

Microsoft Outlook 8.2.2 for Macintosh - Release Notes

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This document provides late-breaking or other information that is relevant to Microsoft Outlook 8.2.2, and is current as of the date above.

After that date, you can find more current information and resources on the Microsoft MacTopia Web site at <http://www.microsoft.com/mac/>.

For current support and technical information about Outlook, see the Microsoft Knowledge Base at <http://support.microsoft.com/support/>.

What's new

New features in Microsoft Outlook 8.2 include:

Drag and Drop: Easily move documents and e-mail attachments in and out of mail messages and Outlook folders. This feature is available only on a Power Macintosh.

Text Magnification: Magnify the text in messages you receive to make them easier to read. This feature is especially helpful for magnifying text sent from Microsoft Outlook 97, 98, or 2000 in a cross-platform environment.

Unformatted Text Font: Choose a font to be used for incoming messages sent without formatting (such as many of those sent from the Internet). Many unformatted messages look better when viewed with a mono-spaced font, such as Monaco. This feature is available only on a Power Macintosh.

Import CSV files into a Personal Address Book: Quickly add contacts to your Personal Address Book by importing them from a standard, Comma Separated Values (CSV) file.

Better handling of network problems: When the network or server is experiencing problems, Outlook now allows you to switch to and continue working in other programs without restarting the computer.

System requirements

Minimum: Apple Macintosh with a 68030 or faster processor, System 7.5.5 or later and at least 16 megabytes (MB) of RAM.

Recommended: Apple Power Macintosh with Mac OS 8.0 or later and at least 16 MB of RAM. In addition, Outlook will run faster if virtual memory is enabled and set to a minimum of 1 MB above the installed physical memory. Mac OS 9 is supported only in single-user mode.

Support for Mac OS 9 and multiple-user accounts

The only supported configuration of Outlook and Mac OS 9 is single-user mode. If you have enabled multiple user accounts on OS 9, you may experience problems with Outlook, including difficulty opening file attachments and configuring profiles.

Issues fixed in version 8.2.2

The following issues were fixed in version 8.2.2:

- * Calendar information was occasionally corrupted during a network operation, causing the calendar owner to have to repair it. If you still see frequent corruption messages after installing version 8.2.2 and you have a local schedule file on your computer, see the section on **Anti-Virus Programs and Outlook Calendar**, below, for more information on preventing calendar corruption.
- * If a new mail message was received while the Outlook window was hidden, Outlook would cause the system to pause. This was especially noticeable when transferring files, because the progress bar would stop moving. Clicking the mouse button would cause the system to resume temporarily.
- * Y2K: Entering 1/1/0001 in the To-Do list and pressing the TAB key would cause the date to be displayed as 1/1/1900.
- * Japanese text sent over the Internet was sent with Shift-JIS encoding, but several other e-mail programs only understand text encoded as JIS. The administrator can now specify the encoding on the Exchange Server for non-signed, non-encrypted messages.
- * A Type 2 error would sometimes be received if the e-mail viewer was closed and only the Calendar window was open.
- * Web Forms could only be created or opened once each time Outlook was started. Subsequent Web Forms could not be opened until Outlook was restarted.
- * Drag and drop of aliases into mail messages sometimes resulted in an unusable e-mail attachment.
- * When an e-mail attachment or a document was opened from an Outlook folder, the Outlook e-mail viewer and folder list refreshed sporadically.
- * Although shift-clicking a hyperlink allows you to choose an application to open the hyperlink, Outlook ignored your choice and used the default application to open the link.

* New applications could be created on the hard disk when shift-clicking a hyperlink and clicking **New** in the **Locate Link Browser** dialog box. This button is now unavailable.

* In certain network configurations, such as NAT (Network Address Translation), new mail does not appear immediately. If you are seeing this problem, see the section **Using Outlook and Wireless Networking** below.

Issues fixed in version 8.2.1

The following issues were fixed in version 8.2.1:

* Messages with a blank subject box could not be dragged from Outlook to the desktop. You would receive the message "The drag and drop operation could not be completed. An error occurred while writing to the disk. The disk might be full or write-protected."

* On a computer without security enabled, messages would occasionally not be sent. The **Send** button on the toolbar would remain pressed in.

* When you copied or cut text that contained a URL and then closed the message, you would get a message asking if you wanted to keep the large amount of text on the Clipboard.

* Holding down the CTRL key while double-clicking a hyperlink in a mail message multiple times would cause Outlook to stop responding.

* Sometimes Outlook would launch the Web browser to display the target of a hyperlink in a message, even if the hyperlink was not clicked.

* Japanese characters received over the Internet were sometimes displayed incorrectly in the Japanese version of Outlook.

* Messages with multiple attachments forwarded from an Outlook Web Access client to Outlook 8.2 would display only the first attachment.

* Web Forms were not displaying correctly in Outlook Web Access, even if the Web Services information was correctly entered.

* Outlook was unable to use Web Services with an SSL-secured (https://) Web server.

* On a 68K-based Macintosh computer, dragging attachments from a message into an Exchange folder sometimes caused a Type 2 error.

Installing Outlook

To install Outlook from a CD:

1. Insert the Microsoft Outlook CD into the CD-ROM drive.
2. Double-click the folder for the language you want to install.
3. Double-click **Microsoft Outlook Setup** to begin the installation.

To install Outlook from a network server:

1. Connect to the network server from which Outlook will be installed.
2. Double-click **Microsoft Outlook Setup** to begin the installation.

To create a profile before running Outlook for the first time, you can run the Outlook Settings program from the Microsoft Outlook folder. Otherwise, Outlook will walk you through the profile creation process the first time you run the program.

Choosing a network protocol

Outlook supports both the AppleTalk and TCP/IP protocols. We recommend that you use the latest release of Open Transport available for your system to achieve optimal performance.

Connecting through TCP/IP

Verify that the computer running Outlook can access the Exchange Server by using its server name. For example, if your Exchange Server is named mailserver.microsoft.com, verify that you can ping that server using standard TCP/IP-enabled network tools.

Connecting through AppleTalk

* Make sure that Services for Macintosh are installed on the Exchange Server computer, and establish a zone for that computer. Outlook users will need to know their AppleTalk zone name in order to connect to the server.

* Verify that the name of your Microsoft Windows NT or Microsoft Windows 2000 server is the same for both Windows and Macintosh users. If you have used Services for Macintosh to change the display name of your server for Macintosh users, you must change it back to match your Windows computer name.

* To enable notifications to be sent from Microsoft Exchange Server to Outlook over AppleTalk, you must have Exchange Server 5.5 or later.

Outlook and Exchange 2000 Server

Outlook 8.2.2 is fully compatible with Microsoft Exchange 2000 Server.

Outlook and Outlook Calendar

Microsoft Outlook includes Outlook Calendar, a group scheduling and personal information management program. Outlook Calendar can share free/busy information and exchange meeting requests with users of Outlook 97, 98, and 2000 as well as other Outlook for Macintosh users. However, you cannot access the details of your own Outlook 97, 98, or 2000 calendar.

If you have permission, you can read the details of other users' calendars by choosing **Open Other's Appointment Book** from the **File** menu in Outlook Calendar. If the other user uses Outlook 97, 98, or 2000 for their primary calendar, you will not be able to write to their calendar, even if you have the proper permissions.

Anti-Virus programs and Outlook Calendar

In some cases, anti-virus programs such as Norton AntiVirus can conflict with Outlook,

causing Outlook to mark the user's calendar as corrupt.

If you have a local schedule file and you have an anti-virus program configured to perform real-time monitoring, you may encounter this issue. To avoid it, make sure that your anti-virus program is not configured to perform real-time monitoring on the folder in which the local schedule file is saved. For instance, if your local schedule file is in the Microsoft Outlook folder and you are using Norton AntiVirus, do not enable the AutoProtect feature on that folder.

It is safe to continue using real-time monitoring on the rest of your folders. In addition, you can safely check the folder in which your schedule file is located for viruses by quitting Outlook and then running a manual virus check on the folder.

Installing Outlook and Office 98 on the same computer

If you have performed a drag and drop installation of Microsoft Office 98 after installing Outlook, you might receive a message when you start an Office program.

You can fix this by following these steps:

1. Move the Microsoft OLE Automation file to the Trash. This file is located in your Extensions folder.
2. Start Microsoft Word.
3. When prompted, enter your name and organization, and then click **OK**.

You can avoid these messages either by installing Office 98 before Outlook, or by installing Office 98 from the Office Custom Install folder.

Moving messages and addresses between Macintosh and Windows operating systems

The file formats for personal folders, offline folders, Personal Address Book files, and message files differ between Macintosh and Windows operating systems. To move messages between the two, first move the messages to a server-based public or private folder, and then copy them from the server to the other operating system.

Sending OLE objects between Macintosh and Windows operating systems

Messages with embedded OLE objects may not display correctly when sent between Macintosh and Windows computers.

Euro capability

Mac OS versions 8.5 and later include support for the euro currency symbol. In order for the euro symbol to be correctly displayed in Outlook, the Exchange server must be updated with a euro-capable version of code page 10000: Macintosh Roman.

Y2K compliance

Outlook 8.2 is certified as Y2K compliant. Outlook Calendar 8.2 is certified as "compliant with minor issues."

For more detailed information, visit the Microsoft Y2K Web site at <http://www.microsoft.com/y2k/>. Outlook for Macintosh can be found in the Microsoft BackOffice section of the Year 2000 Product Guide.

Using Outlook on another language version of Mac OS

English, French, and German versions of Outlook are designed to be run on English and most Western European versions of Mac OS (those that support Windows code page 10000: Macintosh Roman).

The Japanese version of Outlook is designed to be run on the Japanese version of Mac OS. This version of the operating system supports Windows code page 10001: Macintosh Japanese.

Putting a PowerBook to sleep while Outlook is running

If you put a PowerBook into low-energy sleep mode while Outlook is running, you might experience minor problems after awakening your computer. In some cases, you might not be able to connect to your mail server at first. If you still cannot connect to the server after a minute or so, restart Outlook.

Outlook and Internet Config Extension

Outlook requires the system extension Internet Config Extension. If you remove or disable this extension, Outlook will not run correctly.

To fix this:

- * If you are using Mac OS version 8.5 or later, reinstall the extension from your system software CD.
- * If you are using system software older than Mac OS version 8.5, reinstall Outlook.

Using Outlook and Wireless Networking

Outlook is designed to minimize network and server usage by processing mail immediately.

If you are having trouble receiving mail, it might be because certain network configurations (such as NAT) do not support this feature. In particular, some wireless networking products (including the Apple AirPort) give you the option of using NAT to connect to the server.

To enable Outlook to function in this configuration, click **Services** on the **Tools** menu. Select **Microsoft Exchange Server**, then click **Properties**. On the **Advanced** tab, check the box next to **Check for changes every 30 seconds** and click **OK**.

If you are not having trouble receiving mail, then you do not need to change this setting.

Getting support for Outlook for Macintosh

Support resources for Outlook for Macintosh include Microsoft Support Online and the Microsoft Knowledge Base at <http://support.microsoft.com/support/>. For more information on support resources available to you, on the **Apple** menu, choose **About Microsoft Outlook**, and then click **Tech Support**.