



MessageWare® OWA Desktop

Deployment Guide

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Messageware OWA Desktop

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1 Introduction

Messageware® OWA Desktop is the first-ever desktop client for OWA. It gives users complete control over their OWA session from their desktop with real time alerts and advanced one-click features. OWA webmail functionality can now mirror the desktop Outlook experience, but with the added benefit of a thin client.

Key features include:

- Advanced New Mail and Reminder notifications
- Import and export of personal contacts
- Import of regional, national and religious holidays
- One-click Inbox and Calendar access
- Single click composition of mail, meetings, tasks
- Easy management of multiple email accounts

1.1 Functional Overview

Messageware® OWA Desktop is a client component that is installed on a Windows machine. The install program is contained within an MSI package that can be installed manually or pushed out using a software distribution application.

The package contains a customizable deployment file allowing Administrators to set a range of installation, user, and security options (e.g. predefine License key, Customer number, OWA URL). The deployment file (od.dep) is mandatory for the OWA Desktop installation and if not provided, the built in deployment file will be used.

2 Requirements

2.1 Install Permissions

Messageware® OWA Desktop is installed on the client computer. The install program must be run with Administrative privileges.

2.2 Supported Operating Systems

Messageware® OWA Desktop is a client side program that should be installed on a client machine. The supported Windows platforms are:

- Windows 10
- Windows 8.1
- Windows Servers with Remote Desktop role enabled

2.3 Further Requirements

Further requirements for the client computer include:

- Microsoft .Net Framework 4.6.2 to be installed on the client computer
- The Open in Embedded browser feature requires Internet Explorer version 10 or higher
- The Open in Default browser feature requires Internet Explorer version 10 or higher, Microsoft Edge version 83 or higher, Google Chrome, Firefox, or other modern browser.
- Microsoft Edge WebView2 Runtime (Evergreen) – this requirement can be deployed separately or installed by the OWA Desktop installer

Which browsers work with Office for the web

<https://support.microsoft.com/en-us/office/which-browsers-work-with-office-for-the-web-ad1303e0-a318-47aa-b409-d3a5eb44e452>

3 The Messageware OWA Desktop Deployment Package

The Messageware® OWA Desktop Deployment Package can be used to ease the OWA Desktop installation and configure a custom corporate environment.

The OWA Desktop Deployment Package includes the following files:

- The Policy Settings File (OWADesktopDeployment.xml) which is an editable file for the administrator to specify the policies to enforce and default settings of OWA Desktop. This file is not distributed to the client workstations
- The OWA Desktop Deployment Utility (OWADesktop_du.exe) to save changes made to the xml and create the deployment file (od.dep) which is a binary file representing the enforced policy, prepared by a special administrative tool. The binary file is distributed with the OWA Desktop package to the client workstations
- The Messageware_OWA_Desktop_Deployment_Guide.pdf

To edit the owaDesktopDeployment.xml file we recommend using:

XML Notepad a Microsoft utility available for download from the following location:

<https://github.com/microsoft/xmlnotepad>

or

Notepad++ a free open source code editor available for download from the following location:

<http://notepad-plus-plus.org/>

3.1 Editing the owaDesktopDeployment.xml

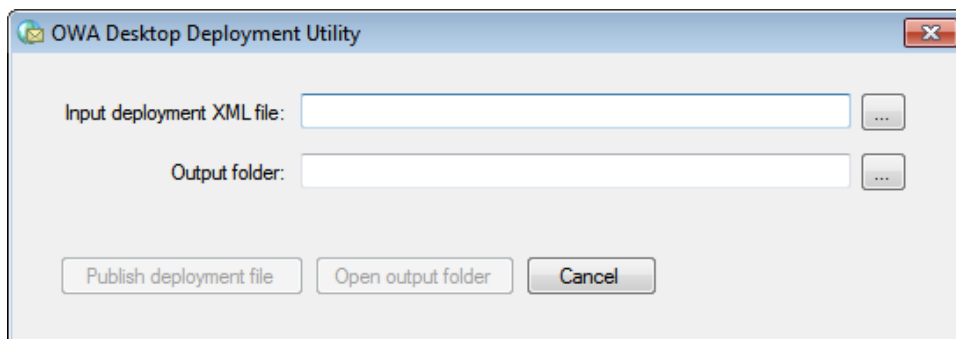
1. Open the policy settings file (owaDesktopDeployment.xml) with an XML Editor.



2. Expand each section and configure any aspect of OWA Desktop to conform to company policy and configure a custom corporate environment.

See [Section 7: Common Pre-Configuration and Lockdown Options](#) for recommendations on configuring OWA Desktop.

3. Save any changes made to the policy settings file (owaDesktopDeployment.xml)
4. Open the OWA Desktop Deployment Utility (OWADesktop_du.exe)



5. Browse to the location of the policy settings file (owaDesktopDeployment.xml) saved previously
6. Browse to an output folder to save the published file (c:\temp\)
7. Select **Create Deployment file** to create the od.dep file needed by the OWA Desktop MSI

Note: the od.dep file should not be referenced from a file share.

4 Silent Installation Options

For troubleshooting purposes, we recommend doing a non-silent installation as a test, and once everything is working to your satisfaction, proceed with the silent install.

To install OWA Desktop without user intervention, copy the install package (Messageware_OWA_Desktop.msi) to a folder on the local computer

Run the following command to install OWA Desktop silently with no user interaction:

```
msiexec /i <name of package.msi> /qn POLICY=c:\temp\od.dep /lie c:\log.txt
```

Note: for further information on the available options and switches, type msiexec into a command prompt to open the Microsoft Windows Installer window.

Or

Msiexec (command-line options)

<https://docs.microsoft.com/en-us/windows-server/administration/windows-commands/msiexec>



Note: Should an error occur the silent installation will also fail silently. Adding MSI logging to the install command will provide further information:

```
msiexec /i <name of package.msi> /qn POLICY=c:\temp\od.dep /lie  
c:\temp\log.txt
```



Note: Microsoft Edge WebView2 Runtime (Evergreen) will be installed during a silent installation. Alternatively, this package can be deployed separately.

4.1 Common MSI Switches used

There are some common MSI switches used with the command line installation:

/i	Installs or configures a product
/q	Silent installation
/qn	Displays no user interface
/L	Specifies the path to the log file
/Li	Logs status messages
/Le	Logs all error messages

4.2 Feature Selection

To specify certain shortcuts but not others, or to suppress the documentation, you will need to provide the exact list of features on the ADDLOCAL= property. In this case the list of features should not include DeploymentFiles if you are providing your own, and should include DeploymentFiles if you are not providing your own.

Feature List:

CoreProgram	Essential component and must be included
DeploymentFiles	Include the built-in OD.DEP file
HelpFiles	Include Messageware's built in Help File
RunatWindowsStartup	Add OWA Desktop to Startup Files
CreateDesktopIcon	Create OWA Desktop Icon in System Tray
CreateStartMenuProgramsfolder	Add to Start Menu programs List
CreateUserGuideShortcut	Create shortcut to User Guide in the All Programs Menu

4.3 Custom Policy Selection

To distribute a custom policy, use the POLICY= parameter when specifying the msixec command-line syntax. The parameter should specify the full path name to a local file.

Examples of custom policy deployments:

- `msiexec /i <name of package.msi> /qn POLICY=c:\temp\dep\as.dep`
- `msiexec /i <name of package.msi> /qn POLICY=C:\temp\as.dep /lie c:\log.txt`
- `msiexec /i <name of package.msi> /qn POLICY=c:\temp\dep\as.dep
ADDLOCAL=CoreProgram,RunatWindowsStartup,CreateStartMenuProgramsfolder,
Helpfiles`

Example of standard deployment (uses built-in policy file):

- `msiexec /i <name of package.msi> /qn
ADDLOCAL=CoreProgram,RunatWindowsStartup,DeploymentFiles,CreateStartMen
uProgramsfolder,HelpFiles`

4.4 Pushing out the installation to multiple computers

The Messageware® OWA Desktop MSI package can be pushed out to users using Group Policy (See [Appendix B: Reference Material](#) for further information), Software Management Server (SMS) or an environment specific software distribution application.

The OWA Desktop Deployment file (od.dep) must be included in the distribution package.

5 Working with Microsoft Office 365

Messageware OWA Desktop is compatible with Microsoft Office 365.

Administrators are able to specify connection information such as Office 365 URLs, Graph URLs, and EWS URLs in the deployment file. Please see [Section 7.2 Common Mailbox Settings](#) for further information.

Note that some geographical regions or governments require special URLs to be configured.

Messageware® OWA Desktop connects to the user's Microsoft 365 mailbox on behalf of the user using modern authentication. To allow this connection, the user (or administrator) must do a one-time authorization, and the corresponding application ID used by Messageware® OWA Desktop must be registered in an Azure tenant with the necessary permissions listed.

For more information on creating an Application Registration in Azure, please follow this link.

<https://messageware.ladesk.com/074283-Registering-Messageware-ActiveSend-and-OWA-Desktop-applications-in-your-Tenant?r=1>

6 Enabling auto-population of User Name

If the user is currently logged onto the network with the same credential that will be used to access Outlook Web, Messageware® OWA Desktop can automatically detect the user's domain\username or UPN to ease the configuration of the account. However this setting *should not be used* if the user's network logon *isn't* the same credential to access Outlook Web, or if the user's on-premises UPN isn't valid to access their Outlook on the web account. Generally the auto-populate is for on-prem logons, such as Exchange accounts, or on-prem ADFS logons to Office 365 in a hybrid environment.

To enable auto-population complete the following steps:

- Edit the deployment file of your choice
- Change the **autoPopulate** in the **userName** section to true
- Change **autoPopulateUserLogonFormat** to **Upn** or **DownLevel** to match expected user logon format [NOTE: the values are case-sensitive!]
 - Upn format is user@domain.com; DownLevel format is domain\username

Example:

```
<authentication>
  <saveAllowed>true</saveAllowed>
  <userName>
    <autoPopulate>true</autoPopulate>
    <!--autoPopulateUserLogonFormat values:= DownLevel | Upn -->
    <autoPopulateUserLogonFormat>Upn</autoPopulateUserLogonFormat>
  </userName>
</authentication>
```

- Save the changes and convert the XML deployment file to DEP
- Deploy the DEP file with OWA Desktop

7 Deployment Pre-Configuration and Lockdown Options

The Messageware® OWA Desktop Deployment Utility can be used to ease the OWA Desktop installation and configure a custom corporate environment. The Messageware® OWA Desktop Deployment utility generates a deployment file named `od.dep` required by the install program and by the product.

This section outlines how the Messageware® OWA Desktop Deployment Utility can be used to customize and regulate the user experience based on corporate needs and strategies.

7.1 License Settings

License Key: AAAA-BBBB-AAAA-BBBB

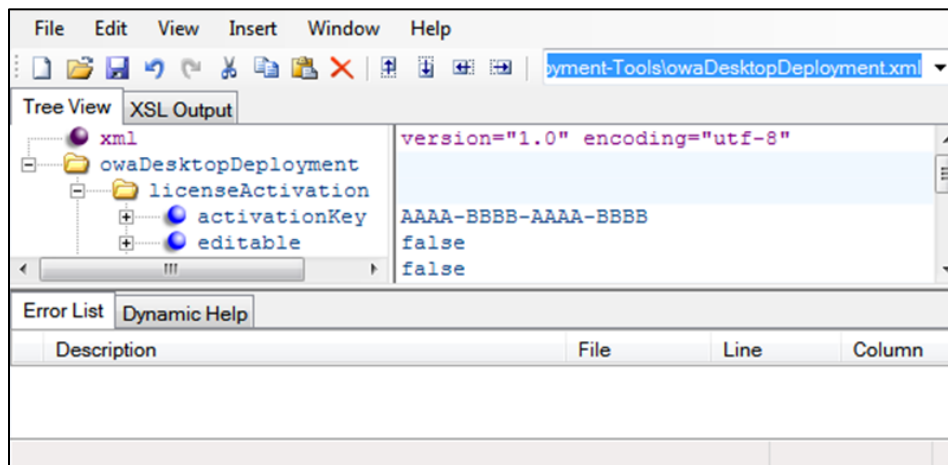
An Activation code should be set in the activation key field.

If the editable element is set to **false**, the license activation code will need to be deployed by the administrator. If set to **true**, the user will be prompted to enter the activation code if the activation code is not valid, or is not specified.

Hash Host is available to cryptographically hash the mailbox SMTP and send it together with the activation code, over the http, to the Messageware activation server.

If the Hash Host editable element is set to **true**, the mailbox SMTP will be cryptographically hashed before it is sent to the activation server. We recommend the address be hashed for security and privacy reasons.

If the Hash Host editable element is set to **false**, the mailbox SMTP will be sent in clear text to the Messageware activation server.



7.2 Common Mailbox Settings

Nickname ('nickname')

A common nickname can be set for ease of installation and must be set if the OWA and EWS URLs are to be locked.

Setting the editable element to **true** will allow users to change their OWA Desktop nickname upon first use.

Email address ('emailAddress')

Setting the email auto populate element to true will tell OWA Desktop to automatically initialize email addresses for new accounts. The email address will be retrieved from Active Directory for the Windows account currently logged on.

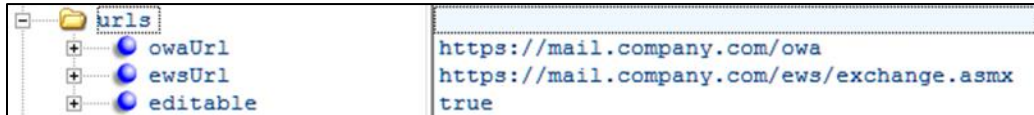
Disable Open Other Mailbox ('disableOpenOtherMailbox')

Setting the disableOpenOtherMailbox will not allow the user to configure OWA Desktop to use a non-default mailbox through the user interface.

Authentication ('authentication' section)

This section allows configuring whether saving passwords ('saveAllowed') is allowed. The username can also be auto-populated from Active Directory for the Windows account currently logged on. The user format that is autopopulated can be set to 'DownLevel' (i.e. DOMAIN\user) or 'Upn' (i.e. user@domain.com).

7.3 On-Premises URLs ('urls' section)



The following URLs are used when connected to on-premise Exchange Server.

- **OWA URL ('owaUrl')**

Example: <https://mail.company.com/owa>

- **EWS URL ('ewsUrl')**

Example: <https://mail.company.com/ews/exchange.asmx>

Setting the editable element to **false** will ensure the URLs are locked down and users will not be able to modify them.

Note: If the URLs are locked down, OWA Desktop will require a value to be set in the **Nickname** field.

7.4 Microsoft 365 URLs ('o365api' section)

Tree View	XSL Output
<ul style="list-style-type: none"> licenseActivation licenseImport mailboxSettings <ul style="list-style-type: none"> nickname emailAddress disableOpenOtherMailbox authentication urls office365 ews o365api <ul style="list-style-type: none"> owaUrl graphUrl appId authority flags editable 	<pre>false</pre> <pre>https://outlook.office.com/owa</pre> <pre>https://graph.microsoft.com/v1.0</pre> <pre>c16e0f7d-396e-4334-be27-afbeefe7ab92</pre> <pre>https://login.microsoftonline.com/organiz...</pre> <pre>0</pre> <pre>true</pre>

The following settings are used if connecting to Microsoft 365.

- **OWA URL ('owaUrl')**
Example: <https://outlook.office.com/owa>
- **Graph API URL ('graphUrl')**
Example: <https://graph.microsoft.com/v1.0>
- **Application Id ('appId')**

The application ID of the Application Registration definition in Azure AD **that enables Graph permissions**. By default, the Messageware Application ID is provided. Configuring your own application registration allows the administrator to pre-authorize the application for all users in the tenant, which will avoid an OAuth authorization screen being presented to the user.

- **Authority URL ('authority')**

Can use the default 'organizations' authority for evaluation purposes. For production deployment, we strongly recommend deploying a custom policy file to lock the tenantId to your own specific tenantId, to avoid users using licenses for non-corporate mailboxes.

The format of this URL for a specific tenant is:

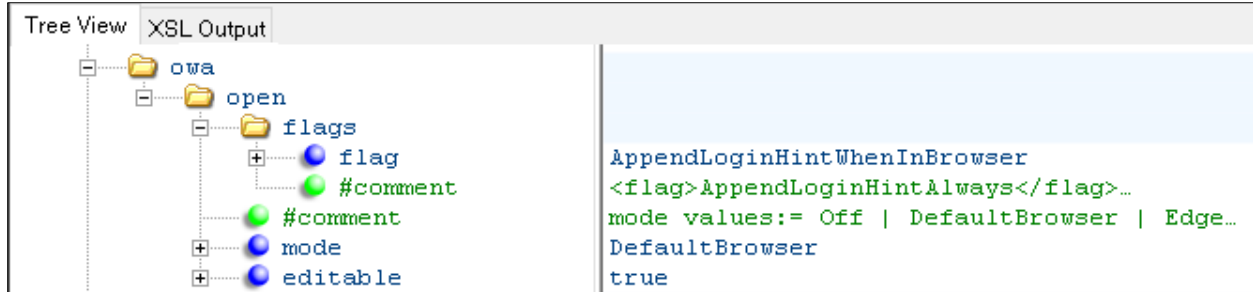
<https://login.microsoftonline.com/tenantid/>

For example, <https://login.microsoftonline.com/fd5cbe82-54e3-4587-ae96-0d559801ca44/>

Flags ('flags')

Flags is a reserved value.

7.5 Open in Browser (owa / open / mode)



The screenshot shows a configuration tree on the left and its corresponding XSL output on the right. The tree structure is as follows:

- owa
 - open
 - flags
 - flag
 - #comment
 - #comment
 - mode
 - editable

The XSL Output on the right contains the following code:

```
AppendLoginHintWhenInBrowser
<flag>AppendLoginHintAlways</flag>...
mode values:= Off | DefaultBrowser | Edge...
DefaultBrowser
true
```

Mode

The 'mode' can be set to one of the following:

- **Off** (opens in OWA Desktop embedded browser)
- **Default Browser** (opens in external default browser)
- **IE** (opens in external Internet Explorer browser)
- **Edge** (opens in external Edge browser)
- **Chrome** (opens in external Chrome browser)







Mode visibility ('clientOptionsVisible')

The 'mode' section can be hidden based on this value.

Flags

Note: *These advanced settings are to be used only by the direction of Messageware Support.*

7.6 EWS OAuth ('oauth' section)

Tree View	XSL Output
  oauth	
  clientId	c16e0f7d-396e-4334-be27-afbeefe7ab92
  authority	https://login.microsoftonline.com/organizations

Application Id ('clientId')

The application ID of the Application Registration definition in Azure AD that **enables EWS permissions**. By default, the Messageware Application ID is provided. Configuring your own application registration allows the administrator to pre-authorize the application for all users in the tenant, which will avoid an OAuth authorization screen being presented to the user.

Authority URL ('authority')

Can use the default 'organizations' authority for evaluation purposes. For production deployment, we strongly recommend deploying a custom policy file to lock the tenantid to your own specific tenantId, to avoid users using licenses for non-corporate mailboxes.

The format of this URL for a specific tenant is:

<https://login.microsoftonline.com/tenantid/>

Example: <https://login.microsoftonline.com/fd5cbe82-54e3-4587-ae96-0d559801ca44/>

7.7 Navigator

Tree View	XSL Output
  navigator	
 userAgent	

Provide the full user-agent string in the 'userAgent' field if you wish to override the user-agent string that OWA Desktop uses.

7.8 Updater

Tree View	XSL Output								
<ul style="list-style-type: none"> [-] folder updater <ul style="list-style-type: none"> + [blue sphere] checkForUpdatesMonthly + [blue sphere] editable + [blue sphere] enableCheckForUpdatesNow [-] folder SupportUpdates <ul style="list-style-type: none"> + [blue sphere] checkUpdatesVisible 	<table> <tr><td>checkForUpdatesMonthly</td><td>false</td></tr> <tr><td>editable</td><td>true</td></tr> <tr><td>enableCheckForUpdatesNow</td><td>true</td></tr> <tr><td>checkUpdatesVisible</td><td>false</td></tr> </table>	checkForUpdatesMonthly	false	editable	true	enableCheckForUpdatesNow	true	checkUpdatesVisible	false
checkForUpdatesMonthly	false								
editable	true								
enableCheckForUpdatesNow	true								
checkUpdatesVisible	false								

The 'updater' and 'SupportUpdates' sections are depreciated. Updates are not provided directly to the client, and thus Check for Updates button/schedule should not be visible.

7.9 Support Information

Tree View	XSL Output								
<ul style="list-style-type: none"> [-] folder supportInformation <ul style="list-style-type: none"> + [blue sphere] visible + [blue sphere] title + [blue sphere] supportWeb + [blue sphere] supportEmail 	<table> <tr><td>visible</td><td>true</td></tr> <tr><td>title</td><td>Messageware Support</td></tr> <tr><td>supportWeb</td><td>http://www.messageware.com</td></tr> <tr><td>supportEmail</td><td>support@messageware.com</td></tr> </table>	visible	true	title	Messageware Support	supportWeb	http://www.messageware.com	supportEmail	support@messageware.com
visible	true								
title	Messageware Support								
supportWeb	http://www.messageware.com								
supportEmail	support@messageware.com								

Support Information can be left visible or not depending on your standard operation procedures.

We recommend the title, website, and email address all be changed to reflect your internal support organization.

7.10 Logging

The value for the logging element should be set to false to ensure that OWA Desktop is not logging continuously, however the editable element should be set to true to allow users to turn on logging should they encounter a problem that requires troubleshooting.

7.11 Menu Items ('menuitems' section)

The 'menuitems' section provides administrative control over what UI elements are visible, and defaults for some visible and not visible settings.

The following tabs can be made visible or not visible to the user:

- **owa** – whether the "Outlook Web" commander menu option is visible
- **inboxFolder** – whether the "Inbox" commander menu option is visible (*not available for Office 365*)
- **calendarFolder** – whether the "Calendar" commander menu option is visible (*not available for Office 365*)
- **tasksFolder** – whether the "Tasks" commander menu option is visible (*not available for Office 365*)
- **composeMail** – whether the "Compose Mail" commander menu option is visible
- **composeAppointment** – whether the "Compose Appointment" commander menu option is visible
- **composeTask** – whether the "Compose Task" commander menu option is visible (*not available for Office 365*)
- **viewUnread** – whether the "View Unread" commander menu option is visible
- **viewReminders** – whether the "View Reminders" commander menu option is visible
- **connectionStatus** – whether the "Connection Status" commander menu option is visible
- **importAndExport** – this option is depreciated
- **accounts** – whether the "Accounts" commander menu option is visible
- **help** – whether the "Help" commander menu option is visible
- **restart** – whether the "Restart" commander menu option is visible

7.12 Settings ('settings' section)

The 'settings' section provides administrative control over what settings are visible, and defaults for some visible and not visible settings.

Culture

Set the language for OWA Desktop UI – currently '**auto**', '**es**', '**fr**', and '**de**' are supported.

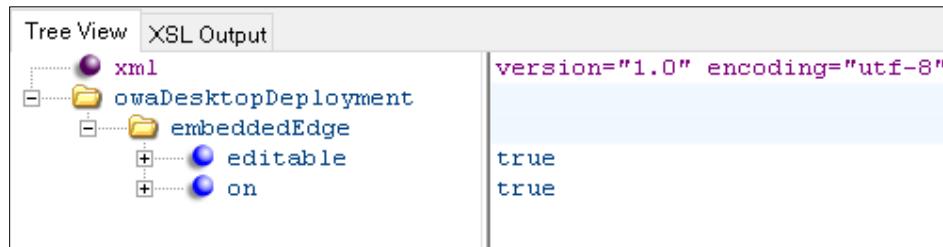
Compose Message Format ('composeMessageFormat')

Sets the compose message format for OWA Desktop. '**html**' or '**text**' are supported.

The following settings can be enabled ('true') or disabled ('false'). If 'editable' is set to false, the setting will be enforced.

- Automatically Include OWA Signature ('automaticallyIncludeOwaSignature')
- Use MailTo: body ('useMailToBody')
- Run At Startup ('runAtStartup')
- Enable Logging ('enableLogging')

7.13 Embedded Edge



The following settings can be configured with a default. If 'editable' is set to false, the setting will be enforced.

EmbeddedEdge – On

Set this to 'true' to use Edge as the embedded browser. Note that 'Open in Browser' mode has to be Off (see section 7.3)

EmbeddedEdge – Flags

This advanced settings are to be used only by the direction of Messageware Support.

Appendix A: Azure AD Seamless SSO

Administrators can enable Azure AD Seamless SSO integration by completing the following steps:

- Edit the OWADesktopDeployment.xml file (Edit your deployment file of choice)
- Navigate to <mailboxSettings>
- Locate <**office365**> section
- Change the isSeamlessSSO value to **True**

Example:

```
<office365>
  <useOffice365>true</useOffice365>
  <isSeamlessSSO>true</isSeamlessSSO>
  <fullOffice365User>true</fullOffice365User>
  <editable>true</editable>
</office365>
```

- Save the changes and convert the XML deployment file to DEP
- Deploy the DEP file with OWA Desktop

Appendix B: Reference Material

XML Notepad a Microsoft utility available for download from the following location:

<https://github.com/microsoft/xmlnotepad>

Notepad++ a free open source code editor available for download from the following location:

<http://notepad-plus-plus.org/>

Msiexec (command-line options)

<http://technet.microsoft.com/en-us/library/cc759262%28WS.10%29.aspx>

How to use Group Policy (GPO) to remotely install software in Windows Server

<http://support.microsoft.com/kb/816102>