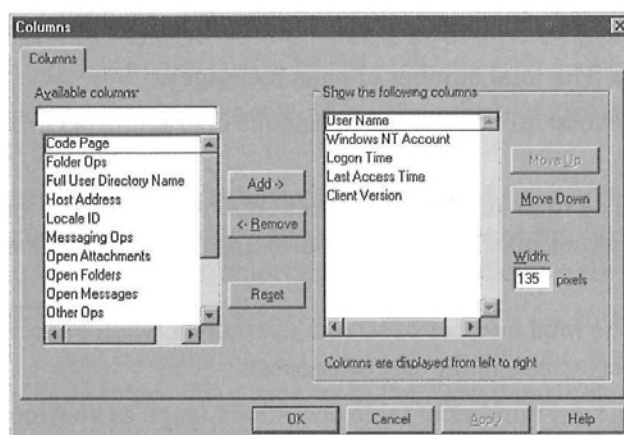


FIG. 15.23
Display columns
available for the Logons
page.



NOTE Exchange 5.5 includes 10 additional measurements that can be used in the analysis of public folder use. ■

The following are the default columns:

- *User Name.* The name (display name) for the user logged on to this public folder.
- *Windows NT Account.* The Windows NT account of the user currently logged on to this public folder.
- *Logon Time.* The date and time the user logged on to Microsoft Exchange.
- *Last Access Time.* The date the user last logged on and accessed the public information store.
- *Client Version.* The version number of Exchange Client used to access the server. (Of course, this does not apply to users accessing folder information via the Internet and IIS with a browser.)

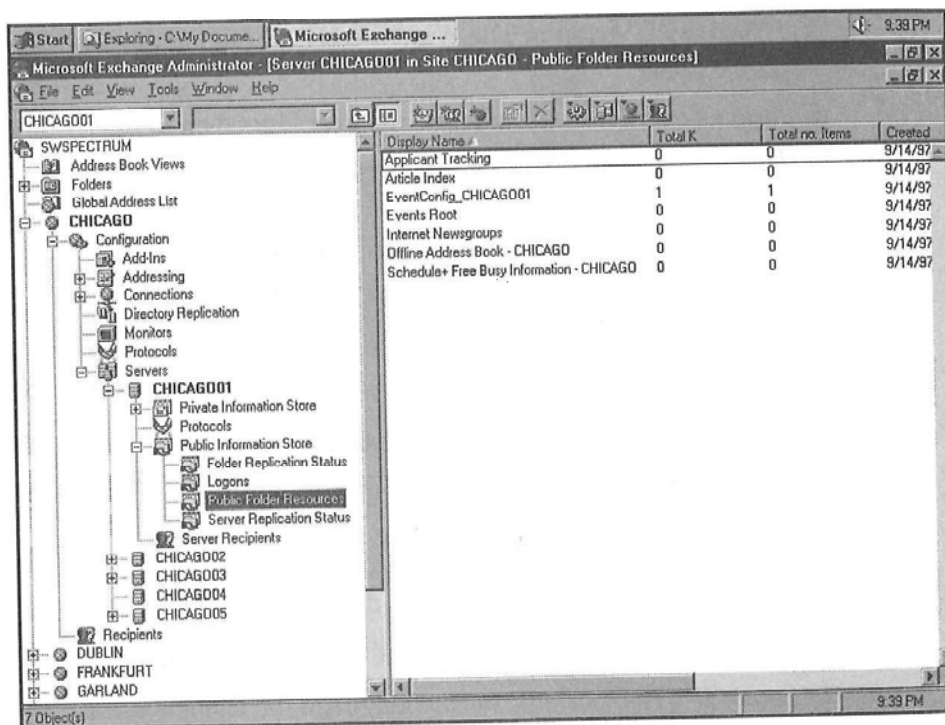
Several optional columns are available. A few useful columns of note are:

- *Code Page.* The code page that the client is using.
- *Folder Ops.* The total number of folder operations (such as opening or closing a folder) performed in the last 60 seconds.
- *Full User Directory Name.* The name of the mailbox that is accessing the information store.
- *Host Address.* The Internet protocol (IP) address of the client.
- *Locale ID.* The locale ID for the language the client is using.
- *Messaging Ops.* The total number of messaging operations (such as opening or closing a message) performed in the last 60 seconds.
- *Open Attachments.* The total number of open attachments.

- *Open Folders.* The total number of open folders.
- *Open Messages.* The total number of open messages.
- *Other Ops.* The total number of miscellaneous operations performed in the last 60 seconds.
- *Progress Ops.* The total number of progress operations performed in the last 60 seconds. Progress operations inform the user approximately how long it will take to complete a task.
- *Stream Ops.* The total number of stream operations (such as viewing or changing an attachment) performed in the last 60 seconds.
- *Table Ops.* The total number of table operations (such as viewing the contents of a folder) performed in the last 60 seconds.
- *Total Ops.* The total number of operations performed in the last 60 seconds.
- *Transfer Ops.* The total number of transfer operations (such as copying or moving a message) performed in the last 60 seconds. You can quickly view logon information from the main Exchange hierarchy displayed in the left pane of the Exchange Administrator program window by following the path shown in Figure 15.24.

FIG. 15.24

A valuable time-saving way of viewing logon information.



To access the logon information using this timesaving method, perform the following steps:

1. Navigate to your desired site with the Exchange Administrator program, and then expand the site container.
2. Click the small plus sign adjacent to the Configuration container of the selected site to further expand the hierarchy in the left pane of the window.

3. Expand the Servers container in the left pane, and a list of Exchange servers in your site appears.
4. Click and expand the server name where the private information store you want to configure is located.
5. The displayed server objects now visible in the left pane of the Microsoft Exchange Administrator program window are identical in name and function to similar objects displayed in the right pane. Selecting properties of either the private information store or the public information store displays the same data.
6. Expand the Public Information Store item in the left pane, and then click the Logons object. The logon information appears in the right pane. You can add to the default columns shown in the right pane by using the View menu and the Columns command.

The Public Folder Resources Page

This page enables you to view the physical resources (such as hard disk storage space) used by the folders on this public information store. It consists of one main display window that shows the public folders on the current server. This window is subdivided into various columns of information. You can customize the specific columns displayed both by the information present and their widths on the screen.

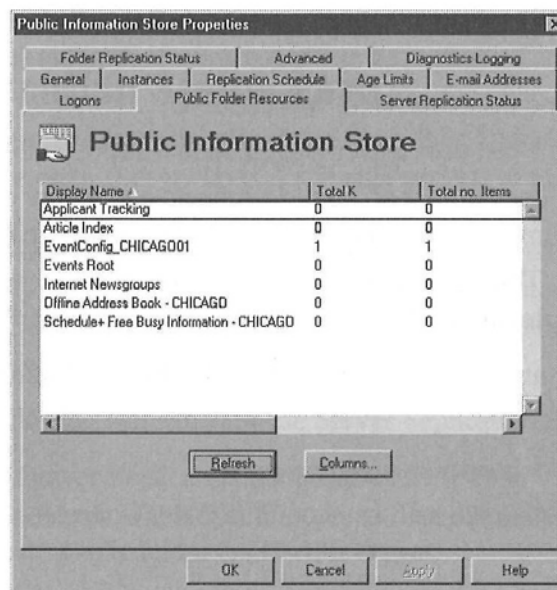
Note that the Schedule+ Free Busy Information and the Offline Address Book are in essence public folders as well, and they are listed on this page of the properties sheet.

Complete the following steps to view Public Folder Resources information:

1. Select the Public Folder Resources tab of the Public Information Store properties sheet. The page shown in Figure 15.25 appears, listing all the public folders on this server.

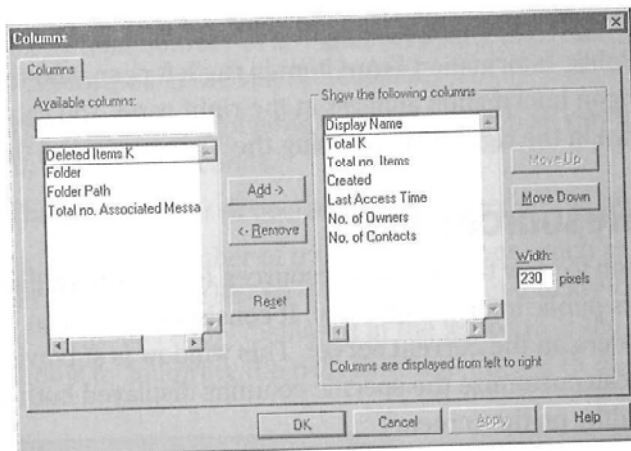
FIG. 15.25

View server resources used by each public folder on this server.



2. Click the Refresh button to update the display window with the latest information.
3. Click the Columns button to edit which columns are displayed and their widths in pixels (see Figure 15.26). See the list following these steps for a description of each column heading and what type of information that column can display.
4. Click Apply to set these properties and continue changing properties. If you are satisfied with all the settings, click OK to return to the Administrator program.

FIG. 15.26
Display columns
available for the Public
Folder Resources page.



You can also view/set the default columns of information that will be displayed for the public folder. These are the default columns:

- *Display Name.* The Exchange Administrator program object's display name for this public folder.
- *Total K.* The total amount of disk storage space (in kilobytes) taken up by the contents of this public folder. This value includes any message attachments.
- *Total number Items.* The sum of all messages and attachments stored in a mailbox.
- *Created.* The date and time this folder was created.
- *Last Access Time.* The last time a user logged on to this public folder.
- *Number of Owners.* The number of users designated as Owners of this public folder. (See the section on defining roles for a public folder for more information.)
- *Number of Contacts.* The number of users designated as contacts for this public folder. (See the section on defining roles for a public folder for more information.)

You can choose to display any of the following optional columns of information for the public folder:

- *Folder.* Folder name where messages are stored.
- *Folder Path.* The system file path to where this folder is stored.

- *Total Number Associated Messages.* The sum of folder views and deferred action messages.
- *Deleted Items K.* The total amount of disk space in kilobytes occupied by retained, deleted items for this public folder. You can quickly view Public Folder Resource information from the main Exchange hierarchy displayed in the left pane of the Exchange Administrator program window; the path to that information is the same as the one to the logon information (refer to Figure 15.24).

To access the Public Folder Resource information using this timesaving method, follow these steps:

1. Navigate to your desired site with the Exchange Administrator program, and then expand the site container.
2. Click the small plus sign adjacent to the Configuration container of the selected site to further expand the hierarchy in the left pane.
3. Expand the Servers container in the left pane, and a list of Exchange servers in your site appears.
4. Click and expand the server name on which the public information store you want to configure is located.
5. The displayed server objects now visible in the left pane of the Microsoft Exchange Administrator program window are identical in name and function to similar objects displayed in the right pane. Selecting properties of either the private information store or the public information store displays the same data.
6. Expand the Public Information Store in the left pane, and then click the Public Folder Resources object. The Public Folder Resources information appears in the right pane. You can add to the default columns shown in the right pane by using the View menu and the Columns command.

The Server Replication Status Page

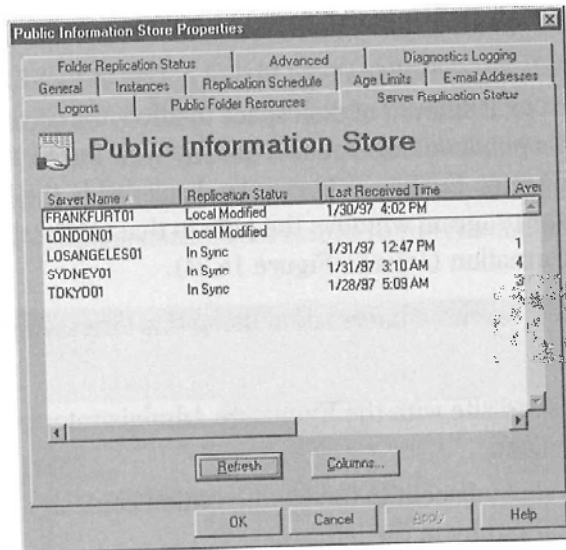
From this page, you can monitor the status of a public folder's replication to the current public information store on the server level. Exchange servers are individually configured for transmitting updated public folder information to other replicas in remote sites. This page is primarily a single-display window with various columns of information. You can modify the columns to be displayed by using the Columns button. The information in this page is used not only to verify that the selected remote public folders are indeed being replicated to this server, but to monitor details about message transmission time.

Complete the following steps to view the Server Replication Status:

1. Select the Server Replication Status tab of the Public Information Store properties sheet. The page shown in Figure 15.27 appears. The display window shows all remote servers that replicate public folder data to this server.

FIG. 15.27

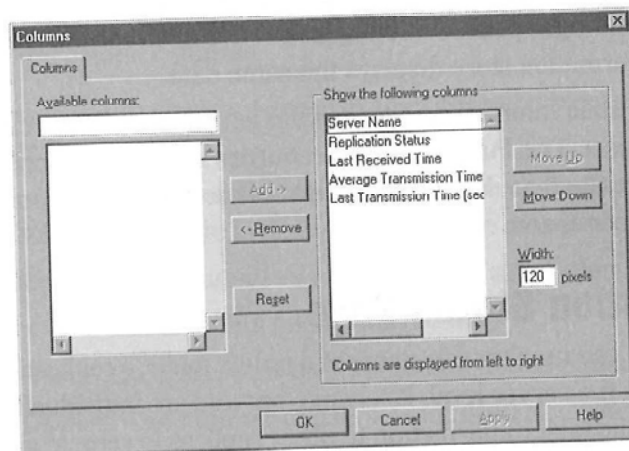
View the status of remote servers that replicate public folders to the local server.



2. Click the Refresh button to update the display window with the latest information.
3. Click the Columns button to edit which columns are displayed and their widths in pixels (see Figure 15.28). See the list following these steps for a description of each column heading and the type of information it can display.

FIG. 15.28

Display columns available for the Server Replication Status property page.



4. Click Apply to set these properties and continue changing properties. If you are satisfied with all the settings, click OK to return to the Administrator program.

The following are the default columns:

- *Server Name.* Name of the Microsoft Exchange Server replicating public folder data to this server.
- *Replication Status.* Public folder replication status.
- *Last Received Time.* The last date and time this information store received an update from the remote Exchange server.

- *Average Transmission Time (Sec)*. The average length of time (in seconds) it has taken to transmit replication messages to this server.
- *Last Transmission Time (Sec)*. The length of time (in seconds) that it took to transmit the last replication message to this server.

There are no optional display columns on this page. By default, all the columns that can be displayed are displayed.

You can quickly view Server Replication Status without having to navigate too deeply into the various pages of the properties sheet. You can view Server Replication Status information from the main Exchange hierarchy displayed in the left pane of the Exchange Administrator program window; the path to that information is the same as the one to the logon information (refer to Figure 15.24).

To access the Server Replication Status information using the timesaving method, complete the following steps:

1. Navigate to your desired site with the Exchange Administrator program, and then expand the site container.
2. Click the small plus sign adjacent to the Configuration container of the selected site to further expand the hierarchy in the left pane.
3. Expand the Servers container in the left pane, and a list of Exchange servers in your site appears.
4. Click and expand the server name where the public information store you want to configure is located.
5. The displayed server objects now visible in the left pane of the Microsoft Exchange Administrator program window are identical in name and function to similar objects displayed in the right pane. Selecting properties of either the private information store or the public information store displays the same data.
6. Expand the Public Information Store in the left pane, and then click the Server Replication Status object. The status information appears in the right pane. You can add to the default columns shown in the right pane by using the View menu and the Columns command.

The Folder Replication Status Page

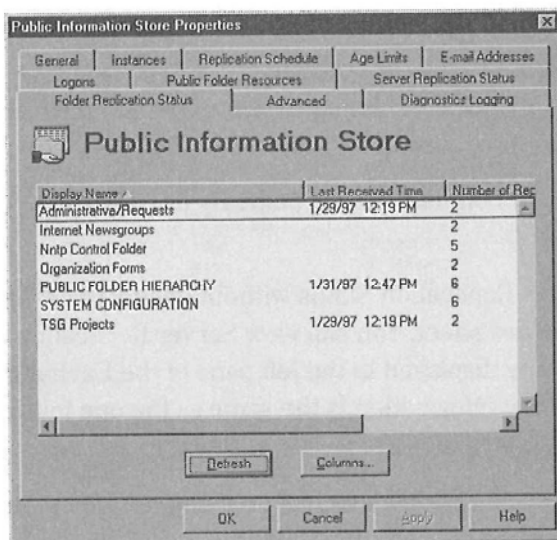
This page provides public information store monitoring capabilities on the individual folder level. This page contains just one main display window with information divided into columns.

Complete the following steps to view the Folder Replication Status:

1. Select the Folder Replication Status tab of the Public Information Store properties sheet. The page shown in Figure 15.29 appears. The display window shows all public folders involved in replication on this server's public information store.

FIG. 15.29

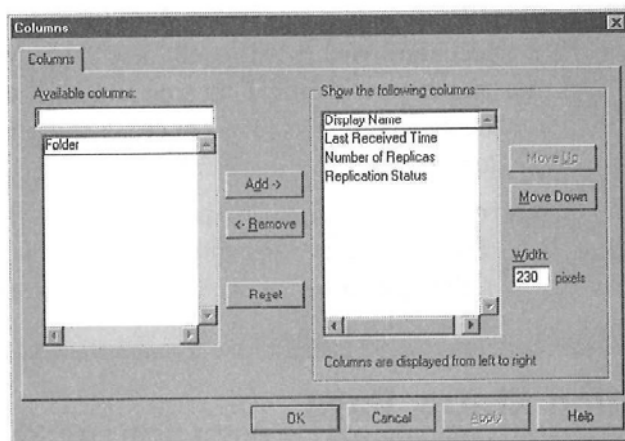
View the status of individual folders replicated from the local server and to the local server from remote sites.



2. Click the Refresh button to update the display window with the latest information.
3. Click the Columns button to edit which columns are displayed and their widths in pixels (see Figure 15.30). See the list following these steps for a description of each column heading and the type of information it can display.
4. Click Apply to set these properties and continue changing properties. If you are satisfied with all settings, click OK to return to the Administrator program.

FIG. 15.30

Display columns available for the Folder Replication Status page.



The following are the default columns:

- *Display Name.* The Exchange Administrator display name for this directory object.
- *Last Received Time.* The last date and time this public folder received an updated replication message.
- *Number of Replicas.* The sum of all instances of this folder throughout the local site.
- *Replication Status.* Notification of public folder replication status.

The following is the only optional column:

■ *Folder—The public folder name.*

You can quickly access the Folder Replication Status from the main Exchange hierarchy displayed in the left pane of the Exchange Administrator program window; the path to the Folder Replication Status object is the same as the one to the logon information (refer to Figure 15.24).

To access the Folder Replication Status information using the timesaving method, follow these steps:

1. Navigate to your desired site with the Exchange Administrator program, and then expand the site container.
2. Click the small plus sign adjacent to the Configuration container of the selected site to further expand the hierarchy in the left pane.
3. Expand the Servers container in the left pane, and a list of Exchange servers in your site appears.
4. Click and expand the server name on which the public information store you want to configure is located.
5. The displayed server objects now visible in the left pane of the Microsoft Exchange Administrator program window are identical in name and function to similar objects displayed in the right pane. Selecting properties of either the private information store or the public information store displays the same data.
6. Expand the Public Information Store in the left pane, and then click the Folder Replication Status object. The Folder Replication Status information appears in the right pane. You can add to the default columns shown in the right pane by using the View menu and the Columns command.

The Folder Replication Status information is a good place to start when troubleshooting public folder replication issues. The Replication Status column gives the current status of this folder. Below is a definition of each status:

- *In Sync.* Indicates that no changes have been made to the replica since the last changes were sent.
- *Local Modified.* Indicates that changes have been made to this replica that have not yet been replicated throughout the site.

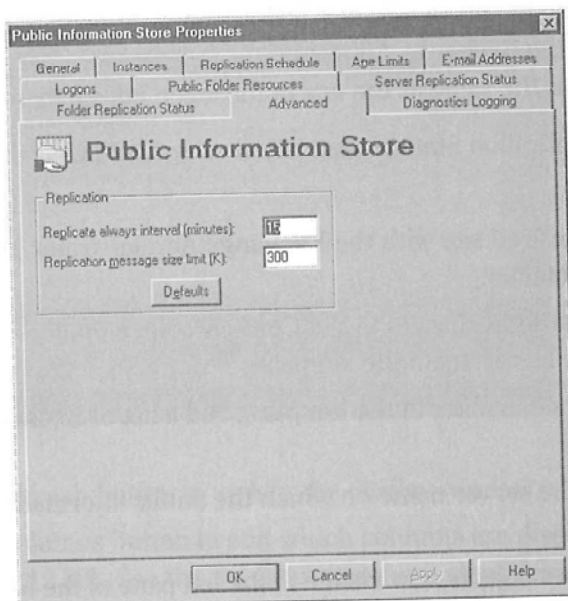
The Advanced Page

Using the Advanced page, you can customize some specialized settings involving public folder replication. When a folder is replicated to a remote site, the actual replication data is broken up into messages addressed to the remote public information store. On this page, you can set the upper limit for the size of the replication messages in order to better control messaging traffic. Complete the following steps:

1. Select the Advanced tab of the Public Information Store properties sheet. The page shown in Figure 15.31 appears.

FIG. 15.31

The Advanced page of the Public Information Store properties sheet.



2. In the Replicate Always Interval (Minutes) box, enter the interval (in minutes) between outgoing replication messages, which applies when the Always option button is selected in the Replication Schedule dialog box. By default, this interval is 15 minutes.
3. In the Replication Message Size Limit (K) box, enter the maximum message size (in kilobytes) of an outgoing replication message. By default, this maximum is set at 100K. Messages are grouped together or subdivided to fit that size.
4. To reset the values of the two boxes to their default settings, click the Default button. When you're satisfied with the settings, click OK.

The Diagnostics Logging Page

This page works in conjunction with the Windows NT Event Log to record various "events" that occur within the information store. This page is identical to Advanced page of the Private Information Store properties sheet. Various levels of logging determine what constitutes an event and, therefore, what types of information are actually recorded. For troubleshooting purposes, you would want a very detailed record of occurrences within the Information Store so you would set a high logging level. However, you normally want to log only events that are critical, so you set a lower logging level for everyday operation. ●

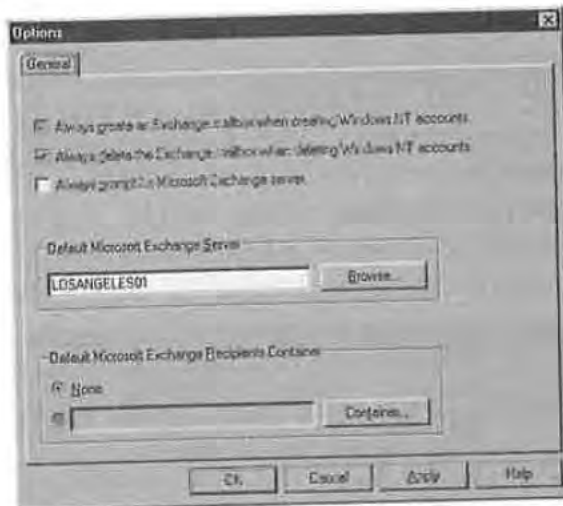
Creating and Configuring Recipients

In this chapter

- Creating Mailboxes **350**
- Configuring Mailbox Property Pages **353**
- Creating Custom Recipients **364**
- Configuring Properties for a Custom Recipient **367**
- Creating Distribution Lists **370**
- Creating and Configuring Public Folders **375**

FIG. 16.3

You can select from the Options dialog box to configure the User Manager Extension.



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everal types of recipients.

To create a new mailbox from within the Microsoft Exchange Administrator, choose the item New Mailbox from the File menu. When the property pages for a new mailbox appear, you can proceed to the next step.

Configuring Mailbox Property Pages

No matter how you create the account, the property sheets associated with that mailbox are the same. The following is a list of property pages that are covered in the discussion of mailboxes:

- *General Information*—You use the property page to record basic mailbox information, such as name and location.
- *Organizational Information*—You use the page for optional information about, for example, a company's organization. This might include a manager or people who report to the mailbox owner.
- *Phone/Notes*—You can use the page to enter detailed telephone information and perhaps a long note about the user.
- *Distribution Lists*—The category specifies the distribution lists to which the recipient belongs.
- *Email Addresses*—This page enables you to create, modify, and delete alternate addresses for this mailbox.
- *Delivery Restrictions*—The category defines from which addresses this mailbox does or does not accept messages.
- *Delivery Options*—From here, you can give Send on Behalf permission and specify alternate recipients for messages sent to this mailbox.
- *Custom Attributes*—The category enables you to add up to ten administrator-defined fields that you may use to keep additional information about the mailbox.

NOTE You define the field names on the DS Site Configuration custom attributes page. ■

- *Advanced*—The page, changed in Exchange 5.5, contains settings relating to advanced administrator functions (trust levels, text formatting, and hidden/not hidden status). New functions enhance environments that are used NetMeeting.
- *Limits*—Limits is a new page in Exchange 5.5 that has the settings that control message size and storage size along with new functionality for deleted items.
- *Protocols*—The category specifies the available protocols to which the recipient belongs.

The General Page

The primary purpose of the General property page is to hold user information for a mailbox. In these fields, you give the mailbox the name by which it is known to the Exchange Directory and to all other users.

Display Name and Alias Name The key elements of a mailbox name are the Display Name and the Alias Name. Display Name is the name that appears in the Administrator window and in the Address Book. Alias Name is the string used to generate other addresses for this mailbox, such as the Internet address.

For example, a suitable Microsoft Exchange Display Name can be Inti Shaikh with the Alias Name ISHAIKH. The Administrator program and Address Book show the display name Inti Shaikh. The SMTP address for this account, however, is formulated as aliasname@domain or ISHAIKH@SWSPECTRUM.COM.

NOTE A mailbox is often referred to by its user name, which is the same as its Display Name.

The following explains how to set general properties for the mailbox:

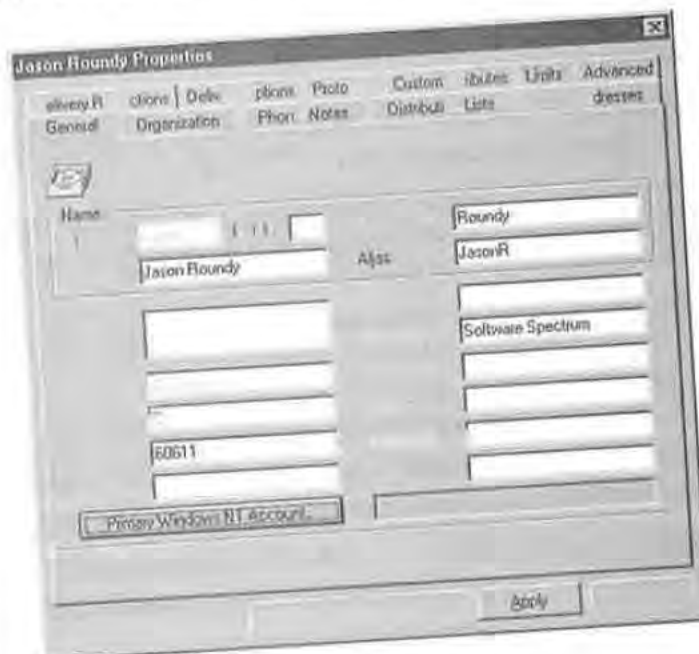
1. Choose Recipients in the Exchange Server Administrator window. The list of mailboxes appears on the right side of the window. Open the mailbox you want to configure.

NOTE If you just created a new mailbox, you can omit the preceding step. The reason is that the property pages appear immediately after you create a new mailbox.

2. Select the General tab. The dialog box in Figure 16.4 appears.

FIG. 16.4

The General page option enables you to select the mailbox you want to configure.





4. Pick the NT domain in which you want to create this account. Type a name in the Account Name box.
5. Click OK. The password for this newly created Windows NT account is the same as the mailbox's Display Name.

The Organization Page

The Organization property page records data pertinent to how your company functions. The information found in this place are names of individuals who report to this mailbox owner and the mailbox owner's manager. These individuals are all identified by their Exchange mailboxes. All the information is optional. The given space helps you to organize the information, however. The space also provides for a specific definition of your organization with Exchange.

To set the organization information, first specify the Manager of the mailbox owner:

1. Select the Organization tab. The dialog box in Figure 16.6 appears.

FIG. 16.6

The Organization properties page enables you to define an executive hierarchy by Exchange mailboxes.



2. Click the Modify button under the Manager box. The address book displays. Select a recipient. Click OK. By default, the Manager space is blank.
3. To clear the Manager setting, click the Clear button.

Next, specify a list of people who report to this mailbox owner, as follows:

1. Under the Direct Reports box, click Modify.
2. On the left window select the appropriate mailboxes. Click Add to create a list on the right. Manually select and delete names in the right window to remove mailboxes from the list. Click OK to return to the Organization page.

3. Click Apply to set the properties and continue with other properties. When you finish with all settings, click OK to return to the Administrator program.

The Phone/Notes Page

The Phone/Notes property page gives you plenty of room to enter detailed telephone information concerning a mailbox user. A large note space is also on the page to include any necessary comments. Once again, all these fields are optional.

The following explains how to configure the Phone/Notes property page:

1. Select the Phone/Notes tab of the Mailbox property page. The dialog box in Figure 16.7 appears.

FIG. 16.7

Include any relevant telephone data or notes.

The screenshot shows a dialog box titled "Jason Roundy" with several tabs at the top: "Delivery Restrictions", "Delivery Options", "Protocols", "Custom Attributes", "Units", "Advanced", "General", "Organization", "Phone/Notes", "Distribution Lists", and "Email Addressing". The "Phone/Notes" tab is selected. Below the tabs, there is a section labeled "Phone numbers" with two columns of input fields. The left column contains "Business:" with the value "(773) 555-1212", "Business 2:" (empty), "Fax:" with the value "(773) 555-1212", and "Assistant:" (empty). The right column contains "Home:" (empty), "Home 2:" (empty), "Mobile:" (empty), and "Pager:" with the value "(800) 759-8888". Below the phone numbers section is a large text area labeled "Notes:". At the bottom of the dialog box are four buttons: "OK", "Cancel", "Apply", and "Help".

2. Enter all relevant phone numbers in their appropriate boxes.
3. If you need an administrative note, you can enter one on the page.
4. Click Apply to set the properties and continue with other properties. If you finish with all settings, click OK to return to the Administrator program.

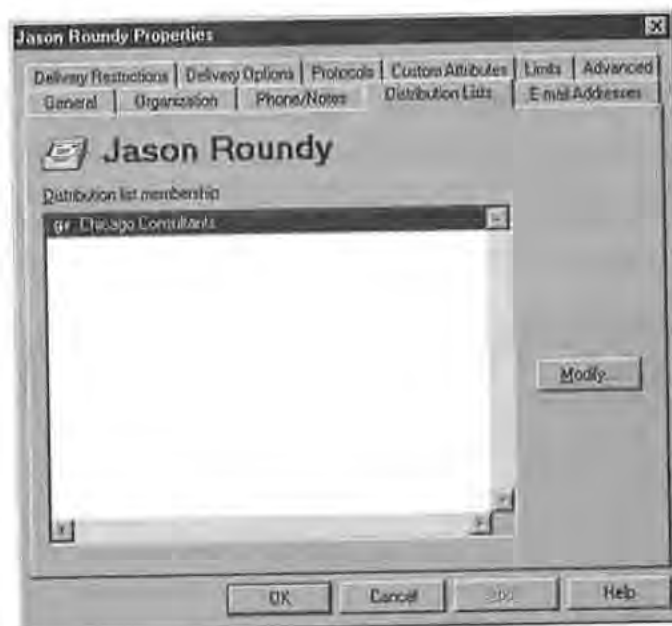
The Distribution Lists Page

In the Distribution Lists property page, you define the mailbox's membership to various distribution lists. Distribution lists are types of recipients. The following discussion covers the lists in more detail.

You can add distribution list membership using the following steps:

1. Select the Distribution Lists tab in the user's mailbox. The dialog box in Figure 16.8 appears.

FIG. 16.8
Define distribution list membership for a mailbox.



The dialog box contains the distribution lists of which the user is a member. By default, a new mailbox is not a member of any of the lists.

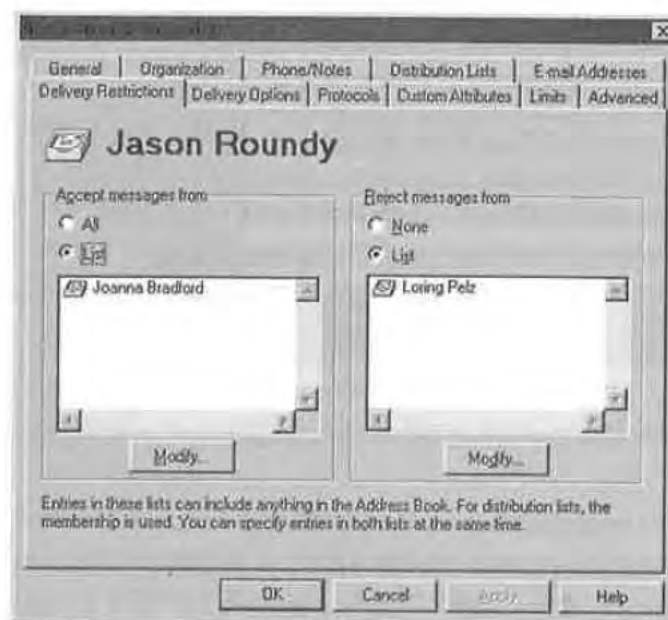
2. Click Modify to change group membership. An Address Book window appears. In the window you can add or delete your desired distribution lists. Click OK.

NOTE If no lists are available, and you want to create some new lists, see the instructions later in this chapter. The instructions explain how to define those recipients. ■

3. Click Apply to set the properties and continue with other ones. If you finish with all settings, click OK to return to the Administrator program.

The Delivery Restrictions Page

Delivery restrictions screen incoming mail. Using the settings in the Delivery Restrictions property page, you can define specific senders from which the mailbox rejects mail. Alternatively, you can define a list of addresses from which this mailbox only accepts messages. The two options are mutually exclusive. Exchange, however, enables you to select senders in both lists.



Alternate Recipient Occasionally, you need to set alternate recipients for email directed at a particular destination.

In our previous example, Jack is going on vacation for two weeks. Instead of bouncing the messages back with an auto reply, however, you can redirect them to an assistant's mailbox.

Use the following steps to set up alternate recipients:

1. Select the Delivery Options tab. The dialog box appears. The Alternate Recipient settings are in the lower-left corner of the dialog box. By default, the None option button is selected, and no entry is in the box below it.
2. Under Alternate Recipient click Modify. The Address Book dialog box appears. Select the recipient to whom you want all messages from this mailbox redirected. Click Add. Click OK to confirm your selection and return to the Delivery Option property page.
3. Select the And Alternate Recipient check box to both redirect a message to the alternate recipient and deliver it to the principal mailbox. The option delivers two messages. By default, the check box is not checked.

Send On Behalf The Send On Behalf feature creates a situation in which one or many individuals are allowed to send mail *on behalf* of the primary mailbox. Authority is distributed across several users.

The following is an example of using the Send On Behalf feature. Michael Navarro, a 3D graphics technical director in Los Angeles, has a team of animators. Michael is currently the lead on a special effects project with a major studio. The animators can communicate electronically with the effects supervisor at the studio. Each animator has the Send On Behalf privileges on the Michael Navarro mailbox. Animator Richard d'Andrea sends a message requesting information from the effects supervisor. The message received by the effects supervisor is titled as sent by Richard D'Andrea on behalf of Michael Navarro.

Use the following steps to set up Send On Behalf privileges:

1. Select the Delivery Options tab. You find the Send On Behalf settings in the top half of the property page. The Give Send On Behalf Of Permission To window displays all the users that have been granted this right.
2. Click Modify to edit the user list. The Address Book dialog box appears. In the left window, choose the user to which you want to grant the permission. Click Add to add users. You can also delete the names from the user list on the right window. Click OK to confirm your selection and return to the Delivery Options property page.
3. Click Apply to set these properties and continue with other ones. When you finish with all settings, click OK to return to the Administrator program.

The Custom Attributes Page

The Custom Attributes property page lets you define up to ten extension fields for this mailbox.

Use the following steps to set up Custom Attributes:

1. Select the Custom Attributes tab. The dialog box in Figure 16.10 appears.

FIG. 16.10

Set values for the custom attributes designated for this site.

Attribute	Value
MCFR#1	12345
MCFR#2	54321
Work at Home?	Yes
Custom Attribute 4	
Custom Attribute 5	
Custom Attribute 6	
Custom Attribute 7	
Custom Attribute 8	
Custom Attribute 9	
Custom Attribute 10	

2. The dialog box lists all ten custom attributes on the left side of the box, and you enter the user's values on the right.
3. Type values for as many Custom Attributes as you want.
4. Click Apply to set the properties and continue with other properties. When you finish with all settings, click OK to return to the Administrator program.

The Advanced Page

Advanced properties are mainly concerned with the attribute information of a mailbox's system. The following are the advanced properties:

- **Simple Display Name**—The name is used by systems that cannot interpret all the characters, such as spaces, in a normal display name.
- **Directory Name**—The name is a read-only field and is the name by which this object is known within its context in the directory. This name shows only for information purposes, and you cannot change it in this property sheet.
- **Trust Level**—The directory replication trust level determines whether a recipient replicates to another site. If the trust level assigned to the recipient exceeds the trust level set for the connector during Directory Synchronization setup, the mailbox does not replicate. Chapter 2, "Understanding Exchange's Organization and Sites," further discusses the application of trust levels.
- **Online listings information**—The property enables you to input an ILS Server name and an ILS account. The information enables other users to find the mailbox's owner in order to set up online meetings.

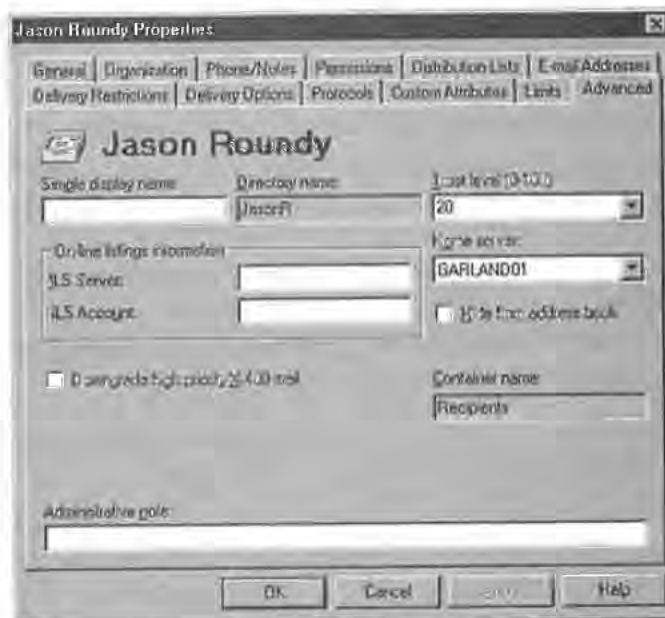
- **Home Server**—The home server is the Exchange Server on which the mailbox physically resides. The user must log on to the server listed to employ its client.
- **Downgrade High Priority X.400 Mail**—You can disallow the right to send high priority X.400 messages by using the downgrade property. By default, this checkbox is unchecked.
- **Container Name**—The property is the name of the recipients container in which this mailbox resides. The value appears only for information purposes, and you cannot change it in this property sheet.
- **Administrative Note**—The note contains comments pertaining to settings on this page.

The following are steps to help you configure Advanced properties:

1. Select the Advanced tab. The dialog box in Figure 16.11 appears.
2. Enter a Simple Display Name to be used by systems that cannot interpret all the characters in a normal display name.
3. Set the mailbox's Trust Level to the desired level.

FIG. 16.11

The Advanced property page gives you control over several mailbox functions related to the system.



4. If you want to change the server on which the mailbox resides, select it from the Home Server pop-up menu. The entire contents of the mailboxes transfer to the new server's information store.

NOTE The preceding example has the same function as selecting Move Mailbox from the Administrator Tools menu. ■

5. On the Advanced property page, you can enter optional comments providing custom notes or instructions for a mailbox here (up to 1,024 characters). For example, in the comment space, you can record the reasons for overriding information store defaults.
6. Click Apply to set the properties and continue with other properties. When you finish with all settings, click OK to return to the Administrator program.

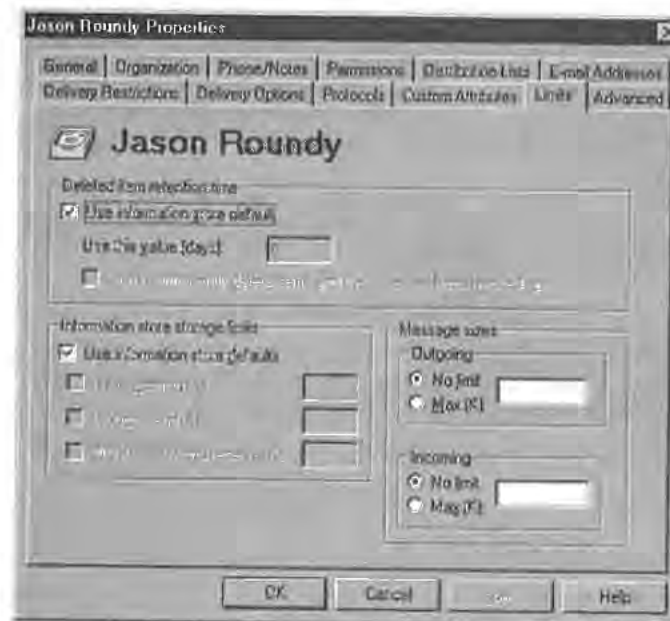
The Limits Page

The Limits page has a number of properties that were previously on the Advanced tab. You can set individualized restrictions in the Limits page for individuals who have special circumstances or may need a little more space than you have set on the Information Store. The following are the properties:

- **Deleted Item Retention Time**—The area enables you to set specific limits on how long deleted items are retained in the mailbox. The selections are exactly like those that appear in the Private Information Store properties.
- **Message Sizes**—The property sets restrictions on maximum outgoing and incoming message sizes (in kilobytes) for this mailbox. Any message above the set limits in size return as nondeliverable.
- **Information Store Storage Limits**—You can set upper storage limits for the mailbox using the Information Store Storage Limits property. By default, a mailbox uses the values set on the Private Information Store property pages.

FIG 16.12

The Limits page set mailbox limits that can differ from the Information Store.



Any client newsreader can access news groups and public folders on Exchange.

Creating Custom Recipients

You can define custom recipients for sending messages to users outside the Microsoft Exchange organization global address list. Normally, the recipients are Microsoft Mail users, SMTP users (Internet), or foreign X.400 system users. You can also create custom recipients for any other third-party connector or gateway. After you create recipients, you can replicate across your organization as part of the global address list. The recipients can receive messages from and send messages to a Microsoft Exchange Server. A global icon in the Exchange Administrator program identifies custom recipient objects. Property pages for custom recipients are quite similar to those of standard Exchange mailboxes. The pages for custom recipients do not have as many advanced features as the latter.

The following steps help you to create a new custom recipient:

1. Select New Custom Recipient from the Administrator program File menu. The New Email Address dialog box in Figure 16.13 appears:

FIG. 16.13

Address types for all installed connections and gateways appear in this dialog box.



2. Select an email address type for your new custom recipient. All installed connector types are listed. Click OK.
3. In the preceding dialog box, enter the appropriate delivery information for the selected address type.
4. Click OK to set the address and proceed to the Exchange Custom Recipient Object property pages.

The following steps show you how to enter delivery addresses for specific custom recipients. Configuring a cc:Mail custom recipient is discussed later in this chapter:

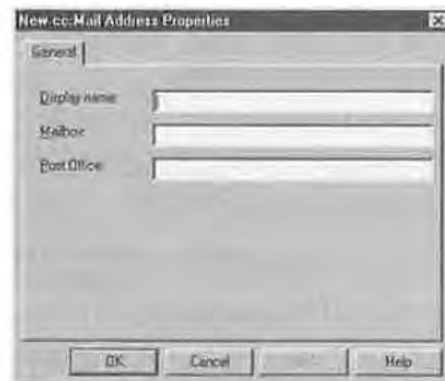
1. Enter the user's Display Name (see Figure 16.14).
2. Enter the user's cc:Mail Mailbox name on the post office.
3. Enter the cc:Mail Post Office through which the user receives messages.

The following steps show you how to enter delivery addresses for specific custom recipients. Configuring a Microsoft Mail custom recipient is discussed later in this chapter:

1. Enter the correct name for the post office.
2. Enter the Microsoft Mail Network name on which this user receives messages.

FIG. 16.14

You need to specify delivery information for a cc:Mail post office recipient.

**FIG. 16.15**

You need to specify delivery information for a Microsoft Mail (PC) post office recipient.

**FIG. 16.16**

You need to specify delivery information for a Microsoft Mail (AppleTalk) Server recipient.



2. Enter the recipient's User Name as it appears on the Macintosh Server.
3. Enter the Macintosh Server name for this recipient.
4. Click Always Send to This Recipient in Microsoft Exchange Rich-Text Format to maintain special message formatting in messages transmitted to this recipient.
5. Click OK to proceed to the Exchange Custom Recipient property pages.

Complete the following steps to enter a custom Internet or other SMTP address:

1. Enter an SMTP address in the single Email address box.
2. Click OK to proceed to the Exchange Custom Recipient property pages (see Figure 16.17).

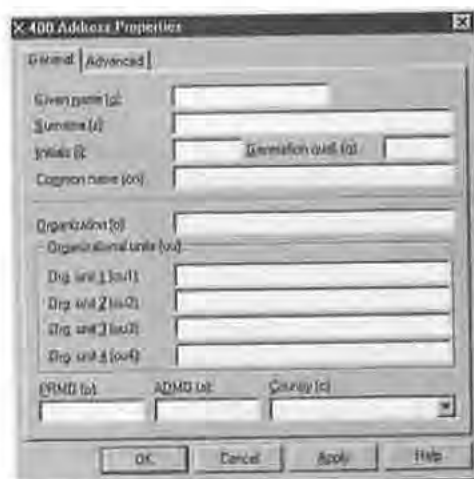
FIG. 16.17
Entering an Internet
address.



You must specify an Internet or other SMTP address in the window (must be in the user@domain format).

Two property pages are available to enter an X.400 address. The General page enables you to define the specific address for a foreign X.400 recipient (see Figure 16.18). You can add more information for this recipient by using the Advanced page.

FIG. 16.18
This General property
page defines a foreign
X.400 recipient's
delivery information.



Configuring Properties for a Custom Recipient

After selecting the address type and entering delivery information for a custom recipient, you see the Exchange property pages for this recipient. You can also use this section as a reference for modifying custom recipient property pages after you create the object.

The following explains how to complete the Exchange property pages for a recipient:

- *General Information*—Records basic recipient information, such as name, location, title, and company. The section also enables you to change the email address and its type for the custom recipient.
- *Specifics About the Organization*—You can add optional information about your company's organization, such as a manager and the people who report to the recipient.
- *Phone Number and Notes*—You can enter detailed telephone information and any additional notes about the user.
- *Distribution Lists that Include the Recipient*—The page specifies the distribution lists to which the recipient belongs.
- *Email Addresses*—The page enables you to create, modify, and delete alternate addresses for the recipient.
- *Delivery Restrictions*—The page defines from which addresses the mailbox does or does not accept messages.
- *Custom Attributes*—The page adds up to ten administrator-defined fields that you can use to keep additional information about the recipient.
- *Advanced Page*—The page contains all the settings concerned with advanced administrator functions, such as trust levels, message sizes, text formatting, and hidden/not hidden status.

The following sections explain the process of configuring custom recipient property pages. The specifics of each of the pages are discussed in depth.

The General Page

Select the General property page (see Figure 16.19). The property page is almost identical to that of an Exchange mailbox. The main difference is the Email button in the bottom-left corner of the window. When you click the button, the dialog box in Figure 16.20 appears.

NOTE Notice the globe icon denoting a custom recipient. ■

1. Select Modify Existing Email Address to edit the recipient address in the appropriate dialog box for the current address type.
2. Select Create New Email Address to create an entirely new address using the same process described previously.

FIG. 16.19

The General property page gives you control over several system-related mailbox functions.

**FIG. 16.20**

Choose to edit the current email address or create a new one.



3. A box to the right of the Email address button shows the current address type and value of the custom recipient. Address types are abbreviated in the following way:

MS: Microsoft Mail for PC networks
 MSA: Microsoft Mail for AppleTalk networks
 SMTP: Simple Mail Transfer Protocol addresses, such as for the Internet
 X.400: Foreign X.400 addressees

The Organization Page

If this custom recipient has one or more managers, and certain individuals must report to them, enter these names in the spaces provided. The Organization property page is functionally equivalent to a standard mailbox's Organization property page.

The Phone Number and Notes Page

On this page you can enter detailed phone number information for this custom recipient. The Phone Number and Notes property page is functionally equivalent to a standard mailbox's Phone Number and Notes property page.

The Distribution Lists Page

You can add custom recipients to distribution lists as any other recipient. The Distribution Lists property page is functionally equivalent to a standard mailbox's Distribution Lists property page.

The Email Addresses Page

The Email Addresses page holds a list of email addresses automatically created for this directory object. You can alter the recipient's principal from the window, so that it is the same as the principal on the General property page. The addresses are used when routing messages from other connected mail systems, such as Microsoft Mail. The Email Addresses property page is functionally equivalent to a standard mailbox's Email Addresses property page.

The Delivery Restrictions Page

By using the Delivery Restrictions Page, you can define other users within the Exchange organization that cannot send messages to this custom recipient. The Accept Messages From and Reject Messages From windows are functionally equivalent to a standard mailbox's Delivery Restrictions property page.

The Custom Attributes Page

Enter additional custom recipient data in the appropriate fields. The Custom Attributes property page is functionally equivalent to a standard mailbox's Custom Attributes property page.

The Advanced Page

Use the Advanced property page to create a simple display name for this recipient, if required. You also use this page to set a trust level as needed for either directory replication, synchronization, or both. Also, set an upper limit for the size of messages addressed to the recipient. Similar to a mailbox, you can select to enable rich text formatting for messages to the recipient, or you can choose to hide the formatting from displaying in the address book.

When you select the Advanced tab, the dialog box in Figure 16.21 appears.

Because a custom recipient does not use storage space in a private information store, maximum storage options are removed from this page. Also, you have no option to change the home server for the recipient. The reason is that no messages are stored locally for the recipient.