Outlook Online Synchronizer for SuperOffice CRM

Getting Started

Two way synchronization between SuperOffice CRM and Microsoft Outlook

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Outlook Online Synchronizer for SuperOffice CRM

1

Introduction

Exchange Synchronizer enables two way synchronization of SuperOffice with the Microsoft Exchange environment. The Exchange Synchronizer will synchronize appointments, contacts, tasks and SuperOffice selections. To ensure maximum data security certain elements of SuperOffice will be only synchronized one way.

For more information about the difference between the Synchronizer products please follow this link http://kb.infobridge.com/hc/en-us/article_attachments/206013205/Synchronizer_for_SuperOffice.pdf

Known limitations

It is not possible to use the Outlook Synchronizer when a SuperOffice user is actively traveling (disconnected from the central database).

This is due to the fact that the Outlook Synchronizer is using the unique appointment id's from the central database. In a travel situation all the travel users are assigned with the same starting number for appointment id's. Which means that 2 travel users will have the same unique appointment id's. When a travel user comes back to the central database, the appointment id is recalculated to a new appointment id which reflects the current appointment id of the central database.

Because the travel function of SuperOffice behaves as described above no unique appointment id's are available for the Outlook Synchronizer when a user is on travel. And so it is not possible for the Outlook Synchronizer to make sure no duplicates are created.

Before you begin

Make sure all the preparation and installation steps are performed as described in the preparation manual and the installation manual!

Time zone settings

Please read the following knowledge base article about the system date and time zone settings that are very crucial for the Exchange Synchronizer for SuperOffice CRM.
http://kb.infobridge.com/hc/en-us/articles/202730481

Quick guide Outlook Online Synchronizer for SuperOffice CRM

2

Outlook Synchronizer Admin (Basic)

This walkthrough will guide you in the basic setup of the Outlook Synchronizer. After following this walkthrough don't forget to set the remaining custom options (see the chapter 'Outlook Synchronizer Admin (Advanced)').

- Start the Synchronizer Admin from the Windows Start menu
- Select the 'Technical Settings' option.

A	**Username:** Fill in the name of the user. If you use a Hosted Exchange Server then you have to fill in the complete email address like **syncuser@ibtesting.com**.
B	**Password:** Fill in the password of the user.
C	**Domain:** Fill in the domain name of the server where the Microsoft Exchange Server is installed. Not used for the Hosted Microsoft Exchange version.
D	**Autodiscover EWS:** The 'Autodiscover EWS' button can be used for auto discovering the correct Hosted Microsoft Exchange Server, the field 'Exchange Web Services Url' and 'Exchange Offline Addressbook URL' are filled in automatically. **Autodiscover via URL:** The 'Autodiscover via URL' button can be used for auto discovering the correct offline address book of Microsoft Hosted Exchange Server by URL. The 'Exchange Offline Addressbook Url' field is filled in. **NOTE** When 'Autodiscover EWS' is not working you can fill in the EWS and OAB url by hand. More information can be found in this article: https://kb.infobridge.com/hc/en-us/articles/202657612
E	**Exchange Web Services Url:** The filled 'Exchange Web Services Url' field.

	Exchange Offline Addressbook Url: The filled ‘Exchange Offline Addressbook Url’ field.
F	**Use Impersonation to access user’s synchronization items:** Impersonation is where you set Syncuser with access to all the mailboxes. **Use Delegation to access user’s synchronization items:** With delegation you need to give the Syncuser rights on individual mailboxes. For more information see the following Knowledge Base article: http://kb.infobridge.com/hc/en-us/articles/203781212
G	**Test Connection:** Test the connections to the EWS and the OAB.
H	**Events Optimizer Interval (minutes):** The Outlook Online Synchronizer will detect instantly any changes made in SuperOffice CRM or in Microsoft Outlook. To keep the events from Microsoft Outlook and Microsoft Exchange as fast as possible this option will run an optimization tool for events. **NOTE** *It is possible to set the events optimizer to 0, however this is not recommended and could give a slight decrease in performance.*
I	**Optimize for High Server load environments:** This option makes sure that response times from EWS Requests will be monitored. When requests take on average longer than 5 seconds the Synchronizer will throttle itself by creating delays.
J	**Use Incremental Change Detection only:** With this option the Synchronizer will use the ICS environment to detect updates. Now each user will be checked (in sequential order) for changes through ICS.In between each user we have build a delay of 3 seconds.
K	**Limit number of concurrent requests:** By default this is set to 0. This means that an unlimited number of requests may be executed. When you set a number other than 0 the Synchronizer will make sure that no more than the number of calls entered as concurrent requests will be executed. If it turns out more calls need to be processed, the Synchronzier will queue them. The number of concurrent requests needs to be the number set in the EWSMaxConcurrency value of the Throttling Policy. The default value is 20 for the default Throttling policy of Exchange.

- Select the ‘User Synchronization Settings’ option.

A	**Auto Link User:** When this option is used, the SuperOffice user will be automatically linked with the Exchange mailbox. To use this option, click the button 'Load External Users' first so the list of available mailboxes is populated. Select the SuperOffice associate and click the button 'Auto Link Users'.

NOTE
The automatic linking will only work when the email address is available in SuperOffice on the contact person card; the primary entered email addresses has to match with the email address in Exchange.

B	**Link User:** When this option is used, linking can be done for individual users. To use this option, click the button 'Load External Users' first so the list of available mailboxes is populated. Select the SuperOffice associate and select the appropriate mailbox and click the button 'Link User'.
C	**Load External Users:** Click this button to load the users from Exchange
D	**Options Diary, Task, Contact:** By selecting or unselecting one of these options, the synchronization options can be set for the synchronization users.
E	**Save added Users:** Use this option to save added users to the synchronization list

TIP
If you want to temporarily disable a user for synchronization, but you do not want to delete the user, because you would lose the synchronization history, select the user from the synchronization user list and uncheck all the synchronization options and click the 'Save Users Option' button

- The user has now been linked to the mail profile, but not saved yet! Click the Save added User(s) to save the added user.
- Select the 'SuperOffice CRM Settings' option

A	**Default SuperOffice CRM Follow-up type for normal External Appointment:** Select the item 'Outlook Appointment' for a normal External Appointment.
B	**Default SuperOffice CRM Follow-up type for all-day External Appointment:** Select the item 'Outlook 24h Appointment' for an all-day External Appointment.
C	**Default SuperOffice CRM Task for External Task:** Select the item 'Outlook task' for an External task

NOTE
When the options 'Outlook Appointment, Outlook All-Day Appointment or Outlook Task' are missing from the drop-down list, the items have not been setup in the SuperOffice Admin program. See the installation manual for instructions.

You have now setup of the Outlook Synchronizer in the most basic form. Please consult the manual for more specific functions you can set using the Synchronizer Administrator program.

- Start the Outlook Synchronizer program from the Windows Start menu.

Outlook Online Synchronizer advanced settings

3

Outlook Synchronizer Admin (Advanced)

This section describes in detail all the options you can set in the InfoBridge Synchronizer Admin. The options will be explained based on the screen shots of the SuperOffice Synchronizer Admin.

Status

This panel gives an overview of the status and registration information. You can also see in which mode the Synchronizer Admin is started.

A	**Status Overview:** Status overview of the SuperOffice Synchronizer.
B	**Register:** With this button you can acquire new licenses or check your activation details

Dialing Prefix

In this panel you can set how phone numbers should be stored in Outlook.

A	**Use prefix on phone numbers:** When this option is selected international phone numbers will contain the international dialing prefix. You have to set your own country code so the program can determine which phone number is local and which phone number is international.
B	**Use prefix on national numbers as well:** When this option is selected the local phone numbers will also contain the international dial prefix. This is useful when the local contacts are synchronized to a mobile device, when the mobile device is used abroad, the local numbers can still be dialed.
C	**Remove leading 0 from numbers:** When this option is selected, the first 0 of a local phone number will be removed. Some countries like Italy are excluded.
D	**Own country:** Select from the dropdown list your country. This setting is being used to correctly build the dialing prefix.
E	**Purify phone numbers:** Select this option to clean the synchronized phone numbers in Outlook, this option will remove characters like -. This makes it possible to directly call phone numbers from an Appointment on the mobile device. Otherwise phone numbers will not be recognized by the mobile device.

Synchronization Direction

In this panel you can set the synchronization direction.

A	**SuperOffice <-> External System:** Setting this option means the Synchronizer will synchronize appointments, tasks vice-versa and contacts from SuperOffice to the Outlook contact section.
B	**SuperOffice -> External System:** Setting this option means the Synchronizer will only synchronize SuperOffice additions, updates or deletions of appointments, tasks and contacts to Outlook. Changes made in Outlook will **not** be synchronized to SuperOffice.

Field Mapping

In this panel you can set which fields are being used when adding contact person information to Outlook.

A	**SuperOffice CRM *First name field:*** Select the field from the dropdown list that is being used as first name field in the SuperOffice. User defined fields of the contact card are available.
B	**SuperOffice CRM Job Title:** Select the field from the dropdown list that is being used as job name field in SuperOffice. User defined fields of the contact card are available.

C	**SuperOffice CRM Title field:** Select the field from the dropdown list that is being used as title field in SuperOffice. User defined field of the contact person card are available.
D	***SuperOffice CRM Department field:*** Select the field from the dropdown list that is being used as department field in SuperOffice CRM.
E	***Use the Person Phone Numbers as Primary Numbers*:** When this option is set all person phone numbers, like direct phone and direct fax will be used as primary numbers in Outlook instead of the normal numbers like, business phone number and business fax numbers. This option is very useful for mobile devices.

Technical Settings

In this panel you can set the connection settings towards the Exchange environment.

IMPORTANT

Technical Settings for Outlook Online Synchronizer

For more information about the settings in this part of the configuration see the following knowledgebase article

http://kb.infobridge.com/hc/en-us/articles/202846341

A	**Username:** Fill in the name of the user. If you use a Hosted Exchange Server then you have to fill in the complete email address like **syncuser@ibtesting.com**.
B	**Password:** Fill in the password of the user.
C	**Domain:** Fill in the domain name of the server where the Microsoft Exchange Server is installed. Not used for the Hosted Microsoft Exchange version.
D	**Autodiscover EWS:** The 'Autodiscover EWS' button can be used for auto discovering the correct Hosted Microsoft Exchange Server, the field 'Exchange Web Services Url' and 'Exchange Offline Addressbook URL' are filled in automatically. **Autodiscover via URL:** The 'Autodiscover via URL' button can be used for auto discovering the correct offline address book of Microsoft Hosted Exchange Server by URL. The 'Exchange Offline Addressbook Url' field is filled in. **NOTE** When 'Autodiscover EWS' is not working you can fill in the EWS and OAB url

by hand. More information can be found in this article:
https://kb.infobridge.com/hc/en-us/articles/202657612

E **Exchange Web Services Url:**
The filled 'Exchange Web Services Url' field.

Exchange Offline Addressbook Url:
The filled 'Exchange Offline Addressbook Url' field.

F **Use Impersonation to access user's synchronization items:** Impersonation is where you set Syncuser with access to all the mailboxes.

Use Delegation to access user's synchronization items: With delegation you need to give the Syncuser rights on individual mailboxes.

For more information see the following Knowledge Base article:
http://kb.infobridge.com/hc/en-us/articles/203781212

G **Test Connection:** Test the connections to the EWS and the OAB.

H **Events Optimizer Interval (minutes):** The Outlook Online Synchronizer will detect instantly any changes made in SuperOffice CRM or in Microsoft Outlook. To keep the events from Microsoft Outlook and Microsoft Exchange as fast as possible this option will run an optimization tool for events.

NOTE
It is possible to set the events optimizer to 0, however this is not recommended and could give a slight decrease in performance.

I **Optimize for High Server load environments:** This option makes sure that response times from EWS Requests will be monitored. When requests take on average longer than 5 seconds the Synchronizer will throttle itself by creating delays.

J **Use Incremental Change Detection only:** With this option the Synchronizer will use the ICS environment to detect updates. Now each user will be checked (in sequential order) for changes through ICS.In between each user we have build a delay of 3 seconds.

K **Limit number of concurrent requests:** By default this is set to 0. This means that an unlimited number of requests may be executed.
When you set a number other than 0 the Synchronizer will make sure that no more than the number of calls entered as concurrent requests will be executed.
If it turns out more calls need to be processed, the Synchronzier will queue them.
The number of concurrent requests needs to be the number set in the EWSMaxConcurrency value of the Throttling Policy. The default value is 20 for the default Throttling policy of Exchange.

NOTE
It is possible to set the events optimizer to 0, however this is not recommended and could give a slight decrease in performance.

Follow-up filter settings

In this panel you can select which SuperOffice task or appointment types are being synchronized to Outlook. You can set the synchronization timeframe.

A	**Number of days in the past:** Specify the number of days in the past to synchronize. (See the knowledge base article 'How the Synchronizer works setting the date range' http://kb.infobridge.com/knowledgebasearticle10316.aspx).
B	**Number of days in the future:** Specify the number of days in the future to synchronize. (See the knowledge base article 'How the Synchronizer works setting the date range' http://kb.infobridge.com/knowledgebasearticle10316.aspx).
C	**Activity Filter:** Check or uncheck the SuperOffice activity types which should be synchronized. Use the 'Select All' option to select all the activities, use the 'Deselect All' option to deselect all the activities.

NOTE

*When you specify certain activity types make **sure** that you also select the activity types which have been setup as the types for Outlook appointments (See SuperOffice CRM Settings). Failing this, will result in appointments created in Outlook and changed in SuperOffice that will not be synchronized.*

SuperOffice CRM Settings

In this panel you can set the specific SuperOffice options to synchronize appointments or tasks to Outlook.

A	**Default SuperOffice CRM Follow-up type for normal External appointment:** Select the task type which should be used for a normal Microsoft Outlook appointment.
B	**Default SuperOffice CRM Follow-up for all-day External appointment:** Select the task type which should be used for an all-day Microsoft Outlook appointment.
C	**Default SuperOffice CRM Task for External task:** Select the task type which should be used for a Microsoft Outlook task.
D	**Use External Category as Follow-up/Task type, when no match is found use the default:** When you make an appointment in Outlook you can add a category. When the category exists in SuperOffice the category will be added to the appointment in SuperOffice after synchronization. When the category does not exists then the default category will be used instead.
E	**External Subject line: <Company> <Department> <Person> <Phone Number> <Task Type>:** If this option is checked, the company, department, person, phone number and the task type will be placed in the Microsoft Outlook subject line.
E	**External Subject Line: <250 Characters of App. Or Task Text>:** If this option is checked, the SuperOffice CRM appointment or task description is placed for a maximum of 250 characters in the subject line in Microsoft Outlook.
E	**External Subject Line: <Task Type> <First line of App. Or task>:** If this option is checked, the SuperOffice CRM task type and the first line of the appointment or task description is placed in the subject line of Microsoft Outlook. The first line of the appointment is determined by the first carriage return which is encountered in the description.
E	**External Subject Line:** If this option is checked, you can build your own Outlook subject line by using SuperOffice template variables.
F	**Set Address in Appointment and Task:** If this option is checked, the address information of the SuperOffice appointment/task will be placed in the body of the Outlook appointment/task.
G	**Set Invited Participants in Appointment and Task:** If this option is checked, participant information from a SuperOffice CRM group appointment is Synchronized to Microsoft Outlook.

H	**Set Pending Invites as private in Appointment and Tasks:** If this option is checked pending (not accepted) meeting invites from SuperOffice will be made private in Outlook.
I	**Set Task type as first item in external subject:** If this option is checked, the task type will be set as first item description in the Outlook subject line.
J	**Set Project name in Appointment and Task:** If this option is checked, the project name will be added in the Outlook subject line.
K	**Synchronize SuperOffice CRM selections:** When this option is selected all the contacts in a SuperOffice selection with the specified selection type will be synchronized to Outlook.

NOTE
*Make sure that the SuperOffice selection which needs to be synchronized is set to the selection type as set in the dropdown list, also make sure that the SuperOffice selection is of the type **static,** and the correct **owner** and **visible for** of the selection is specified in SuperOffice.*

L	**Selection type for SuperOffice CRM Selection:** Specify the correct selection type by choosing the selection type from the list.
M	**Do not Synchronize SuperOffice Alarm:** If this option is checked, the alarm set on SuperOffice CRM appointments or tasks will not be synchronized to Outlook.

External Settings

In this panel you can set how synchronized items should be displayed in Outlook.

A	**Default External Appointment Category:** Specify the desired Outlook category name which should be used for SuperOffice appointments. Check “use SuperOffice Value” if the SuperOffice appointment type must be used as the category description.
B	**Default External Task Category:** Specify the desired Outlook category name which should be used for SuperOffice tasks. Check “use SuperOffice Value” if the SuperOffice task type must be used as the category description.

C	**Default External category for SuperOffice CRM Selections:** Specify the desired Outlook category name which should be used for SuperOffice selections. Check “use SuperOffice Value” if the SuperOffice selection type must be used as the category description.
D	**Default External category for SuperOffice CRM companies:** Specify the desired Outlook category name which should be used for SuperOffice contacts. Check “use SuperOffice Value” if the SuperOffice contact category name must be used as the category description.
E	**Set default company for new Appointments & Tasks:** If this option is selected, a new appointment or task from Outlook will be linked to the selected SuperOffice company.
F	**Do not synchronize All-Day events:** If this option is selected, appointments created in Outlook as an all-day event will not be synchronized to SuperOffice.
F	**Synchronize contacts birthday with External:** If this option is selected the birthday of the SuperOffice contact person will be synchronized to Outlook.
F	**Skip External/SuperOffice Recurring Appointments:** When this option is selected, recurring appointments from Outlook and SuperOffice will not be synchronized.
F	**Skip External Appointments, incl. recurring ones, where time is marked free:** When this option is selected, Outlook appointments including recurring Outlook appointments where the time in the Outlook appointment is marked as free will not be synchronized.
F	**Skip External Tasks:** When this option is selected, Outlook tasks will not be synchronized.
F	**Mark External Deletions as completed in SuperOffice CRM:** When this option is selected, deletions made in Outlook will mark appointments and tasks as completed in SuperOffice. However Outlook appointments/tasks deleted on the same day as they are created or appointments/tasks deleted in the future **will be** deleted. **NOTE** *When this option is selected, the option ‘Do not synchronize Completed SuperOffice appointments & tasks’ will be automatically selected.*
F	**Do not synchronize Completed SuperOffice CRM appointments & tasks:** When this option is selected, new or changed SuperOffice appointments/tasks where the completed check is set, will not be synchronized to Outlook.
F	**Do not Synchronize External Alarm:** If this option is checked, the alarm set on Outlook appointments/tasks will not be synchronized to SuperOffice.
F	**Do not Synchronize Private Appointments & Tasks:** If this option is checked, appointments and tasks marked as private in Outlook will not be synchronized.
F	**Synchronize External appointments as Private:** With this option all appointments which are synchronized from Outlook will be marked as private in SuperOffice.
F	**Synchronize External tasks as Private:** With this option all tasks which are synchronized from Outlook will be marked as private in SuperOffice.
F	**Set Pending Invites as private in Appontment and Tasks:** If this option is checked pending (not accepted) meeting invites from Outlook will be made private in SuperOffice

User Settings

In this panel you can link the users that must be synchronized.

A **Auto Link User:** When this option is used, the SuperOffice user will be automatically linked with the Exchange mailbox. To use this option, click the button 'Load External Users' first so the list of available mailboxes is populated. Select the SuperOffice associate and click the button 'Auto Link Users'.

> **NOTE**
> *The automatic linking will only work when the email address is available in SuperOffice on the contact person card; the primary entered email addresses has to match with the email address in Exchange.*

B **Link User:** When this option is used, linking can be done for individual users. To use this option, click the button 'Load External Users' first so the list of available mailboxes is populated. Select the SuperOffice associate and select the appropriate mailbox and click the button 'Link User'.

C **Load External Users:** Click this button to load the users from Exchange

D **Options Diary, Task, Contact:** By selecting or unselecting one of these options, the synchronization options can be set for the synchronization users.

E **Save added Users:** Use this option to save added users to the synchronization list

> **TIP**
> *If you want to temporarily disable a user for synchronization, but you do not want to delete the user, because you would lose the synchronization history, select the user from the synchronization user list and uncheck all the synchronization options and click the 'Save Users Option' button*

Options

In this panel you can set some general options.

A	**Save warning messages to logfile:** Only warning messages and important notifications are saved in the log file
B	**Save warning and informational messages to logfile:** Warning messages and extra informational messages are saved in the log file. (This will give a summary of the synchronization process like which events are being handled, queue handling)
C	**Save warning, informational and debugging messages to logfile:** If this option is checked warning messages, informational and extensive debugging messages are saved in the log file. Please mind that this option is an highly extensive logging of the complete synchronization process. This option should only be activated if instructed by InfoBridge. See the knowledge base article for more information about logging: http://kb.infobridge.com/hc/en-us/articles/202681022
D	**Show Synchronizer in system tray and start synchronizing automatically:** If this option is checked, the synchronizer will automatically start minimized and the synchronization process will start automatically. An icon of the Synchronizer will be added to the system tray
E	**Do not update Free Text Search table:** If this option is checked and you do not use the Free Text search capability of SuperOffice, this option will disable the free text search update
F	**Database mutation provider interval (seconds):** Specify the interval which the Synchronizer should use to check the SuperOffice database for changes
G	**Database mutation provider inter-user interval (miliseconds):** Specify the interval in between the synchronization of contacts per user. This option is for Synchronizer installations were a lot of contacts are being synchronized
H	**Exchange mutation provider interval (seconds):** Specify the interval in which exchange events are checked. The default value is 15 seconds. When the synchronizer is slow in retrieving new or changed events from Exchange you can change the value to 120 or 240 for instance. Please consult InfoBridge Support before changing the value
I	**Move database intensive tasks to the house-keeping process:** If this option is checked, time consuming tasks (e.g. synchronization of contacts) are moved to the house-keeping process which runs at night
J	**Use streaming notifications (requires Exchange 2010 SP1 or higher and Impersonation:** Instead of polling each mailbox, notifications will be send through open connections to the synchronizer. Please consult InfoBridge Support before using this options.

Synchronizer GUI

This is the main screen of the Synchronizer.

A	***Start:*** Use this button to start the Synchronization process. **NOTE** *If the option in the Synchronizer Admin 'Show Synchronizer in system tray and start synchronizing automatically' is checked, pressing the start button is not needed, because this option starts the synchronization process automatically.*
B	***Rescan now:*** Use this button, to start the event optimizer.
C	***Show/Hide Info:*** When this button is clicked, extra information about the synchronization process is displayed.

Supported Parameters

The Synchronizer supports the following parameters.

This parameter	Will do this
/P	Start the Synchronizer in Outlook mode
/E	Start the Synchronizer in Exchange mode; In addition to the /E parameter it is also possible to use a username and password as a parameter. **For example:** [DRIVE]:\[PATH]\InfoBridge Synchronizer.exe" /E UserName PassWord
/INFO	Enables the logging functionality '***Save warning and informational messages to logfile***'. See the section **Options** for more information about logging
/DEBUG	Enables the logging functionality '***Save warning, informational and debugging messages to logfile***'. See the section **Options** for more information about logging
/STOP	Shut-down the currently running Outlook Synchronizer. This parameter is only used in combination with the Outlook Synchronizer and the automatic start/stop function of SuperOffice. Please see the installation manual for more information
/S# (Example /S1 or /S2)	When this parameter is being used, the synchronizer will only synchronize the users with the specified server number. This is useful when the synchronizer is installed on multiple machines or when multiple Exchange servers are being used. See the section 'User settings' for more information about the server number

NOTE

*Do not put any **"** characters around the parameters!*

www.crmplaza.com/apps/Outlook Online Synchronizer

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