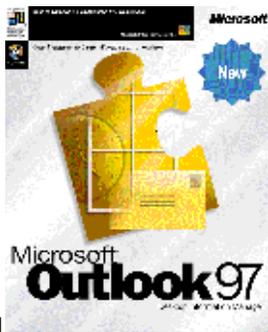


Microsoft® Outlook™ 97

Features and Configuration Guide

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2 One window to your world of information

Introduction

The Microsoft® Outlook™ desktop information manager takes full advantage of the messaging and groupware capabilities of Microsoft Exchange Server. However, Outlook does not require Microsoft Exchange Server and works well as an e-mail client for the Internet or other messaging services. This document details which Outlook features work with any messaging system and which specifically require Microsoft Exchange Server.

Through the Windows® Messaging System (WMS), which includes the messaging application programming interface (MAPI), Outlook can be used as an e-mail client for a variety of messaging services. Outlook is a full MAPI client application, and it works with any e-mail system that supports MAPI. Outlook includes drivers for Microsoft Mail, Microsoft Fax, Microsoft Exchange Server, Internet mail (SMTP/POP3), MSN™, The Microsoft Network and Lotus® cc:Mail™. Additional third-party MAPI drivers are either available or under development for America Online®, CompuServe®, Lotus Notes®, Novell® GroupWise, Hewlett-Packard® OpenMail, and Digital's ALL-IN-1™.

Possible Outlook Configurations

Many configurations of Microsoft Outlook are possible, but most can be grouped within the five broad categories defined in the following table:

Configuration	Functionality	Primary Drivers
No messaging service	No e-mail: Standalone desktop information manager (DTIM) and document explorer	<ul style="list-style-type: none"> Personal store (.PST) file
<ul style="list-style-type: none"> Internet mail 	E-mail client, DTIM and document explorer	<ul style="list-style-type: none"> Personal store (.PST) file SMTP/POP3 transport Outlook e-mail address book
<ul style="list-style-type: none"> LAN or post office e-mail systems 	E-mail client, group scheduling, DTIM and document explorer	<ul style="list-style-type: none"> Personal store (.PST) file Post office transport and address book drivers
<ul style="list-style-type: none"> Microsoft Exchange Server 	Advanced e-mail client, group scheduling, DTIM, document explorer and groupware applications	<ul style="list-style-type: none"> Microsoft Exchange Server store, transport and address book drivers
<ul style="list-style-type: none"> Other client/server messaging systems 	Varies; see details later in this document	

For clarity, this document assumes that the user has a single primary messaging store, transport and address book driver. In fact, the Outlook user's profile can include multiple drivers to support, for example, users who have accounts on multiple online services.

In any of the configurations described in this section, the availability of some e-mail features is determined by the fidelity of the messaging gateways between the sender and recipient, and whether both sender and recipient are using Microsoft Outlook.

No Messaging Service

With no messaging service, Outlook functions as a standalone or single-user desktop information manager (DTIM) and document explorer. The user cannot send or receive e-mail, but can use the other desktop information management features in Outlook. In this configuration, the user installs only a driver for a personal store (.PST) file that contains the user's Outlook folders and modules. This driver is part of the Windows Messaging System included with Microsoft Outlook.

Internet Mail and Online Services

With an Internet Mail configuration, Outlook functions as a full-featured e-mail client integrated with desktop information management and the Outlook document explorer. The user stores messages locally in a .PST file, and remotely connects to and downloads messages from an Internet mail service provider via the SMTP/POP3 driver. The user stores e-mail addresses in the Outlook Contacts module. The .PST file store and Internet Mail transport drivers are components of the Windows Messaging System included with Microsoft Outlook.

This category also includes online services, where the user installs a MAPI transport driver for the online service instead of the Internet mail driver. Examples include The Microsoft Network, CompuServe and America Online. Transport drivers for these services will be available from Microsoft and other vendors.

LAN or Post Office E-Mail Systems

In the LAN or post office e-mail configuration, users store messages locally in a .PST file, but work connected primarily via the LAN to a post office. The post office provides the messaging transport and central address book or e-mail directory. In this configuration, Outlook functions as a full-featured e-mail client integrated with basic group scheduling, (e.g., sending and receiving meeting requests), personal information management and the Outlook document explorer.

Examples include Microsoft Mail and Microsoft Windows post offices. Drivers for these systems are included with Microsoft Outlook. Drivers for Lotus cc:Mail will be available from Microsoft and other vendors.

Microsoft Exchange Server

The complete Outlook feature set is available with the Microsoft Exchange Server driver, which supports the server-based message store, message transport and global address book. In this configuration, Outlook offers advanced e-mail functionality, group scheduling, personal information management, document explorer and custom groupware applications.

The Microsoft Exchange Server driver is included with Microsoft Outlook, but users must acquire a Microsoft Exchange Server client access license separately.

Other Client/Server Messaging Systems

Client/server messaging systems are distinguished from LAN or post-office e-mail systems in that they provide an intelligent server-based message store for users. Examples include Microsoft Exchange Server, Lotus Notes, Novell GroupWise XTD, Hewlett-Packard OpenMail, Digital's ALL-IN-1 and IBM® PROFS®. Outlook is a MAPI client application, and in theory Outlook works with any MAPI store driver. In practice, our testing has not yet found a store provider other than Microsoft Exchange Server that passes Microsoft's strict testing criteria. Drivers that work with the Windows Exchange Inbox do not necessarily work with Outlook, since Outlook uses the full MAPI store specification. The driver manufacturers must ensure that their message store drivers are fully MAPI-compliant, and Microsoft is working with them to provide the information they need to do this. Microsoft also plans to publish a list of recommended drivers that it has found to work well with Outlook.

Outlook Features and Configurations

The following tables include major or typical features in each feature area. This section is not an exhaustive list of all Outlook features, but should help determine which feature areas are supported in each configuration. Only the feature names are included in this document. See the Microsoft Outlook Product Enhancements Guide for a complete description of each feature.

Desktop Information Management Features

All of the standalone desktop information management and document explorer features are supported in all configurations.

Calendar	Yes	Yes	Yes	Yes
Contact Manager	Yes	Yes	Yes	Yes
Task list	Yes	Yes	Yes	Yes
Journal	Yes	Yes	Yes	Yes
Outlook Notes	Yes	Yes	Yes	Yes
Document explorer	Yes	Yes	Yes	Yes

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E-mail Message Management Features

Message management features help users organize or find e-mail messages after they have received them, and they help users quickly format and prepare new messages. These Outlook features are supported with all messaging configurations.

AutoArchiving	Yes	Yes	Yes	Yes
AutoCreate	Yes	Yes	Yes	Yes
Outlook Searching (Find Items)	Yes	Yes	Yes	Yes
Message categories	N/A	Yes	Yes	Yes
Message flags	N/A	Yes	Yes	Yes
AutoName Check	N/A	Yes	Yes	Yes
AutoPreview	N/A	Yes	Yes	Yes
Replied and forwarded marks	N/A	Yes	Yes	Yes
Reply annotations	N/A	Yes	Yes	Yes
Move to folder	N/A	Yes	Yes	Yes
Outlook Address Book	N/A	Yes	Yes	Yes
Message templates	N/A	Yes	Yes	Yes
WordMail	N/A	Yes	Yes	Yes
Hyperlinks	N/A	Yes	Yes	Yes
Remote (dial-up) Mail	N/A	Yes	Varies	Yes

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E-mail Message Sending Features

Message-sending features add fields or properties to messages to perform specific actions or convey status information. These Outlook features are supported with all messaging configurations. Some of these features require both the sender and recipient to be users of Outlook, and further require that the intervening message gateways support binary attachments.

Voting	N/A	Yes*	Yes*	Yes*
Message flags	N/A	Yes*	Yes*	Yes*
Message recall	N/A	Yes*	Yes*	Yes*
Task delegation	N/A	Yes*	Yes*	Yes*
Outlook Forms	N/A	Yes*	Yes*	Yes*
Rich-text messages	N/A	Yes†	Yes†	Yes†
Locked messages	N/A	Yes†	Yes†	Yes†
Meeting requests and responses	N/A	Yes†	Yes†	Yes†
File attachments	N/A	Yes	Yes	Yes
AutoSignature	N/A	Yes	Yes	Yes
Read receipts	N/A	Yes	Yes	Yes
Delivery receipts	N/A	Varies	Varies	Yes

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* If the recipient is also an Outlook user

† If the recipient is an Outlook, Microsoft Exchange client or Schedule+ user

Advanced E-mail Message Handling Features

Advanced message handling features take advantage of capabilities of Microsoft Exchange Server. These features are generally not available with other messaging services that do not fully support X.400 message properties. These features include the following:

- Digital signatures and encryption
- Message tracking
- Redirected replies
- Message expiration
- Deferred delivery
- Offline folders
- Delegate Access

Groupware

As of this date, Microsoft Exchange Server is the only shipping and tested multiuser MAPI store, so all of the groupware or information-sharing features of Microsoft Outlook require Microsoft Exchange Server. These features include the following:

- Comprehensive group scheduling (e.g. viewing free/busy times and viewing calendar details) and shared calendars
- Shared contact and task lists
- Groupware applications with custom forms and views
- Offline folders

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