



Microsoft® Outlook™ 2000
Features and Configuration Guide



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Introduction

The Microsoft® Outlook™ 2000 messaging and collaboration client can be used with a wide variety of e-mail servers and services, including standard Internet (SMTP/POP3 or IMAP4) mail servers and Microsoft Exchange Server. Outlook 2000 can also be used without an e-mail server for stand-alone contact, task, and schedule management. Because the capabilities of e-mail servers vary, the features available in Outlook 2000 vary, depending on which e-mail server—if any—you use. This document describes the Outlook features that are available with different types of e-mail servers.

Broadly speaking, Outlook 2000 works with any SMTP/POP3, IMAP, or MAPI server. This covers a broad range of messaging services, from Internet service providers (SMTP/POP3 or IMAP) to LAN-based systems such as Exchange Server (MAPI). Outlook can also be used with a variety of other messaging and information sources, including Microsoft Mail, Microsoft Fax, CompuServe, Lotus Notes and cc:Mail, and Hewlett-Packard OpenMail. Use of these additional service providers is made possible by the use of the MAPI extensibility interface in Outlook.

Optimized Installation of Outlook

To account for the many ways that e-mail can be sent and received, the Outlook team has created an Outlook Startup Wizard that optimizes your installation of Outlook 2000 based on how you intend to use the product. Three optimized installations of Outlook 2000 are available:

- If you use the extensive contact, task, and schedule-management features in Outlook without e-mail, Outlook 2000 is installed for No E-mail usage at setup.
- If you use an Internet service provider (ISP) only for e-mail or for an Internet-standard (such as a POP3/SMTP or IMAP) server in your enterprise, Outlook 2000 is installed for Internet Only usage at setup.
- If you are a corporate or workgroup user who primarily works with Microsoft Exchange Server, Microsoft Mail, or another third-party LAN-based mail system (such as cc:Mail), but who might also use Internet

mail, Outlook 2000 is installed for Corporate or Workgroup usage at setup.

Most often, Outlook will automatically choose the optimal configuration for you during setup, based on the e-mail client you are using. In some cases, Outlook 2000 will ask you to specifically choose one of the preceding options.

You can switch to another optimized configuration as your needs change. For example, you can switch from the No E-mail configuration to the Internet Only configuration by simply adding an e-mail account. Switching from the Internet Only to the Corporate or Workgroup optimized installation is easily done using the Outlook 2000 Add Components Web page.

Outlook 2000 Configurations: Feature Summary

Outlook 2000 makes complete use of all the e-mail, scheduling, and collaboration features that are available on the server. However, it is important to realize that different mail servers or services make different sets of features available. For example, POP3/SMTP—the most common type of mail service—does not allow e-mail messages to be managed and stored in multiple folders on the server, whereas both IMAP4 and Exchange Server allow this. Used with or without a mail server, Outlook always provides powerful information-management tools for contact, calendar, and task management.

This section provides an overall summary of the features available in Outlook 2000 when used with a variety of servers.

No E-mail: Information Management Only

Outlook 2000 is a complete information manager, even when used without an e-mail server or Internet service provider. Although this configuration prevents you from sending or receiving e-mail or scheduling meetings with others, you are still able to manage your personal contacts, tasks, calendar, and documents using powerful information-management tools. You can, at any time, add a messaging account and immediately start sending and receiving mail from an Internet service provider or other SMTP/POP3 or IMAP mail server. If your organization deploys Microsoft Exchange Server, you can install the appropriate drivers to optimize your installation for Exchange Server by choosing the **Reconfigure Mail Support** button on the **Options** dialog.

Internet Only: E-mail, Limited Group Scheduling, and Personal Information Manager

When Outlook 2000 is used with an Internet service provider or other SMTP/POP3 or IMAP4 mail server, it provides a rich set of e-mail features along with personal contact, schedule, and task management features. Although Outlook 2000 features will vary depending on whether your mail server is based on SMTP/POP3 or IMAP4, both services enable secure messaging and a host of Inbox management tools. You can also send and receive appointments by e-mail using the vCalendar protocol, and share Internet free/busy information using the iCalendar protocol. All e-mail addresses are stored as contacts in your Personal Contacts folder, which is available through the Windows® Address Book user interface. You can send and receive faxes using the integrated Symantec WinFax

Starter Edition. If your organization deploys Microsoft Exchange Server, you can install the appropriate drivers to optimize your installation for Exchange Server by choosing the **Reconfigure Mail Support** button on the **Options** dialog.

Corporate/Workgroup: Full E-mail, Scheduling and Collaboration

Using Outlook 2000 with Exchange Server provides a more powerful set of messaging, scheduling, and collaboration features than the Internet Only or No E-mail configurations. With Exchange Server, you can use special messaging features such as message recall and voting buttons. Outlook and Exchange Server also provide complete group scheduling, fully interoperable with Microsoft Schedule+. Exchange Server enables a wide range of collaboration possibilities, from simply sharing contact information with others in your workgroup to enterprise-wide workflow and tracking applications. A driver that connects Outlook 2000 to Microsoft Exchange Server is included with the product, but users must acquire a Microsoft Exchange Server client access license separately.

The Corporate or Workgroup configuration is also for users of MS Mail and third-party systems such as Lotus cc:Mail. These systems also provide messaging and scheduling capabilities.¹ Other services available include Lotus Notes, CompuServe, and Hewlett-Packard OpenMail. In this configuration, as with Outlook 97, you can also connect to an SMTP/POP3 server or an Internet service provider by adding an additional service to your Exchange profile.

Outlook 2000 Configurations: Feature Details

The following tables include major or typical features in each feature area and indicate whether the feature is available in each optimized configuration. Although this section is not an exhaustive list of all Outlook features, it should help you determine which feature areas are supported in each configuration. Only the feature names are included in this document. See the **Microsoft® Outlook™ 2000 Product Enhancements Guide** for a complete description of these features.

Information-Management Features			
Feature	No E-mail	Internet Only	Corp/Workgroup
Personal Calendar	Yes	Yes	Yes
Contact manager	Yes	Yes	Yes
Task list	Yes	Yes	Yes
Activity journal with scrolling timeline views	Yes	Yes	Yes
Outlook free-form notes	Yes	Yes	Yes
Categories on all Outlook items	Yes	Yes	Yes
Send and Receive Faxes	No	Yes ²	Yes ³

¹ Since Outlook 98 is a MAPI client, it can be used with third-party MAPI-compliant servers for storing information. In practice, however, our testing has not yet found a product other than Microsoft Exchange Server that passes the strict Microsoft testing criteria. Microsoft is working with third-party vendors to provide the information they need to make their e-mail storage systems fully MAPI-compliant.

² Uses WinFax Starter Edition.

Multiple views on folders and creation of new views	Yes	Yes	Yes
Create customized versions of Outlook forms	Yes	Yes	Yes
Web-style Find tool and Organize tool	Yes	Yes	Yes
Advanced Outlook Searching	Yes	Yes	Yes
AutoArchiving	Yes	Yes	Yes
AutoCreate (for example, create new contact from e-mail message)	Yes	Yes	Yes
Integrated document explorer	Yes	Yes	Yes

Because Outlook e-mail features depend directly on the mail server used with the product, the following section contains a subsection of features by e-mail server type. Note that none of these features is available in the No E-mail optimized configuration until you choose an Internet e-mail account or connect Outlook to Exchange Server or another LAN-based e-mail system.

E-mail, Directory, and Security Features		
Feature	Internet Only	Corporate/Workgroup
Access to SMTP/POP3 Servers and ISPs	Yes	Yes
Access to IMAP4 Mail Servers	Yes	No
Access to LDAP Directories	Yes	Yes
Access to Exchange Mail Servers	Yes ⁴	Yes
Access to MS Mail and third-party systems	No	Yes
S/MIME Digital Signatures and encryption	Yes	Yes ⁵
Store e-mail on the server	Yes	Yes
Offline access to messages	Yes	Yes ⁶
Preview pane	Yes	Yes
Use Outlook contacts for addressing	Yes	Yes
Personal distribution lists	Yes	Yes
Stationery	Yes	Yes
HTML Mail and M/HTML Mail	Yes	Yes
File attachments	Yes	Yes
Reply and Forward options	Yes	Yes
AutoNameCheck when addressing	Yes	Yes
Automatic dial-up of mail accounts	Yes	No

³ Uses At Work Fax with Microsoft Windows 95 or 98.

⁴ Exchange Server 5.0 supports POP3/SMTP, and Exchange Server 5.5 supports IMAP4 as well, enabling Outlook 2000 to be used with Exchange Server in this configuration.

⁵ Access via LDAP to Certificates stored in the directory is not supported in the Corporate/Workgroup configuration. Support is available via third party LDAP providers.

⁶ Exchange Server required for synchronization with Outlook offline store. Access to offline messages in a personal data store available to all Outlook e-mail users.

Offline storage of mail messages	Yes		Yes	
AutoSignature with multiple signatures	Yes		Yes	
Feature	Internet Only		Corporate/Workgroup	
	SMTP/POP3	IMAP4	Exchange	Microsoft Mail and other
Inbox rules (mail filters) and Run Rules Now	Yes	Yes	Yes	
Store messages in multiple server folders	No	Yes	Yes	
Client/Server replication of messages	No	Yes	Yes	No
Server-based Inbox rules (mail filters)	No		Yes	No
Exchange Server Global Address List	Yes ⁷		Yes	No
Voting, message flags and message recall	No		Yes	No
Deferred delivery and message expiration	Yes		Yes	No
Read receipts	Yes ⁸		Yes	No
Delivery receipts	No		Yes	No
Remote (dial-up) Mail	Yes		Yes	No

Because many group scheduling and collaboration features depend on the server used, this section shows a breakdown of features in the Corporate or Workgroup optimized configuration to indicate features available only with Exchange Server.

Group Scheduling and Collaboration Features				
Feature	No E-mail	Internet Only	Corporate/Workgroup	
			Exchange	MS Mail and other
Send and receive meeting requests for group scheduling	No	Yes	Yes	Yes
Send and receive meeting request responses (accept and decline messages)	No	Yes	Yes	Yes
Access other users' schedule free/busy information	Yes	Yes	Yes	No
See details of free/busy	No	No	Yes	No

⁷ Exchange Server 5.0 supports Global Address List access via LDAP, enabling Outlook 2000 to be used with Exchange Server in this configuration.

⁸ Read Receipt support provided via Message Disposition Notifications standard only.

information				
Interoperability with Microsoft Schedule+ for group scheduling	No	No	Yes	No
Delegate Access for scheduling	No	No	Yes	No
Open others' calendars	No	No	Yes	No
Access to Exchange Server public folders for collaboration	No	No	Yes	No
Share Outlook 2000 contacts or personal schedule with others	No	Yes	Yes	Yes
vCard, vCalendar and iCalendar support	Yes ⁹	Yes	Yes ⁹	Yes ⁹
Participate in Internet (NNTP) newsgroups	No	Yes	Yes	No
Create private discussion groups	No	Yes	Yes	No
Collaboration, workflow, and tracking applications	No	No	Yes	No
Task delegation	No	Yes	Yes	Yes
Save Calendar as a Web page	Yes	Yes	Yes	Yes
Direct booking of resources	No	No	Yes	No
Microsoft NetShow™ server integration	Yes	Yes	Yes	Yes
Microsoft NetMeeting™ conferencing software integration	Yes	Yes	Yes	Yes
Adding and removing attendees	Yes	Yes	Yes	Yes
Personal distribution lists	Yes	Yes	Yes	Yes

For more information: <http://www.microsoft.com/office/>



⁹ Sending and receiving meeting requests in iCalendar format requires that Outlook be installed in Internet Only configuration. Viewing iCalendar Free/Busy information is available in all configurations.

⁹

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