Configuration Guide for Customer & Reseller

HEX 2013

Exchange

2/10/2014
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Preface

This documentation covers all usual client devices which were current at time of document creation.
Certainly there are more clients and devices compatible with Exchange Server 2013 available but going through the configuration of each one would go beyond the scope of this documentation.

Since the configuration of alternative clients and devices is very similar to the ones covered below, you can derive the settings for them.

### Detailed settings for the Hosted Exchange 2013 platform

This chapter features a detailed overview of settings that clients can request during configuration wizards. If you are acquainted with client configurations, you will find all settings below. For a more comfortable guide please switch to the client specific documentation further in this document.

<table>
<thead>
<tr>
<th>Server Name:</th>
<th>outlook.hex2013.com</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Domain, Domain:</td>
<td>X13</td>
</tr>
<tr>
<td>Username:</td>
<td>Your email address, Syntax: <a href="mailto:customer@domain.tld">customer@domain.tld</a></td>
</tr>
<tr>
<td>Exchange Proxy Server:</td>
<td>outlook.hex2013.com, SSL Port: 443</td>
</tr>
<tr>
<td>Certificate Principal Name:</td>
<td>msstd:outlook.hex2013.com</td>
</tr>
<tr>
<td>IMAP4 Server:</td>
<td>imap4.hex2013.com, Port: 993 SSL, Normal Password</td>
</tr>
<tr>
<td>POP3 Server:</td>
<td>pop3.hex2013.com, Port: 995 SSL, Normal Password</td>
</tr>
<tr>
<td>SMTP Server:</td>
<td>smtp.hex2013.com, Port: 587 STARTTLS, Normal Password</td>
</tr>
<tr>
<td>EWS Server Name:</td>
<td>mac.hex2013.com, SSL Port: 443</td>
</tr>
<tr>
<td>EWS Server Path:</td>
<td>/EWS/exchange.asmx</td>
</tr>
</tbody>
</table>

### DNS Settings

Here you will find all kinds of DNS Server settings that are needed or optional for the use of Hosted Exchange 2013.

#### 1) MX Records

If you want to transmit emails directly from the internet to our Exchange servers you have to make the following DNS record in your authoritative DNS Zone:

<table>
<thead>
<tr>
<th>Name:</th>
<th>Type:</th>
<th>Priority:</th>
<th>Target:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;domainname.tld&gt;</td>
<td>MX</td>
<td>10</td>
<td>mail01.hex2013.com.</td>
</tr>
<tr>
<td>&lt;domainname.tld&gt;</td>
<td>MX</td>
<td>10</td>
<td>mail02.hex2013.com.</td>
</tr>
</tbody>
</table>

This MX Record will transmit your emails via DNS Round Robin to two redundant incoming mail servers.
2) Exchange auto discovery / Thunderbird auto discovery

You should set always the following three DNS Records:

<table>
<thead>
<tr>
<th>Name:</th>
<th>Type:</th>
<th>Prio:</th>
<th>Weight:</th>
<th>Port:</th>
<th>Target:</th>
</tr>
</thead>
<tbody>
<tr>
<td>autodiscover.&lt;domainname.tld&gt;</td>
<td>CNAME</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>autodiscover-redirect.hex2013.com.</td>
</tr>
<tr>
<td>autoconfig.&lt;domainname.tld&gt;</td>
<td>CNAME</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>Autodiscover-redirect.hex2013.com.</td>
</tr>
<tr>
<td>_autodiscover._tcp.&lt;domainname.tld&gt;</td>
<td>SRV</td>
<td>0</td>
<td>0</td>
<td>443</td>
<td>outlook.hex2013.com.</td>
</tr>
</tbody>
</table>

Using this DNS Settings your client will be able to configure themself automatically. You have only to put in your email address and your password. Afterwards your client probes an auto discovery URL, will detect these DNS Settings and then get all needed configuration values from the Exchange platform.

Furthermore there are a couple of exchange features like the Out of Office Wizard, the server sided inbox rules, the offline address book and the sharing between mailboxes that depend on this auto discovery DNS settings. If you choose to skip these DNS records, you can only use the built in web based "Outlook Web App" to access these features.

3) SPF Records

You can add two optional SPF DNS records to your configuration if you would like to protect your email domain using SPF validation (Sender Permission Framework/ sender permitted from). This validation checks for SPF DNS settings upon receiving emails from your domain and tells mail servers to only let specific mail servers send email to them. All other emails from unlisted mail servers will be rejected as spam. If you are using a split domain for Exchange, make sure that the second mail server is also present in these DNS records (a:external.mailserver.tld).

<table>
<thead>
<tr>
<th>Name:</th>
<th>Type:</th>
<th>Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;domainname.tld&gt;</td>
<td>SPF</td>
<td>v=spf1 include:hex2013.com -all</td>
</tr>
<tr>
<td>&lt;domainname.tld&gt;</td>
<td>TXT</td>
<td>v=spf1 include:hex2013.com -all</td>
</tr>
</tbody>
</table>

The RFC (request for comments) article #4408 §3.1.1 states you should use not only DNS records of record type TXT, but also of resource type SPF. Because of a character limitation of current DNS servers it can happen that, i.e. if you have more than one TXT record configured, the queried DNS TXT data for a SPF check will only return some DNS TXT data and the SPF record would be incomplete. Since this would be fatal for mail communication it is advised that you also configure the SPF resource type.

We recommend you to set both resource records to ensure backwards compatibility.
Software Clients for PC and Mac

This chapter will go through the configuration of software clients based on Windows, Linux and Mac OS X operating systems. Please use always host systems with current security updates applied and stay secure using an actual anti-virus protection client.

Also, please make sure that your installed firewall and/or anti-virus software is not configured for email protection, since these features are almost always not compatible with exchange servers and do only provide protection for generic email accounts.

Please make sure to use a 32-bit client software independent of the installed operating system architecture. The use of a 64-bit client almost always get you into problems at usage with Exchange Server 2013 or possibly 3rd party addons. Microsoft itself recommend to use an Outlook 32-bit Client on 32-bit and 64-bit operating systems for use with Exchange Server 2010.
4) Microsoft Outlook 2003

Current Version:
Service Pack 3

Software Producer:
Microsoft Corporation

Product Information:

(Date of crawling: 08/16/2004)
Source of Supply:

You can order a licensed copy from your local retailer

Configuration guide:

Microsoft Exchange Server 2013 does not offer support for Outlook 2003.

Please use at least Outlook 2007.
5) Microsoft Outlook 2007 / 2010

Current Version:
Outlook 2007 Service Pack 3 / Outlook 2010 Service Pack 1

Software Producer:
Microsoft Corporation

Product Information:

Screenshot of Outlook 2010:

Source of Supply:
You can order a licensed copy from your local retailer or your reseller.
Configuration Guide:

We strongly advise you to use DNS auto discovery to configure the settings of Outlook clients. This does not only is much easier but also enables the support of the out of office wizards, the server sided inbox rules, the offline address book and all mailbox sharing features within outlook clients. You can find all needed DNS auto discovery configuration at the beginning of this guide at page 3.

1) Step 1 – Outlook Startup Screen

Once you launch your Outlook 2010 client for the first time or you choose to create a new outlook profile (start > control panel > Mail (32-bit)) you will get to the startup screen of the outlook configuration wizard.

![Microsoft Outlook 2010 Startup](image)

Figure 1 Outlook 2010 Startup Screen

Please click on "Next" to go to the next step.
2) Step 2 – configure account

You are welcomed with a wizard, which you will give to the choice to configure a mail account.

Figure 2 Outlook 2010 Account Configuration

Confirm the account creation by choosing „Yes“ and go to the next step with „Next“.
3) Step 3 – auto discovery

Now you have two options for configuring your Hosted Exchange 2013 account:

- To use Exchange Auto Discovery for account configuration just put your display name, your email address and twice your password in the corresponding boxes. All needed values will be gathered by your outlook client from the Exchange Server. To be able to use this feature you need to have the auto discovery DNS records configured (see page 3).

- Alternatively you can choose to configure the software manually. Since this is much more complex we will go through with the manual configuration in this guide.
4) Step 4 – choose service

At this step you have to choose which service you are about to configure. For Hosted Exchange configuration you have to go on with "Microsoft Exchange or compatible service". Click on "Next" to go to the next step.
5) Step 5 – server settings

First you have to provide the URL to the Exchange Server you want to connect to. In our case this is "outlook.hex2013.com". Make sure you select the Checkbox for using "Cached Exchange mode" also to be able to work on- and offline. Input your primary email address as username (user principal name).

Before you can go on with the wizard, you have to click on "More Settings". Since we are configuring a hosted exchange service we have to configure a HTTP SSL tunnel first.
6) **Step 6 – connection settings**

Inside the "More Settings" window you have to go to the "Connection" tab and activate the checkbox "Connect to Microsoft Exchange using HTTP".

Now you have to specify which HTTP Proxy to use for your account, so click on "Exchange Proxy Settings..." to get to the advanced settings.
7) **Step 7 - exchange proxy settings**

In this dialogue you have to input all exchange proxy settings.

First you have to specify the HTTPS URL for the exchange proxy: "outlook.hex2013.com"

Since the connection is SSL encrypted to have to provide Outlook with an SSL certificate principal name: "msstd:outlook.hex2013.com"

Because of the nature of a hosted exchange platform your client will only be able to connect through HTTP. Activate both checkboxes to prevent outlook from getting an TCP/IP timeout.

Also, you have to configure the proxy for "negotiate authentication". Other authentication methods are only support by exchange server on premise.

Confirm your settings with "OK" twice and exit the advanced settings and the “more settings” window.
After you return from the "More Settings" window you have to let the Exchange Server verify your user name by clicking on "Check Name".

After a moment you will see a window popup that require you to authenticate with the exchange server. Please input as user name your primary email address and your assigned passwird. Also, we recommend to activate the checkbox for password saving, unless you want to input your credentials every time outlook starts.
9) **Step 9 – final settings**

As soon as the authentication passes successfully you will again see the server settings dialogue.

If the exchange server was able to correctly identify your account, you will notice that the server and the username will be underlined.

Now click on "Next" to go to the next step.

![Figure 9 Outlook 2010 final settings](image)
10) Step 10 – account creation finished

The configuration wizard for your Hosted Exchange 2013 account is now complete and you can exit by clicking on "Finish".
6) Microsoft Outlook 2013

Current Version:
Outlook 2013 RTM

Software Producer:
Microsoft Corporation

Product Information:

Screenshot of Outlook 2013:

Source of Supply:
You can order a licensed copy from your local retailer or your reseller.
We strongly advise you to use DNS auto discovery to configure the settings of Outlook clients. This does not only is much easier but also enables the support of the out of office wizards, the server sided inbox rules, the offline address book and all mailbox sharing features within outlook clients. You can find all needed DNS auto discovery configuration at the beginning of this guide at page 3.

1) **Step 1 - Startup screen**

Once you launch your Outlook 2013 client for the first time or you choose to create a new outlook profile (start > control panel > Mail (32-bit)) you will get to the startup screen of the outlook configuration wizard.

![Welcome to Microsoft Outlook 15](image)

Figure 11 Outlook 2013 Startup Screen

Please click on "Next" to go to the next step.
2) Step 2 – Add email account

You are welcomed with a wizard, which you will give to the choice to configure a mail account.

![Microsoft Outlook Account Setup]

Figure 12 Outlook 2013 Add email account

Confirm the account creation by choosing „Yes“ and go to the next step with „Next“.
Now you have two options for configuring your Hosted Exchange 2013 account:

- To use Exchange Auto Discovery for account configuration just put your display name, your email address and twice your password in the corresponding boxes. All needed values will be gathered by your outlook client from the Exchange Server. To be able to use this feature you need to have the auto discovery DNS records configured (see page 3).

- Alternatively you can choose to configure the software manually. Since this is much more complex we will go through with the manual configuration in this guide.
4) Step 4 – choose service

At this step you have to choose which service you are about to configure. For Hosted Exchange configuration you have to go on with "Microsoft Exchange or compatible service". Click on "Next" to go to the next step.

Alternatively you would be able to configure your account by choosing „Exchange ActiveSync“ but this is not best practice.
5) Step 5 – server settings

Figure 15 Outlook 2013 server settings

First you have to provide the Outlook Server Address you want to connect to. You can get this address by going to the Providerbox and clicking on your mailbox. There you will find the “Outlook Server Address”. Make sure you select the Checkbox for using "Cached Exchange mode" also to be able to work on- and offline. Input your primary email address as username (user principal name).

Before you can go on with the wizard, you have to click on "More Settings". Since we are configuring a hosted exchange service we have to configure a HTTP SSL tunnel first.
6) **Step 6 – connection settings**

![Outlook 2013 connection settings](image)

Figure 16 Outlook 2013 connection settings

Inside the "More Settings" window you have to go to the "Connection" tab and activate the checkbox "Connect to Microsoft Exchange using HTTP".

Now you have to specify which HTTP Proxy to use for your account, so click on "Exchange Proxy Settings..." to get to the advanced settings.
7) Step 7 – exchange proxy settings

In this dialogue you have to input all exchange proxy settings.

First you have to specify the HTTPS URL for the exchange proxy: "outlook.hex2013.com"

Since the connection is SSL encrypted to have to provide Outlook with an SSL certificate principal name: "msstd:outlook.hex2013.com"

Because of the nature of a hosted exchange platform your client will only be able to connect through HTTP. Activate both checkboxes to prevent Outlook from getting an TCP/IP timeout.

Also, you have to configure the proxy for "negotiate authentication". Other authentication methods are only support by exchange server on premise.

Confirm your settings with "OK" twice and exit the advanced settings and the “more settings” window.
8) Step 8 - authentication

After you return from the "More Settings" window you have to let the Exchange Server verify your user name by clicking on "Check Name".

After a moment you will see a window popup that require you to authenticate with the exchange server. Please input as user name your primary email address and your assigned passwird. Also, we recommend to activate the checkbox for password saving, unless you want to input your credentials every time outlook starts.

Figure 18 Outlook 2013 authentication
9) Step 9 – final settings

As soon as the authentication passes successfully you will notice a popup window that states the outlook client changed the standard calendar and inbox locations. Dismiss the popup by clicking on "OK".

If the exchange server was able to correctly identify your account, you will notice that the server and the username will be underlined.

Now click on "Next" to go to the next step.
10) Step 10 - account configuration finished

The configuration wizard for your Hosted Exchange 2013 account is now complete and you can exit by clicking on "Finish".
7) Windows 8 Mail

Current Version:
Windows 8 RTM

Software Producer:
Microsoft Corporation

Product Information:
http://windows.microsoft.com/en-us/windows/home

Screenshot of Windows 8 Mail:

Source of Supply:
Windows 8 mail app is part of Windows 8 OS. You can order a licensed copy of Windows 8 OS from your local retailer or your reseller.

**Configuration Guide:**

1) **Startup of the Windows 8 Mail Client**

Open the mail app by clicking/touching on the "mail" tile. After the app launched you will be asked to add a "Microsoft Account" if you did not already login with an online account.

![Sign in with a Microsoft account](image)

Please sign in to your existing "Microsoft Account" or sign up for a new one by clicking on "Sign up for a Microsoft account".
2) Create account using exchange autodiscovery

We strongly advise you to use DNS auto discovery to configure the settings of Outlook clients. This does not only is much easier but also enables the support of the out of office wizards, the server sided inbox rules, the offline address book and all mailbox sharing features within outlook clients. You can find all needed DNS auto discovery configuration at the beginning of this guide at page 3.

---

**Add your Outlook account**

Enter the information below to connect to your Outlook account.

**Email address**

jane.doe@example.org

**Password**

●●●●●●●

Show more details

---

Figure 22 Windows 8 Mail Add your Outlook account

Please input your primary email address and your password and then start the exchange auto discovery process by clicking/touching the “Connect” button.
3) Alternatively manual configuration

Naturally you can also configure your exchange account without using the best practice exchange auto discovery.

For manual configuration you have to expand the settings by clicking on "Show more details". Afterwards please input your primary email address as "Email address" and as "Username".

The "server address" needs to be filled with "outlook.hex2013.com". After providing your password you can continue the configuration process by clicking/touching the "Next" button.
4) Enforcing of new security policies

Since exchange servers are built to provide secure communication you have to change some security related configuration of your operating system.

![Make my PC more secure](image)

Figure 24 Windows 8 Mail New security policies

Allow the mail app to enforce these compliance settings by clicking/touching the "Enforce these policies" button.
5) final steps

The wizard now configures your exchange account and the switches to the main view of the mail app. You can now start to use your exchange account.

<table>
<thead>
<tr>
<th>HEX 2013</th>
<th>No messages from the last two weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Inbox</strong></td>
<td></td>
</tr>
<tr>
<td>Drafts</td>
<td></td>
</tr>
<tr>
<td>Sent items</td>
<td></td>
</tr>
<tr>
<td>Outbox</td>
<td></td>
</tr>
<tr>
<td>Junk</td>
<td></td>
</tr>
<tr>
<td>Deleted items</td>
<td></td>
</tr>
<tr>
<td>RSS Subscriptions</td>
<td></td>
</tr>
<tr>
<td>Sync Issues</td>
<td></td>
</tr>
<tr>
<td>Conflicts</td>
<td></td>
</tr>
<tr>
<td>Local Failures</td>
<td></td>
</tr>
<tr>
<td>Server Failures</td>
<td></td>
</tr>
</tbody>
</table>

Figure 25 Windows 8 Mail main application view
8) Apple Mail 6

Current Version:
Apple Mail 6.3.1503 - Mac OSX 10.8.3 (Mountain Lion)

Software Producer:
Apple Computer, Inc.

Product Information:
http://www.apple.com/osx/

Screenshot of Apple Mail 6:
Source of Supply:

You can get a licensed version with Mac OS X from your local retailer or by using Apple’s App Store.

Configuration Guide:

We strongly advise you to use DNS auto discovery to configure the settings of Apple mail clients. This does not only is much easier but also enables the support of the server sided inbox rules. You can find all needed DNS auto discovery configuration at the beginning of this guide at page 3.

1) Step 1 – account configuration

![Image of Apple Mail 6 account configuration]

Figure 26 Apple Mail 6 account configuration

First you have to put in your display name, your primary email address and your assigned password when the apple mail wizard launches.
2) *Step 2 – exchange auto discovery*

![Figure 27 Apple Mail 6 exchange auto discovery](image)

If you have set the exchange autodiscovery DNS records, you will now see an account summary and you can choose to automatically set up Contacts and Calendars also.

Just click on "Create" to accept the detected settings.
3) **Step 3 – manual configuration (optional)**

When you have to cope with the situation of needing to manual configure your apple mail client, you will find in the above screenshot all needed configuration data. Additionally you have to configure the URL for the EWS server path in the “advanced” tab.

![Figure 28 Apple Mail 6 manual configuration (optional)](image)
4) Step 4 – configuration of ews server path (optional)

For a successful manual configuration of apple mail you have to define the EWS server path.

Put in the value “EWS/Exchange.asmx” with SSL encryption on Port 443 as internal and external server path.
5) Step 5 – manual configuration of Apple Calendar (optional)

All values for the configuration of the Apple Calendar app are very similar to Apple Mail 6.
6) Step 6 – server paths of Apple Calendar (optional)

For a successful configuration of Apple Calendar you have to put in the correct server names and EWS server paths. Both input boxes can be found at the "server settings" tab of the application.

The Port for SSL encryption can be set to Port 443 or be discovered automatically.

Figure 31 Apple Calendar 6 server paths of Apple Calendar (optional)
7) Step 7 – manual configuration of Apple Contacts (optional)

For the configuration of Apple Contacts you simply put in the same values as with Apple Mail or Apple Calendar.
8) **Step 8 – default settings of Apple Contacts (optional)**

Furthermore to the configuration of Apple Contacts it is best practice to confirm that the newly configured exchange account is configured as default account.
9) Entourage 2004

*Information:*

10) **Entourage 2008**

*Current Version:*

Service Pack 3 Update Rollup 6 EWS Edition

*Software Producer:*

Microsoft Corporation

*Screenshot:*
Source of Supply:

You can get a licensed version with Mac OS X from your local retailer.

Configuration Guide:

We strongly advise you to use DNS auto discovery to configure the settings of Apple mail clients. This does not only is much easier but also enables the support of the server sided inbox rules. You can find all needed DNS auto discovery configuration at the beginning of this guide at page 3.

Additionally we are only able to support to our Hosted Exchange 2013 platform using Exchange Web Services with the Entourage 2008 EWS Edition Addon.

You can get the download of the EWS Edition addon from:


1) Step 1 – Entourage Setup Assistant

As soon as you launch Entourage you will see the Setup Assistant. Here you have to begin the configuration process. If you need to import settings before configuring the exchange account please choose option two or three, elsewise go on with the default option and click on the little triangle on the bottom right to go to the next step.

![Figure 34 Entourage 2008 Setup Assistant](image-url)
2) Step 2 – add new account

Fill in your primary email address and mark the checkbox that your account is an exchange account and go to the next step.
3) Step 3 – exchange autodiscovery redirection

After a few moments you will get a popup that informs you about an redirection for the exchange autodiscovery service. Activate the checkbox in this dialogue and click on "Allow".
After the exchange autodiscovery has been completed you will get to an account information window. Here you have to fill in your primary email address as your Account ID and your assigned password.

Also, it is best practice to activate the checkbox to save your credentials with your Mac OS keychain.
5) **Step 5 – automatic configuration succeeded**

![Automatic Configuration Succeeded](image)

The settings for mail account jane.doe@example.org were successfully determined.

To view, confirm, and complete the setup of your e-mail account please click on the right arrow.

---

**Figure 38 Entourage 2008 automatic configuration succeeded**

After the authentication passes Entourage present you an configuration summary.

You only have to go to the next step to complete the configuration assistant.
6) **Step 6 – complete settings**

![Entourage Setup Assistant](image)

To finish account setup, verify and complete the following information.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your name</td>
<td>Jane Doe</td>
</tr>
<tr>
<td>E-mail address</td>
<td><a href="mailto:jane.doe@example.org">jane.doe@example.org</a></td>
</tr>
<tr>
<td>Account ID</td>
<td>Jane Doe</td>
</tr>
<tr>
<td>Domain</td>
<td></td>
</tr>
<tr>
<td>Exchange server</td>
<td><a href="https://mac.hex2013.com/EWS/exchange.asmx">https://mac.hex2013.com/EWS/exchange.asmx</a></td>
</tr>
<tr>
<td>LDAP server</td>
<td></td>
</tr>
</tbody>
</table>

Click the right arrow to continue.

---

**Figure 39 Entourage 2008 complete settings**

In this step Entourage displays an overview of all collected and discovered account information. As you can see, the Exchange auto discovery service has populated the Exchange Server input box with:

"https://mac.hex2013.com/EWS/exchange.asmx"

This value is also needed if you have to cope with a manual Entourage configuration.

It is important that you leave the input box for the LDAP server empty. With a Hosted Exchange 2013 account it is not possible to access the internal Exchange LDAP services.
7) Step 7 – verify settings (optional)

If you want to verify your account settings, make sure your computer is connected to the network, and then click Verify My Settings.

Results

Please wait, this may take a few minutes...

Verifying Exchange account
jane.doe@example.org on https://mac.hex2013.com/EWS/exchange.asmx
Verification Succeeded.

Your account settings have been successfully verified

Click the right arrow to continue.

Figure 40 Entourage 2008 verify settings (optional)

Optionally you can verify your configuration before completing the Exchange Setup Assistant. This would verify operation will connect to your mailbox, send and receive an test message and then displays the results.

Click on the triangle to go to the last step.
8) Step B - account name

Figure 41 Entourage 2008 account name

This steps will inform you about an successful configuration of your Exchange Account. If you would like to rename your Exchange account just enter the new account name.

Click on the "Finish" button to complete the Exchange Setup Assistant.
11) **Outlook for Mac 2011**

*Current Version:*

Service Pack 3 Update Rollup 6

*Software Producer:*

Microsoft Corporation

*Product Information:*

http://www.microsoft.com/mac/outlook

*Screenshot:*

![Outlook for Mac 2011 Screenshot](image)

*Source of Supply:*

You can order a licensed copy from your local retailer or your reseller.

*Configuration Guide:*

We strongly advise you to use DNS auto discovery to configure the settings of Apple mail clients. This does not only is much easier but also enables the support of the server sided inbox rules. You can find all needed DNS auto discovery configuration at the beginning of this guide at page 3.
1) **Step 1 – add account**

![Outlook for Mac 2011 add account](image)

After launching Outlook 2011 for the first time you are welcomed by the configuration wizard. Please click on “Add Account” to begin the configuration process.
2) **Step 2 – choose account type**

First you have to choose which type of mail account you want to create. In our case click on “Exchange Account”.
3) Step 3 – account information

You have to fill in your primary email address as "E-mail address" and as "User name" and your assigned password.

If you have set the exchange autodiscovery DNS records you can activate the checkbox "Configure automatically". Elsewise you have to fill in "mac.hex2013.com" in the server input box.
4) **Step 4 – exchange autodiscovery redirection**

After a few moments you will get a popup that informs you about an redirection for the exchange autodiscovery service. Activate the checkbox in this dialogue and click on "Allow".

![Outlook was redirected to the server](image)

Click Allow only if you fully trust the source, or if your Exchange administrator instructs you to.

---

**Figure 45 Outlook for Mac 2011 exchange autodiscovery redirection**

After a few moments you will get an popup that informs you about an redirection for the exchange autodiscovery service. Activate the checkbox in this dialogue and click on "Allow".
5) **Step 5 – Complete account configuration**

After successful completion of the exchange autodiscovery process you will be presented with an overview of the account settings.

Please click on "Advanced" to go on with the extended configuration steps.
6) **Step 6 – deactivate directory service**

Since our Hosted Exchange 2013 platform does prohibit you to connect to the internal LDAP directory service you have to empty the input box for the Directory service server.

![Figure 47 Outlook for Mac 2011 deactivate directory service](image-url)
7) Step 7 – configuration completed

After confirming the changes and leaving the configuration wizard you will get to the main Outlook window and can start to work with your exchange mail account.
12) IMAP Clients (i.e. Mozilla Thunderbird)

Mozilla Thunderbird

**Current Version:**
17.04

**Software Producer:**
Mozilla Foundation

**Product Information:**
http://www.mozilla.org/en/thunderbird/

**Screenshot:**

Source of Supply:

You can use the software licensed under MPL/GPL/LGPL and are able to download it for free at the Mozilla Foundation Website.
Configuration Guide:

Please use the account information from page 2 to set up your IMAP mail account:

![Mail Account Setup](image)

If you have set up the "autoconfig" DNS records from page 3 Thunderbird Clients will automatically discover all settings you need. Please note that you have to set "normal password" as authentication type. After clicking on "Re-test", the client will most likely set these values wrong.
13) POP Clients (i.e. Mozilla Thunderbird)

Current Version:
17.04

Software Producer:
Mozilla Foundation

Product Information:
http://www.mozilla.org/en/thunderbird/

Screenshot:

Source of Supply:
You can use the software licensed under MPL/GPL/LGPL and are able to download it for free at the Mozilla Foundation Website.
Configuration Guide:

Please use the account information from page 2 to set up your POP mail account:

![Mail Account Setup](image)

Figure 50 Thunderbird POP3 configuration

If you have set up the "autoconfig" DNS records from page 3 Thunderbird Clients will automatically discover all settings you need. Please note that you have to set "normal password" as authentication type. After clicking on "Re-test", the client will most likely set these values wrong.
Mobile devices and their mail client software

In this chapter you will find configuration guides for all kinds of mobile devices i.e. based on Apple iOS, Google Android or Windows Phone 8. The configuration of older mobile devices is not covered by this document, since they offer primarily just an IMAP solution.

BlackBerry mobile devices, besides BlackBerry OS v10 which offers Exchange ActiveSync, are currently not supported by the Hosted Exchange 2013 platform. As an alternative solution you can go with 3rd party clients like "AstraSync".
1) Apple iOS based devices

**Current Version:**

* iOS 7.0

**Software Producer:**

Apple Computer Inc.

**Product Information:**


**Screenshot:**

Apple iOS comes preinstalled with Apple mobile devices and can be upgraded by iTunes software or using over the Air update functionality.
Configuration Guide: We strongly advise you to use DNS auto discovery to configure the settings of Apple mail clients. This does not only make it much easier but also enables the support of the server sided inbox rules. You can find all needed DNS auto discovery configuration at the beginning of this guide at page 3.

For better readability of this guide we are using an Apple iPad. All steps are nearly identical on an Apple iPhone mobile device.

1) Step 1 – Add new account

For starting the configuration process go to your device settings and touch on "Mail, Contacts, Calendars" and select "Microsoft Exchange" to begin.
2) Step 2 – account configuration

Fill in **your primary email address** and your assigned password. Also, you can define a description for easier recognition in the mail app. Touch "Next" to continue.
If you have to manually configure the mail account because you do not have the exchange auto discovery DNS settings set, you have to fill in the value of "mobile.hex2013.com" to the server input box. Touch "Next" to continue and to verify the settings.
After successful configuration of your account data the wizard displays a list of features you can activate for your exchange account. Choose the features you would like to use and confirm the configuration wizard by touching "Save".
5) Step 5 – choose sync folders (optional)

After setting up your exchange account and switching to your mail app to synchronize the account for the first time, you can switch back to the settings application to set which folders you want to be able to be pushed by the exchange servers to your mobile device.

Please touch “Fetch New Data” to setup these folders.
6) **Step 6 – choose push settings (optional)**

Choose your new Exchange account by touching its name.

---

**Figure 56 Apple iOS choose push settings (optional)**
7) **Step 7 – choose folders to push (optional)**

In this dialogue you are able to choose which folders the exchange servers will be able to push new contents for to your mobile device.

*Figure 57 Apple iOS choose folders to push (optional)*
2) Google Android based devices

Current Version:
4.2 „Jelly Bean“

Software Producer:
Google

Product Information:
http://www.android.com/

Source of Supply:

Google Android comes preinstalled with Android based mobile devices and can be upgraded via support of your mobile device manufacturer.
Configuration Guide:

1) Step 1 – Launch Email App

Choose the „Email“ app to begin the configuration process.
2) **Step 2 – Add new account**

![Android Add new account](image.png)

Just fill in your primary email address and your assigned password and click next to start the configuration wizard.
3) Step 3 – choose service type

You have to choose which type of email account you want to configure. Please choose “Exchange” to continue.
4) Step 4 – server configuration

Figure 61 Android server configuration

Fill in your primary email address and the value “mobile.hex2013.com” to the server input box at this step and activate the checkbox for SSL encryption. Please touch “Next” to continue.
5) Step 5 – Remote security administration

Since your administrator can push security compliance policies to your mobile device using Exchange ActiveSync, you have to confirm these policy changes.
6) Step 6 – account settings

![Android account settings](image)

You can choose settings for the synchronization of your account or just go with the default values. Please touch “Next” to continue.
7) Step 7 - account description

The configuration of the exchange account is now completed and you can assign a new name for easier recognition in your Email app. Just touch “Next” to finish the configuration wizard.
8) **Step 8 – activate device administrator**

![Android activate device administrator](image)

After successfully completing the configuration wizard you will be presented with some additional policy changes that the exchange need to work best. Please activate these settings.
9) **Step 9 – Inbox view**

You now can launch the Email app and begin working with your exchange account.
3) RoadSync for Android devices

Current Version:
2.5

Software Producer:
Dataviz

Product Information:
http://www.dataviz.com/products/roadsync/android/

Source of Supply:
You can order a license key directly from DataViz

Screenshot:
Configuration Guide:

If you are not happy with the features that the default Android Mail app offers, you can use 3rd party apps, like Roadsync.

1) Step 1 - Launch RoadSync

First you have to launch the RoadSync app by touching the corresponding icon.
2) Step 2 – Startup screen

You will see an welcome screen from the software producer. Touch “Next” to continue.
3) Step 3 – accept license agreement

Now you have to agree to the license agreement of DataViz to begin the configuration process.
4) Step 4 – Add new Account

![Image of Android mobile device showing RoadSync app with fields for entering email and password]

Figure 70 RoadSync Add new account

Fill in your primary email address and your assigned password and touch “Next” to continue.
5) Step 5 – account configuration

Figure 71 RoadSync account configuration

Please fill in your User name and continue the configuration by touching „Next“.
6) Step 6 – server configuration

Please provide the URL “mobile.hex2013.com” as server address and fill in your primary email address as user name and activate the checkbox for SSL encryption.

Complete the configuration with the “Finish” button.
4) Touchdown for Android devices

_Hypertext Markup Language_  

**TouchDown™**  
_With Exchange ActiveSync®_

*Aktuelle Version:*

7.3.00052

*Software Producer:*

NitroDesk Inc.

*Product Information:*

http://nitrodesk.com/touchdown/

*Source of Supply:*

You can order the product directly from NitroDesk

*Screenshot:*
If you are not happy with the features that the default Android Mail app offers, you can use 3rd party apps, like Touchdown.

1) *Step 1 – add new account*

After launching the Touchdown app you have to touch “Configure your Account” to begin the configuration process.
2) **Step 2 – exchange autodiscovery**

![Configure your Account](image)

**Figure 74 TouchDown exchange auto discovery**

Fill in your primary email address and your assigned password and touch “Try AutoDiscovery” to get all needed configuration values automatically. Touch “Next” to continue.
3) Step 3 – security settings

Now you have to enable SSL encryption to be able to connect to our hosted Exchange 2013 platform. Touch “Next” to continue.
4) Step 6 – choose protocol

You have to tell Touchdown which protocol you want the software to use to connect to our exchange servers. Please choose “ActiveSync (preferred)” and touch “Next” to continue.
5) Step 7 – testing the settings

After filling in all configuration data you now can touch „Next“ to start the configuration process.
6) *Step 8 – account configuration finished*

When the configuration process has completed successfully you can touch „Close“ to complete the wizard.
5) Windows Phone 8 based devices

Current Version:
8 (8.0.10211.204)

Software Producer:
Microsoft Corporation

Product Information:
http://www.windowsphone.com/en-us

Screenshot:

Source of Supply:
Windows Phone 8 comes preinstalled with Windows Phone 8 based mobile devices and can be upgraded via support of your mobile device manufacturer.
We strongly advise you to use DNS auto discovery to configure the settings of Outlook clients. This does not only make it much easier but also enables the support of the out of office wizards, the server sided inbox rules, the offline address book and all mailbox sharing features within Outlook clients. You can find all needed DNS auto discovery configuration at the beginning of this guide at page 3.

1) **Step 1 – add new Outlook account**

![Windows Phone 8 Add new Outlook account](image)

After switching to the settings of your mobile device and touching „Add an Account“ you have to choose the account type. Please touch „Outlook to continue“. 


2) Step 2 – account configuration

![Windows Phone 8 account configuration](image)

First you have to fill in your primary email address and your assigned password. Please touch “sign in” to continue with exchange auto discovery.
3) Step 3 – advanced configuration

We couldn’t find your settings

To go back and check your info, tap Try Again.

If you’re sure your info is correct, tap Advanced to type your server settings.

[Image of Windows Phone 8 advanced configuration]

Figure 81 Windows Phone 8 advanced configuration

If you do not gave set up the auto discover DNS settings, you see this popup. Touch “Advanced” to begin manual configuration steps.
4) Step 4 – manual server configuration

Figure 82 Windows Phone 8 manual server configuration

Fill in your primary email address as user name and email address and set the value "mobile.hex2013.com" in the server input box. Touch “sign in” to continue.

Now you can use the Outlook app to begin working with your exchange account.
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