This document provides information about new functionality and fixes included in the Reference Information Manager (RIM) for Exchange patch version 1.5.1. It is divided into four parts:

- New features
- Fixes
- Installation
- Documentation

New features

New features of RIM for Exchange version 1.5.1:

- Outlook 2007 support
- Outlook plug-in APJ locale support with improved rendering and support of APJ formatted messages
- RIM For Exchange Outlook plug-in allows for multiple instances of the PST Export Facility to execute concurrently
- RIM For Exchange gateway contains support for Exchange 2007 basic envelope journaling features via the journal mailbox
- RIM For Exchange gateway performs a process to autosense journal messages with or without envelope data

Fixes

RIM for Exchange version 1.5.1 contains the following bug fixes. The artifact numbers that HP uses to track the defects are shown in parentheses.

RIM for Exchange gateway

The RIM for Exchange gateway bug fixes are described below.

- If a journal message fails three attempts of submission to the RISS, it is supposed to be placed into the "FailedToArchive" folder and deleted from the journal mailbox. It was discovered that the message was being placed into the "FailedToArchive" folder but was not being deleted from the journal mailbox. The same situation existed for selective archiving. This condition is now correctly handled for journal mining and selective archiving. (artf23649)
- Email Reports displayed incorrect Failed To Archive Count. It was discovered that some of the data was being placed in the wrong report columns on the html pages. All of the data is now displayed in the correct columns. (artf23531)
- When performing journal mining, a process would appear to randomly lose the session and begin failing all the successive messages processed. This case is now trapped and processed correctly. (artf22323)
- A condition existed where a recipient’s Display Name could be submitted to the RISS prefixed with a tab character and a quotation mark. This has been fixed. (artf22267)
- When performing selective archiving and a message does not already exist in the RISS, if an exception occurs during the submittal, the message is tombstoned anyway (attachments removed, etc.) but the docref pointed to the last successfully submitted message. This has been fixed. (artf22200)
- Messages with code pages 3839 and 4013 were rejected by journal mining and selective archiving. Messages that specify these code pages will now be submitted using code page 1252 (Western Alphabet). (artf21360)
- An unhandled exception, in StatusView, could occur if the refresh interval isn’t set to a value between 1 and 60. This situation has been corrected and the user will be informed if an attempt is made to set an incorrect value. (artf21815)
- StatusView scrollbar didn’t always allow all of the data to be viewed. The scrollbar now works as expected. (artf21711 and artf21231)
• Corrupt messages could cause unhandled exceptions in the miner. The code has been enhanced to catch these exceptions and process them. (artf21334 and artf21335)

RIM for Exchange Outlook plug-in

The RIM for Exchange Outlook plug-in bug fixes are described below.

• PST exporter counted more errors than it displayed in export logs. This was caused by counting IPM.Task items as an error, but failing to log an appropriate error message. There is now an optional registry key in HKLM or HKCU which will prevent the export of specified message class(es). This key can be specified at "\Software\Hewlett-Packard\Outlook Plugin\Search\ExcludeClasses." Messages which are ignored by this method will be counted as a "warning" and a message will be logged indicating that this is an "unsupported message class." In order to use this feature, specify a string value in the form of "IPM.TaskRequest;IPM.Schedule.". In this example, all IPM.TaskRequest and all IPM.Schedule.* items will be ignored.

Assuming that IPM.TaskRequest items are not excluded using the method described above, their message class will be converted to IPM.Note in order that they may be viewed within a PST without error. (artf23818)

• There was an inability to retrieve tombstones with offline caching. The maximum filename length allowed by the Windows operating System could be exceeded if the Exchange server generated large message IDs combined with large profile names. This issue was previously resolved by shortening the cached filename to fit within the maximum allowed length. When the plug-in computed the adjusted cached filename, it was off by one character. This caused the plug-in to attempt to retrieve the file from the RISS. The cached filename is now calculated correctly. (artf21490)

• Localization is provided according to the Outlook UI language by default. The Outlook UI language can now be overridden with a registry setting if desired. (artf18668)

• The Outlook plug-in did not update DocID on migrated messages. When a RISS message is migrated to another RISS, the Document ID (docref) contained in an Exchange tombstone requires updating in order to achieve good performance and lessen the load on the RISS. The plug-in now correctly does this. (artf20628)

• Cache encryption was used when "Encrypt Cache" was selected, even if "Enable Offline Cache" was unchecked. Cache encryption is now used only when both "Enable Offline Cache" and "Encrypt Cache" are checked. Otherwise, it's disabled. (artf20577)

• Multipart attachments (such as multipart/appledouble) may be submitted to the RISS with the multi-part content-type as presented by Exchange. The Outlook plug-in now recognizes messages archived in this manner allowing them to render properly using the Outlook plug-in. (artf20470)

• Messages retrieved from the RISS (through the Outlook plug-in or exported from the WebUI) may have displayed the wrong "Sent:" date. The RFC822 specification allowed for ARPA date formats that were not being parsed correctly resulting in the sent date being displayed as 12/29/1899. This is fixed. (artf20423)

• The Outlook plug-in may have conflicted with message processing on start. The plug-in hooks the initial message selected when Outlook is opened. It might not be a IPM.Note.PERSISTMailItem and may have interfered with other plug-ins or Outlook itself. This is fixed. (artf20354)

• The Outlook plug-in in some cases consumed 100 percent of the CPU for extended periods while retrieving large messages. This is fixed. (artf20278)

• When the Outlook plug-in and the offline cache are enabled, opening MS Office documents anywhere on the client PC (from local filesystem) may have resulted in a six or more seconds delay on average. This is fixed. (artf19653)

• If PTBatch is using HTTP and the first message fails to export, it will now attempt a retry with HTTPS and vice versa. If this is successful, the new HTTP protocol will be used for the rest of the messages. Otherwise, it will revert back to the original HTTP protocol. (artf19873)

• Selecting the "Select Folders" option in the Offline Cache Options window may have caused Outlook to crash when the LAN is disconnected. This is fixed. (artf19894)
• There was a boundary condition that may have caused the Outlook plug-in to fail when storing or creating messages. The maximum filename length allowed by the Windows operating system may have been exceeded if the Exchange server generated large message IDs, and when combined with large profile names, file creation may have failed with error (0x80007003). This is fixed. (artf18587)

• Localization of Outlook plug-in was required to provide a version of the Outlook plug-in that will display English, German, French, Spanish, or Portuguese text based upon the regional settings of the client computer. This is completed. (artf18668)

• Using Outlook to open a Recall Notification caused the Outlook plug-in to hang requiring the process be terminated. This is fixed. (artf19178)

• Once Outlook 2000 was used to retrieve and view an archived message, a subsequent request to open and view the message would fail. This affected users of Outlook 2000 only, and is fixed. (artf19502)

Installation

Installation of this patch will be performed by your HP service representative.

Documentation

Please update your RISS Administration Guide with the following information on editing journal mining events and setting service account permissions.

Editing journal mining events

In the section “Editing Journal Mining Events” please note that the Journal Mining event screen has changed. With 1.5.1, the “Journal Envelope Patch” option is no longer available. The bullet that describes the now obsolete option should be removed from the text under the figure.

Setting service account permissions for journal and selective archiving

This new section describes how to setup service account permissions for journal and selective archiving. Permissions are required for the service account user that will log into Exchange via MAPI and perform journal and selective archiving operations. The following permissions should be applied to the account directly and not by adding the user to any other group.

Exchange 2007 and beyond

For Exchange 2007 and beyond, set permissions using Exchange Management shell commands. With the inheritance flag, individual mailboxes inherit the rights by default.

To apply the permissions to a particular Exchange mailbox server, use the following command (replacing servername and service_account as appropriate):

```
Get-MailboxServer servername | Add-ADPermission -user service_account -accessrights GenericAll -inheritanceType all
```

To apply the permissions to an entire Exchange organization, use the following command (replacing service_account as appropriate):

```
Get-ExchangeServer | Add-ADPermission -user service_account -accessrights GenericAll -inheritanceType all
```

NOTE:

Permissions will not be assigned until the mailbox has been created. Once the mailbox receives messages or has been logged into by a user, the permissions will be applied.
Permissions can be verified using an Exchange Management shell command. In this example, the mailbox for "User 00001" shows appropriate permissions to allow service account "appuser" rights for journaling and selective archiving:

```
Get-MailboxPermission -ident user00001 -user appuser | Format-List
```

This command should display the following:

- **AccessRights**: {FullAccess, DeleteItem, ReadPermission, ChangePermission, ChangeOwner}
- **Deny**: False
- **InheritanceType**: All
- **User**: EX2007\appuser
- **Identity**: EX2007.local/Users/User 00001
- **IsInherited**: True
- **IsValid**: True
- **ObjectState**: Unchanged

**Exchange 2003 and prior**

Permissions for Exchange 2003 and prior are set using the Exchange System Manager. To start Exchange System Manager, log on to an Exchange server and select **Start > Programs > Microsoft Exchange > System Manager**. Open the **Servers** folder and select **Properties** on the **Mailbox Store**. Select the **Security** tab, add the User with the following permissions:

- **No** Full Control
- **Yes** Read
- **Yes** Write
- **Yes** Execute
- **Yes** Delete
- **Yes** Read Permissions
- **No** Change Permissions
- **No** Take Ownership
- **No** Create Children
- **No** Delete Children
- **Yes** List Contents
- **Yes** Add/Remove Self
- **Yes** Read Properties
- **Yes** Write Properties
- **Yes** Delete Tree
- **Yes** List Object
- **No** Administer Information Store
- **No** Create named properties in Info Store
- **Yes** View Information Store Status
- **Yes** Receive As
- **No** Send As