GWAVA Inc.

Retain Outlook Web Plugin

Installation Guide For Exchange 2013

"GWAVA" is a registered trade mark of GWAVA Inc, 100 Alexis Nihon, Suite 500, Saint Laurent, Quebec H4M 2P1 Retain" is a trade mark of GWAVA Inc, 100 Alexis Nihon, Suite 500, Saint Laurent, Quebec H4M 2P1 Exchange and Windows are trademarks of Microsoft Inc. The Outlook WebAccess Plugin is designed to allow users to utilize the Outlook 2013 WebAccess interface with Retain integration wherever they access their messaging client.

System Requirements

- Outlook 2013
- Open connection through firewall to Retain Server (port 48080) for access. The plugin will not function unless the host Exchange server can communicate with the Retain Server.

Installation must be performed on the Exchange 2013 server. Copy the installer to the desired server and then follow the installation instructions.

Installation instructions

Open the "Outlook Web Access Plugin Setup.exe" file located in the Retain download folder in \tools\exchange\Outlook Web Access\tools.



Select the desired language.

Click 'Next' to continue Install.



Choose File Location. This will create a

directory called "Retain" in the location selected. It is recommended to install to the Exchange OWA directory. The default location for this directory is entered by default. It is recommended to browse, to make sure the location is correct. Click 'Next' to proceed.

| Outlook | Web Access Plugin Setup | | |
|---------|---|--|-------------|
| | Choose a file location | Advancedin | atilar |
| | The GWAVA Retain OWA plugin must path by entering it below or by clicking entered. | me installed into the Exchange Server OWA folder. Please enter g "Browse". Click "Next" once the Exchange OWA path has been | r this 1 |
| | C: \Program Files \Microsoft\Exchange | e Server\v15\ClientAccess\Owa\ Browse | |
| | Total space required on drive: Space available on drive: Remaining free space on drive: | 2.89 MB 24 GB 24 GB | |
| | | | |
| | | < Back Next > | |

Enter the Retain Web Server Address. This could be an IP or DNS address followed by the /RetainServer location. Do not use the direct Tomcat port (i.e. x.x.x.:48080). It is not necessary. Click 'Next' to proceed.



Enter the Outlook Web Access Address. This is the address clients use to access OWA. It can be an IP address or DNS address. Click Next to proceed.

| Outlook V | Neb Access Plugin Setup | × |
|-----------|---|-------------------|
| | Outlook Web Access Address | Advensatilnsellar |
| ŝ | Please enter the address that dients use to access OWA. | |
| | https://10.1.3.222/owa | |
| | | |
| | | |
| | | |
| | < Bac | k Next > |

Choose whether or not to restart IIS. If you elect not to restart IIS, you will need to manually complete this task before proceeding.



Click 'Install' to copy the files to the Exchange server.

| Outlook Web Access Plugin Setup | × |
|--|-------------|
| A8 | जाल्यसीविस |
| Begin installation of Outlook Web Access Plugin | |
| Click Install to begin the installation. If you want to review or change any of your installatio | n settings. |
| dick Back. Close the window to exit the wizard. | n occurgo, |
| | |
| | |
| < Back | Install |

When complete, click 'Close' to exit the installer.

| Outlook Web Access Plugin Setup | × |
|--|--------------------|
| | Advanced/Installer |
| Outlook Web Access Plugin has been successfully installed. | |
| Close | |
| | |

Once IIS allows, login to Exchange Administration as a user with administrator credentials.

| 🙀 mailboxes - Microsoft Exchange 🗙 🕂 | | | | | _ | . 8 × |
|--------------------------------------|------------|---|---------|--------|-----|-------|
| ▲ https://10.1.3.222/ecp/ | ⊽ C Google | ٩ | ☆自 | + | A | ≡ |
| 1 Enterprise Office 365 | | | Adminis | trator | - 1 | ? - |
| Exchange admin center | | | | | | |

Select the 'Organization' column on the left, then the 'apps' tab on the right.

| Enterprise Office 365 | | | | | | |
|---------------------------|---|---------------------------------|-------------------------|-----------------------|---------------------|---|
| Exchange admin co | enter | | | | | snaring apps address |
| recipients permissions | sharing ap | <mark>ps</mark> address | lists | | | Apps let your users do and see mor Outlook at the Office Store |
| compliance management | Apps let your user Outlook at the Of | s do and see more fice Store | e without leaving their | r mailbox. The follow | ing list shows apps | + - 🖮 8 |
| organization | NAME | PROVIDER | ORG ENABLED | USER DEFAULT | PROVIDED TO | Add from the Office Store |
| protection | Action Items | Microsoft | True | Enabled | Everyone | Add from URL it |
| mail flow | Bing Maps | Microsoft | True | Enabled | Everyone | Add from file |
| mobile | Suggested Mee | Microsoft | True | Enabled | Everyone | Suggested Mee Microsoft |
| | Unsubscribe | Microsoft | True | Enabled | Everyone | |

Click the down-arrow to the right of the + icon, and select 'Add from file'.

| Browse to the install location, | Notice - Mozilla Fir | efox | | |
|------------------------------------|-------------------------|-----------------------------|--------------------|-------------|
| and open the new 'Retain' | File Upload | | Search Retain | |
| folder. Select the | | | | |
| "manifest.xml" as the file and | Organize New folder | | | |
| click 'Open'. | ☆ Favorites | Name ^ | Date modified | Туре |
| | Desktop | application.ico | 6/12/2014 9:01 AM | Icon |
| | Recent Places | button.png | 5/28/2014 12:13 PM | PNG image |
| | | manifest.xml | 8/12/2014 7:36 AM | XML Docume |
| | 📄 Libraries | Retain aspy | 6/10/2014 2:25 PM | ASPX File |
| | Documents Music | Web.config | 8/12/2014 7:36 AM | CONFIG File |
| | Pictures | | | |
| | Videos | | | |
| | Computer | | | |
| | Local Disk (C:) | | | |
| | | 1 | | |
| Once the file is selected click | 📬 Network | | | |
| the 'Next' button | | | | |
| the Next Button. | Filer | name: Retain.aspx | All Files (*.*) | |
| | | | Open Ca | ancel |
| | | | | 11. |
| Attps://10.1.3.222/ecp/Extension/C |)rgAddExtension.aspx?j | pwmcid=3&ReturnObjectType=1 | | |
| | | | | |
| | | | | Help |
| add from tile | | | | 1251 |
| Select of the average of the | | | | |
| Choose the location of the ap | p manifest file that yo | ou want to install. | | |
| | | | | |
| Browse_ manifest.xml | | | | |
| | | next | cancel | |
| | | | | 2 |

The plugin will now be installed for all users, but it is disabled. This cannot be changed here. The 'Disable' button that you see under the GWAVA icon simply makes the plugin available to other users. If disabled, it will not show when users login and attempt to enable the plugin.

| Exchange admin cen | nter | | | | | |
|--------------------------------------|--|-------------------------------|-------------------------|----------------------|-----------------------|--|
| recipients | sharing app | os address | lists | | | |
| permissions compliance management | Apps let your user Outlook at the Off | s do and see mor ice Store | e without leaving their | mailbox. The followi | ng list shows apps th | at have been installed for the organization. Find more apps for |
| organization | + • ā 8 | | | | | |
| protection | NAME 🔺 | PROVIDER | ORG ENABLED | USER DEFAULT | PROVIDED TO | |
| protection | Action Items | Microsoft | True | Enabled | Everyone | Retain |
| mail flow | Bing Maps | Microsoft | True | Enabled | Everyone | Created by: GWAVA |
| mobile | Retain | GWAVA | True | Disabled | Everyone | Open your Retain archive in a separate tab. |
| public folders | Suggested Mee | Microsoft | True | Enabled | Everyone | Disable |
| public loiders | Unsubscribe | Microsoft | True | Enabled | Everyone | Permissions: Read item |
| unified messaging | | | | | | When the user clicks this app, the app will be able to access personal information in the active message, such as the body, subject, sender, recipients, and attachment information. The app |
| servers | | | | | | may send this data to a srd party service. Other items in the user's mailbox won't be read or modified. |

A simple Exchange Shell command will enable the plugin for all users. (Individual users may enable or disable installed apps for themselves through the 'Manage Apps' menu in the account settings.) Follow the instructions below to enable the Retain app for all users:

1. Open Exchange Management Shell (not PowerShell)

2. Get the AppID (different on each box), by entering the following command:

Get-App -OrganizationApp | Format-List DisplayName,AppID

Results should show similar to below:

| [PS] C:\Wind | loı | vs\system32>Get-App -OrganizationApp Format-List DisplayName,AppID |
|----------------------|-----|--|
| DisplayName AppId | | Retain dd13bbd3-b93a-4202-a4ef-a26b364114eb |
| DisplayName AppId | | Bing Maps 7a774f0c-7a6f-11e0-85ad-07fb4824019b |
| DisplayName AppId | | Suggested Meetings bc13b9d0-5ba2-446a-956b-c583bdc94d5e |
| DisplayName AppId | | Unsubscribe d39dee0e-fdc3-4015-af8d-94d4d49294b3 |
| DisplayName AppId | | Action Items f60b8ac7-c3e3-4e42-8dad-e4e1fea59ff7 |

3. Once you have the AppID, enter the following command to enable the App/Plugin for all users:

Set-App <App ID> -OrganizationApp -Enabled \$true -DefaultStateForUser Enabled

4. Refresh the Exchange web administration "apps" to verify that the USER DEFAULT for the App/Plugin has switched to 'Enabled'. (There is a refresh icon for the apps)

| Enterprise Office 365 | | | | | | Administrator 🝷 📍 🔹 |
|-----------------------|------------------------|--------------------------|-----------------------------------|----------------------------|--------------------------------------|---|
| Exchange admin ce | nter | | | | | |
| recipients | sharing apps | address lists | | | | |
| permissions | | | | | | |
| compliance management | Apps let your users do | and see more without lea | aving their mailbox. The followir | ng list shows apps that ha | ve been installed for the organizati | on. Find more apps for Outlook at the Office Store |
| organization | NAME | PROVIDER | ORG ENABLED | USER DEFAULT | PROVIDED TO | |
| protection | Action Items | Microsoft | True | Enabled | Everyone | Retain |
| mail flow | Bing Maps | Microsoft | True | Enabled | Everyone | Created by: GWAVA |
| | Retain | GWAVA | True | Enabled | Everyone | Open your Retain archive in a separate tab. |
| mobile | Suggested Meetings | Microsoft | True | Enabled | Everyone | Disable |
| public folders | Unsubscribe | Microsoft | True | Enabled | Everyone | Permissions: Read item |
| unified messaging | | | | | | When the user clicks this app, the app will be able to access personal information in the active message, such as the body, subject, sender, recipients, and attachment information. |
| servers | | | | | | The app may send this data to a 3rd party service. Other items in the user's mailbox won't be read or modified. |
| hybrid | | | | | | |

Sign out of Exchange Management, and close the browser window/tab.



Open a new browser window/tab and go to your Outlook Web Access web page. Login the same way you would to browser your email.

| Administrator - Outlook Web × + | | | | | | 1 | _ 8 × |
|----------------------------------|----------------------------|---|---|--------|--------|---|-------|
| A https://10.1.3.222/owa/ | V C Google | ٩ | ☆ | ê | ÷ | A | Ξ |
| o <mark>¤</mark> Outlook Web App | Mail Calendar People Tasks | | A | dminis | trator | * | ₡? |

Browse to any message. When the message shows in the Viewer to the right, or if you open the message in its own window, there will be a "Retain" link inside a grey bar.

| Outlook Web App | | Mail Calendar People Tasks 🗾 Administrator 🕶 🍄 🕯 |
|--|---|---|
| new mail « « Favorites Inbox 162 Sent Items | search all unread to me flagged INBOX CONVERSATIONS BY DATE Sender kare_snyderje@superdesignsonline. Albina Niesha "BVVy degree - The new way of earning a deg BV1/2014 Sender a. niche li@keticomunications.com | Look Great. Feel Fantastic Today. Acai Berry works while you sleep. ← RERLY ← RERLY ALL → FORWARD •••• Microsoft Outlook <microsoftexchange329e71ec88ae4615bbc36ab6ce41109e@mass.effect> mark as read on behalf of South Beach Acai News <sunnimailester@solution1for2.com> ri &1/2014 9:16 AM</sunnimailester@solution1for2.com></microsoftexchange329e71ec88ae4615bbc36ab6ce41109e@mass.effect> |
| Drafts Deleted Items | joshua-robistow@nellis.af.mil @ Generic Cialis overnight delivery &/1/2014 Sender: joshua-robistow@nellis.af.mil Subject: | To: emaughan/9@gmail.com; 8 1 attachment |
| ✓ Administrator Inbox 162 Drafts | Breitling Watches Just waiting for a Breitling Sender: shengluc@haniastuff.com Subject: Jus | Cook Great. |
| Sent Items Deleted Items Junk Email Notes | Jeremy Thrash 0 Single? Try Amateumatch for Free 8/1/2014 Sender: jeremy@velvetfeedbag.com Subject: S Breitling Watches 0 Just waiting for a Brettling 8/1/2014 | Retain + Get more apps |

Click on the "Retain" link. This will open the app, and show a Retain logo. Click on the logo to open a new window/tab to Retain which will automatically log the user in to his/her account on the Retain server.



Uninstall

To Uninstall the Retain App from Outlook Web Access 2013, complete the following:

- 1. Login to Exchange Management as an Administrator.
- 2. Go to "Organization" on the left, and "apps" on the right.
- 3. Disable then Delete the Retain App.
- 4. Logout of Exchange Management.
- 5. On the Server where OWA is located, uninstall the Outlook Web Access Plugin using Windows Control Panel.
- 6. Browse to the OWA directory and delete the "Retain" folder, if desired. All files except a backup of the manifest.xml will be removed by the previous step.
- 7. Restart IIS.