

Configuring Outlook Integration

New World ERP – Technical Documentation

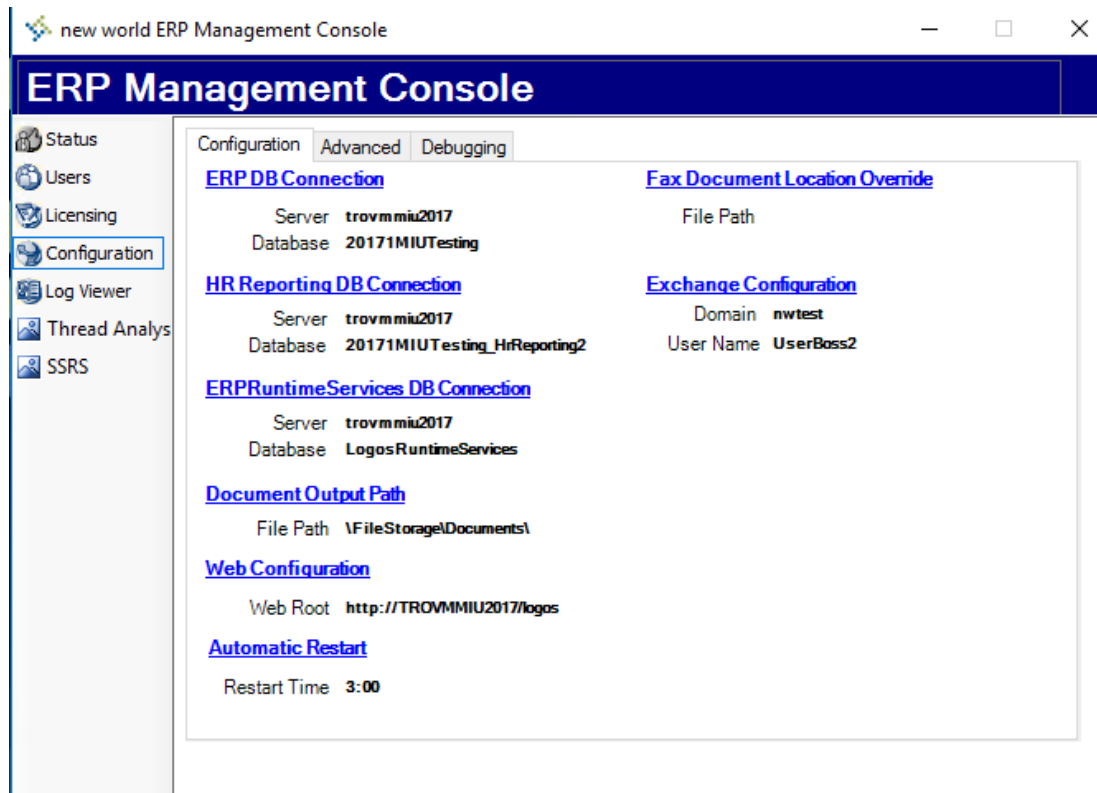


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CONFIGURING OUTLOOK INTEGRATION



On the Management Console's **Configuration** tab, there is an *Exchange Configuration* link. This user and domain needs to be configured to a user that has access to all mailboxes in Outlook Web Access. This account will be used to pull Outlook events for the users.


City Of NWS

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System Setting Maintenance

General

Phone Number Mask

Social Security Number Mask

Date Format

General

Authentication Method

Communication

Connection Timeout in Seconds

Connection Retries

Message Timeout in Seconds

Message Delay in Seconds

System

Max Rows Returned by Search

Html Reports

Convert Automatically to PDF ☒

Tyler Forms

Tyler Forms URL

Save

Reset

Print

PDF Thresholds

Warning Size MB

Maximum Size MB

Email

SMTP Server

From Email Address

System Admin Email Address

Total Attachment Size Limit MB

Maximum Attachments

eHR Email

SMTP Server

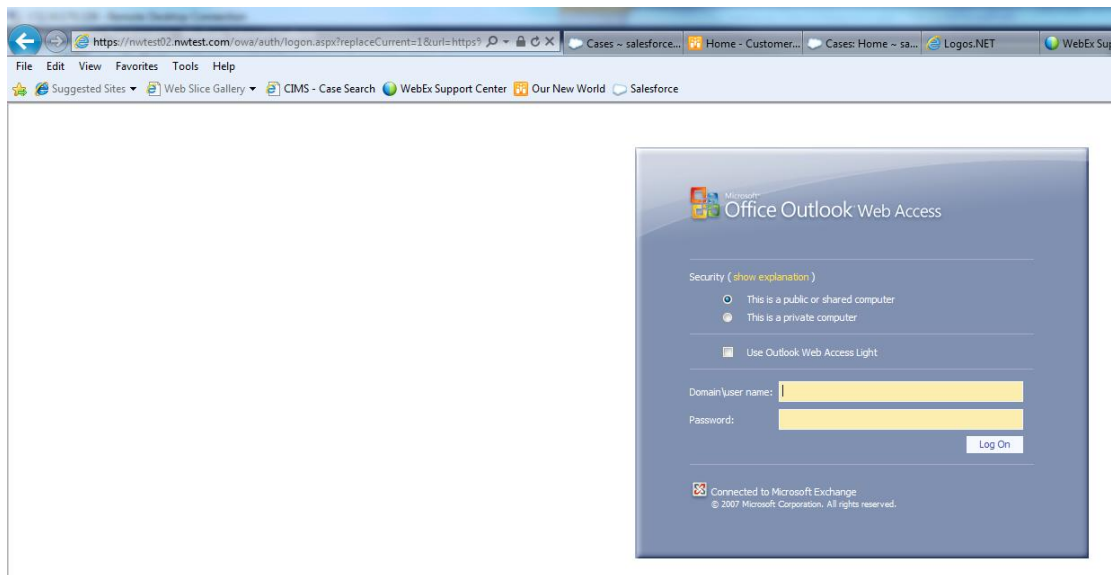
SMTP Port

SMTP Server User Name

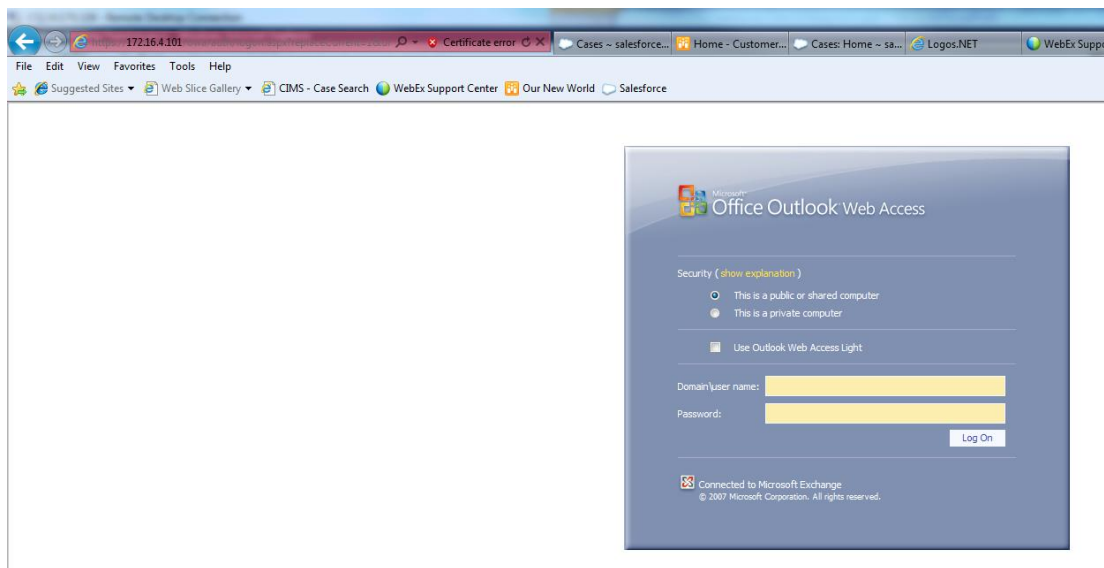
SMTP Server Password

SMTP SSL/TLS ☐

The **System Settings** tab holds an SMTP server. To test connectivity to the OWA client, type in <https://SMTPSERVERNAMEFROMABOVE/owa>. If this site loads directly without a certificate error, continue. If there is a certificate error that has to be allowed to bypass, try IP address, server name, and certificate name in that order in this field and try to go to the OWA client. An example of a working config is below:



Example of a certificate error that would cause issues with synchronization.



There are no certificate errors next to the location bar in IE. They would show up on the right of the location bar.

```

web.config
<add key="ClientPingRate" value="0" />
<!-- size in KB-->
<add key="FileStorageCacheMaxSize" value="1000" />
<!-- age in days that a file can exists since it's last access time-->
<add key="FileStorageCacheMaxAgeAccessed" value="10" />
<!-- age in days that a file can exist in the cache since it was created-->
<add key="FileStorageCacheMaxAgeCreated" value="30" />
<!-- time in seconds to check for cleanup-->
<add key="FileStorageCacheCleanUpInterval" value="3600" />
<!-- time in seconds to wait before initial check-->
<add key="FileStorageCacheCleanUpStartUpDelay" value="180" />
<!-- URL to Logos Interface Web Service -->
<add key="LogosInterfaceURL" value="" />
<!-- Use Outlook Integration for Inspections -->
<!-- Initially this value is set to false, '0', which will NOT allow the functionality
of integrating Outlook information with the Inspection Center. To enable
this functionality change the value to '1'-->
<add key="OutlookIntegrationForInspections" value="1" />
<add key="ExchangeIsHttps" value="yes" />
<add key="ExchangeInterface" value="ews" />
<!-- Timeout for web service call to SSRS Report Server (milliseconds) -->
<add key="ReportServerTimeout" value="1800000" />
<add key="NewWorld.Logos.Suite.UI.Web.Controls.WebChart.TempChartPath" value="-\temp\charts" />
<add key="NewWorld.Logos.Suite.UI.Web.Controls.WebChart.NumberOfChartsPerControl" value="100" />
<!-- Specifies if Logos is configured to use ArcGISServer instead of ArcIMS -->
<add key="UseArcGISServer" value="false" />
<!-- Specifies the root path of where the custom SSRS files are located -->
<add key="CustomSersRootPath" value="LogosDevCustom" />
<!-- Timeout for stored procedure execution using the INVDDataAccess object [seconds] -->

```

Two keys need to be confirmed/added in the web.config file for Logos.Net in the {Install Directory}\New World Systems\Logos.Net\Logos install directory (Any changes will recycle your website and users will have to log in again.) We'd recommend backing up the file to the desktop before any changes.

OutlookIntegrationforInspections: This key is either 1 or 0 and will already exist. Turn this to 1 if you want to use Outlook integration in Inspector Week View.

ExchangeIsHttps: Signifies if https is required to get to the OWA client. This is either yes or no.

ExchangeInterface: Will either be Webdav or ews. Most environments will use ews as the value here.