-of-Office Manager can help ensure that the out-of-office settings are always correct and up-to-date for all users, and can also help improve privacy and security, because users can now be allowed to work with the out-of-office settings of other users without giving them access to the mailbox or mailbox contents of those users.

Before installing Out-of-Office Manager please ensure that your environment meets the minimum [system requirements](#). In addition, once installation has been completed, some [final configuration](#) is required in order for the application to work correctly.

About Symprex

Symprex is one of the leading companies in the world for add-on solutions for Microsoft Exchange Server, Exchange Online, Office 365 and Outlook. Please see symprex.com for more information about Symprex and the solutions we offer.

System Requirements

Symprex Out-of-Office Manager minimum system requirements are:

- Supported email servers:
 - Microsoft Exchange Online
 - Microsoft Exchange Server 2019
 - Microsoft Exchange Server 2016 CU11 or later
- Operating system software:
 - Microsoft Windows 10/11
 - Microsoft Windows Server 2016/2019/2022
- Framework software:
 - Microsoft .NET Framework 4.7.2 or later
- System hardware:
 - CPU and memory requirements for operating system
 - 100 MB free disk space
 - 1024 x 768 screen resolution

Permissions Requirements

On-Premises And Hosted Exchange

To access the out-of-office information for the mailboxes in your organization, Out-of-Office Manager communicates with Exchange using an account that has been assigned to the Application Impersonation role; this is referred to as the *impersonation account*. The details of your Exchange environment, together with the details of the impersonation account, are specified in the [Environment Configuration dialog](#).

How the impersonation account is created will depend on your Exchange environment:

- [On-Premises Exchange Server](#)
- [Hosted Exchange](#)

Office 365

When managing the out-of-office information for mailboxes hosted on Office 365, Out-of-Office Manager uses an app registered in your Entra ID, which is configured in [Environment Configuration dialog](#). More details about configuring mailbox access for Office 365 can be found here:

- [Configuring Office 365 Mailbox Access](#)

On-Premises Exchange

Exchange 2013, 2016 and 2019

To assign a domain account the impersonation role when using On-Premises Exchange Server, follow these steps:

1. Open the **Exchange Management Shell** and connect to Exchange Server.
2. Type the following line, and then press **ENTER**:

```
New-ManagementRoleAssignment -Role ApplicationImpersonation -User <Account>
```

where <Account> is the name of the account to which the impersonation role will be assigned.

Important Client throttling must be disabled for the impersonation account for this application to function correctly. Please refer to the [Exchange Server Client Throttling Policies](#) chapter for further details.

Legacy permissions requirements

For users upgrading from previous versions of Out-of-Office Manager, the permissions requirements have been simplified in this version. The following permissions can be removed from the impersonation account:

- **Administer information store** (on servers and mailbox databases)
- **Receive-As** (on servers and mailbox databases)

Exchange Server Client Throttling Policies

In order for Out-of-Office Manager to function correctly, it is necessary to disable client throttling for the impersonation account. This can be accomplished as follows:

To create the throttling policy

1. Open the **Exchange Management Shell** and connect to Exchange Server.
2. Type the following command:

```
New-ThrottlingPolicy <Policy>
```

where <Policy> is a suitable, unique name for the policy (for example, OOMServiceAccountPolicy)

3. Type the following command:

```
Set-ThrottlingPolicy <Policy> -EwsCutoffBalance Unlimited -EwsMaxBurst Unlimited -  
EwsMaxConcurrency Unlimited -EwsMaxSubscriptions Unlimited -EwsRechargeRate Unlimited
```

4. Type the following command:

```
Set-ThrottlingPolicyAssociation -ThrottlingPolicy <Policy> -Identity <Account>
```

where <Policy> is the name of the policy and <Account> is the name of the impersonation account to which the policy will be assigned.

Note Changes to client throttling policies will not be applied immediately on your Exchange Server. Please allow some time for the changes to become effective.

Hosted Exchange

If your organization uses a hosted Exchange provider, it will be necessary to ask them to create an impersonation account for use by Out-of-Office Manager and supply you with the details.

Office 365

When managing the out-of-office information for mailboxes hosted on Office 365, Out-of-Office Manager uses an app registered in your Entra ID, which is configured in [Environment Configuration dialog](#). More details about configuring mailbox access for Office 365 can be found here:

- [Configuring Office 365 Mailbox Access](#)

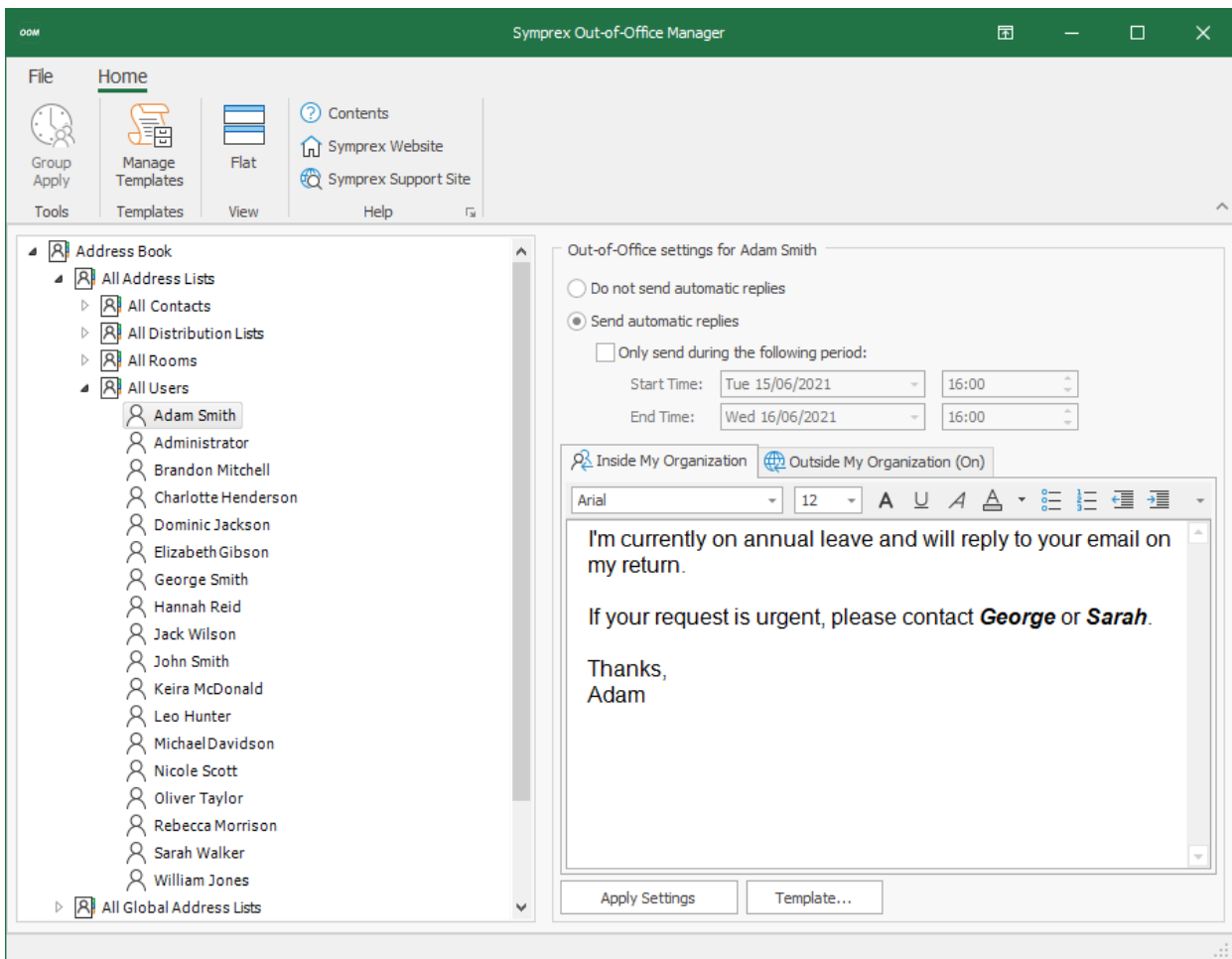
Symprex Out-of-Office Manager is started by clicking its icon in the Windows Start menu. When first started, an evaluation license will be automatically granted that will restrict the functionality of the application. Once you have obtained a valid license, please refer to the section about [licensing](#). Once the application has started, the [main application window](#) will be displayed. If the Exchange environment has not been configured, the [Environment Configuration dialog](#) will be automatically displayed.

Once the application has been configured, you can:

- Manage Out-of-Office settings on individual folders.
- [Apply settings to a group](#) of mailboxes.
- [Manage templates](#).

The Main Application Window

The main application window has several areas, as shown below:



The ribbon at the top of the window provides access to all of the functions in the application. The ribbon can be collapsed to provide more area for the main content of the window by clicking the arrow in the top right corner. The buttons in the ribbon will be available according to the current selection in the main

window. Further details and options about the application can be found by clicking the **File** button, which will display the [File page](#).

The left-hand side of the window displays a tree of your Active Directory structure, including all address lists, distribution lists and mailboxes. Expanding the nodes (either by double-clicking the node itself or clicking the expansion box to the left of the node) will reveal the contents of that node.

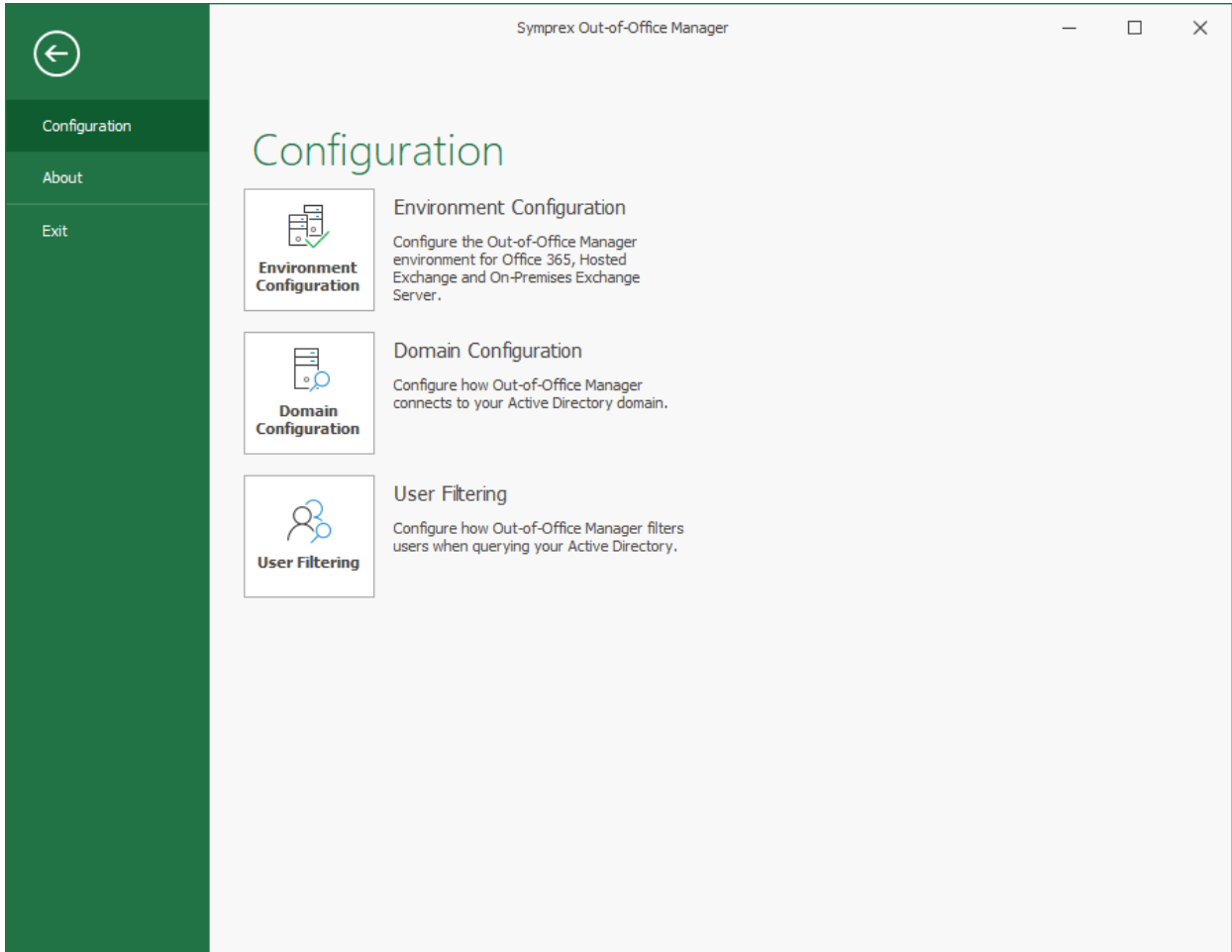
The right-hand side of the window displays the out-of-office settings for the currently selected mailbox in the Exchange system tree. The messages can be displayed either in tabs or stacked above one another; select the **Flat** option in the **View** group to change between the two views. To load a pre-defined message from a template, click the **Template** button to choose the desired template. Templates can be managed by clicking the **Manage Templates** button the **Templates** group.

Note The messages can include tokens that are replaced with properties from the user's Active Directory account. For more information, see the [List of Tokens](#) appendix.

To adjust the settings for the selected mailbox, set the controls as required and click the **Apply** button. Alternatively, to reload the current settings, click the **Refresh** button. Settings can be applied to any number of users in a single operation using the [Group Apply Wizard](#). Start the wizard by selecting an address list or distribution list, and clicking the **Group Apply** button on the **Tools** group.

Configuration Page

The Configuration Page is displayed by the clicking the **File** ribbon of the [main application window](#):

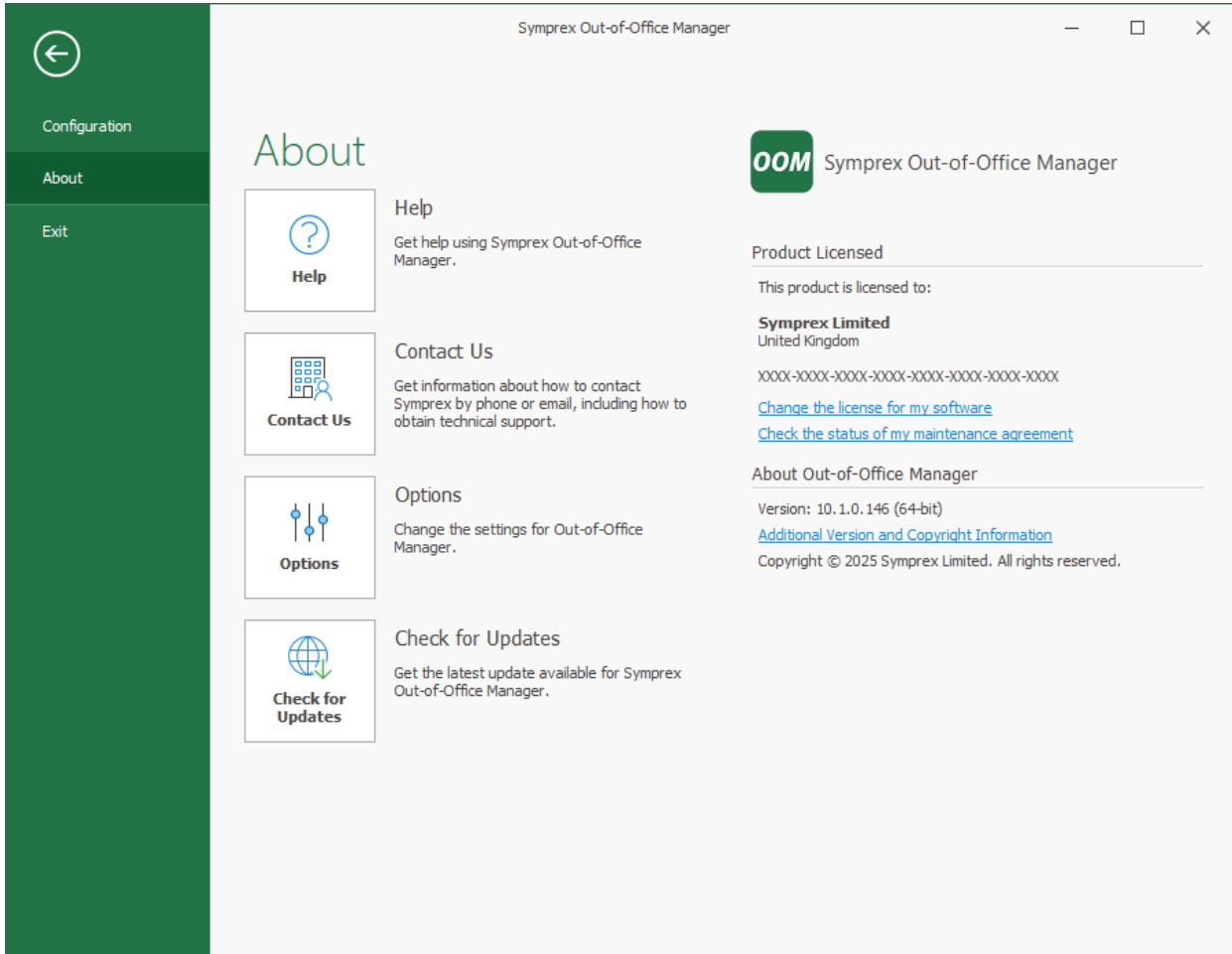


The buttons on this page perform the following actions:

- **Environment Configuration:** Opens the [Environment Configuration dialog](#), which is used to configure the Out-of-Office Manager environment.
- **Domain Configuration:** Opens the [Domain Configuration dialog](#), which configures how Out-of-Office Manager locates groups and users in Active Directory.
- **User Filtering:** Opens the [User Filtering dialog](#), which configures how Out-of-Office Manager filters users as they are loaded from Active Directory.

About Page

The About Page is displayed by the clicking the **File** ribbon of the [main application window](#):



The left side of the window has various options for working with Symprex Out-of-Office Manager.

Help: Opens the application help on the Introduction page.

Contact Us: Opens the Support Centre on the Symprex website.

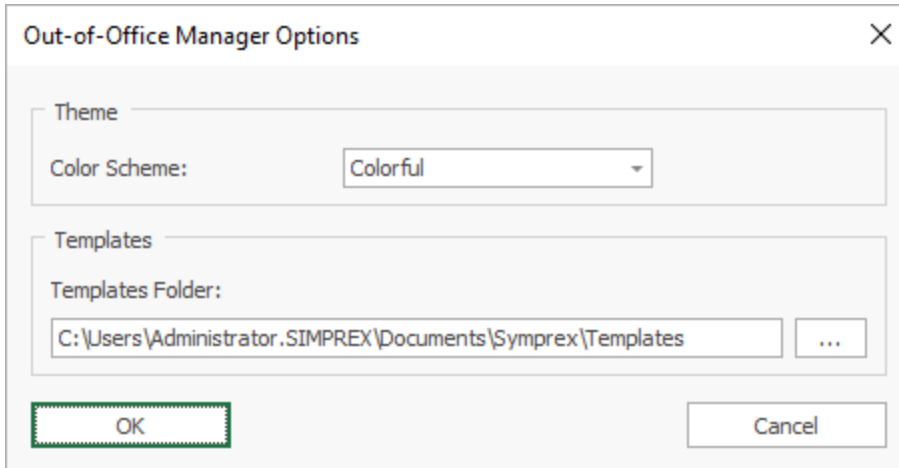
Options: Opens the [Options dialog](#) to configure application settings.

Check for Updates: Checks for updates to Out-of-Office Manager.

The right side of the window displays information about your license and details for Out-of-Office Manager, such as the version number and compilation. This information can be useful if you need to contact Symprex for technical assistance.

Options Dialog

The Out-of-Office Manager Options dialog is opened by clicking the **Options** button on the [About page](#) in the backstage of the [main application window](#):



The following settings can be modified:

Color Scheme: Allows you to choose the colour scheme for the main application window.

Templates: Selects the directory in which out-of-office settings templates are stored. For further information, see the section on the [Manage Templates dialog](#).

To accept the changes you have made, click the **OK** button. Otherwise, click the **Cancel** button to close the dialog.

Environment Configuration Dialog

The Environment Configuration dialog is opened by clicking the **Environment Configuration** button on the [Configuration page](#) in the backstage of the [main application window](#):


Environment Configuration

Exchange Environment

Please select the composition of your Exchange environment:

- On-Premises Exchange Server
- Office 365
- Office 365 and On-Premises Exchange Server
- Hosted Exchange
- Hosted Exchange and On-Premises Exchange Server
- Query On-Premises servers first


Office 365 Mailbox Access

 Out-of-Office Manager requires an application registration that has been granted **full_access_as_app** to access mailboxes.

Application: 0b3ca7bc-8b96-4ced-bb51-3db6bfda82e7

Status: Configured

On-Premises Exchange Server Mailbox Access

 Out-of-Office Manager requires an account that has been granted the Application Impersonation role to access mailboxes.

Account Name:

Password:

The Environment Configuration dialog is used to tell Out-of-Office Manager how your Exchange environment is configured. The following environments are supported:

- On-Premises Exchange Server
- Office 365
- Office 365 and On-Premises Exchange Server
- Hosted Exchange
- Hosted Exchange and On-Premises Exchange Server

For On-Premises Exchange and Hosted Exchange, you will be required to enter the details of the service account that has been created and [assigned to the Application Impersonation role](#). For Office 365, you configure mailbox access using the built-in wizard.

Each platform supports for the following options:

On-Premises Exchange Server: [Advanced Settings](#) and [Test Connectivity](#).

Office 365: [Configure Office 365 Mailbox Access](#) and [Test Connectivity](#).

Hosted Exchange: [Advanced Settings](#) and [Test Connectivity](#).

When the environment has been configured as required, click the **OK** button to save your changes and close the dialog. Alternatively, click the **Cancel** button to close the dialog without saving any changes.

On-Premises Settings

The On-Premises Exchange Web Services Settings dialog is opened by clicking the **Advanced Settings...** button in the On-Premises Exchange Server Mailbox Access group in the [Environment Configuration dialog](#):

Exchange Web Services Settings

This dialog configures how this application uses Exchange Web Services to connect to your On-Premises Exchange Server.

Autodiscover Settings

Use the default Autodiscover mechanism

- Skip Service Connection Point (SCP) lookup
- Skip root domain query based on the primary SMTP address
- Skip query for the Autodiscover domain in the root domain
- Skip the HTTP redirect method
- Skip the SRV record lookup method

Use the following Autodiscover URL:

Use the following Exchange Web Services URL:

Use the first good Exchange Web Services URL found

OK Cancel

Note In normal conditions, the connection to Exchange Web Services will be configured automatically using the Autodiscover mechanism built into Exchange Server. It should only be necessary to change these advanced settings if specific problems are being encountered that prevent Autodiscover from working correctly, or if performance problems are being encountered.

The following **Autodiscover Settings** can be configured:

Setting	Description
Use the default Autodiscover mechanism	Specifies that the default Autodiscover mechanism should be used. <i>This is the default setting.</i>
Use the following Autodiscover URL	Specifies that the Autodiscover mechanism should use the specified Autodiscover service URL directly.
Use the following Exchange Web Services URL	Disables the Autodiscover mechanism, forcing the connection to Exchange Web Services to use the specified fixed Exchange Web Services URL for all users.
Use the first good Exchange Web Services URL found	When using the default Autodiscover mechanism, this setting stipulates that once the first good Exchange Web Services URL has been discovered (from a Service Connection Point), the mechanism should stop and use that URL alone (rather than continuing and querying further Service Connection Points). This can be useful if you have a number of Autodiscover servers (i.e. a number of Service Connection Points), some of which are not currently available.

The following settings are applicable when the **Use the default Autodiscover mechanism** option is selected:

Setting	Description
Skip Service Connection Point (SCP) lookup	Specifies that the Autodiscover mechanism will not query Active Directory for Service Connection Points (SCPs).
Skip root domain query based on the primary SMTP address	Specifies that the Autodiscover mechanism will not query for an Autodiscover service at the URL based on the <i>root domain</i> found in the primary SMTP email address for a user. The URL format is <code>https://<smtp-address-domain>/autodiscover/autodiscover.xml</code> , so for a user with the email address <code>user@contoso.com</code> , this would resolve to <code>https://contoso.com/autodiscover/autodiscover.xml</code> .
Skip query for the Autodiscover domain in the root domain	Specifies that the Autodiscover mechanism will not query for an Autodiscover service at the URL based on the <i>Autodiscover sub-domain of the root domain</i> found in the primary SMTP email address for a user. The URL format is <code>https://autodiscover.<smtp-address-domain>/autodiscover/autodiscover.xml</code> , so for a user with the email address <code>user@contoso.com</code> , this would resolve to <code>https://autodiscover.contoso.com/autodiscover/autodiscover.xml</code> .
Skip the HTTP redirect method	Specifies that the Autodiscover mechanism will not query for an HTTP redirect on the <i>Autodiscover sub-domain of the root domain</i> found in the primary SMTP email address for a user. The URL format is <code>https://autodiscover.<smtp-address-domain>/autodiscover/autodiscover.xml</code> , so for a user with the email address <code>user@contoso.com</code> , this redirect query would be made against <code>https://autodiscover.contoso.com/autodiscover/autodiscover.xml</code> .
Skip the SRV record lookup method	Specifies that the Autodiscover mechanism will not query for SRV DNS records (which point to the Autodiscover service) for the domain found in the primary SMTP email address for a user.

When the settings have been configured as required, click the **OK** button save your changes and close the dialog. Alternatively, click the **Cancel** button to close the dialog without saving any changes.

Configuring Office 365 Mailbox Access

In order for Out-of-Office Manager to access the mailboxes hosted by Exchange Online, it is necessary to configure an Entra ID Application with the appropriate permissions (to update mailboxes) and certificate (for authentication). Clicking the **Configure** button in the Office 365 Mailbox Access group of the [Environment Configuration dialog](#) launches the [Configure Office 365 Mailbox Access Wizard](#) that will guide you through the process of configuring this app; the wizard can either register a new app or ensure that an existing app is up-to-date.

Note There can be a delay between completing the wizard and the configuration being applied. You can always use the **Configure** button to re-run the Wizard if required.

Once the registered app has been successfully configured, it is recommended to click the **Test Connectivity...** button to test the mailboxes in your Exchange Online tenant can be accessed as expected.

At any time, you can login to the Azure portal (as a Cloud Application Administrator) and navigate to the App registrations blade to review, modify or delete the Out-of-Office Manager Application.

Using an Entra ID App

The Configure Mailbox Access page of the Configure Office 365 Mailbox Access Wizard allows you to choose how to configure the registered app that will be used by Out-of-Office Manager to access mailboxes hosted in Exchange Online.

Configure Office 365 Mailbox Access

This wizard will help you configure Office 365 mailbox access for Out-of-Office Manager

Configure Mailbox Access Using an Entra ID Registered App

This wizard will help you configure Office 365 mailbox access for Out-of-Office Manager using an Entra ID registered app and certificate-based authentication.

Please select how you would like to proceed:

- Automatically register and configure an Entra ID app**
Choose this option to be guided through the steps to register and configure an Entra ID app.
- Renew the certificate for an existing Entra ID app**
Choose this option to renew the certificate for an automatically registered Entra ID app.
- Use an existing Entra ID app**
Choose this option to use an Entra ID app manually registered and configured in the Azure portal.

Click the **Next** button to proceed.

< Back **Next >** Cancel Help

There are three options available:

- **Automatically register and configure an Entra ID app:** Choose this option if you have not previously registered an app for Out-of-Office Manager and wish to let the wizard automatically configure it; this process will require granting permissions to the *Symprex Application Setup* app.
- **Renew the certificate for an existing Entra ID application:** Choose this option if you have previously automatically created the registered app for Out-of-Office Manager and wish to renew the certificate it is using for authentication.
- **Use an existing Entra ID application:** Choose this option if you have manually registered an app in the Azure portal and wish to configure Out-of-Office Manager to use it.

When you are ready, click the **Next** button to proceed to either the [Create Registered App page](#), [Manage Registered App page](#) or [Existing Registered App page](#) (depending on the option you have selected) or the **Cancel** button to close the wizard.

Create the Registered App

The Create Application page of the Configure Office 365 Mailbox Access Wizard allows you to automatically create the registered app that will be used by Out-of-Office Manager to access mailboxes hosted in Exchange Online.

Configure Office 365 Mailbox Access

This wizard will help you configure Office 365 mailbox access for Out-of-Office Manager

Create the Out-of-Office Manager App

The first step is to log in to your Entra ID as a Cloud Application Administrator and grant our Symprex Application Setup app permission to create the Out-of-Office Manager app.

You may see an option to *Consent on behalf of my organization*; it is recommended to leave this unchecked.

The Out-of-Office Manager app will be created when you have granted the required permission.

Click the **Next** button to proceed.

< Back **Next >** Cancel Help

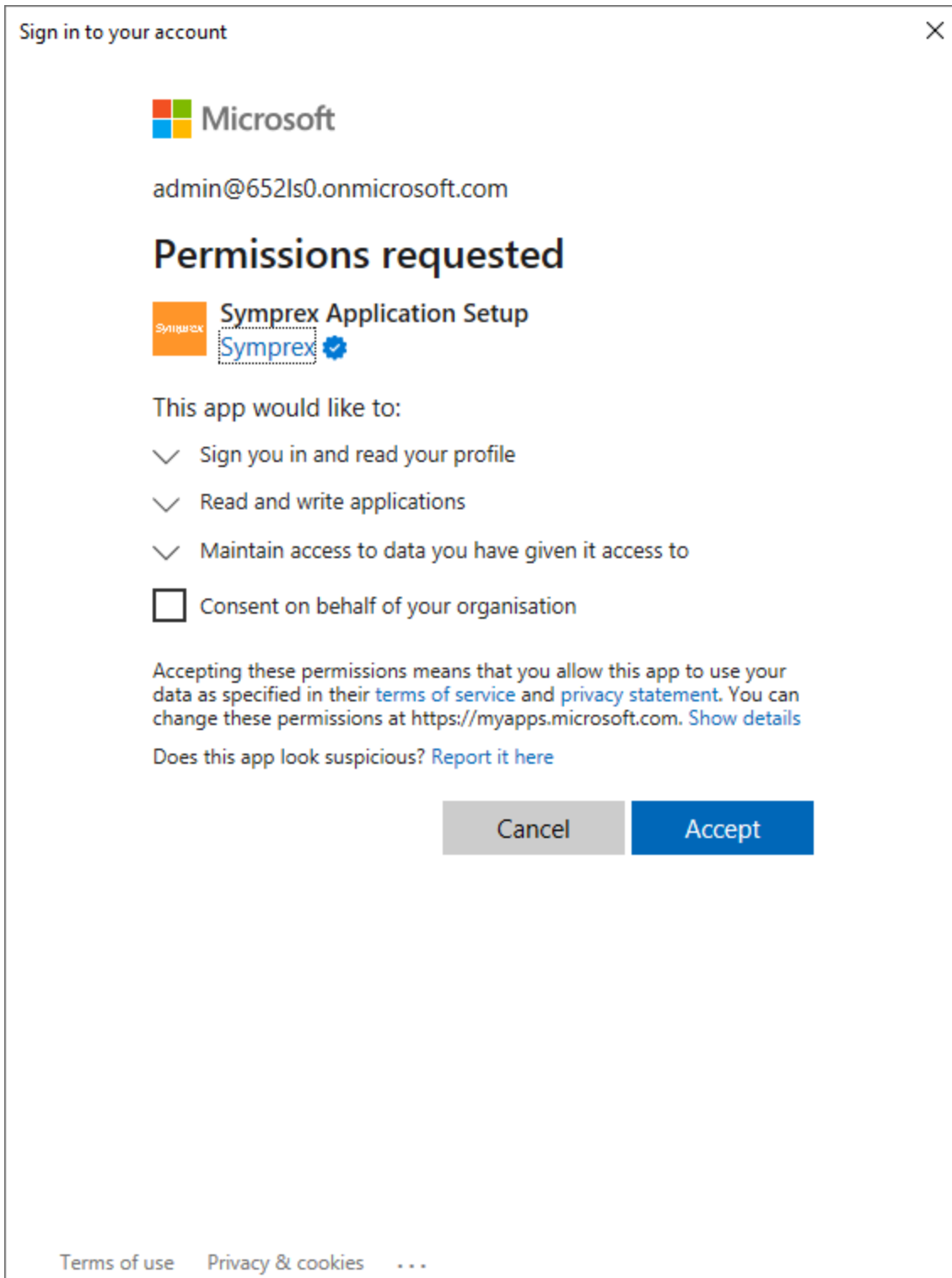
When you are ready, click the **Next** button to begin the process of creating the registered app, the **Back** button to return to the [Using an Entra ID App page](#), or the **Cancel** button to close the wizard.

First, you will be prompted to login to Entra ID. In order to have sufficient permissions to create the registered app, you will need to login as a [Cloud Application Administrator](#).

Second, to create the registered app in your Entra ID tenant, the wizard uses the **Symprex Application Setup** Enterprise Application, which requires the following permissions:

1. [User.Read](#): This allows the setup application to login as the specified user and read their basic profile (such as their email address)
2. [Application.ReadWrite.All](#): This allows the setup application to read, create and modify the Registered Applications in your tenant

If you have not previously used the setup app, you will be prompted to grant it the required permissions:



Note It is recommended that you do not check the *Consent on behalf of your organisation* option, as this would potentially allow any other user with the appropriate permissions to inadvertently use it.

Once the login is completed and the permissions granted, the wizard will be able to create the Out-of-Office Manager registered app and moves to the [Grant Admin Consent page](#).

Note Once the configuration process has been completed, you may remove the **Symprex Application Setup** application from the **Enterprise Applications** blade in the Azure Portal if you wish.

Manage the Registered App

The Manage Application page of the Configure Office 365 Mailbox Access Wizard allows you to update the registered app that will be used by Out-of-Office Manager to access mailboxes hosted in Exchange Online.

The screenshot shows a wizard window titled "Configure Office 365 Mailbox Access". Below the title bar, a grey header contains the text "This wizard will help you configure Office 365 mailbox access for Out-of-Office Manager". The main content area has a green heading "Manage the Out-of-Office Manager App". Below this heading, the text reads: "The first step is to log in to your Entra ID as a Cloud Application Administrator and, if required, grant our Symprex Application Setup app permission to manage the Out-of-Office Manager app." This is followed by a note: "You may see an option to *Consent on behalf of my organization*; it is recommended to leave this unchecked." and a final instruction: "Click the **Next** button to proceed." At the bottom of the window, there are four buttons: "< Back", "Next >" (which is highlighted with a green dashed border), "Cancel", and "Help".

When you are ready, click the **Next** button to begin the process of creating the registered app, the **Back** button to return to the [Using an Entra ID App page](#), or the **Cancel** button to close the wizard.

First, you will be prompted to login to Entra ID. In order to have sufficient permissions to update the registered app, you will need to login as a [Cloud Application Administrator](#).

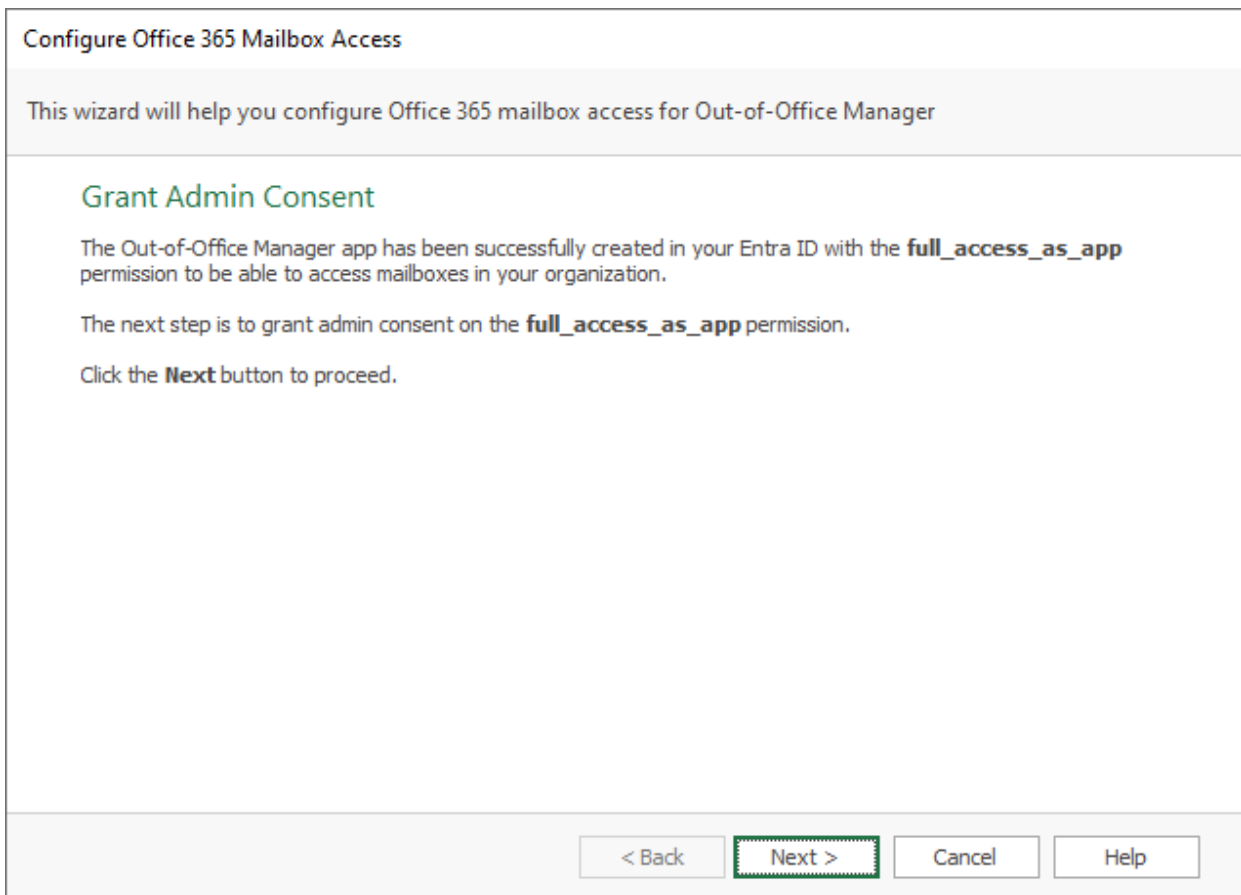
Second, the wizard uses the **Symprex Application Setup** Enterprise Application to update the app. These permissions would have been granted if you previously create the registered app automatically but if you

deleted the Setup app registration, the permissions will need to be granted again; refer to the [Create the Registered App page](#).

Once the login is completed and the permissions granted, the wizard will be able to manage the Out-of-Office Manager registered app and moves to the [Application Certificate page](#).

Grant Admin Consent

The Grant Admin Consent page of the Configure Office 365 Mailbox Access Wizard allows you to grant admin consent for the **full_access_as_app** permission to the Out-of-Office Manager app, which is required to access mailboxes.




The screenshot shows a wizard window titled "Configure Office 365 Mailbox Access". Below the title bar, a subtitle reads "This wizard will help you configure Office 365 mailbox access for Out-of-Office Manager". The main content area is titled "Grant Admin Consent" in green. It contains the following text: "The Out-of-Office Manager app has been successfully created in your Entra ID with the **full_access_as_app** permission to be able to access mailboxes in your organization." followed by "The next step is to grant admin consent on the **full_access_as_app** permission." and "Click the **Next** button to proceed." At the bottom of the window, there are four buttons: "< Back", "Next >" (which is highlighted with a green dashed border), "Cancel", and "Help".

When you are ready, click the **Next** button.

You will be prompted consent to permissions required by the Out-of-Office Manager app:


Sign in to your account ✕

 Microsoft

admin@652ls0.onmicrosoft.com

Permissions requested

Review for your organisation

 Symprex Out-of-Office Manager
652ls0.co.uk

This application is not published by Microsoft.

This app would like to:

- ✓ Use Exchange Web Services with full access to all mailboxes
- ✓ Sign in and read user profile

If you accept, this app will get access to the specified resources for all users in your organisation. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

[Terms of use](#) [Privacy & cookies](#) ...

Once admin consent has been granted, the wizard moves to the [Certificate page](#).

Application Certificate

The Application Certificate page of the Configure Office 365 Mailbox Access Wizard allows you to configure the certificate used by the Out-of-Office Manager app.

The screenshot shows a wizard window titled "Configure Office 365 Mailbox Access". Below the title bar, a subtitle reads "This wizard will help you configure Office 365 mailbox access for Out-of-Office Manager". The main content area is titled "Application Certificate" and contains the following text: "Out-of-Office Manager requires a certificate to authenticate with the registered app in Entra ID. Please select how you would like to specify the certificate:". There are two radio button options: "Generate a self-signed certificate" (which is selected) and "Import a certificate from a PFX file". Under the selected option, there is a checked checkbox "Save the generated certificate to a PFX file". Under the "Import a certificate from a PFX file" option, there are two input fields: "Certificate File:" with a text box and a browse button "...", and "Password:" with a text box. Below the input fields, it says "Click the **Next** button to proceed.". At the bottom of the wizard, there are four buttons: "< Back", "Next >" (which is highlighted with a green dashed border), "Cancel", and "Help".

When Out-of-Office Manager uses the registered app to update mailboxes, it uses a certificate to perform authentication (i.e. to prove its identity to Entra ID). It is possible to use a self-signed certificate. Certificates have an expiry date, so must be periodically renewed (which can be accomplished using this wizard).

There are two options available:

- **Generate a self-signed certificate:** Choose this option to make the wizard generate a self-signed certificate, which can optionally be saved to a PFX file to authenticate other computers.
- **Import a certificate from a PFX file:** Choose this option to use an existing certificate e.g. from a certificate authority or a previously generated self-signed certificate.

When ready, click the **Next** button to apply the specified certificate and move to the [Finished page](#), or the **Cancel** button to close the wizard.

Existing Registered App

The Application Certificate page of the Configure Office 365 Mailbox Access Wizard allows you to configure Out-of-Office Manager to use an existing registered app:

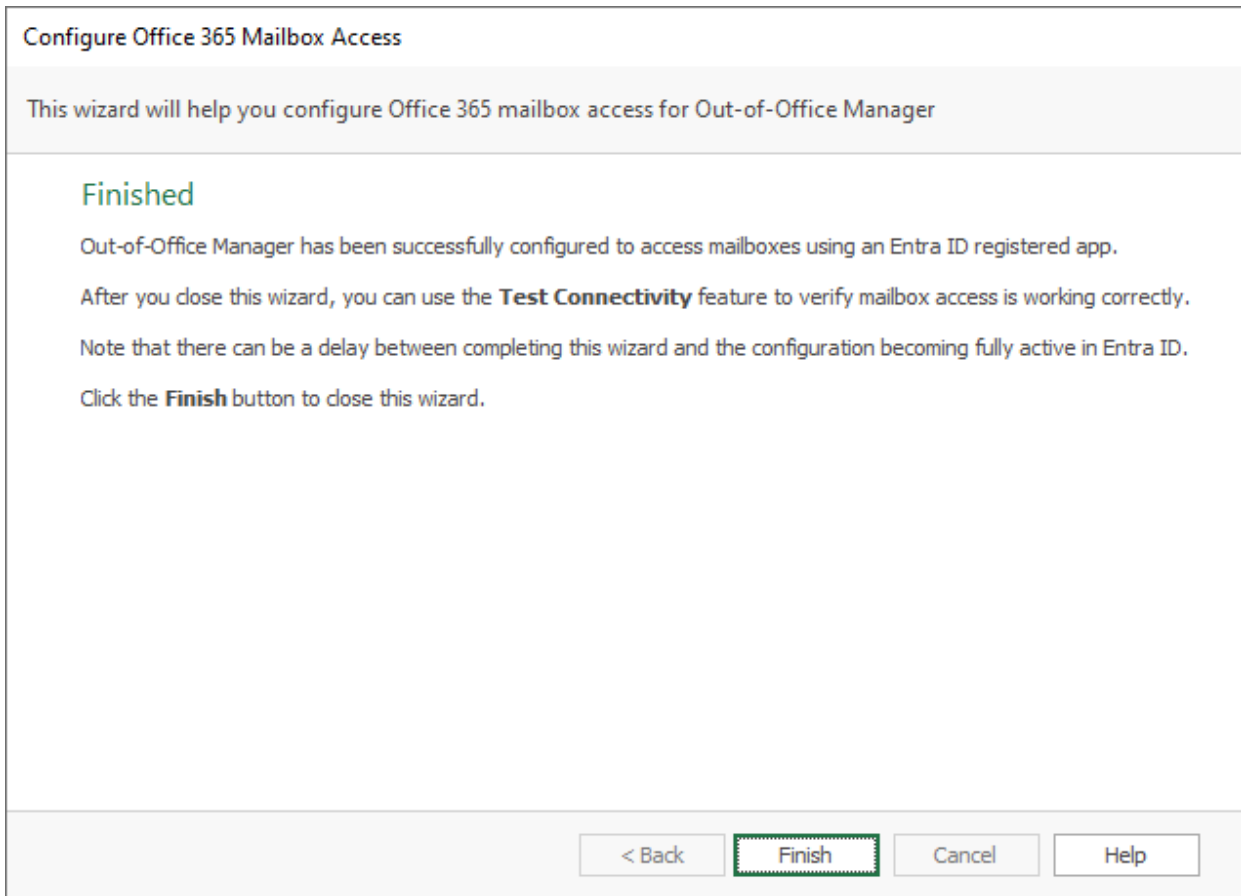
The screenshot shows a wizard window titled "Configure Office 365 Mailbox Access". Below the title bar, a subtitle reads "This wizard will help you configure Office 365 mailbox access for Out-of-Office Manager". The main content area is titled "Existing Entra ID Application" and contains the instruction: "Please enter the details of the existing registered app that Out-of-Office Manager should use to access mailboxes:". There are four input fields: "Application (Client) ID:", "Directory (Tenant) ID:", "Certificate File:" (with a browse button "..."), and "Password:". Below these fields is a button labeled "Generate Self-Signed Certificate...". A blue hyperlink reads "Click here for information about how to create the registered app". Below the link, it says "Click the **Next** button to proceed.". At the bottom of the wizard, there are four buttons: "< Back", "Next >", "Cancel" (highlighted with a green dashed border), and "Help".

You will need to enter the **Application** and **Directory** identifiers for the app (which can be found in the **Overview** blade in the Azure portal), and specify the file for the **Certificate** to be used to authenticate the app (this can be the self-signed certificate generated by the wizard on the [Application Certificate page](#)). Alternatively, you can generate a new self-signed certificate, which will be saved to file and must then be uploaded to the app using the Azure portal.

When ready, click the Next button to apply the configuration and proceed to the [Finished page](#), the **Back** button to return to the [Using an Entra ID App page](#), or the **Cancel** button to close the wizard.

Configuration Finished

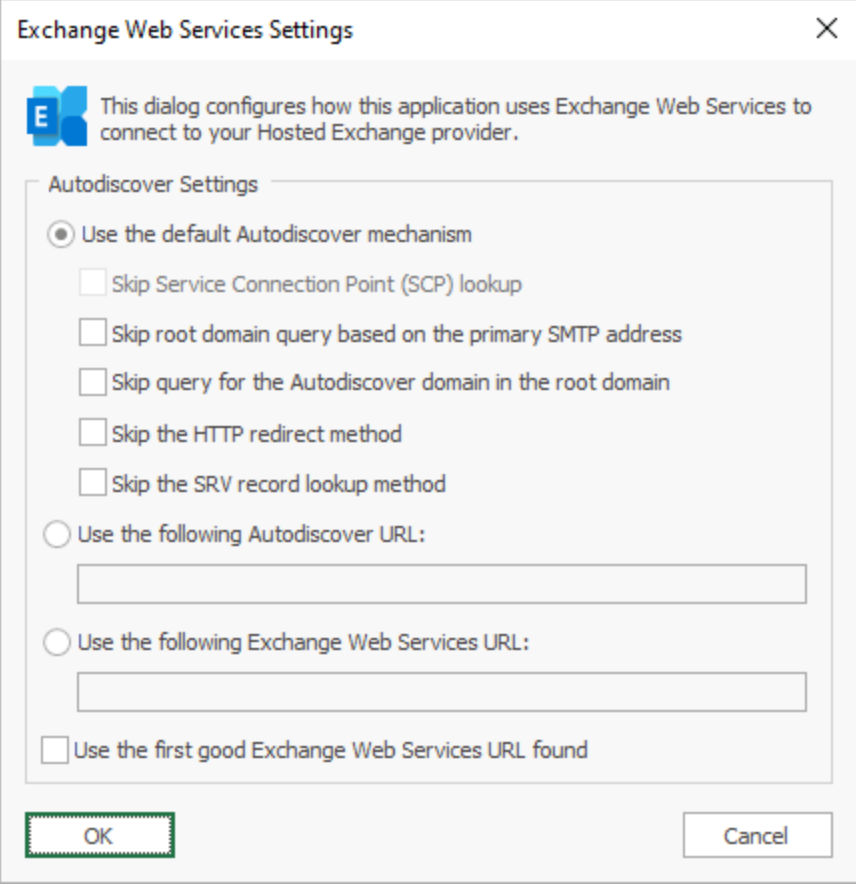
The Finished page of the Configure Office 365 Mailbox Access Wizard is displayed by the wizard once the registered app has been created or updated:



When ready, click the **Finish** button to close the wizard.

Hosted Settings

The Hosted Exchange Web Services Settings dialog is opened by clicking the **Advanced Settings...** button in the Hosted Exchange Mailbox Access group in the [Environment Configuration dialog](#):



The image shows a dialog box titled "Exchange Web Services Settings" with a close button (X) in the top right corner. Below the title bar is an Exchange logo and a descriptive text: "This dialog configures how this application uses Exchange Web Services to connect to your Hosted Exchange provider." The main content area is titled "Autodiscover Settings" and contains several options:

- Use the default Autodiscover mechanism
 - Skip Service Connection Point (SCP) lookup
 - Skip root domain query based on the primary SMTP address
 - Skip query for the Autodiscover domain in the root domain
 - Skip the HTTP redirect method
 - Skip the SRV record lookup method
- Use the following Autodiscover URL:
- Use the following Exchange Web Services URL:
- Use the first good Exchange Web Services URL found

At the bottom of the dialog are two buttons: "OK" and "Cancel".

Note In normal conditions, the connection to Exchange Web Services will be configured automatically using the Autodiscover mechanism built into Exchange Server. It should only be necessary to change these advanced settings if specific problems are being encountered that prevent Autodiscover from working correctly, or if performance problems are being encountered.

The following **Autodiscover Settings** can be configured:

Setting	Description
Use the default Autodiscover mechanism	Specifies that the default Autodiscover mechanism should be used. <i>This is the default setting.</i>
Use the following Autodiscover URL	Specifies that the Autodiscover mechanism should use the specified Autodiscover service URL directly.
Use the following Exchange Web Services URL	Disables the Autodiscover mechanism, forcing the connection to Exchange Web Services to use the specified fixed Exchange Web Services URL for all users.
Use the first good Exchange Web Services URL found	When using the default Autodiscover mechanism, this setting stipulates that once the first good Exchange Web Services URL has been discovered (from a Service Connection Point), the mechanism should stop and use that URL alone (rather than continuing and querying further Service Connection Points). This can be useful if you have a number of Autodiscover servers (i.e. a number of Service Connection Points), some of which are not currently available.

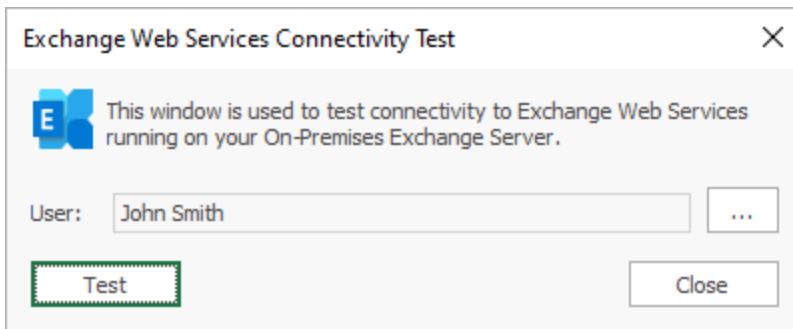
The following settings are applicable when the **Use the default Autodiscover mechanism** option is selected:

Setting	Description
Skip Service Connection Point (SCP) lookup	<i>Not applicable to Hosted Exchange environments.</i>
Skip root domain query based on the primary SMTP address	Specifies that the Autodiscover mechanism will not query for an Autodiscover service at the URL based on the <i>root domain</i> found in the primary SMTP email address for a user. The URL format is <code>https://<smtp-address-domain>/autodiscover/autodiscover.xml</code> , so for a user with the email address <code>user@contoso.com</code> , this would resolve to <code>https://contoso.com/autodiscover/autodiscover.xml</code> .
Skip query for the Autodiscover domain in the root domain	Specifies that the Autodiscover mechanism will not query for an Autodiscover service at the URL based on the <i>Autodiscover sub-domain of the root domain</i> found in the primary SMTP email address for a user. The URL format is <code>https://autodiscover.<smtp-address-domain>/autodiscover/autodiscover.xml</code> , so for a user with the email address <code>user@contoso.com</code> , this would resolve to <code>https://autodiscover.contoso.com/autodiscover/autodiscover.xml</code> .
Skip the HTTP redirect method	Specifies that the Autodiscover mechanism will not query for an HTTP redirect on the <i>Autodiscover sub-domain of the root domain</i> found in the primary SMTP email address for a user. The URL format is <code>https://autodiscover.<smtp-address-domain>/autodiscover/autodiscover.xml</code> , so for a user with the email address <code>user@contoso.com</code> , this redirect query would be made against <code>https://autodiscover.contoso.com/autodiscover/autodiscover.xml</code> .
Skip the SRV record lookup method	Specifies that the Autodiscover mechanism will not query for SRV DNS records (which point to the Autodiscover service) for the domain found in the primary SMTP email address for a user.

When the settings have been configured as required, click the **OK** button save your changes and close the dialog. Alternatively, click the **Cancel** button to close the dialog without saving any changes.

EWS Connectivity Test

The Exchange Web Services Connectivity Test dialog is opened by clicking the **Test Connectivity...** button in the relevant group on the [Environment Configuration dialog](#):



This dialog is used to test connectivity to your organization's Exchange Web Services platform. This is helpful to test that changing the out-of-office settings will work as expected using the account specified on the Environment Configuration dialog.

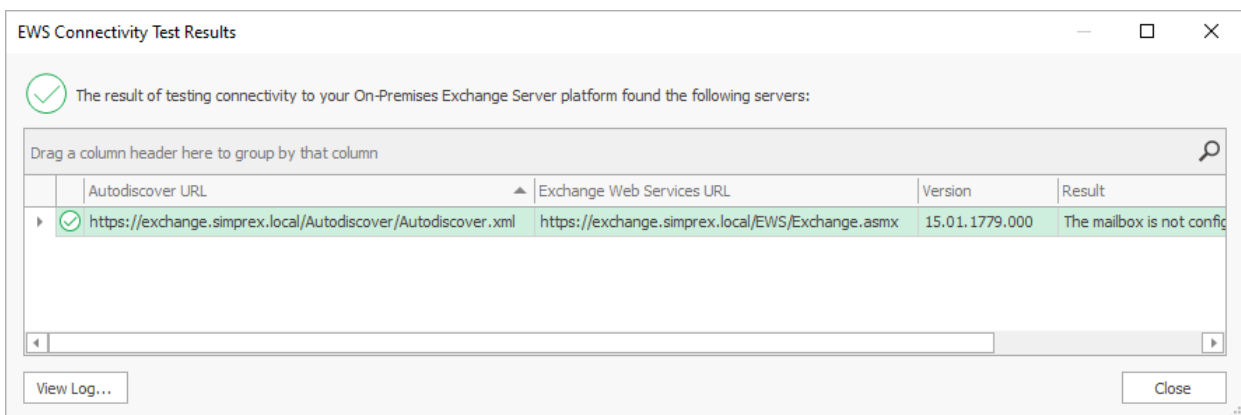
By default, the current Windows user is selected for the test. To choose a different user against which to test, click the ellipses button ("...") next to the user.

When ready, click the **Test** button. If the tests complete successfully, you will be presented with a confirmation message, giving the choice to open the detailed [results dialog](#). If the tests fail, the results dialog will open automatically.

Once testing has been completed, click the **Close** button to close the dialog.

EWS Connectivity Test Results

The Exchange Web Services Connectivity Test Results dialog is opened after completing a connectivity test using the [EWS Connectivity Test dialog](#):



The information message at the top of the window will give a summary of the overall result of the test. Contained within the grid are all of the Exchange Web Services servers that were found during the testing process. The information that is displayed is as follows:

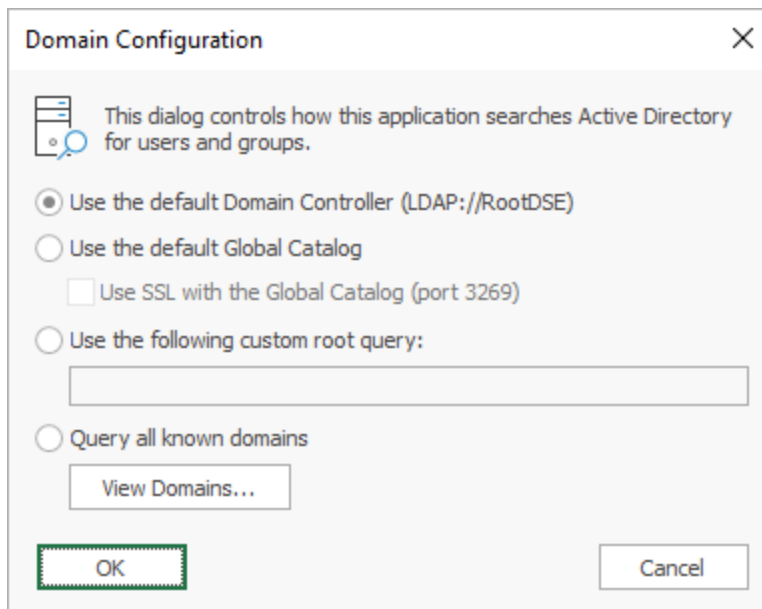
- **Autodiscover URL:** This is the URL of the autodiscover service that was queried to locate the Exchange Web Services URL. The autodiscover URL can be found in a number of ways depending on the precise configuration of the platform being tested; for example, when testing On-Premises Exchange Server, autodiscover URLs can be determined by querying Active Directory for Service Connection Points.
- **Exchange Web Services URL:** This is the URL of the tested Exchange Web Services server.
- **Version:** This is the best-match version of the tested Exchange Web Services platform. The version number reported can vary depend on the precise configuration of your environment; for example, the mailbox version (as returned from the autodiscover service) may not match precisely the version of Exchange Server.
- **Result:** This details the information that was read from the specified mailbox to test connectivity.

If a server reports an error, double-click it to open a dialog that will display detailed information about what happened and why the test failed. The test process also maintains a detailed log of what happened; to view this log, click the **View Log...** button.

When ready, click the **Close** button to close the dialog.

Domain Configuration Dialog

The Domain Configuration dialog is opened by clicking the **Domain Configuration** button on the [Configuration page](#) in the backstage of the [main application window](#):



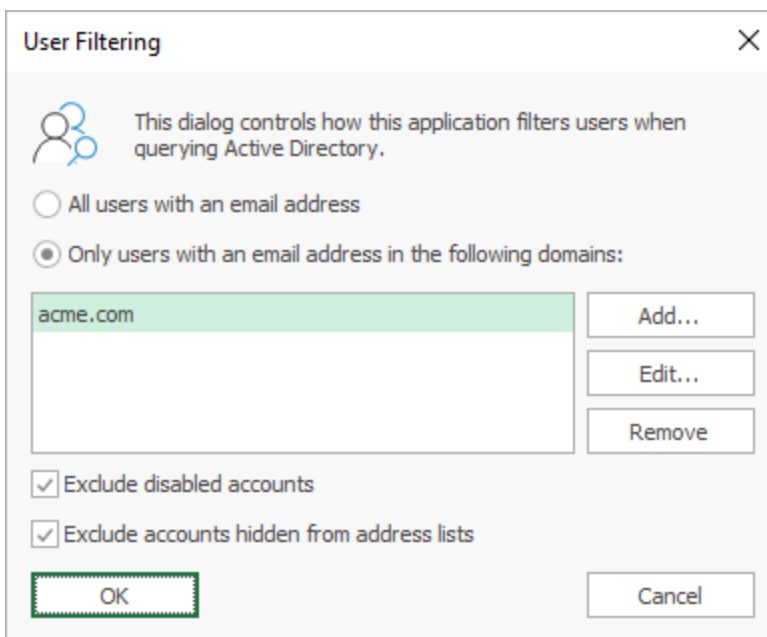
This dialog configures how Out-of-Office Manager will search your Active Directory domain for users and groups:

- **Use the default Domain Controller:** This is the default option and will use an LDAP query to find the users and groups in just your local domain.
- **Use the default Global Catalog:** This option will query the Global Catalog server for your local domain, and will find users and groups from all domains that replicate to the Global Catalog. If necessary, select the **Use SSL with the the Global Catalog** option to make the query use secured communications on port 3269 of your Global Catalog server.
- **Use the following custom root query:** This option allows you to provide a custom query to find users and groups from any domain or domain controller for which you have trust relationship (for example, "LDAP://DC=mydomain,DC=com").
- **Query all known domains:** This option will attempt to locate users and groups in all domains known to the current domain. The list of domains is determined by examining the current forest and any trust relationships that exist. To see the list of known domains that will be searched when this option is selected, click the **View Domains...** button.

When the configuration for the domain has been completed, click the **OK** button. Alternatively, click the **Cancel** button to close the dialog without saving any changes.

User Filtering Dialog

The User Filtering dialog is opened by clicking the **User Filtering** button on the [Configuration page](#) in the backstage of the [main application window](#):



This dialog configures how Out-of-Office Manager filters users as they are loaded from Active Directory.

Users are principally filtered by their email address, for which there are two options:

- **All users with an email address:** This option includes all users that have an email address; users without an email address are excluded.

- **Only users with an email address in the following domains:** This option will only include users with an email address that matches one of the specified domains; all other users are excluded.

The list of domains is modified as follows:

- Click the **Add...** button to add a new email domain.
- Click the **Edit...** button to modify the selected email domain.
- Click the **Remove** button to remove the selected email domain.

An email domain can be specified either completed (for example, "acme.com") or using wildcards (for example, "acme.*").

Users can be further filtered using the following options:

- **Exclude disabled accounts:** This option will exclude any accounts that are disabled.
- **Exclude accounts hidden from address lists:** This option will exclude any accounts that are hidden from address lists.

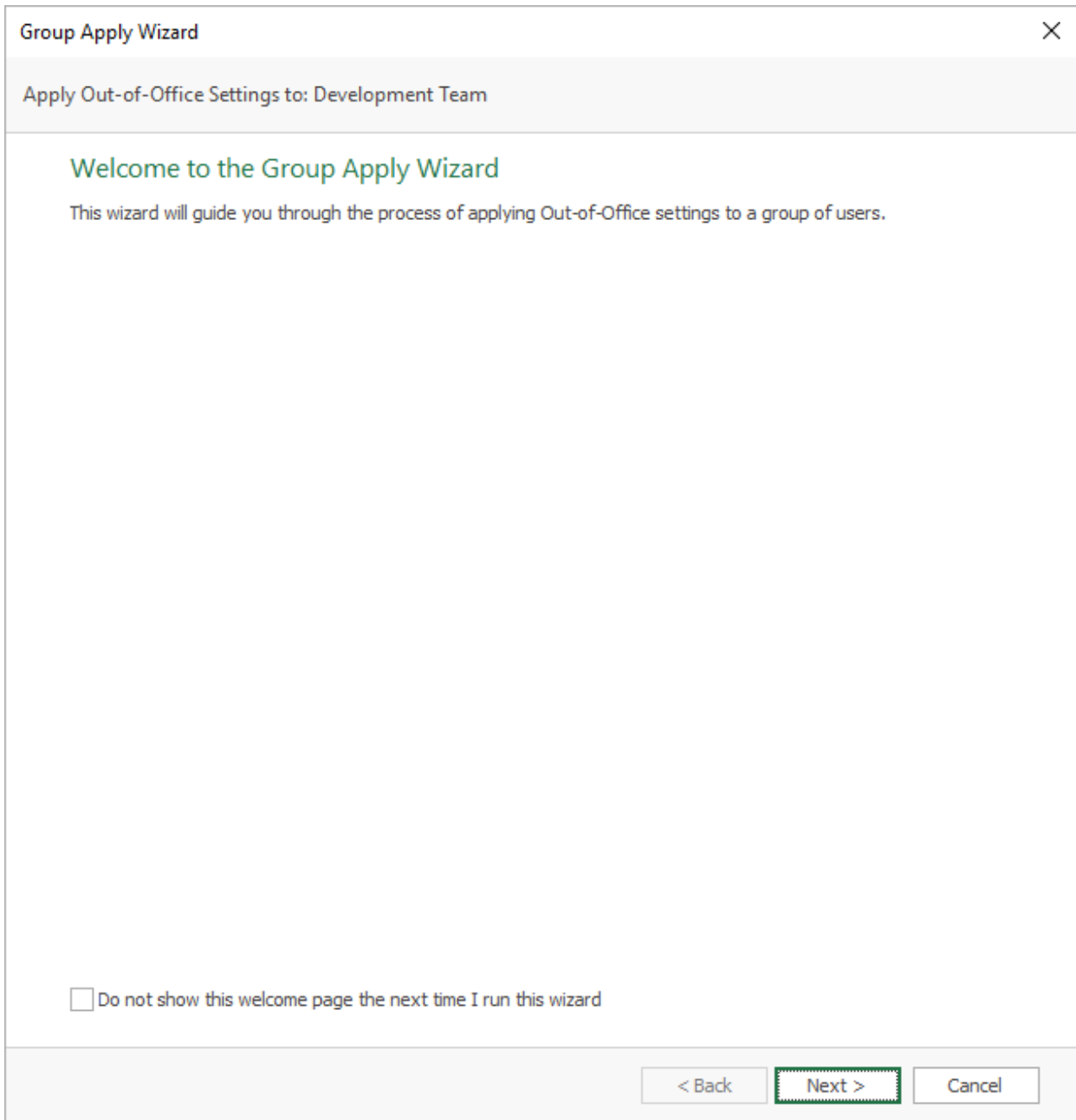
Note Accounts are hidden from address lists through the Exchange management tools and therefore, the **Exclude accounts hidden from address lists** option should only be used in conjunction with On-Premises Exchange. Using this option in a mixed Exchange environment will have unpredictable results.

When the configuration for the filtering has been completed, click the **OK** button. Alternatively, click the **Cancel** button to close the dialog without saving any changes.

Note The domains in which users and groups are located is configured using the [Domain Configuration dialog](#).

Group Apply Wizard

The Group Apply Wizard is started by selecting an address list or distribution list in the [main application window](#) and clicking the **Group Apply** button in the **Tools** group in the **Home** ribbon:



When the wizard is started for the first time, the Welcome page is displayed. To prevent it from being displayed again in the future, select the **Do not show this welcome page the next time I run this wizard** option.

When you are ready, click the **Next** button to proceed to the [Select Mailboxes page](#) or click the **Cancel** button to close the wizard.

Group Apply Wizard - Select Mailboxes Page

The Select Mailboxes page of the Group Apply Wizard determines which mailboxes will be updated:

Group Apply Wizard

Apply Out-of-Office Settings to: Development Team

Select the users to update:

User
<input checked="" type="checkbox"/> Brandon Mitchell
<input checked="" type="checkbox"/> Charlotte Henderson
<input checked="" type="checkbox"/> Leo Hunter
<input checked="" type="checkbox"/> Oliver Taylor
<input checked="" type="checkbox"/> William Jones

Include users within child groups

All None Refresh

< Back Next > Cancel

By default, all of the mailboxes in the selected address or distribution list will be included and selected. If the **Include mailboxes within child groups** option is changed, click the **Refresh** button to rebuild the list of mailboxes.

Note If you use the **Include mailboxes within child groups** option, you should be aware that this can significantly increase the time the wizard takes to build the list of mailboxes, especially when processing

the Global Address List. This is because the wizard will examine *all* child groups and ensure that a mailbox is only included once.

When the selection of mailboxes is correct, either click the **Next** button to proceed to the [Settings page](#), the **Back** button to return to the [Welcome page](#), or the **Cancel** button to close the wizard.

Group Apply Wizard - Settings Page

The Settings page of the Group Apply Wizard determines how the selected mailboxes will be updated:

Group Apply Wizard

Apply Out-of-Office Settings to: Development Team

Enter the new settings for the users:

Do not send automatic replies Template...

Send automatic replies

Only send during the following period:

Start Time: Tue 15/06/2021 18:00

End Time: Wed 16/06/2021 18:00

Preserve existing replies

Inside My Organization Outside My Organization (Off)

Arial 12 A U A [color] [background color] [bulleted list] [numbered list] [indent] [outdent] Fields

The {DEPARTMENT} team are participating in a training day; we'll be back on Monday 14th.

Many thanks,

{FIRSTNAME}

< Back **Next >** Cancel

The settings are configured in a similar fashion to the main application window. A pre-defined template can be loaded by clicking the **Template** button (for more information, see the [Manage Templates Dialog](#)). In addition, the **Preserve Existing Replies** option can be used as follows:

- When not selected, the replies for the selected mailboxes are always overwritten with the defined messages.
- When selected, the replies defined by each selected mailbox will be preserved and only updated if they are blank. This option allows

This behaviour is the same when turning Out-of-Office off or on for the selected mailboxes. This means that a group of mailboxes can have their Out-of-Office setting changed *without* modifying any replies they have defined.

Note The messages can include tokens that are replaced with properties from the user's Active Directory account. For more information, see the [List of Tokens](#) appendix.

When the settings have been configured as required, either click the **Next** button to proceed to the [Confirmation page](#), the **Back** button to return to the [Select Mailboxes page](#), or the **Cancel** button to close the wizard.

Group Apply Wizard - Confirmation Page

The Ready To Apply page of the Group Apply Wizard confirms that you are ready to apply the settings to the selected mailboxes:

Group Apply Wizard

Apply Out-of-Office Settings to: Development Team

Ready to apply settings

The wizard is now ready to apply the settings to the selected users. Click the **Next** button to start the wizard or the **Back** button to return to the previous page.

Do not record details of successfully processed objects

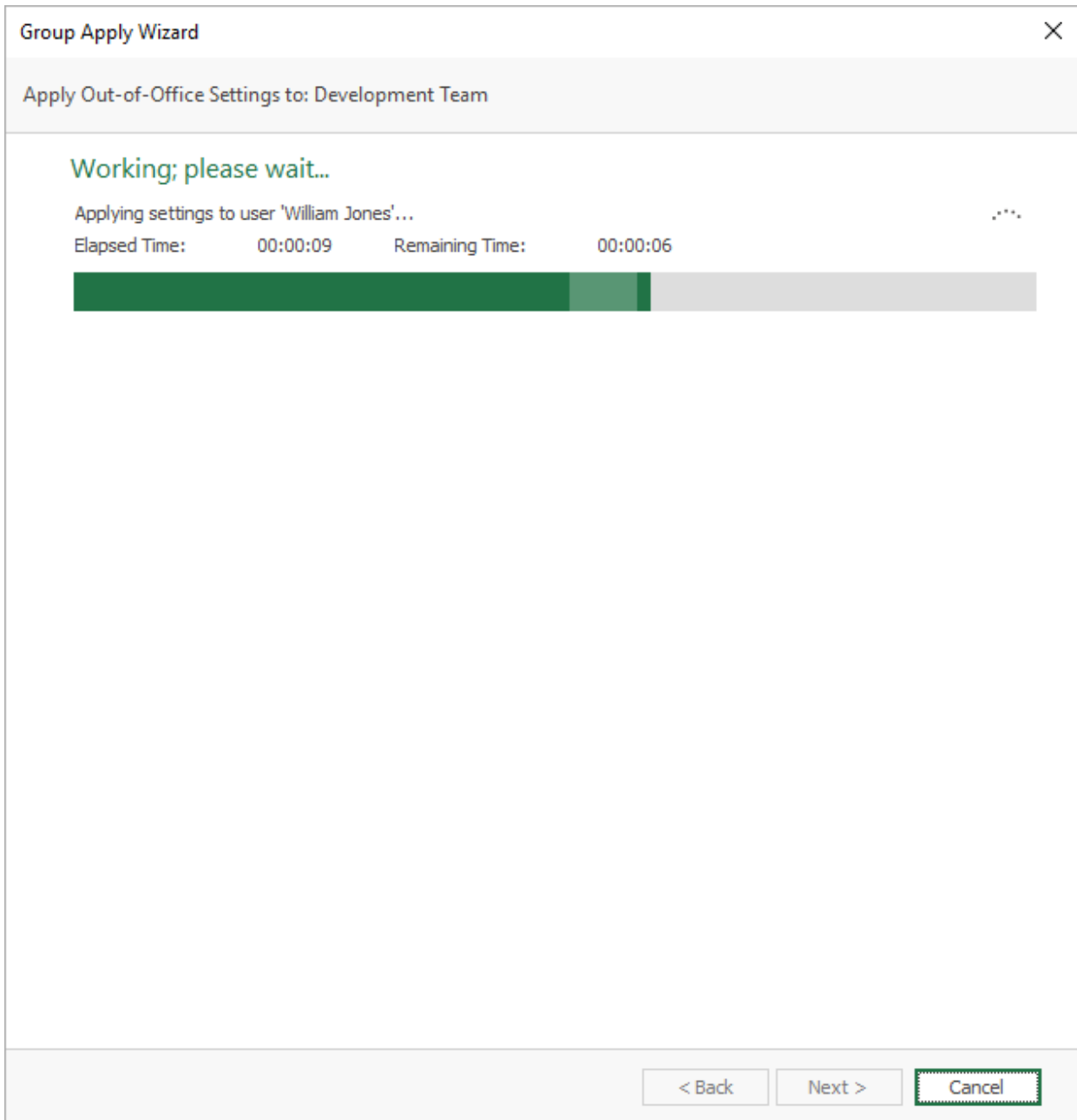
< Back Next > Cancel

If the settings have been configured as required, click the **Next** button to start the wizard, which will display the [Working page](#). Otherwise, click the **Back** button to return to the [Settings page](#), or the **Cancel** button to close the wizard.

Note When applying the settings, the wizard will only record the details of mailboxes that fail to be updated. To record the details of all mailboxes that are processed for review in the [Results dialog](#), deselect the **Do not record details of successfully processed objects** option. Note that this will consume more memory, so is not recommended when processing a large collection of users.

Group Apply Wizard - Working Page

The Working page of the Group Apply Wizard is displayed by the wizard whilst the settings are being applied to the selected mailboxes:

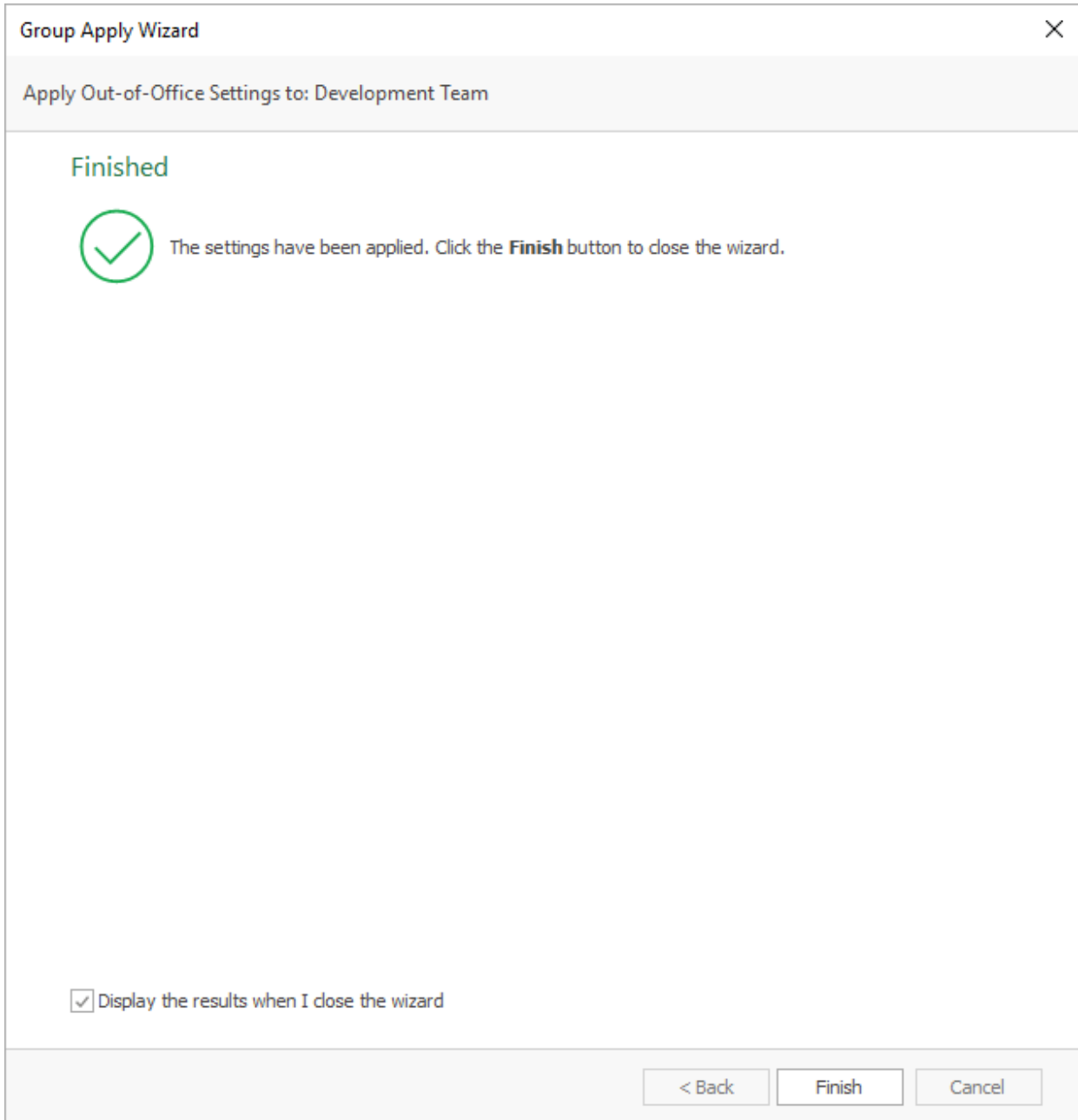


The bar gives an indication of how much progress the wizard has made and once enough mailboxes have been processed, an estimate of the remaining time will be displayed. If necessary, click the **Cancel** button to stop the wizard and return to the [Confirmation page](#). When the wizard has completed, the [Finished page](#) will be displayed.

Note If you cancel the wizard, any changes already applied will not be reversed.

Group Apply Wizard - Finished Page

The Finished page of the Group Apply Wizard is displayed by the wizard once the settings have been applied to the selected mailboxes:

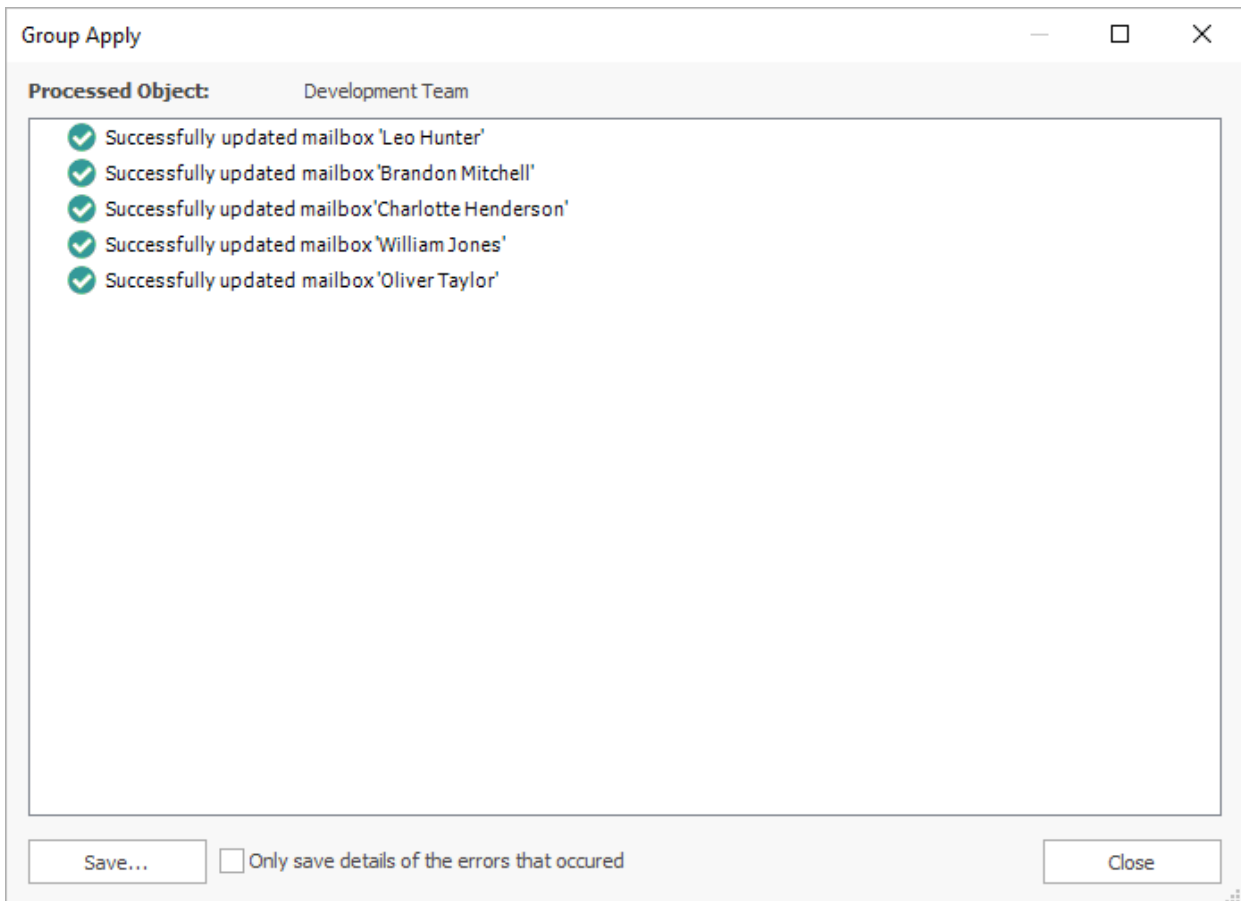


The overall result of the wizard will be displayed as appropriate. If there are any detailed results to display, the **Display the results when I close the wizard** option will be displayed and selected, causing

the [Results dialog](#) to be displayed when the wizard is closed; if you do not wish to see the results dialog, deselect this option. When ready, click the **Finish** button to close the wizard.

Group Apply Wizard - Results Dialog

The Group Apply Results dialog is displayed after the [Group Apply wizard](#) has finished and the **Display the results when I close the wizard** option was checked:



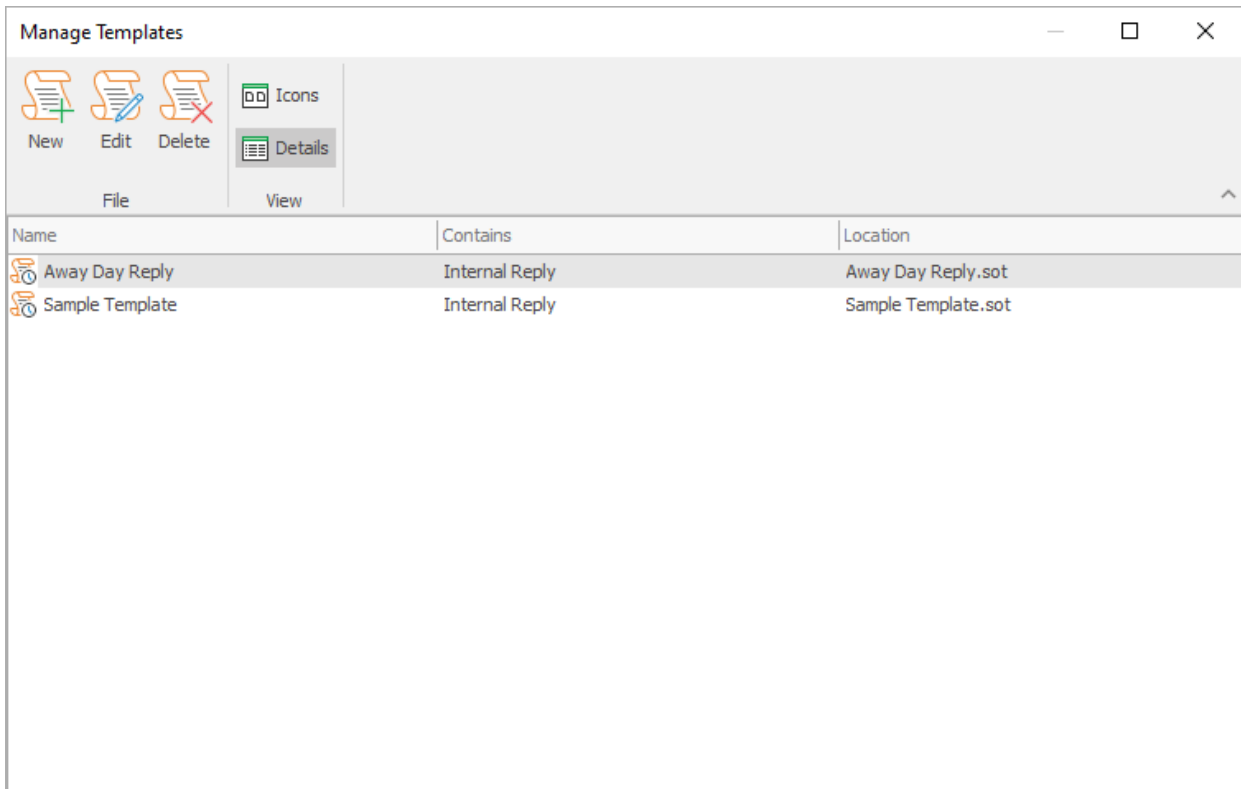
The dialog displays a list of all of the mailboxes that were updated by the wizard and the status for each one. For each mailbox, there is a node that can be expanded to display any errors that occurred, if there were any. Any of the nodes under the **Errors** node can be double-clicked to view the details of the related error. The results can also be saved to a log file by clicking the **Save...** button. Selecting the **Only save details of the errors that occurred** option will cause only mailbox or Public Folders that have errors to be included in the log file.

Templates

The Templates feature of the application allows the administrator to create a set of standard replies to be applied to mailboxes. The following sections describe how to manage and apply those templates.

Manage Templates Dialog

The Manage Templates dialog is opened by clicking the **Manage Templates** button in the **Templates** group in the **Home** ribbon of the [main application window](#):



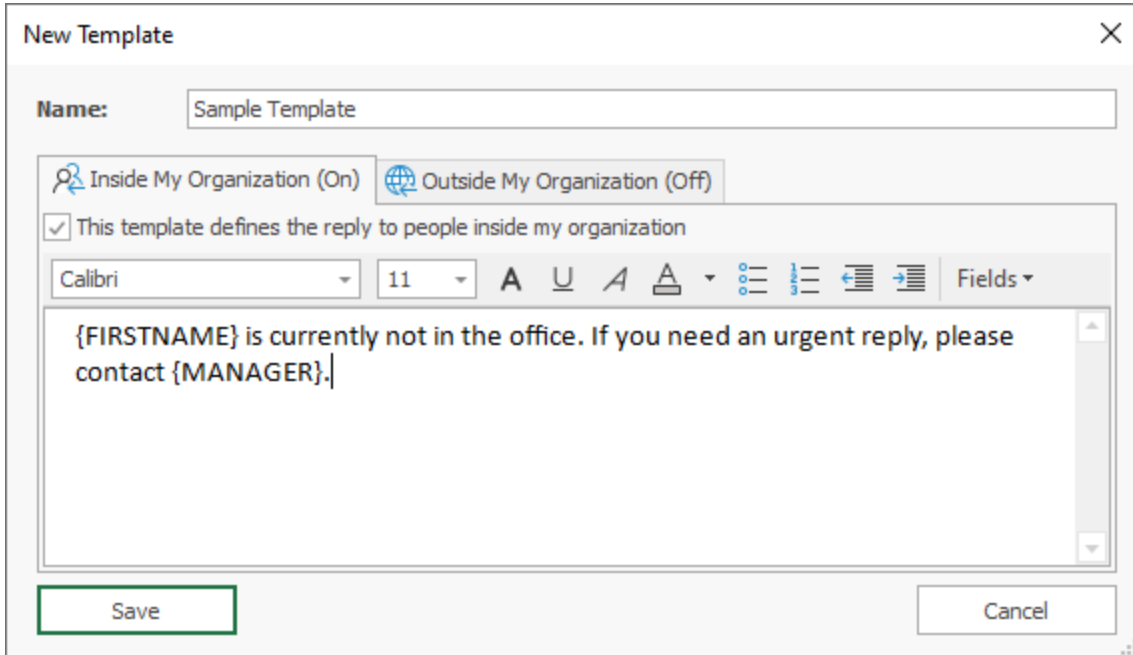
The main part of the dialog displays a list of the templates available in the templates directory. The view can be changed by clicking either the **Icons** or **Details** button.

Note The templates directory is specified in the [Options dialog](#).

- To create a new template, click the **New** button; this will open the [Manage Template dialog](#) in create mode.
- To modify an existing template, select the template in the list and click the **Edit** button; this will start the Manage Template dialog in modify mode.
- To delete an existing template, select the template in the list and click the **Delete** button.

Manage Template Dialog

The Manage Template dialog is started using the [Manage Templates dialog](#):



A name for the template must be entered; the name does not have to be unique and any existing template(s) with the same name will *not* be overwritten when the template is saved. The main part of the dialog defines the Internal and External replies to be applied to a mailbox. The replies can include tokens; see the [list of tokens](#) for further details.

When the messages have been set as required, click the **OK** button to save the template and close the dialog. Otherwise, click the **Cancel** button to close the dialog.

Appendices

This section contains additional information for using Symprex Out-of-Office Manager.

List of Tokens

Tokens can be used in the editor the [main application window](#), in the [Group Apply Wizard](#) and in [templates](#). Tokens are substituted with properties from the Active Directory account for the mailbox being updated. They are specified in the format {TOKEN_NAME}, where TOKEN_NAME is substituted for one of the following pre-defined values:

Token Name	Description
FIRSTNAME	Replaced by the user's first name, as defined by the "givenName" property in Active Directory.
LASTNAME	Replaced by the user's last name, as defined by the "sn" property in Active Directory.

FULLNAME	Replaced by the user's full name, as defined by the "displayName" property in Active Directory.
INITIALS	Replaced by the user's initials, as defined by the "initials" property in Active Directory.
COMPANY	Replaced by the user's company, as defined by the "company" property in Active Directory.
DESCRIPTION	Replaced by the user's description, as defined by the "description" property in Active Directory.
TITLE	Replaced by the user's (job) title, as defined by the "title" property in Active Directory.
OFFICE	Replaced by the user's office, as defined by the "physicalDeliveryOfficeName" property in Active Directory.
DEPARTMENT	Replaced by the user's department, as defined by the "department" property in Active Directory.
PHONE	Replaced by the user's (primary) telephone number, as defined by the "telephoneNumber" property in Active Directory.
HOMEPHONE	Replaced by the user's home telephone number, as defined by the "homePhone" property in Active Directory.
MOBILE	Replaced by the user's mobile telephone number, as defined by the "mobile" property in Active Directory.
PAGER	Replaced by the user's pager number, as defined by the "pager" property in Active Directory.
FAX	Replaced by the user's fax number, as defined by the "facsimileTelephoneNumber" property in Active Directory.
IPPHONE	Replaced by the user's IP phone details, as defined by the "ipPhone" property in Active Directory.
STREET	Replaced by the user's street, as defined by the "streetAddress" property in Active Directory. (Note: Not to be confused with the "street" property, which is a different field).
POBOX	Replaced by the user's PO Box, as defined by the "postOfficeBox" property in Active Directory.
CITY	Replaced by the user's city, as defined by the "l" (short for locality) property in Active Directory.
STATE -or- PROVINCE	Replaced by the user's state, as defined by the "st" property in Active Directory.
ZIPCODE -or- POSTALCODE	Replaced by the user's zip (postal) code, as defined by the "postalCode" property in Active Directory.
COUNTRY	Replaced by the user's country, as defined by the "co" property in Active Directory.
COUNTRYCODE	Replaced by the user's country code, as defined by the "c" property in Active Directory.
EMAIL	Replaced by the user's e-mail address, as defined by the "mail" property in Active Directory.

HOME PAGE	Replaced by the user's home page, as defined by the "wWWHomePage" property in Active Directory.
MANAGER	Replaced by the full name of the user's manager, as defined by the "manager" property in Active Directory.

In addition to the above standard Active Directory attributes, Exchange Server also adds 15 custom attributes. These can also be obtained by the following tokens:

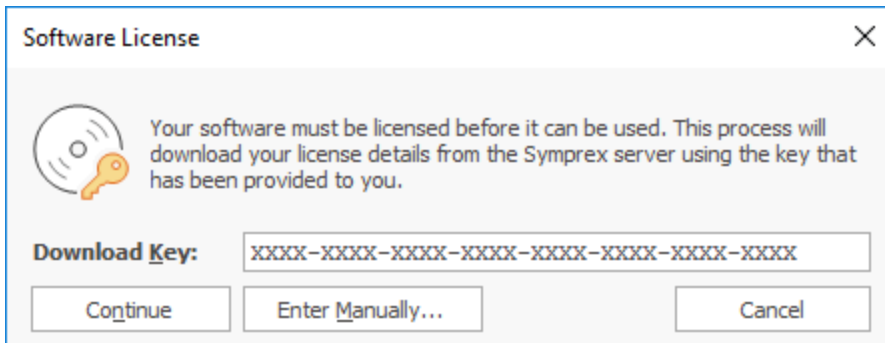
Token Name	Description
EXTATTRIB1 -or- CUSTOMATTRIBUTE1	Replaced by the 1 st custom attribute on the user's mailbox.
EXTATTRIB2 -or- CUSTOMATTRIBUTE2	Replaced by the 2 nd custom attribute on the user's mailbox.
EXTATTRIB3 -or- CUSTOMATTRIBUTE3	Replaced by the 3 rd custom attribute on the user's mailbox.
EXTATTRIB4 -or- CUSTOMATTRIBUTE4	Replaced by the 4 th custom attribute on the user's mailbox.
EXTATTRIB5 -or- CUSTOMATTRIBUTE5	Replaced by the 5 th custom attribute on the user's mailbox.
EXTATTRIB6 -or- CUSTOMATTRIBUTE6	Replaced by the 6 th custom attribute on the user's mailbox.
EXTATTRIB7 -or- CUSTOMATTRIBUTE7	Replaced by the 7 th custom attribute on the user's mailbox.
EXTATTRIB8 -or- CUSTOMATTRIBUTE8	Replaced by the 8 th custom attribute on the user's mailbox.
EXTATTRIB9 -or- CUSTOMATTRIBUTE9	Replaced by the 9 th custom attribute on the user's mailbox.
EXTATTRIB10 -or- CUSTOMATTRIBUTE10	Replaced by the 10 th custom attribute on the user's mailbox.
EXTATTRIB11 -or- CUSTOMATTRIBUTE11	Replaced by the 11 th custom attribute on the user's mailbox.
EXTATTRIB12 -or- CUSTOMATTRIBUTE12	Replaced by the 12 th custom attribute on the user's mailbox.
EXTATTRIB13 -or- CUSTOMATTRIBUTE13	Replaced by the 13 th custom attribute on the user's mailbox.
EXTATTRIB14 -or- CUSTOMATTRIBUTE14	Replaced by the 14 th custom attribute on the user's mailbox.
EXTATTRIB15 -or- CUSTOMATTRIBUTE15	Replaced by the 15 th custom attribute on the user's mailbox.

How these custom attributes are configured is dependent upon the version of Exchange Server being used; please refer to the Microsoft documentation for more information.

This section of the help file describes how Out-of-Office Manager is licensed using either a [download key](#) or a [license supplied separately](#).

License Dialog

The License dialog is accessed by selecting the **Configuration** tab in the main application window, selecting the **Tools** page, and clicking the **License my software** link (if the application has not previously been licensed) or **Change the license for my software** link (if the application has been licensed):



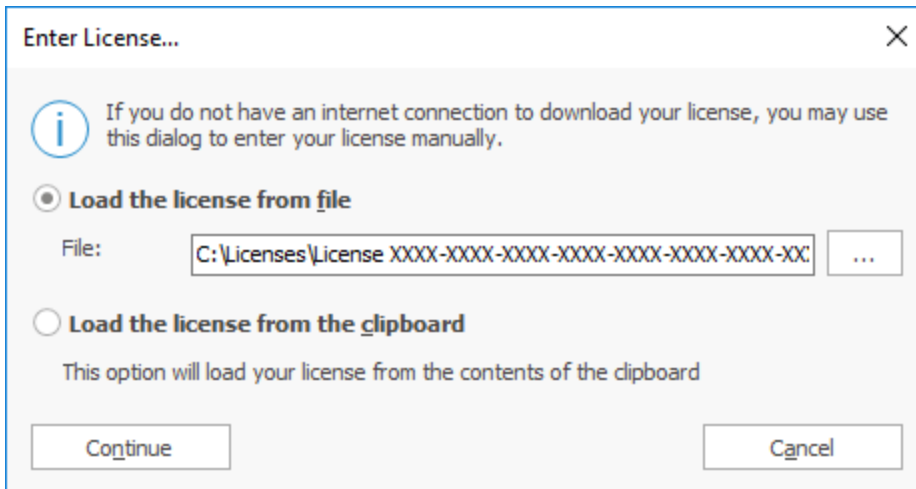
When you purchased the license for your software, you should have been provided with a unique download key. Enter this key into the **Download Key** textbox and click the **Continue** button. The software will then connect to the Symprex licensing server to download and install your license.

If the computer you wish to license does not have an Internet connection, you may be provided with a file containing your license information. To license your software using such a file, click the **Enter Manually...** button to open the [Manual License dialog](#).

If you experience any problems in licensing your software, please contact Symprex or your reseller for assistance.

Manual License Dialog

If necessary, the license for your software can be entered manually by clicking the **Enter Manually...** button on the [License dialog](#):

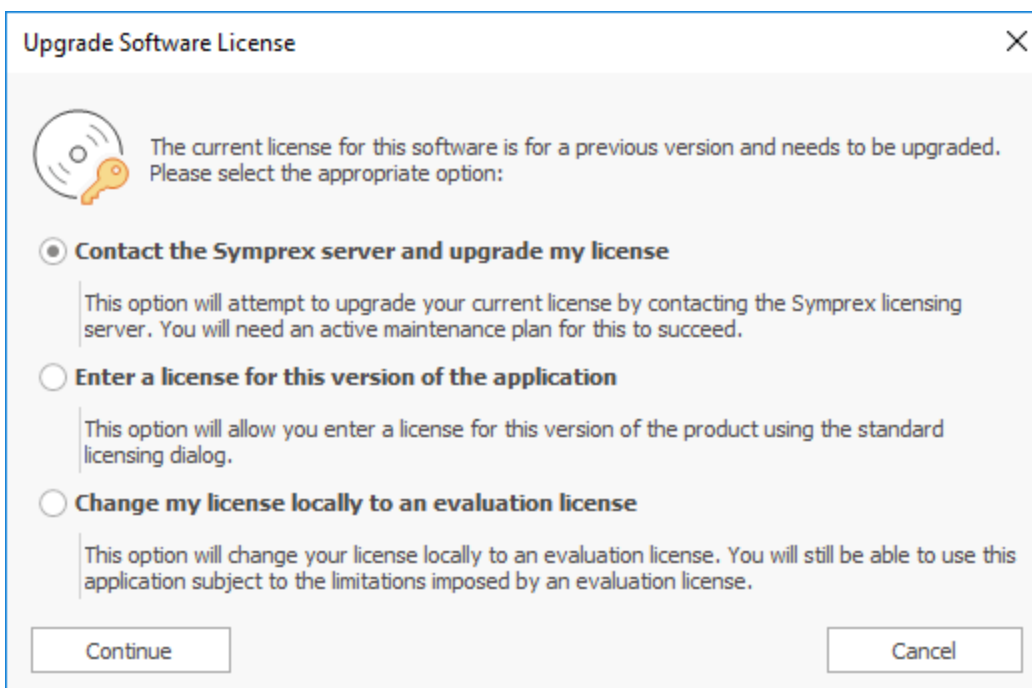


- If you have been provided with a file containing your license, select **Load the license from file** and locate the appropriate file.
- If you have been provided with a text-based version of your license (for example, in an e-mail), copy the text into the clipboard.

When ready, click the **Continue** button. If the selected file is valid or there is valid data in the clipboard, your license will be installed. Otherwise, please contact Symprex or your reseller for assistance.

Upgrade License Dialog

The Upgrade License dialog is displayed automatically when Out-of-Office Manager detects that it is using a license from a previous version:



There are three options available:

- **Contact the Symprex server and upgrade my license:** When you select this option, Out-of-Office Manager will contact the Symprex licensing server and attempt to upgrade your existing license to the current version. In order for this to succeed, there must be an active maintenance plan for the license that is currently in use. If the maintenance plan has expired, you will need to contact Symprex or your reseller to restart maintenance and obtain an upgraded license.
- **Enter a license for this version of the application:** Choose this option if you have already been supplied with the download key or license file for your the current version; this will open the [License dialog](#) and allow you to enter the details of your license.
- **Change my license locally to an evaluation license:** This option will change the existing license to an evaluation license for the current version, which means that you can continue using Out-of-Office Manager but subject to the evaluation restrictions imposed.

When you have selected the appropriate option, click the **Continue** button. Alternatively, if you do not wish to modify the license (for example, because you wish to reinstall the previous version to continue using your existing license), click the **Cancel** button.

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<https://www.symprex.com/support>

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Please email support enquiries to:

support@symprex.com

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Cloud Application Administrator 13