

Configuring Outlook 2003 (RPC over HTTP)

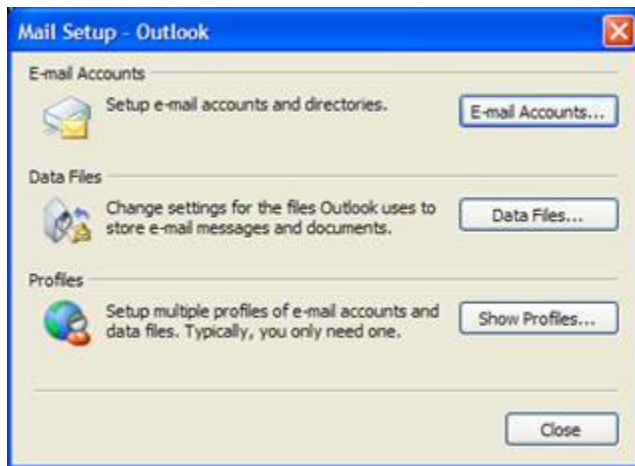
There are two key features in Microsoft Outlook 2003 that should be enabled for use with IceMAIL. These features are RPC over HTTP and Cached Mode Exchange. Neither of these features is available in older versions of Outlook. **RPC over HTTP is only available if you are running Microsoft Windows XP or newer operating system.**

Prior to configuring Outlook 2003 to use RPC over HTTP, your Windows XP operating system must have **Windows XP Service Pack 2** installed. If you don't have Service Pack 2 installed, you must have **Windows XP Service Pack 1 installed along with [Hotfix 331320](#)** from Microsoft which enables Windows XP to use RPC over HTTP. After installing a service pack or this hotfix, you will need to reboot your computer before continuing the Outlook configuration below.

1) From the Windows XP Start Menu, select Control Panel and then double-click on the Mail icon. If you are in the “**Category View**” of Control Panel, it does not have the Mail icon and you should switch to “**Classic View**” by clicking on the link in the top left corner of the Control Panel window.



After double-clicking the Mail icon, the window below should appear.



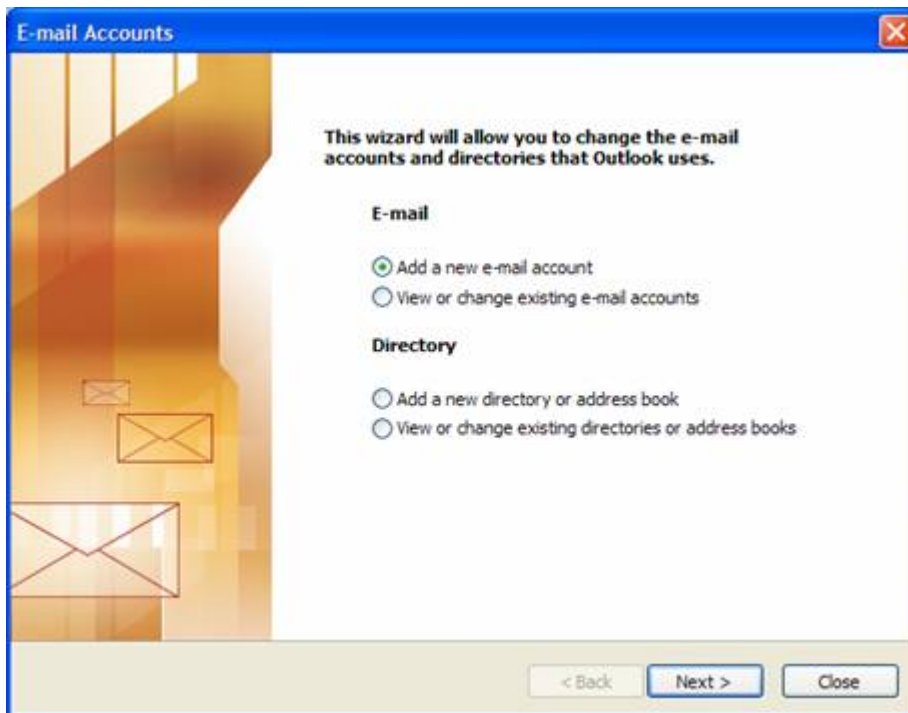
2) Click the Show Profiles button and the window below should appear.



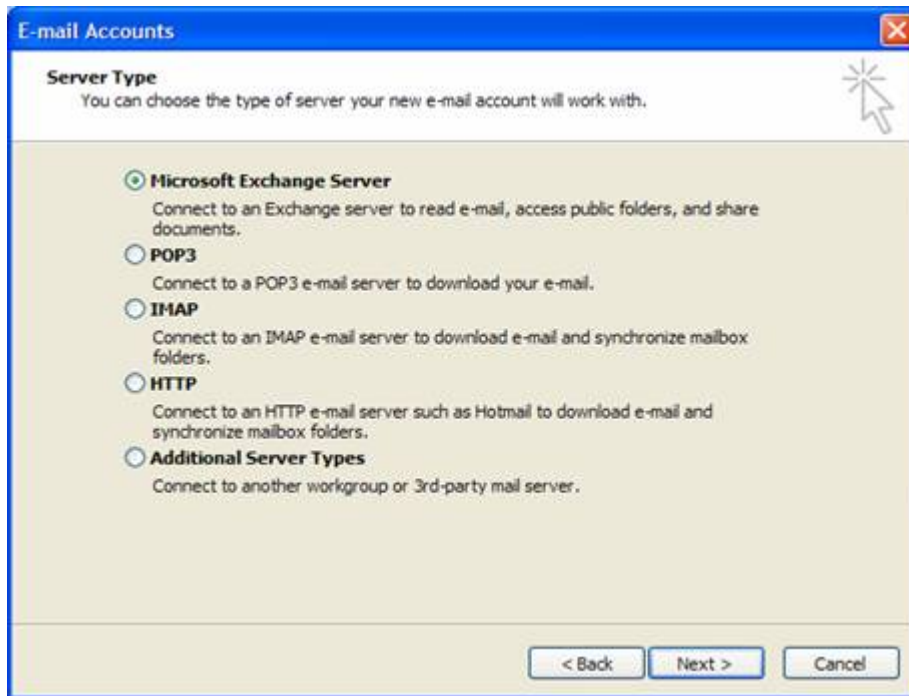
3) Click the **Add** button to create a new Outlook profile. Enter a name for this profile such as **IceMAIL** and click OK. *Note: We do not recommend editing an existing profile as this may create complications retrieving IceMAIL-based email when your existing email accounts were configured first. If you need to add additional POP, IMAP or other email configurations to Outlook, do so after your Outlook 2003 is connected and synchronized to IceMAIL.*



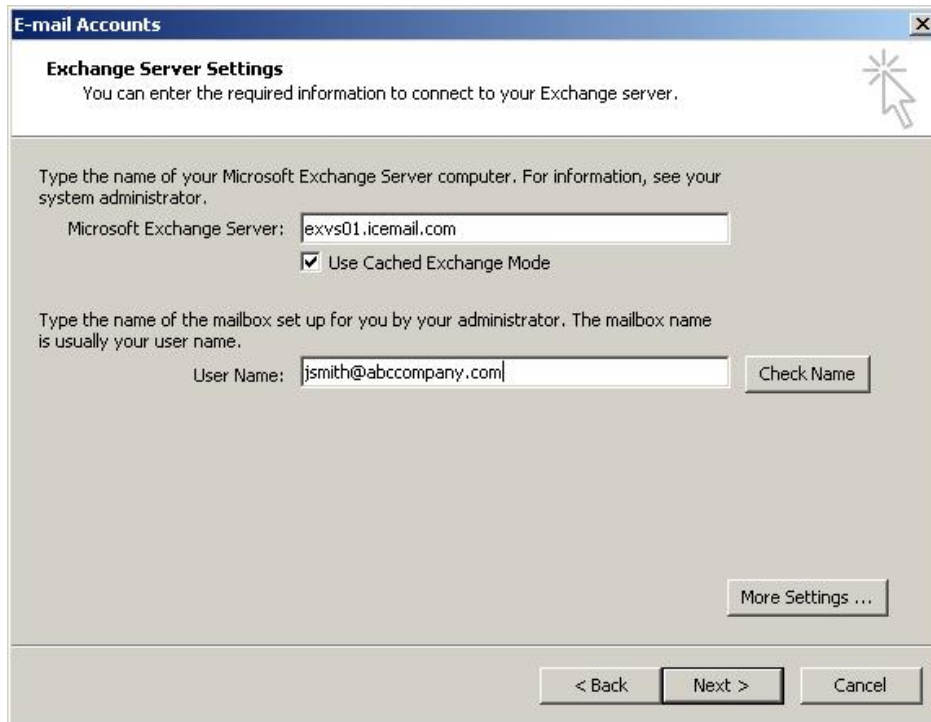
4) When you see the window below, ensure “**Add a new e-mail account**” is selected and click the **Next** button.



5) Select “**Microsoft Exchange Server**” as the Server Type as shown below and then click the **Next** button.



6) Enter **exvs01.icemail.com** for the Microsoft Exchange Server entry as shown below. Then enter your full **email address** in the User Name field. For example, a user named John Smith might have an email address of jsmith@abccompany.com or a default email address that IceMAIL provides such as jsmith@icemail.com Leave the "Use Cached Exchange Mode" box checked. **DO NOT CLICK THE CHECK NAME OR NEXT BUTTON AT THIS TIME.** Click the **More Settings** button.



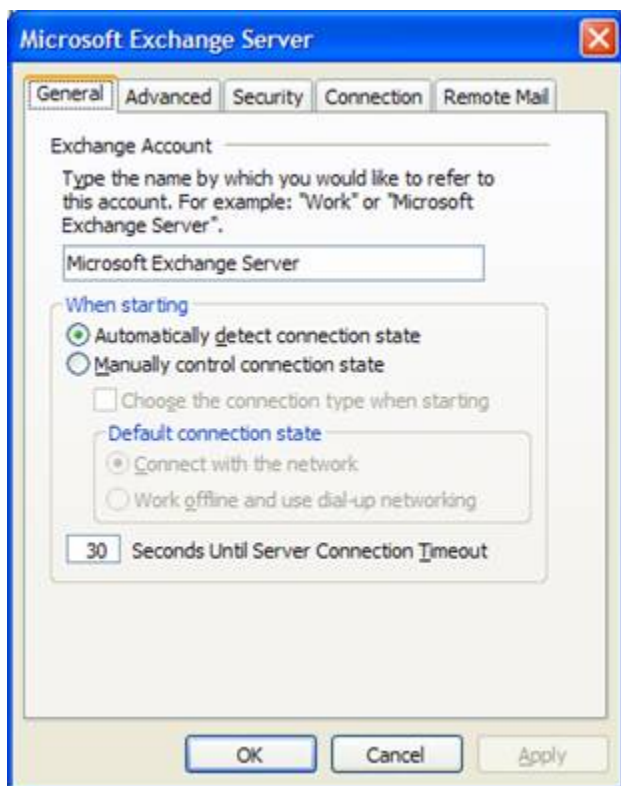
7) You may see an error window pop-up indicating “The action could not be completed” as shown below—the message is normal at this point. Click the **OK button**.



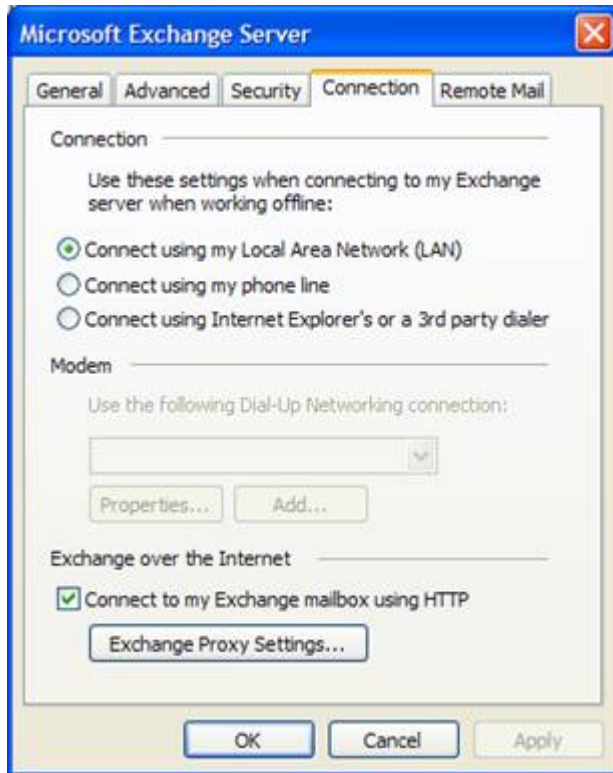
8) You will then see the window below asking for the Exchange server and Mailbox name. Click the **Cancel** button.



9) On the window shown below, click the **Connection** tab



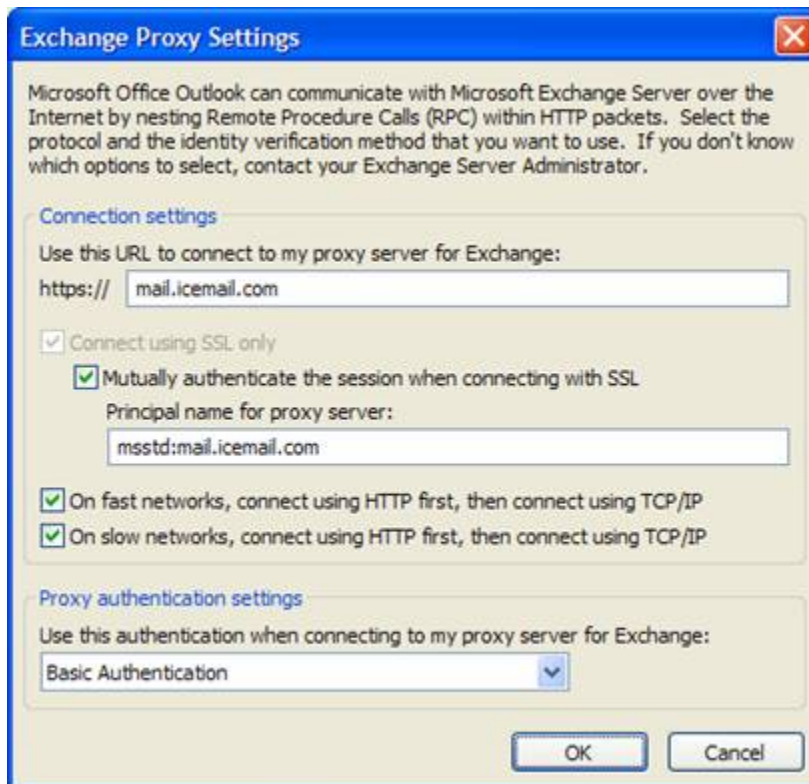
10) In the Connection tab, click to check the box labeled **"Connect to my Exchange mailbox using HTTP"** as shown below. Then click the **Exchange Proxy Settings** button.



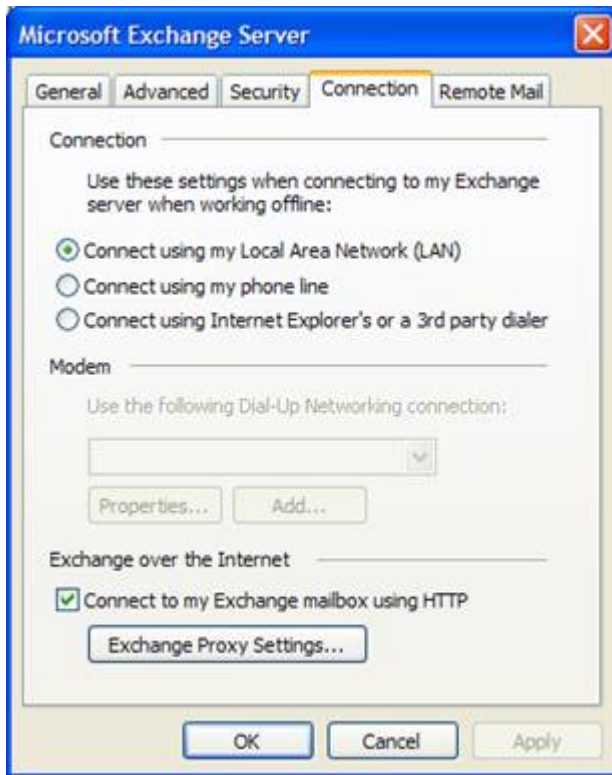
11) Enter the information exactly as described here and shown in the picture below.

- For “Use this URL to connect to my proxy server for Exchange, https://” enter **mail.icemail.com**.
- Click to check the box labeled “**Mutually authenticate the session when connecting with SSL**”. For “Principal name for the proxy server:” enter **msstd:mail.icemail.com**.
- Click to check the box labeled “**On fast networks, connect using HTTP first, then connect using TCP/IP**”. Both boxes labeled “**on fast networks**” and “**on slow networks**” should be checked.
- Change the “Proxy authentication settings” drop-down setting so it shows Basic Authentication.

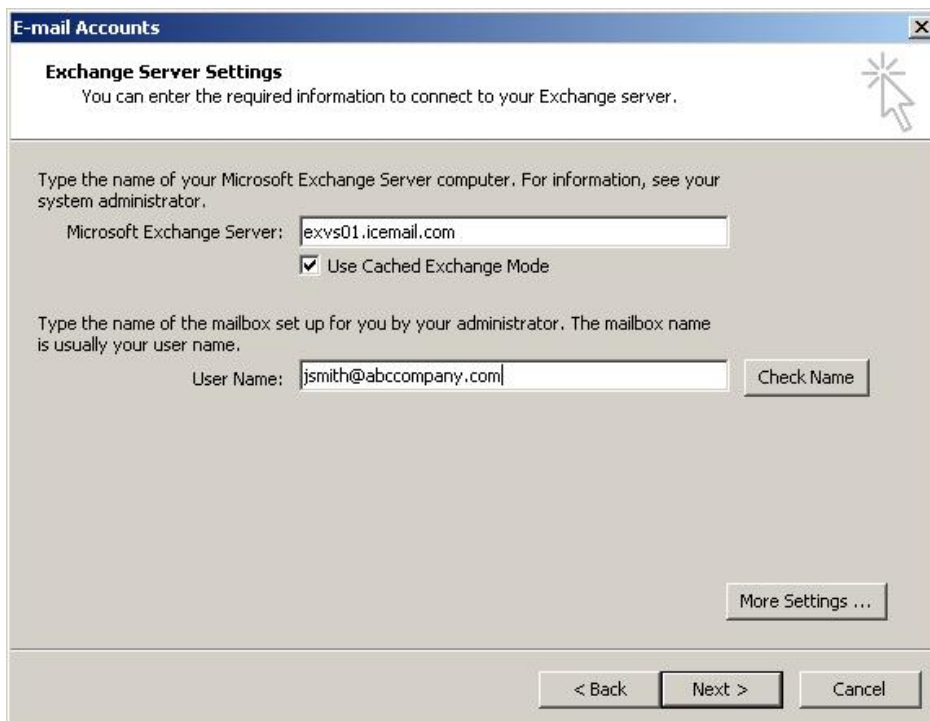
Click the OK button to close this window



12) Click the **OK** button to close the window shown below.



13) You should now be back to the Exchange Server Settings window as shown below.



14) Click the **Check Name button** and the entries should then become underlined. A window asking for your username and password may appear (as shown below).



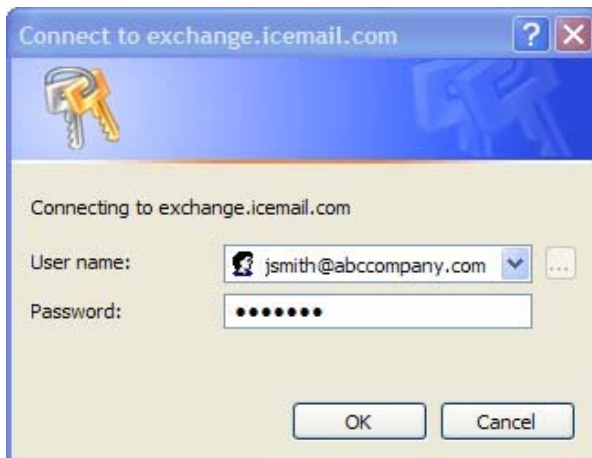
Enter your email address and password and press the **OK button**. If you get an error, your PC may not be connected to the Internet or one or more settings are incorrect.


Once the User Name and Exchange Server entries shown in step 13 above appear as underlined, this confirms your computer can talk to the IceMAIL servers correctly.

15) Click the **Next button** and then **Finish button** to complete the Outlook settings. You should be back at the Mail profile window. If not, click on your Windows Start menu, then open the Control Panel, then Mail icons. Ensure that the **IceMAIL profile** you just created is selected under the "**Always use this profile**" drop down list as shown below. Click the **OK button** to close out the profile window and save all settings.



16) Now you can run/execute the Microsoft Outlook 2003 software (choose the IceMAIL profile you just created if prompted). A window asking for your username and password will appear each time you run Outlook (to ensure the security of your email system). **Enter your email address and password** and press the **OK button**. Once your user name and password are entered, click the **OK button**.



17) Outlook should connect to the IceMAIL servers and automatically synchronize all emails, folders, etc. If you have a large amount of data already in your IceMAIL account, it may take several minutes for everything to synchronize. When everything is synchronized, you will see **All folders are up to date.**  **Connected** at the bottom right of the Outlook 2003 window.

If there is a problem with your Internet connection or you are running Outlook on a laptop away from your office/network connection, the "Connected" status shown above will show



HOW-TO GUIDES

"Trying to Connect". Whenever your Internet connection is restored, you may have to log in again as shown in step 16 above but Outlook should connect to the IceMAIL servers and show "Connected" again.