

GWAVA Inc.

Retain Outlook Web Plugin

Installation Guide

For Exchange 2013

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Retain” is a trade mark of GWAVA Inc, 100 Alexis Nihon, Suite 500, Saint Laurent, Quebec H4M 2P1
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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

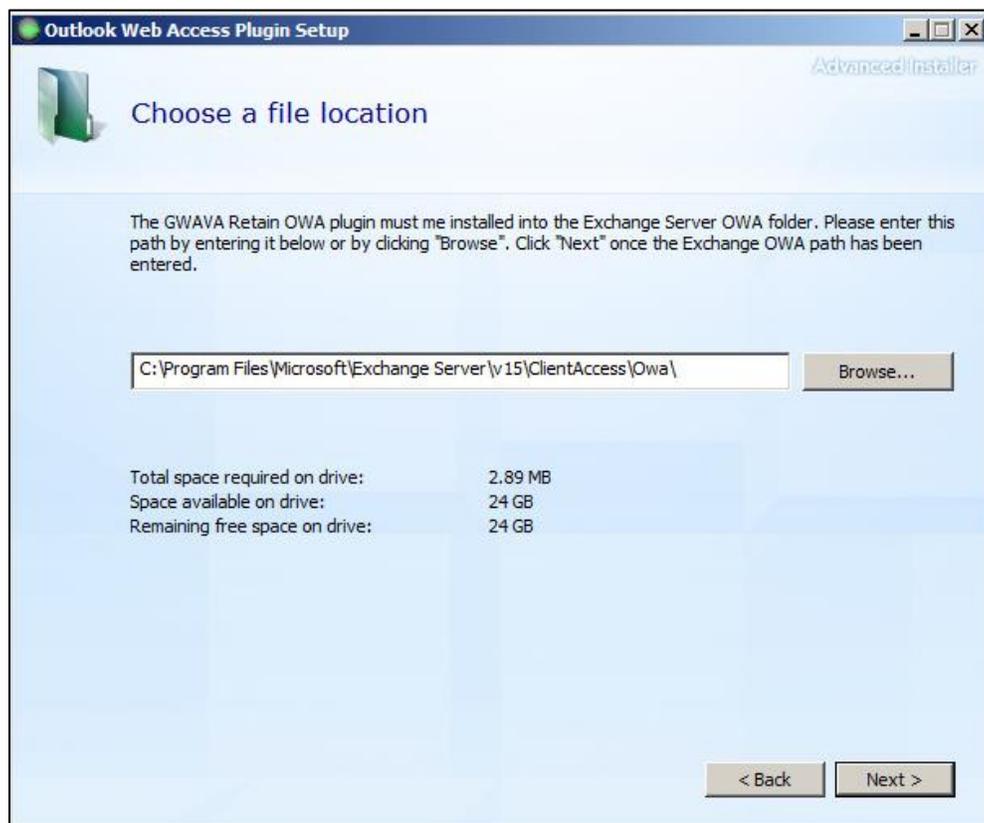
Open the "Outlook Web Access Plugin Setup.exe" file located in the Retain download folder in
\\tools\exchange\Outlook Web Access\tools.

 Outlook Web Access Plugin Setup.exe

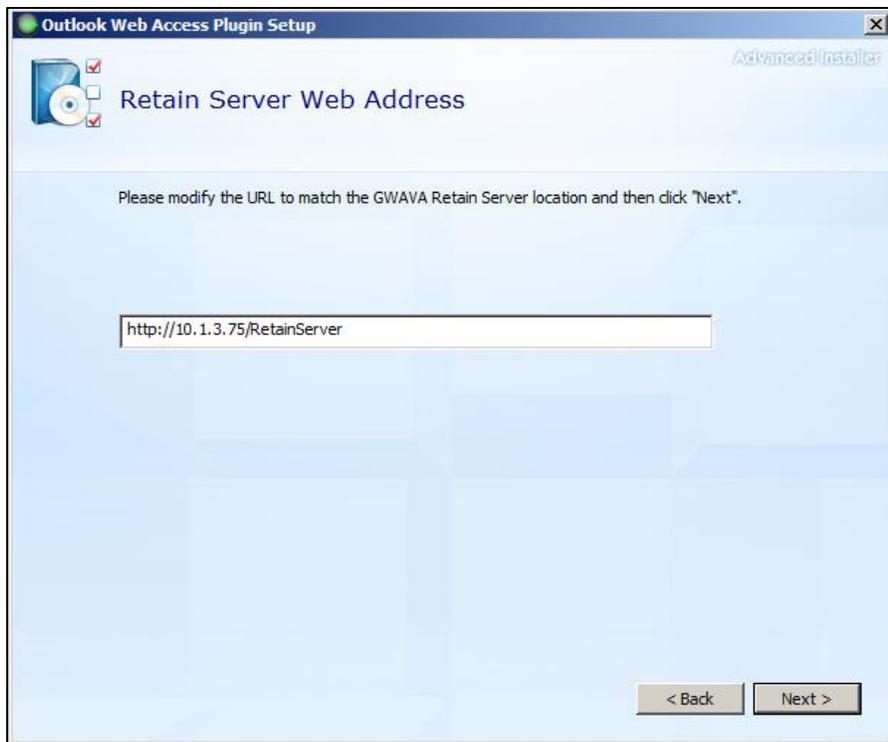
Select the desired language.

Click 'Next' to continue Install.

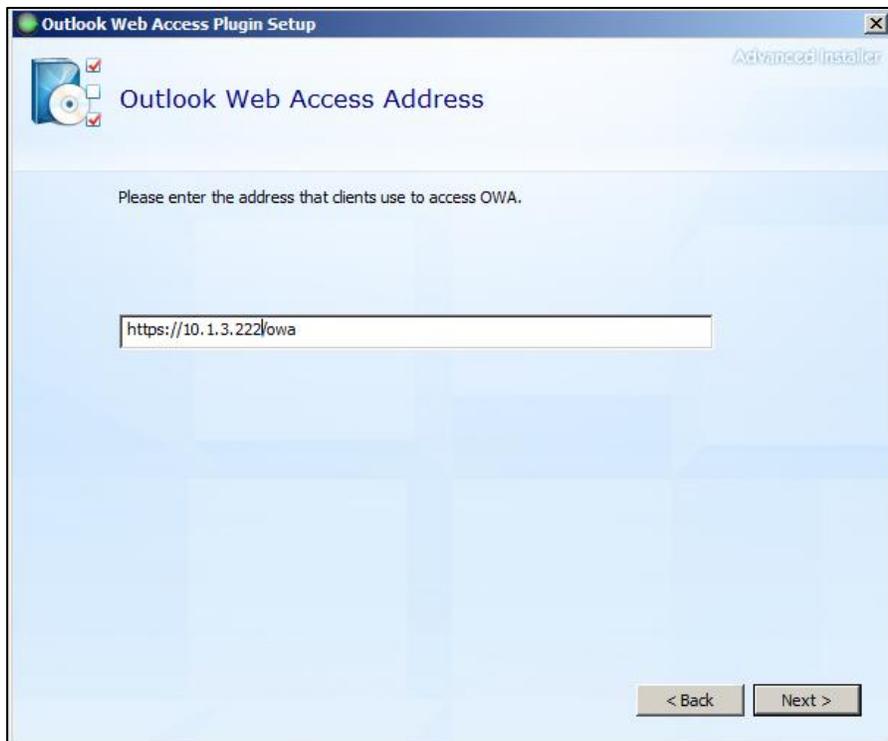
Choose File Location. This will create a directory called "Retain" in the location selected. It is recommended to install to the Exchange OWA directory. The default location for this directory is entered by default. It is recommended to browse, to make sure the location is correct. Click 'Next' to proceed.



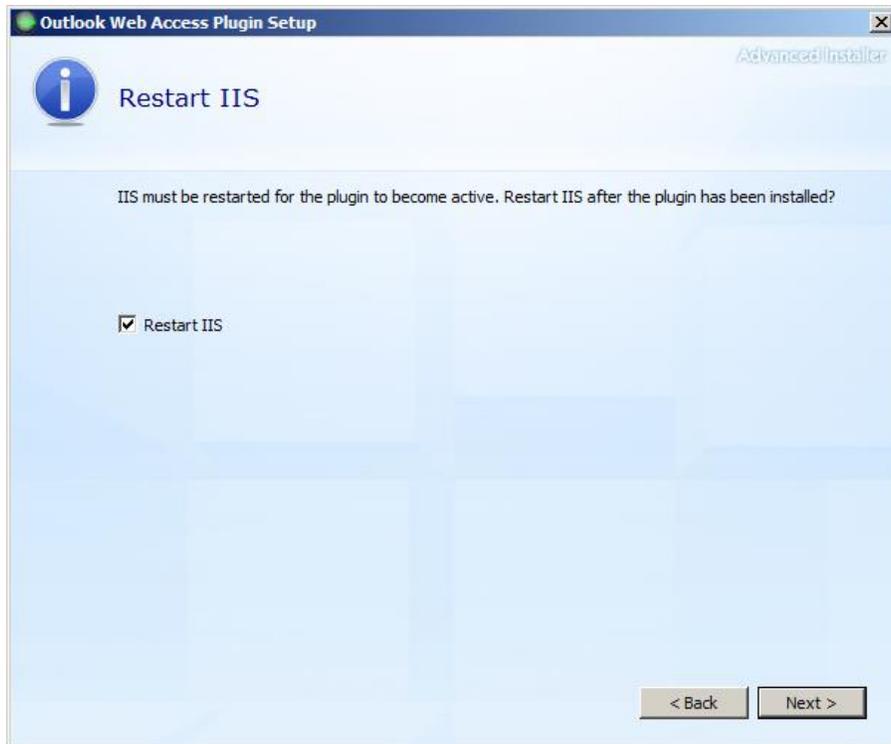
Enter the Retain Web Server Address. This could be an IP or DNS address followed by the /RetainServer location. Do not use the direct Tomcat port (i.e. x.x.x.x:48080). It is not necessary. Click 'Next' to proceed.



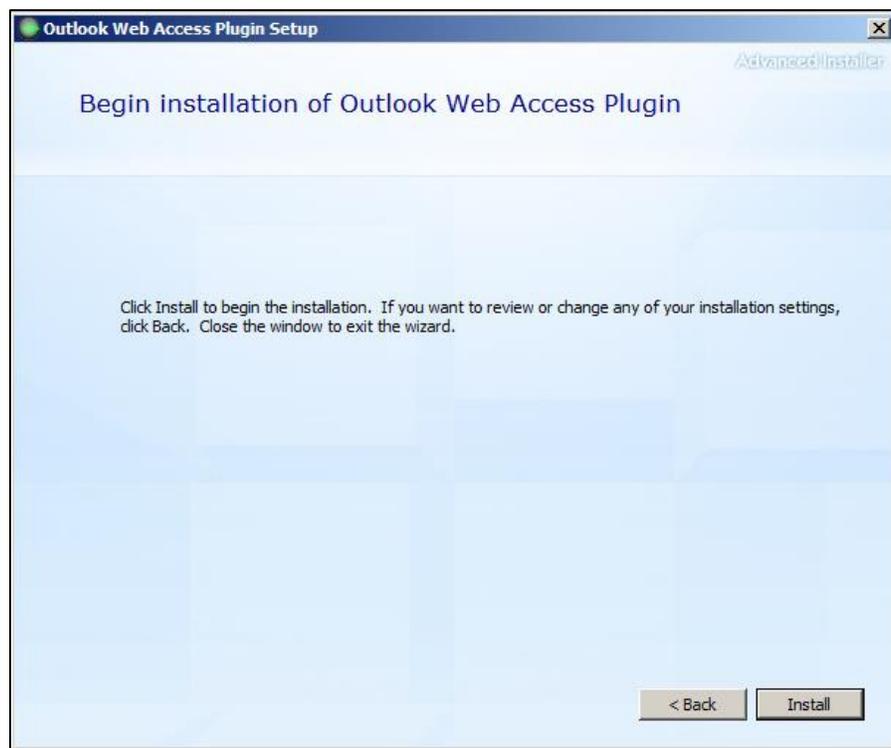
Enter the Outlook Web Access Address. This is the address clients use to access OWA. It can be an IP address or DNS address. Click Next to proceed.



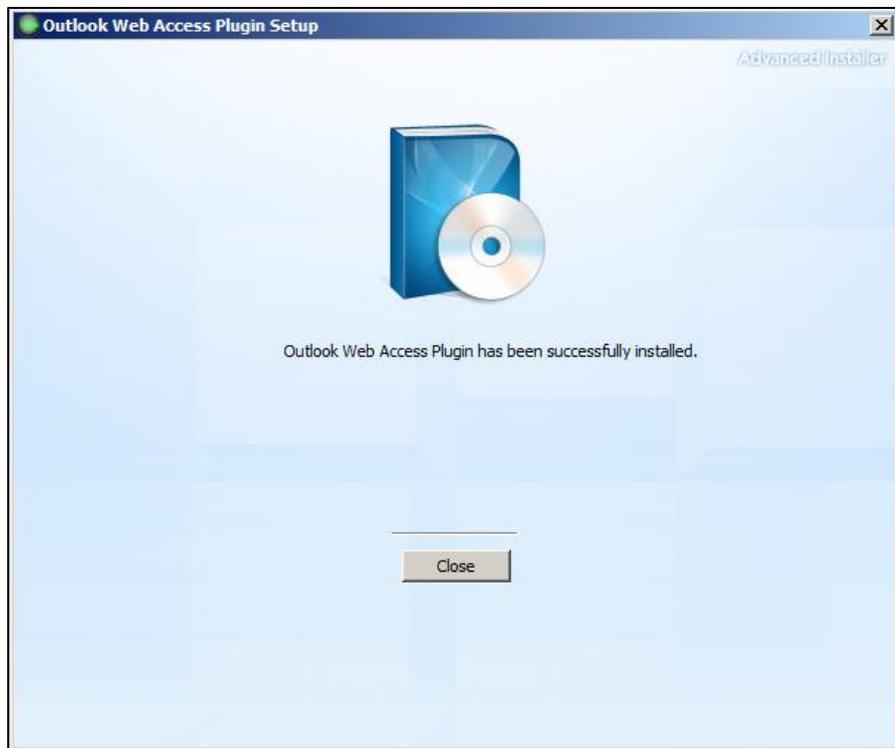
Choose whether or not to restart IIS. If you elect not to restart IIS, you will need to manually complete this task before proceeding.



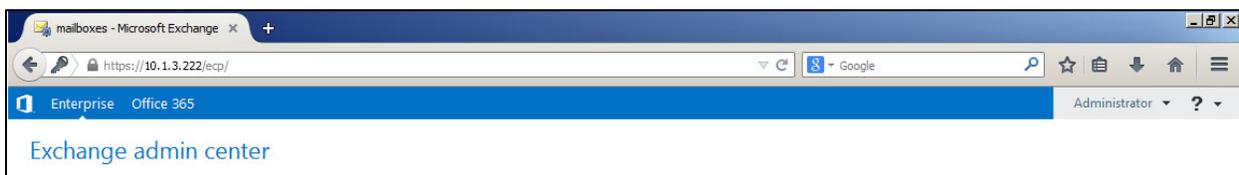
Click 'Install' to copy the files to the Exchange server.



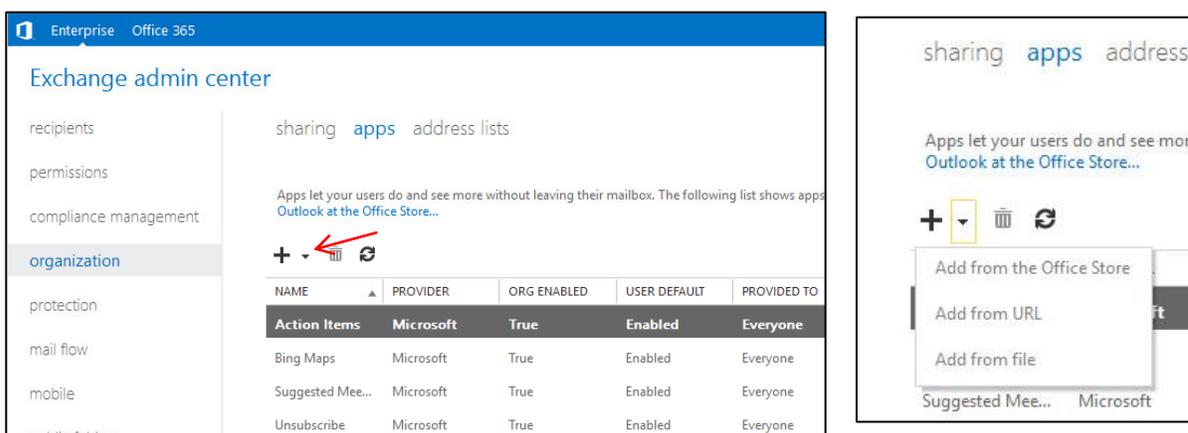
When complete, click 'Close' to exit the installer.



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

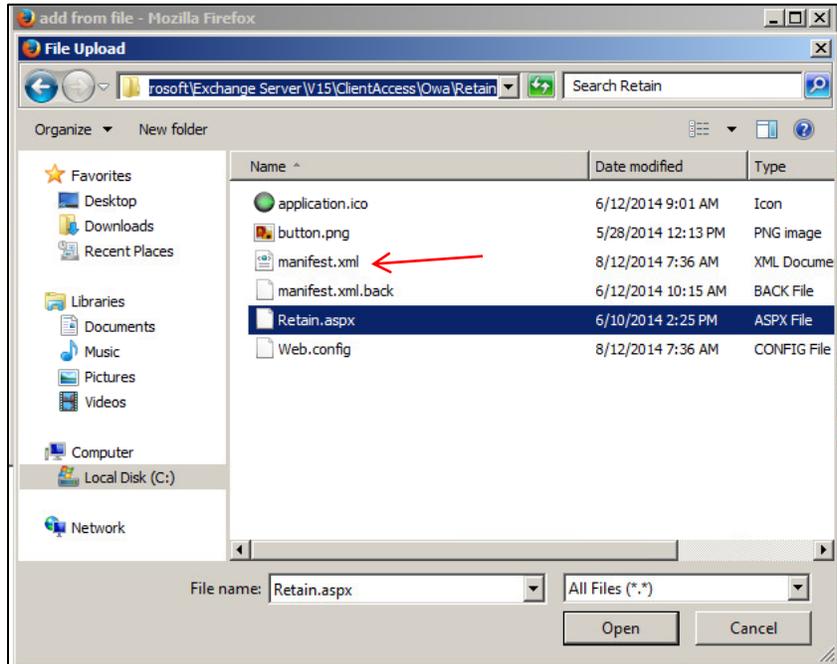


Select the 'Organization' column on the left, then the 'apps' tab on the right.

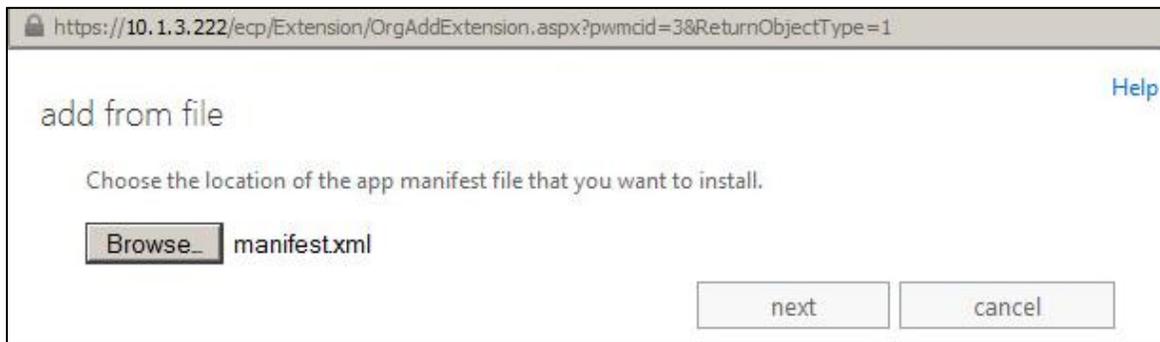


Click the down-arrow to the right of the + icon, and select 'Add from file'.

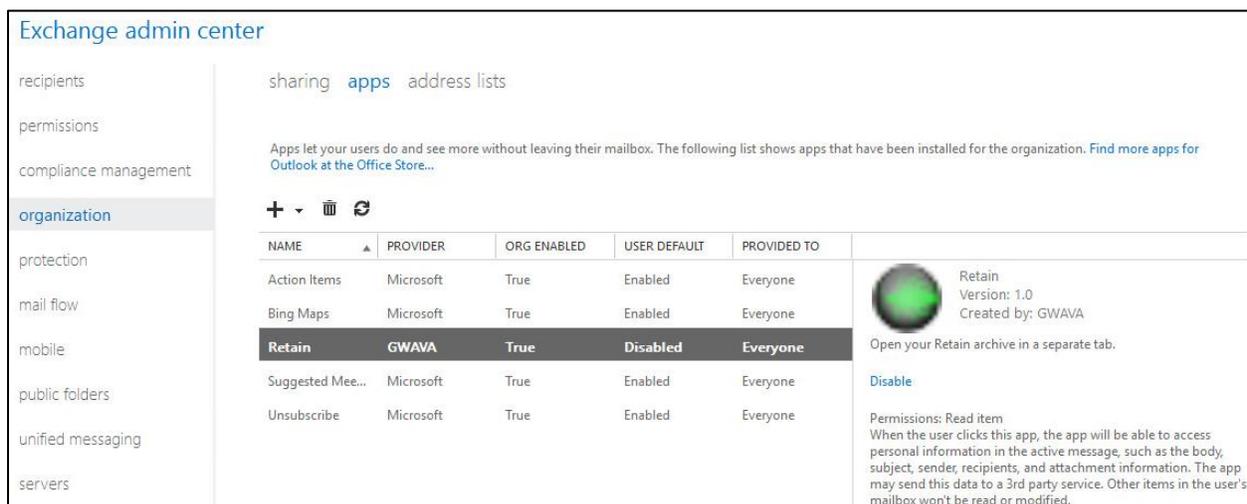
Browse to the install location, and open the new 'Retain' folder. Select the "manifest.xml" as the file and click 'Open'.



Once the file is selected, click the 'Next' button.



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.



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:\Windows\system32>Get-App -OrganizationApp | Format-List DisplayName,AppID

DisplayName : Retain
AppId       : dd13bbd3-b93a-4202-a4ef-a26b364114eb

DisplayName : Bing Maps
AppId       : 7a774f0c-7a6f-11e0-85ad-07fb4824019b

DisplayName : Suggested Meetings
AppId       : bc13b9d0-5ba2-446a-956b-c583bdc94d5e

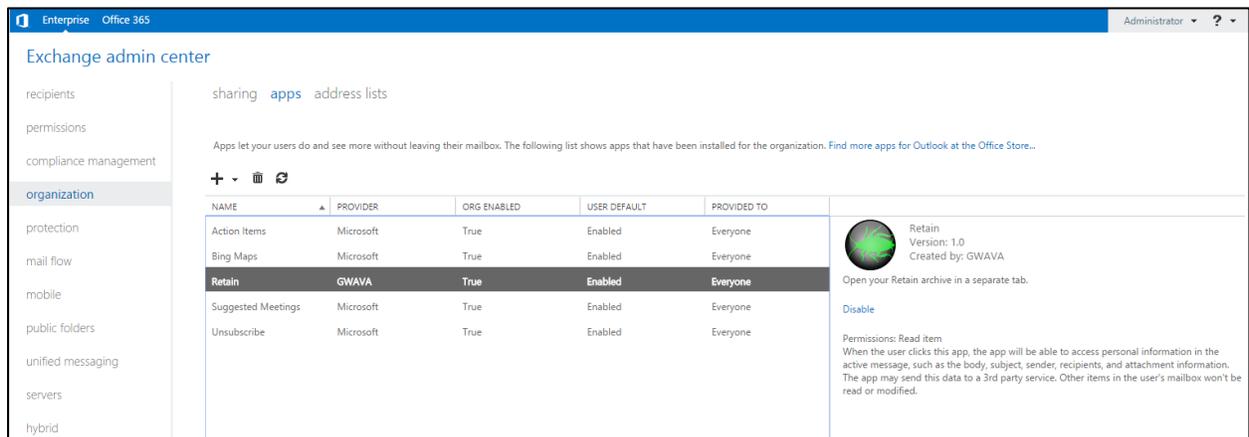
DisplayName : Unsubscribe
AppId       : d39dee0e-fdc3-4015-af8d-94d4d49294b3

DisplayName : Action Items
AppId       : f60b8ac7-c3e3-4e42-8dad-e4e1fea59ff7
```

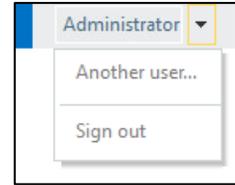
3. Once you have the AppID, enter the following command to enable the App/Plugin for all users:

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

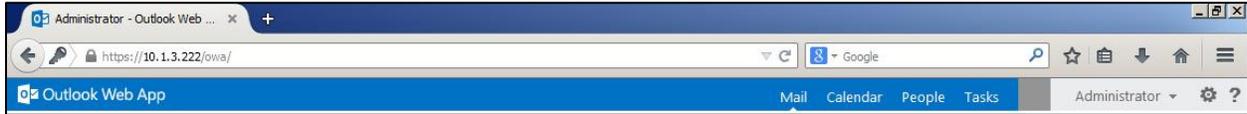
4. Refresh the Exchange web administration "apps" to verify that the USER DEFAULT for the App/Plugin has switched to 'Enabled'. (There is a refresh icon for the apps)



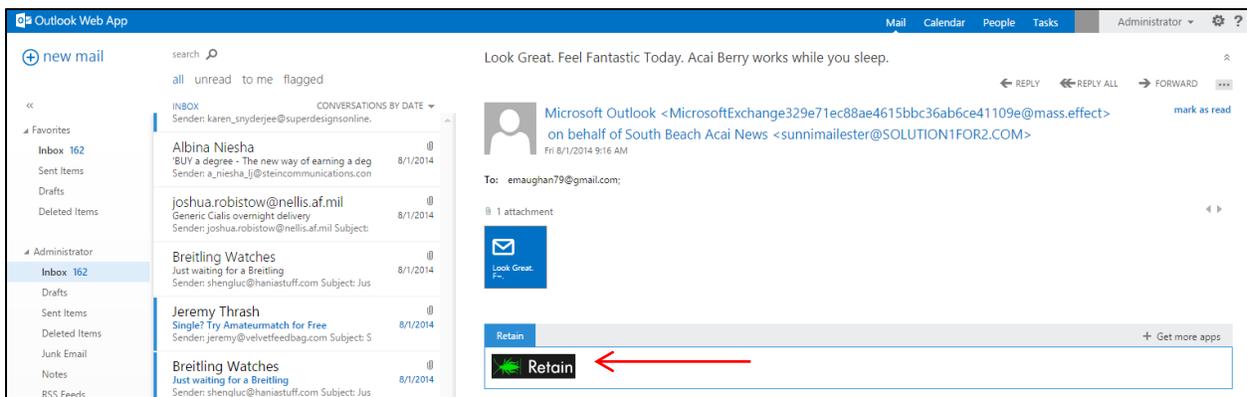
Sign out of Exchange Management, and close the browser window/tab.



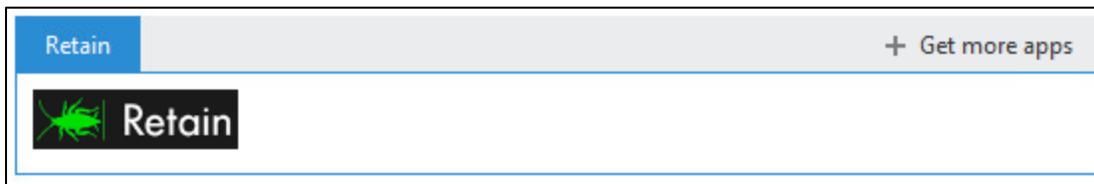
Open a new browser window/tab and go to your Outlook Web Access web page. Login the same way you would to browser your email.



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.



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.