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# INTEROPERATION CONFIGURATION WHEN USING NTLM AUTHENTICATION

WITH  
MESSAGEWARE PLUS PACK

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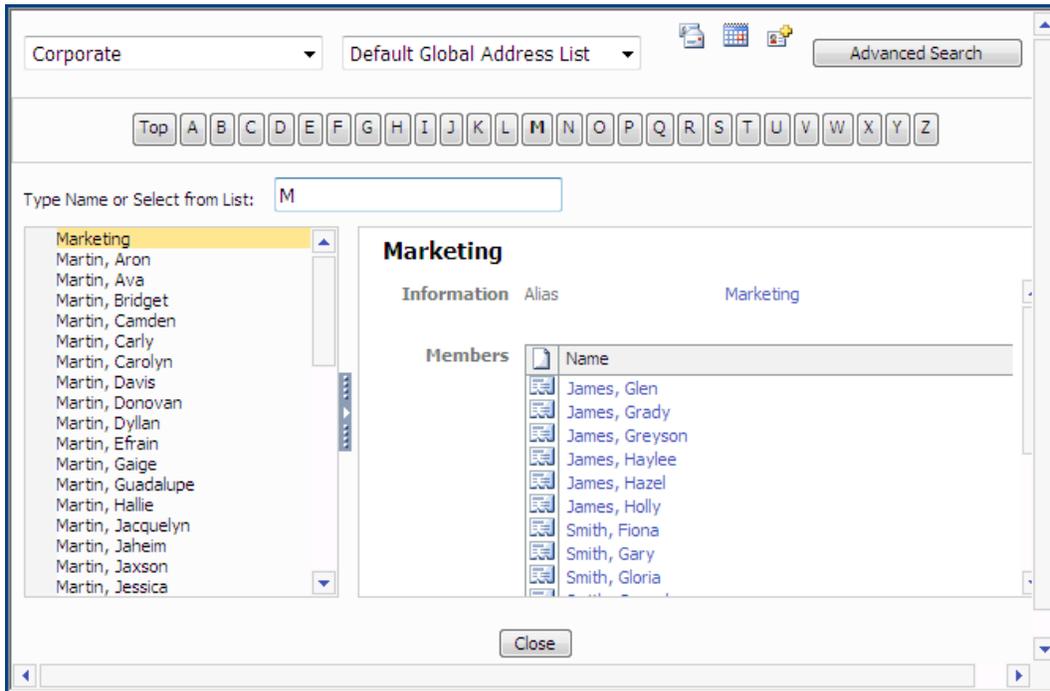
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## SUMMARY

When users access the OWA address book, the Messageware Plus Pack runs a LDAP query against a Domain Controller (DC) to retrieve all recipients in the Global Address List (GAL). The user's credential is provided by the Client Access Server (CAS) to a Domain Controller (DC) to run the query. The request is processed by the LDAP and Global Catalog (GC) services. The result of the query, which consists of all recipients in the GAL, is displayed in the Plus Pack address book.



In environments where OWA is configured to use NTLM authentication, the credential cannot be reused by the CAS to run the LDAP search against a DC. This is because the NTLM credential is not delegatable. As a result, the request is sent to the DC without a credential and is returned without results.

Configuring a trust for delegation between the CAS and the DC's LDAP and GC services, ensures that users with an NTLM credential can see GAL recipients in the Messageware Plus Pack address book. This configuration permits the CAS to run the LDAP query on behalf of the user.

## ISSUE INDICATORS

In environments where users authenticate with NTLM, OWA users may not see any recipients in the Messageware Plus Pack address book. The LDAP search is submitted by the CAS without credentials as the NTLM credential cannot be reused.

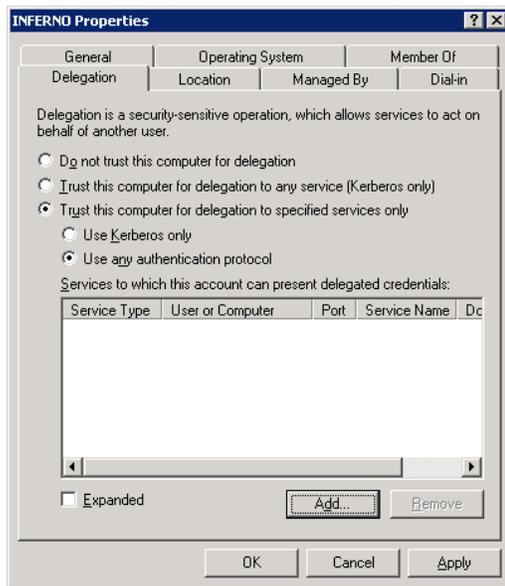
## IMPORTANT CONSIDERATIONS

The configuration has a cross domain limitation. In environments where OWA users connect to a CAS in a different domain than their own, users may see an incomplete or empty address book.

## IMPLEMENTATION

To configure a trust between the CAS and all DC's LDAP and GC services,

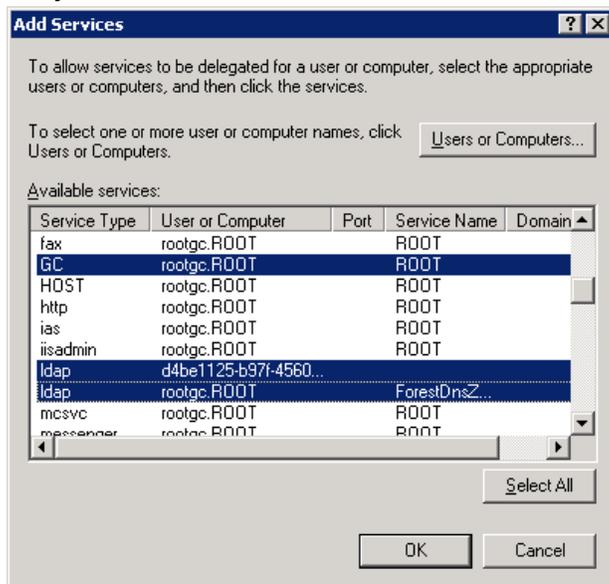
1. Open Active Directory Users and Computers.
2. In the **Computers** OU, select the CAS server name.
3. Right click on the CAS, and select **Properties**.
4. Navigate to the **Delegation** tab and select the radio button **Trust this computer for delegation to specified services only**.
5. Select **Use any authentication protocol**.



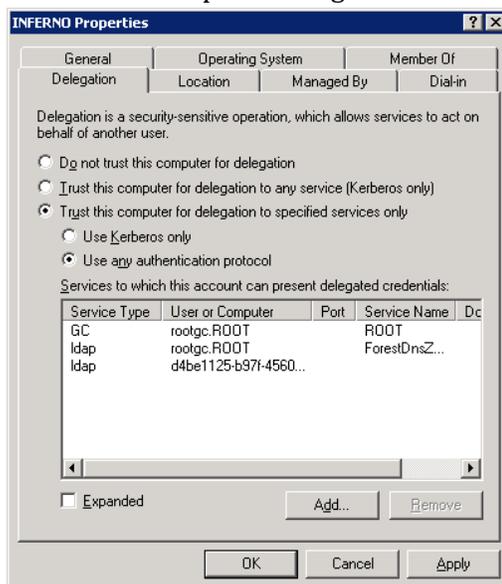
6. Click the **Add** button.
7. Click the **Users or Computers** button and enter the name of a domain controller. Click **OK** to proceed.

8. Select all Service Types labeled **GC** and **LDAP**.

**NOTE:** Select multiple entries by holding the CTRL keyboard key and clicking on the next entry.



9. Click **OK** to accept all changes.



10. Repeat **Step 6-9** for all remaining domain controllers.

11. Click **Apply** and **OK**.

12. Restart the IIS service by typing the following command at the command prompt:  
**iisreset /noforce**

## CONTACT MESSAGEWARE SUPPORT

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