Symprex

Symprex Out-of-Office Extender

User's Guide

Version 9.1.0.

Contents

Introduction 1

Symprex Out-of-Office Extender is a small, fast, light-weight Windows service that can reset the automatic reply sender list according to a configurable schedule for all or a selected set of mailboxes.

When a user enables the Outlook Out-of-Office Assistant, an out-of-office reply is only sent once to each message sender, even if the sender sends multiple messages during the entire duration of the user being away and the assistant being enabled. This is often not sufficient if the user is away for a longer time.

If, for example, a person is out of the office for two weeks and someone sends that person an email at the beginning of that period, and then again a few days, the sender will not receive a second automatic reply and is now likely to be wondering why the person is not replying.

To resolve this problem Out-of-Office Extender resets the sender list for a specified set of mailboxes at a specified time on selected days of the week. This means senders will get an automatic reply the first time any day they send an email to a receiver that is out of the office. This approach avoids mail loops and avoids senders getting the same out-of-office message more than once a day, but at the same time "reminds" senders that the receiver is out of the office if they send multiple emails on different days. As a result the software improves internal and external communication, and can serve to offer better customer service.

The product does not require any changes to Outlook clients or client machines. The overhead on Exchange servers from using this product is negligible.

Before installing Out-of-Office Extender 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 Extender 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 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

The out-of-office sender list for each mailbox is reset by the Out-of-Office Extender Service, which 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 resetting the out-of-office sender list for mailboxes hosted on Office 365, the Out-of-Office Extender Service uses an app registered in your Entra ID, which is configured in Environment Configuration dialog. More details about configuring mailbox access in Office can be found here.

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 Extender, 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 the Out-of-Office Extender Service 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, `OOXServiceAccountPolicy`)

3. Type the following command:

   ```
   Set-ThrottlingPolicy <Policy> -EwsCutoffBalance Unlimited -EwsMaxBurst Unlimited -
   EwsMaxConcurrency Unlimited -EwsMaxSubscriptions Unlimited -EwsRechargeRate Unlimited
   -IsServiceAccount:$true
   ```

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 Extender and supply you with the details.

Tutorial

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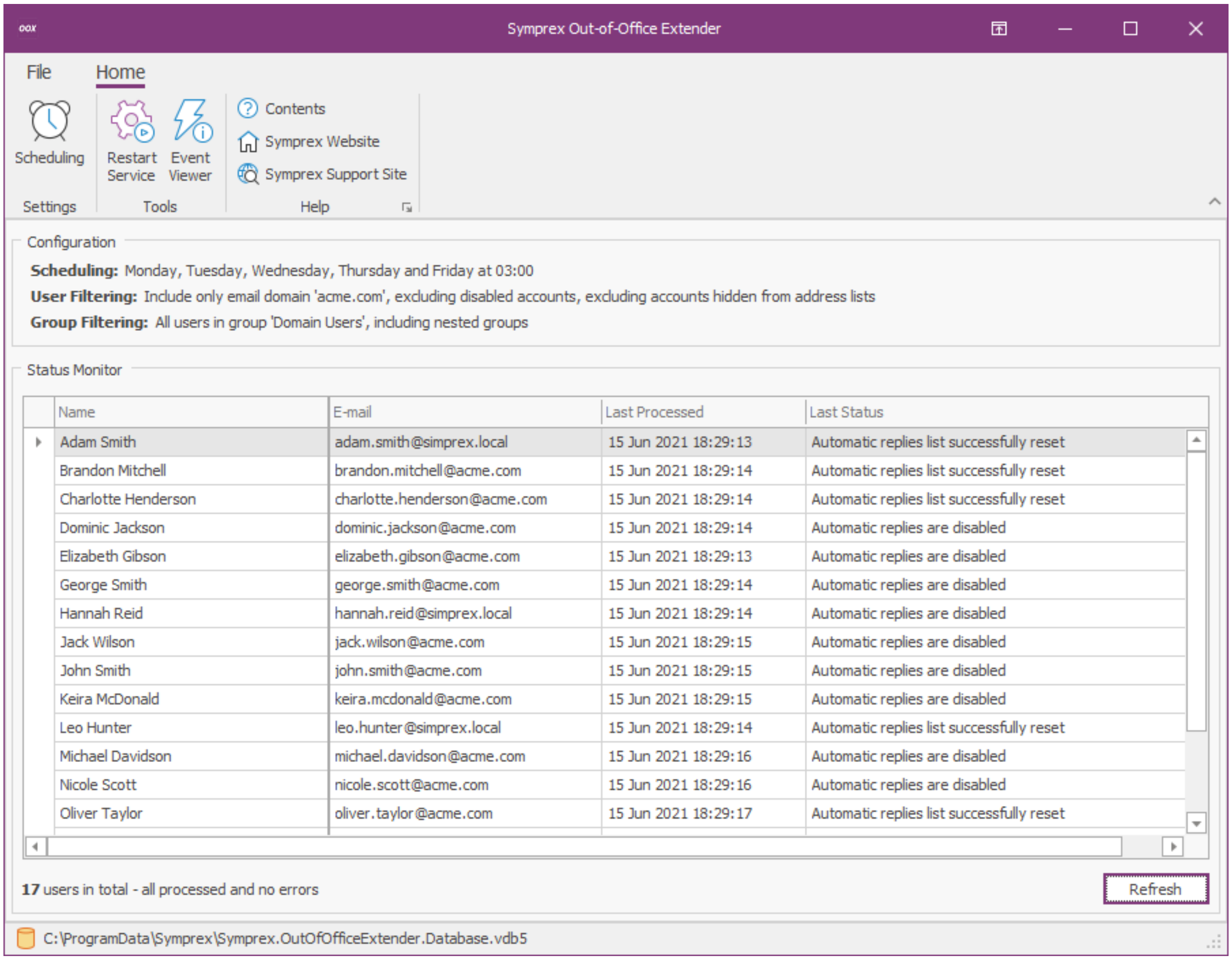
Symprex Out-of-Office Extender is started by clicking its icon in the Windows Start menu. When first started, an evaluation license will be automatically granted that will restrict the functionality of the application. Once you have obtained a valid license, please refer to the section about licensing. 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 the schedule and filtering options for the Out-of-Office Extender Service to process users.
- Review the status monitor to see the results of the time the users were processed by the service.

The Main Application Window

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



Scheduling: Monday, Tuesday, Wednesday, Thursday and Friday at 03:00
User Filtering: Include only email domain 'acme.com', excluding disabled accounts, excluding accounts hidden from address lists
Group Filtering: All users in group 'Domain Users', including nested groups

Name	E-mail	Last Processed	Last Status
Adam Smith	adam.smith@simprex.local	15 Jun 2021 18:29:13	Automatic replies list successfully reset
Brandon Mitchell	brandon.mitchell@acme.com	15 Jun 2021 18:29:14	Automatic replies list successfully reset
Charlotte Henderson	charlotte.henderson@acme.com	15 Jun 2021 18:29:14	Automatic replies list successfully reset
Dominic Jackson	dominic.jackson@acme.com	15 Jun 2021 18:29:14	Automatic replies are disabled
Elizabeth Gibson	elizabeth.gibson@acme.com	15 Jun 2021 18:29:13	Automatic replies are disabled
George Smith	george.smith@acme.com	15 Jun 2021 18:29:14	Automatic replies are disabled
Hannah Reid	hannah.reid@simprex.local	15 Jun 2021 18:29:14	Automatic replies are disabled
Jack Wilson	jack.wilson@acme.com	15 Jun 2021 18:29:15	Automatic replies are disabled
John Smith	john.smith@acme.com	15 Jun 2021 18:29:15	Automatic replies are disabled
Keira McDonald	keira.mcdonald@acme.com	15 Jun 2021 18:29:15	Automatic replies are disabled
Leo Hunter	leo.hunter@simprex.local	15 Jun 2021 18:29:14	Automatic replies list successfully reset
Michael Davidson	michael.davidson@acme.com	15 Jun 2021 18:29:16	Automatic replies are disabled
Nicole Scott	nicole.scott@acme.com	15 Jun 2021 18:29:16	Automatic replies are disabled
Oliver Taylor	oliver.taylor@acme.com	15 Jun 2021 18:29:17	Automatic replies list successfully reset

17 users in total - all processed and no errors

C:\ProgramData\Symprex\Symprex.OutOfOfficeExtender.Database.vdb5

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. When the status monitor has been populated, the database to which you are connected is displayed in the status bar at the bottom of the window. Further details and options about the application can be found by clicking the **File** button, which will display the File page.

The top part of the window displays the configuration for processing users. To change the scheduling configuration, click the **Scheduling** button in the **Settings** group of the ribbon to open the Scheduling dialog. The filtering is controlled in two ways:

- **User Filtering**: This controls how users are filtered as they are loaded from Active Directory. To configure the user filtering, click the **File** button in the ribbon, select the **Configuration** page, and click the **User Filtering** button to open the User Filtering dialog.
- **Group Filtering**: This controls the group from which users are loaded from Active Directory. To configure the group filtering, click the **File** button in the ribbon, select the **Configuration** page, and click the **Group Filtering** button to open the Group Filtering dialog.

The bottom part of the window displays the status monitor for the application, which lists the mailboxes that the have been processed by the Out-of-Office Extender Service. To rebuild the status monitor with the latest information, click the **Refresh** button. In addition, the details for any mailbox in the grid can be viewed by double-clicking it, which will open the User Status dialog for that mailbox.

If the settings have been changed or you wish to process users without waiting for the next scheduled reset, click the **Restart Service** button. Click the **Windows Event Log** to open the Windows Event Log console and review any events that the service may have generated.

Tutorial

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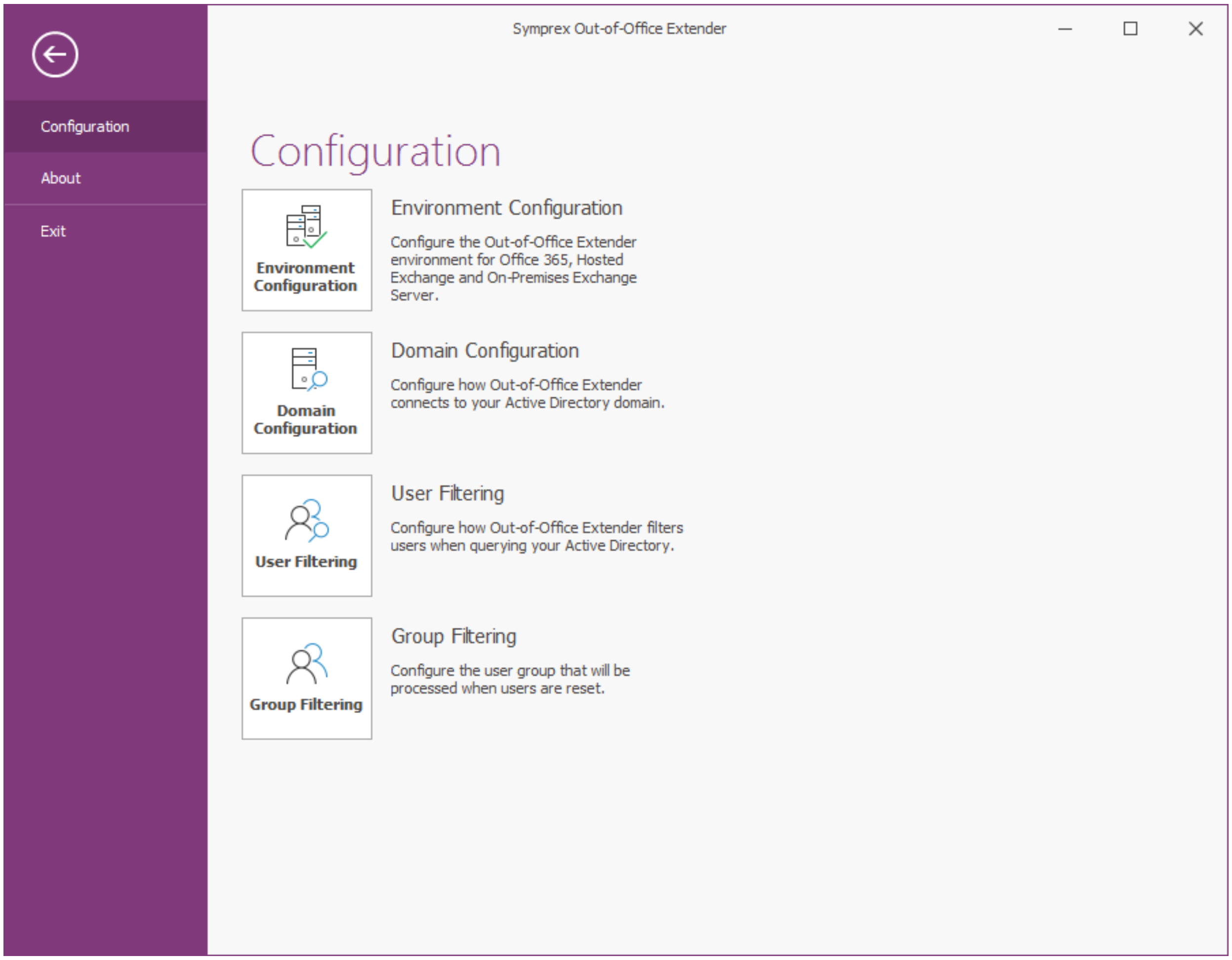
Configuration Page

The Configuration Page is displayed by the clicking the **File** ribbon of the main application window:



Environment Configuration

Configure the Out-of-Office Extender environment for Office 365, Hosted Exchange and On-Premises Exchange Server.

Domain Configuration

Configure how Out-of-Office Extender connects to your Active Directory domain.

User Filtering

Configure how Out-of-Office Extender filters users when querying your Active Directory.

Group Filtering

Configure the user group that will be processed when users are reset.

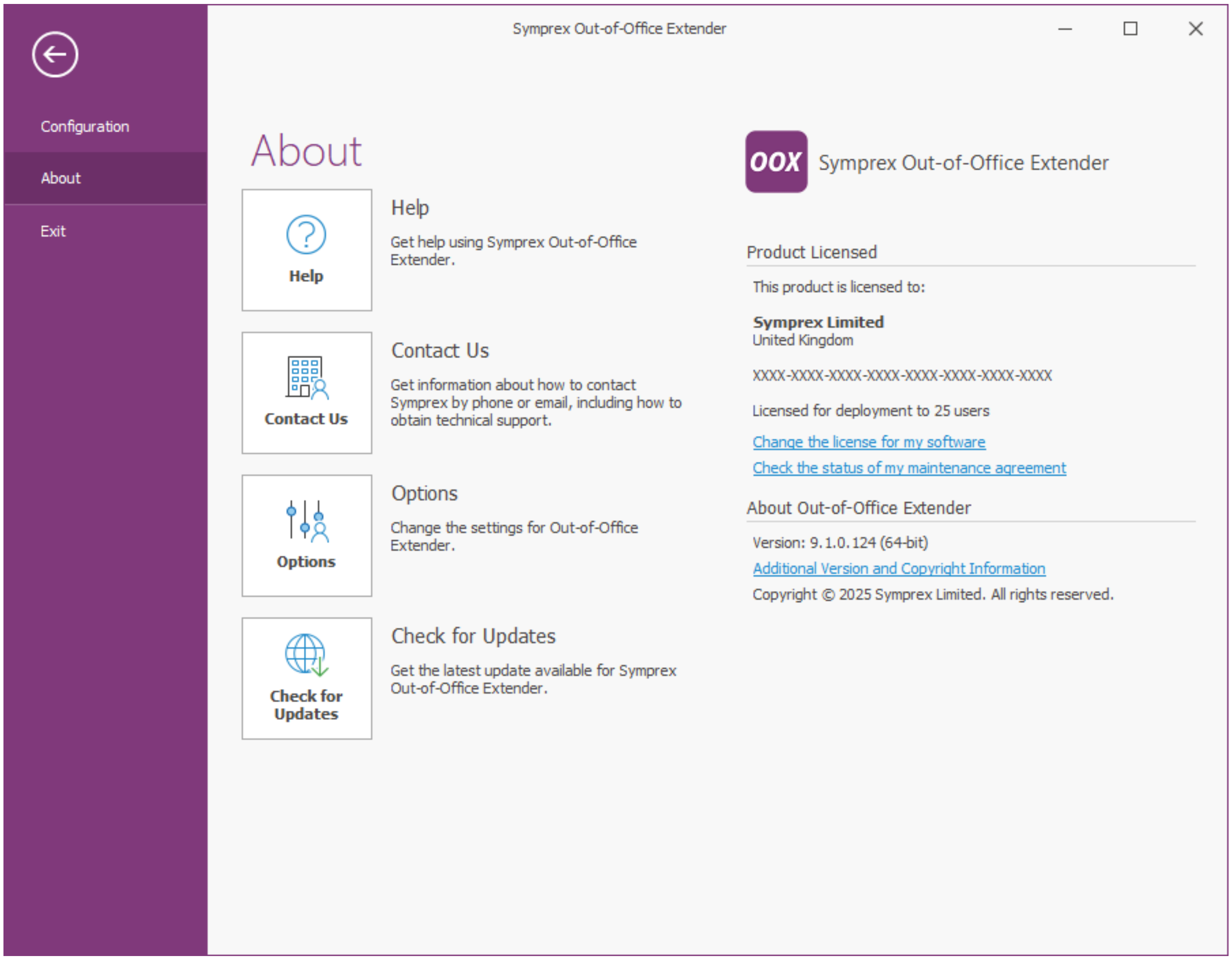
The buttons on this page perform the following actions:

- **Environment Configuration**: Opens the Environment Configuration dialog, which is used to configure the Out-of-Office Extender environment.
- **Domain Configuration**: Opens the Domain Configuration dialog, which configures how Out-of-Office Extender locates groups and users in Active Directory.
- **User Filtering**: Opens the User Filtering dialog, which configures how Out-of-Office Extender filters users as they are loaded from Active Directory.
- **Group Filtering**: Opens the Group Filtering dialog, which configures the group from which Out-of-Office Extender loads users to process.

Tutorial 2

About Page

The About Page is displayed by the clicking the **File** ribbon of the main application window:



About

Help

Get help using Symprex Out-of-Office Extender.

Contact Us

Get information about how to contact Symprex by phone or email, including how to obtain technical support.

Options

Change the settings for Out-of-Office Extender.

Check for Updates

Get the latest update available for Symprex Out-of-Office Extender.

Symprex Out-of-Office Extender

Product Licensed

This product is licensed to:

Symprex Limited
United Kingdom

XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX

Licensed for deployment to 25 users

Change the license for my software
Check the status of my maintenance agreement

About Out-of-Office Extender

Version: 9.1.0.124 (64-bit)
Additional Version and Copyright Information
Copyright © 2025 Symprex Limited. All rights reserved.

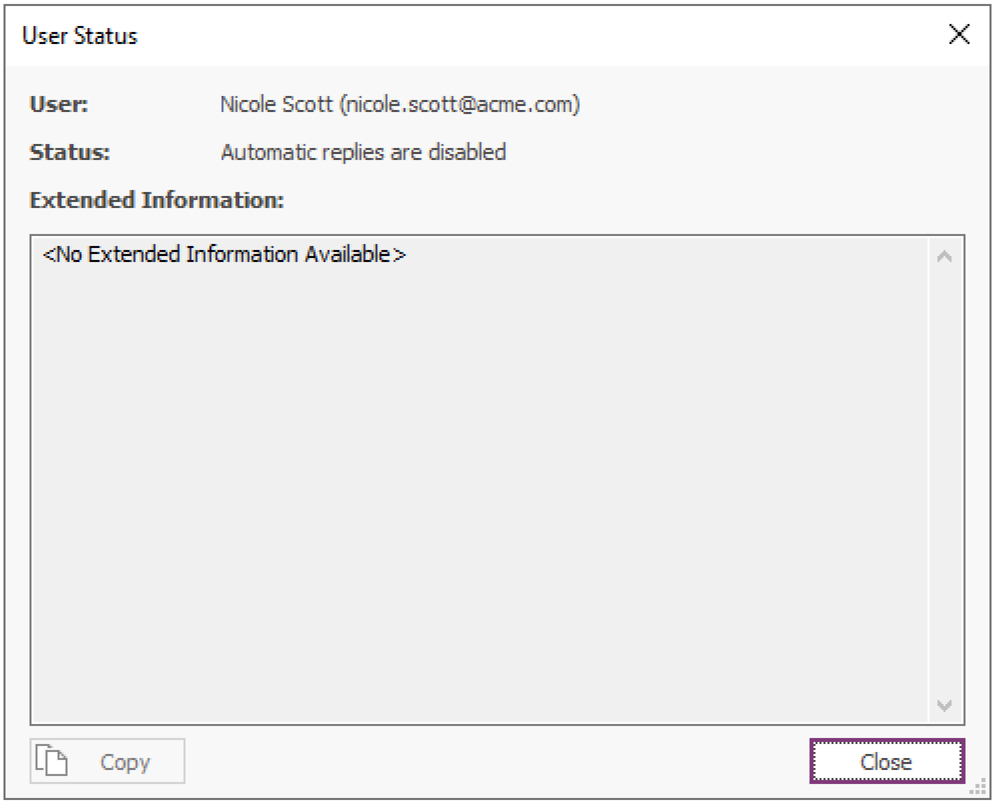
The left side of the window has various options for working with Symprex Out-of-Office Extender.

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 Extender

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

User Status Dialog

The User Status dialog is opened by double-clicking on the status record for a user in the Status Monitor grid of the main application window:



User Status

User: Nicole Scott (nicole.scott@acme.com)

Status: Automatic replies are disabled

Extended Information:

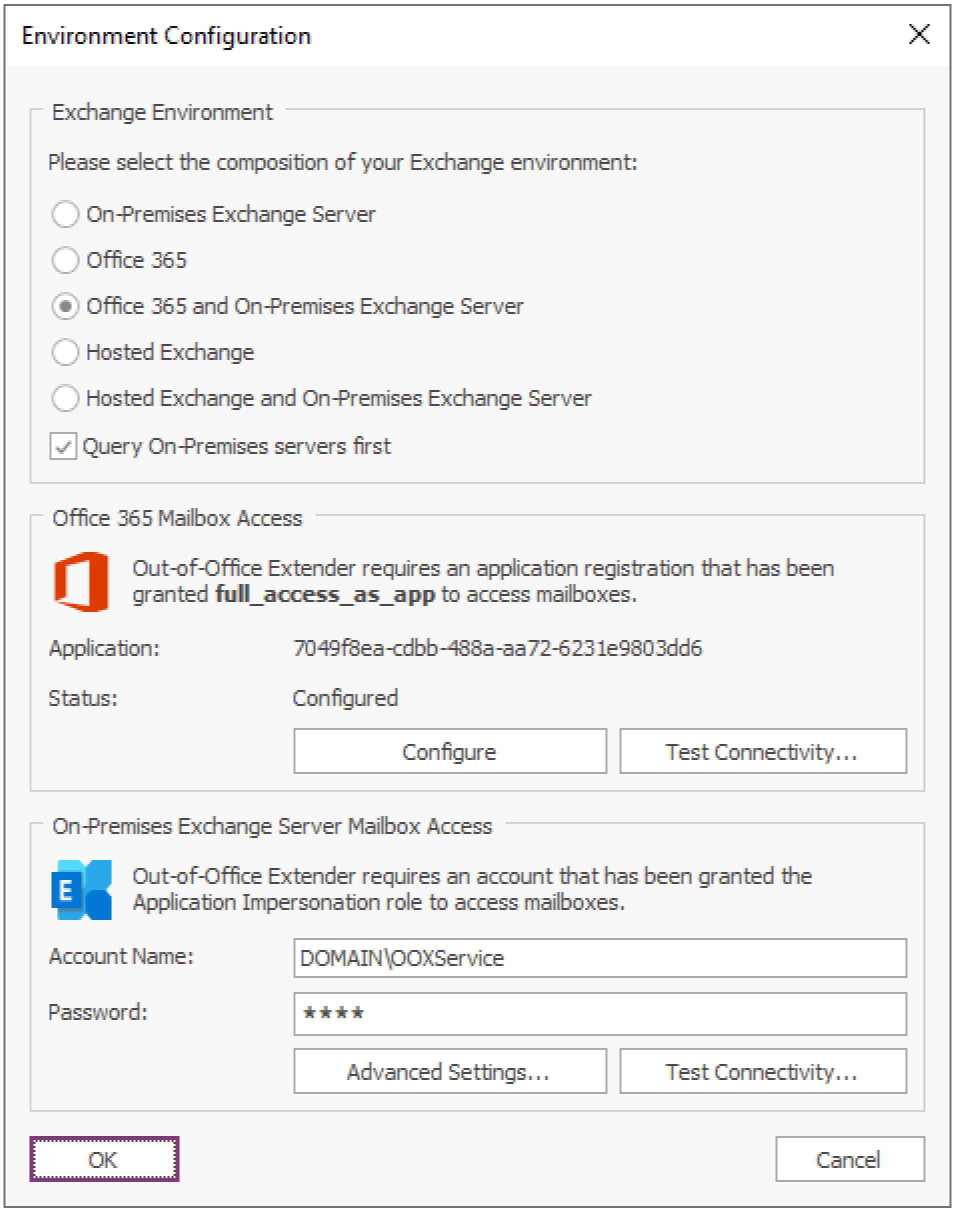
<No Extended Information Available>

For the selected status record, the user's details and status are displayed. If any errors occurred processing the mailbox, they are shown in the **Extended Information** box. To copy this information to the clipboard, click the **Copy** button. When finished, click the **Close** button.

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:

Tutorial 2



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 Extender requires an application registration that has been granted **full_access_as_app** to access mailboxes.

Application: 7049f8ea-cdbb-488a-aa72-6231e9803dd6

Status: Configured

On-Premises Exchange Server Mailbox Access

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

Account Name: DOMAIN\OOXService

Password: ****

The Environment Configuration dialog is used to tell Out-of-Office Extender 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.

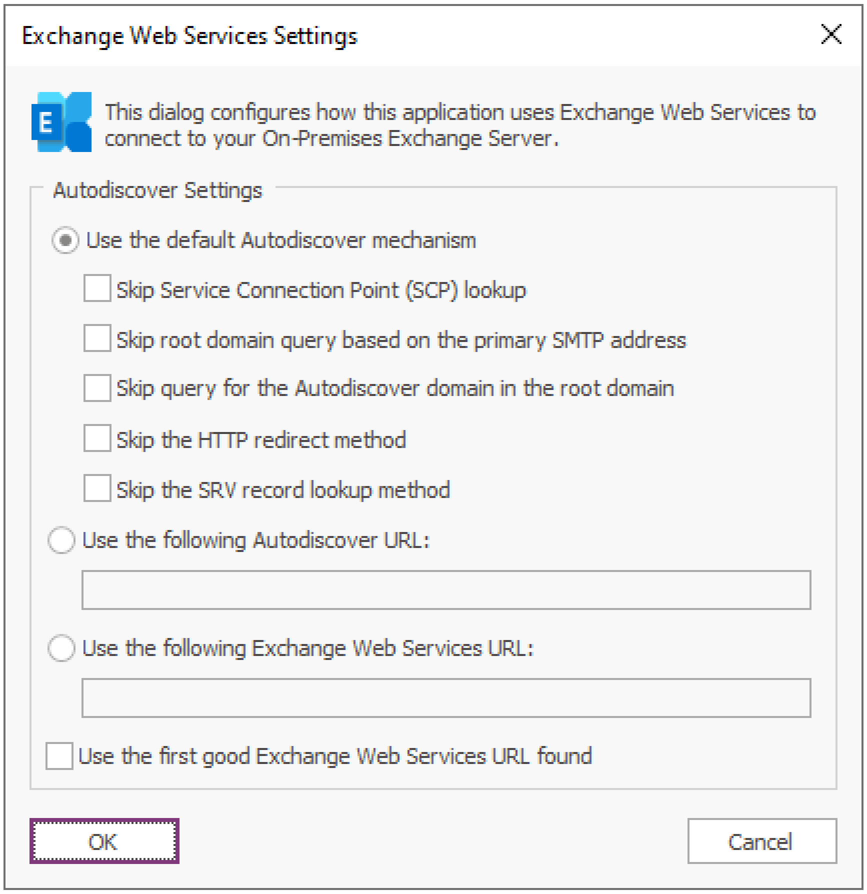
Each environment supports for the following options:

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

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. *This is the default setting.*
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 *root domain* found in the primary SMTP email address for a user. The URL format is `https://<smtp-address-domain>/autodiscover/autodiscover.xml`, so for a user with the email address `user@contoso.com`, this would resolve to `https://contoso.com/autodiscover/autodiscover.xml`.
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 *Autodiscover sub-domain of the root domain* found in the primary SMTP email address for a user. The URL format is `https://autodiscover.<smtp-address-domain>/autodiscover/autodiscover.xml`, so for a user with the email address `user@contoso.com`, this would resolve to `https://autodiscover.contoso.com/autodiscover/autodiscover.xml`.
Skip the HTTP redirect method	Specifies that the Autodiscover mechanism will not query for an HTTP redirect on the *Autodiscover sub-domain of the root domain* found in the primary SMTP email address for a user. The URL format is `https://autodiscover.<smtp-address-domain>/autodiscover/autodiscover.xml`, so for a user with the email address `user@contoso.com`, this redirect query would be made against `https://autodiscover.contoso.com/autodiscover/autodiscover.xml`.
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 Extender 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.

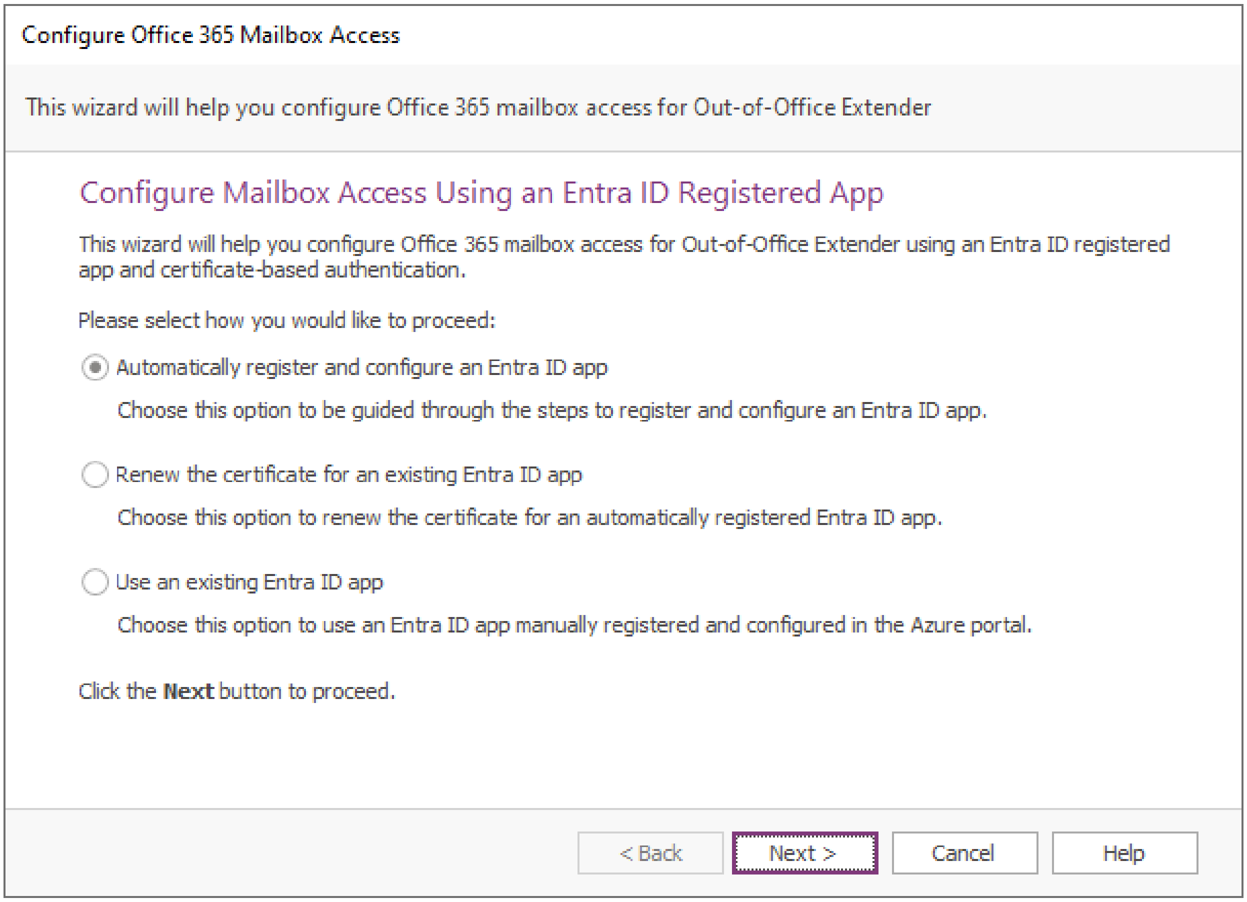
Note There can be a delay between completing the wizard and the configuration being applied. You can always use the **Configure** button to re-run the Wizard if required.

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 Extender 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 Extender 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 Extender

Configure Mailbox Access Using an Entra ID Registered App

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

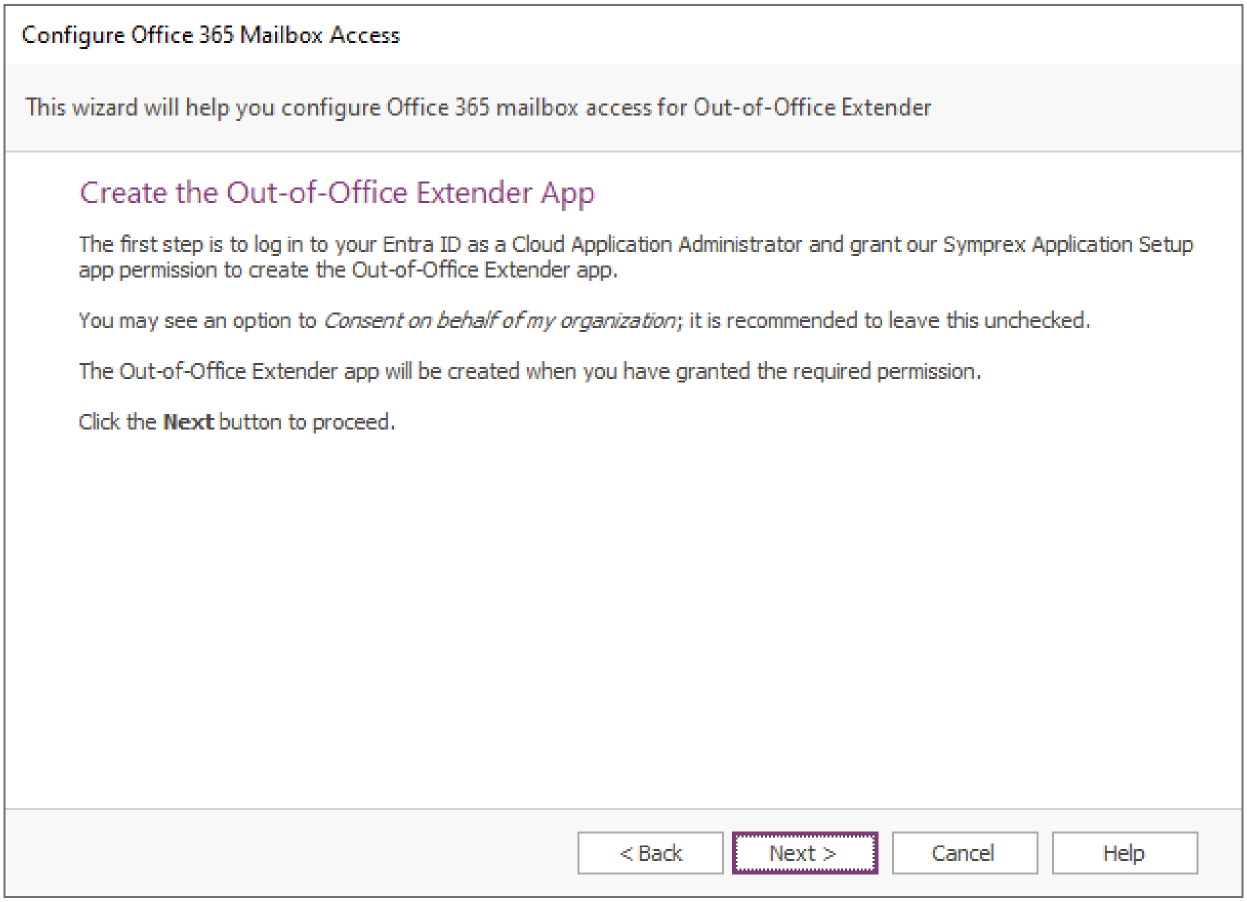
There are three options available:

- **Automatically register and configure an Entra ID app**: Choose this option if you have not previously registered an app for Out-of-Office Extender 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 previous automatically created the registered app for Out-of-Office Extender 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 Extender 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 Extender 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 Extender

Create the Out-of-Office Extender 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 Extender app.

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

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

Click the **Next** button to proceed.

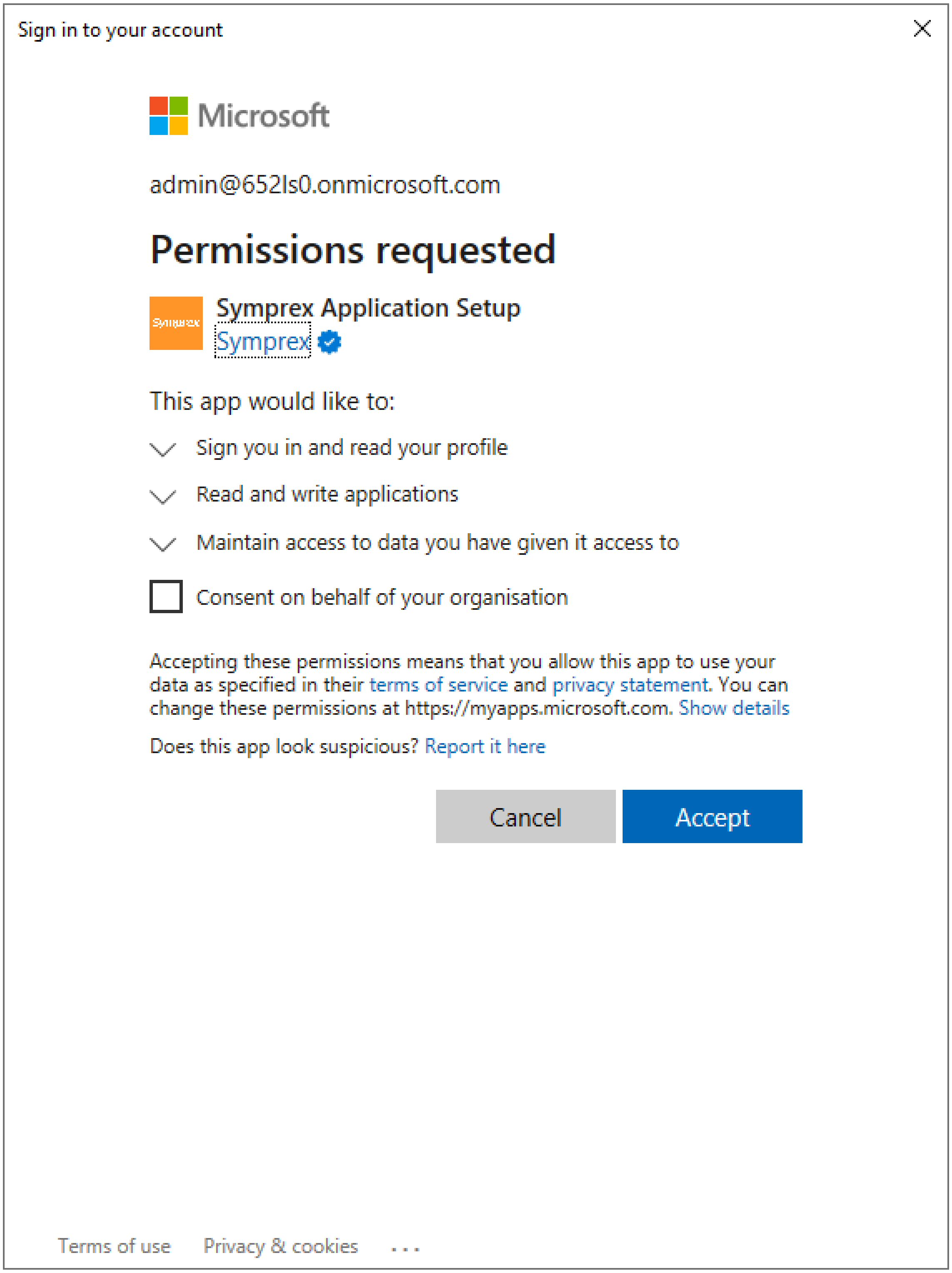
When you are ready, click the **Next** button to begin the process of creating the registered app, the **Back** button to return to the Using an Entra ID App page, or the **Cancel** button to close the wizard.

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:



Sign in to your account

admin@652ls0.onmicrosoft.com

Permissions requested

Symprex Application Setup
Symprex

This app would like to:

- Sign you in and read your profile
- Read and write applications
- Maintain access to data you have given it access to

□ Consent on behalf of your organisation

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

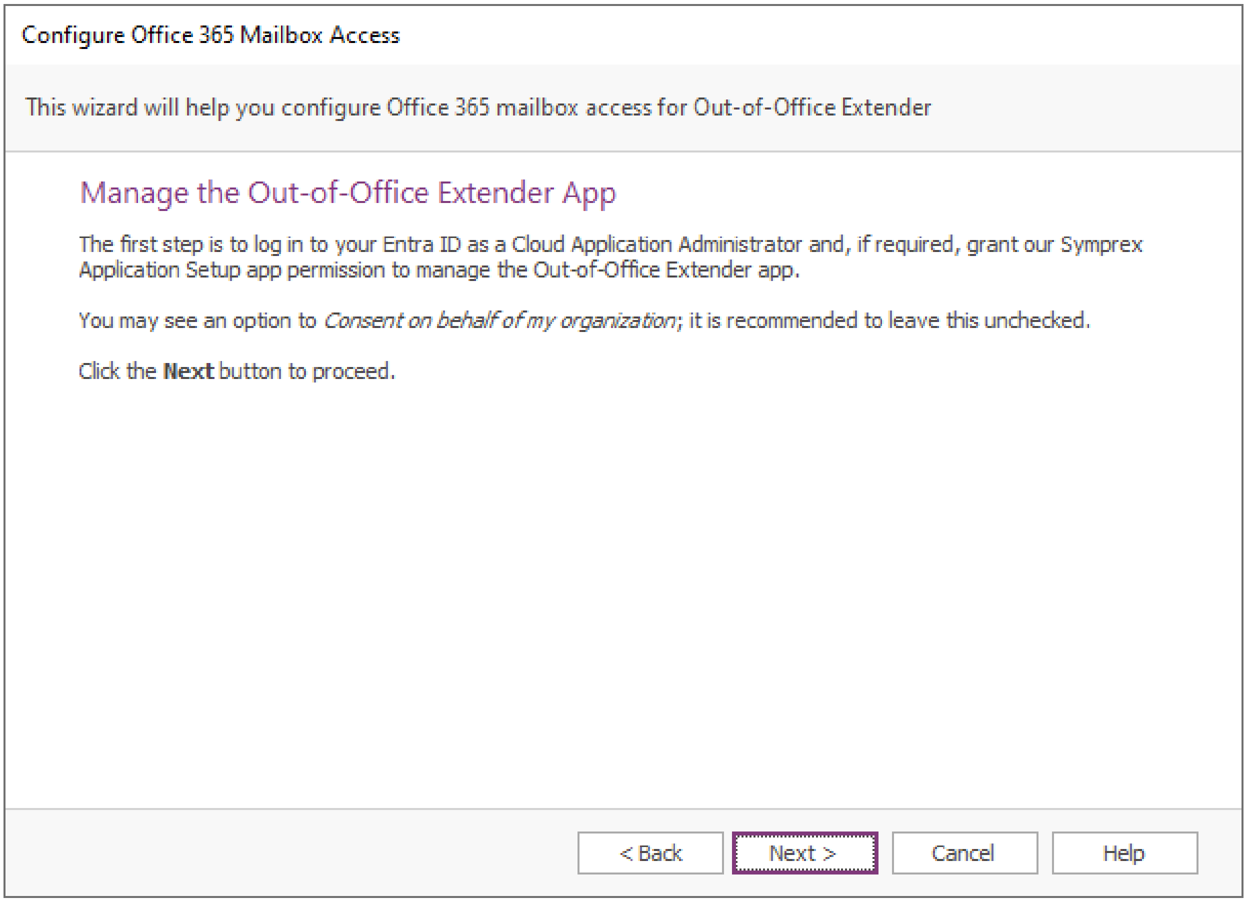
Note It is recommended that you do not check the *Consent on behalf of your organisation* option, as this would potentially allow any other user with the appropriate permissions to inadvertently use it.

Once the login is completed and the permissions granted, the wizard will be able to create the Out-of-Office Extender 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 Extender 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 Extender

Manage the Out-of-Office Extender App

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 Extender app.

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

Click the **Next** button to proceed.

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.

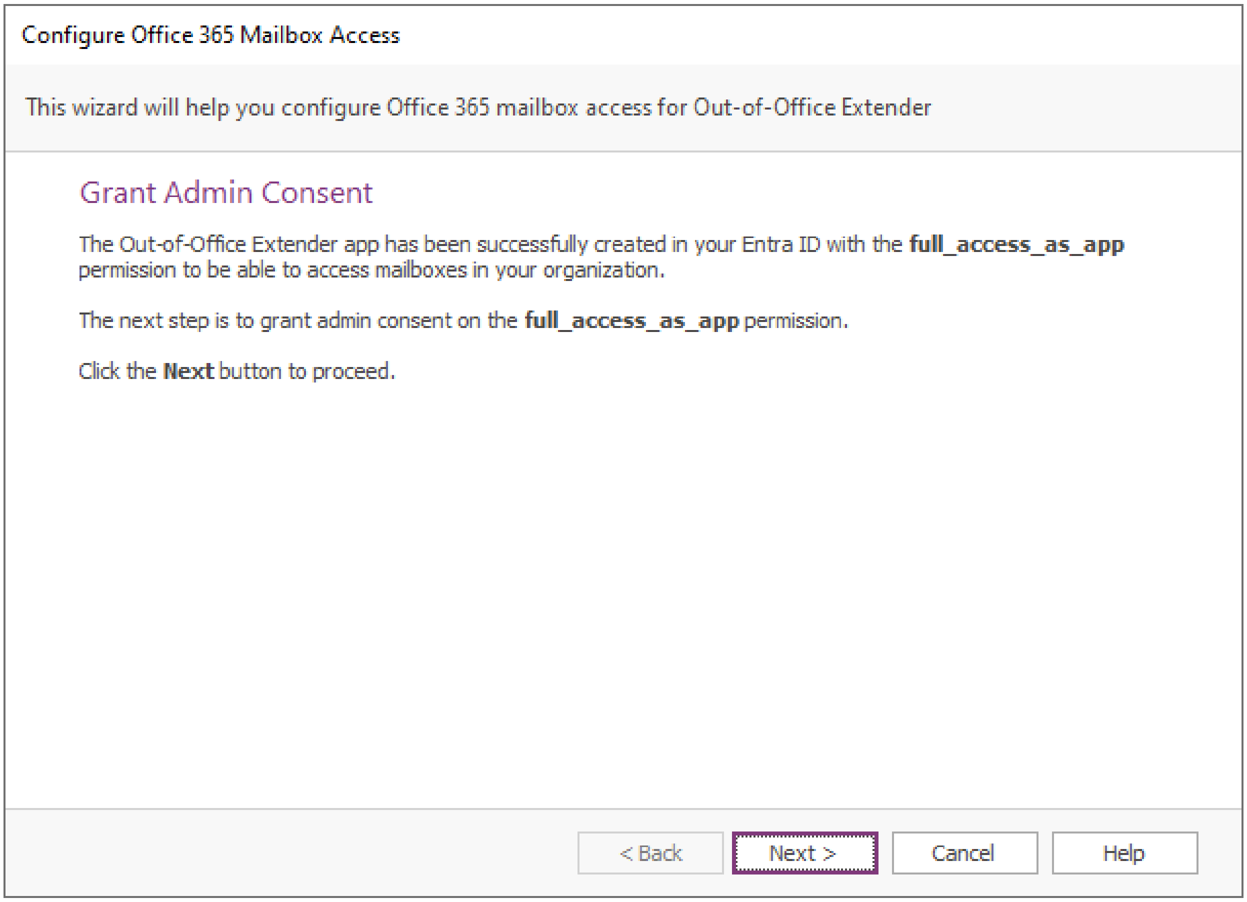
First, you will be prompted to login to Entra ID. In order to have sufficient permissions to update the registered app, you will need to login as a Cloud Application Administrator.

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 Extender 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 Extender app, which is required the to access mailboxes.



Configure Office 365 Mailbox Access

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

Grant Admin Consent

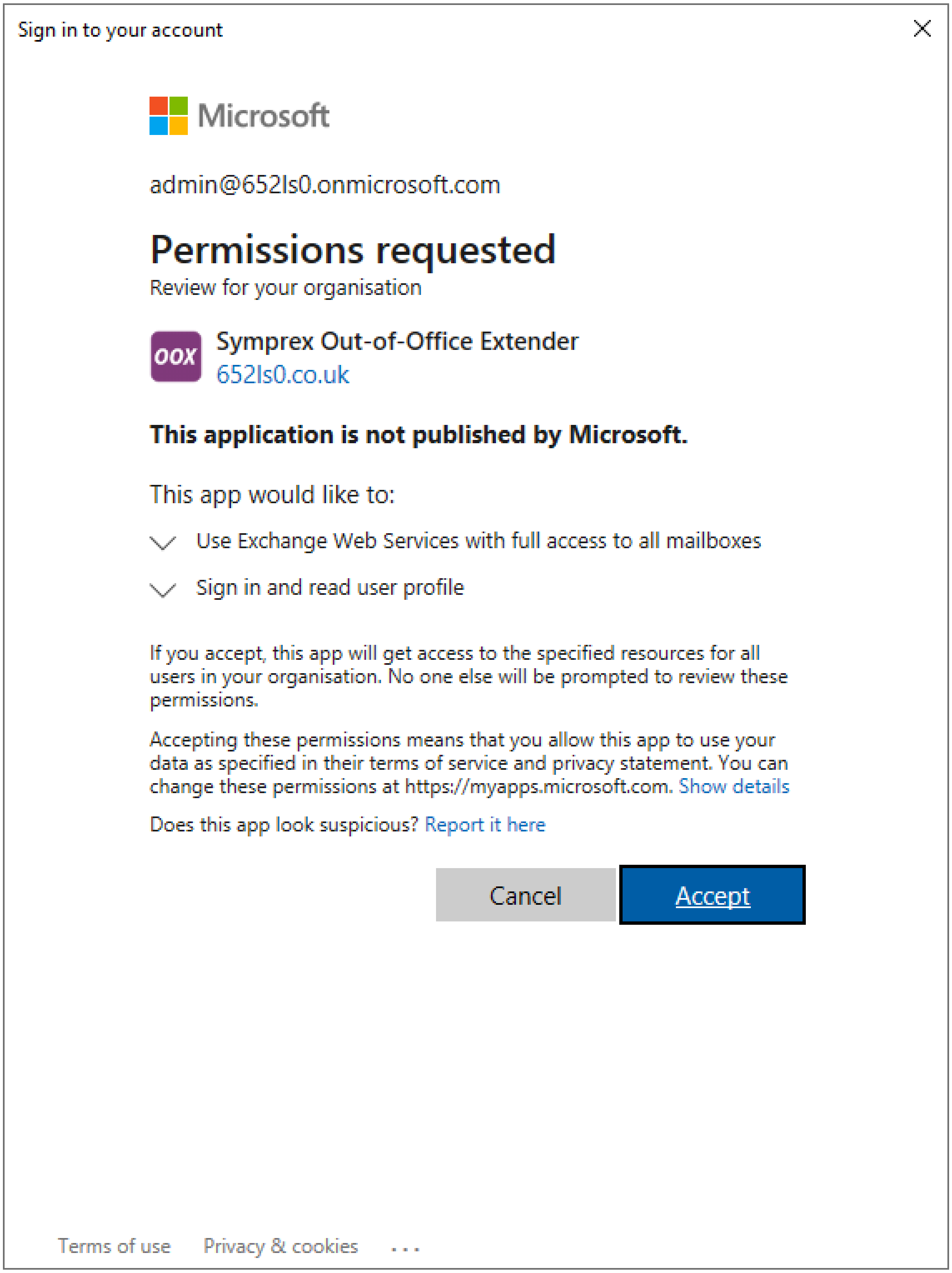
The Out-of-Office Extender app has been successfully created in your Entra ID with the **full_access_as_app** permission to be able to access mailboxes in your organization.

The next step is to grant admin consent on the **full_access_as_app** permission.

Click the **Next** button to proceed.

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

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



Sign in to your account

Microsoft

admin@652ls0.onmicrosoft.com

Permissions requested

Review for your organisation

Symprex Out-of-Office Extender
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.

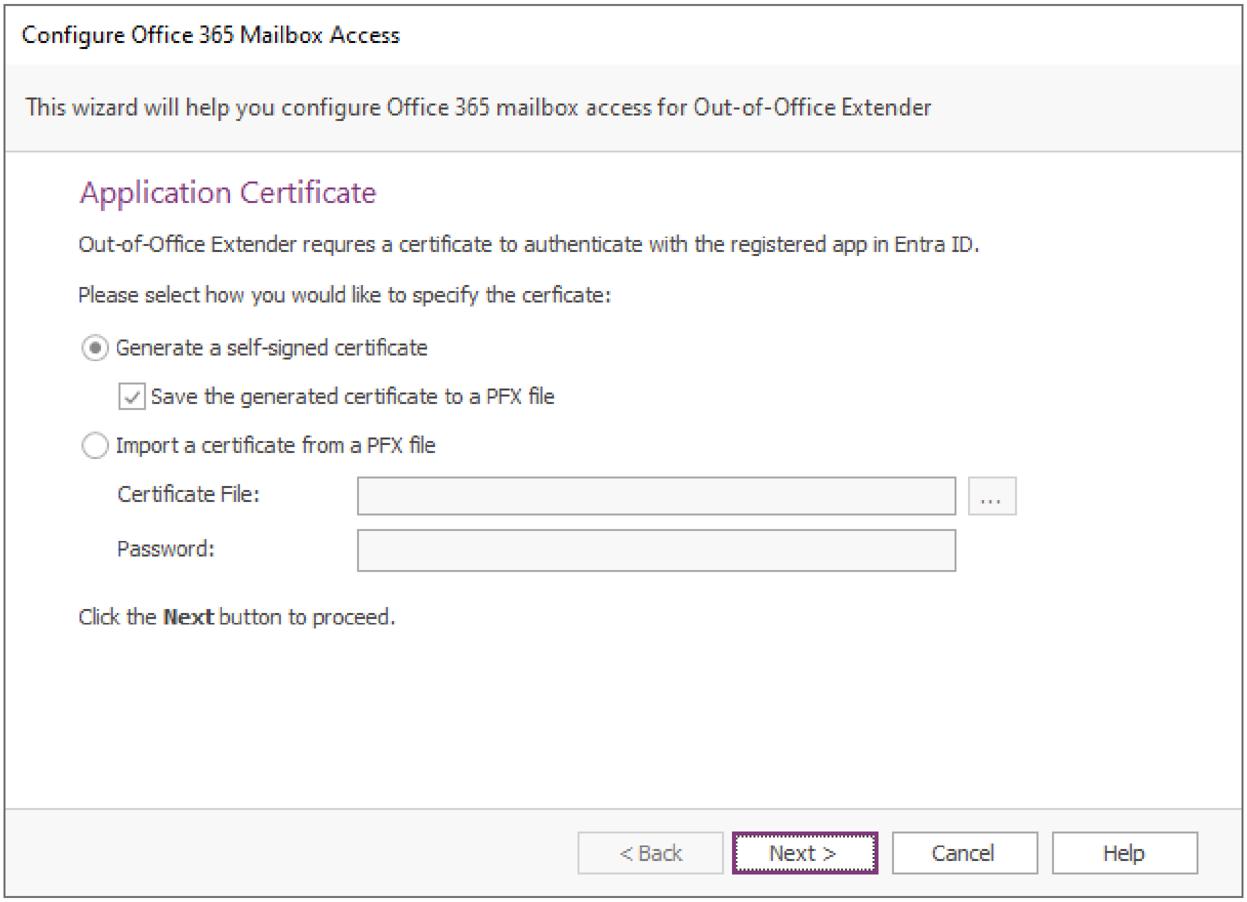
Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. You can change these permissions at https://myapps.microsoft.com. Show details

Does this app look suspicious? Report it here

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 Extender app.



Configure Office 365 Mailbox Access

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

Application Certificate

Out-of-Office Extender requres a certificate to authenticate with the registered app in Entra ID.

Please select how you would like to specify the cerficate:

● Generate a self-signed certificate

☑ Save the generated certificate to a PFX file

○ Import a certificate from a PFX file

Certificate File:

Password:

Click the **Next** button to proceed.

When Out-of-Office Extender 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:

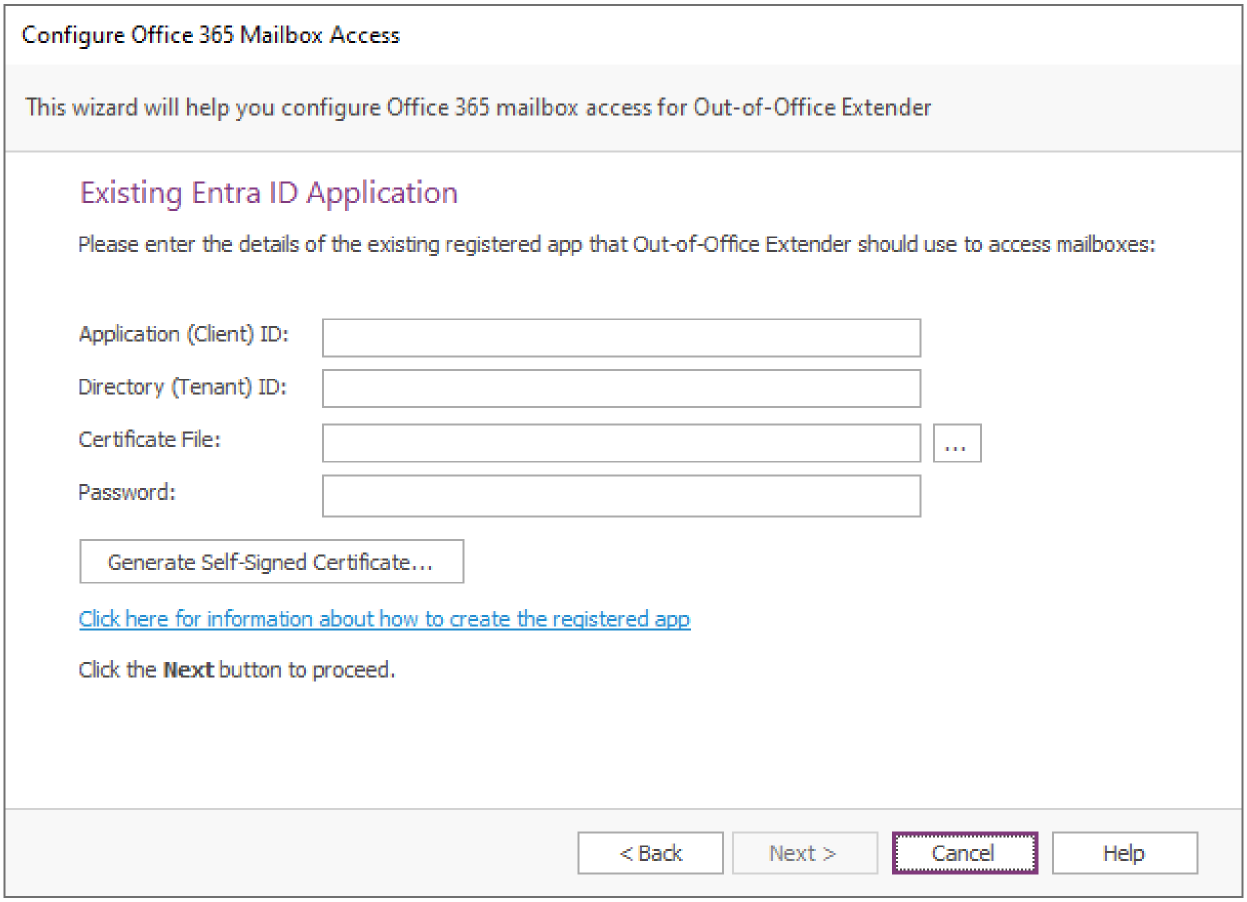
- **Generate a self-signed certificate**: Choose this option to make the wizard generate a self-signed certificate, which can optionally be saved to a PFX file to authenticate other computers.

- **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 Extender to use an existing registered app:



Configure Office 365 Mailbox Access

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

Existing Entra ID Application

Please enter the details of the existing registered app that Out-of-Office Extender should use to access mailboxes:

Application (Client) ID:

Directory (Tenant) ID:

Certificate File:

Password:

Click here for information about how to create the registered app

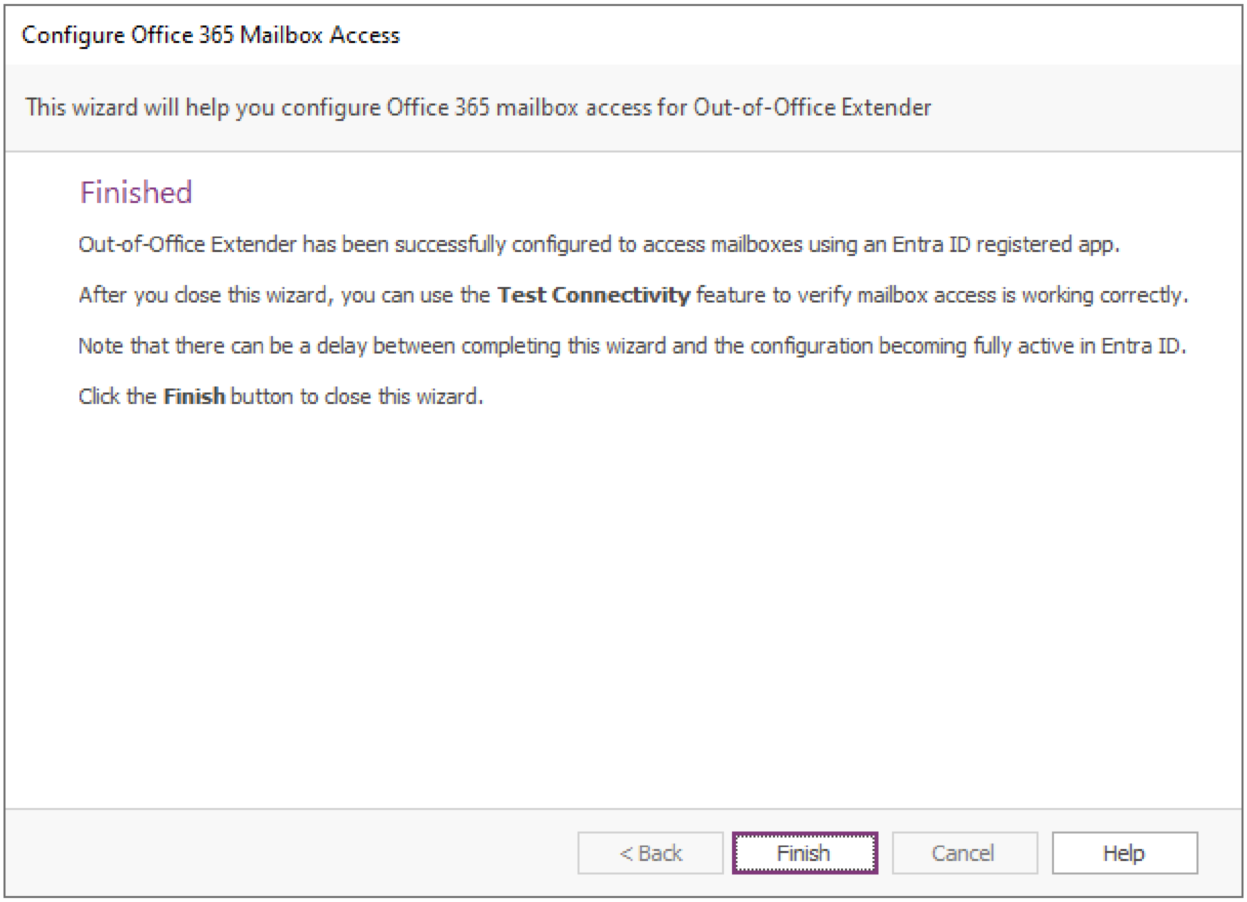
Click the **Next** button to proceed.

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:



Configure Office 365 Mailbox Access

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

Finished

Out-of-Office Extender has been successfully configured to access mailboxes using an Entra ID registered app.

After you close this wizard, you can use the **Test Connectivity** feature to verify mailbox access is working correctly.

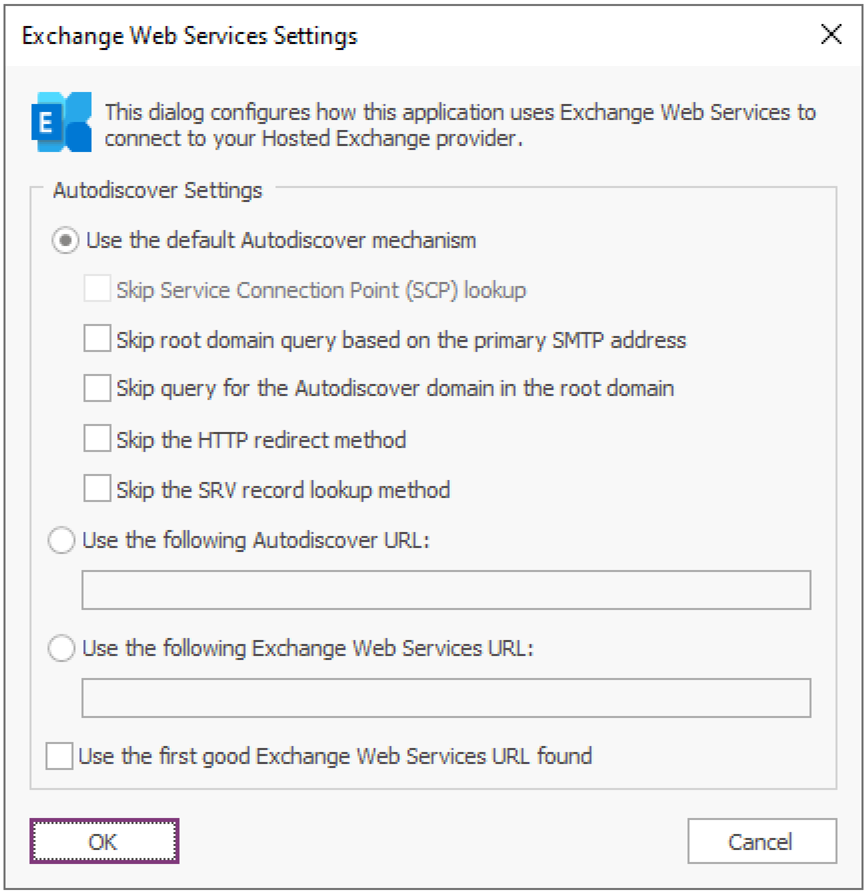
Note that there can be a delay between completing this wizard and the configuration becoming fully active in Entra ID.

Click the **Finish** button to close this wizard.

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:



Exchange Web Services Settings

This dialog configures how this application uses Exchange Web Services to connect to your Hosted Exchange provider.

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

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. *This is the default setting.*
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:

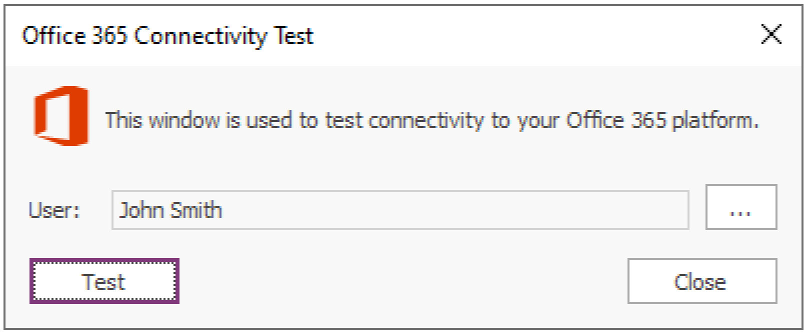
Setting	Description
Skip Service Connection Point (SCP) lookup	*Not applicable to Hosted Exchange environments.*
Skip root domain query based on the primary SMTP address	Specifies that the Autodiscover mechanism will not query for an Autodiscover service at the URL based on the *root domain* found in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

Tutorial 2

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:



Office 365 Connectivity Test

This window is used to test connectivity to your Office 365 platform.

User: John Smith

This dialog is used to test connectivity to your organization's Exchange Web Services platform. This is helpful to test that resetting the automatic reply sender list will work as expected using the account specified on the Environment Configuration dialog.

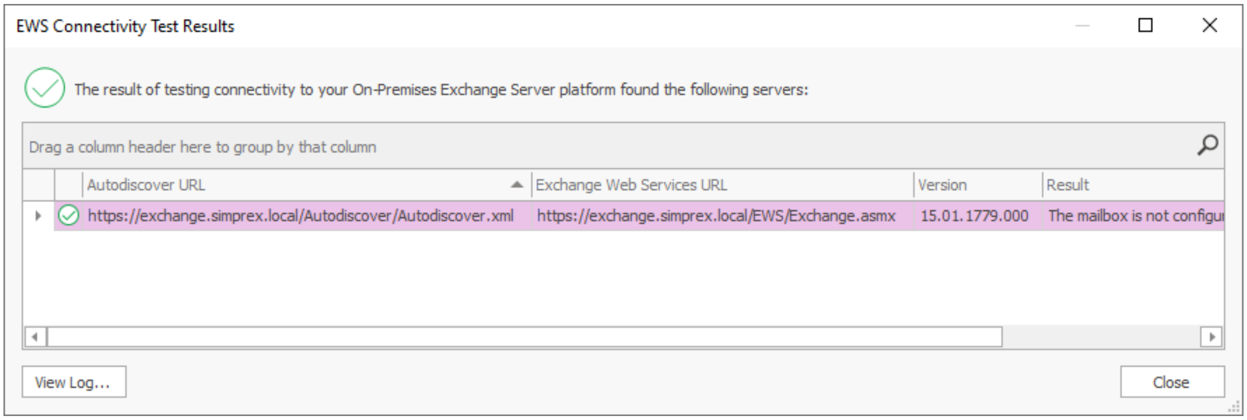
By default, the current Windows user is selected for the test. To choose a different user against which to test, click the ellipses button ("...") next to the user.

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. It 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:



EWS Connectivity Test Results

The result of testing connectivity to your On-Premises Exchange Server platform found the following servers:

Drag a column header here to group by that column

Autodiscover URL	Exchange Web Services URL	Version	Result
https://exchange.simprex.local/Autodiscover/Autodiscover.xml	https://exchange.simprex.local/EWS/Exchange.asmx	15.01.1779.000	The mailbox is not configu

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:

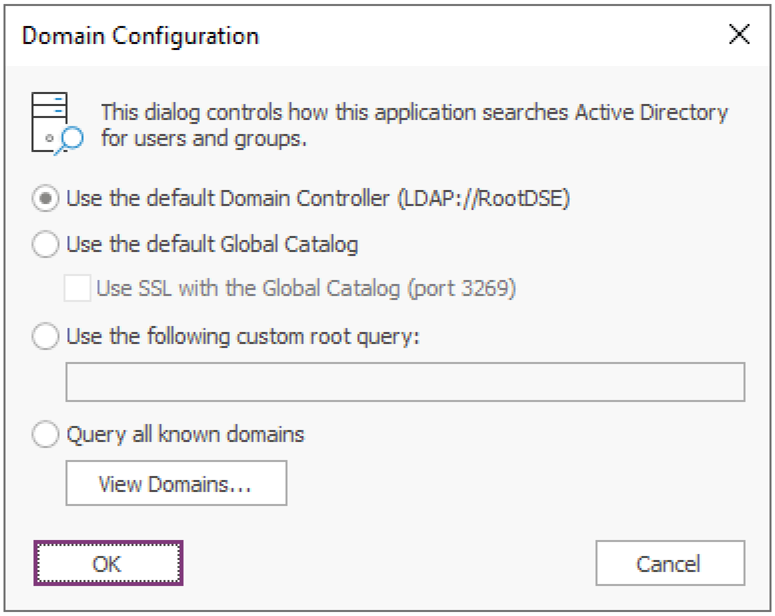
- **Autodiscover URL**: This is the URL of the autodiscover service that was queried to locate the Exchange Web Services URL. The autodiscover URL can be found in a number of ways depending on the precise configuration of the platform being tested; for example, when testing On-Premises Exchange Server, 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:



Domain Configuration

This dialog controls how this application searches Active Directory for users and groups.

● Use the default Domain Controller (LDAP://RootDSE)

○ Use the default Global Catalog

□ Use SSL with the Global Catalog (port 3269)

○ Use the following custom root query:

○ Query all known domains

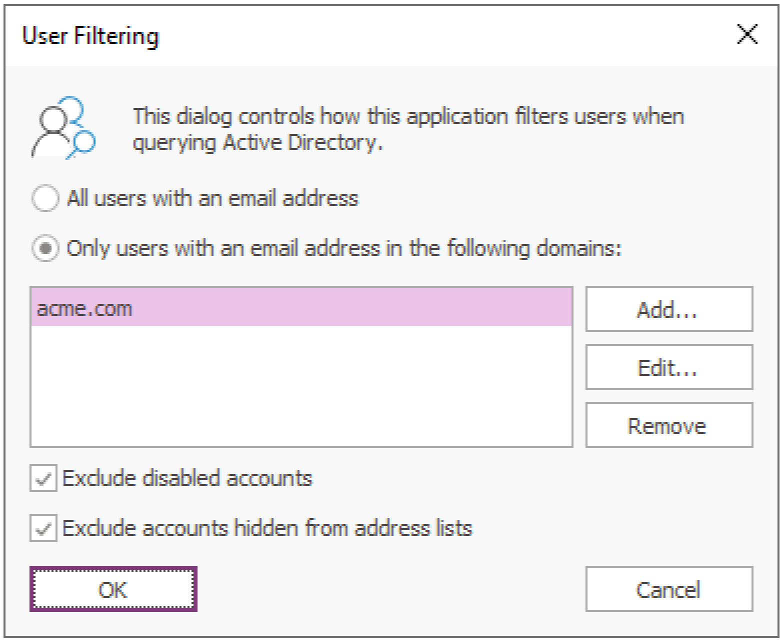
This dialog configures how Out-of-Office Extender will search your Active Directory domain for users and groups:

- **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:



User Filtering

This dialog controls how this application filters users when querying Active Directory.

○ All users with an email address

● Only users with an email address in the following domains:

acme.com

☑ Exclude disabled accounts

☑ Exclude accounts hidden from address lists

This dialog configures how the Out-of-Office Extender Service 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.

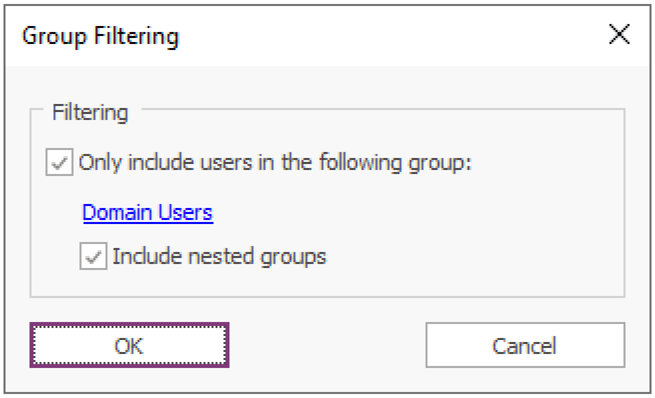
Note Accounts are hidden from address lists through the Exchange management tools and therefore, the **Exclude accounts hidden from address lists** option should only be used in conjunction On-Premises Exchange; using this option in a mixed Exchange environment will have unpredictable results.

Note The group from which the users are loaded can be configured in the Group Filtering dialog. If no group is configured, all users in Active Directory will be processed according to the settings on the Domain Configuration dialog.

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.

Group Filtering Dialog

The Group Filtering dialog is opened by clicking the **Group Filtering** button on the Configuration page in the backstage of the main application window:



☑ Only include users in the following group:

Domain Users

☑ Include nested groups

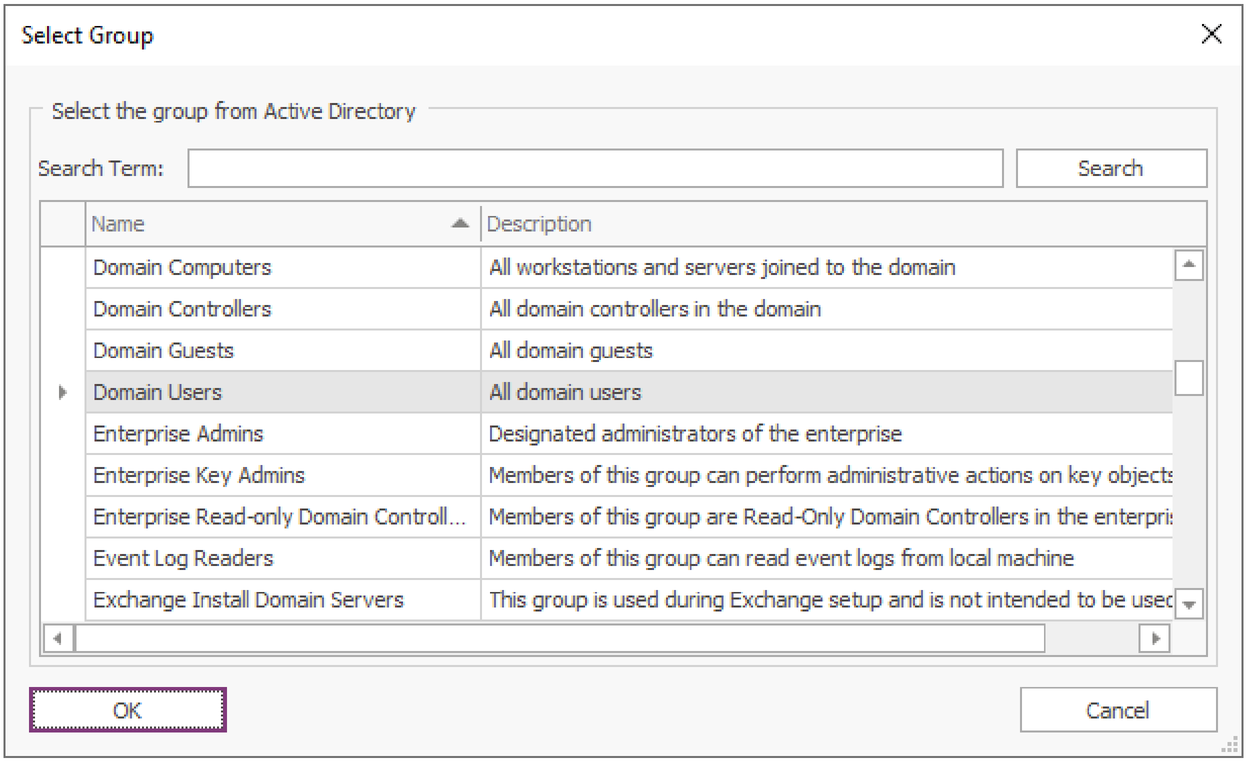
When selected, the **Only include users in the following group** option configures the Out-of-Office Extender Service to only load users from the specified group. When the option is not selected, the Service will process all users in Active Directory according to the settings in Domain Configuration dialog. To select the group from which users are loaded, click the hyperlink to open the Select Group dialog. If required, select the **Include nested groups** option to make the service load users from all child groups nested within the selected group.

Note The users can filtered as they are loaded using the User Filtering dialog.

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.

Select Group Dialog

The Select Group dialog is opened by clicking on the group hyperlink in the Group Filtering dialog:



Name	Description
Domain Computers	All workstations and servers joined to the domain
Domain Controllers	All domain controllers in the domain
Domain Guests	All domain guests
Domain Users	All domain users
Enterprise Admins	Designated administrators of the enterprise
Enterprise Key Admins	Members of this group can perform administrative actions on key objects
Enterprise Read-only Domain Controll...	Members of this group are Read-Only Domain Controllers in the enterpri
Event Log Readers	Members of this group can read event logs from local machine
Exchange Install Domain Servers	This group is used during Exchange setup and is not intended to be usec

This dialog is used to select the group from which users will be processed by the Out-of-Office Extender Service. At the top of the window, enter an appropriate **Search Term**, which defines the starting character(s) for the group name, and then click the **Search** button to locate the group or groups that match the term.

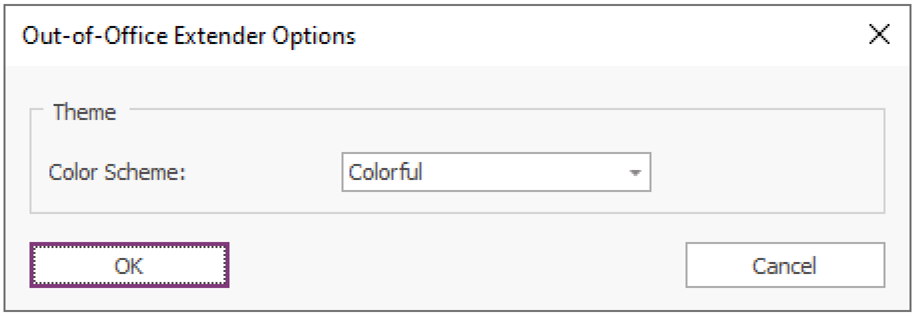
Note The dialog will locate groups in Active Directory according to the settings on the Domain Configuration dialog.

When the appropriate group is selected, click the **OK** button to accept it. Otherwise, click the **Cancel** button to close to the dialog.

Tutorial 2

Options Dialog

The Out-of-Office Extender Options dialog is opened by clicking the **Options** button on the About page in the backstage of the main application window:



Out-of-Office Extender Options

Theme

Color Scheme: Colorful

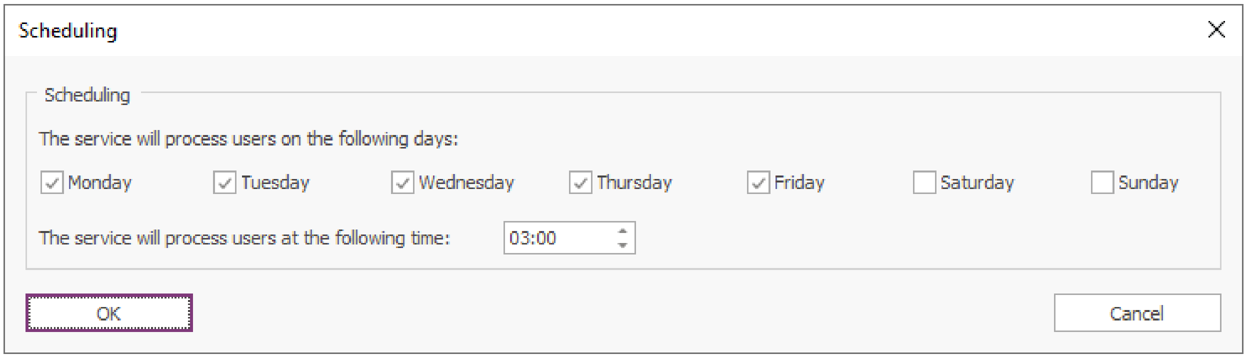
The following settings can be modified:

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

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

Scheduling Dialog

The Scheduling dialog is opened by clicking the **Scheduling** button in the **Settings** group in the **Home** ribbon of the main application window:



Scheduling

Scheduling

The service will process users on the following days:

☑ Monday ☑ Tuesday ☑ Wednesday ☑ Thursday ☑ Friday □ Saturday □ Sunday

The service will process users at the following time: 03:00

The days of the week on which the Out-of-Office Extender Service will process users, and the time of day it occurs, can be configured using the controls in the **Scheduling** group.

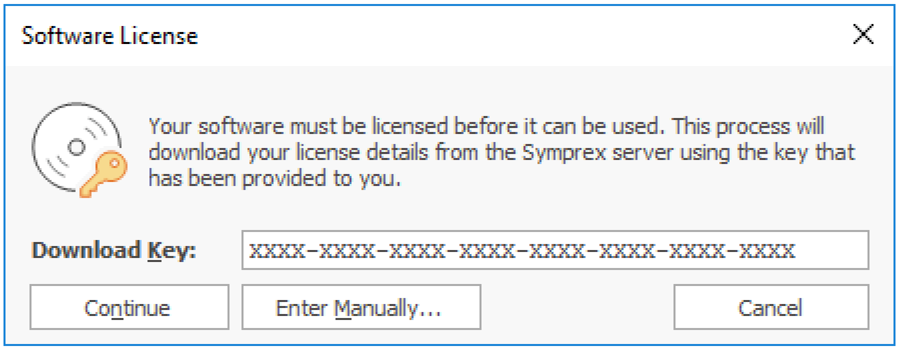
To accept the changes you have made, click the **OK** button. Otherwise, click the **Cancel** button to close the dialog.

Licensing 3

This section of the help file describes how Out-of-Office Extender 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):



Your software must be licensed before it can be used. This process will download your license details from the Symprex server using the key that has been provided to you.

Download Key: XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX

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.

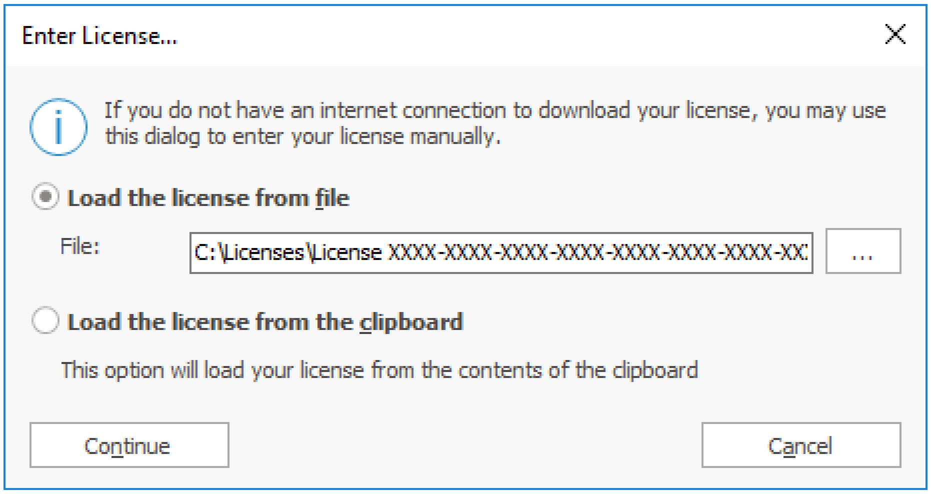
If the computer you wish to license does not have an Internet connection, you may be provided with a file containing you license information. To license your software using such a file, click the **Enter Manually...** button to open the Manual License dialog.

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:

Licensing 3



If you do not have an internet connection to download your license, you may use this dialog to enter your license manually.

● Load the license from file

File: C:\Licenses\License XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XX:

○ Load the license from the clipboard

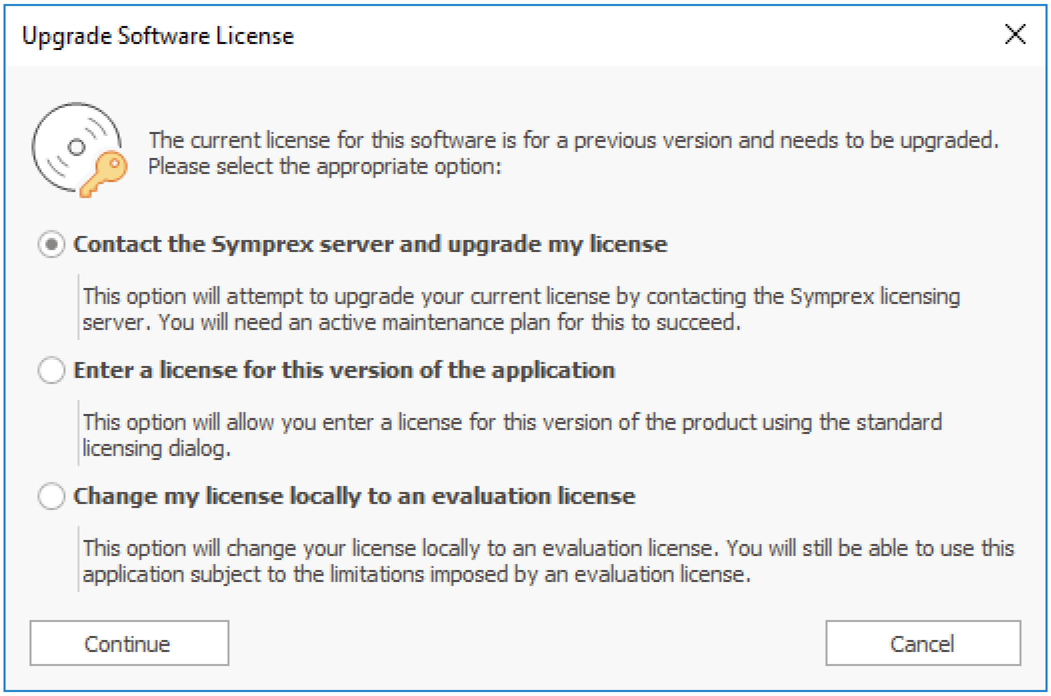
This option will load your license from the contents of the clipboard

- 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 Extender detects that it is using a license from a previous version:



The current license for this software is for a previous version and needs to be upgraded. Please select the appropriate option:

● Contact the Symprex server and upgrade my license

This option will attempt to upgrade your current license by contacting the Symprex licensing server. You will need an active maintenance plan for this to succeed.

○ Enter a license for this version of the application

This option will allow you enter a license for this version of the product using the standard licensing dialog.

○ Change my license locally to an evaluation license

This option will change your license locally to an evaluation license. You will still be able to use this application subject to the limitations imposed by an evaluation license.

Licensing 3

There are three options available:

- **Contact the Symprex server and upgrade my license**: When you select this option, Out-of-Office Extender 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 Extender 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.

Copyright 4

Published: February 2025
Applies To: Symprex Out-of-Office Extender 9.1.0

Contacting Symprex 5

There are several ways to contact Symprex.

Visit Our Web Site

Our web site provides general information about Symprex and our products:
https://www.symprex.com

If you experience technical problems with one of our products, please visit our support page:
https://www.symprex.com/support

Contact Us by Email

Please email sales enquiries and general enquiries about Symprex or our products to:
sales@symprex.com

Please email support enquiries to:
support@symprex.com

Contact Your Local Partner or Reseller

Symprex has partners and resellers in most countries. You can find your local reseller here:
https://www.symprex.com/partners/resellers

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