

Practical Examples

Permanently remote users

This document explains how a user can work remotely when using Outlook in conjunction with Softalk Share Server.

It is assumed that the server software has already been installed and that the remote user has at least a broadband connection to the internet.

There are two ways to do this. You can either connect to the server using a live connection or you can run in "Offline" mode and regularly synchronize with the main server. The latter method is appropriate if you don't have a fast connection with high availability.

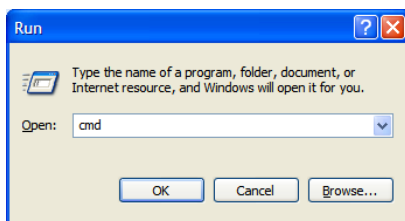
Preparing your office router

The first task is to configure your office router so that it can receive incoming traffic on port 8110 and redirect it through to the Softalk Share Server host computer within your LAN. You will need to consult your routers manual for this. Look under "Port forwarding" or "NAT" (Network Address Translation).

You will need to know the external IP address of the router.

If the external IP address is not static you may need to use a dynamic DNS service such as dyndns.org which gives you a hostname and keeps track of your dynamic IP address.

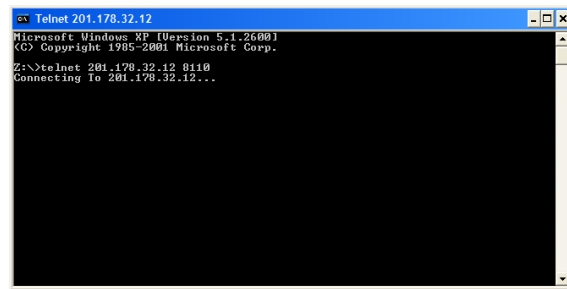
You can test if your configuration has worked by attempting to connect to the Softalk Share Server from outside your LAN using a windows command line application called "Telnet". If you are using Vista you may need to install it from Programs and Features.



You will need to bring up the run dialog by clicking on the Start button and selecting "Run...". Type "cmd" and click OK. This displays a command window.

Softalk Share Server

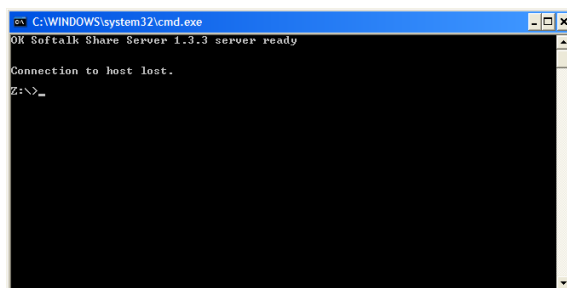
Use the command
“**telnet your_ip 8110**”
replacing “**your_ip**” with the
actual IP address of the router.
Notice there is a space either side
of the IP address. The example
here is using a fictitious IP
address.



```
Telnet 201.178.32.12
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

Z:\>telnet 201.178.32.12 8110
Connecting To 201.178.32.12...
```

Press the return key when you are ready. You may see a message
saying it is trying to connect as in the above example.

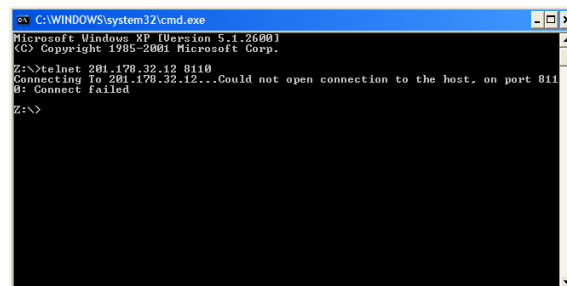


```
C:\WINDOWS\system32\cmd.exe
OK Softalk Share Server 1.3.3 server ready
Connection to host lost.
Z:\>_
```

Once connected, you will see a
message that reads something
like “OK Softalk Share Server
1.3.3 server ready”. After a few
seconds the connection will drop
and you will see a message
saying “Connection to host lost.”,
which is perfectly normal.

This means that you can successfully connect to the server from
outside your LAN.

If you get a message such as
“Connection failed”. Then you will
need to investigate further. It will
either be the IP address you are
trying to use or the router
configuration. You may have a
firewall that is blocking the
connection on port 8110.

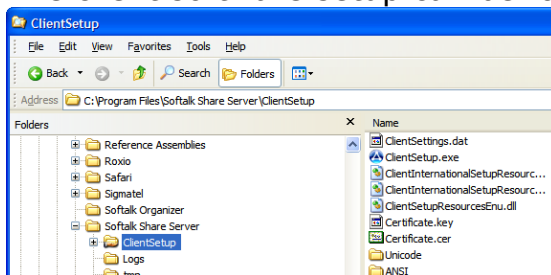


```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

Z:\>telnet 201.178.32.12 8110
Connecting To 201.178.32.12...Could not open connection to the host, on port 8110:
Connect failed
Z:\>
```

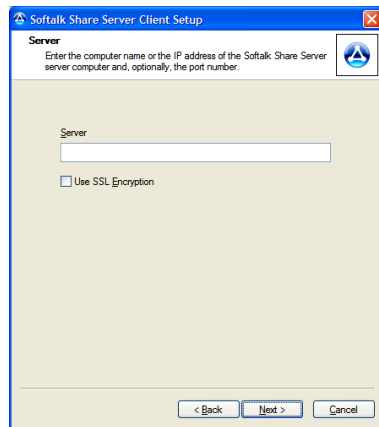
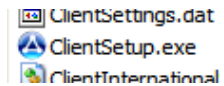
Assuming you can connect to Softalk Share Server you can now install
the client at the remote user’s location.

The client software setup can be found under the Softalk Share Server
installation folder in a folder called ClientSetup. This folder and all the
files within should be compressed
to a single file using Winzip or a
similar compression tool and
emailed or sent to the remote
user.



Softalk Share Server

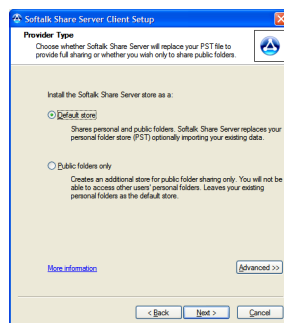
The remote user should unzip the file on their computer in an appropriate folder and then run the file called ClientSetup.exe which starts the client installer.



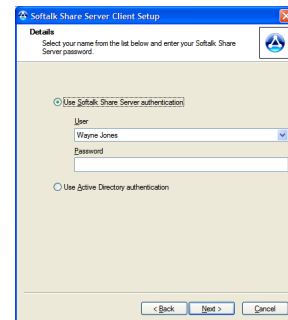
The installer will ask for the address of where the server can be found. The external IP address of the office router should be entered.

This example shows that a computer host name has been used instead of an IP address. If you have a domain that points to your router you can use it instead of an IP address. It would be of the form "companyname.com"

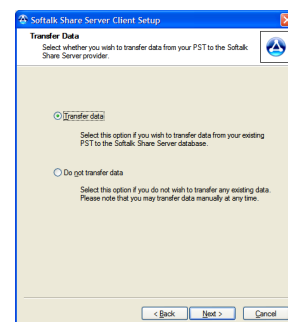
If a connection is successfully made setup will ask for a user name. Be sure to choose the correct user.



The installer will then ask what sort of message store you would like to configure. If you need to share personal folders then you need the first, "Default store" option. If the remote user will only need to view Softalk Share Server shared public folders then choose "Public folders only".



If you have chosen the "Default store" option the next page asks if you want to transfer the remote users existing PST content in to the Softalk Share Server data. Performance of transferring data over the internet is difficult to estimate. It will depend on the amount of data, the upload speed of the connection, and the reliability of the connection. Depending on these factors it can be wiser to not transfer data at this time but do it manually over the LAN. If you only have a 150Mb PST, an upload speed near to 1Megabit and a reliable connection then it is probably best to transfer data now. If you have an "ADSL" broadband connection, bear in mind that the "A" stands for "asynchronous" which means the upload speed will be considerably less than the download speed. This may also be true for cable connections.



Softalk Share Server

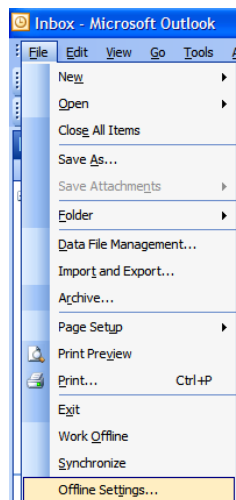
If you decide to transfer your data now you will see a progress bar, which progresses and then disappears when it is finished.

Once you have got this far you are currently connected to the Softalk Share Server service and you could actually work like this if you have a fast and reliable connection.

Most remote users do not have a fast enough connection to the Internet and so prefer to work "offline" and regularly synchronize changes over the internet.

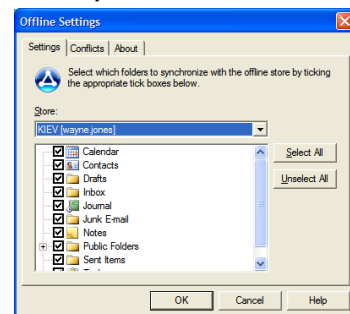
Using the offline feature

First of all you need to decide which folders you want to take offline so we need to configure our offline settings. In this case you would want

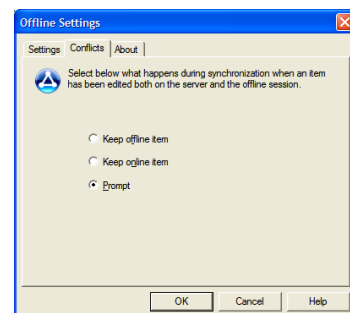


to take all your folders offline. You do this in Outlook by clicking on "File" and selecting "Offline Settings..."

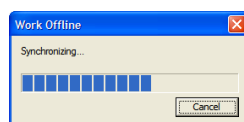
This dialog allows you to select which folders you want to take with you. In this case we have chosen all folders by clicking on the "Select All" button.



You can choose what happens if there are any conflicts on the next tab.



If you have not configured this before you may not see the "Work Offline" and "Synchronize" options in the File menu as above.

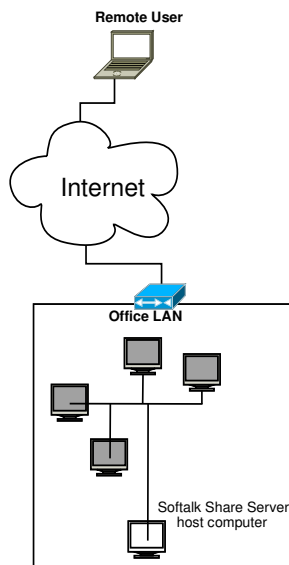
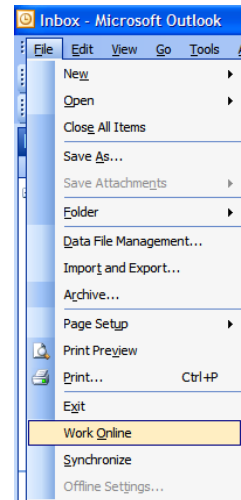
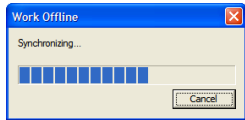


The next step is to actually go offline by clicking on "File" and "Work Offline". A progress bar should pop up like the one on the left. The first offline synchronization may take some time. Subsequent offline sessions will be much faster. The speed of this operation is dependant on the quality of your internet connection.

When finished it will tell you that you need to restart Outlook to work offline. You can now work with Outlook as normal. You can also collect and send your email as you normally would while away from the office.

Softalk Share Server

You can go back online at any point and any changes you have made while offline will automatically synchronize to the main store the next time you connect to the office network and go back online. Just click on "File" and "Work Online". You will see the progress bar again while it replicates all of your changes to the server.



The next time you go "offline" it will only update the offline store with any changes since your last offline session.

Rather than going back online it may be more convenient to stay offline and simply synchronize with the main server. Just select "Synchronize" instead of "Work Online".