



Messageware OWA Desktop

Administration and Operation Guide

For Exchange Server

Revision Date: 2021/07/07

Messageware OWA Desktop

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1 Introduction

MessageWare® OWA Desktop is a revolutionary product that extends desktop email control and ease of use to the OWA web mail user, making Outlook Web more like desktop Outlook than ever before. Now, companies can easily make OWA an integral part of their corporate messaging. Alerts, notifications and status are available at a glance. With a single click the user can access their inbox and calendar, and compose emails, meetings and tasks. With OWA Desktop, users will have fuller, richer messaging at a fraction of the cost of dedicated software.

Other 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

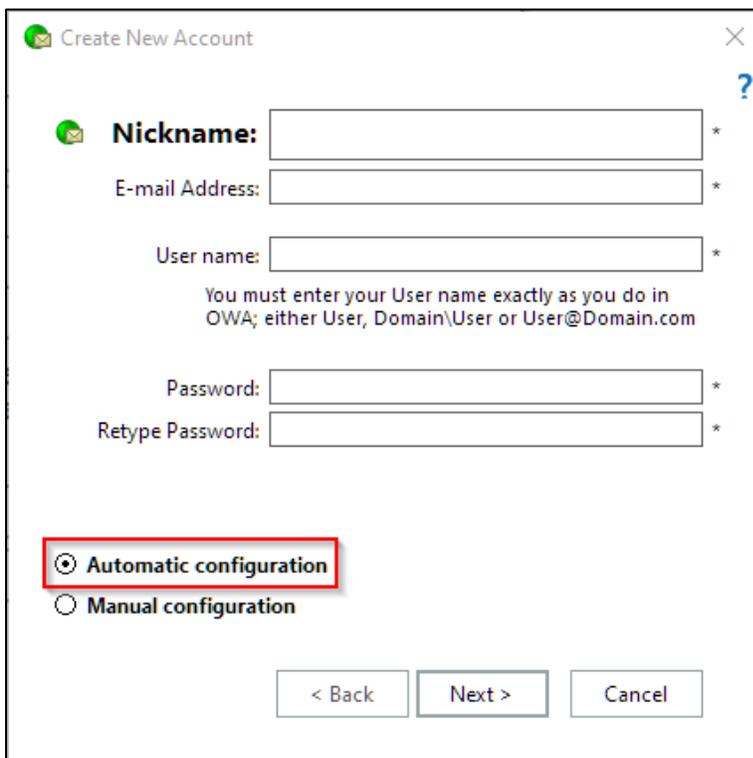
MessageWare® OWA Desktop is a client component that is installed on a Windows machine. OWA Desktop is added to the Startup group and auto starts at Sign on.

2 Configuring OWA Desktop

2.1 Create a New Account

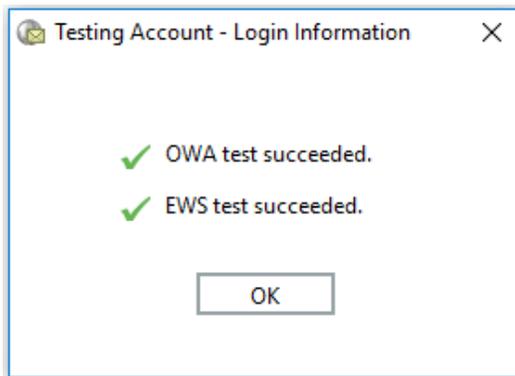
To assist first-time users in creating an account, the Create new Account window opens automatically following the completion of the installation.

2.1.1 Automatic Account Configuration

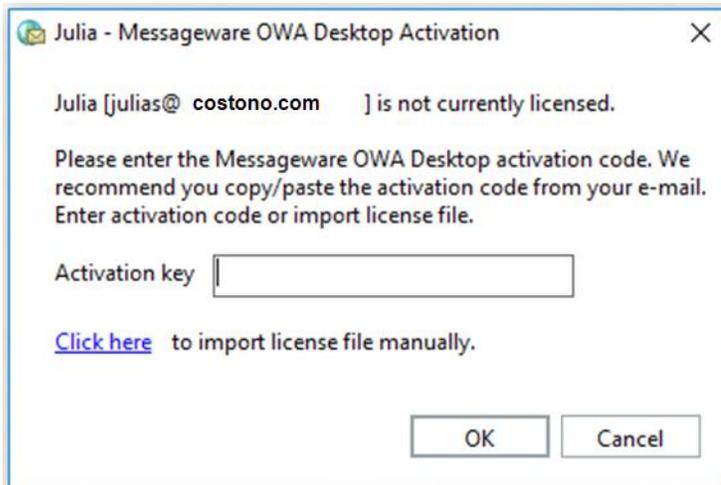


To automatically configure your account settings enter the following information into the respective fields:

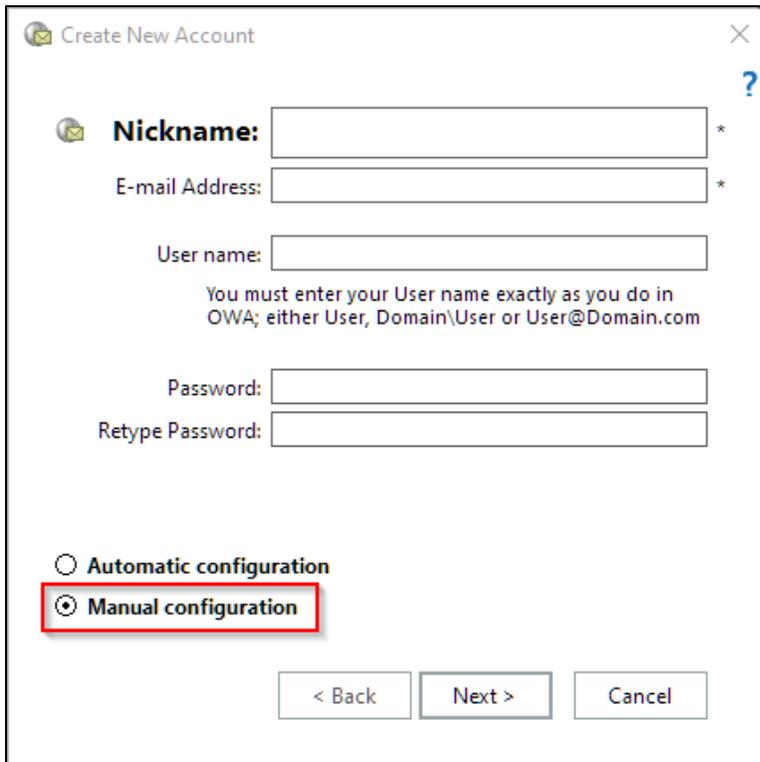
- **Nickname:** this can be any name that you wish to be displayed on/for your OWA Desktop account
- **E-mail Address:** this is the e-mail address associated with your OWA account
- **User name:** this is the user name associated with your OWA account. You must enter your User name exactly as you do in OWA: either User, Domain\User, or User@Domain.com
- **Password:** this is the password currently associated with your OWA account
- **Automatic Configuration** will be preselected for you
- Click **Next** to review your settings
- Click **Check Settings** to verify accuracy of account information and to test connectivity



- Click **OK** to create your account
- Enter activation code when prompted



2.1.2 Manual Account Configuration



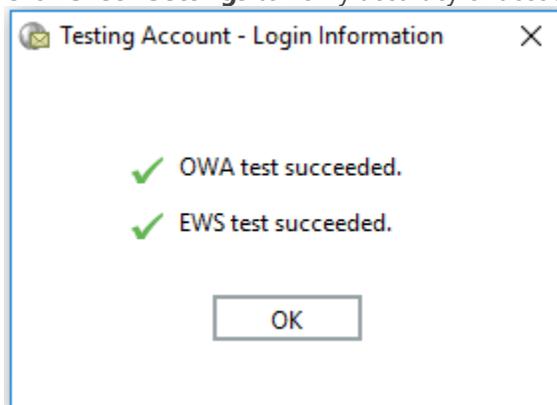
Manual configuration can be used in case Automatic configuration is unable to detect the Exchange Server settings, or for personal preference.

To manually configure your account settings enter the following information into the respective fields:

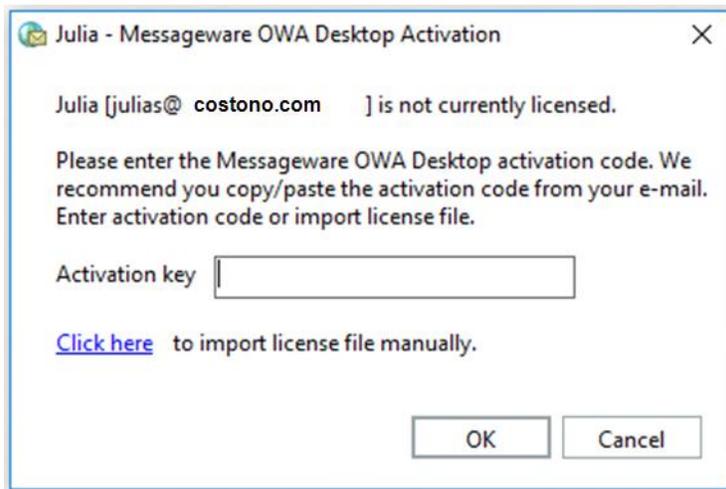
- **Nickname:** this can be any name that you wish to be displayed on/for your OWA Desktop account.
- **E-mail Address:** this is the e-mail address associated with your OWA account
- **User name:** this is the user name associated with your OWA account. You must enter your User name exactly as you do in OWA: either User, Domain\User, or User@Domain.com
- **Password:** this is the password currently associated with your OWA account
- Select **Manual Configuration**
- Click **Next** to configure your account settings
- Select one of the following:
 - **Open principal mailbox:** select if this is the mailbox associated with the domain credentials provided (selected by default)
 - **Open other mailbox:** to open a secondary account that you have delegation permission to access.
- Under Server Configuration:
 - **Enter your OWA URL:** enter the Outlook Web URL (for accuracy, copy the OWA URL from the browser).
 - **Enter your EWS URL:** enter the Exchange Web Services URL The URL should be in the following format : `https://mail.company.com/ews/exchange.asmx`

Example:

- Click **Check Settings** to verify accuracy of account information and to test connectivity



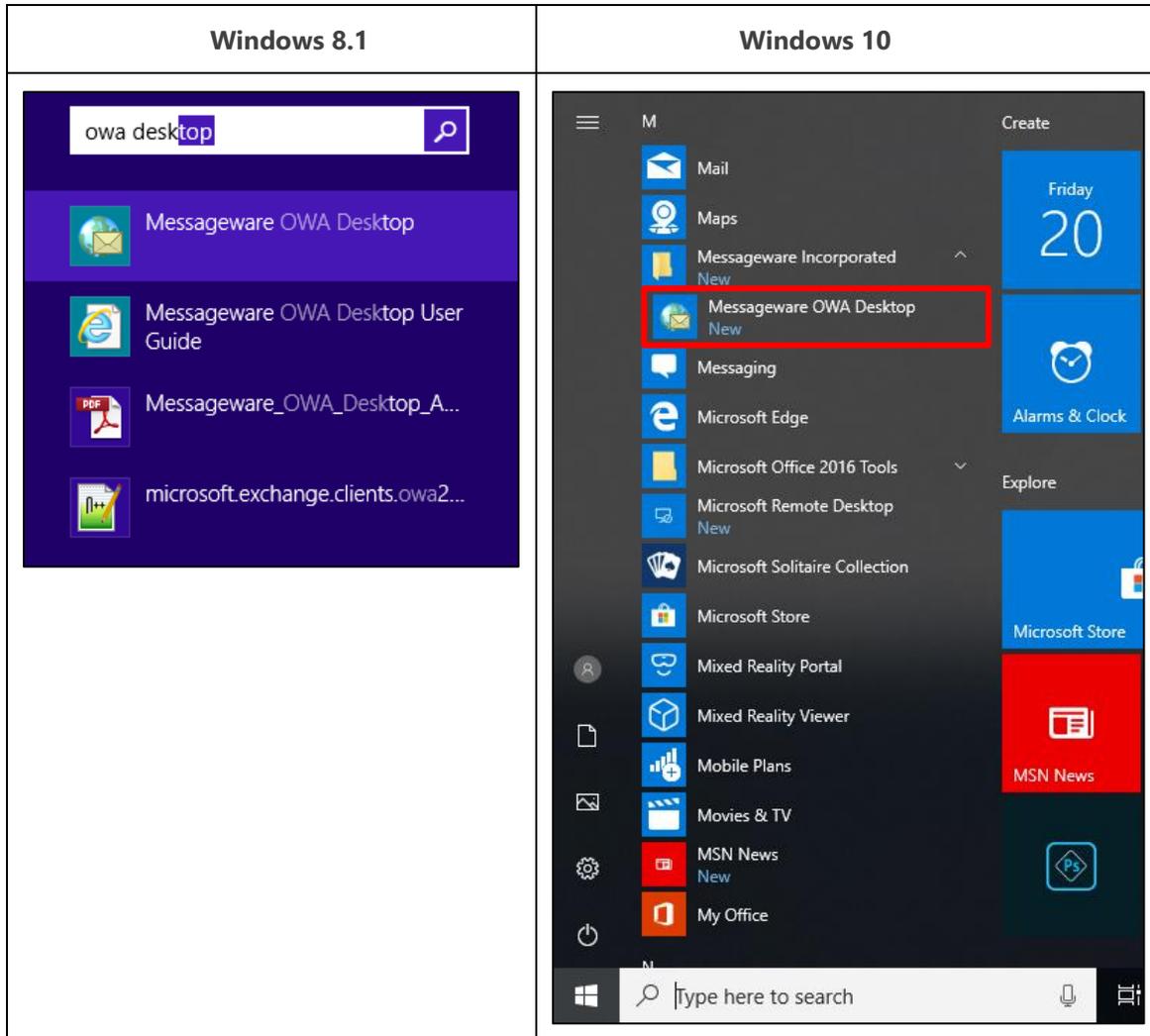
- Click **Apply** to configure your OWA Desktop account
- Enter the license activation code when prompted.



Note: Should you need to correct any of the information on the Create New Account Form, you can make the changes by selecting Edit under **Accounts** on the OWA Desktop Commander found in the Taskbar icons.

3 Launching OWA Desktop

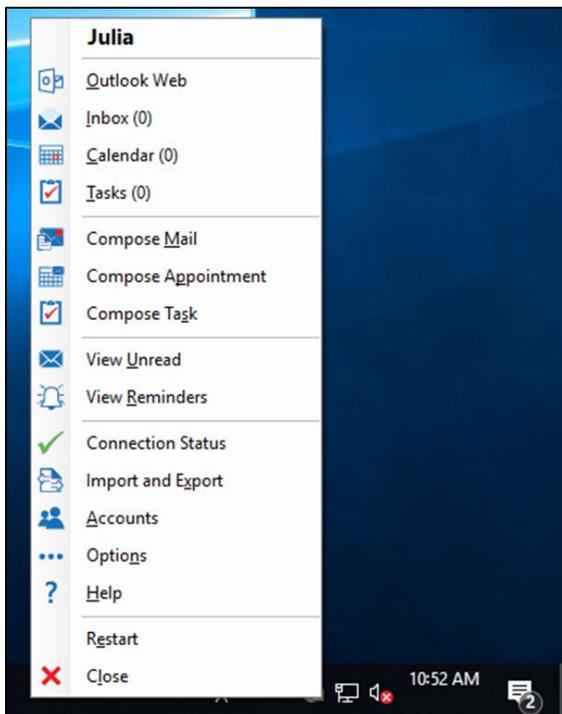
Messageware OWA Desktop can be configured to run automatically on start up. If it is necessary to restart, you can access OWA Desktop from the Start menu (Start\Messageware Incorporated\Messageware OWA Desktop)



4 Using OWA Desktop

4.1 The OWA Desktop Commander

The OWA Desktop Commander is where you can access the features and functions of OWA Desktop. Click on the OWA Desktop icon  in the System Tray to launch the Commander.



4.2 Nickname

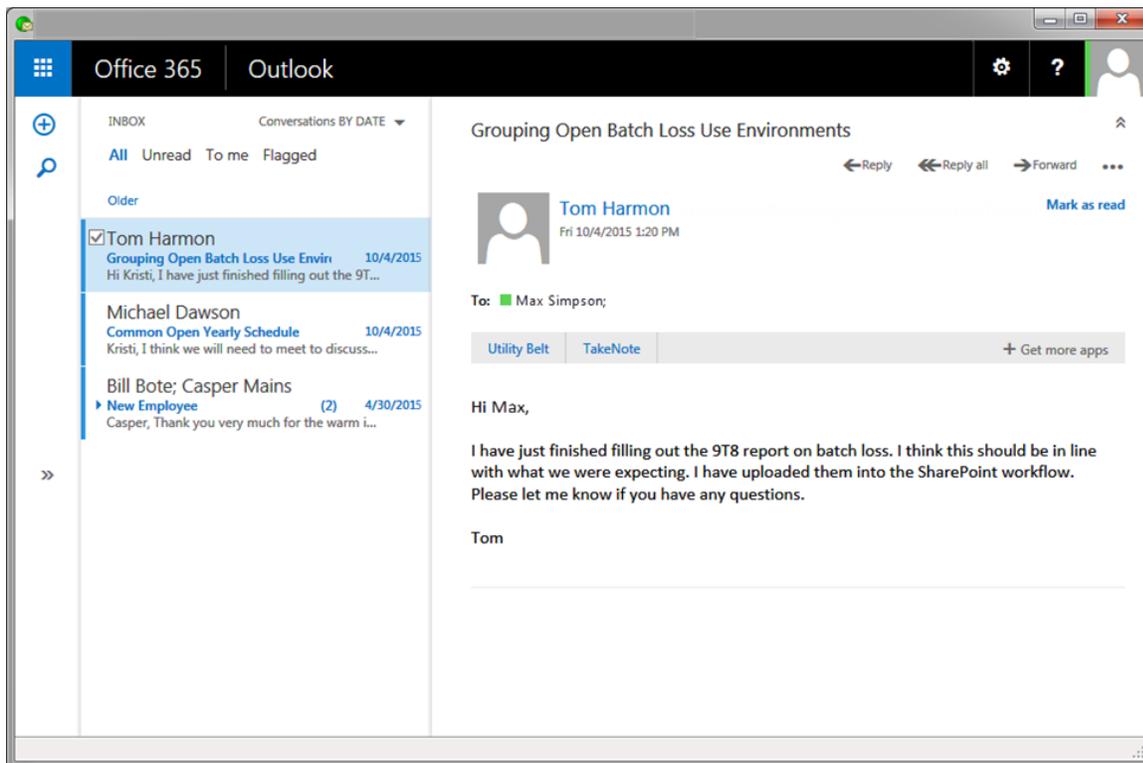
You can choose any name for this field that you wish to be displayed on/for your OWA Desktop account.

4.3 Outlook Web Functionality

4.3.1 Outlook Web



Clicking on **Outlook Web** will open your main OWA window. You do not need to open a browser window and enter the address of your exchange server, or log on to Exchange. OWA Desktop has taken care of this for you to make it simple to launch your Outlook Web session with a single mouse click.



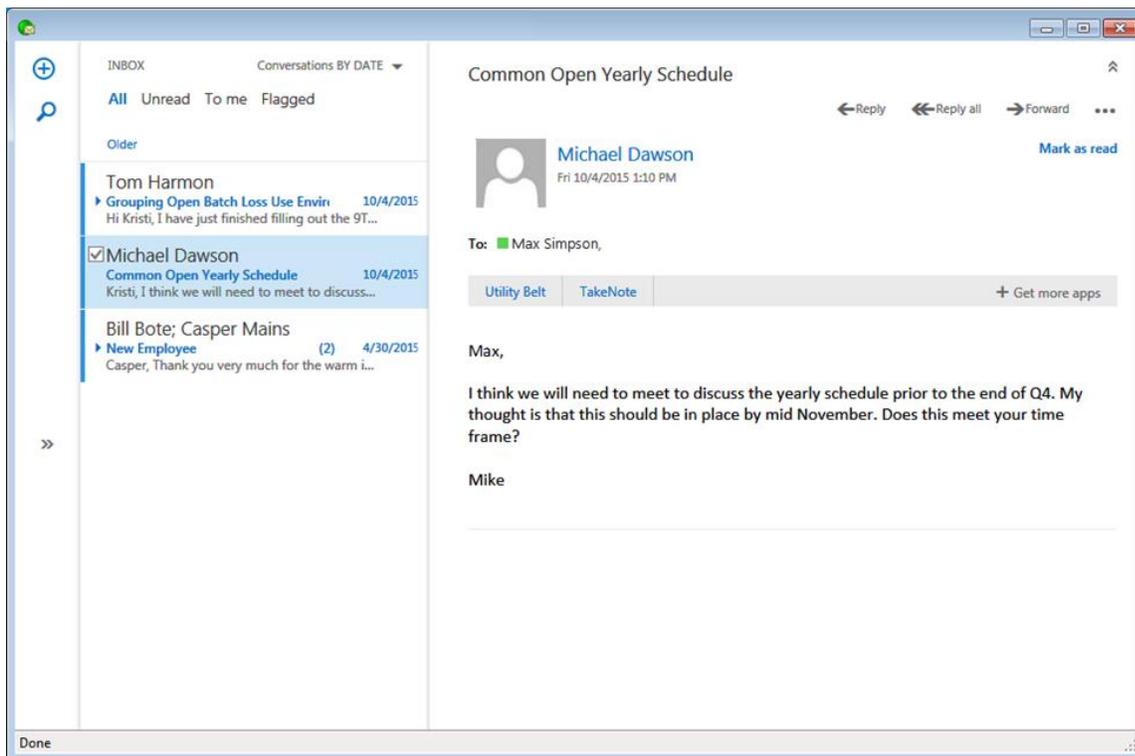
4.3.2 Inbox



Clicking on **Inbox** will display a compact version of the OWA window freeing up space on your display for other work. The window is fully functional and clicking on any of the displayed items will allow you to reply/forward/delete just like in the full Outlook Web Window.

While the full Outlook Web screen may be appropriate in some situations, most of the time you will find the advantage of the ease of use of launching individual functions with a single click.

In the Commander, OWA Desktop displays the number of unread messages (in parenthesis) beside the Inbox item.

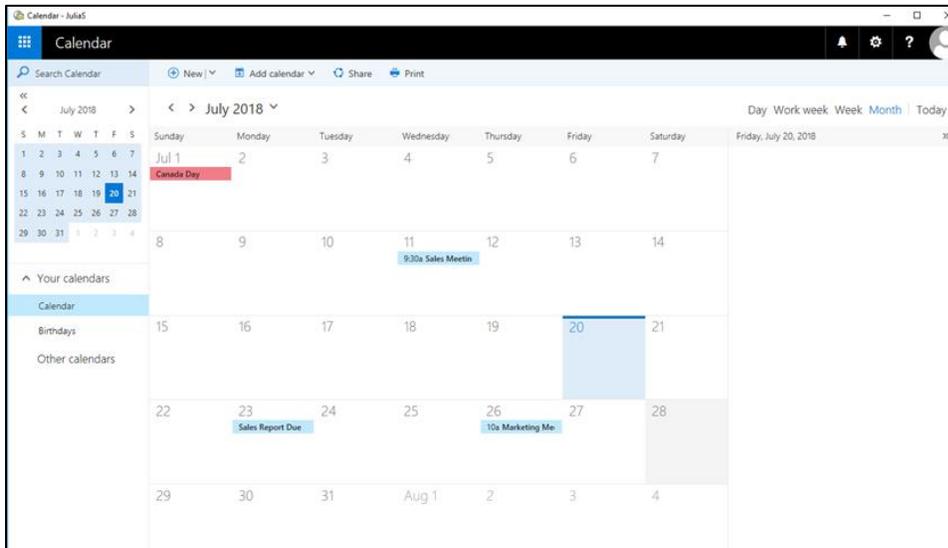


4.3.3 Calendar



Clicking on Calendar will display a condensed, fully functional version of the OWA window allowing you to create or delete or open meetings or appointments, and change the calendar view.

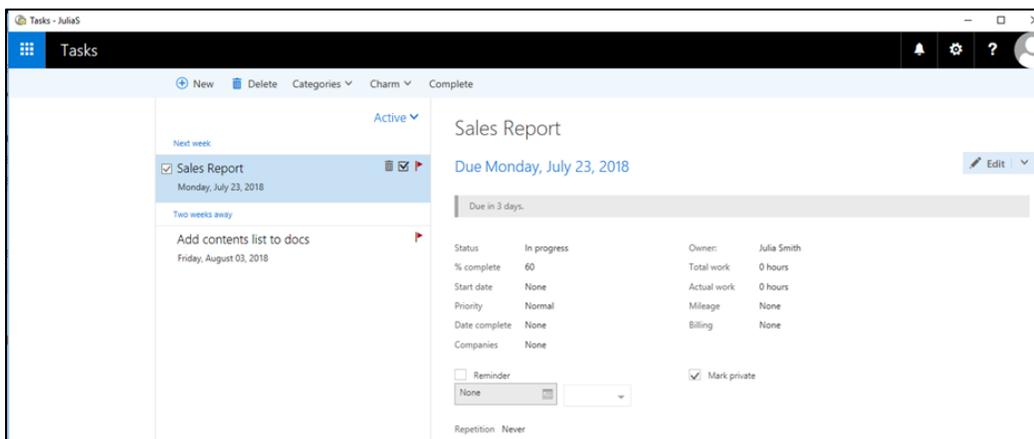
In the Commander, OWA Desktop displays the number of current reminders (in parenthesis) including those that have been snoozed.



4.3.4 Tasks



In the Commander, OWA Desktop displays the number of incomplete tasks (in parenthesis) that you are currently tracking. Clicking on Tasks will open a compact Task window, allowing you to work with and modify your list of tasks.

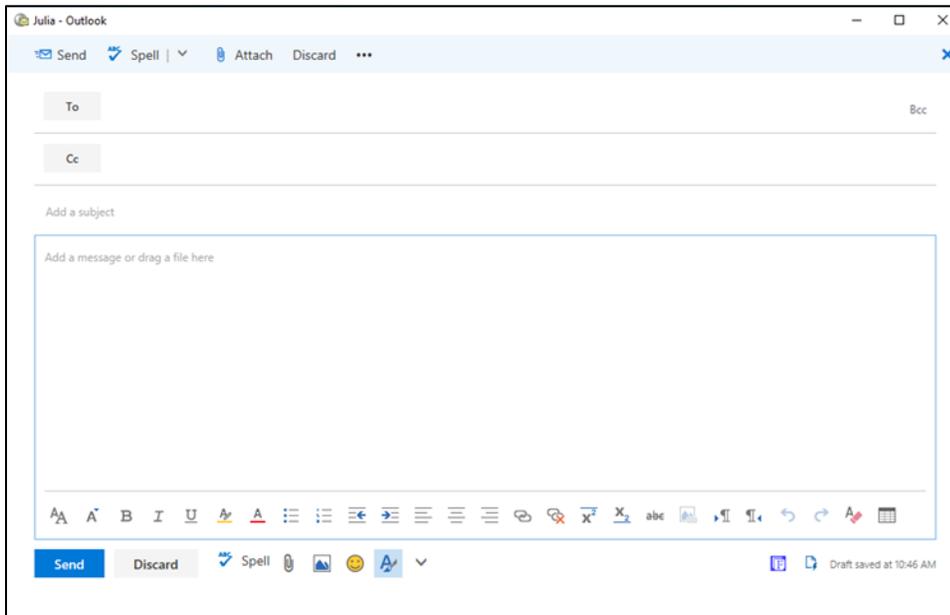


4.3.5 Compose Mail



To save even more time and key clicks you can use the **Compose Mail**, **Compose Appointment** and **Compose Task** options to quickly open compact, fully functioning OWA windows. This is much more efficient than opening the full OWA window and clicking to get the mail, appointment or task screens and then clicking to compose.

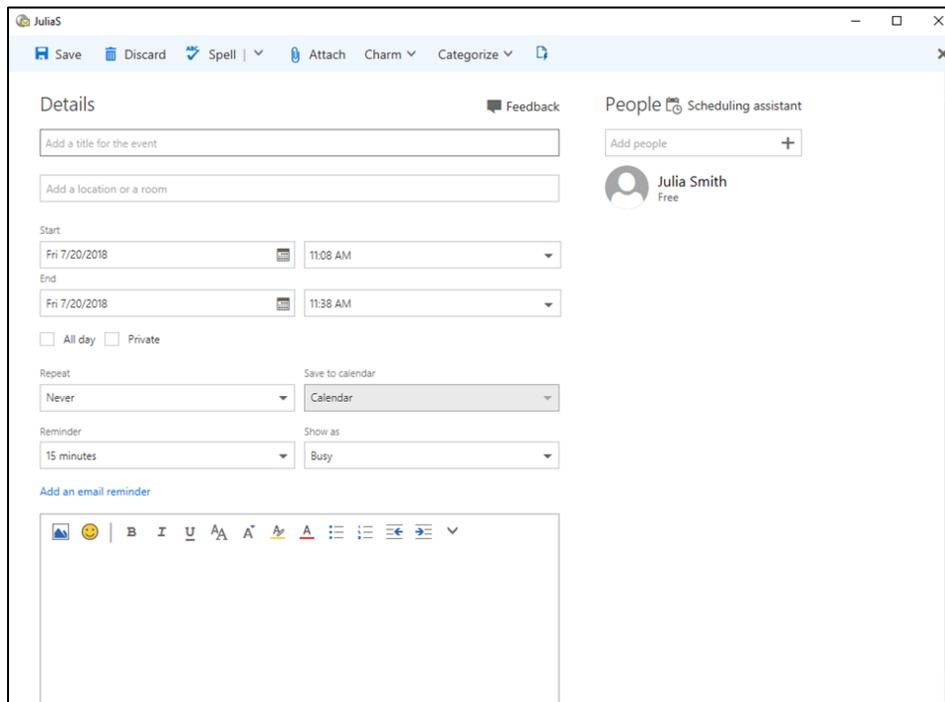
Clicking on Compose Message opens up the OWA new message window allowing you to compose and send a new message without having to log into OWA.



4.3.6 Compose Appointment



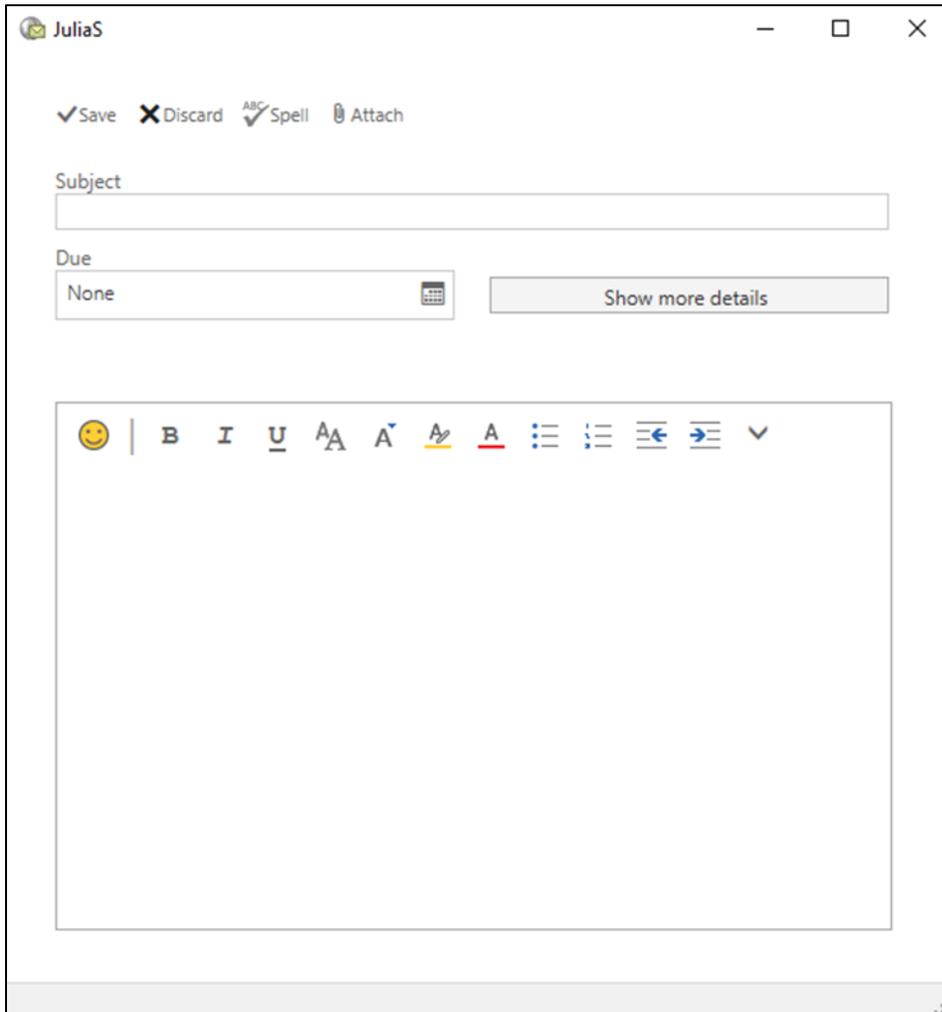
Clicking on Compose Appointment in the OWA Desktop Commander opens the OWA new appointment window complete with scheduling assistant, allowing you to create a new appointment or meeting request with one click.



4.3.7 Compose Task



Clicking on the Compose Task heading in the commander opens up the OWA Task window allowing you to create new tasks.



4.4 Notifications

4.4.1 New Mail and Unread

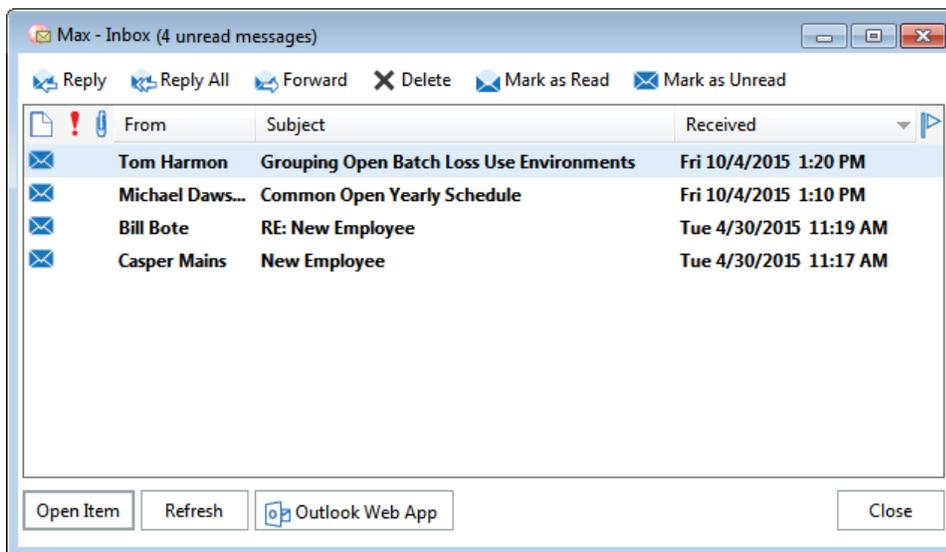


OWA Desktop has been designed with enhanced New Mail and Unread windows. Just like OWA, you will receive new mail notifications that will inform you of any new mail you have received. You have the option in OWA Desktop to have the following alerts for New Mail Notification.

Note all these options are on by default.

- Show "View Unread" window on new mail
- Show balloon tip on new mail
 - Show message preview in balloon tip
- Play sound on new mail

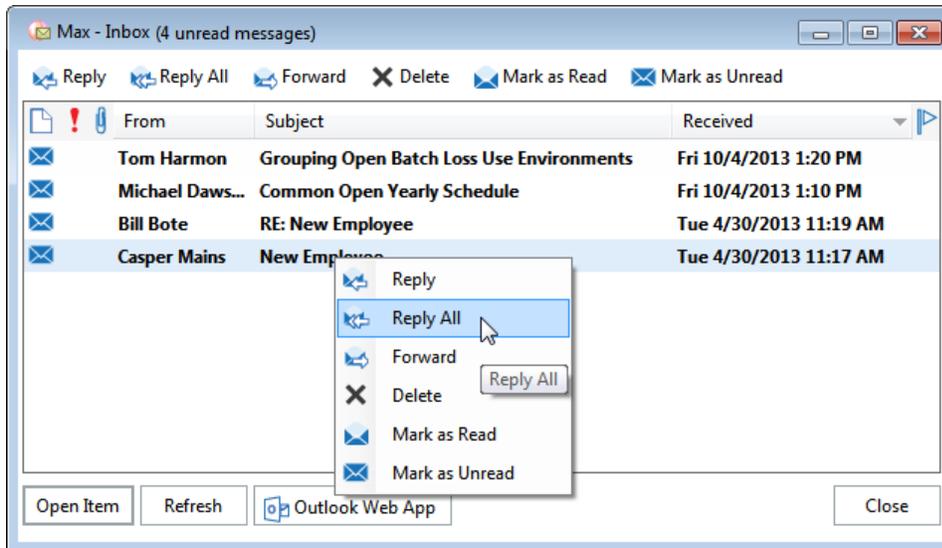
The popup window will bring up the View Unread window that features a list of unread messages in an enhanced new mail notification window. Clicking on View Unread in the Commander will also open this window.



From here you are able to do the following directly from within the View Unread window:

- Open a selected message (click **Open Item** button or double click on item).
- **Reply** or **Reply All** for a selected message
- **Forward** a message
- **Delete** a message
- **Mark as read** or **Mark as unread**
- **Refresh** View
- Go to **Outlook Web App** (Mailbox)

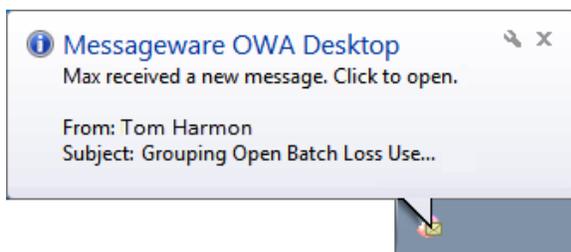
This window also displays attachment and importance icons as well as flags for each email; and features a right click menu for ease of use.



Show balloon tip (with preview on or off) will bring up an interactive balloon from the OWA Desktop icon in the system tray that allows you to click to view the message.

Note: The balloon tip notification look varies depending on the Operating System.

- In Windows 8.1, the notifications are displayed from the Taskbar
- In Windows 10, the notifications are displayed by the Action Center



New Mail Balloon Tip



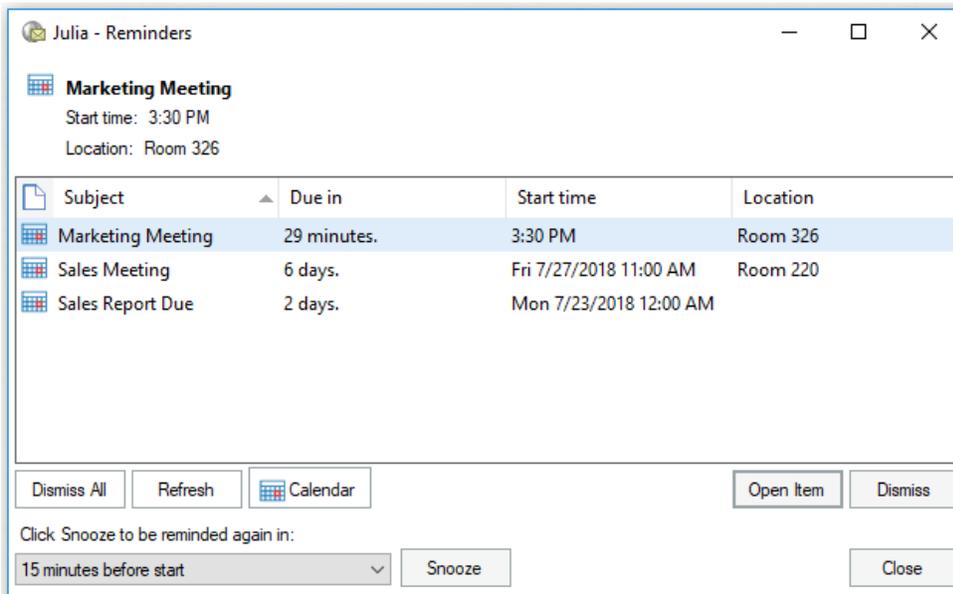
New Mail Balloon Tip with Preview turned on.

4.4.2 View Reminders



OWA Desktop has been designed with an enhanced Reminder window. Just like OWA, you will receive reminder notifications that will inform you of upcoming or recently passed appointments. You have the option in OWA Desktop to enable or disable the pop up window for Reminders.

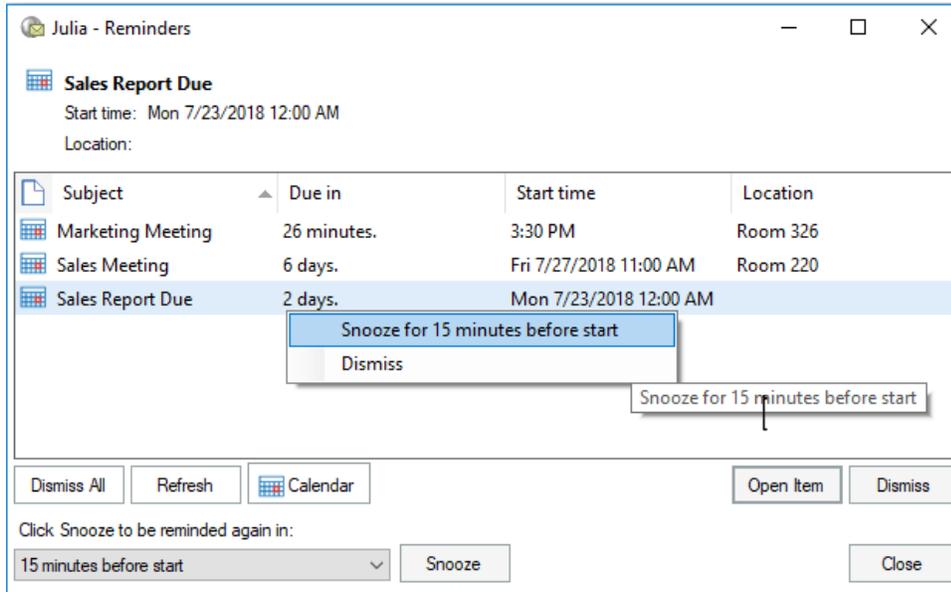
The popup window will bring up the Reminders window that allows you to view a list of reminders of appointments and meeting requests. Clicking on View Unread in the Commander will also open this window.



From here you are able to do the following directly from within the Reminders window:

- **Dismiss All** - which will dismiss the reminders for all appointments listed
- **Refresh** - refreshes the view
- **Open Item** - opens the OWA appointment or meeting selected
- **Dismiss** - turns off the reminder on the currently selected item within this window (the currently selected item is highlighted in yellow)
- **Snooze** - to be reminded again.
 - The Snooze drop-down selections allow the user to choose when to be reminded, with the default set to 5 minutes

This window also features a right click menu for ease of use.

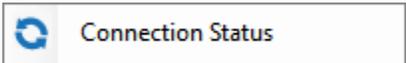


Note: Dismissing or snoozing reminders on recurring appointments will act only on the reminder for the particular instance.

4.5 Connection Status

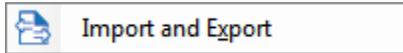


The connection status in OWA Desktop keeps you informed of the status of your connection to both Outlook Web (OWA) and Exchange Web Services (EWS).

Not yet connected to EWS	
Connecting to EWS and OWA	
Connected to EWS but not OWA	
Failed to connect to EWS	
Connected to both EWS and OWA	

- If the Status indicates that you are not connected to EWS or OWA, please ensure your logon information is correct; you must enter your User name exactly as you do in OWA: either User, Domain\User, or User@Domain.com.
- Check the OWA URL (for accuracy, copy the OWA URL from the browser)
- Attempt to sign into OWA with same login information

4.6 Import and Export



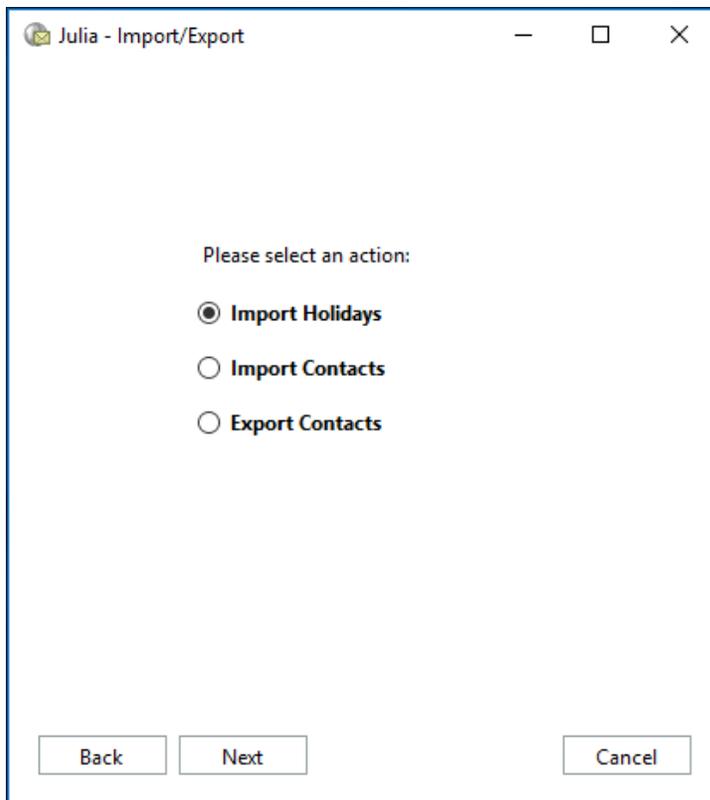
OWA Desktop also allows for importing and exporting Personal Contacts within OWA as well as adding National, Religious, and Corporate Holidays to your calendar. This is accomplished with a quick and easy to follow wizard.

4.6.1 Import Holidays



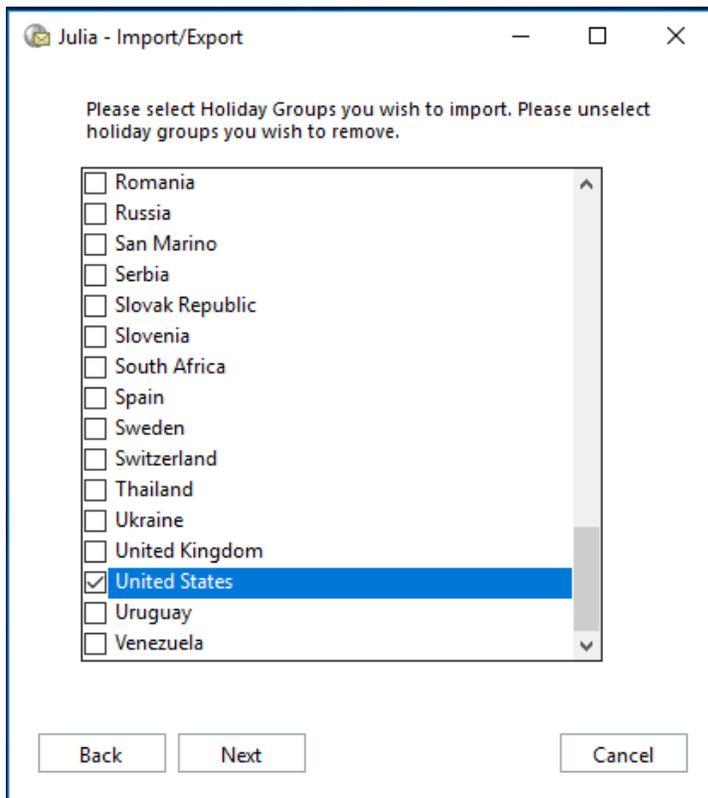
To automatically import holidays into your calendar, follow the steps below to enable and follow through the guided wizard.

- Click on **Import and Export** in the System Tray Menu.
- Select **Import Holidays** and click **Next**

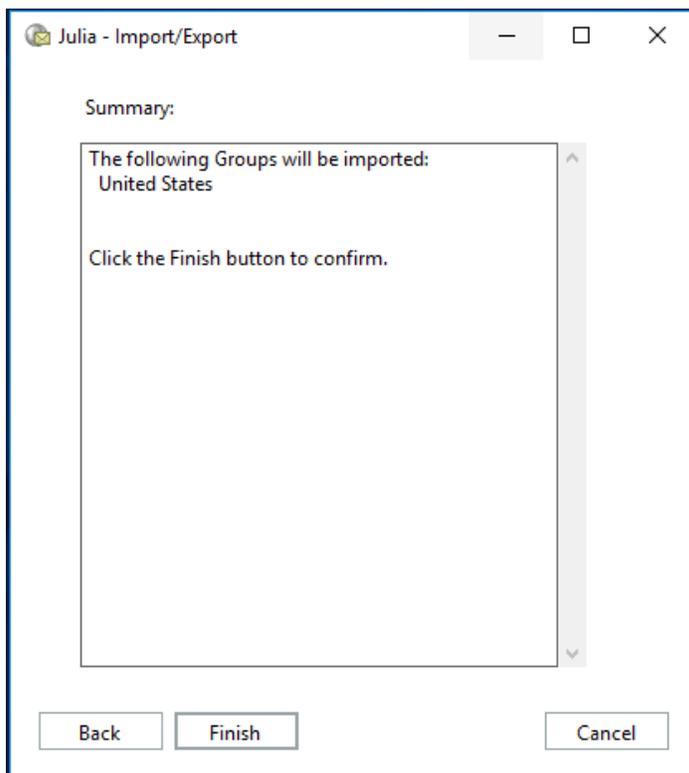


- Select the Holiday Groups that you wish to import and click Next.

Note: To remove the Holiday Groups that have been imported, un-check the section and click Next to continue.



- Click **Finish** to confirm your selection and complete the import.



- You will receive notification that the import action was completed successfully



The following list of holidays is available through OWA Desktop to import into your Calendar:

Religious Holidays and Observances
Christian Calendar

National Holidays and Observances				
Andorra	Czech Republic	Ireland	Montenegro	Serbia
Argentina	Denmark	Italy	Netherlands	Slovak Republic
Australia	Ecuador	Japan	New Zealand	Slovenia
Austria	Estonia	Korea	Norway	South Africa
Belgium	European Union	Latvia	Paraguay	Spain
Brazil	Finland	Libya	Peru	Sweden
Bulgaria	France	Liechtenstein	Philippines	Switzerland
Canada	Germany	Lithuania	Poland	Thailand
Chile	Greece	Luxembourg	Portugal	Ukraine
China	Hong Kong SAR	Macedonia FYROM	Puerto Rico (USA)	United Kingdom
Colombia	Hungary	Malaysia	Romania	United States
Costa Rica	Iceland	Mexico	Russia	Uruguay
Croatia	India	Monaco	San Marino	Venezuela

4.6.2 Import Contacts



OWA Desktop enables you to import Contacts into OWA from a saved file. To automatically import your contacts, follow the steps below to enable and follow through the guided wizard.

Note: we recommend exporting a contact first to obtain the column headers for formatting.

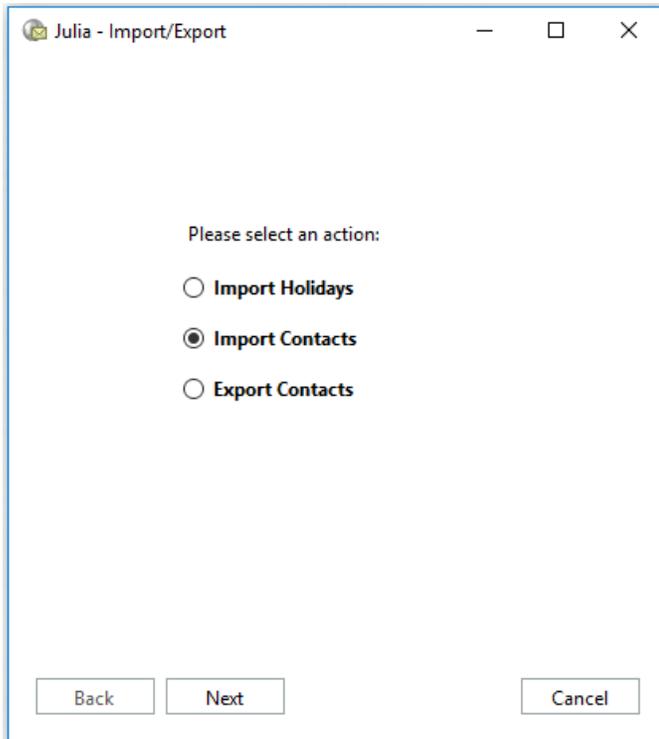
Example: Common CSV column headers

First Name	Business State	Home Country/ Region
Last Name	Business Postal Code	Business Phone
Company	Business Country/Region	Home Phone
Department	Home Street	Mobile Phone
Job Title	Home City	Email Address
Business Street	Home State	Web Page
Business City	Home Postal Code	

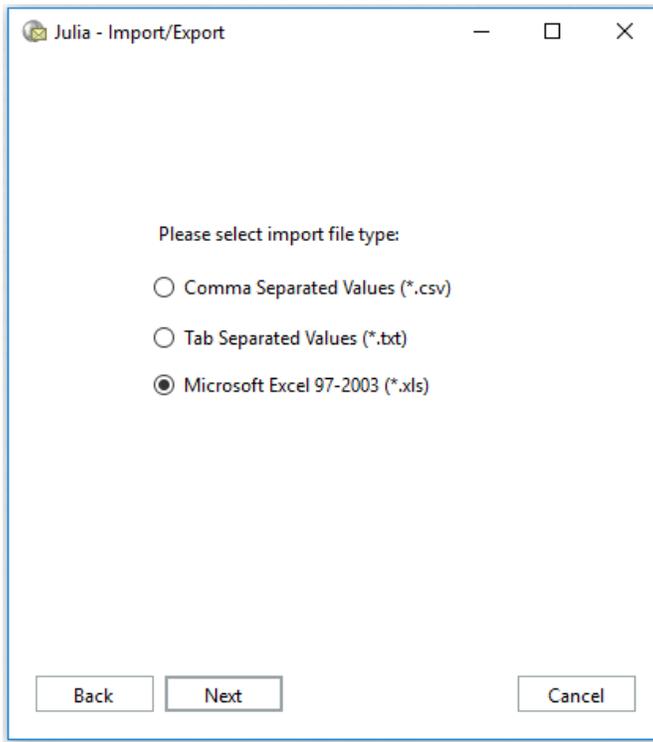
Example: Common XLS column headers

FirstName	BusinessState	HomeCountryRegion
LastName	BusinessPostalCode	BusinessPhone
Company	BusinessCountryRegion	HomePhone
Department	HomeStreet	MobilePhone
JobTitle	HomeCity	EmailAddress
BusinessStreet	HomeState	WebPage
BusinessCity	HomePostalCode	

- Click on **Import and Export** in the System Tray Menu
- Select **Import Contacts** and click **Next**



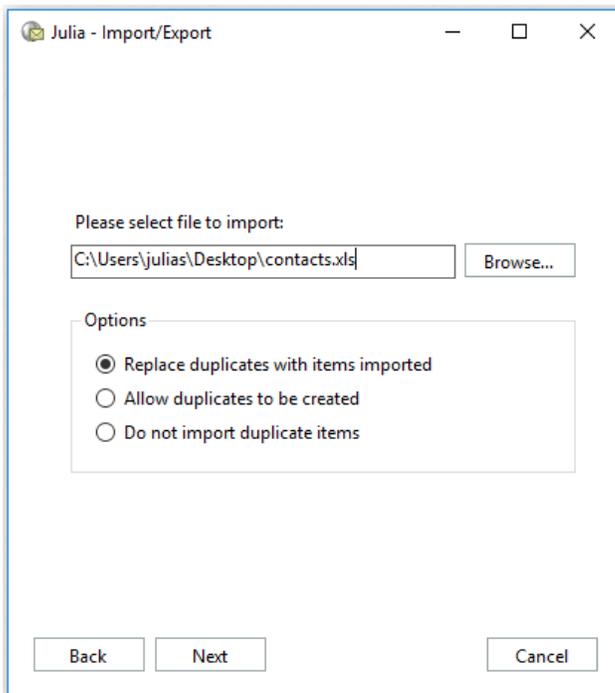
- Select the Import file type and click **Next**



- Browse to the location of the file and select how you would like to handle duplicate items

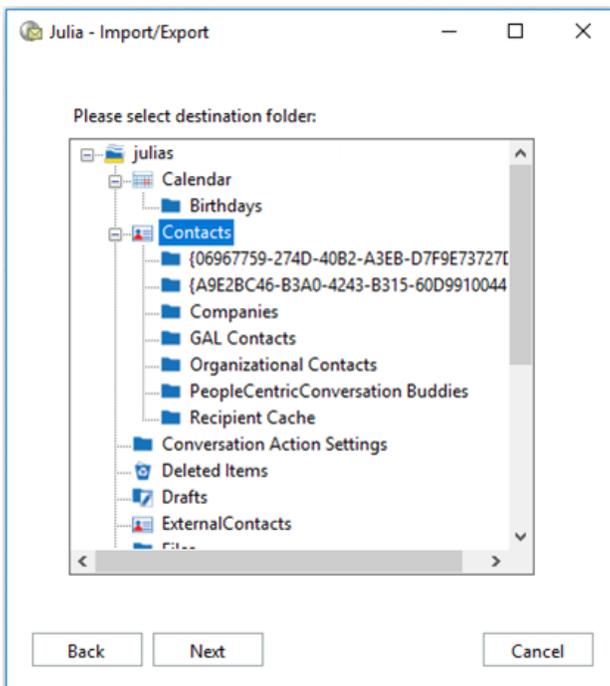
The choices are as follows:

- Replace duplicates with items imported
- Allow duplicates to be created
- Do not import duplicate items

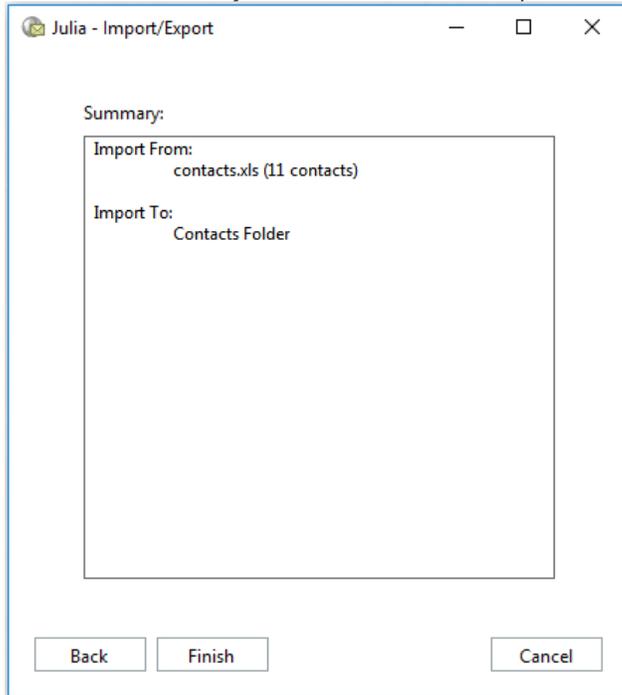


- Select the destination folder where you want to store the imported contacts

Note: The destination folder must be a Personal Contact folder



- Review the summary and click Finish to complete the import

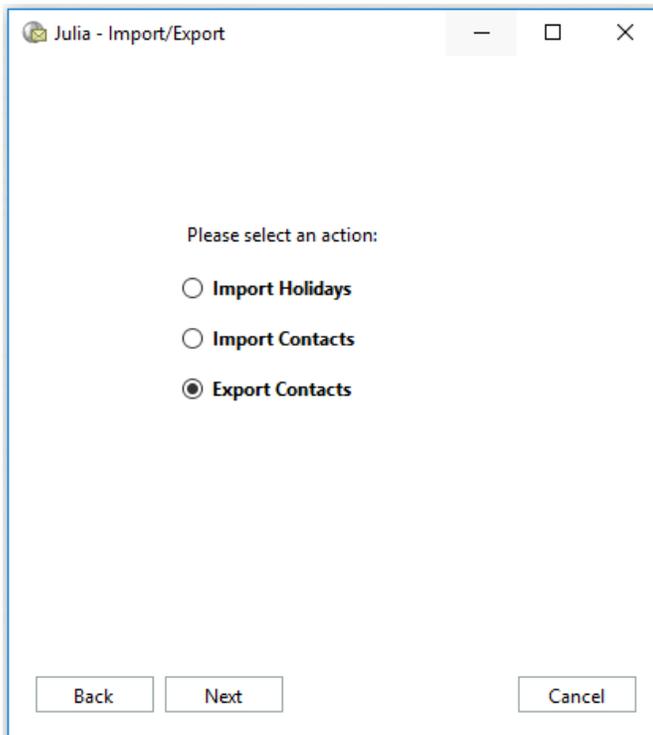


4.6.3 Export Contacts

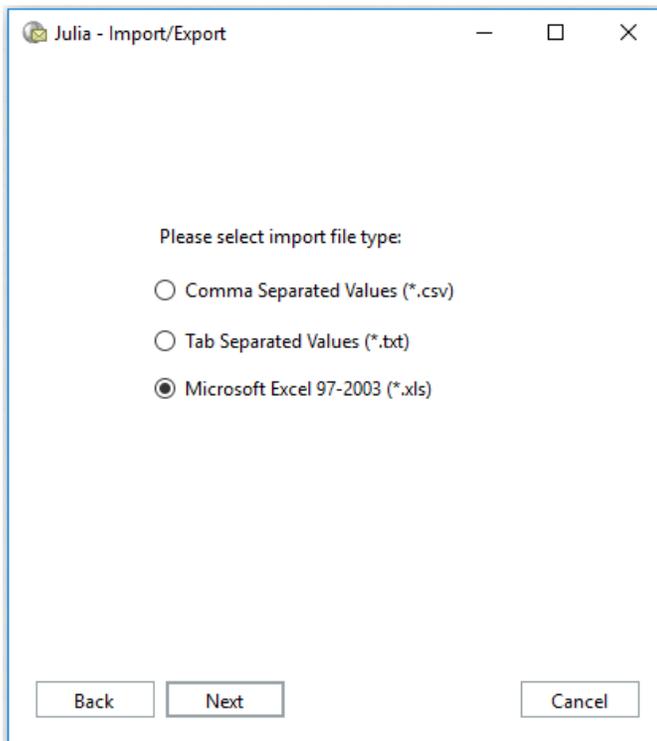


OWA Desktop enables you to export Contacts from OWA to a saved file. To automatically export your contacts, follow the steps below to enable and follow through the guided wizard.

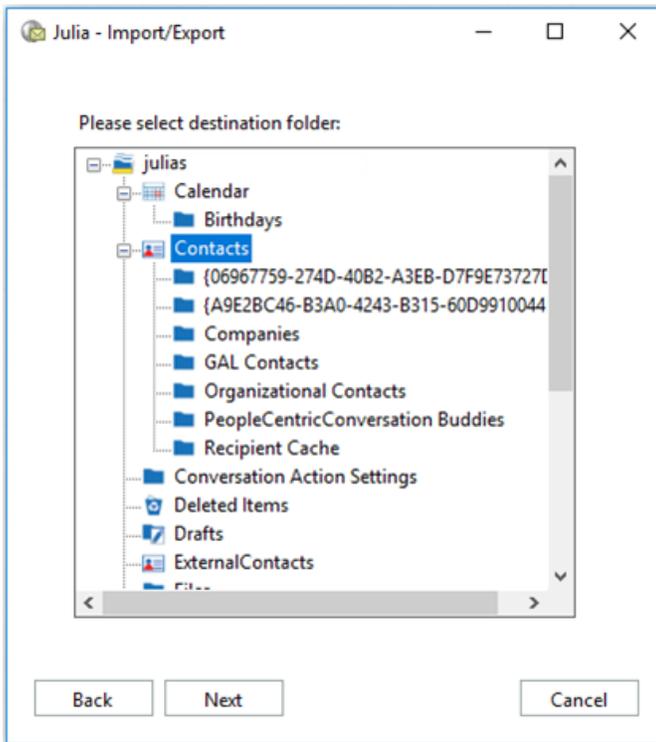
- Click on **Import and Export** in the System Tray Menu
- Select **Export Contacts** and click **Next**



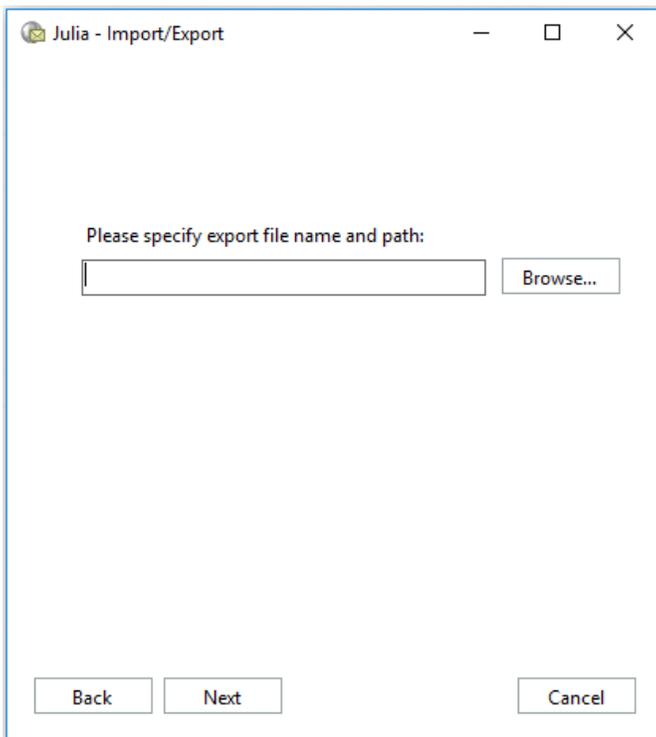
- Select the Export file type and click **Next**. The following choices are available to you
 - Comma Separated Values (*.csv)
 - Tab Separated Values (*.txt)
 - Microsoft Excel 97-2003 (*.xls)



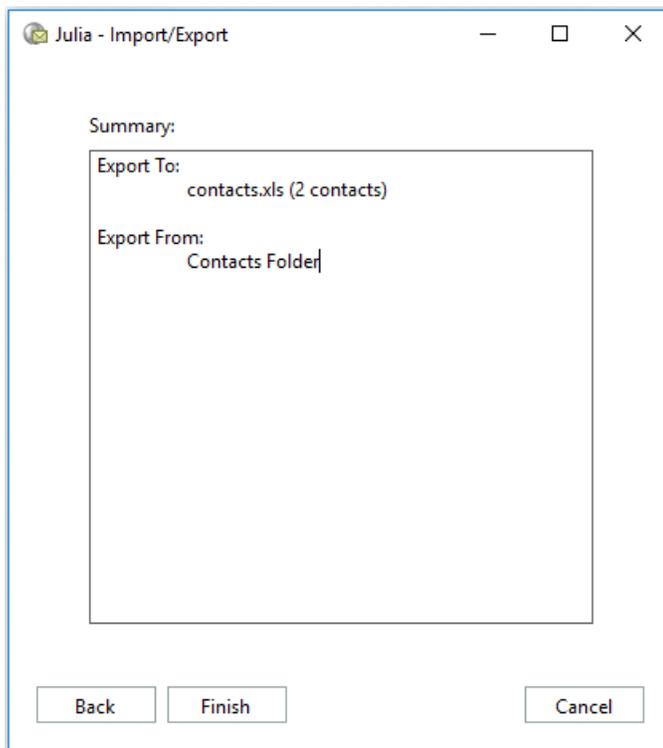
- Select the folder you wish to export contacts from and click **Next**



- Specify export file name and path.



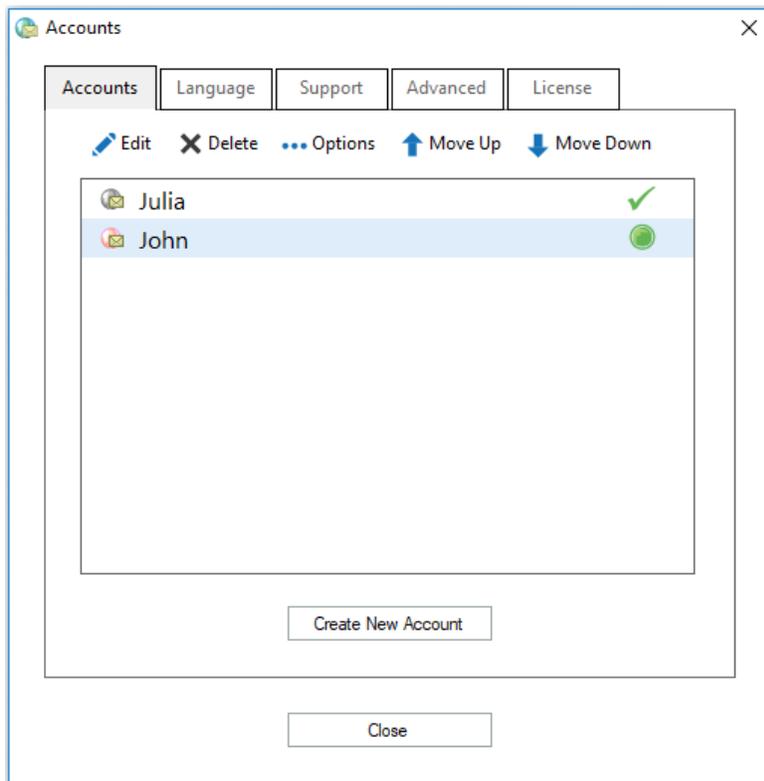
- Review the summary and click **Finish** to complete the export



4.7 Accounts



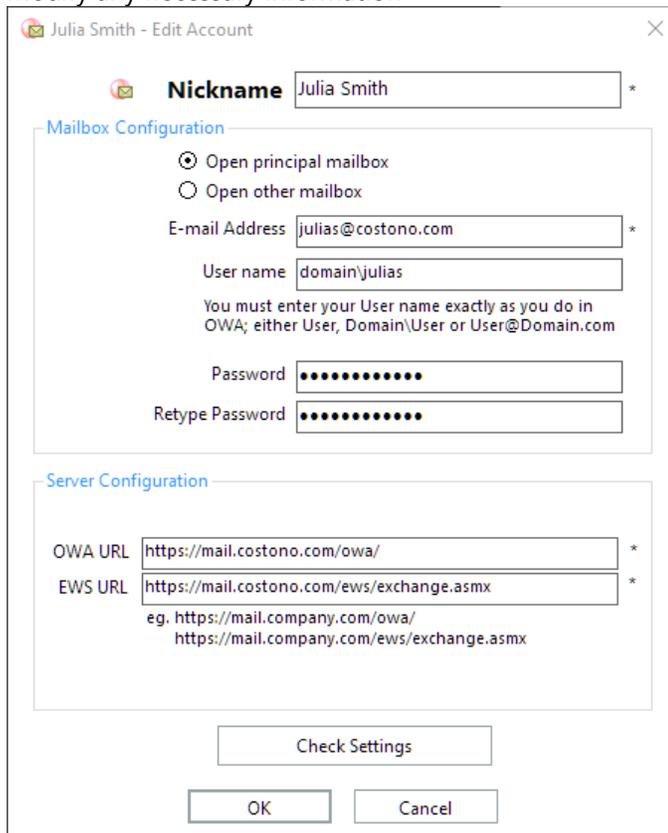
The **Accounts** function in OWA Desktop allows you to add and modify accounts, set preferences for language settings, running and closing options as well as enabling logging for Support.



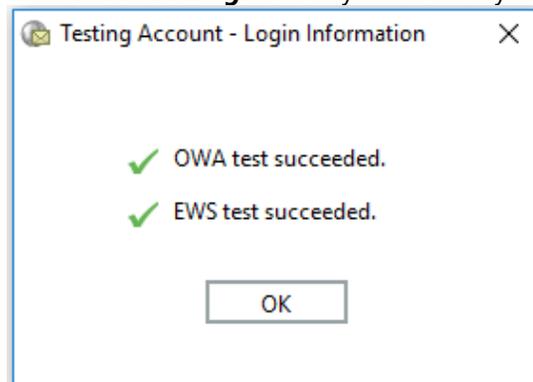
4.7.1 Edit Account

To edit or modify the account information for an account that has been previously created, highlight the necessary account and click Edit on the Accounts tab.

- Click on **Accounts** in the System Tray Menu
- On the Accounts tab, click on **Edit**
- Modify any necessary information



- Click **Check Settings** to verify the accuracy of your account information and to test connectivity.

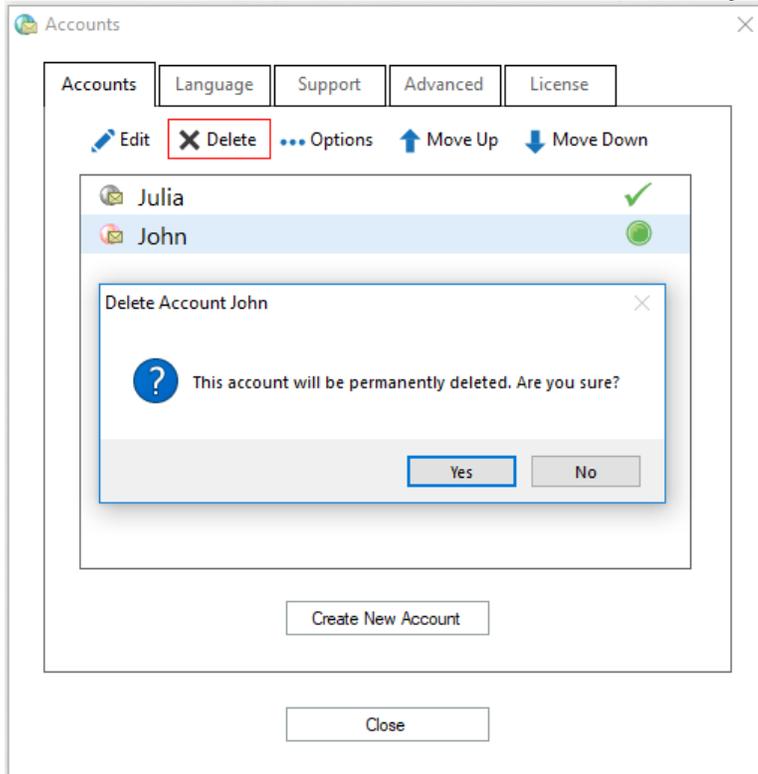


- Click **OK** to save any changes.

4.7.2 Delete Account

Delete Account allows you to remove any accounts from your system.

- Click on **Accounts** in the System Tray Menu
- On the Accounts tab, click on **Delete** next to the account that you wish to remove



- Click **Yes** to confirm and the account will be permanently deleted

4.7.3 Creating a New Account

Create New Account allows you to create accounts to individual mailboxes, either for separate profiles on your system or for accounts that you are monitoring.

See [Section 2 Configure OWA Desktop](#) for additional information when creating a new account using automatic or manual configuration.

Note: To assist first-time users in creating an account, the Create New Account window opens automatically following completion of the installation.

You will now see multiple accounts listed on the **Accounts** tab and multiple icons in the System Tray.

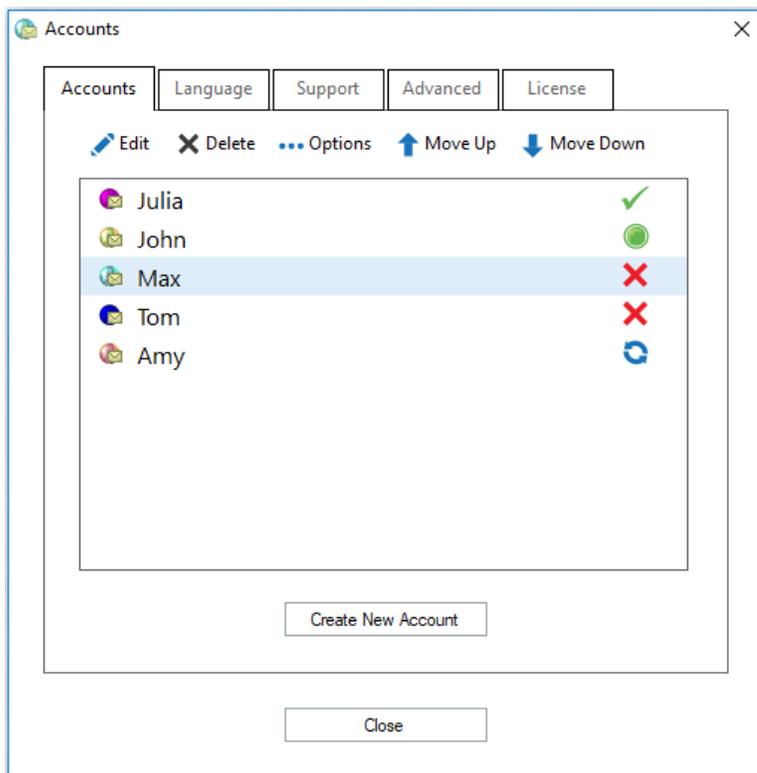
Changes to the account information can be made by selecting Edit under **Accounts** on the OWA Desktop Commander under section [4.7.1 Edit Account](#).

4.7.3.1 Creating Multiple Accounts

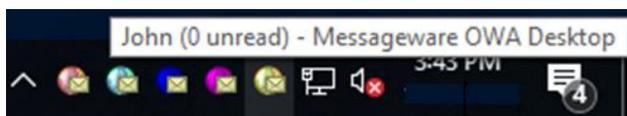
Create New Account allows you to create accounts for different email addresses, either for separate profiles on your system or for accounts that you are monitoring.

See [Section 2 Configure OWA Desktop](#) for additional information when creating a new account using automatic or manual configuration.

You can now see multiple accounts listed on the Accounts tab with multiple icons in the System Tray.



Note: Each account will have a uniquely colored icon both on the accounts tab as well as in the System Tray. Hovering over the icon in the System tray will show you the Nickname for the account as well as the number of unread messages in the inbox. There is no limit to the number of email id's that can be set up.



4.7.4 Language

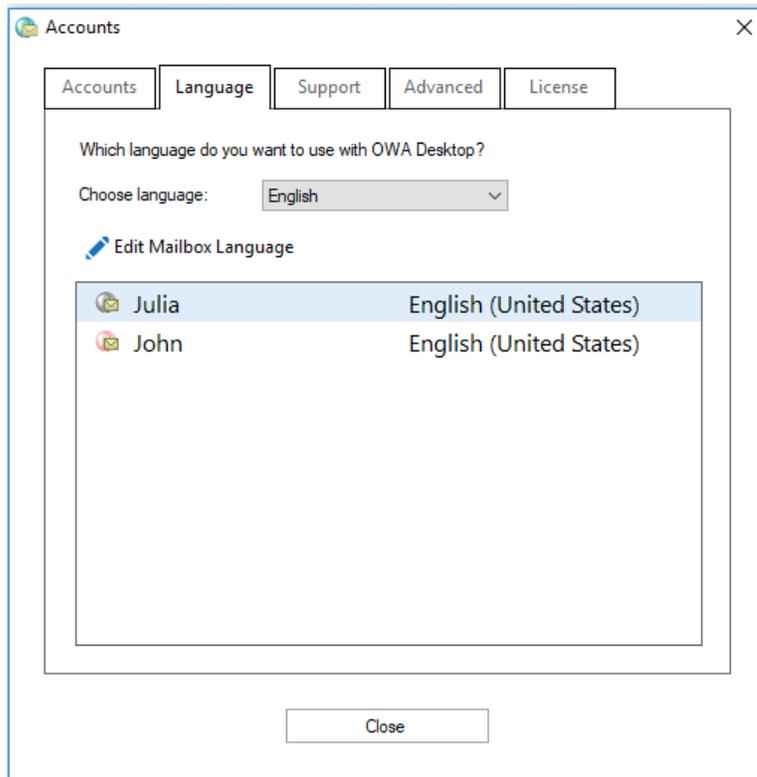


The language tab in the Accounts window allows you to select the language for OWA Desktop.

- Click on **Accounts** in the System Tray Menu.
- Select the Language Tab
- Choose a supported language from the dropdown menu and click **Change Language** to save changes

Supported languages included the following:

1. English
2. Dutch
3. Spanish
4. French

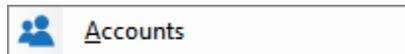


4.7.5 Edit Mailbox Language

OWA Desktop is designed to auto-detect the mailbox language of the user's mailbox. The 'Edit Mailbox Language' option is provided to override or correct the displayed mailbox language.

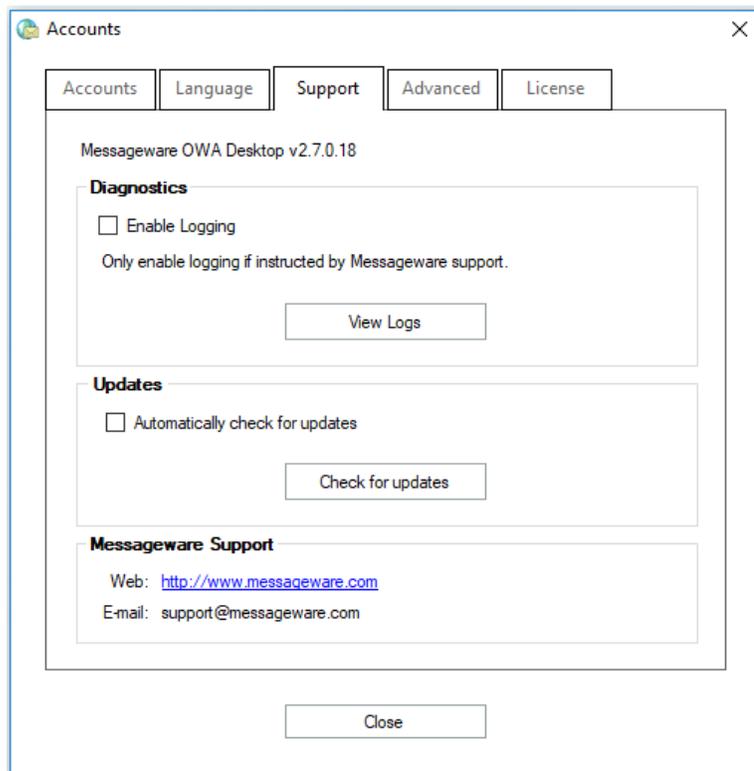
- Click on **Accounts** in the System Tray Menu.
- Select the Language Tab
- Click 'Edit Mailbox Language'
- Choose a language from the dropdown menu and click **Apply** to save changes

4.7.6 Support



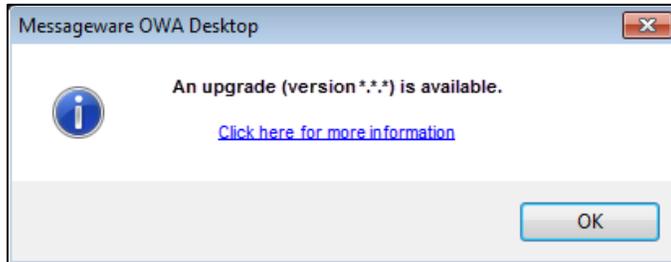
On the Support tab in the Accounts window you can do the following:

- Enable logging
- View logs
- Check for OWA Desktop Updates

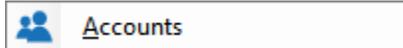


Do not enable logging unless directed to do so by MessageWare Support.

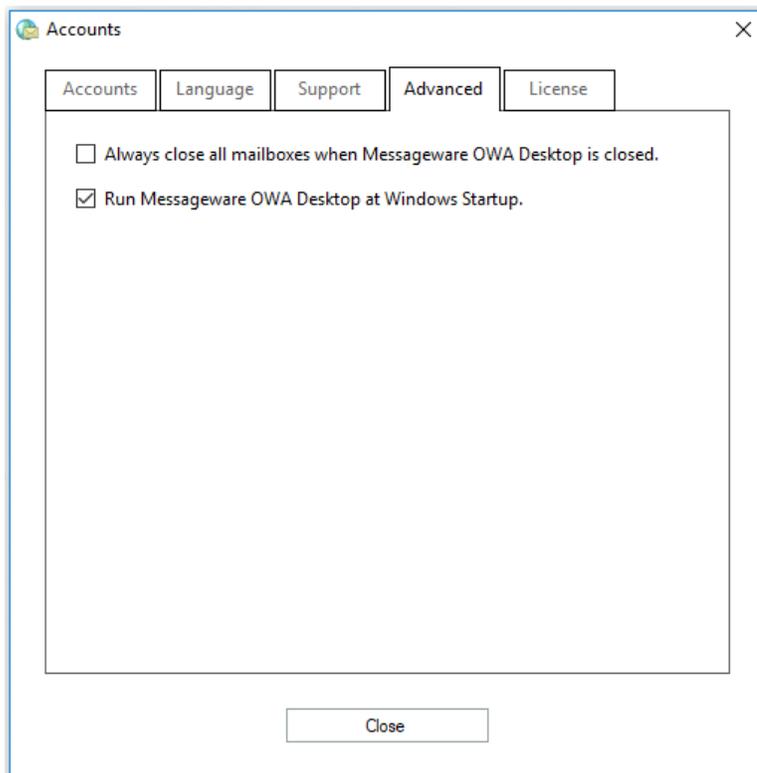
Clicking on **Check for updates now** allows you to download any available updates for Messageware OWA Desktop.



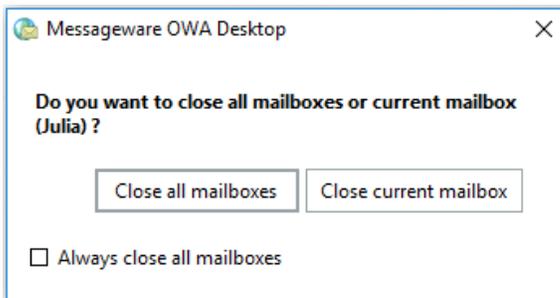
4.7.7 Advanced



The Advanced tab in the Accounts window gives you the option to close all mailboxes when OWA Desktop is closed as well as the option to run Messageware OWA Desktop at Windows Startup.

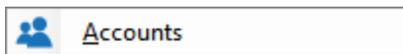


- Selecting "Always close all mailboxes when Messageware OWA Desktop is closed" will automatically close all mailboxes instead of giving you the option to close only the current mailbox.



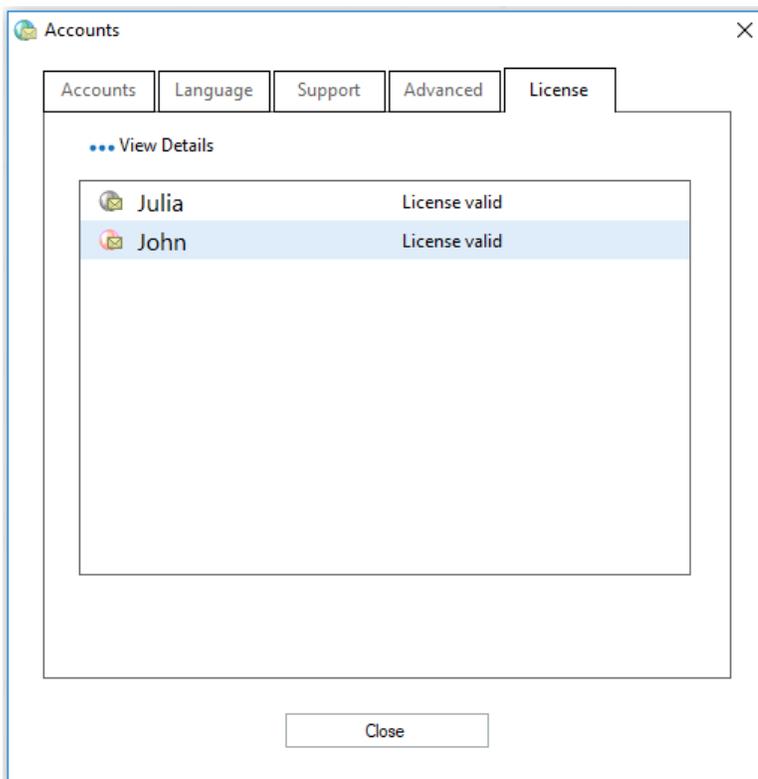
- Selecting "Run MessageWare OWA Desktop at Windows Startup" will launch OWA Desktop when you start up your computer ensuring that you won't miss any mail or meeting notifications.

4.7.8 License



The License tab in the Accounts window allows you to:

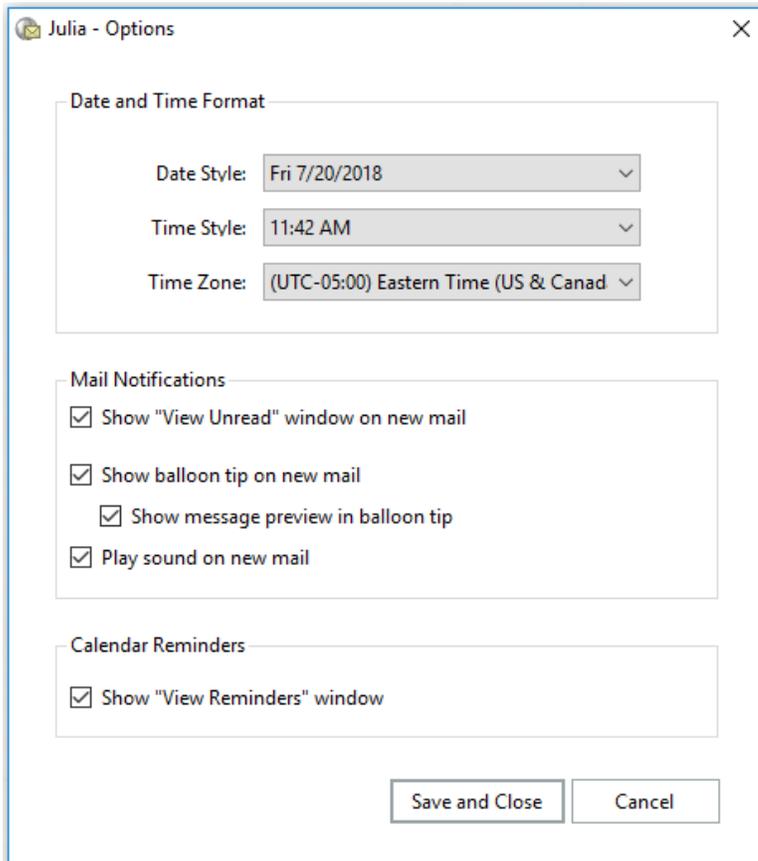
- View the date that your OWA Desktop license will expire
- View further details pertaining to your license



4.8 Options



The **Options** window allows you to change the Date and Time format as well as allowing you to set preferences for New Mail Notifications and Reminders.



For New Mail Notifications you can chose to enable or disable the following options:

- Show popup window on new mail (disabled by default)
- Show balloon tip on new mail (enabled by default)
 - Show message preview in balloon tip (enabled by default)
- Play sound on new mail. (enabled by default)

For Calendar Reminders you have can enable or disable the following option:

- Show reminder popup (enabled by default)

4.9 Restart



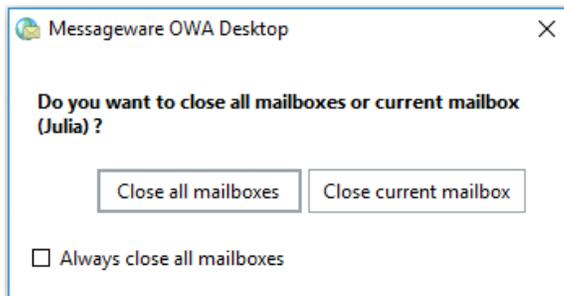
Clicking **Restart** in the System Tray Menu will restart the connection to both OWA and EWS. This can be used to restart session after logging out of OWA; or after a service outage.

The Restart function will initiate OWA and EWS for all accounts.

4.10 Close



Clicking **Close** will give you the option to close OWA Desktop for the current mailbox or for all accounts.



Appendix A – Installation and Removal

Install Permissions

MessageWare® OWA Desktop is installed on the client computer. The install program must be run with Administrative privileges as information is written to the local client machine's registry.

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, 8.1, 7
- Windows Servers with Remote Desktop role enabled

Further Requirements

Windows .Net Framework 3.5 Feature and Microsoft .Net Framework 4.6.2 to be installed on the client computer

Internet Explorer with a minimum version of 10 or higher to be installed on the client computer.

Microsoft Edge WebView2 Runtime (Evergreen) – this requirement can be deployed separately or installed by the OWA Desktop installer

Installation Preparation

The installation is Wizard driven, straight forward and easily completed within a short period of time.

Information needed for Account Configuration

OWA and EWS URLs (if manual configuration)
User ID and password
Email Address

Customizing the OWA Desktop Deployment File

A default deployment file is available to ease the OWA Desktop installation and configure a custom corporate environment. To obtain the OWA Desktop Deployment Package contact MessageWare Support (support@messageware.com).

Pushing out the installation to multiple computers

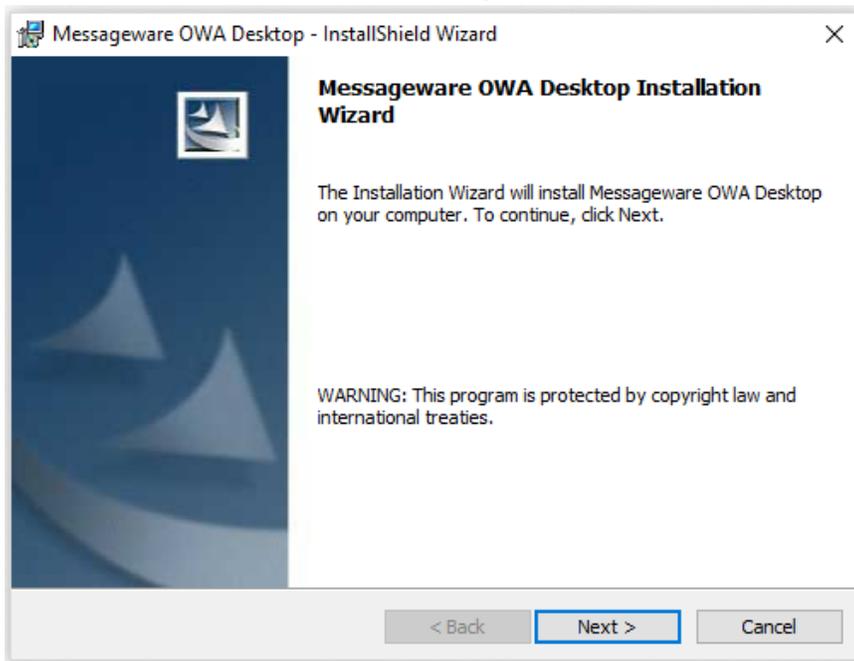
The Messageware® OWA Desktop MSI package can be pushed out to users using Group Policy, Software Management Server (SMS) or an environment specific software distribution application.

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

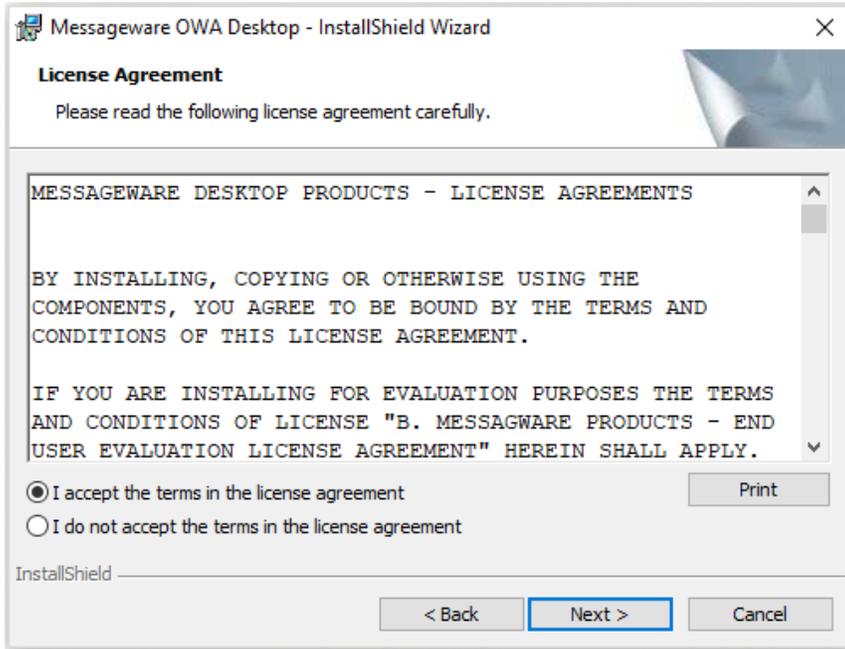
Install Process

Messageware® OWA Desktop is installed on the client computer; the install program must be run with Administrative privileges on the local client machine. To install Messageware® OWA Desktop:

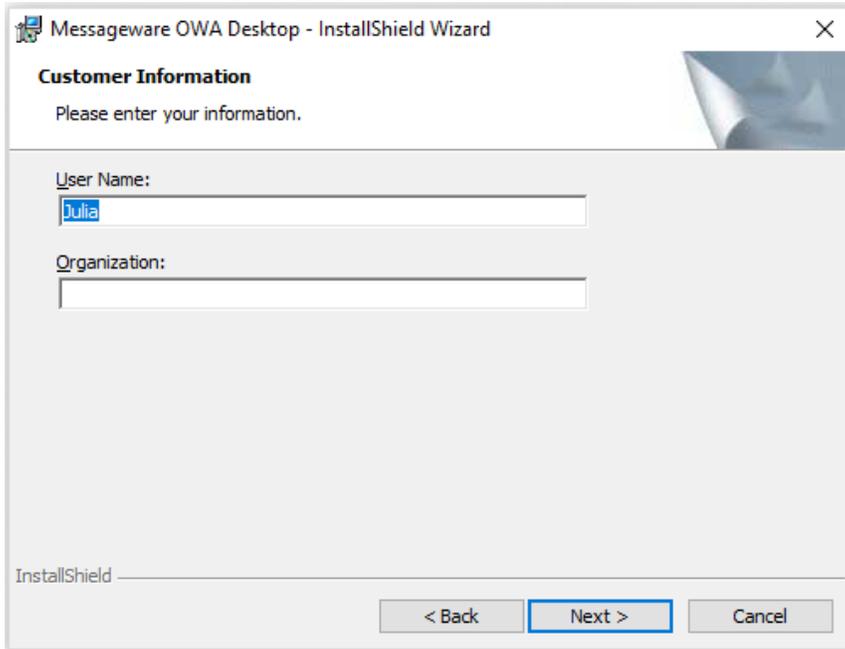
- Run the install program by double-clicking the install package (Messageware OWA Desktop.exe)
- At the Welcome screen press **Next** to begin the install



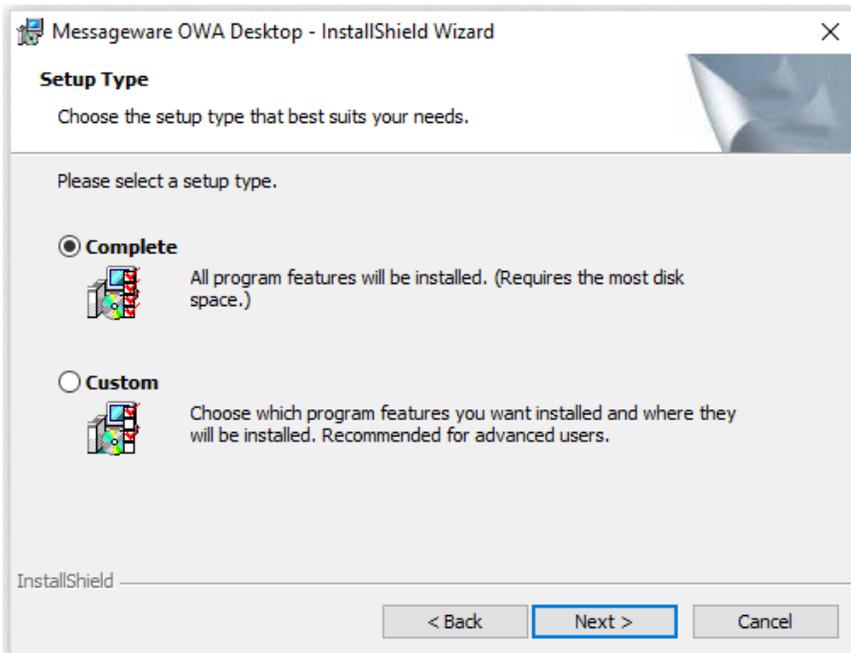
- Carefully read the License Agreement. If you accept all of the terms of the agreement check the “I accept the terms in the License Agreement” box and press the **Next** button to continue.



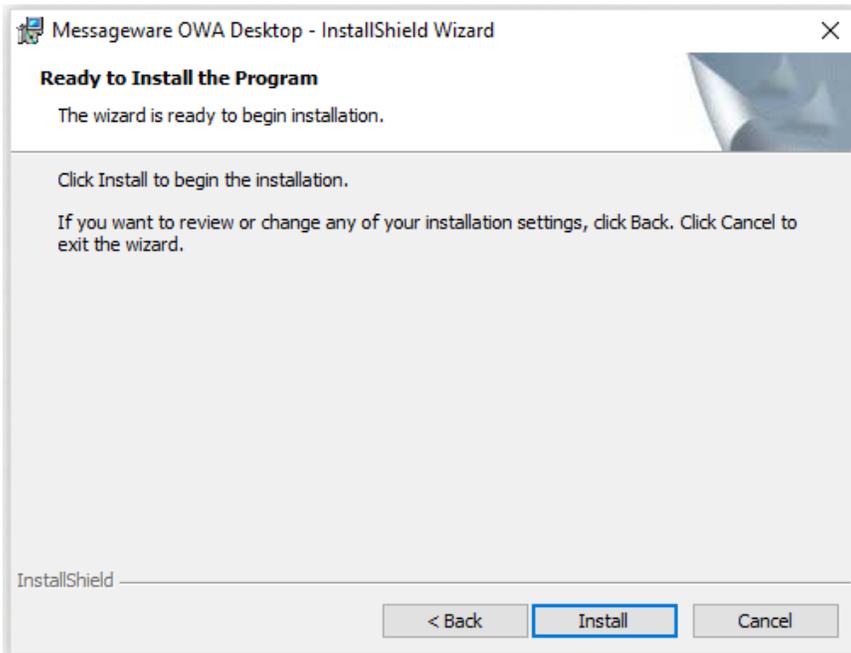
- At the Customer Information Screen, enter the **User Name** and **Company Name**.



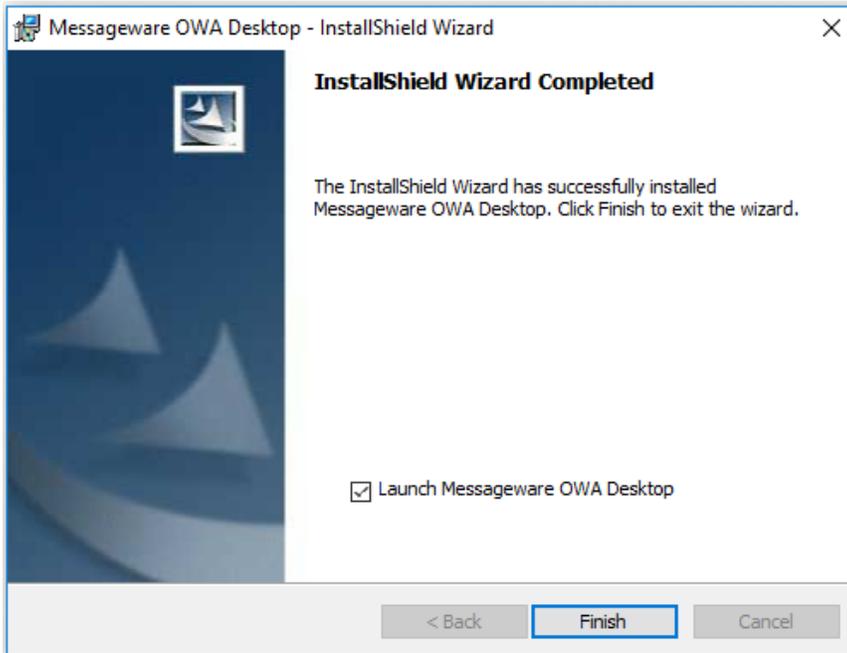
- On the Select Options page, select the options you want to install



- Configure the setup folder using the **Change** button. Click **Next** to continue
- Click Install to begin the installation.



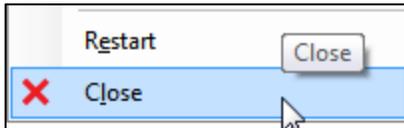
- The installation is complete; press **Finish** to exit the install program.



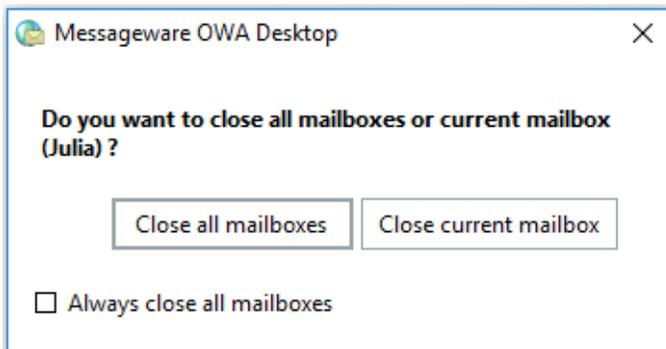
Uninstall Process

To uninstall OWA Desktop:

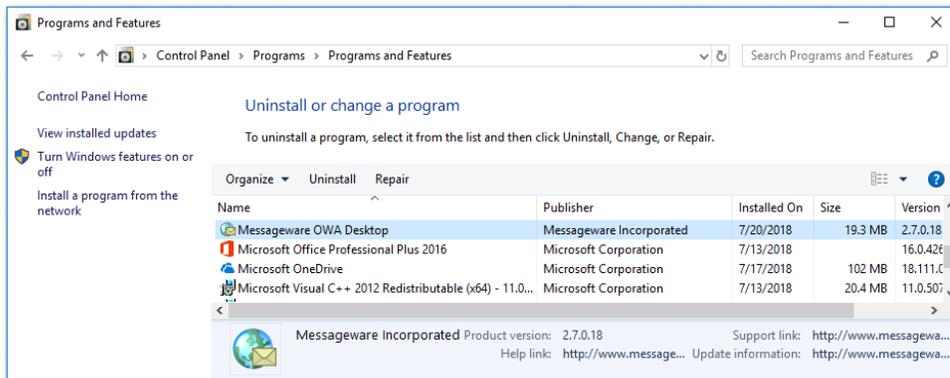
- **Exit OWA Desktop using the Close option** in the System Tray Menu.



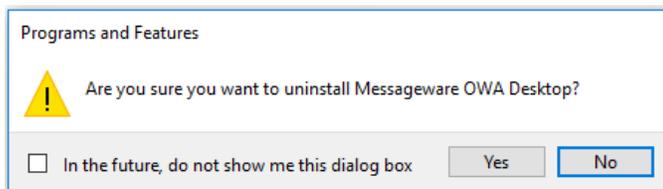
- Select **Close All Mailboxes**



- Open the Control Panel; select **Programs** → **Programs and Features**
- Select **Messageware OWA Desktop**.



- Click **Uninstall**.
- On the alert window, select **Yes** to uninstall.



- The uninstall program will complete without additional interaction.

Appendix B: Troubleshooting

Troubleshooting Contents:

Issue 1: Failed to Login

Issue 2: EWS Test Failed

Issue 3: OWA Sign in Fail

Issue 4: Network Not Available

Issue 5: Connection Status: Not Connected to OWA

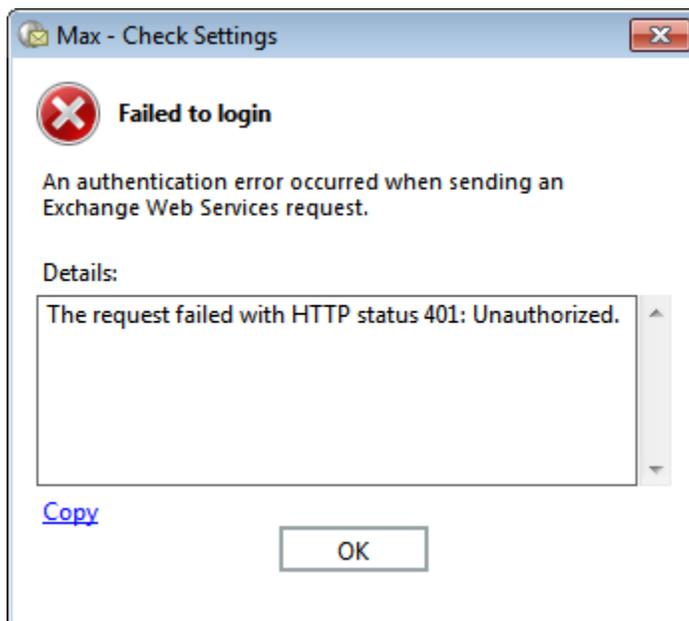
Issue 6: Passwords Do Not Match

Issue 7: License Error

Issue 7a: License Activation Failed

Issue 7b: License Count Exceeded Error

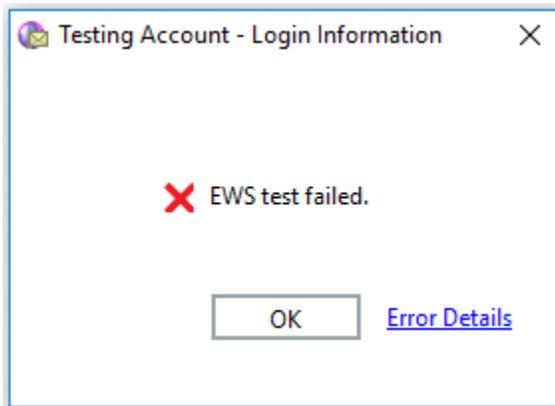
ISSUE 1: I receive a Failed to login error:



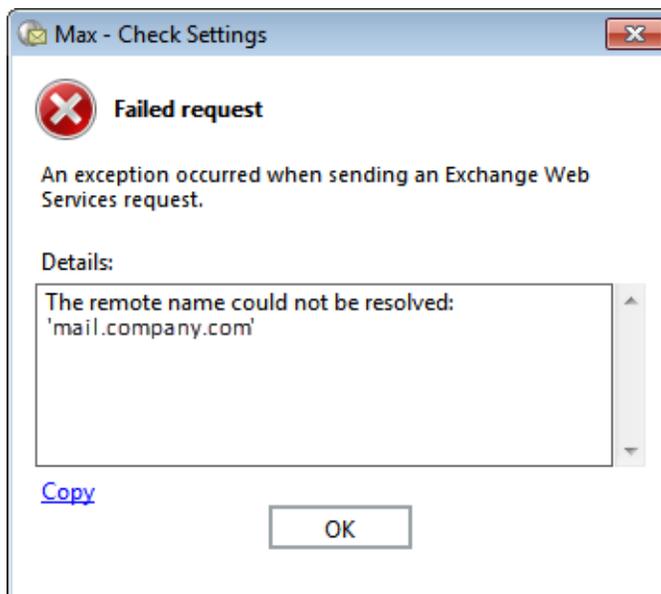
SOLUTION:

- Verify account information; Email address, Domain name and Password
- Attempt to sign into OWA with the same login information

ISSUE 2: I receive an EWS test failed message



Click Error Details



SOLUTION:

- Verify account information (email address, domain name, and password)
- Attempt to sign into OWA with internet explorer using the same login information
- Verify EWS URL. Use the following formats:

Example:

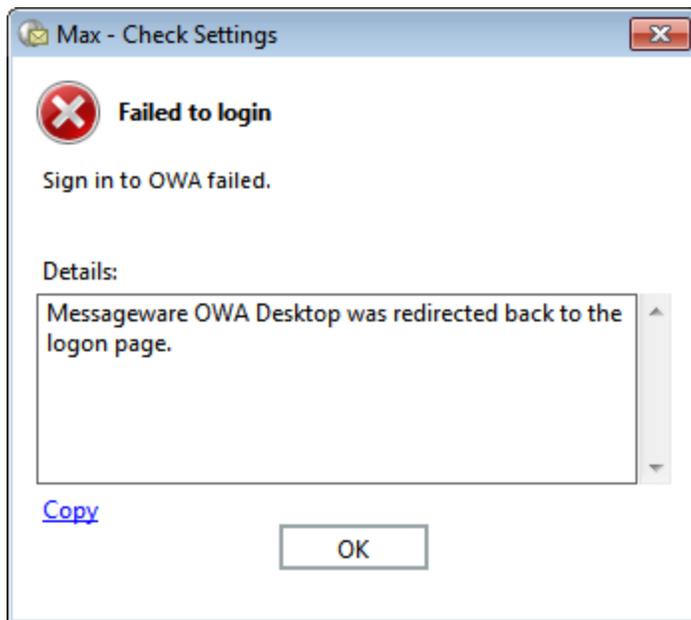
For Exchange OnPrem users:

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

For Office 365 users:

<https://outlook.office365.com/ews/exchange.asmx>

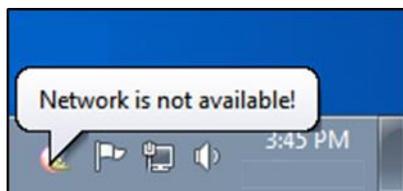
ISSUE 3: I receive an error: Sign in to OWA failed



SOLUTION:

- Verify account information; Email address, Domain name, and Password
- Attempt to sign into OWA with same login information

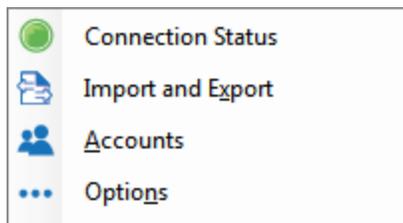
ISSUE 4: I receive a Network is not available message



SOLUTION:

- Check your Local Area Connection; a network cable may be unplugged

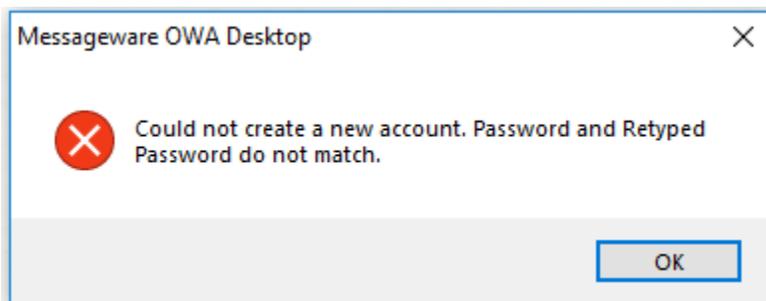
ISSUE 5: Connection Status indicates I am not connected to OWA



SOLUTION:

- Ensure you have a domain included with your user name (domain\username). Verify additional account information
- Attempt to sign into OWA with same login information
- See section **Connection Status** for status indicators and definitions

ISSUE 6: Passwords Do Not Match



SOLUTION:

- Passwords are case sensitive; check Caps Lock and retype both passwords

ISSUE 7: License Error

ISSUE 7a: License Activation Failed



SOLUTION:

- Verify activation key
- We recommend you copy/paste the code from your e-mail

ISSUE 7b: License Count Exceeded



SOLUTION:

- Contact your Account Manager for assistance