



Video 12

Configuring Outlook - AutoDiscover

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Where we're going



- What is Autodiscover?
- How does it work?
- How do I set it up?
- How do I set up Outlook?
- Best Practices

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Intro to Autodiscover



- **Autodiscover was built to:**
 - streamline Outlook configuration (both MAPI and Outlook Anywhere)
 - Allow simpler access to the Offline Address Book (OAB) for external users
 - Facilitates access to the Availability service that handles Free/Busy data
 - Simplifies setup for Unified Messaging
- **Autodiscover requires some setup**
- **The services that work with it also need to be configured**
- **Autodiscover cannot provide services to Outlook client versions before 2007**

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Autodiscover Architecture



• How Autodiscover Works

- Autodiscover consists of these components:
 - One service connection point (SCP) object in the AD for each CAS
 - An IIS virtual directory called Autodiscover on each CAS
 - Public DNS entries
 - An appropriate SSL certificate
- Outlook 2007 queries Autodiscover:
 - At startup
 - Every 60 minutes
 - Whenever there is a connection failure
- Autodiscover allows a user to automatically locate the right mailbox server, even if the mailbox was recently moved to another server

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Internal Autodiscover – Part 1



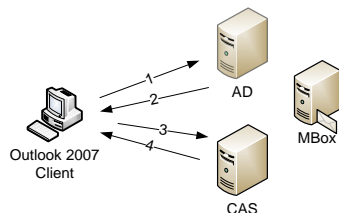
• Process Outline

1. Client queries AD for the SCP object
2. AD hands back Autodiscover service URL
3. Client connects to Autodiscover virtual directory using HTTPS
4. Autodiscover hands back addresses and information for available services

After this, client is able to connect to the needed resources.

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Internal Autodiscover – Part 2



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External Autodiscover – Part 1

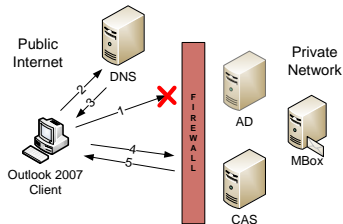


- **Process Outline**

1. Client fails to connect to AD to query SCP information
2. Client uses its primary SMTP address to query DNS for an "autodiscover" record.
3. DNS provides the IP of the Autodiscovery server
4. Client contacts the Autodiscover virtual directory on the CAS
5. CAS Autodiscover service provides the client with information needed to connect to various Exchange services

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External Autodiscover – Part 2



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The Query



- **What does the client ask DNS?**

- After attempting to connect to these sites:
 - <https://cashcowcapitalgroup.com>
 - <https://autodiscover.cashcowcapitalgroup.com>
 - <http://autodiscover.cashcowcapitalgroup.com>
- The client will ask DNS to resolve this SRV record:
 - `_autodiscover._tcp.cashcowcapitalgroup.com`
- Depending on how you've configured the server, one or more of these attempts may result in a valid connection.
- We're going to make sure that either of the first two attempts are valid

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Autodiscover Setup



• Implementing AutoDiscover:

- Check on the virtual server
- Set up the DNS
- Obtain an SSL certificate
- Install and configure the cert
- Configure the virtual server
- Configure for OAB
- Configure for Outlook Anywhere
- Configure for Availability

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The Certificate



• Working with the Subject Alternative Name (SAN) Cert

- A SAN cert can provide SSL encryption for several FQDNs
- We'll include these names in the cert:
 - 3cgmail07
 - 3cgmail07.3cg.local
 - cowmail.cashcowcapitalgroup.com
 - autodiscover.cashcowcapitalgroup.com
- We'll register this cert at <http://www.digicert.com>
- Digicert has a nice little tool that will build a PowerShell request script

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Setting up Outlook



• Connecting Outlook to Exchange 2007

- Outlook 2003 sets up the way it always has
 - Provide Server Name and User Name
 - Keep track of external servename vs. internal servename
- Outlook 2007 uses Autodiscover
 - Provide email address

• Other Info

- Outlook 2007 licenses are not included in Exchange 2007
- You can now run a copy of Outlook on the Exchange 2007 server

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Best Practices



- **Recommendations:**

- Use a SAN UCC cert to reduce complexity
- Don't try to use a self-signed cert, use a commercial cert
- Use a tool like Digicert's to make sure your cert request is correct
- Leave punctuation out of the Subject Name fields of your cert request
- Work slowly, don't make changes to IIS unless you know what you're doing
- Use the Test Email Autoconfig Tool to troubleshoot Autodiscover
- Use Test-OutlookWebServices to help narrow down problems

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Wrap-up



- **Where we've been:**

- A look at Autodiscover
- Autodiscover Infrastructure
- Autodiscover Implementation
- DNS Setup
- Certificate creation and installation
- How the versions of Outlook connect to Exchange
- Best Practices

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