Quest®

Metalogix® Archive Manager for Exchange 8.5

Outlook Web Access Guide

Metalogix® Archive Manager for Exchange
Updated January 2022
Version 8.5

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About the OWA extension

The Outlook Web Access (OWA) extension enables users to access and work with archived e-mails over the web. This extension is necessary only if you plan to allow users to access and retrieve archived emails over the web. Without this extension, the users will not be able to access the full content of the archived messages in OWA.

This guide describes how to install, configure and work with the Archive Manager OWA extension.

System requirements

- Windows Server 2012, Windows Server 2012 R2, Windows Server 2016 or Windows Server 2019

- .NET Framework 4.7.2 or higher (https://dotnet.microsoft.com/download/dotnet-framework/net472)

> **i** **NOTE:** In case of Windows Server 2012 / 2012 R2 / 2016 / 2019, make sure the **.NET Framework 4.5 Features / WCF Services / HTTP Activation** is checked under **Server Manager** > **Add Roles and Features Wizard.**

Supported browsers

- Mozilla Firefox 69 and later

- Google Chrome 76 and later

- Opera 63 and later

- Microsoft Edge

> **i** **NOTE:** A valid certificate of the server where the OWA extension is installed must be imported into the trusted certificate store of the Microsoft Exchange Server.

IIS configuration

Verify that you have installed the fix for MVC applications. To find appropriate update according for your OS see http://support.microsoft.com/kb/980368. If you are unable to browse the MVC application, you can try to register the framework for IIS by running the followings commands:

- `%windir%\Microsoft.NET\Framework64\v4.0.30319\aspnet_regiis.exe –ir`

- `IISreset`

If required, uncheck **Require SSL** in IIS *SSL Settings* for OWA.

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Installing the OWA extension

The Outlook Web Access (OWA) extension can be installed on any server in the same domain where Archive Manager for Exchange is installed. However it is recommended that the extension is installed on the primary Archive Manager for Exchange server.

In this chapter

Granting the super-user impersonation permissions in Exchange Server

Steps to install the OWA extension

Upgrading the OWA extension

Granting the super-user impersonation permissions in Exchange Server

The Archive Manager super-user must be granted impersonation permissions in the domain Exchange Server if you plan to access archived emails through OWA. Use the Exchange Management Shell to grand the super-user Impersonation permissions over all Exchange 2013/2016/2019 servers in your environment:

1. Start the Exchange Management Shell.

2. To grant the super-user Impersonation permissions, run the following command:

   ```
   New-ManagementRoleAssignment –Name "Impersonation-MAM4Exchange" –Role
   "ApplicationImpersonation" –User "<superuser-name>"
   ```

Steps to install the OWA extension

1. Download and unzip the installer package.

2. Locate and run the extension installer. The default location is `<installer-folder>\Metalogix\Archive Manager Installation Package\OWA Extension\Archive Manager OWA Extension Setup.exe`. The *Welcome* window opens.
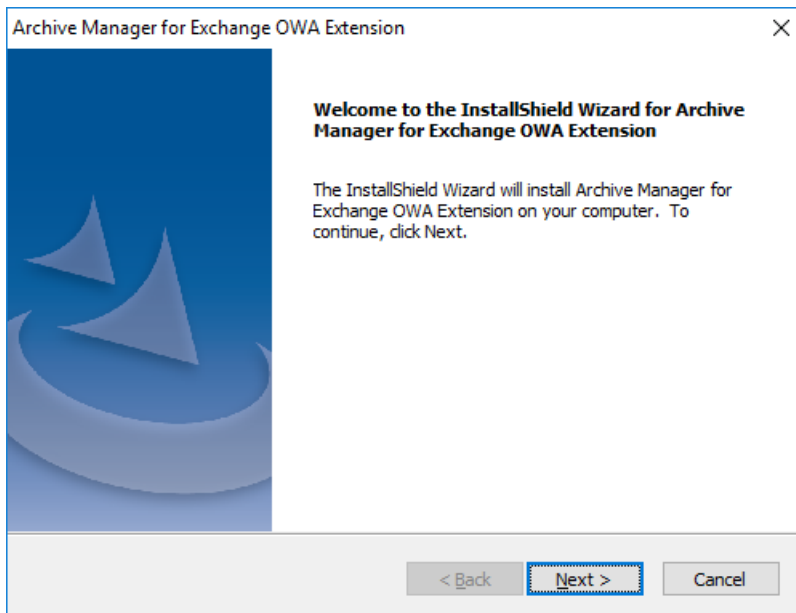
3. Click **Next**. The *License Agreement* window opens.
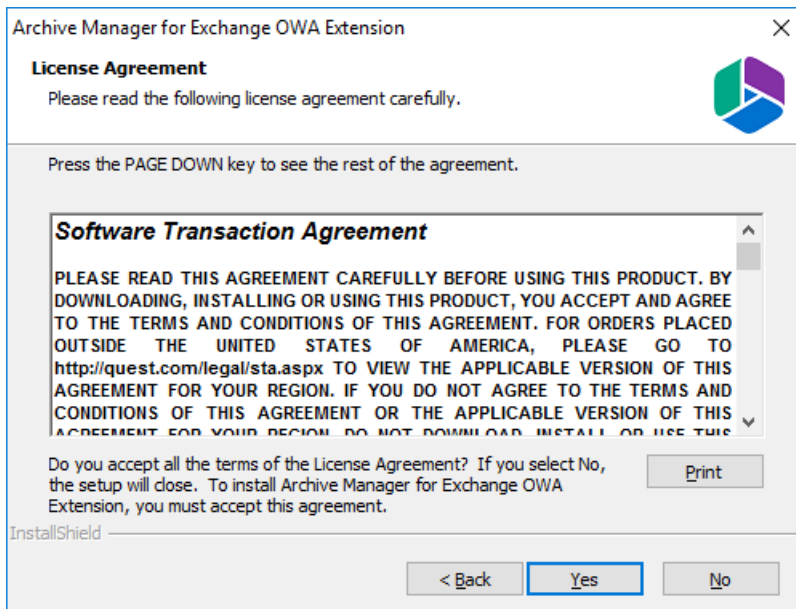
4. You can click **Print** to to take a printout of the agreement. Click **Yes** to continue. The *Choose Destination Location* window opens.
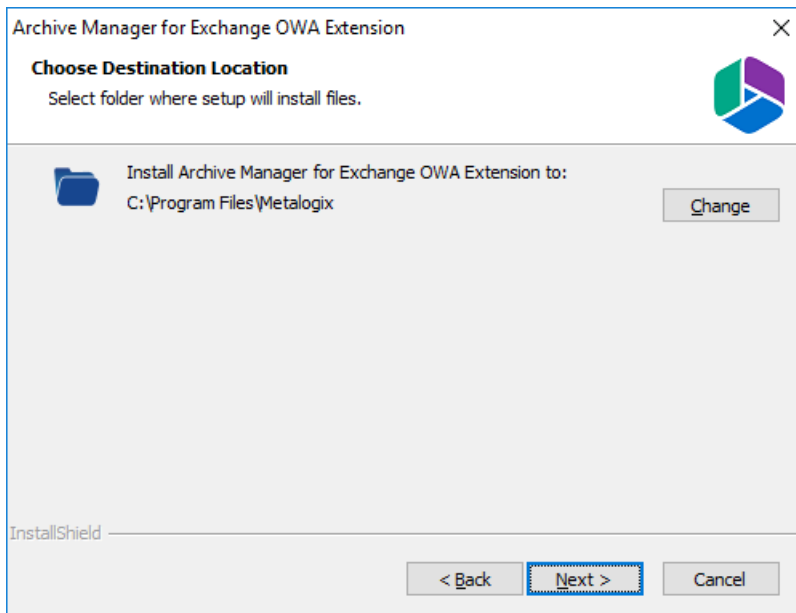
5. Click **Change** to select another folder or click **Next** to accept the default location and continue. The *Select Archive Server* window opens. You can enter the server name or click **Browse** to locate the Archive server. Then click **Test server** to verify the connection to the Archive server.
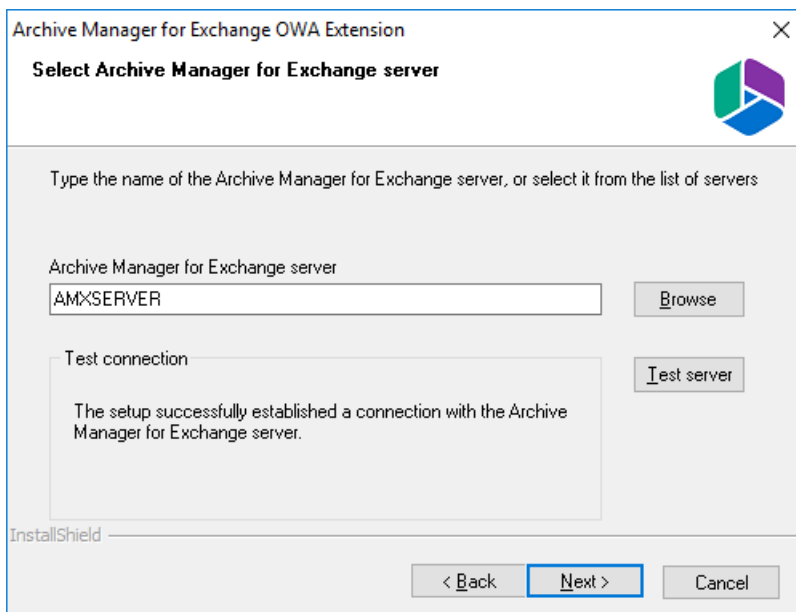
6. Click **Next**. The *Logon Information* window opens.

Enter the superuser credentials in the **User name** and **Password** fields. The *superuser* was configured during the installation of Archive Manager and is usually the enterprise admin of your domain.

7. Click **Next**. The *Ready to Install the Program* window opens.

8. Click **Install**. When the installation completes, the configuration wizard opens. See Configuring the OWA extension to complete the installation.

# Upgrading the OWA Extention

1. Download and unzip the upgrade installer package.

2. Locate and run the extension installer. The default location is `<installer-folder>\Metalogix\Archive Manager Installation Package\OWA Extension\Archive Manager OWA Extension Setup.exe`. The *Welcome* window opens.
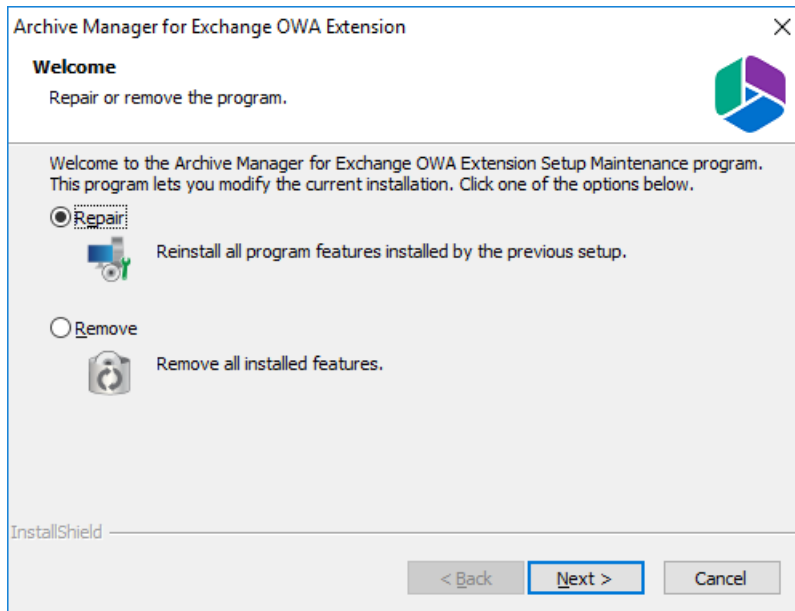

3. Select **Repair** and click **Next**. The *Logon Information* window opens. Verify that the superuser **User name** is the same. Then re-enter the **Password** and **Confirm Password**. You can change the credentials if you want.
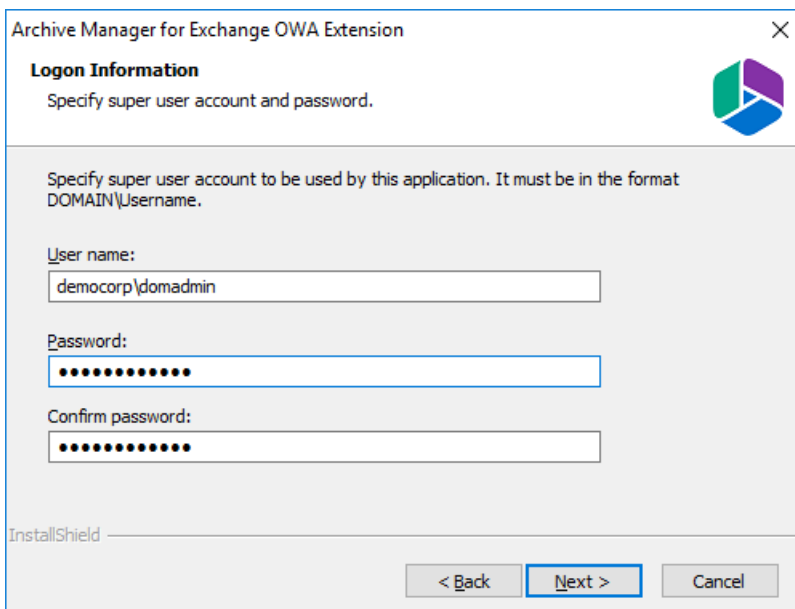
4. Click **Next**. The *Select Archive Server* window opens. Verify that the Archive server is the same as before or click **Browse** to change the server.
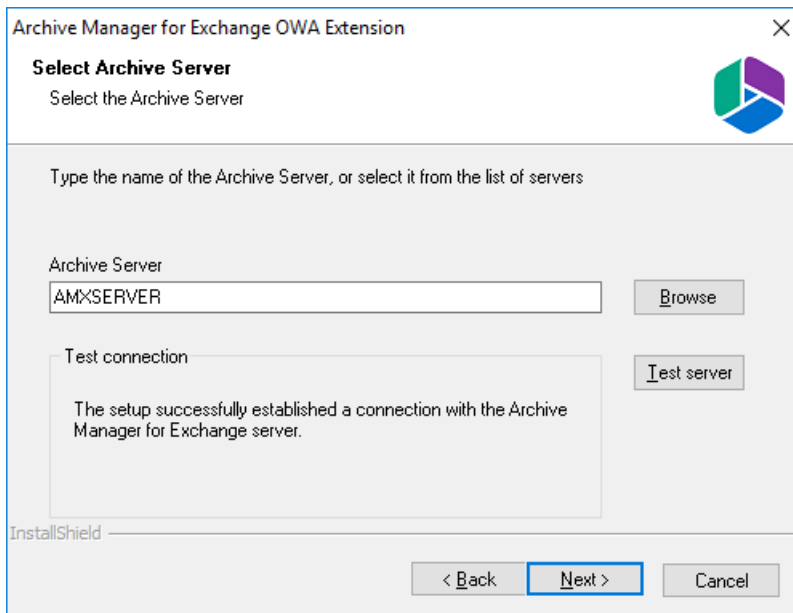
5. Click **Next**. The *Ready to repair the program* window opens.
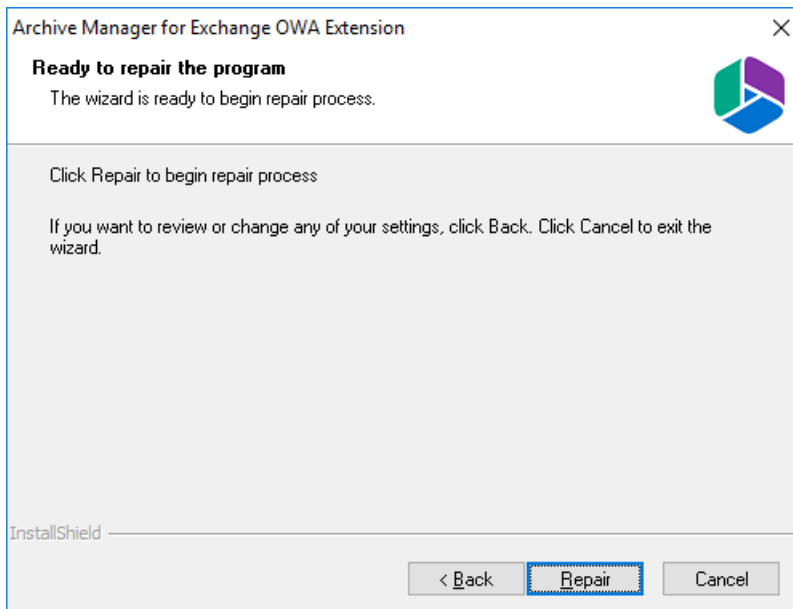
6. Click **Repair** to proceed with the upgrade. When the upgrade process completes, the Configuration setup wizard starts. If there are no changes to the previous configurations, you may click **Cancel** to exit the wizard. If you need to change the configuration, see Configuring the OWA extension to complete the upgrade..

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Configuring the OWA extension

When the OWA extension is installed or upgraded, the configuration setup wizard starts automatically. Follow the steps described below to start and configure OWA manually.

1. Locate and run the configuration wizard from `C:\Program Files\Metalogix\MAM4Exchange\Tools\OWA\exchangePamOwaNetInstallation.exe`

2. Select the **Install/repair** option.
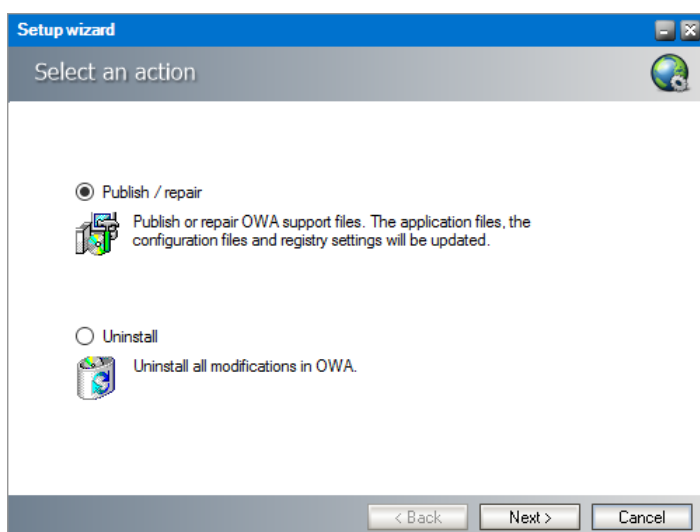
3. Click **Next**. The *Locate installation folder* window opens. Verify the installation path displayed. If the path is not correct, click **Change** to locate the Archive Manager for Exchange installation folder.
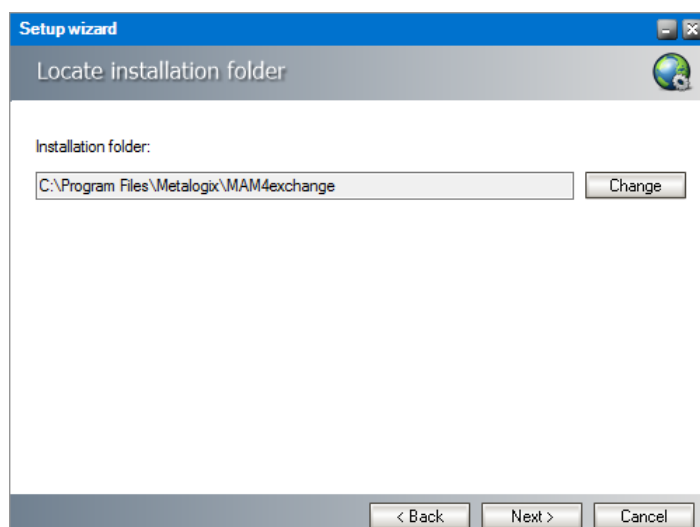
4. Click **Next**. The *Configuration parameters* window opens. Select either **Exchange Server** or **Office 365**. The default exchange server selection and property values may be different. Please review and revise the values as described below.

For Exchange Server:

Microsoft Exchange OWA URL - URL of the Microsoft Exchange server.

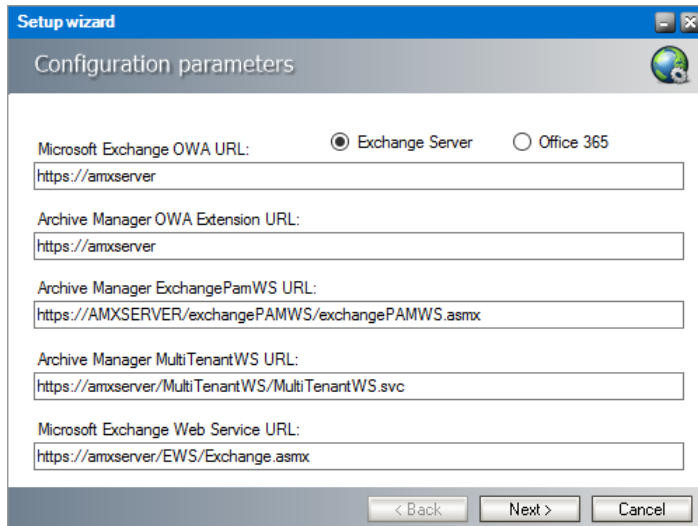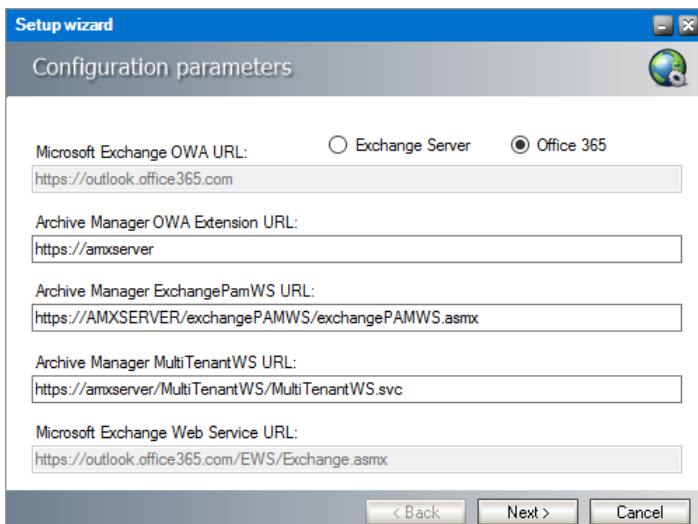**Archive Manager OWA Extension URL** - URL of the server where the OWA extension is installed.

Archive Manager ExchangePamWS URL - URL for the ExchangePamWS service. This service is installed on the Archive Manager server.

Archive Manager Multi TenantWS URL - URL of the MultiTenantWS service. This service is installed on the Archive Manager server.

Microsoft Exchange Web Service URL - URL of the Exchange web service in the format `https://<exchange-server>/ews/exchange.asmx`. The Exchange Web Service is a set of web services to access the mailboxes on Exchange Server. This web service is normally installed on Exchange Servers with the **CAS** role.

For Office 365:

Microsoft Exchange OWA URL - read only property. Default value is
`https://outlook.office365.com`

Archive Manager OWA Extension URL - the URL used to access OWA from the internet. If you use multiple URLs to access OWA, please use the one which is accessible to most of the users.
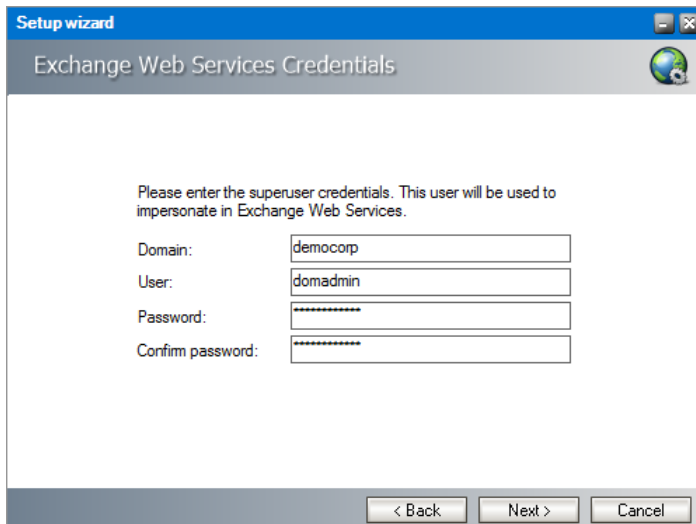
Archive Manager ExchangePamWS URL - URL for the ExchangePamWS service. This service is installed on the Archive Manager server.

Archive Manager Multi TenantWS URL - URL of the MultiTenantWS service. This service is installed on the Archive Manager server.

Microsoft Exchange Web service URL - read only property. Default value is
`https://outlook.office365.com/EWS/Exchange.asmx`

5. Click **Next**. In the **Exchange Web Services Credentials** dialog fill in the credentials of the super-user which runs the Archive Manager services. It was specified during the installation of the Archive Manager.

For Exchange Server:

Enter the properties as described below:

Domain - enter the domain name

User - enter the user name

Password - enter the password

Confirm password - confirm the password you entered

For Office 365:

Enter the properties as described below:

User - enter the Microsoft 365 user name

Password - enter the password

Confirm password - confirm the password you entered

Endpoint type - Choose from one of the following endpoints:

- Worldwide endpoints

- U.S. Government DoD endpoints

- U.S.Government GCC High endpoints

- Microsoft 365 Germany endpoints

6. Click **Next**. The *Server Information* window opens.

Enter the information as described below:

**Primary Archive Server** - name of your Archive Manager *Archive* Server.

Secondary Archive Server - name of your Archive Manager *Retrieve* Server. For a single-server deployment, the server name is the same as the **Primary Archive Server**. The secondary server will be used if the primary is not available.

OWA cache folder path - By default, the cache folder is created under the **Web** folder. Use the **Browse** button to change the OWA cache path, if necessary.

Install OWA with new application ID - select this option to install OWA for multiple Archive servers in multiple locations. The unique identifier ensures that the Archive servers can reliably detect the OWA extension in different locations.

7. Click **Next**. The *Summary* window opens.
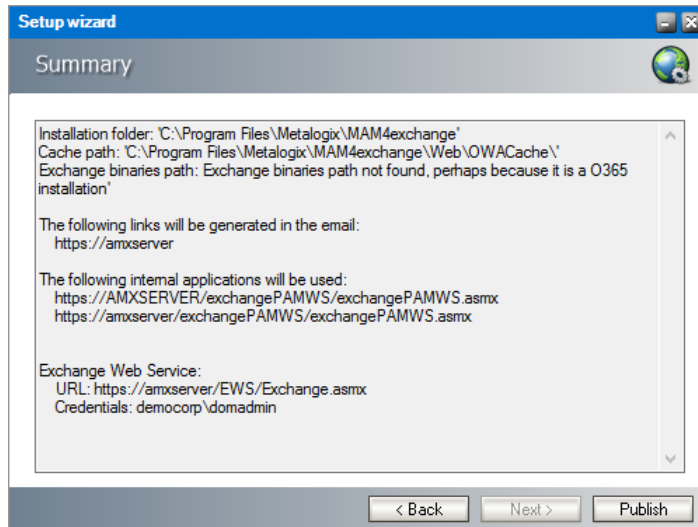
8. Click **Publish**. The *Installation* window opens and the the upgrade progress is displayed. When the upgrade completes, the *Maintenance Complete* window opens.
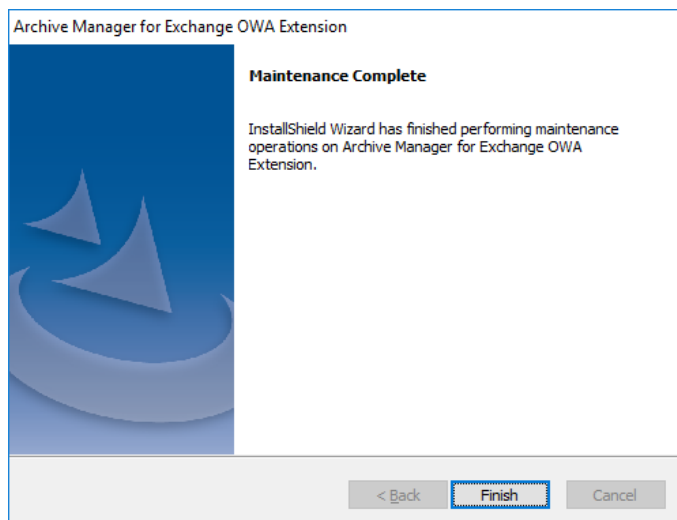
9. Click **Finish** to close the configuration setup wizard.

> **i** | **NOTE:** The new settings will not be applied immediately. Either you will have to wait until the system recognizes the changes (done approximately every hour) or you will have to reset the owa application pool: either by recycling the application pool or by resetting IIS. In the latter case connected users will be disconnected and will have to log on again.

Working with the OWA extension

When the OWA Extension is installed and configured correctly, the Metalogix Archive Manager OWA extension appears as an icon in the ribbon of the Outlook desktop client, or a menu option in the *More Actions* menu of any Office 365 Outlook email body. With this extension, you can archive emails with different retention categories, restore archived emails and search for archived emails.

In this chapter:

- Steps to access the OWA extention in Office 365 Outlook

- Steps to access the OWA extention in Outlook desktop

The following topics are described with a reference to an on-premise Outlook client. The same descriptions apply to an O365 Outlook web page:

- Non-archived emails

- Archived emails

- Full text search

Steps to access the OWA extention in Office 365 Outlook

1. Enter `https://outlook.office365.com` in your web browser and log in to your instance of Outlook.

2. Open any email and click **More Actions** from the email pane. The *More Actions* menu opens.
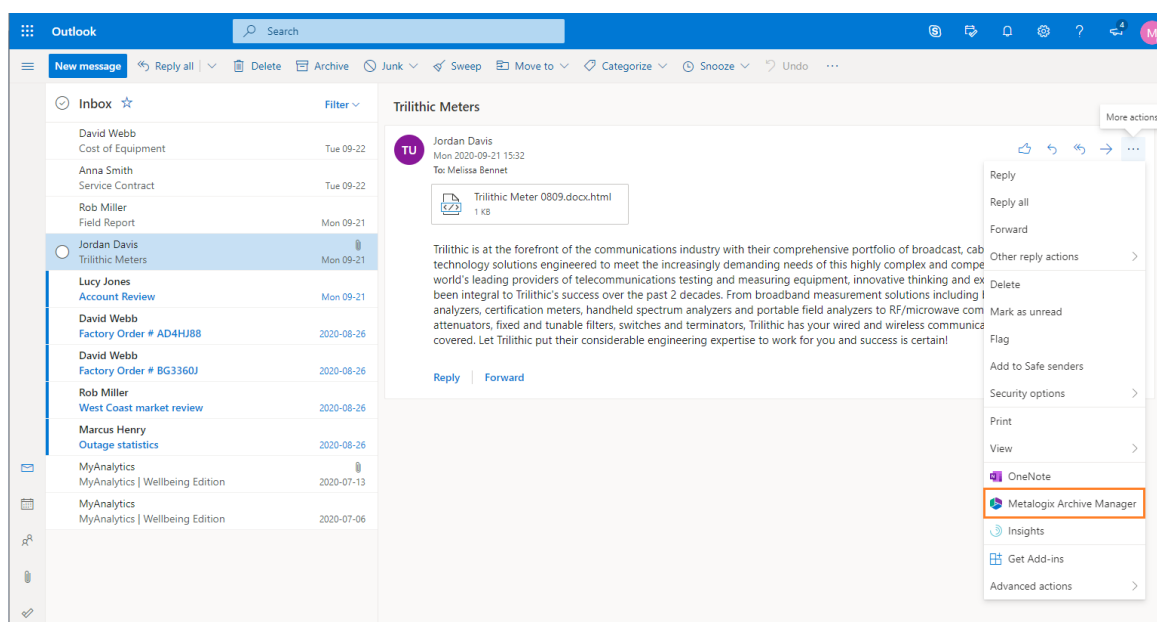
3. Click **Metalogix Archive Manager**. The *Metalogix Archive Manager OWA Extension* panel opens.

Steps to access the OWA extention in Outlook desktop

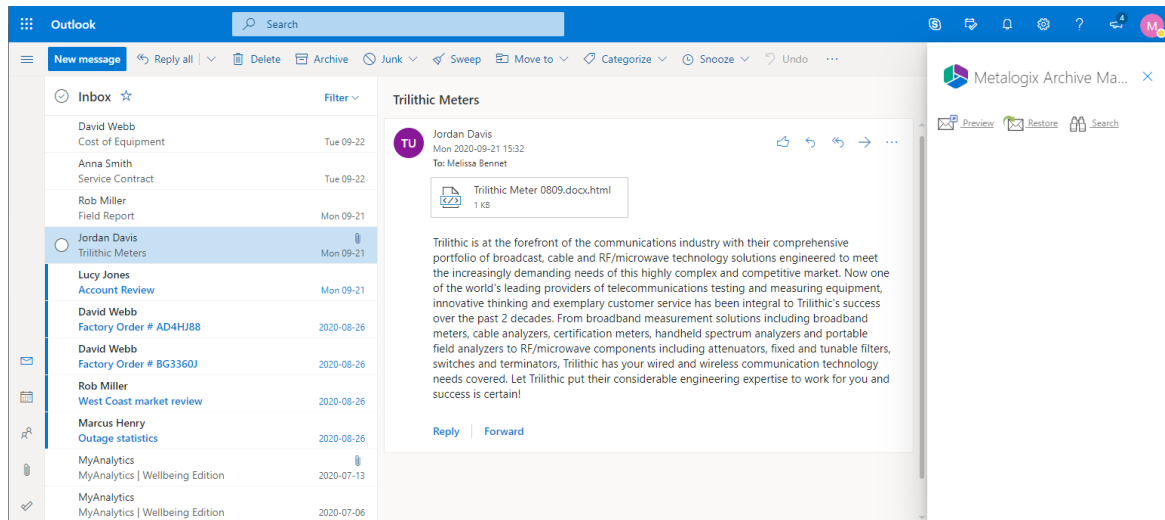1. Enter `https://<exchange-server-fqdn-name>/owa` in your web browser.

2. Open any email and click the **Metalogix Archive Manager** extension link in the message pane. The Archive Manager extension panel expands to display the options available. For non-archived emails, the **Archive** and **Search** options are displayed. For non-archived emails, the **Preview**, **Restore** and **Search** options are displayed and the functions that the user is permitted to use depending on what rights they are assigned in the Archive Manager Administration Center (AMAC).
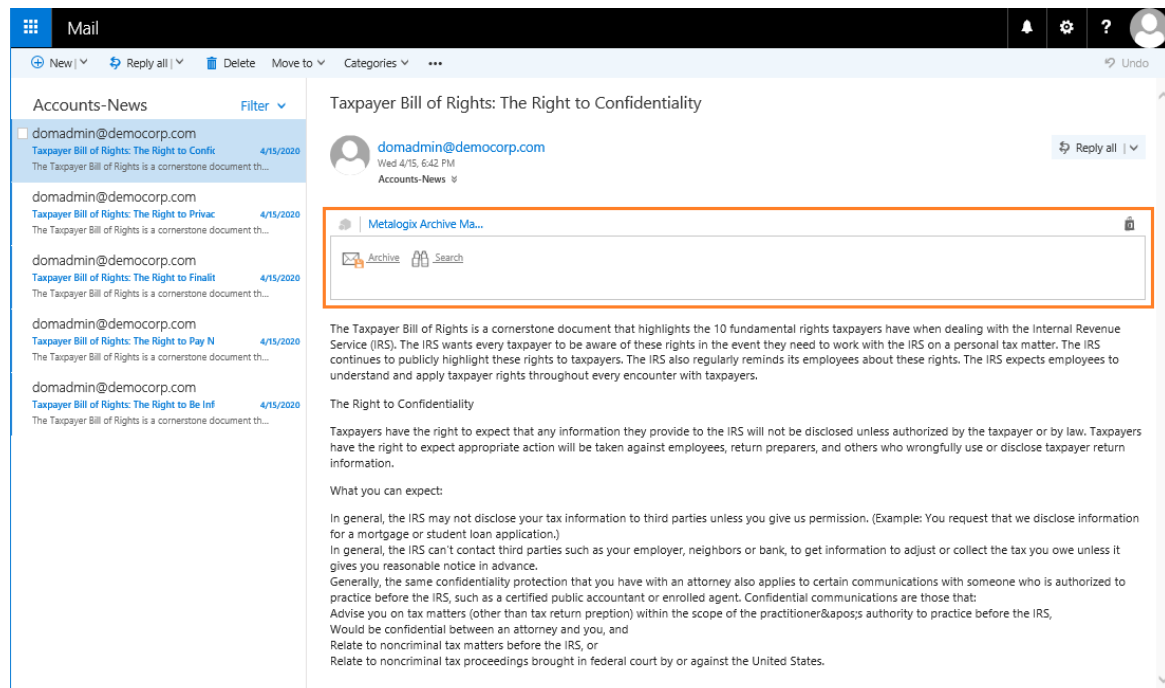
**NOTE:** Users can be granted or denied the permission to archive, restore or search for archived emails. The permissions are managed with the Archive Manager Administration Console (AMAC) in the *Manager view > Settings > Outlook Addin permissions* pane. For more information about permissions, see the *Metalogix Archive Manager for Exchange Administration Guide*.
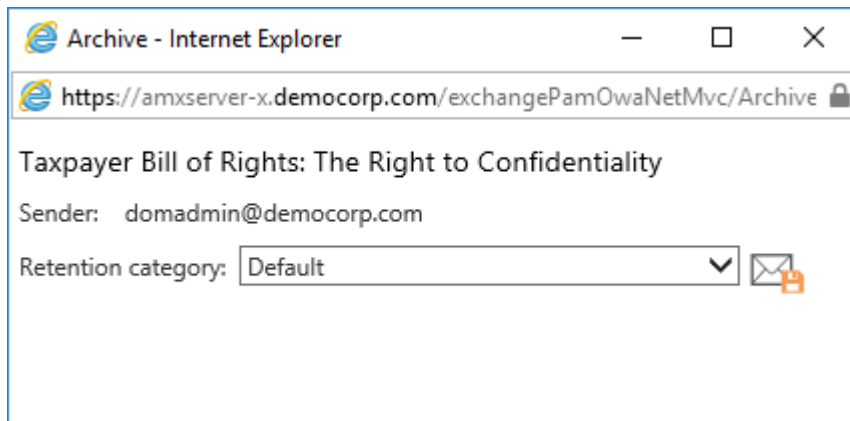
Non-archived emails

When you open messages that are not archived, the **Archive** and **Search** options are displayed in the *Metalogix Archive Manager* extension panel.
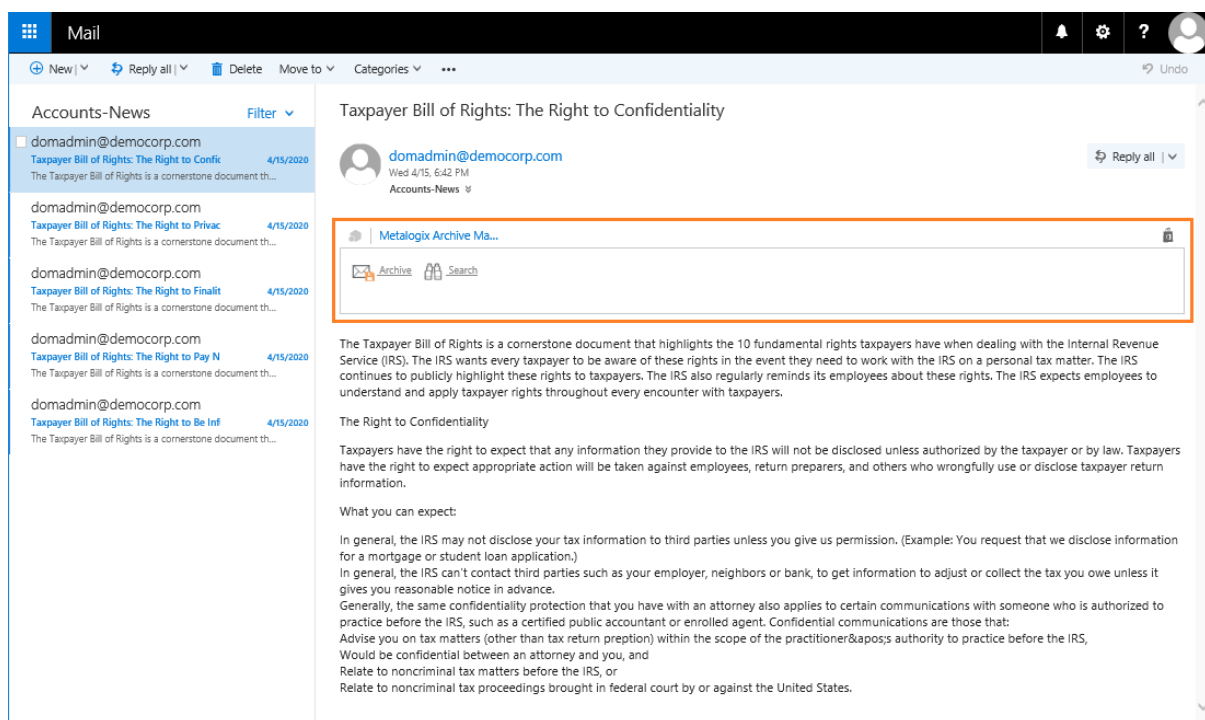
For steps to search through archived emails, see [Full text search](#).

Steps to archive an email

1. In the *Metalogix Archive Manager* extension panel, click **Archive**. The *Archive* page opens.

2. Choose a **Retention category** from the drop down if you have the permission to choose a retention category.

> **i** | **NOTE:** If you don't have the permission to choose a retention category, the Retention category field is read-only. Retention Categories and permissions are managed through the Archive Manager Administration Center (AMAC). For more information about retention categories and permissions, see the *Metalogix Archive Manager for Exchange Administration Guide*.

3. Click **Archive** to archive the email. If you don't have the permission to archive the email you will receive a message as shown below.
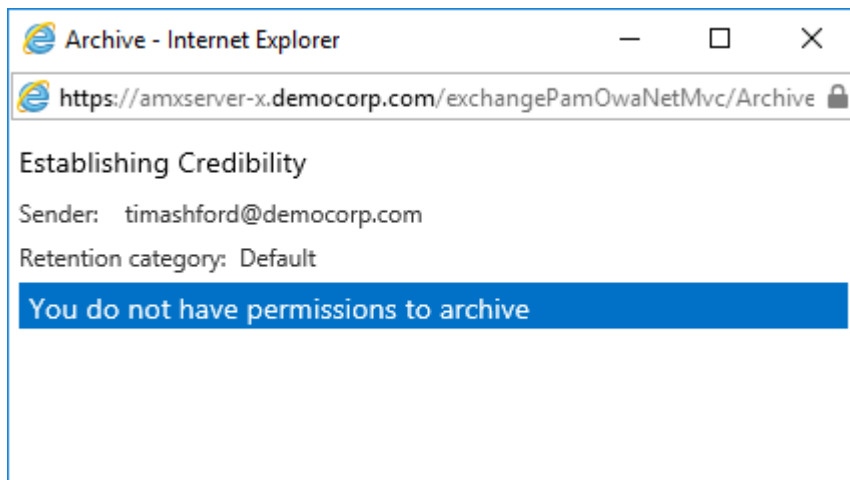
Archived emails

When you open messages that are not archived, the **Preview**, **Restore** and **Search** options are displayed in the *Metalogix Archive Manager* extension panel.
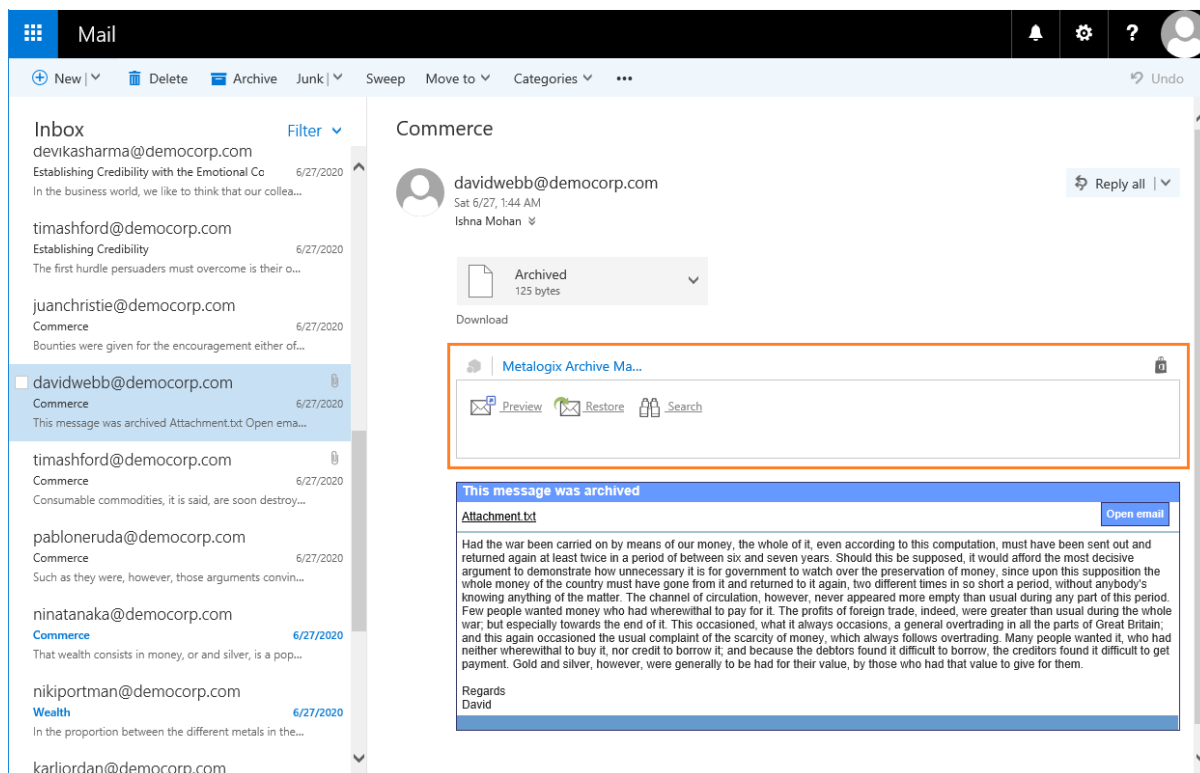
The format of an archived email is similar to a non-archived email. The format shown in the image above has been customized to use an HTML template. Message formats are managed with the Archive Manager Administration Center (AMAC) in the *Manager view > Settings > Shortcut templates* pane*.* For more information about permissions, see the *Metalogix Archive Manager for Exchange Administration Guide*.

For steps to search through archived emails, see Full text search.

Steps to preview an archived email

1. In the *Metalogix Archive Manager* extension panel, click **Preview** ⬜. The *Preview* page opens.
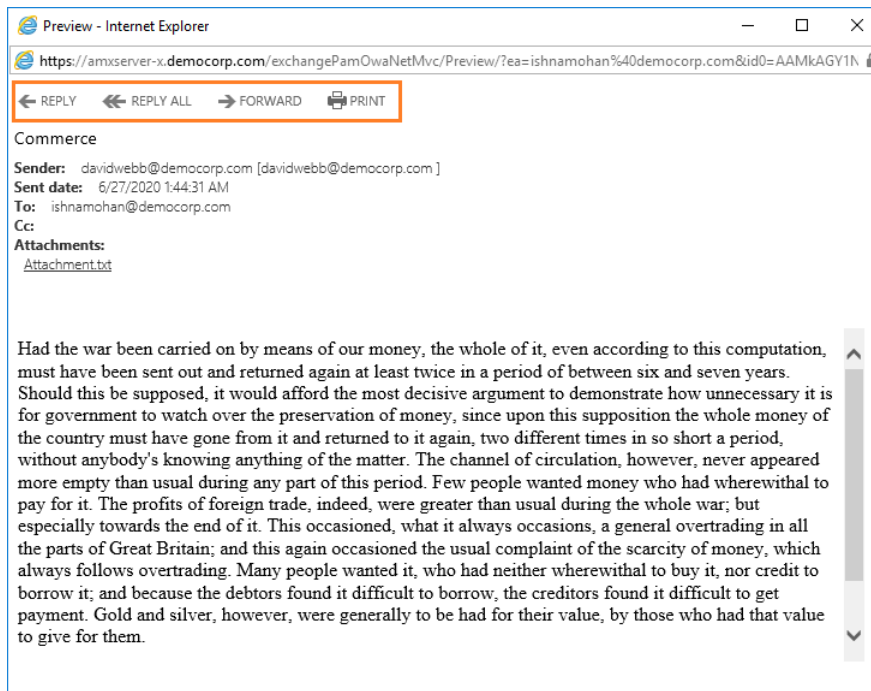
2. The standard features: **Reply**, **Reply All**, **Forward** and **Print**, are available. You can also download attachments that were included with this email.

> **i** | **NOTE:** If you use the reply, reply all, or forward feature on an archived email, the recipient will receive the shortcut to the email. Recipients within the same exchange domain will be able to view the contents of the email. However, recipients outside the exchange domain will not be able to access the email message.

Steps to restore an archived email

1. In the *Metalogix Archive Manager* extension panel, click **Restore** 🔄✉. The *Restore* page opens.

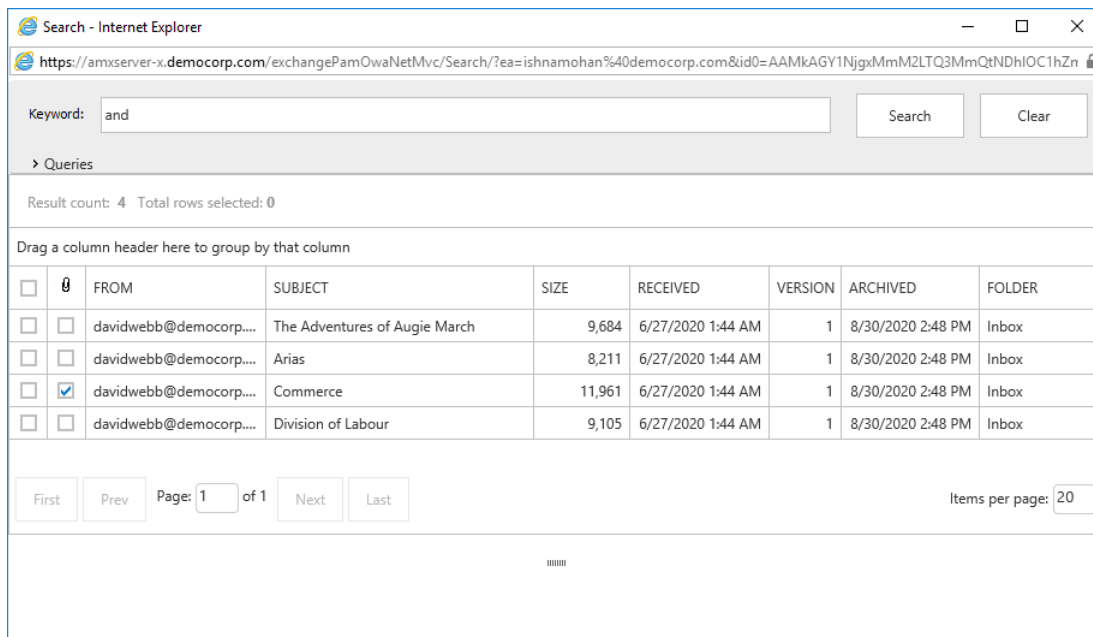2. Confirm the action in the dialog box to restore the email.

Search

In this topic:

- [Steps to perform a keyword search](#)

- [Steps to perform an advanced search](#)

- [How to build search queries](#)

- [Working with search results](#)

Steps to perform a keyword search

Keyword search is used for searching through archived emails, attachments and OCR search (this technology has some limitations, e.g. too small text may not be correctly recognized). Keyword search works for any email that has been archived even if it was subsequently restored. Keyword search is available when the Archive Manager Search feature is installed and configured on the Archive server and the user has the permission to search email items.

1. Open any email and click **Search** [icon] in the *Metalogix Archive Manager* extension panel. The *Search* page opens.

2. In the **Keyword** field, enter a keyword which will be used to search through the subject, body and attachments of all emails. The entered words can be used in combination with the logical operators AND, OR. The operator AND is not mandatory. If no logical operator is included, the full-text search query engine searches for documents containing all the given words.

> **i** | **NOTE:** Keyword search is not case sensitive, but operators such as AND, OR and NOT must be in uppercase.

The table below provides examples of some operators and wildcard characters that can be used:

Character	Description	Example
?	single character wildcard; replaces any single character	te?t matches text, test etc.
*	multiple character wildcard; replaces 0 or more characters	test* matches test, tests, tester etc.

NOT	excludes documents that contain the term after NOT. This is equivalent to a difference using sets. Note: The NOT operator cannot be used with just one term. For example, the following search will return no results: NOT "test server".	"test data" NOT "test server" searches for documents that contain "test data" but not "test server"
-	same as NOT	"test data" -"test server" searches for documents that contain "test data" but not "test server"
+	includes documents that contain the term after the "+" symbol; basically the same function as AND operator	"test data" +"test server" searches for documents that contain "test data" and also "test server"

i | **NOTE:** The wild card characters like ? or * cannot occur as the first 2 characters of the search phrase.

Steps to perform an advanced search

1. Open any email and click **Search** 🔍 in the *Metalogix Archive Manager* extension panel. The *Search* page opens.

2. Click the **Queries** link to expand the advanced search criteria settings panel.

3. Choose the search settings as described below:

- *No selection* - only archived documents are searched. Previous versions of these documents are not included.

Select one of the following options:

- **Search in archived and deleted documents** - all documents will be searched. Previous versions of these documents are not included.

- **Search in deleted documents** - deleted documents and documents that are marked for deletion will be searched. All other archived documents will be ignored. Previous versions of these documents are not included.

Add an additional criteria:

- **Search in versions** - Previous versions will be included for the document category specified. The match will be shown for each version separately.

4. Click **Add new clause** and enter the search criteria using the fields as described below:

a. **Field** - click the drop down to select the property of the email to be searched. For example, select Subject as the field to search.

b. **Operator** - click the drop down and select a search operator.

c. **Value** - Specify the search text. If the selected Field requires a date value, a date picker icon appears to help you choose a date. This field supports wild card characters as described in the table below:

Wildcard	Description	Example

*	A substitute for zero or more characters	*.pdf
?	A substitute for a single character to match	Sales201?.pdf

5. To add more criteria, click **Add new clause** again. When you add more than one search clause, the logical operator drop down box appears. You can select either the And or the Or operator. The default operator is And.

> ℹ **NOTE:** You can group clauses to create nested search criteria by selecting consecutive check boxes and clicking the ⊟ icon.

6. Click **Search** to search for archived emails based on the selection criteria and the settings that are applied.

How to build search queries

This topic describes how to build search conditions using the advanced search capabilities of Archive Manager for Exchange. A search condition (or query) can contain zero or more search clauses that are combined using operators and grouping of search clauses.

In this topic:

- Simple Conditions
- AND/OR Operators
- Grouping
- Keyword Search

Simple Conditions

A simple search conditions needs no search clause or can contain just one search clause.

Example 1

Click **Search** without adding a search clause. In this case, you will get back all the archived items.

Example 2

Add a single search clause with a condition where the field *Subject* contains the word "them". When you click **Search**, you will get back all the archived items where the *Subject* contains the word "them".

AND/OR operators

The AND/OR operator is used between two search clauses. With these operators, you can combine two or more search clauses. The AND operator will return a search result if both the search clauses separated by the AND operator are fulfilled. The OR operator will return a search result if any one of the search clauses separated by the OR operator are fulfilled. The AND operator has a higher priority over the OR operator. When a search condition contains both the AND and OR operators, the search clauses that are combined with the AND operator must be fulfilled first.

Example 1

To find all items where the *Subject* contains word "them" AND the *Sender* is "amadmin", you must combine two search clauses as shown:

Example 2

To find all items where the *Subject* contains word "them" OR the *Sender* is "amadmin", you must combine two search clauses as shown:

Grouping

Sometimes simple combinations of search clauses with the AND and OR operators are not enough. Grouping is a good solution to change the priority between the operators. The grouped search clauses have a higher priority than the operator before or after the group. The examples in this section describe how the grouping works.

Example 1

To find all items where the *Subject* contains the word "them" AND the *Sender* is "amadmin", and all these items must also have an attachment then the search condition is as shown:

Search - Profile 1 - Microsoft Edge — □ ✕

https://**ex19**/exchangePamOwaNetMvc/Search/?ea=amadmin%40am19.local&id0=AAMkADc3Y2JiMzJkLTMyODktNDhlZC1hNjI4LTA1...

| Keyword: | keyword search | | | Search | Clear |

❯ Queries
☐ Search in archived and deleted documents   ☐ Search in versions. The match will be shown for each version separately.
☐ Search in deleted documents

		AND/OR	FIELD	OPERATOR	VALUE
✚ ✖ ☐			Subject ▾	Contains ▾	them
✚ ✖ ☐		Or ▾	From ▾	= ▾	amadmin
✚ ✖ ☐		And ▾	Has attachment ▾	= ▾	Yes ▾

✚ Add new clause

| ☐ | ☑ | amadmin | blood under his arm. "No, I am wounded and the horse i... | 95,305 | 2/9/2021 3:02 ... | 1 | 8/19/2021 4:10... |

| First | Prev | Page: 1 | of 1 | Next | Last | |

Query: `(Subject contains "them" OR Sender is "amadmin") AND has attachment`

We can split this search condition into two parts

1. (Subject contains "them" OR Sender is "amadmin") which is a group

2. AND has attachment

Since a grouping has a higher priority, the search condition in the group must be fulfilled first. In this case each item in the search result will have a *Subject* that contains the word "them" AND the *Sender* is "amadmin", and the item will also have an attachment

Example 2

To find all items where the Subject contains word "them" or, the Sender is "amadmin" and at the item must have an attachment, then the query is as shown:

Query: `Subject contains "them" OR Sender "admin" AND has attachment`

This query can be split into two parts

1. Subject contains "them" OR

2. Sender is "amadmin" AND the item has an attachment

The AND operator has a higher priority so the search clauses combined with the AND operator must be fulfilled first. In this case the search result will contain items where the item must have an attachment and the *Sender* must be "amadmin", or *Subject* should contain the word "them".

Example 3

To find all items where the *Subject* contains the word "them" and the *Sender* is "amadmin", or the item has attachment, and the item must be in the "Inbox" folder then the search condition is as shown:

Query: `Subject contains "them" AND (Sender is "amadmin" OR has attachment) AND Folder path is "Inbox"`

This query can be split into three parts

1. Subject contains "them" AND

2. (Sender is "amadmin" OR the item has an attachment)

3. AND Folder path is "Inbox"

The grouped search clauses have the higher priority in this query so the search condition in the group must be fulfilled first. In this case the search result will contain items where the *Subject* must contain the word "them" + *Sender* should be "amadmin" or the item has an attachment + the folder path must be "Inbox".

Example 4

To find all items where the Subject contains the word "them" and Sender is "amadmin", or the item has an attachment and these items should be in the "Inbox" folder then the search query is as shown:

Query: `Subject contains "them" AND Sender is "amadmin" OR has attachment AND Folder path is "Inbox"`

This query can be split into two parts

1. Subject contains "them" AND Sender is "amadmin" OR

2. Item has attachment AND Folder path is "Inbox"

The AND operator has a higher priority in this query so the conditions with the AND operators must be fulfilled first. In this case the search result will contain all items where *Subject* contains the word "them" and *Sender* is "amadmin" or the item must have an attachment and the folder path must be "Inbox".

Example 5

To find all items where the Subject contains word "them" or these items are in the "Inbox" folder, and the Sender is "amadmin" or the item has an attachment, then the query is as shown:

Query: `(Subject contains "them" OR Folder path is "Inbox") AND (Sender is "amadmin" OR has attachment)`

This query can be split into two parts

1. (Subject contains "them" OR Folder path is "Inbox") AND

2. (Sender is "amadmin" OR item has attachment)

The grouped condition has the higher priority in this query so the conditions in the group must be fulfilled first. In this case the search result will contain items where Subject should contain "them" word or folder path should be "Inbox" + Sender should be "amadmin" or the item should have an attachment.

Example 6

To find all items where the Subject contains the word "them" or, these items are in the "Inbox" folder and the Sender is "amadmin", or the item has an attachment, then query is as shown:

Query: `Subject contains "them" OR Folder path Inbox AND Sender is "amadmin"`
`OR item has an attachment`

This query can be split into three parts

1. Subject contains "them" OR

2. Folder path is "Inbox" AND Sender is "amadmin"

3. OR item has an attachment

The AND operator has a higher priority so the conditions with the AND operator must be fulfilled first. In this case the search result will contain items where *Subject* must contain the word "them" or folder path must be "Inbox" and *Sender* must be "amadmin" or the item has an attachment.

Keyword Search

Keyword search provides a fast and flexible search for keywords in the email Subject, body, and attachments of messages in Metalogix Archive Manager for Exchange. If you leave this field empty, then the search result will show all archived messages. If you enter a word or phrase in the keyword field and click Search the result of the search will show all the archived messages where the Subject, body or attachment contains the entered word or phrase.

Example 1

You can combine keyword searches with advanced search clauses to find specific messages. Keyword searches are combined with advanced search conditions with the AND operator. The search result will contain items that have the keyword and the advanced search conditions as well. To find all messages where the Subject, body or attachment contains word "mother" and the Subject also contains the word "them", the search query is as shown:
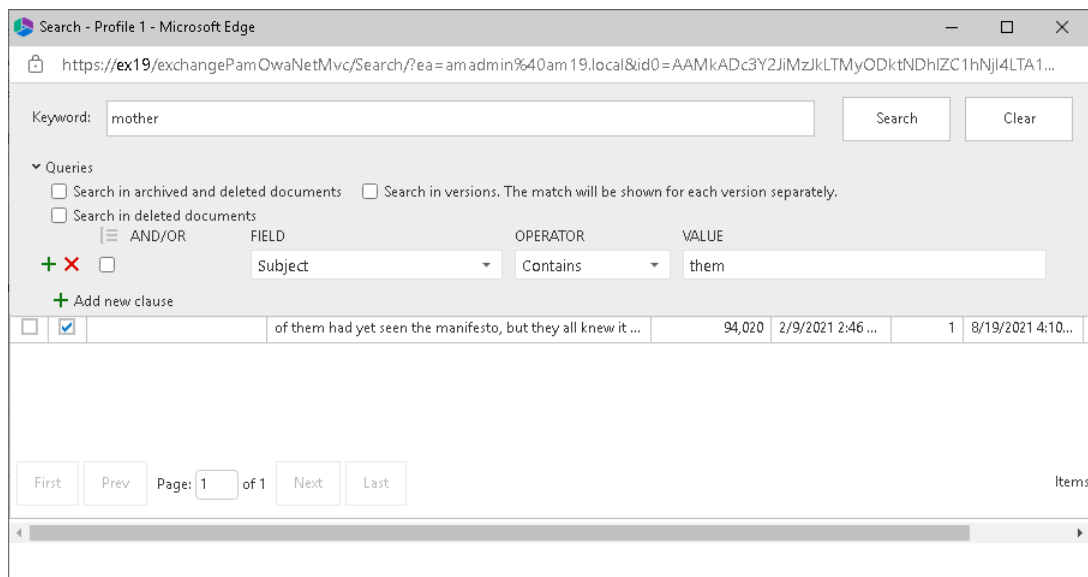
Working with search results

The results of the simple or advanced search are displayed in the search result list. You can preview a message by selecting it. The message is then displayed in a preview pane just below the grid.
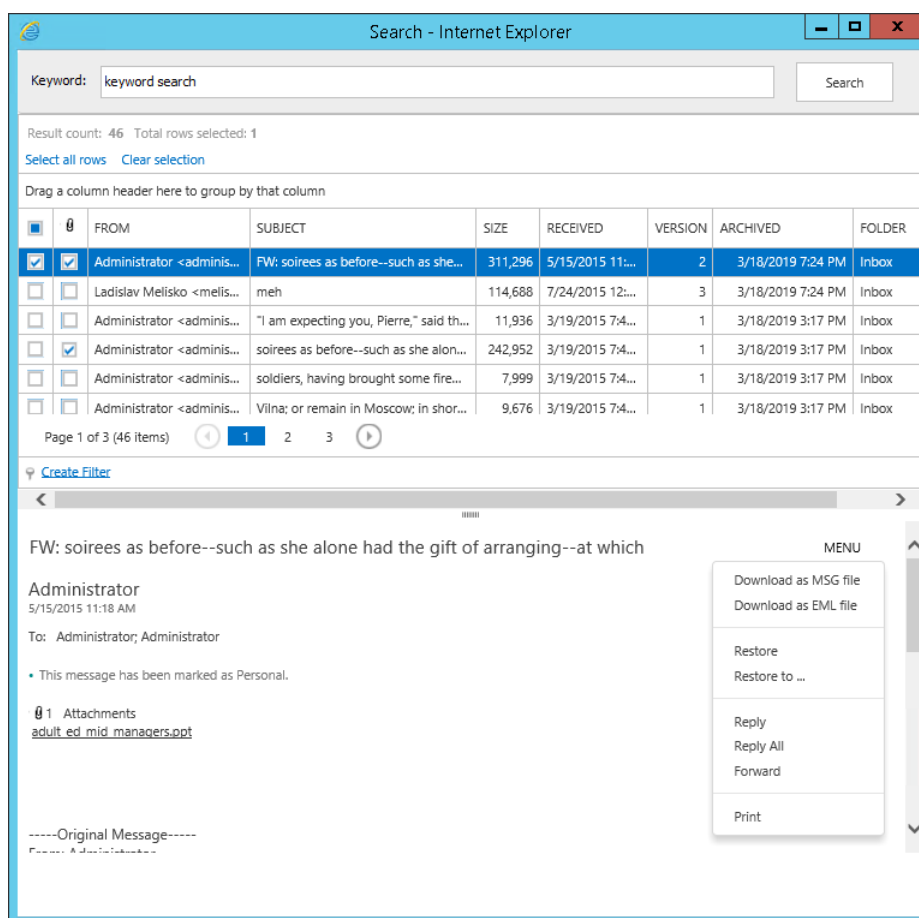
Click the **MENU** link to display the actions that available for the email. Users may see the full set or a partial set of actions depending on the permissions granted to the user.

- **Download as MSG file** – downloads the email in specified format

- **Download as EML file** – download the email in specified format

- **Restore** - restores the selected email

- **Restore to** - restores the selected email to a desired location

- **Reply** - opens Reply dialog

- **Reply All** - opens the Reply all dialog

- **Forward** - opens the Forward dialog

- **Print** - email can be printed.

When you select more than one item in search result list and click the MENU link, the the following actions appear. Users may see the full set or a partial set of actions depending on the permissions granted to the user.

- **Export to ZIP** - allows export

- **Restore** - restores the selected emails

- **Restore to** - restores the selected emails to a desired location.

Addendum

In some cases it is not possible to install the Metalogix Archive Manager with PowerShell. Information pop-up dialog will be displayed:

"The application Metalogix Archive Manager was not possible to install with PowerShell. Please, add the application into your store from the Exchange Admin Console."

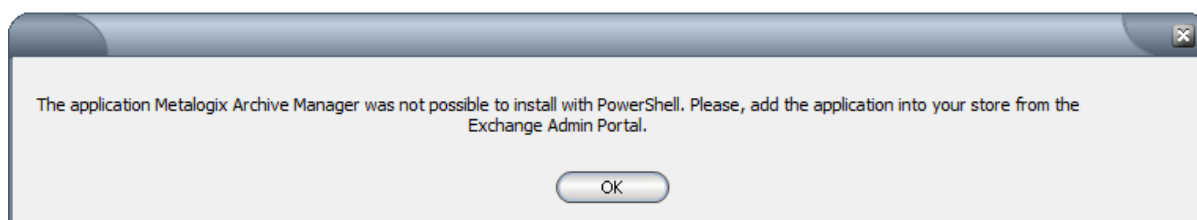Manual adding of Metalogix Archive Manager addin in Exchange Admin Center (EAC) is required in these scenarios. To do so, follow these steps:

1. Log in to the Archive Manager for Exchange Server

2. Open the EAC by using a URL such as the following:

   https://<exchange server>/ecp/?p=installed

3. Log on to the Exchange server by using a valid user name and password.

4. Navigate to **Organization** / **Apps**.

5. Select the plus sign (**+**) to add a new extension.

6. From the drop-down list, select **Add from file**

7. Browse to the file path:

   C:\Program Files \ Metalogix \ MAM4Exchange \ Web \ exchangePamOwaNetWeb \ exchangePamOwaNet.xml

   and then select **Install**.

8. Double click the added Metalogix Archive Manager app in the list. In the pop-up dialog make sure that the **Make this app available...** option is checked. Then activate the application by selecting either the **Optional, enabled by default** option or **Mandatory, always enabled** option. Finally click **Save**.

Apps let your users do and see more without leaving their mailbox. The following list shows apps that have been installed for the organization. Find more apps for Outlook at the Office Store...

NAME	PROVIDER	USER DEFAULT
Action Items	Microsoft	Enabled
Bing Maps	Microsoft	Enabled
Metalogix Archive Manager	**Metalogix Software**	**Mandatory**
My Templates	Microsoft	Enabled
Suggested Meetings	Microsoft	Enabled
Unsubscribe	Microsoft	Enabled

Edit App Settings - Windows Internet Explorer

Help

Metalogix Archive Manager

☑ Make this app available to users in your organization

Specify user defaults:
- ◉ Optional, enabled by default
- ○ Optional, disabled by default
- ○ Mandatory, always enabled. Users can't disable this app

save   cancel

🔍 100% ▾

After you install the mail extension, you can sign out of the EAC and return to the respective Outlook rich client to test the extension. Alternatively, without signing out of the EAC, you can continue to use Outlook Web App or OWA for Devices to test the extension. To do this, select the user name in the upper-right corner of the window, and select My Mail to switch to your email to test the extension.

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Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Around the globe, more than 130,000 companies and 95% of the Fortune 500 count on Quest to deliver proactive management and monitoring for the next enterprise initiative, find the next solution for complex Microsoft challenges and stay ahead of the next threat. Quest Software. Where next meets now. For more information, visit www.quest.com.

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- Submit and manage a Service Request

- View Knowledge Base articles

- Sign up for product notifications

- Download software and technical documentation

- View how-to-videos

- Engage in community discussions

- Chat with support engineers online

- View services to assist you with your product