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**Introduction**

An Exchange Calendar Only User Mailbox will be useful to people that want Exchange calendars, but prefer to use another e-mail package. Exchange was never intended to be used as a Calendar Only solution, but with some special configuration it can be made to work that way.

An Exchange Calendar Only User Mailbox has the following features and issues:

- Users create and accept calendar invitations, as well as manage their own and delegated calendars using Outlook 2003, Outlook Web Access or Entourage in the same way they would for a regular Exchange calendar.

- A copy of all Calendar invitations, updates and responses from Exchange users will be forwarded to an external e-mail address for notification purposes only. The admin configures this forwarding address which can only be to a single UM mailbox like uniquename@mail.umich.edu. It cannot be forwarded to the UM e-mail gateway at uniquename@umich.edu. Users need to be trained to recognize Calendar invitations in their external e-mail system and act on them through one of the clients above, as there is no way to tell that these invitations are from Exchange.

- A copy of all e-mail from Exchange users will be forwarded to an external e-mail address and then automatically deleted from the Exchange mailbox. The Deleted Items folder is automatically emptied once a week.

- UMOD entries for the user should NOT be changed. Only calendar and e-mail items from other Exchange users should go to this mailbox.

- The user will need to use their Windows Active Directory password to log into their Calendar mailbox. The password can be set from the following web page: https://accounts.www.umich.edu/kpasswd/. Authenticate with your U-M Kerberos password and then click on the Windows Active Directory tab. Windows AD password requirements are stricter than U-M Kerberos.
This document has several sections:

1. **Administrator Steps to Create a Calendar Only User Mailbox**

   This section is aimed at Self Serve Administrators that create Exchange mailboxes for their users and ITCom CSRs that create Exchange mailboxes for Full Service Exchange customers. This section discusses creating the mailbox and configuring forwarding to an external e-mail address.

2. **Administrator and User Steps for Completing Calendar Setup on Clients**

   This section is for both Self and Full Serve Administrators responsible for client configuration. The administrator and user need to work together to configure a rule in the user’s mailbox to delete all non-Calendar e-mail.

   **IMPORTANT:** The rule should be created as closely as possible to the creation of the Calendar Only User Mailbox so mail does not accumulate in this mailbox before the rule is created.

3. **Deleting a Calendar Only User Mailbox**

4. **Converting a Calendar Only User Mailbox to a Regular Mailbox**

5. **User Training**

   This section is for Self and Full Serve Administrators responsible for supporting users. There are some important training issues that users need to be aware of to successfully use Calendar Only Exchange mailboxes.
Administrator Steps to Create a Calendar Only User Mailbox

Self Serve Administrators and ITCom CSRs who create a regular Exchange mailbox can create an Exchange Calendar Only User Mailbox. Information on creating regular Exchange mailboxes is available in these this document.

http://www.umich.edu/~lannos/exchange/docs/ExAdminEssentials.pdf

The basic steps are as follows:

- Remove the Exchange Attributes from the uniqname user object.
- Create a Contact, a type of user object that contains the e-mail forwarding information.
- Create a regular uniqname Exchange mailbox.
- Configure this Exchange mailbox to forward mail to the contact.
- Configure the Exchange mailbox to be identified as a Calendar Only User Mailbox for billing and Deleted Item maintenance.
- Send a welcome message to the user. This is required for ITCOM CSRs and optional for Self Serve Administrators.
Details for Mailbox Configuration

1. Remove Exchange Attributes.

Exchange Attributes need to be removed from the mail enabled UMROOT user. This step is exactly the same as creating a regular user mailbox. Self Service users will be in the Accounts/Dept OU. Full Service users will be in the People OU.

Right click on the user, choose Exchange Tasks …
Click on Remove Exchange Attributes
Click Next and then Finish

2. Create Contact

A Contact object needs to be created in Active Directory for the user that includes a forwarding address. This forwarding address can only be to a single UM mailbox such as uniqname@mail.umich.edu or uniqname@<dept>.umich.edu. It cannot be forwarded to the UM e-mail gateway at uniqname@umich.edu.

TIP: You can determine a reasonable forwarding address by having the user look at their Forwarding Address in the UM Online Directory

Self Service Admins must create a Contacts OU within the Exchange OU in the departmental UMICH/Organizations OU at the same level as Calendar Resources and Department Mailboxes.
(UMICH/Organizations/<Department>/Exchange/Contacts)

ITCom CSRs must create a Contacts OU within the departmental OU within the
Right Click on the Contacts OU and select New and then Contact. For this example, we are using the uniqname, winweil.

Fill in the following fields.
First Name: First Name
Last Name: Last Name
Full Name: itcscale-uniqname
Display Name: itcscale-uniqname

Note 1: The Full Name will be automatically populated with “FirstName LastName”. Change it to itcscale-, followed by the user’s uniqname.

Note 2: You are required to use the naming convention above, itcscale-uniqname, for Calendar Only Contacts.

Click Next
Change the **Alias** to **itcscal-uniqname**
Click the **Modify** button for the E-mail field

Select **SMTP Address** and **OK**
3. Enter an external forwarding address for the user. The forwarding address can only be to a single UM mailbox such as uniqname@mail.umich.edu or uniqname@<dept>.umich.edu. Click OK.

**IMPORTANT:** The UM e-mail gateway address of uniqname@umich.edu cannot be used.

Click Next.
Click Finish

Right Click on the new Contact, itiscal-winwel. Click Properties.
Click on the **Exchange Advanced** tab.  
**Check** the **Hide from Exchange address lists** checkbox.  
Click **OK**.
4. Create Regular Uniqname Mailbox

Create a regular uniqname mailbox for the uniqname user. Self Service Admins create the mailbox in their Accounts OU. ITCom CSRs create the mailbox in the People OU. This should be created as the standard quota mailbox.

For detailed information on creating mailboxes, see the following documents:

http://www.umich.edu/~lannos/exchange/docs/ExAdminEssentials.pdf
http://www.umich.edu/~lannos/exchange/docs/ExAdminOUs.pdf
Exchange Calendar Only User Mailbox Configuration for System Administrators

5. Configure Mailbox to Forward to Contact

Configure the user’s new Calendar Only User Mailbox to forward a copy of all e-mail to the Contact you just created.

Right Click on the user and select Properties. Click on the Exchange General tab.

Click Delivery Options. Select Forward to. Click on Modify.
Enter itscal-uniqname and click Check Names. Click OK.

Check the box labeled Deliver messages to both address and mailbox. Click OK.

IMPORTANT: This step is critical. If the box is not checked, Exchange mail will NOT be forwarded to the user.
6. **Configure the Exchange mailbox to be identified as a Calendar Only User Mailbox**

The Exchange mailbox needs to be configured so it can be identified as a Calendar Only User Mailbox for Deleted Item maintenance.

Click on the **Exchange Advanced** tab. Click on the **Custom Attributes** button.

![Custom Attributes Button](image-url)
Click on **ExtensionAttribute3** and click **Edit**.

Enter the text **CalendarOnly**.

Click **OK**.
Exchange Calendar Only User Mailbox Configuration for System Administrators

Click OK twice to save and exit.

7. (Optional) Send a Welcome message to the new user’s mailbox. (ITCom CSR’s can use the Calendar Welcome script.)
Administrator and User Steps for Completing Calendar Setup on Clients

Create a Rule in Outlook to delete all e-mail messages

A server side rule needs to be created for the mailbox that will delete all regular e-mails as they arrive and retain only Calendar invitations and updates. A weekly job on the server will empty the Deleted Items folder.

This rule needs to be setup on an Outlook 2003 client by the user or the user and admin working together. Many Calendar Only users may possibly use only OWA to access their calendars, so administrators may want to create an Outlook 2003 profile on a test machine, have the user log on to their account, and then the administrator can create the rule for them.

The rule contains the following:

Apply this rule after the message arrives
delete it
except if it uses the ‘Tentative Meeting Response’ or ‘Decline Meeting Response’ or ‘Exception’ or ‘Accept Meeting Response’ or ‘Meeting cancellation’ or ‘Meeting Request’ or ‘Appointment’ form

A rule has been created that can be downloaded and imported. The rule file is named calendar-only-forms.rwz and is available at http://www.umich.edu/~lannos/exchange/calendar-only-forms.rwz. (NOTE: this rule was updated on May 22, 2007. If you are using the original rule, please begin using this new rule. If your users are experiencing issues with calendaring-items going into the Deleted Items folder, this rule will address that problem.)

NOTE: We do not recommend that you modify the above rule. If you do, do not change the “delete it” to “permanently delete it”. This will change the rule to a “client side” rule and will only be in effect when you are logged into Exchange.

1. Install Outlook 2003 and create a profile for the user

Information for installing and configuring Outlook is available at: http://www.umich.edu/~lannos/exchange/docs/Outlook2003Config.pdf
2. Have the user log on with their Windows Active Directory username and password. The user name is `umroot\uniqname`. The system may prompt you for something different. Make sure it begins with `umroot\` followed by the uniqname.

If the user doesn’t already know their password, it can be set from the following web page: [https://accounts.www.umich.edu/kpasswd/](https://accounts.www.umich.edu/kpasswd/). Authenticate with the U-M Kerberos password and then click on the Windows Active Directory tab. Windows AD password requirements are stricter than U-M Kerberos.

3. Once Outlook opens Click on the **Tools** menu and then **Rules and Alerts …**
4. The Rules and Alerts dialog box will open. It should be empty. Click on **Options** at the top right.

5. Click on **Import Rules**...
6. Select the **calendar-only.rwz** from wherever you saved it and click **Open**. Click **OK** to close Options dialog box.

Your rule has now been imported.
Click **OK** to save.
Deleting a Calendar Only User Mailbox

Deleting a Calendar Only User Mailbox is similar to deleting a regular User Mailbox with the additional step of also deleting the Contact object. Please see the following documentation for information on deleting a regular User Mailbox:

http://www.umich.edu/~lannos/exchange/docs/ExAdminEssentials.pdf
http://www.umich.edu/~lannos/exchange/docs/ExAdminOUs.pdf

Deleting the mailbox

1. Find the user in Active Directory

2. Right click on the user
   Select Exchange Tasks…
   Click Next
Exchange Calendar Only User Mailbox Configuration for System Administrators

3. Select **Delete Mailbox**

![Exchange Task Wizard](image)

4. Click **Next**
   Click **OK**

**Deleting the Contact**

1. Right click on the **Contact** and select **Delete**

![Find Users, Contacts, and Groups](image)
Converting a Calendar Only User Mailbox to a Regular Mailbox

Converting a Calendar Only User Mailbox to a Regular User Mailbox is very easy. It consists of 4 steps:

1. Turn off forwarding for user mailbox

   On the Exchange General tab, click the Delivery Options button. Select None in the Forwarding Address section.
2. Remove the CalendarOnly setting in Custom Attributes

On the **Exchange Advanced** tab, click on the **Custom Attributes** button. Click **Edit** for extensionAttribute3. Delete the CalendarOnly entry.

3. Delete the Contact

Right click on the **Contact** and select **Delete**
4. Remove the Outlook Calendar Only Rule

Have the user open their mailbox in Outlook
Go to the Tools > Rules and Alerts menu item
Select the CalendarOnly rule and click on Delete

VERY IMPORTANT: If this step is not done properly, mail will be deleted from their Exchange mailbox and not forwarded to their other email account.

5. Add the Exchange mailbox to the user’s forwarding address in UMOD

The Exchange mailbox address must be added to the UMOD Forwarding address in UMOD at http://directory.umich.edu. This may be done by the user or by an administrator with permission to modify users’ e-mail entries in UMOD. The following forwarding address must be used:

uniqname@adsroot.itcs.umich.edu

We highly recommend that they remove their IMAP entry which will be listed as:

uniqname@mail.umich.edu
User Training

There are some very important concepts and idiosyncrasies of the system that are not obvious and must be understood by the user or they will become frustrated and think the system does not work. Exchange was designed to be a Calendar and E-mail system and we are taking away half the normal functionality. Integration with a second mail system complicates matters. Finally, users tend to use a calendar system less than an e-mail system, so they will have less practice getting used to the features.

The user can use Outlook or Outlook Web Access on a Windows computer to accept and create calendar invitations and manage their Exchange Calendar. Entourage or Outlook Web Access Basic can be used on a Mac. Delegation works the same way it does for regular Exchange mailboxes.

User’s will read their forwarded e-mail and calendar invitations on the client they normally use for e-mail including Eudora, Mulberry, Pine, Thunderbird, Outlook Express or Outlook.

Information on delegating your calendar and accessing someone else’s calendar that has been delegated to you is available here:


IMPORTANT: Calendar invitations from Exchange will be forwarded to these clients for information purposes only. The user must use one of the Outlook or Entourage clients above to accept the invitation. There is no indication that this is a calendar request from Exchange. The user must learn to recognize the format of the messages.

- In some IMAP clients calendar invitations come as simple text e-mails. Thunderbird and Pine are examples. In these cases, Outlook or OWA need to be opened to accept the invitation.

- Some other IMAP clients such as Outlook Express, Outlook, Mulberry and Eudora show a file attachment in addition to a text message. With these clients, if you have also configured an Outlook client to access your Exchange Calendar Only User Mailbox, some extra integration is available with Outlook 2003.

- The mail.umich.edu web client is a special case. The calendar invitation shows a Meeting Proposal form with an Accept button.

   VERY IMPORTANT: The Accept button will send a response to the meeting organizer, but will not actually accept the invitation within Exchange. Don’t use it.
Calendar invitation examples

Thunderbird Example – Text Only Calendar Invitation

To demonstrate how this all works, a test E-mail and Calendar invitation were sent from a regular Exchange user, tweil, to a Calendar Only Exchange user, winweil. Thunderbird shows both the test E-mail Message and Calendar invitation that was forwarded from the Exchange user. Both appear as regular e-mails. For this type of IMAP client, the calendar invitation e-mail is only a text alert and the user needs to go to Outlook or Outlook Web Access and accept the invitation.

Once you have received the calendar invitation in Thunderbird, you need to open a supported client that is configured to access your Exchange Calendar Only User Mailbox. In this example, Outlook 2003 is being used, but it could be OWA or Entourage.
Open the Calendar Invitation and click Accept and then edit the reply or Send.
Open the Calendar and view the meeting

Open the Calendar item to view the details
If you go back to the Inbox and look at the Deleted Items folder, you will notice that the E-mail Test Message that appeared in the IMAP mailbox, has been automatically deleted:

You can alternately use Outlook Web Access (OWA) to accept the calendar invitation.

Open OWA by opening a browser to exchange.umich.edu:
Open the Calendar invitation and click the Accept button:
Send the response:

Check the Calendar to see that the meeting has been placed on your calendar.
Eudora Example – Text with attachment
A test E-mail and Calendar invitation were sent from a regular Exchange user, tweil, to a Calendar Only Exchange user, winweil. Eudora shows both the test E-mail Message and Calendar invitation that was forwarded from the Exchange user. The calendar invitation appears as a text message with a calendar attachment.

For this type of IMAP client, the user can accept the invitation the same way as the Thunderbird example by going to Outlook or OWA to accept the invitation. If the user has configured Outlook on the same computer with an Exchange profile for their Calendar Only User Mailbox, some integration is available:

Double click attachment. Eudora gives a warning. Click Open.
If you are not already logged into Outlook, you will be prompted to logon. Alternately, you can configure the computer to logon to Active Directory and you will not get prompted to logon.

The meeting invitation will open and allow you to accept without having to open Outlook. You can also click on the Calendar button to see your Calendar.

**IMPORTANT NOTE:** If you accept an invitation directly from the Meeting Acceptance form rather than going to your Outlook Inbox and opening the Meeting Request and accepting from there, a copy of the Meeting Request will remain in your Outlook Inbox. If you Accept the meeting again, it may duplicate the meeting in your Calendar. You should delete the Meeting Request in your Outlook Inbox since you have already accepted it elsewhere.
Mail.umich.edu
When you read your calendar invitation using http://mail.umich.edu, the message will have a Meeting Proposal form that will allow you to accept the meeting. This appears to work, but does not. If you click Accept, it will send an e-mail to the meeting organizer, but it will not put the meeting on your schedule.

The user will need to go to an Outlook or OWA client and accept the meeting.

For More Information
For more information, please contact exchange.support@umich.edu or see the Exchange web site at http://www.umich.edu/~lannos/exchange.