

FAQ

Frequently Asked Questions

What kind of Exchange objects are supported? What type of operations can I perform on them?

The Exchange Adapter supports creating, deleting, updating and retrieving calendar items, mails, contacts, notes, tasks and folders.

Does the product provide access to subobjects like recipients and attachments?

Yes, it does. You have the same functionality that is available for the Exchange objects (create, delete, update, query).

Are Public Folders supported? Can I write documents in a Public Folder?

Yes, they are. You can read or write any content of a Public Folder, for instance: mails, documents, etc.

My Exchange Server is hosted outside my company. Can I use the Exchange Adapter without installing anything on the Exchange Server?

Yes, you can. Indeed, you don't need to install or configure anything on the Exchange Server.

Is there any tool to configure the Exchange Adapter?

Yes, there is a configuration console available to help you configure the Exchange Adapter. Also, KEAB includes other two important tools to simplify and improve your usage experience: the Receive Location Creator for creating multiple Receive Locations from a template and the Write Message Creator for generating sample Write Messages.

The "Kayxo Exchange Adapter for BizTalk" service doesn't start. What should I check first?

First, you should check whether there is a valid license file in the license folder and that this license has not expired. In second place, you should check if the License Server service is started or not.

Can I apply a content-based filter on Exchange messages?

Yes, you can promote any field from a schema, and then filter your messages based on different criteria.

For example you can filter all mails sent to a specific account containing some keywords or patterns present in the subject or body.

Does KEAB only support getting new mails, contacts, etc. or can I get also existing items?

Because this new version of KEAB is developed under the ICS protocol together with MAPI, you can start monitoring folders from past dates. This allows you to retrieve all items that were created or arrived from this date onwards.

Instead of monitoring each mailbox folder individually, can I monitor all the existing mailboxes at once?

KEAB allows you to configure one Receive Location per mailbox folder. However, we know that monitoring multiple folders and even multiple mailboxes is a common scenario you may have, so we have included the Receive Location Creator tool to allow you easily create multiple Receive Location based on a template.

Does KEAB support Dynamic Send Ports?

Yes, it does.

What can I do if a property of an Exchange message is not available in the message property list?

When you create or edit a Receive Location, you can specify custom properties that are specific to an Exchange Server installation.

Does the adapter process large attachments?

Yes, the Adapter is fully capable of processing large attachments and has been tested for cases of up to 10Mb.

Can I install the Adapter in a BizTalk cluster?

Yes, of course. This adapter behaves like any other standard adapter.

Once installed and working, how can I see if my Exchange objects are being correctly captured and processed?

You have Performance Counters built in for you at host level for the Receive Adapter and Send Adapter. Using these counters you can monitor or trace for example the total number of messages, numbers of errors, average times, etc.

If you need more information you can download the document "KEAB WhitePaper" at http://www.kayxo.com/downloads/keab_docs/KEAB_TechnicalWhitepaper.pdf

What versions of Microsoft Exchange Server does the Exchange Adapter support?

Currently the Exchange adapter supports Microsoft Exchange Server 2007 (with or without public folders) and Microsoft Exchange Server 2003.

How does your product retrieve emails from Exchange? Do I need to have POP3 services available?

No, you don't need POP3 services. You only need to have the adapter components installed. MAPI is used to retrieve messages from the Exchange Server.

What is the difference between this adapter and the currently available POP3 and SMTP Adapters for BizTalk?

The most significant difference between POP3, SMTP and the Exchange Adapter is that the Exchange Adapter supports retrieving, creating, updating and deleting not only emails but contacts, tasks, calendar items, notes, and folders from Exchange Server. Also, the core components of Kayxo Exchange Adapter are built using MAPI.

MAPI (Messaging Application Programming Interface) is a messaging architecture that enables multiple applications to interact with different messaging systems across a variety of hardware platforms. MAPI is built on the Component Object Model (COM) architecture.

Does the message sent to BizTalk by the Exchange Adapter have promoted properties such as 'from', 'subject', etc?

Not exactly, but you can create a schema manually or using "Add generated items" and then promote any property you want.

Recall that "Promoted Properties" enable various BizTalk Server components to access key items of data, known in this context as distinguished fields and property fields that arrive within an instance message without needing to know how to look for them within the message itself. For different types of messages, you can determine which items of data require promotion to a more visible level.

It seems like I will be able to consume Calendar info. So, I should be able to ask for a list of scheduled events (appointments) for today, or today at a specific time, from a specific Calendar, right?

You will be able to receive only information from any event that takes place inside exchange, e.g.: when a calendar is created, modified or deleted; but you can't query the Exchange Server. This feature will be supported in future versions of the adapter.

May I lose some messages after recovering from a host problem?

No, the Kayxo Exchange Adapter has a retry mechanism implemented, so when the BizTalk Server resumes, the messages will be retransmitted.

Does the product provide load balance and failover mechanisms?

Yes, it does. Because is built on top of BizTalk server, KEAB takes advantage of all the benefits from it.

Is the product integrated with BizTalk and Windows scalability mechanism?

Yes, it is fully integrated. It can scale both, horizontally and vertically, when more hardware is available.

Where can I find a list of MAPI properties to retrieve with KEAB?

You can find a list of MAPI Properties in:

<http://msdn.microsoft.com/en-us/library/cc433490.aspx>

Do you provide any evaluation time to try the product?

Yes we do. An evaluation license is included with the installation package.

How can I buy the product?

You can contact our team by sending us an email to: sales@kayxo.com or calling to:

Sales America phone: +1-952-882-0077

Sales Europe phone: +45-4693-1515

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