for Microsoft

Installation Guide

OnTime® for Microsoft version 2.0.x

Revision 3

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OnTime Group Calendar

IntraVision

OnTime® for Microsoft

Installation Manual

The main audience for this manual is Microsoft administrators with proper experience in Windows Server and Exchange on premise / Office 365 administration. It is therefore expected that the reader of this manual is no stranger to the Microsoft environment.

The manual follows these font conventions:

- **Bold** – Group names
- **Underlined bold** (Hyperlinked) – Section/chapter
- **[Bold in brackets]** – Functions, buttons
- *Italic* – Information, Field
- *[Italic in brackets]* – Checkboxes, access rights

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About OnTime® for Microsoft

OnTime® for Microsoft (hereafter OnTime) provides your organisation with an overview of where people are, what they are doing right now and what they will be doing in the future. Further, OnTime provides you with a rich graphical interface and simple access.

OnTime presents other users calendar info according to the individual Exchange access rights of the logged in user. If user access rights are determined by groups in Exchange, this version of OnTime supports non-hidden groups.

OnTime is configured and administrated through an admin web interface and a server task that allows for almost real time updates of the group calendar when a user, creates, updates or deletes a calendar entry in the personal Outlook calendar.

We offer the following Clients and Interfaces:

- OnTime Desktop Client Web
- OnTime Add-in for Outlook
- OnTime Mobile Web App Client
- OnTime API

Soon to be released (Scheduled for 2017)

- OnTime for IBM Connections

Structure of the technical part of this manual

In the "**Preparing the new OnTime installation**" section we will provide you with an overall understanding of the main technical components of the OnTime product and what you need to have prepared before you can begin the actual install process.

We will then move on to the actual installation and configuration of your new OnTime environment.

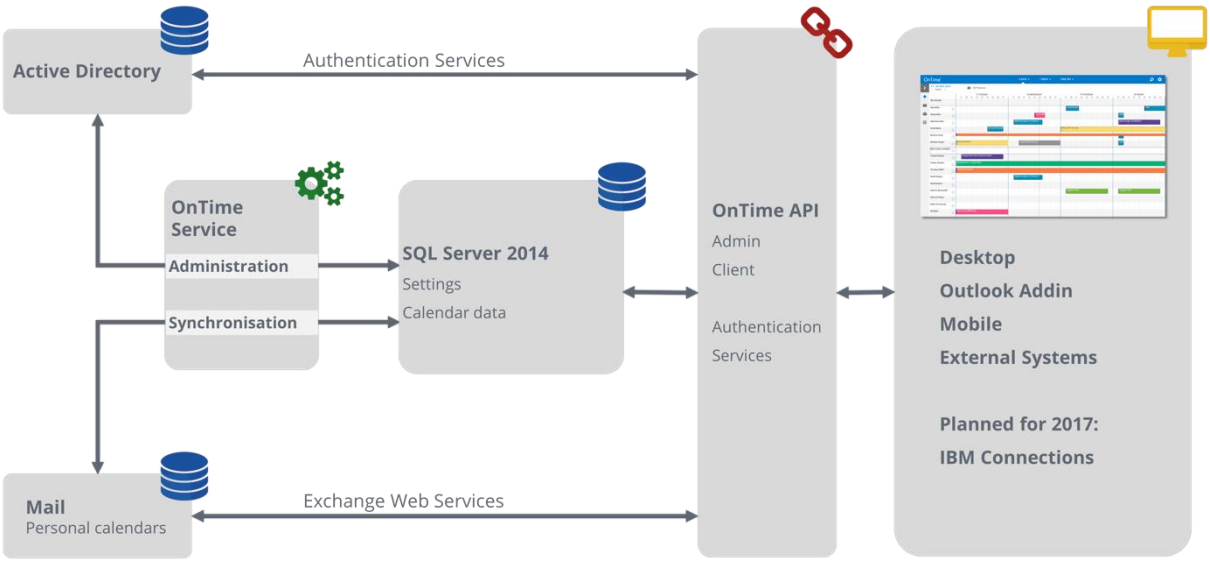
The actual installation and configuration process is divided into the following main tasks:

1. First we need to install a database server. OnTime uses a MS SQL Server 2014 or 2016 Express database server. This manual contains a step by step instruction of the install process.
2. With the MS SQL Server Express database server installed we then need to create the OnTime database which will be used to store all calendar, user and configuration data.
3. Once the database is correctly installed we will move on to install the OnTime application server which has three main functions
    a. Synchronise calendar data whenever something is changed in a personal calendar.
    b. Manage and maintain the user and group list from either the Exchange directory or the AD on-premises or in the cloud. This is your choice.
    c. Acting as the API end point
4. The installation process is now complete and it is time to start the configuration process.
5. Once the configuration process has been completed the system is almost ready. All you need to now is to read and carry out the processes described in the administration section and OnTime will be ready to use.

Preparing the new OnTime installation

OnTime Topology

The diagram below shows the overall topology of the OnTime Group Calendar for Microsoft.



Server requirements

The following server requirements are based on our experience from a number of installations. Please bear in mind that in some cases other factors such as backup, anti-virus main affect the performance of the server and must be factored in.

The OnTime installation requires Windows Server 2008 R2 or newer.

OnTime must be installed running as Windows administrator.

For small and medium size installations of OnTime you can use Microsoft SQL Server® 2014 or 2016 Express which is free. We recommend using the full Microsoft SQL Server if your OnTime installation has more than 2.000 users. You can read

about the full limitations and requirements here https://www.microsoft.com/en-us/download/details.aspx?id=42299

Processor

- Intel - compatible processor with a minimum speed of 1 GHz or a faster processor

RAM

- Minimum 512 MB for MS SQL Server Express with Tools

Hard Disk Space

- 4.2 GB of Disk Space

Limitations: Microsoft SQL Server Express supports 1 physical processor, 1 GB memory, and 10 GB storage

As with most software solutions we prefer a dedicated server for the OnTime solution. Should you however choose to install on a multipurpose server we have the following minimum requirements:

- Installing OnTime on a Windows Server running a Microsoft Exchange Server is not recommended.
- If you want to use an existing MS SQL Server installation
  - it must be configured for SQL authentication
  - it must be configured for SQL authentication and have TCP/IP enabled on TCP port 1433.
- The Tomcat application server must be exclusive for OnTime and can serve no other applications.

Typical 500 users install

- Intel - compatible processor with a minimum speed of 2 GHz or a faster processor
- Minimum of 2 GB Ram dedicated for the OnTime solution
- Minimum of 20 GB hard drive dedicated for the OnTime solution

1. AD domain

The server has to be part of your user AD domain in order to ensure your

OnTime users web authentication (SSO) without providing their AD password. Ref. **OnTime Users Web Authentication (SSO)**

2. **Firewall settings:**
   a. port 8080 open for access to the Tomcat webserver
   b. port 80 open for user AD web authentication (SSO)
3. **SQL Server 2014, 2016 Express or an existing MS SQL Server must be available.**
   The SQL Server Express may be downloaded from Microsoft. It is free.
4. **Create an Impersonation User in MS Exchange/Office 365**
   a. Mail box user (minimum type 1 if in Office 365)
   b. Assign the user to the "ApplicationImpersonation Role"
5. **Include calendar users OnTime.**
   Ref. to Servers Synchronization Source

User requirements

Supported internet browsers

Due to the increased rate at which vendors are now releasing new versions of their browsers, support for browser updates will only be maintained for the most recent shipping release of OnTime. OnTime product testing on new browser versions will continue at periodic intervals which may or may not align with the browser vendor's release schedule. Should a problem be found when using a browser update with the most recent release of OnTime, we will make every effort to resolve the issue. To expedite this resolution, it is our recommendation that you contact the browser vendor as well as IntraVision Support about the situation.

Version 2.0.x is tested on Internet Explorer 8.x. but moving forward OnTime will no longer support other versions of Internet Explorer than the ones listed below.

For the desktop user URL - http://servername:8080/ontimegcms/desktop

the following browsers are supported

	Internet Explorer 11, Edge (Latest)	Mozilla FireFox ESR, FireFox (Latest)	Google Chrome (Latest)	Apple Safari 8, 9 (Latest)
Windows	Supported	Supported	Supported	
Mac OS		Supported	Supported	Supported

For the admin URL - http://servername:8080/ontimegcms/admin

the following browsers are supported

	Internet Explorer 11	Mozilla FireFox ESR, FireFox (Latest)	Google Chrome (Latest)	Apple Safari 8, 9 (Latest)
Windows	Supported	Supported		

OnTime Mobile add-on requirements

The OnTime Mobile add-on is a web app which uses a browser on the device. Due to the increased rate at which vendors are now releasing new versions of their mobile browsers, support for mobile browser updates will only be maintained for the most recent shipping release of OnTime. OnTime product testing on new mobile browser versions will continue at periodic intervals which may or may not align with the browser vendor's release schedule. Should a problem be found when using a browser update with the most recent release of OnTime, we will make every effort to resolve the issue. To expedite this resolution, it is our recommendation that you contact the browser vendor as well as IntraVision Support about the situation.

	Edge (Latest)	Chrome (Latest)	Safari (Latest)
Windows Phone 10	Supported		
Android (5 and later)		Supported	
iOS (9 and later)			Supported

OnTime Mobile web app add-on has the following specific requirements

- A Smartphone with touch gestures
- JavaScript enabled
- Cookies enabled

License key

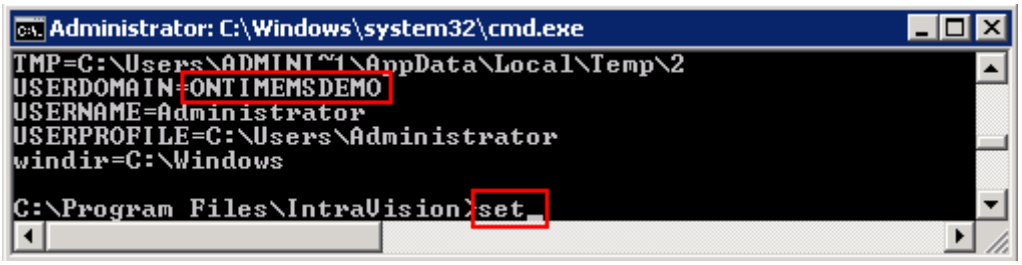
- OnTime requires a license key with the required number of users enabled to run.
- These keys are delivered directly by IntraVision or an OnTime Partner.
- A list of OnTime Partners is available at www.ontimesuite.com.

For obtaining a license key please provide the following info:

- your Company name
- total number of users, including rooms and equipment
- the name of your AD domain

  Check your OnTime server's environment by logging in as a domain user.

  In a Command prompt > set (Enter) – to see your "USERDOMAIN"



- If you are running a trial installation a time limited, fully functional key should have been provided for you when you downloaded the OnTime software from www.ontimesuite.com.

Installing the SQL Server Express

Ensure that .NET Framework 3.5 is installed

The framework is required for Microsoft SQL Server 2014 Express.

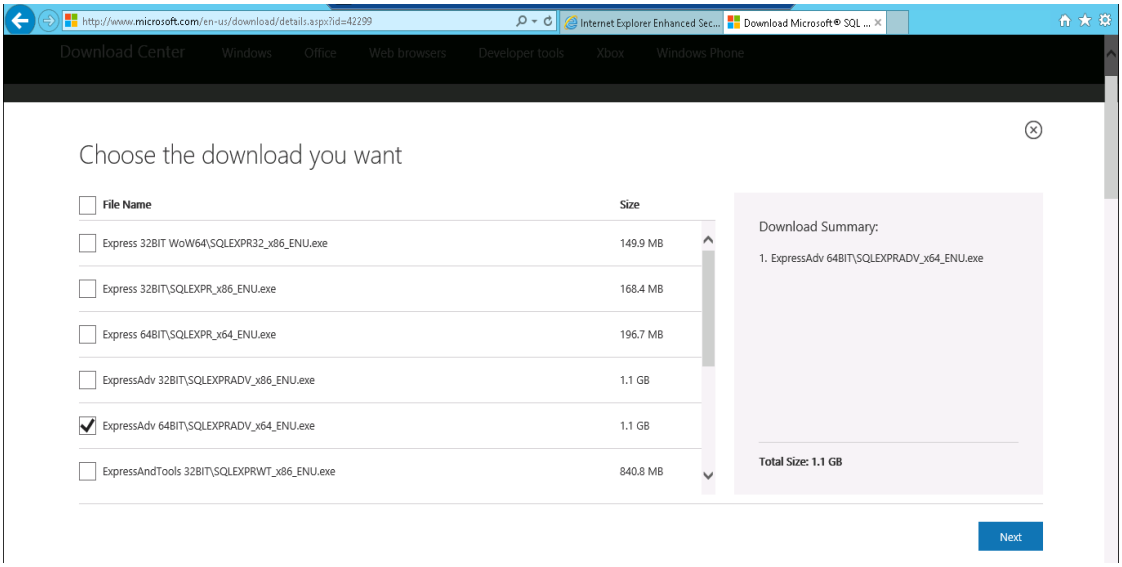
Follow the instruction in **Appendix A – Installing .Net 3.5**

Installing Microsoft SQL Server Express

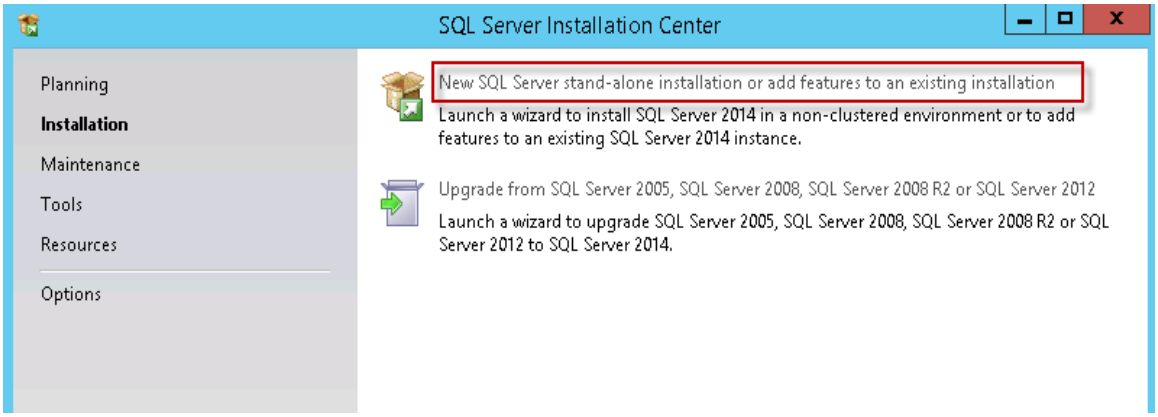
Install SQL Server 2014 Express SP1 with Advanced Services 64-bit.
DO NOT INSTALL SQL SERVER REPLICATION, FULL-TEXT INDEXER, OR REPORTING SERVICES.

Ensure port 1433 TCP/IP connectivity and Mixed Authentication mode.

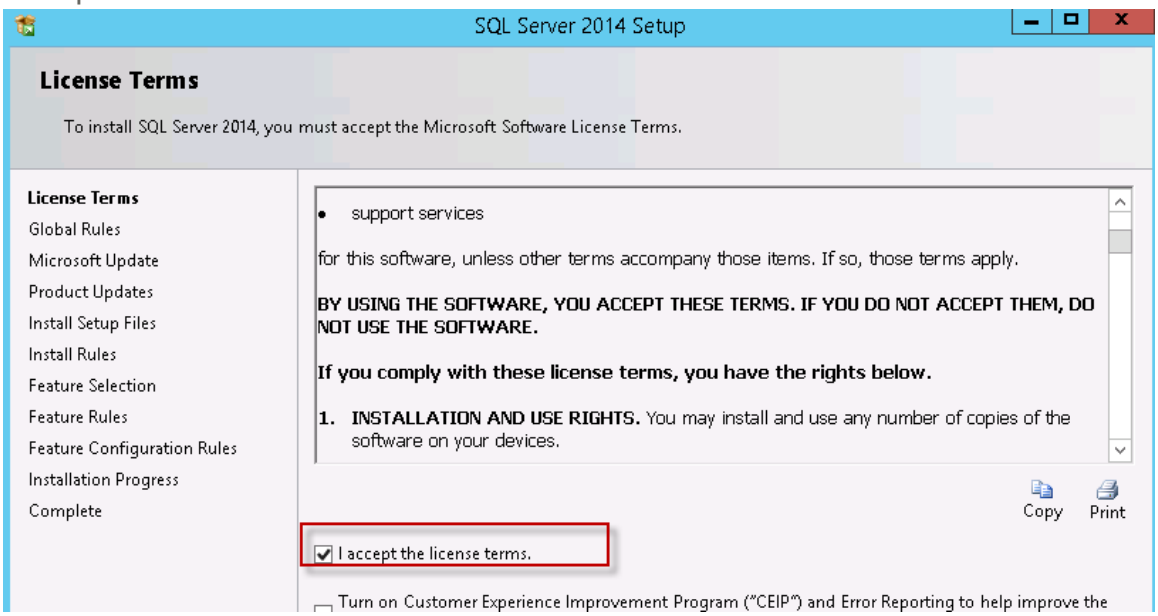
1. Download Microsoft SQL Server 2014 Express Advanced.
   http://www.microsoft.com/en-us/download/details.aspx?id=42299



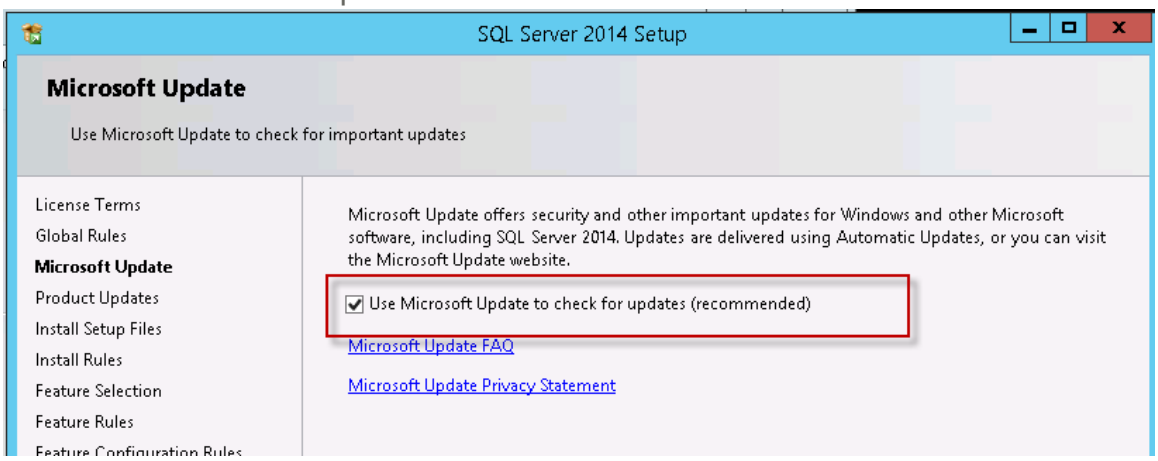
2. Choose New Server Stand alone



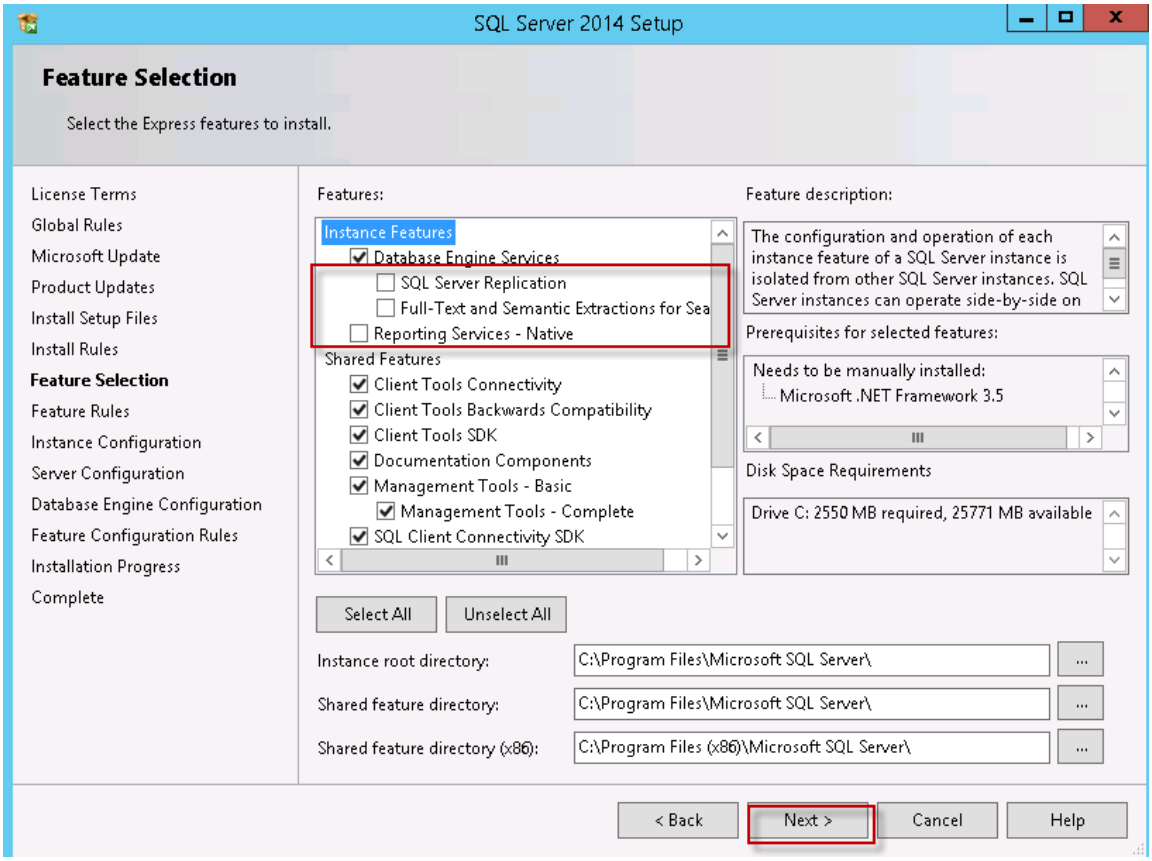
3. Accept and Next



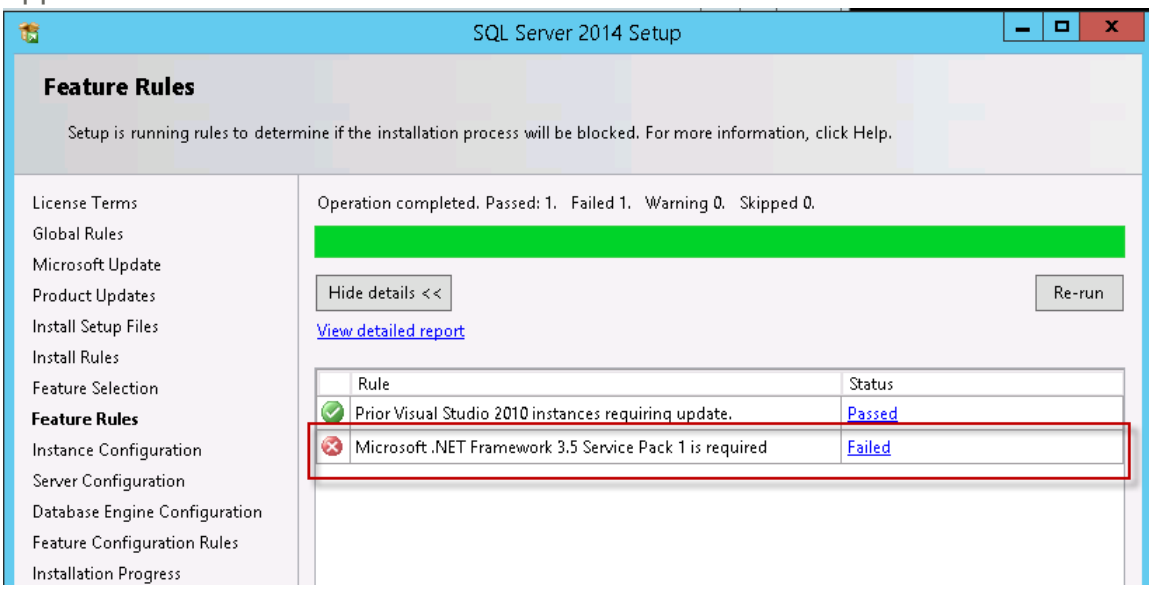
4. Enable Use Microsoft Update



5. Remove selections

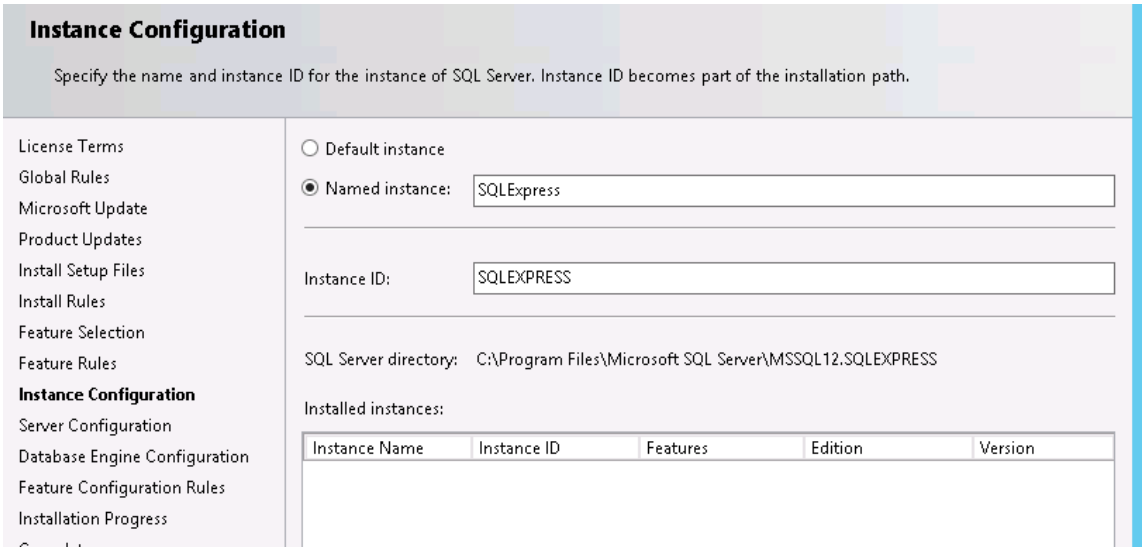


6. If .Net Framework 3.5 Service Pack 1 has not been installed, this message will appear:

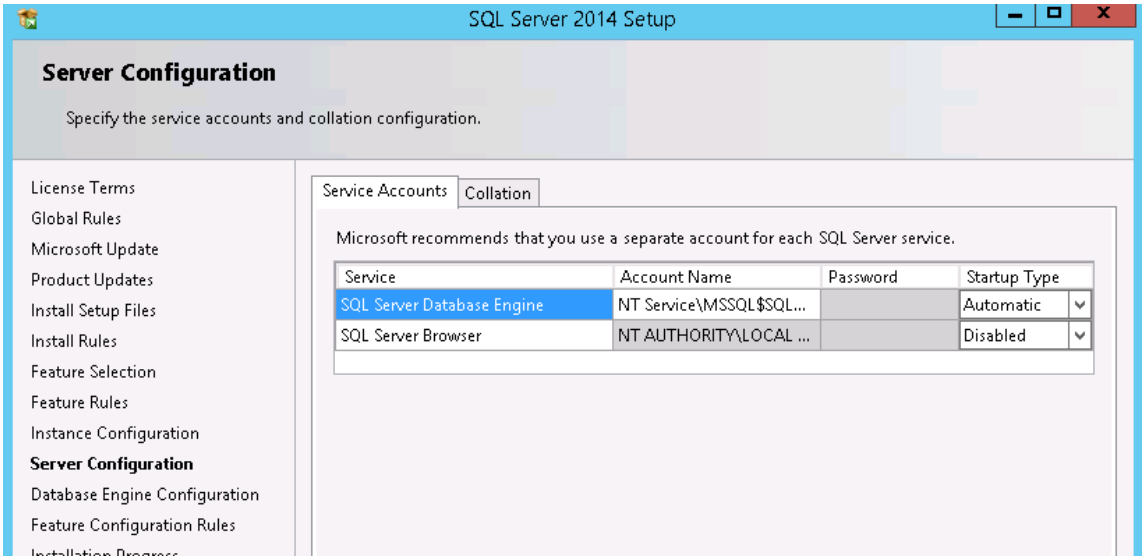


For help on installing Microsoft .Net 3.5 go to Appendix A – Installing .Net 3.5
After installing .NET press the Re-run button

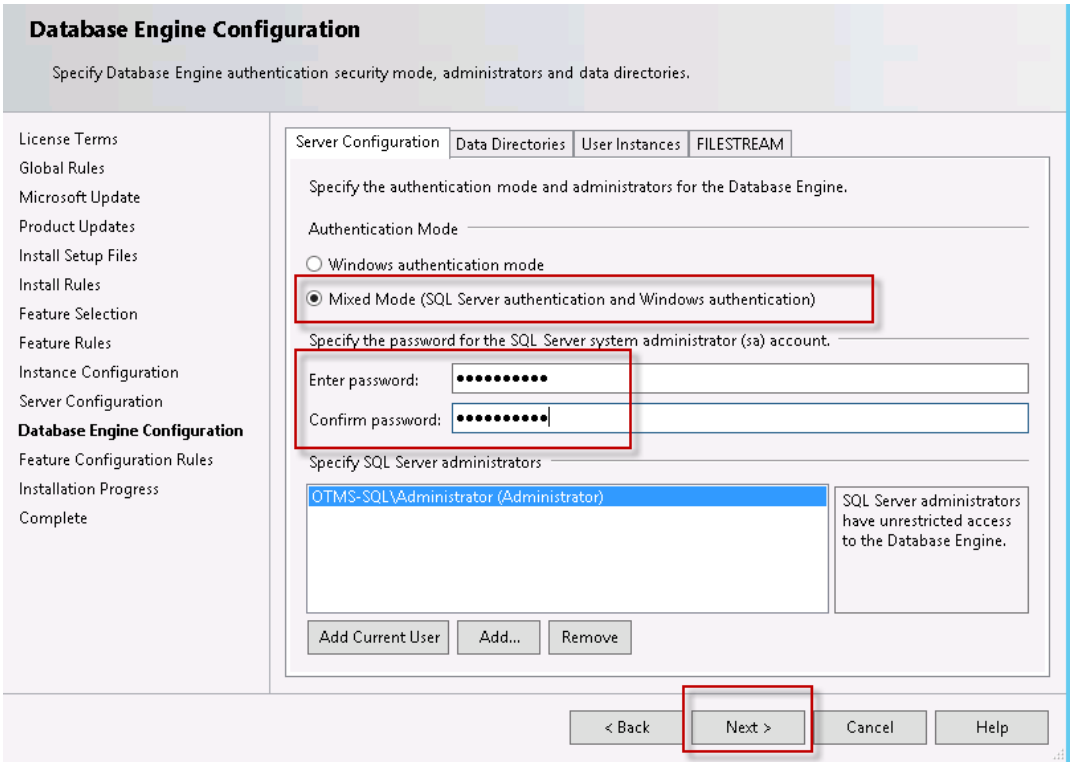
7. Next



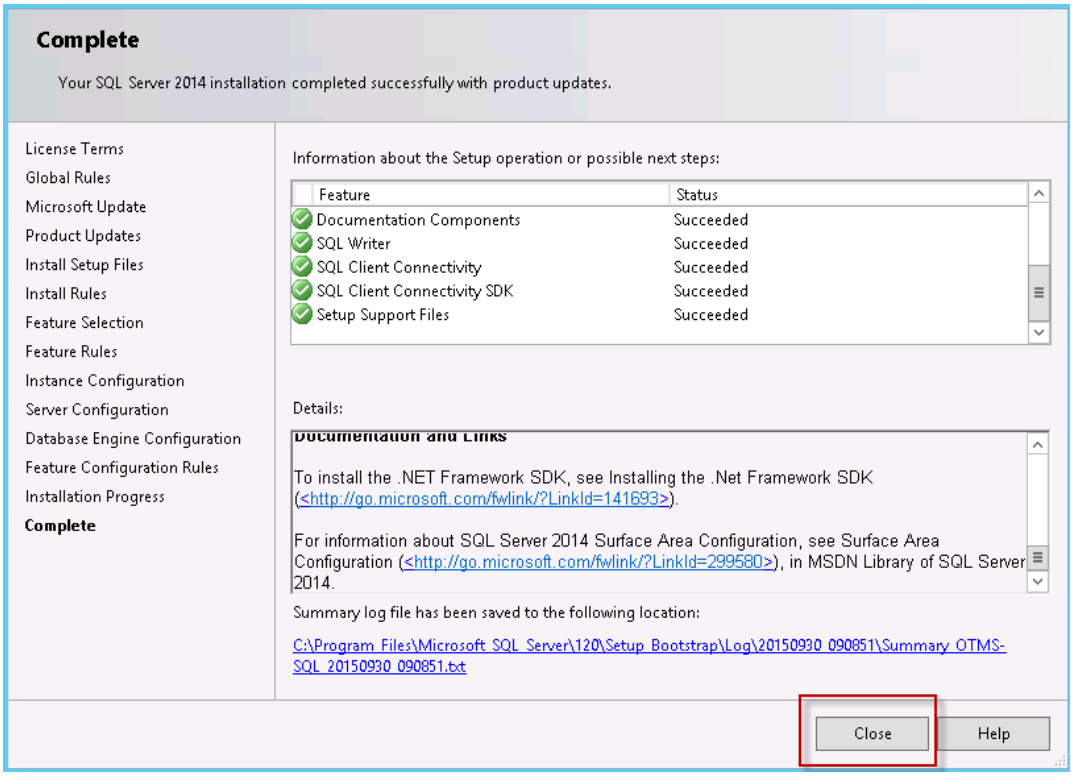
8. Next


SQL Server 2014 Setup
Server Configuration
Specify the service accounts and collation configuration.
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Feature Configuration Rules
Service Accounts
Collation
Microsoft recommends that you use a separate account for each SQL Server service.
Service
Account Name
Password
Startup Type
SQL Server Database Engine
NT Service\MSSQL$SQL...
Automatic
SQL Server Browser
NT AUTHORITY\LOCAL ...
Disabled

9. Choose “Mixed mode” and type in a password for the SQL Server system administrator



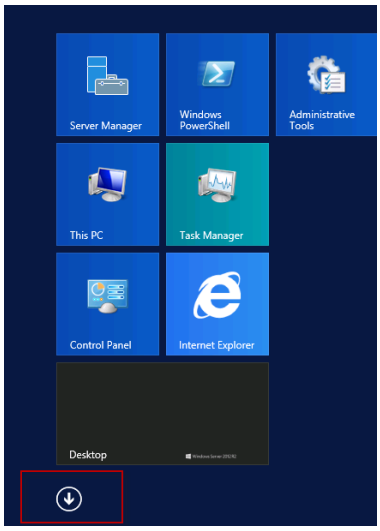
10. Close



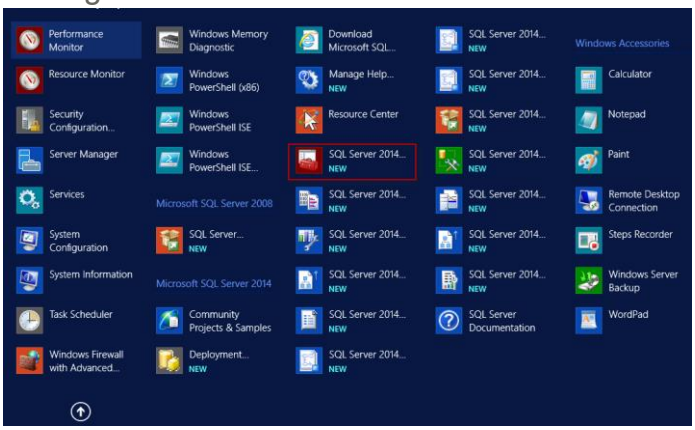
11. Close the SQL Installation Center window

SQL Server configuration

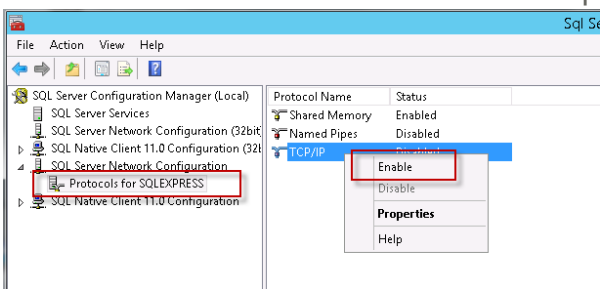
1. Choose Start and “Arrow down”

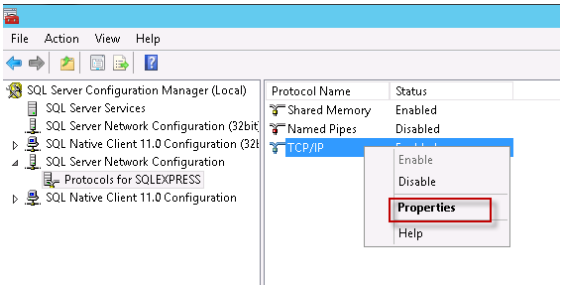


2. Then start the “SQL Server 2014 Configuration Manager”

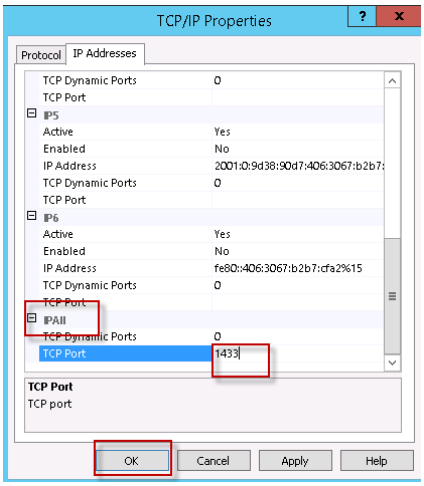


3. Enable “Protocols” and then choose “Properties”



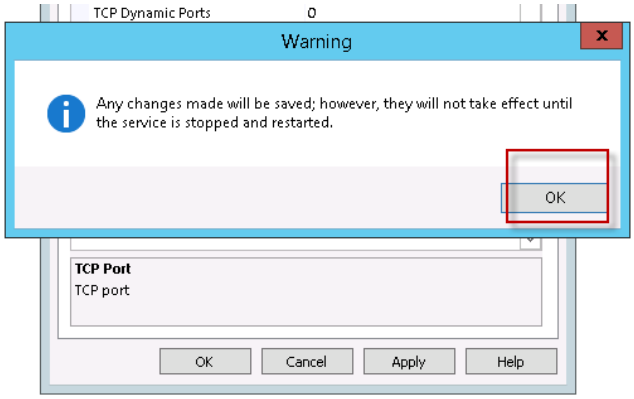


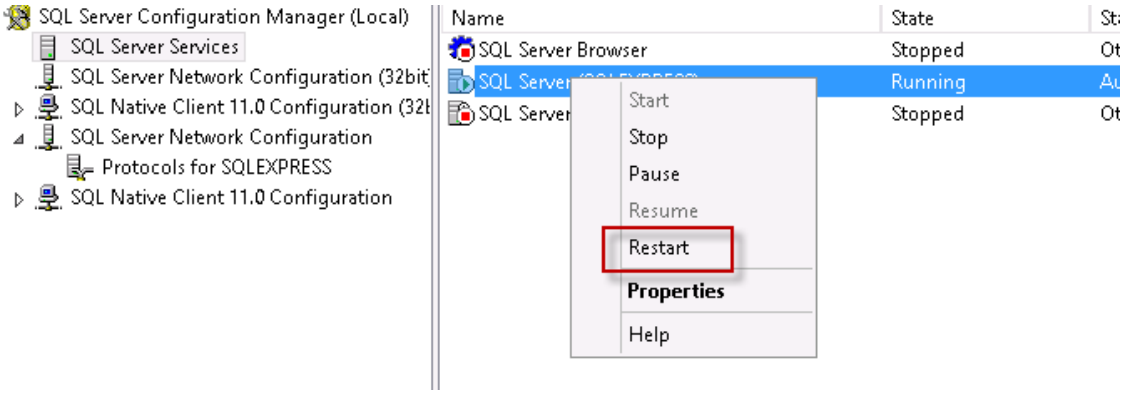
4. Choose “IPAll” and enter 1433 in the “TCP Port” field



5. Click “OK”

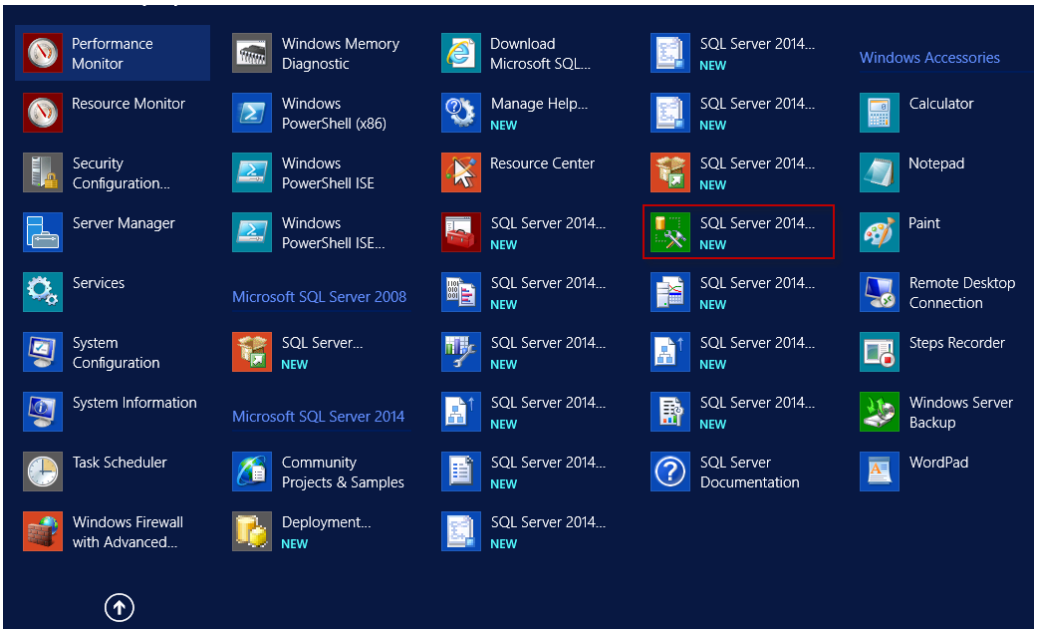
6. Remember to restart the SQL Server



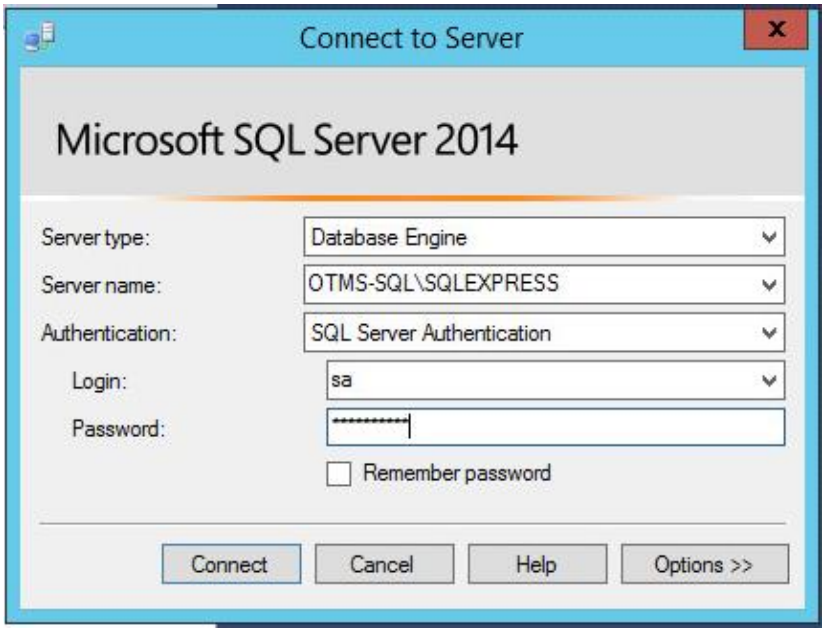


OnTime Database

1. Open “SQL Server Management Studio” and connect to server

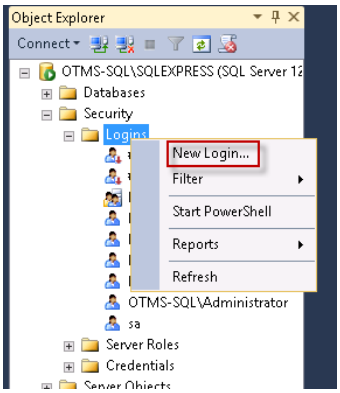


Change the Authentication to “SQL Server Authentication” and login as “sa”.



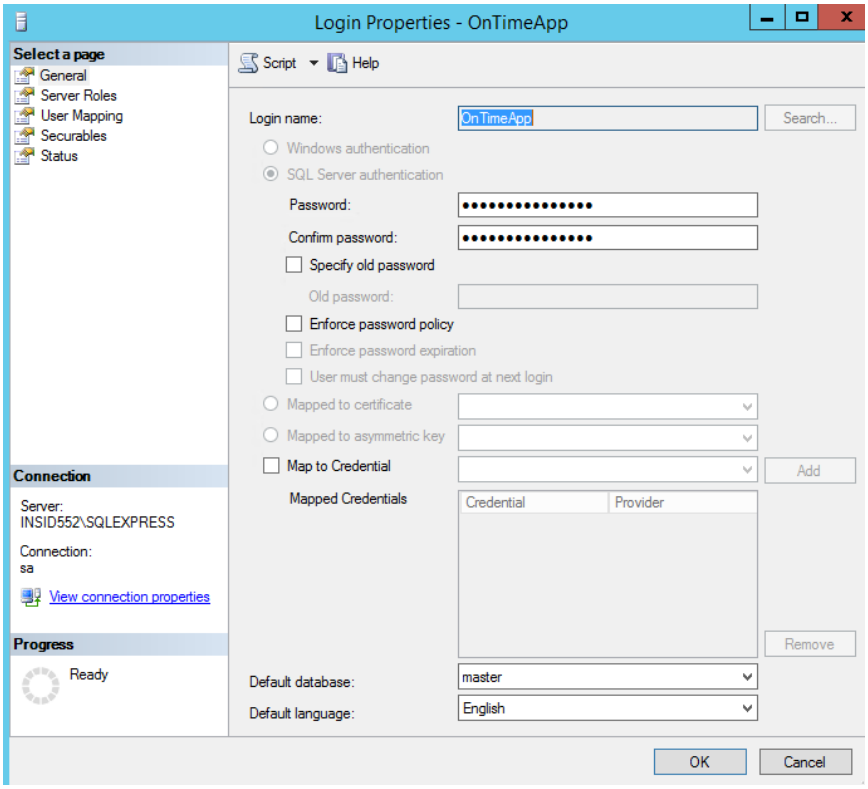
Create the OnTime application User

1. In the SQLServer-Security section
   - choose “New login”



2. Create the OnTime application user named “OnTimeApp” with a low grade password. Choose SQL Server authentication.
   Deselect “Enforce password policy”.

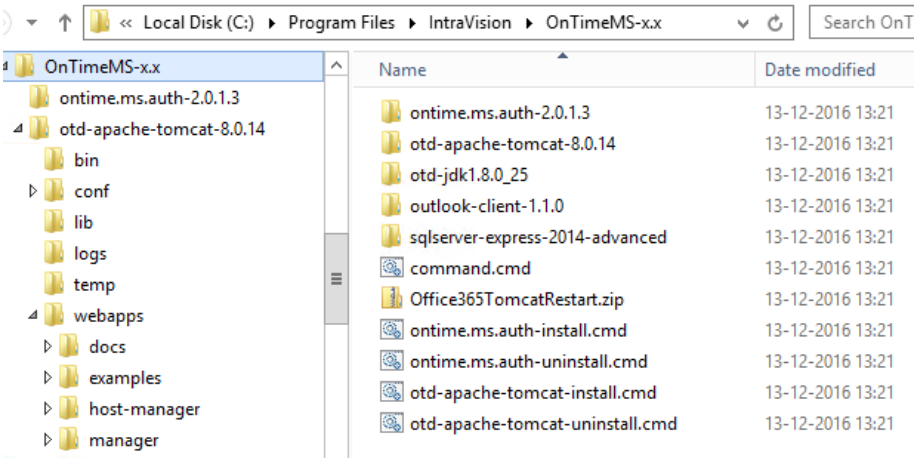
   Click “OK”



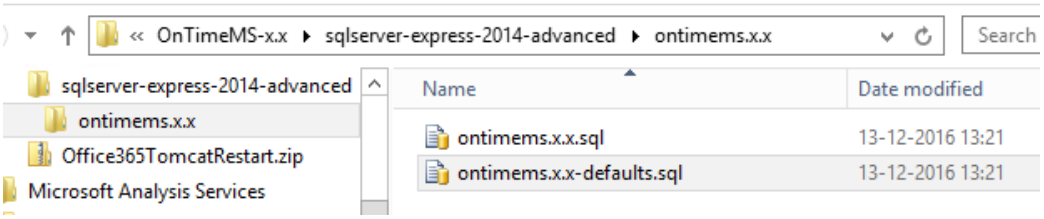
Create database

2. Unzip the OnTime package, OnTimeMS-x.x.zip.
   "C:\Program Files\IntraVision\OnTimeMS-x.x" is the recommended path.

   Example:



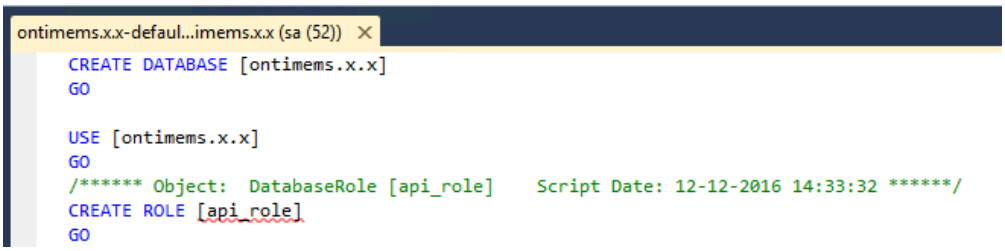
3. Open the SQL server folder using Windows Explorer – ontimems.x.x



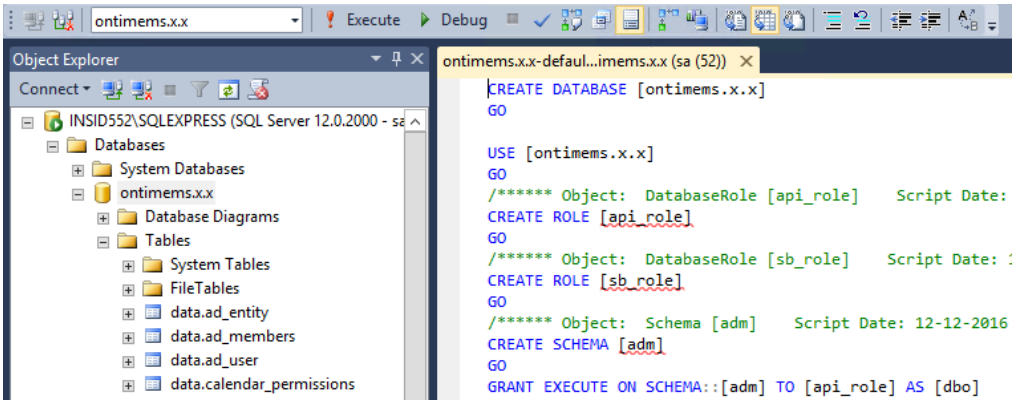
4. Two sql scripts are available
   – the one with "defaults" in the filename does a simple database installation with default settings. Please proceed below with **Simple database creation**.
   – the one without "defaults" in the filename lets you decide many parameters for the OnTimeMS database (for the advanced SQL server administrator). Jump to Advanced database creation

Simple database creation

5. For the simple installation you choose to open the “defaults” sql-file. The sql script will display in the Microsoft SQL Server Management Studio client.



6. Click the tab of the SQL-script, check the syntax by clicking [√] and then Execute.



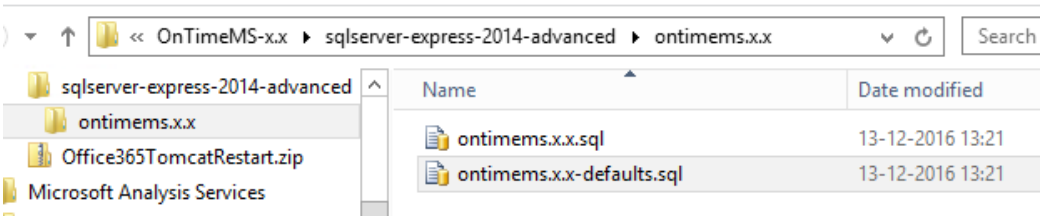
When you click the plus sign by the new ontime.x.x database you can see that the tables have been created.

7. Proceed with the installation of the **Tomcat server**

Advanced database creation

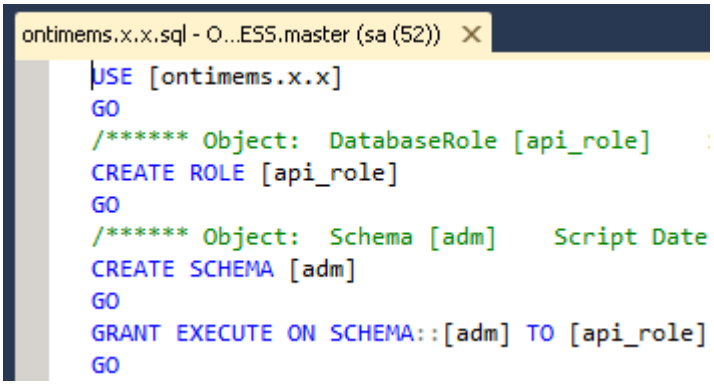
8. The advanced SQL server administrator installs the database without using the “defaults” sql script.

   Open the ontime.x.x.sql script.

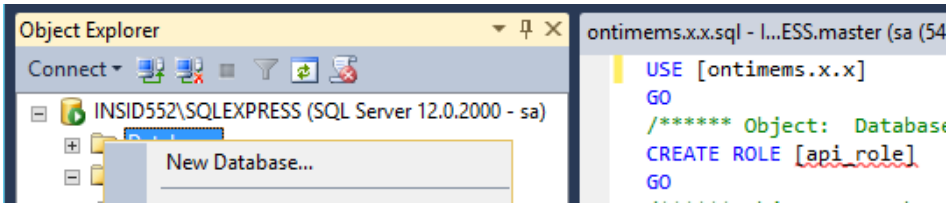


   The script opens in “SQL Server Management Studio”

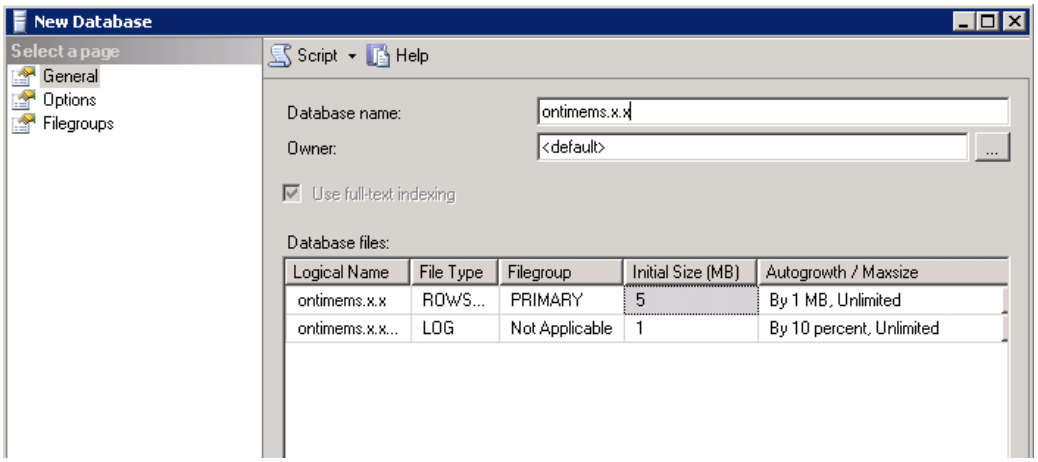
   Check the first line of the SQL-script “USE [ontimems.x.x]” – the new database name is between the square brackets



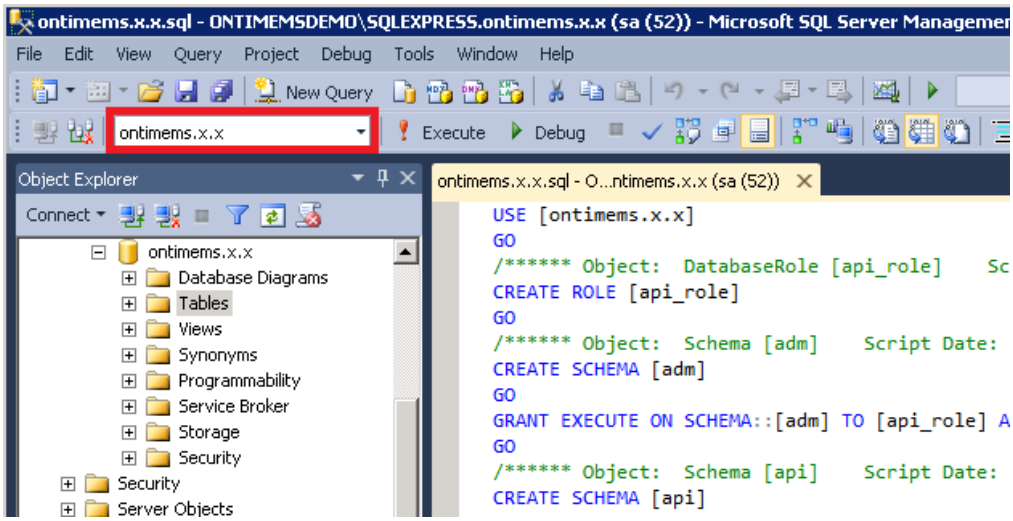
9. Right click “Databases” – choose “New Database”



10. Enter the Database name according to the script – and click “OK”.

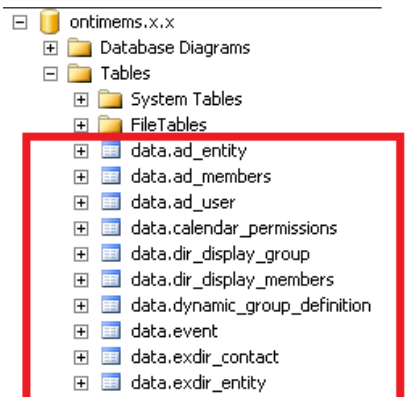


11. Ensure focus on the new database



12. Click the tab of the SQL-script, check the syntax by clicking [√] and then Execute.

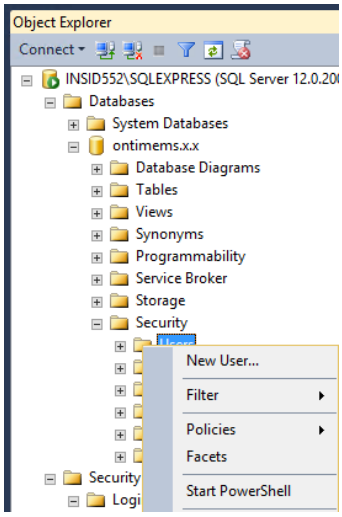
13. Open the database and check that the database tables have been created



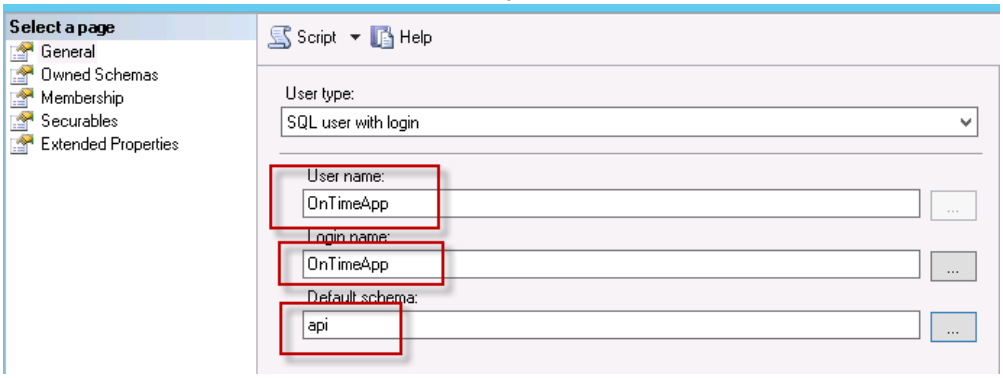
14. Configure the OnTime application user.
    In the new database ontimems.x.x
    - click security

    - Right click Users

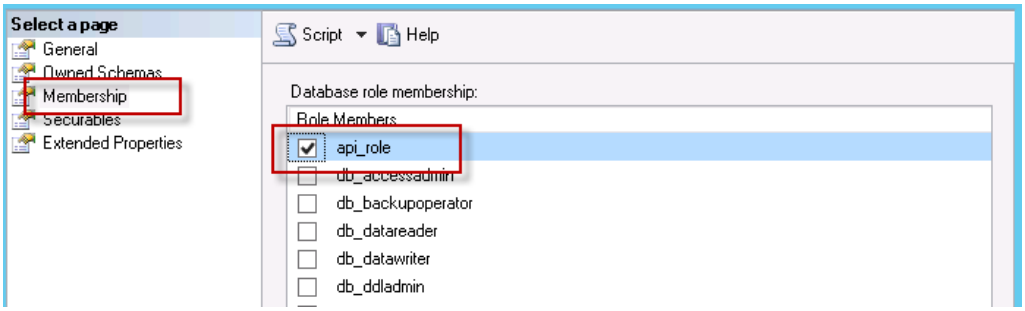
    - Choose “New User”



15. In the “General” section
    - Add the OnTime application user
    - and choose the default schema “api”



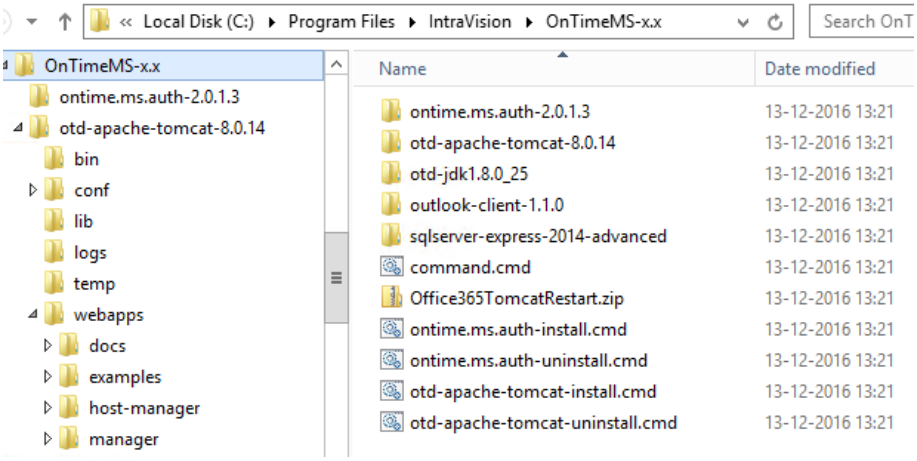
16. In the “Membership” section – assign the api_role to complete the installation.



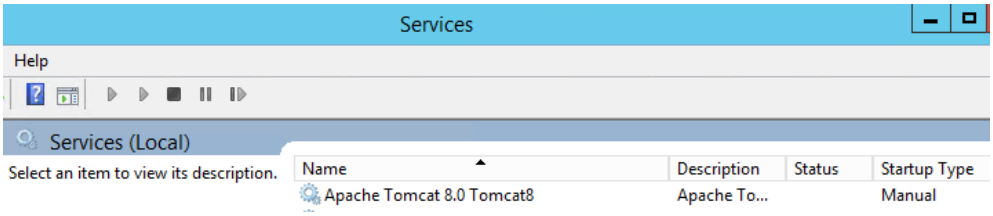
Click “OK”.

Tomcat server

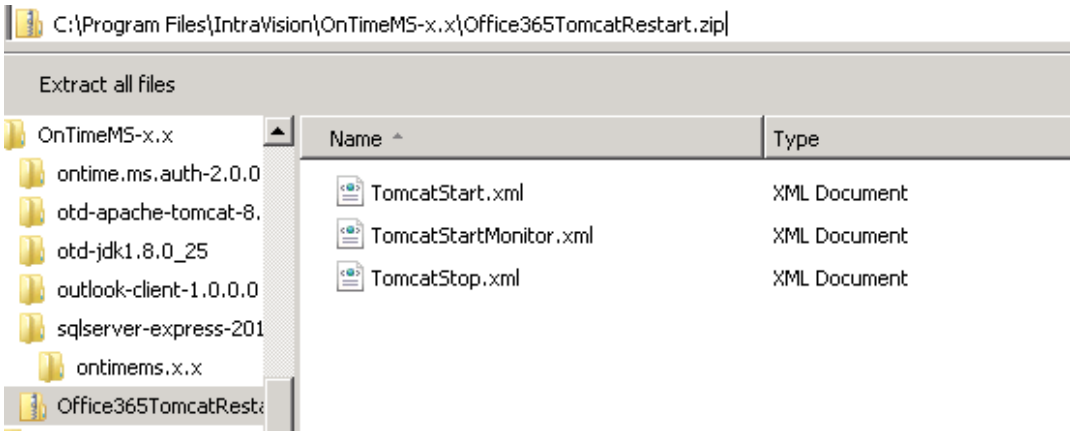
1. Among the OnTime files you will find the command ‘otd-apache-tomcat-install.cmd’. Run it as administrator to install the Tomcat server.



2. The Tomcat Service is now installed within Windows Services. Please change the properties to Startup Type – Automatic and start the Tomcat service.



Note – if you are going to synchronize calendar information from “Office 365” it is recommended to restart the Tomcat webserver service once every night. This helps to reduce the number of threads collected, referencing mailboxes that may be moved by Microsoft between different Exchange servers in the cloud. This is not necessary with Exchange servers “on-premises”. XML scripts for the Windows Task Scheduler are included in the install package.



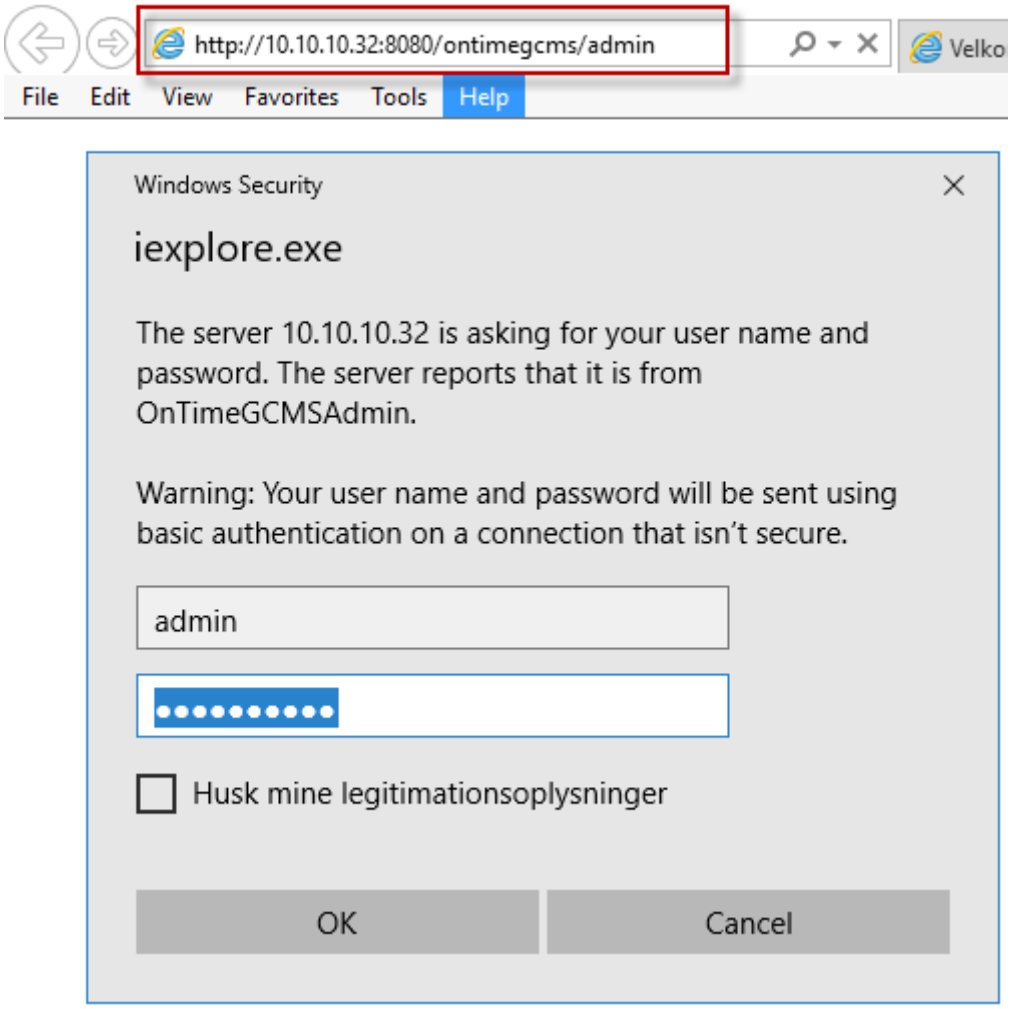
OnTime Configuration

OnTime Setup

From a browser - Open the administration URL –
http://servername:8080/ontimegcms/admin

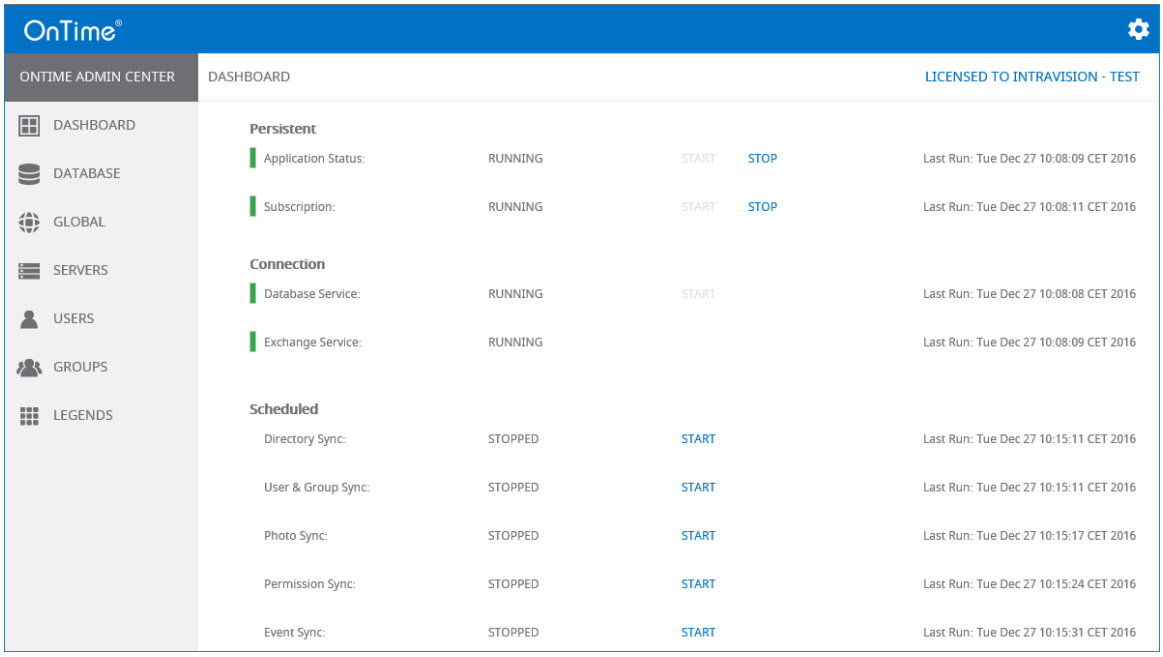
Remember TCP/IP port 8080 for the Apache Tomcat webserver.

Administrator:	admin	(beware of casing, no capitals)
Password:	Innovation	(capital i)



Dashboard

The main page of the OnTime Admin Center is the Dashboard. This page presents an overview of the processes in OnTime. When you change the values in the other pages you have to restart the OnTime application by clicking “Stop/Start” in the according section.



The section **Persistent** shows the status of the OnTime Application and the automatic subscription of calendar changes. Both should be running within normal production.

The section **Connection** shows the status of the connections to the OnTime SQL database and to the Exchange service. Both should be running within normal production.

The section **Scheduled** normally shows the status stopped because running is done automatically at midnight. But the five positions within this section can be started on demand to reflect changes at once.

Directory Sync takes care of updating users/groups from Exchange.

User & Group Sync synchronises the Exchange users/groups onto the OnTime SQL tables.

Photo Sync imports the users photos/avatars from the Exchange 2013 server

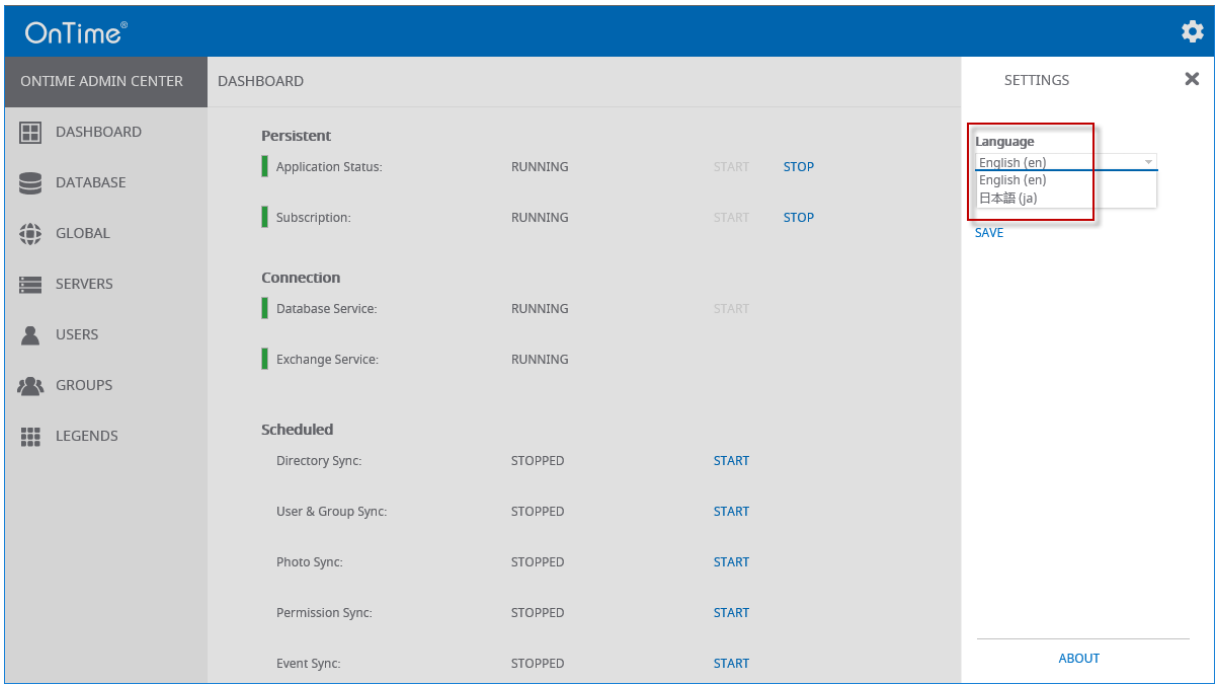
Permission Sync updates the users’ permissions to update other users’ calendars

Event Sync is synchronising all users calendar entries and may take a considerable amount of time.

License key – enter your license key by clicking in the upper right corner of the page.

Administration of OnTime in Japanese is supported

- the settings in the upper right corner of the dashboard allows for the change of the preferred language in the OnTime Admin Center.



Database

In the web interface, “OnTime Admin Center”, click “Database”.

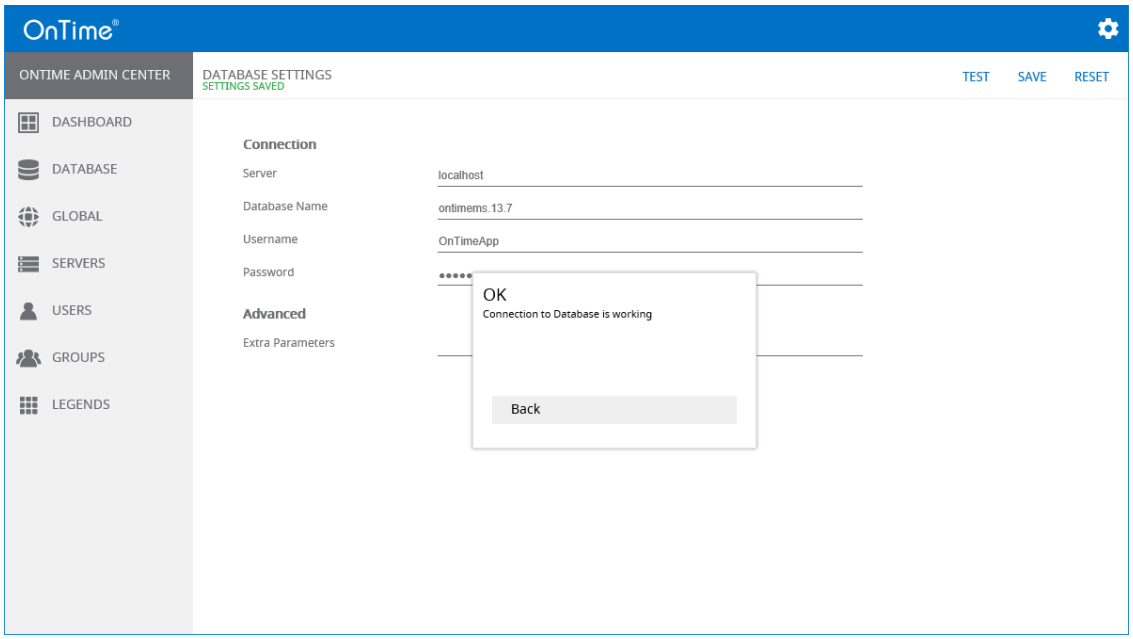
Enter localhost or a hostname of an external SQL Server as Server, Database name, Username and Password for the OnTime application user in the SQLserver, “OnTimeApp”.

Click “Test” to test the database connection.

Upon the response “OK Connections to database is working” click “Back”.

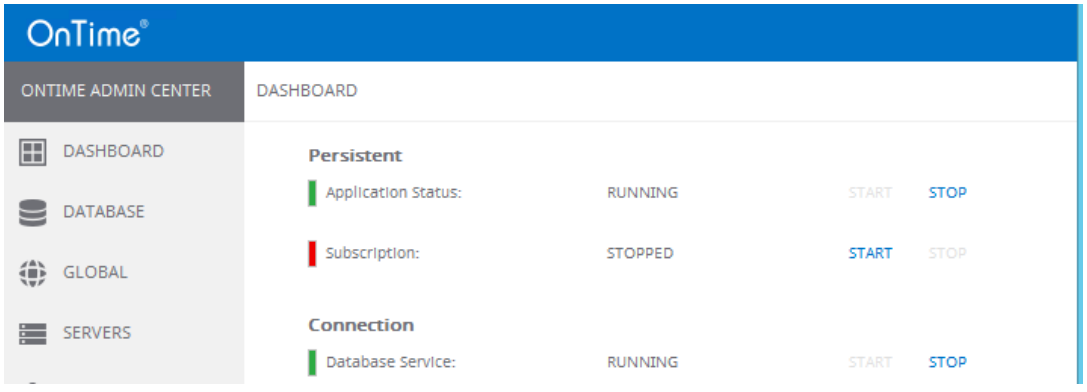
Click Save.

Extra parameters can be used when creating the connection to the SQL Server.



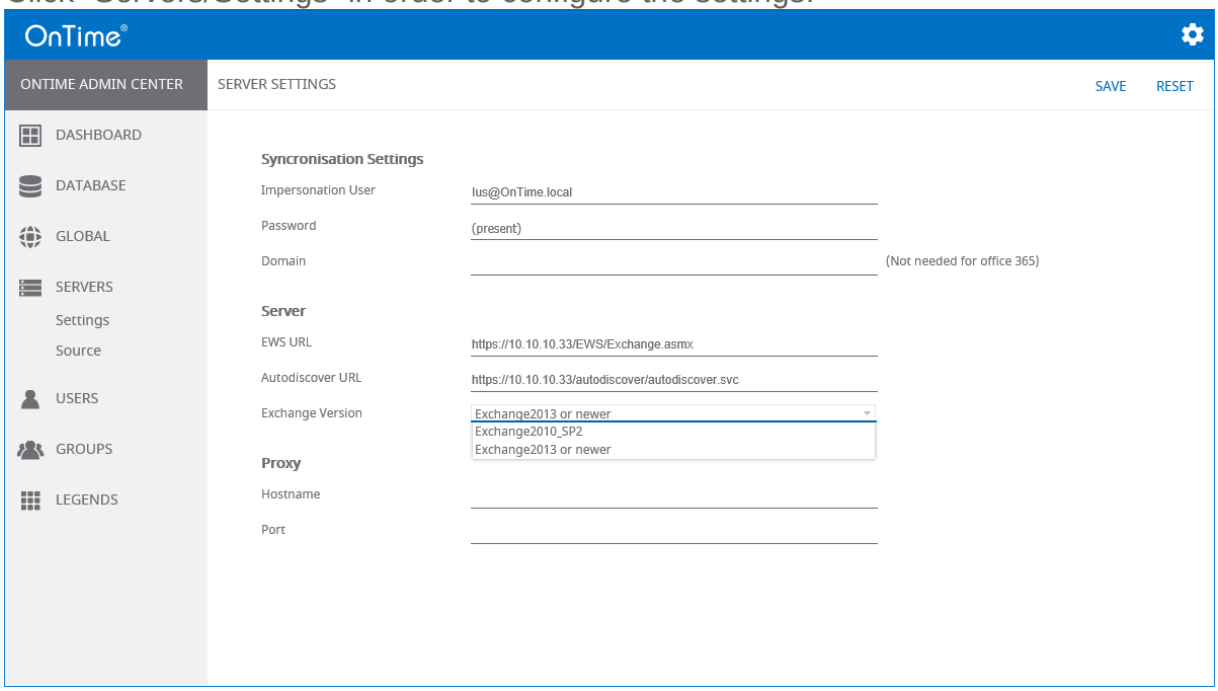
Click “Dashboard” and “Stop/Start” at the “Application Status” - like explained in the Dashboard section.

Note: When you see the Connection/Database Service “Running” (green) press **F5** to refresh the whole web page.



Server settings

Click “Servers/Settings” in order to configure the settings.



The “Impersonation User” is the user in Exchange that has the role “ApplicationImpersonation”. This user is used by OnTime to read and edit all users calandars. Normally this username is written as an email address, then the domain name is not required.

The “Server Path” is preconfigured for Office 365, the URLs have to be changed accordingly if the Exchange backend is “on-prem”.

Exchange Version:

- ‘Exchange2013 or newer’ is chosen for Exchange 2013 or newer, including Office 365
- ‘Exchange2010_SP2’ is chosen for Exchange 2010 SP2 or newer ServicePack.
    - limited support for avatars/pictures
    - no support for Show As “Working Elsewhere”

Proxy settings - if the Exchange server is behind a proxy server, you may enter DNS name (or IP) and a port number for access from the OnTime server

Click Save in order to save your Server Settings.

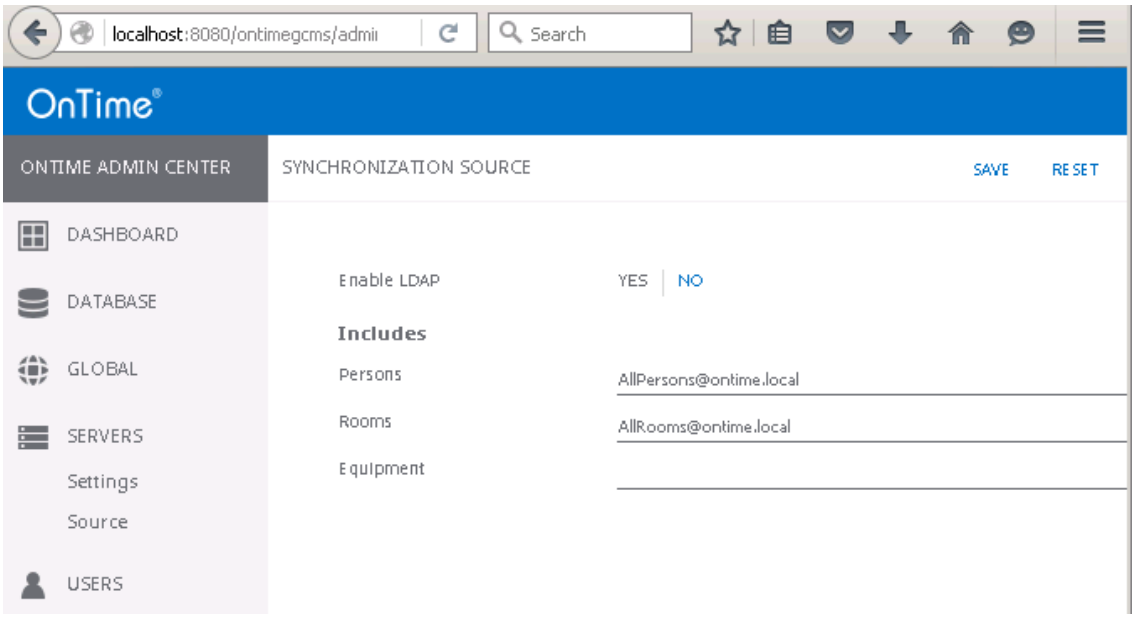
To reflect your new settings go to the Dashboard - Stop and Start the Application. Then check that the “Database Service” and “Exchange Service” both show “Running”.

Servers Synchronization Source

Click Servers/Source in order to include OnTime Calendar users.

The users in the OnTime Calendar can be included in two ways – distribution groups from the Exchange server – or via LDAP lookup from Active Directory.

Select Enable LDAP = No (Save) to include users from the Exchange distribution groups.

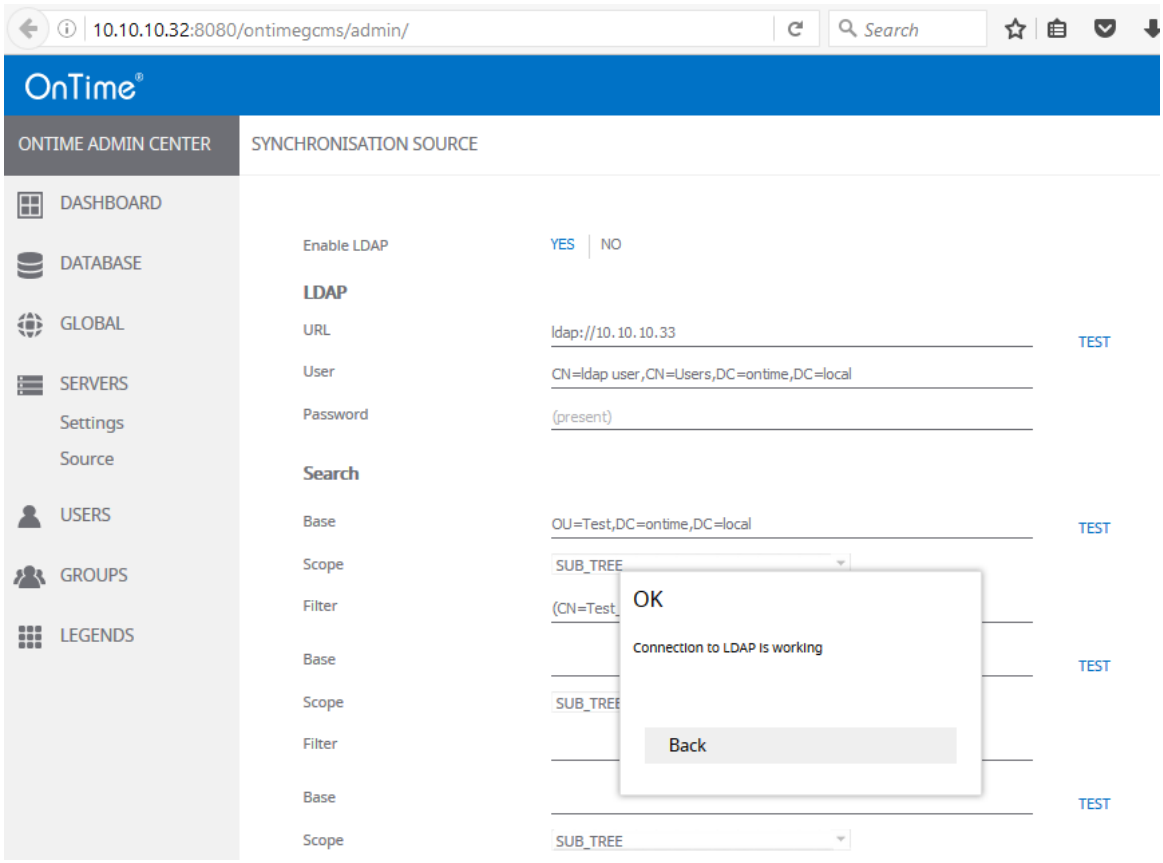


The “Includes” section describes the Persons, Rooms and Equipment groups that can be seen in the OnTime group calendar. The email addresses of these distribution groups are written into the fields. More groups or individuals can be added, separated by commas.

Select LDAP = Yes (Save) to use LDAP as the source of users in OnTime.

The configuration for LDAP means that the lookup of users (persons, rooms, and equipment) is done in the Active Directory, on a domain controller.

In the LDAP section a domain controller is referenced, the URL states the ldap protocol. The ldap authentication user’s name is written in the distinguished name format. Press the “Test” button to check that you have access to the ldap service. The response should show “Connections to LDAP is working”. Click Back to clear the popup box.



In the Search section the distinguished name format is used as base for searching the AD. The scope One_Level will only find members within the base mentioned above, not from OUs below this base. The scope Sub_Tree will add members also from OUs below the base.

The filter limits the search of members according to ldap attributes, like (distinguishedName=*).

Another example could be (&(objectClass=Group)(name=OnTimeAll)).

Press the “Test” button to check your search entries – a good response could be “Connection to LDAP is working, Matches found: 23”.

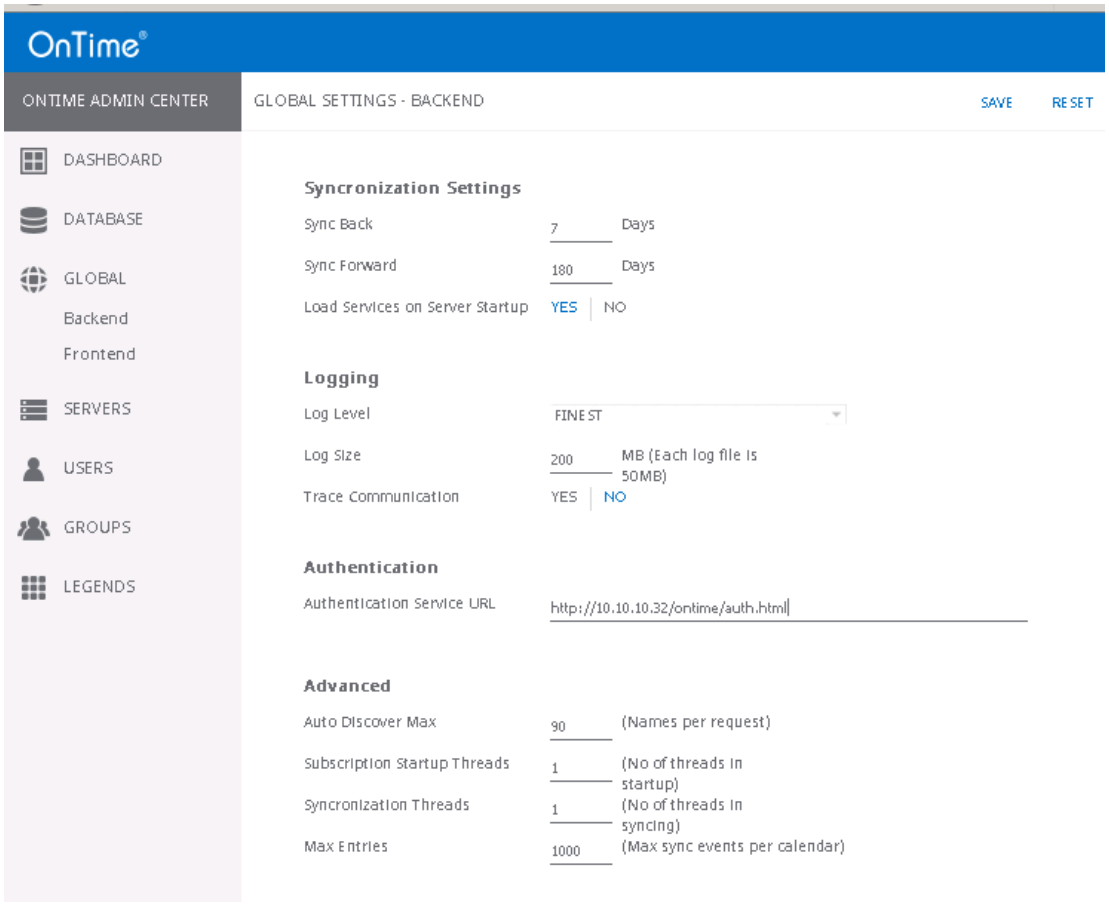
More base entries are possible, in order to add different parts of the AD tree to the search.

Click Save in order to save your Ldap Server settings.

To reflect your new settings go to the Dashboard - Stop and Start the Application. Then check that the “Database Service” and “Exchange Service” both show “Running”.

Global Settings - Backend

Click “Global/Backend” to enter the “Global Settings-Backend” page.



Synchronization Settings:

Sync Back / Sync Forward

Here you can decide the time frame of synchronising the calendar events both backward and forward in time. Be aware that Office 365 only handles a time span of 2 years and the total days may therefore not exceed this value.

Load Services on Server Startup

This setting loads the synchronisation service every time you start the Tomcat service. Normally you set it to “No” while you do your installation. When everything has been confirmed and OK, change it to “Yes.
Click Save and go to the **Dashboard** . Stop/Start the Application.

Logging settings:

Here you can decide the level of logging for troubleshooting purposes.

Refer to the **Troubleshooting** section for references to the log files.

Authentication section:

You may enter the URL for user AD web authentication (SSO).

The server is your OnTime server and it has to be part of your AD domain.

This function requires that you have installed the service “OnTimeMSAuth” by running “ontime.ms.auth-install.cmd” from your current \IntraVision\ path:

C:\Program Files\IntraVision\OnTimeMS-2.0.x.x\

Advanced Settings:

These default settings should not be changed normally.

The “Auto Discover Max = 90” is the current limit in “Office 365” of requests of names/users for subscription of calendars changes.

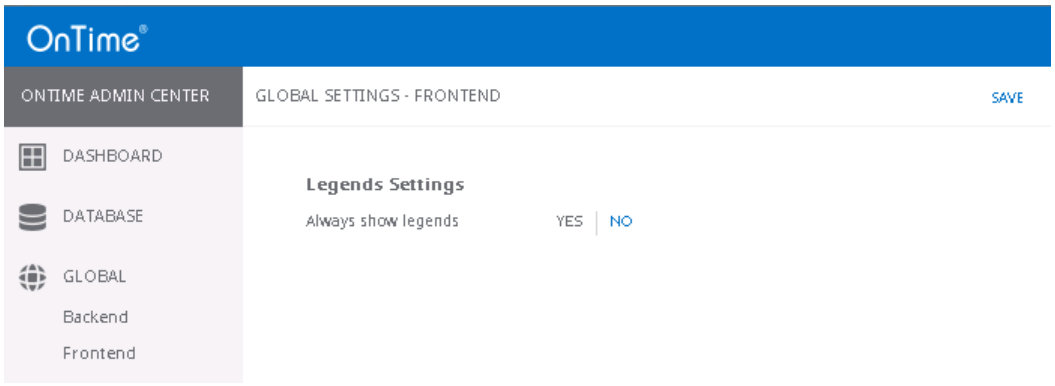
The “Max Entries = 1000” is the current limit in “Office 365” of number of events per calendar to sync to OnTime.

The number of threads should not be changed without contacting OnTime Support.

Click Save at the Server Settings - Backend page.

Global Settings - Frontend

Click “Global/Frontend” to enter the “Global Settings-Frontend” page.



Always show legends = No, the user logged in sees legends depending on his personal rights in the other users’ calendars.

Always show legends = Yes, the user sees legends for all users calendars independent of his own rights.

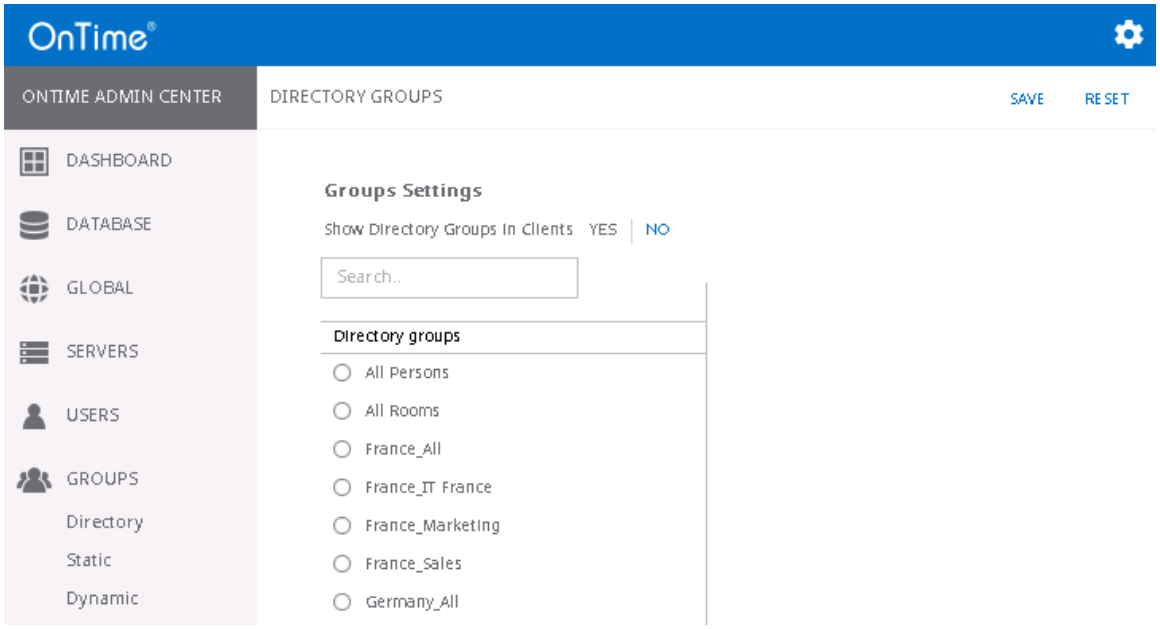
Click Save. No further actions in the Dashboard are necessary.

Groups

Three variants of groups are available, Directory groups, Static Groups, and Dynamic groups.

Directory Groups

Click “Groups/Directory” in order to see a list of Directory groups included in the OnTime calendar.



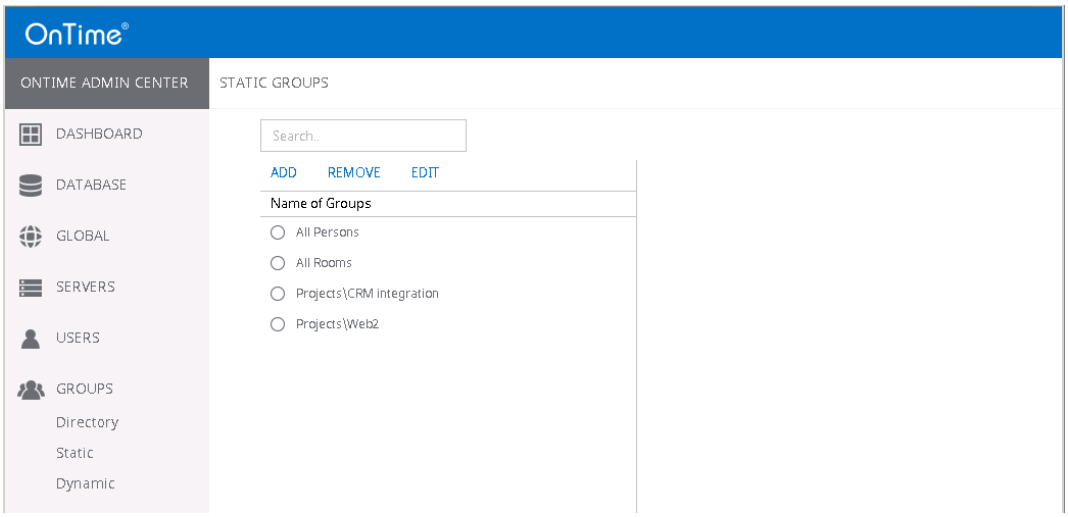
To show these groups in the OnTime client click ”Yes” and ”Save”

If you change your groups in Active Directory

- go to the **Dashboard** and click “Start” at “Directory Sync”.

Static Groups

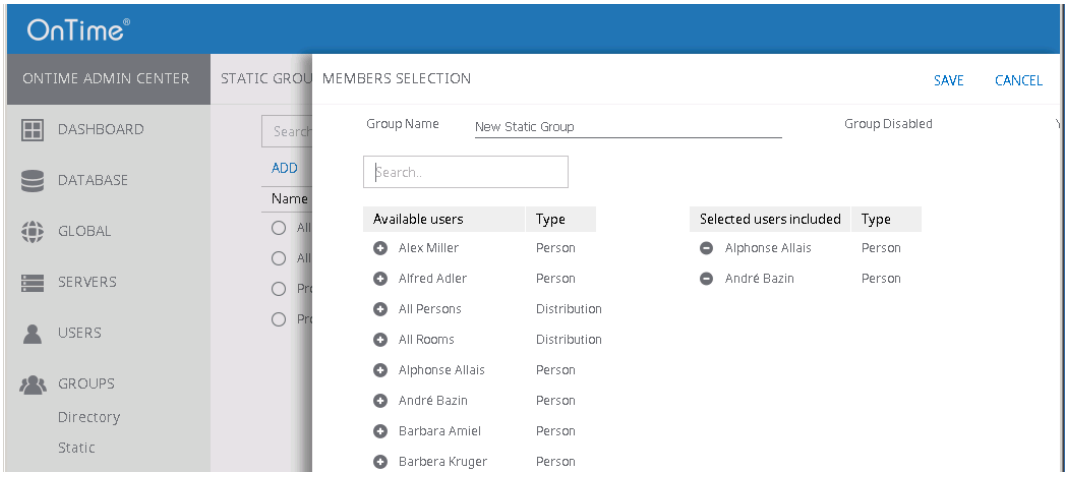
Click “Groups/Static” in order to create your own groups within OnTime.



Here you can administrate an OnTime group structure that will be displayed for all users. This could be an organisational structure or maybe different projects. You can assign both Exchange groups, Persons, Rooms, and Equipment as members of your Static Groups.

Changes in the static Groups has to be followed by clicking “Start” at “User & Group Sync” in the **Dashboard**

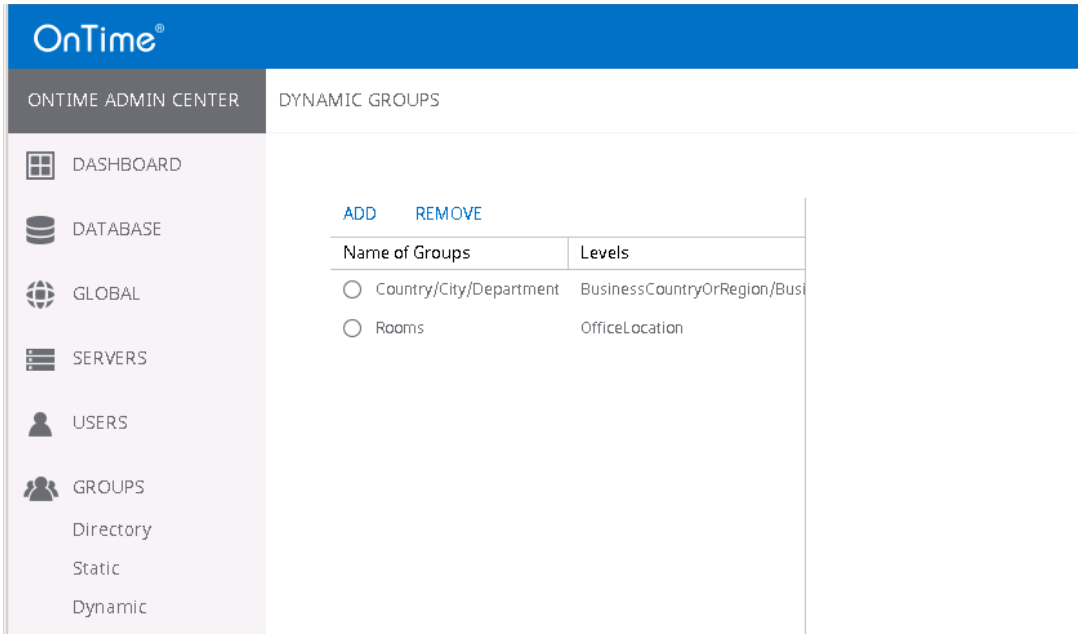
Click “Add” to create a new Static group, you can search elements by entering a few characters, click the “+” sign in front of the element to add members to the group and click “Save” to save your group.



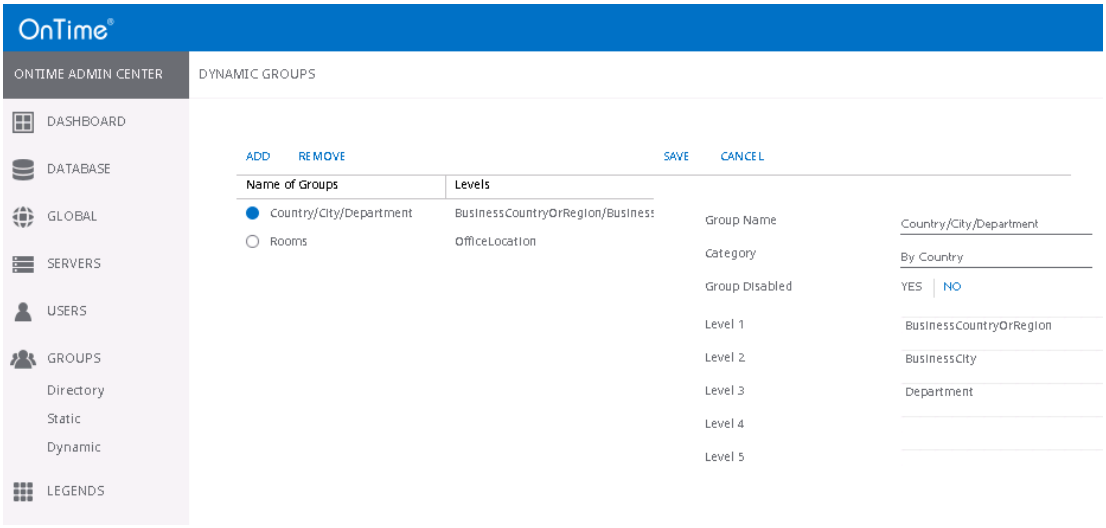
Changes in the static groups has to be followed by clicking “Start” at “User & Group Sync” in the **Dashboard.**

Dynamic Groups

Click Groups/Dynamic to configure your dynamic groups.



Click “Add” to configure a new dynamic group.

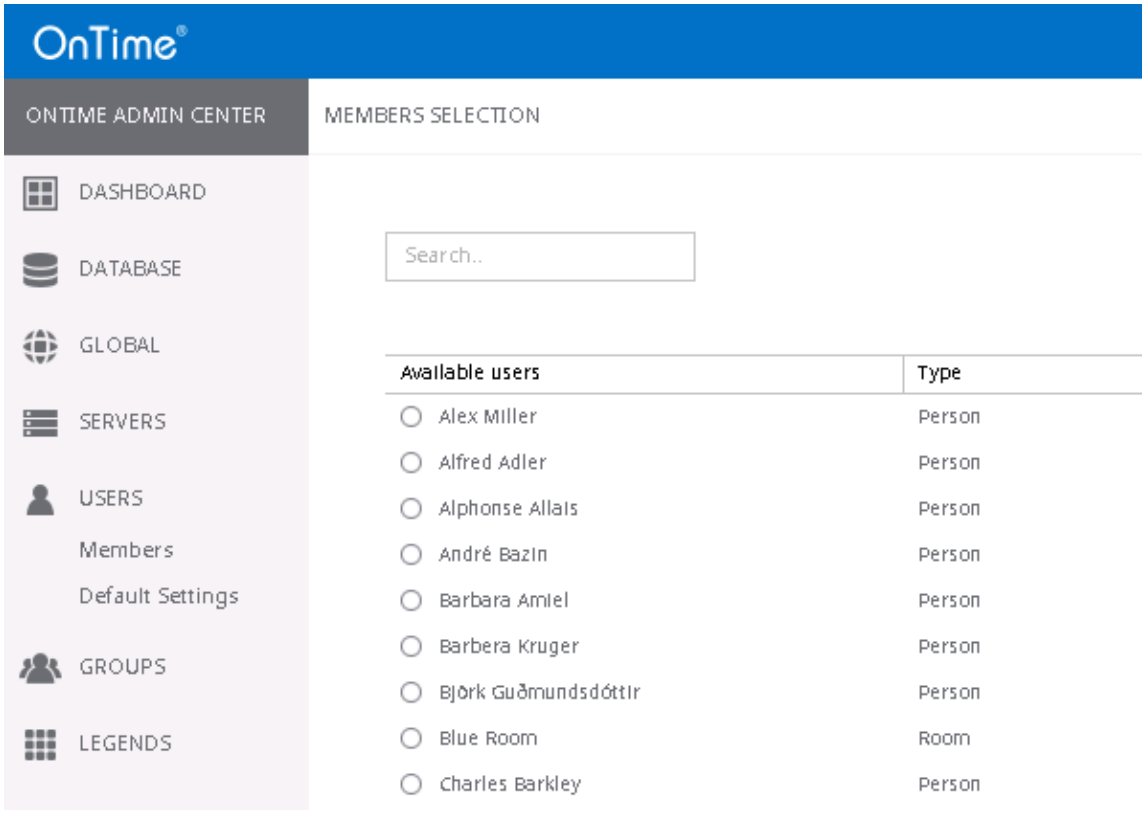


Changes in the dynamic groups has to be followed by clicking “Start” at “User & Group Sync” in the **Dashboard.**

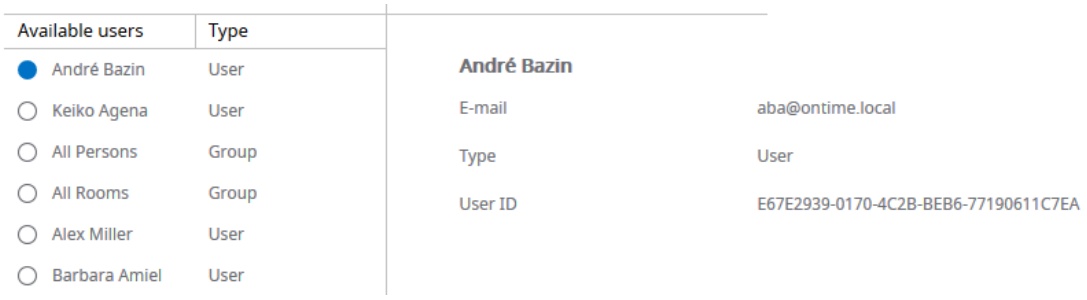
Users

Members

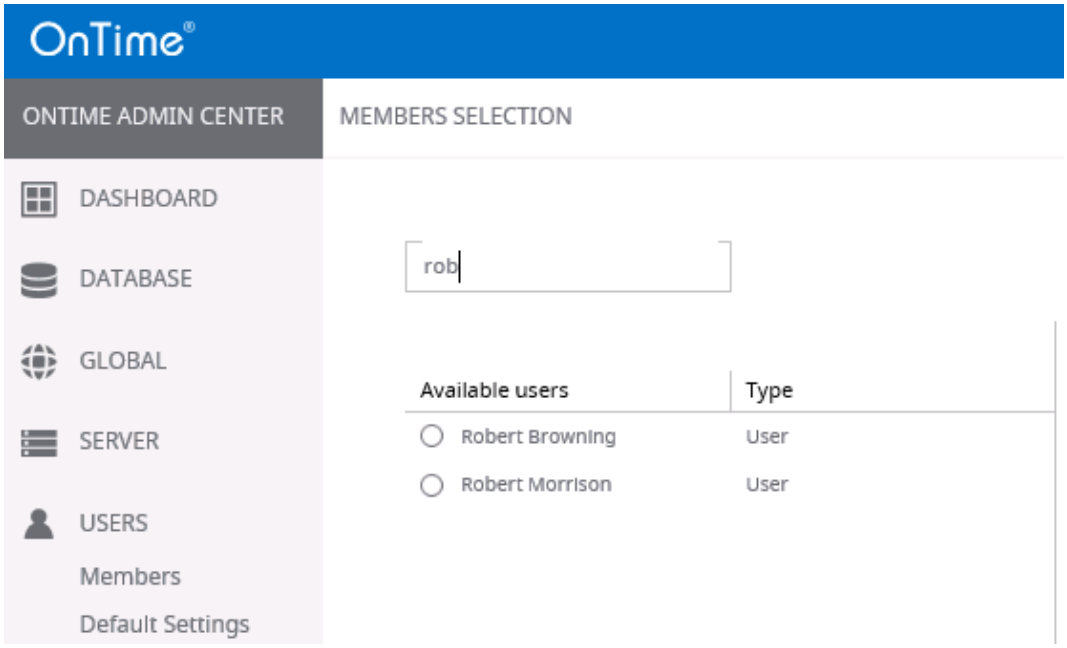
Click “Users/Members” to see the list of available users in OnTime.



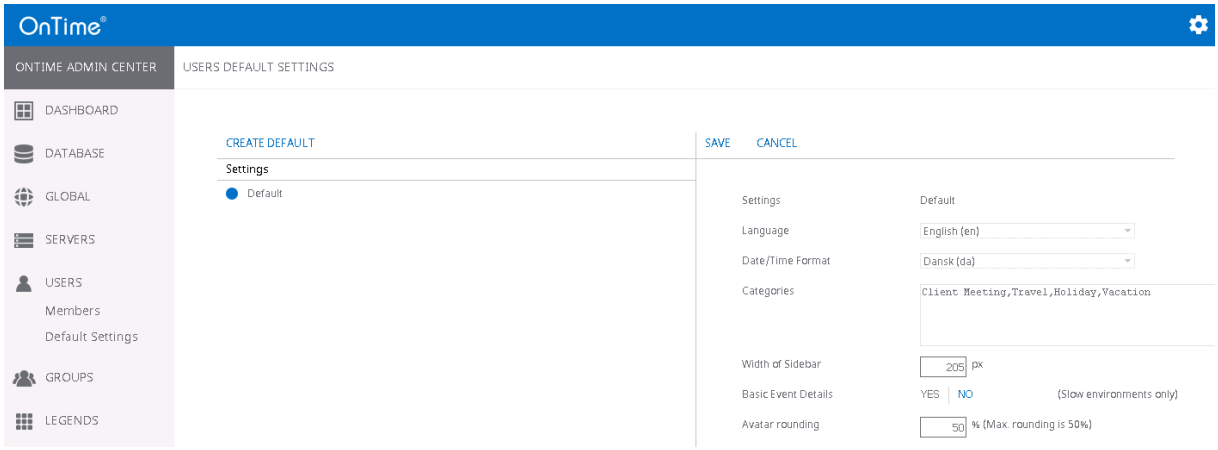
More details can be obtained by choosing a user.



To search for certain users enter a few characters in the Search field:



Default Settings



Here you change the Users Default Settings - the language and the Date/Time Format.

The Categories entered will be visible as options when the user creates a calendar event.

Width of Sidebar – the width of the users left hand sidebar is determined in pixels.

Basic Event Details – a value of “Yes” gives better performance in slow environments.

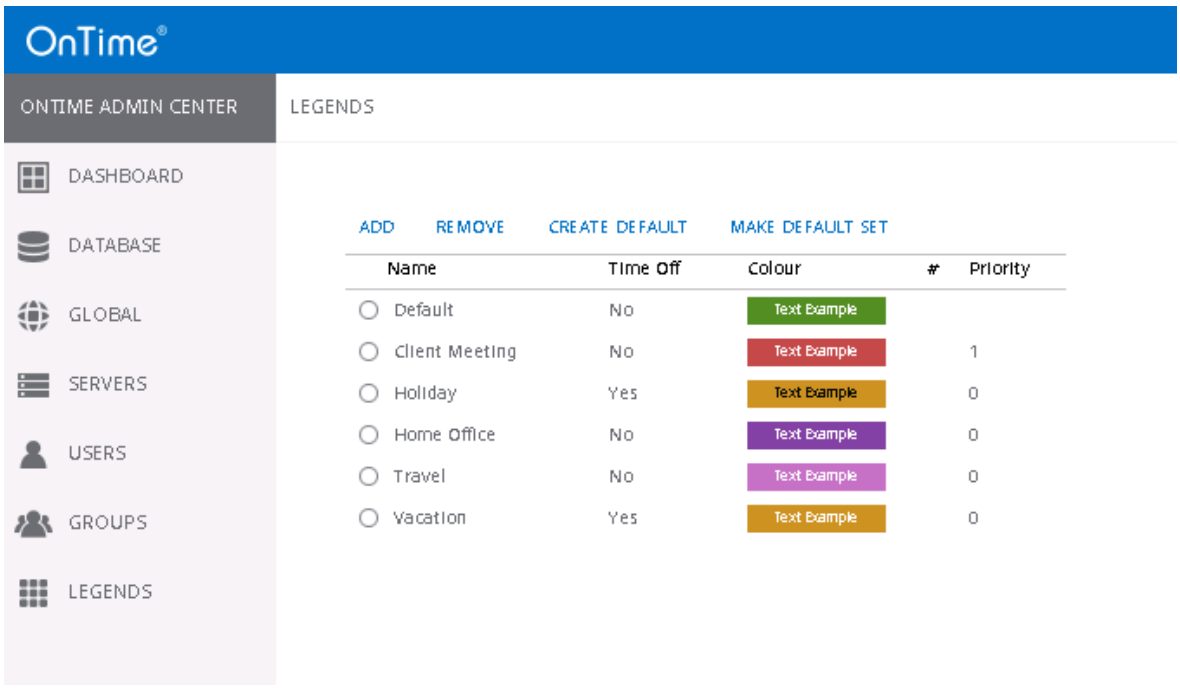
Avatar rounding – a zero inserted results in square shaped avatars in the user interface. The value “50” results in round avatars. Values in between are possible.

Legends

Click “Legends”.

You can configure OnTime to display different types of calendar entries in different colours, based on a set of criteria. This feature provides the user of the calendar interfaces with a better overview of colleagues’ appointments and an ability to visually filter by type.

The colour coding of the categories will show in the user’s calendar overview.



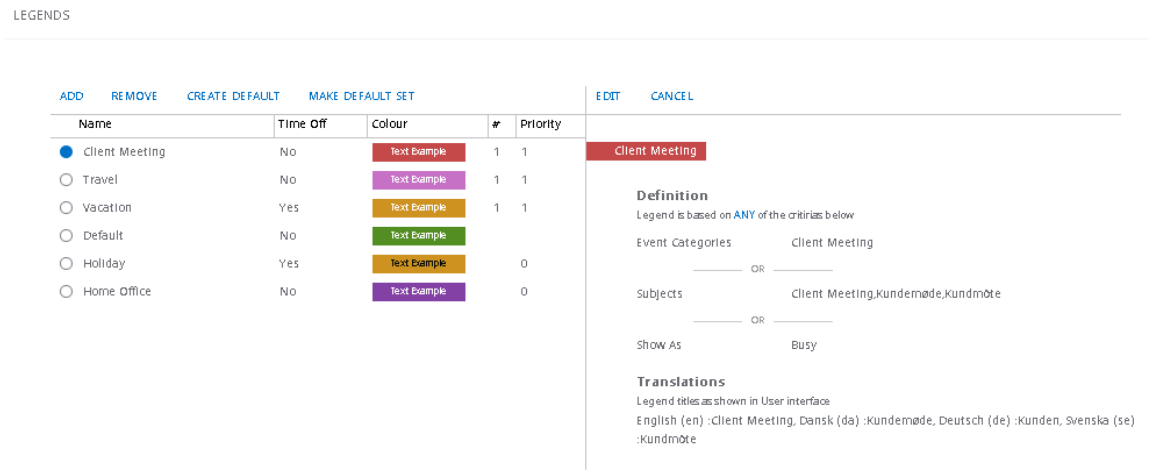
The button “Add” are for adding new legend to the list of legends.

To remove a legend, click the legend then the button “Remove”.

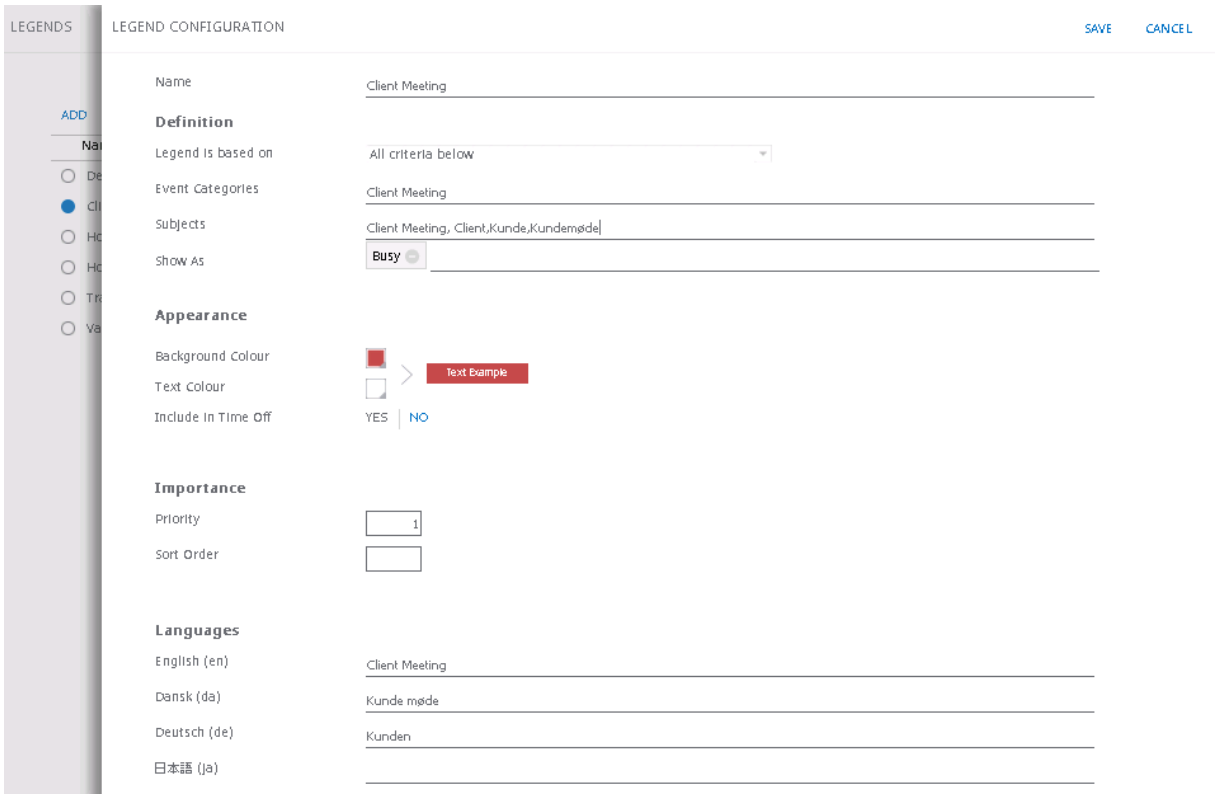
“Create Default” is utilized if you have removed the default legend and you want it back.

“Make Default Set” creates six standard legends as shown above.

Click the Legend type to see the details.

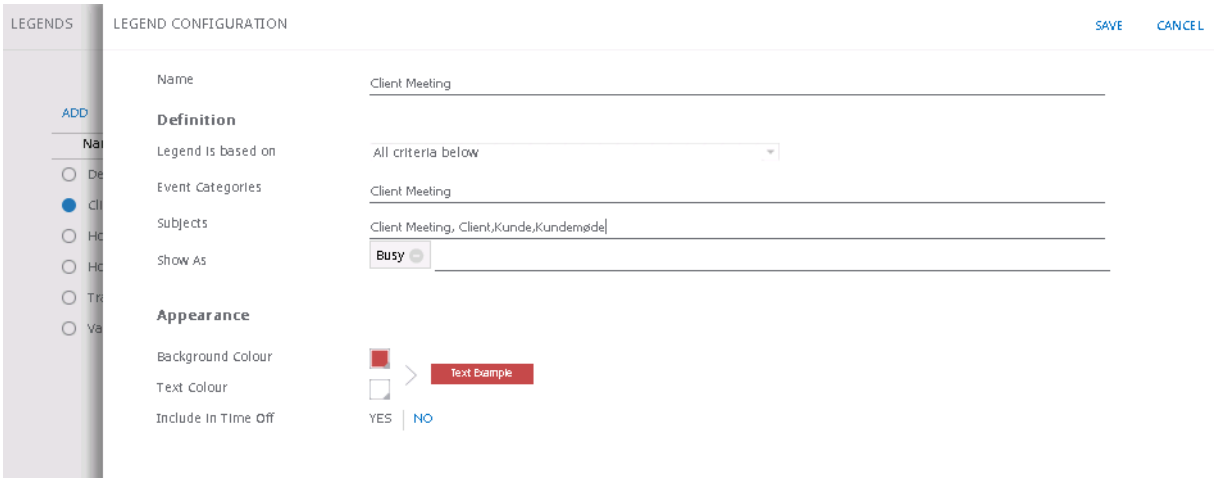


Click “Edit” to change the Legend Configuration.



Definition section

The **Legend is based on** – **Any of the criteria below**, or **All criteria below**. The criteria are “Event Categories”, “Subjects” (written in one of the ways listed) and a calendar event selection of “Show As”. If **All criteria below** is chosen, all the three criteria have to be fulfilled in order to fire the chosen background colour. If only one or two criteria are fulfilled the event will be shown with the default colouring.



Appearance section

Background Colour, Text Colour and the setting of whether to include this legend in the users “**Time Off** view” can be set.

Importance section

Priority – determines the winning legend type in case of overlapping definitions – most likely if the **Legend is based on** – **Any of the criteria below.** “1” is the highest priority.

Sort order - determines the occurrence of the different legend types when the user creates a calendar event.

Languages section

Translations of the Legend Name can be entered in the different languages supported.

The translations are utilized in the left hand navigation for the user interface, when Legends is chosen

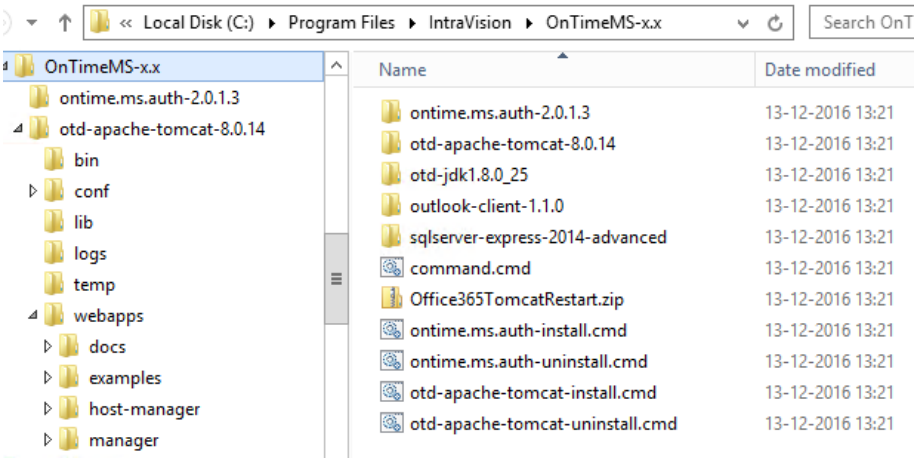
Changes in “Legend Configuration” only requires clicking “Save”, no further actions in the Dashboard are necessary.

OnTime Users Web Authentication (SSO)

In order to let users log into the web interface without providing a password, a Windows service is added to the services in the OnTime server. When the service is installed it can be seen in the list of Windows services with the name “OnTimeMSAuth”.

Installation of the service:

1. Among the OnTime files you will find the command ‘ontime.ms.auth-install.cmd’. Run it as administrator to install the OnTimeMSAuth service.



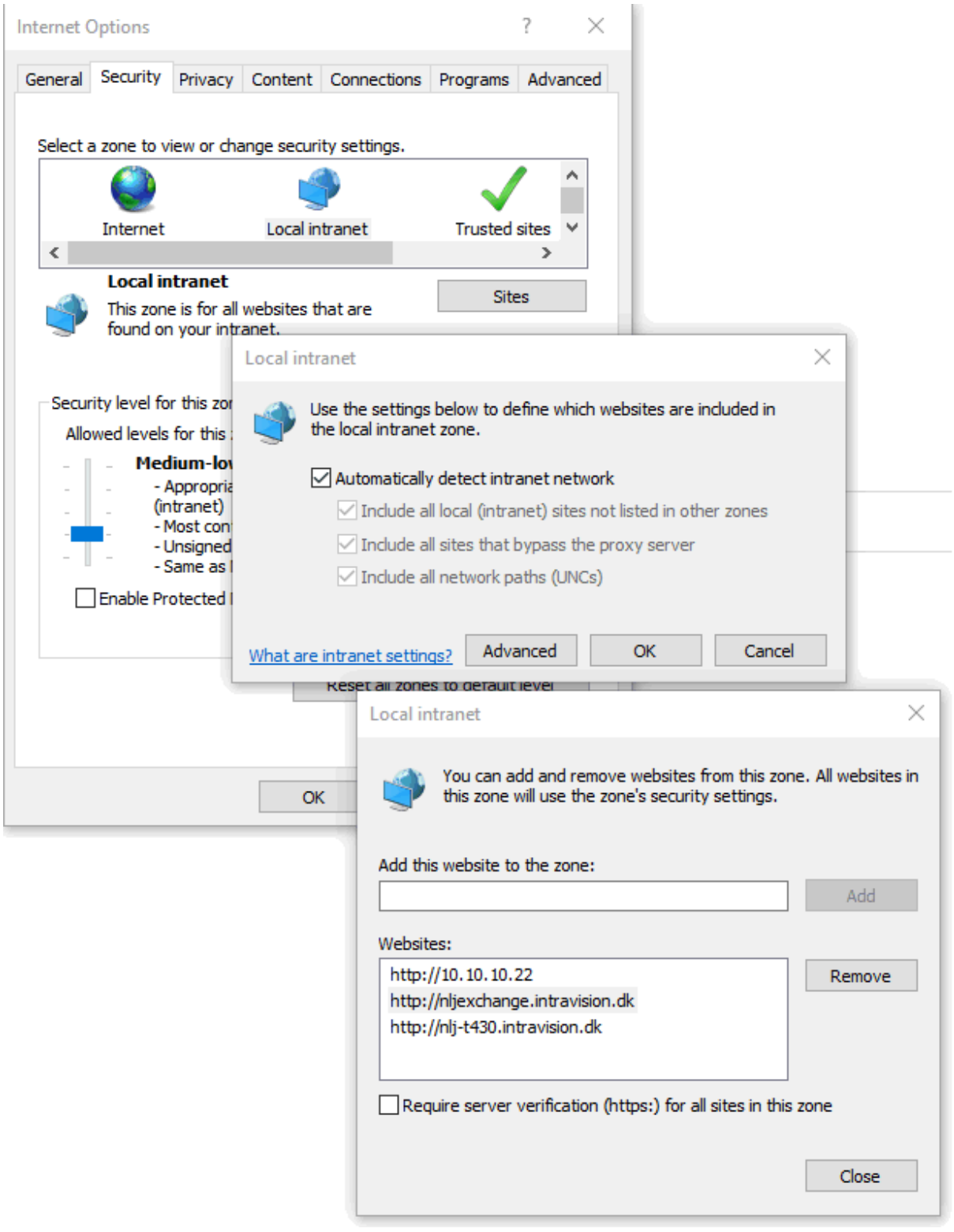
2. In Windows services: Change the service OntimeMSAuth’s properties to Startup type “Automatic”, click “Start” and “OK”

The Ontime.MS.Auth service offers Windows domain logon authentication.

In order to get SSO, automatic logon for the user you have to tell the browser that it may send credentials to the OnTime.MS.Auth server (the Ontime server).

For the Microsoft IE browser, go to Internet options/Security/Local intranet.

Click “Sites” and “Advanced” to add the Ontime server.



The Chrome and Edge browsers trust your OnTime server because of the setup you made in IE.

The Firefox browser is treated differently. In an empty tab of Firefox enter ‘about:config’ as the URL. Accept the risk ;-)

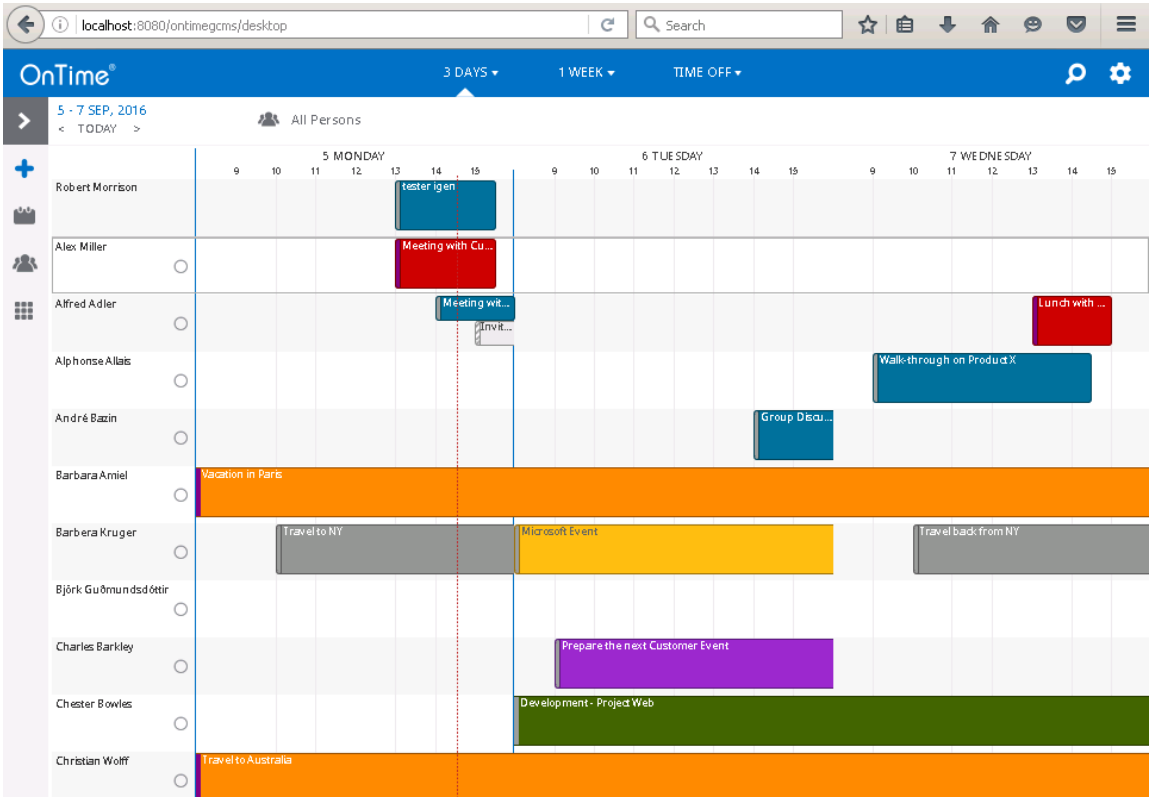
Go down to ‘network.negotiate-auth.trusted-uris’ and enter your Ontime server name in the Value field.

OnTime User – Calendar

OnTime Desktop Client Web

From a browser - Open the user URL -
http://servername:8080/ontimegcms/desktop

Remember port 8080 for the Apache Tomcat webserver.



OnTime – embedded in Outlook

Software requirements

The following software packages are required to be installed on the client:

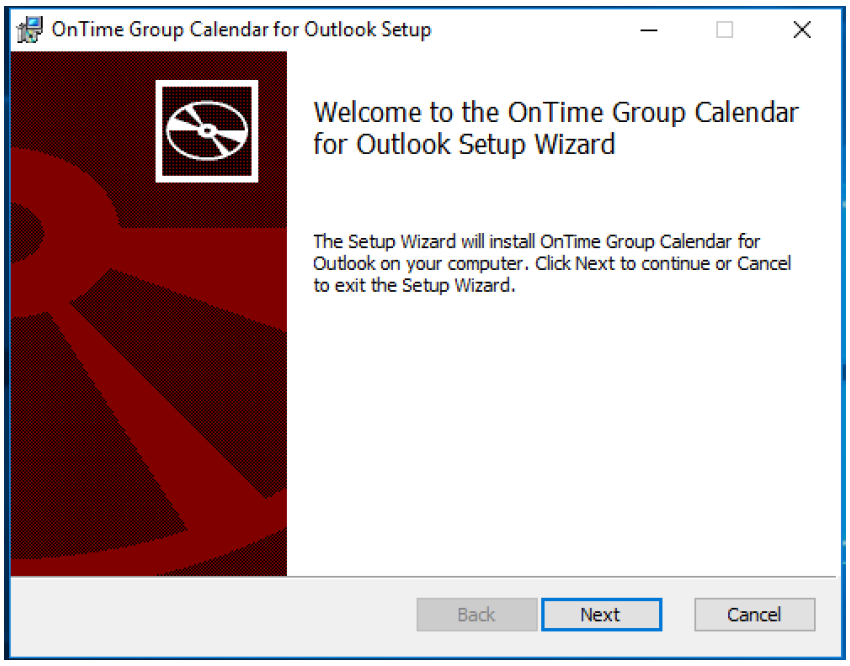
Visual Studio 2010 Tools for Office Runtime
https://www.microsoft.com/en-us/download/details.aspx?id=48217

Microsoft .NET framework v. 4.5 or newer (earlier versions may work but haven't been tested)
https://www.microsoft.com/net

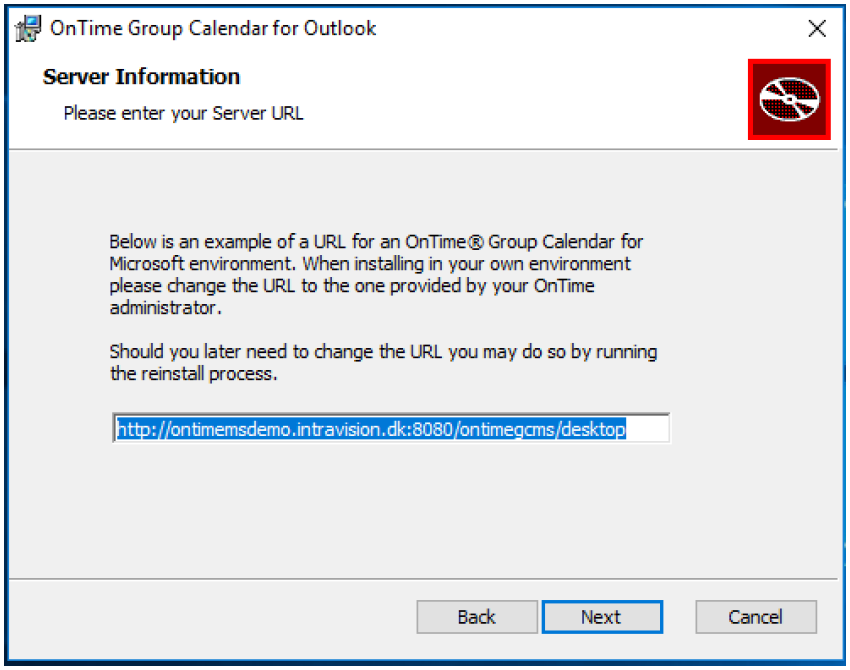
Installation

Install the OnTime Group Calendar for Outlook.msi from the folder:

“C:\Program Files\IntraVision\OnTimeMS-x.x\outlook-client-10.x.x.x”



Click “Next”

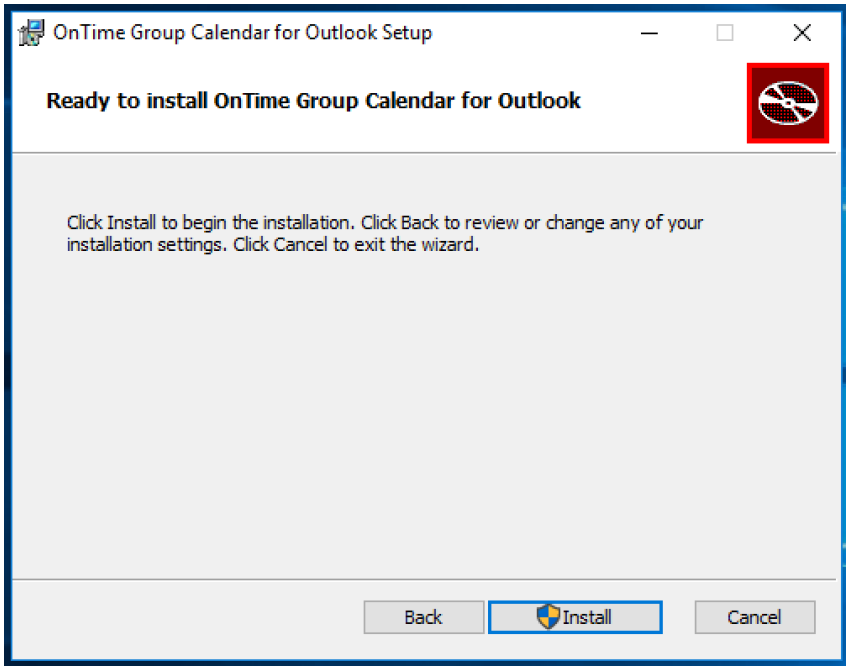


The default URL presents the OnTime Group Calendar demo site.

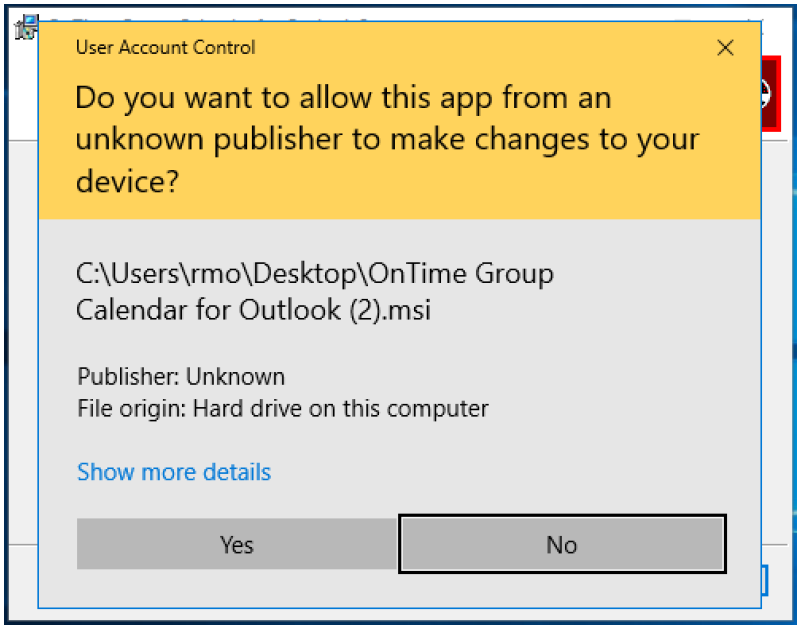
You may change the URL to your own OnTime server URL now, or leave it for later

Please refer to **Changing the URL of the OnTime server.**

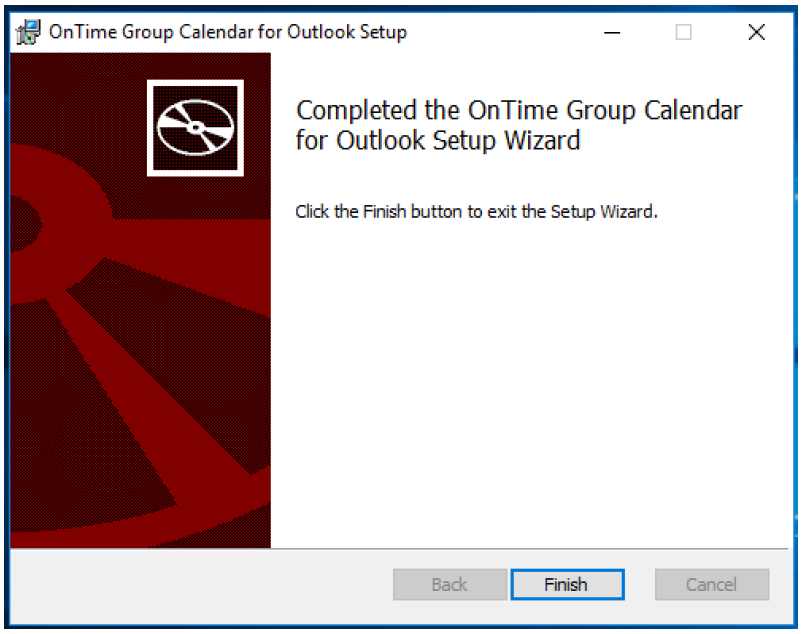
Click “Next”



Click “Install”



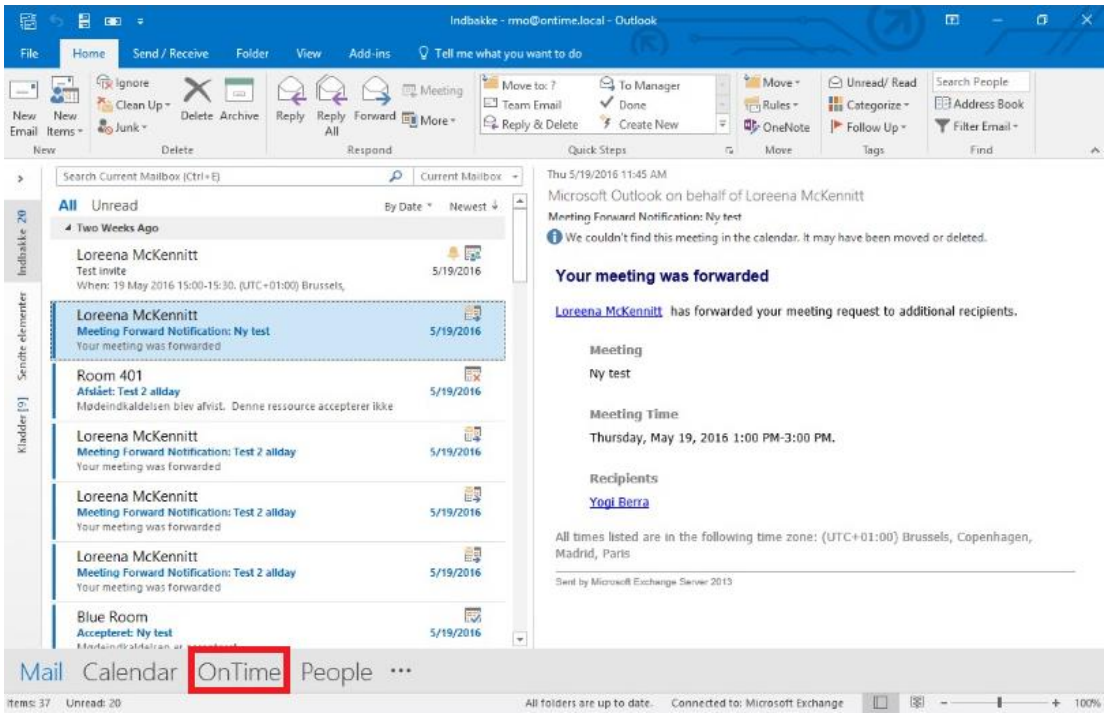
Click “Yes”

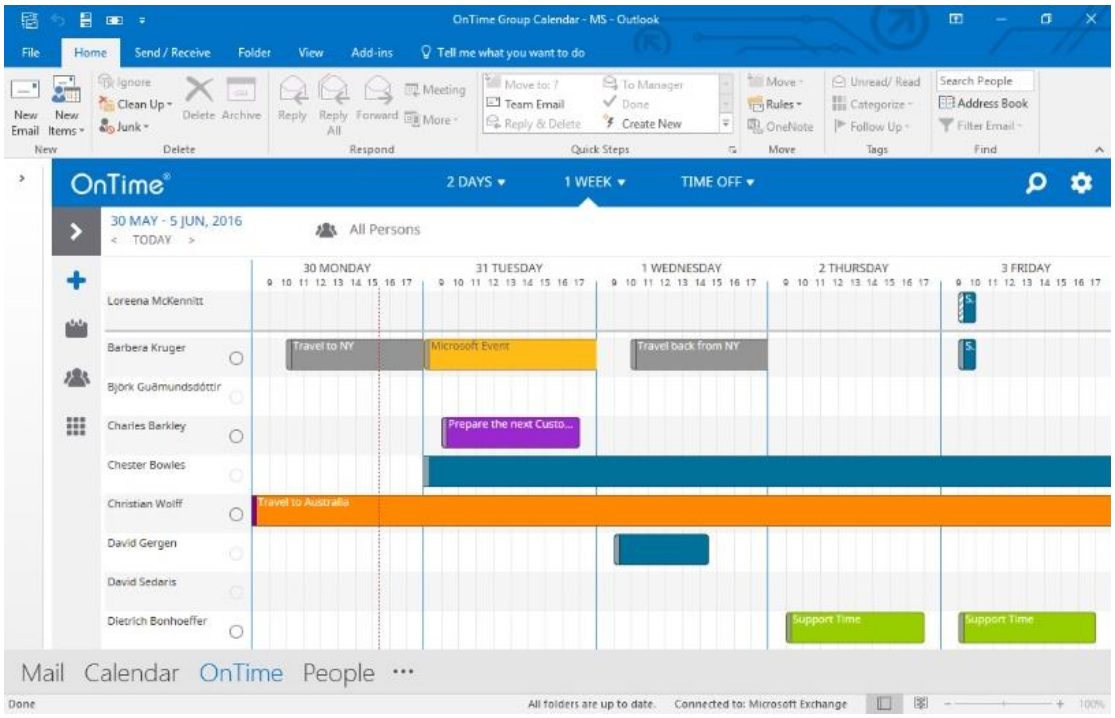


Click “Finish”

Outlook

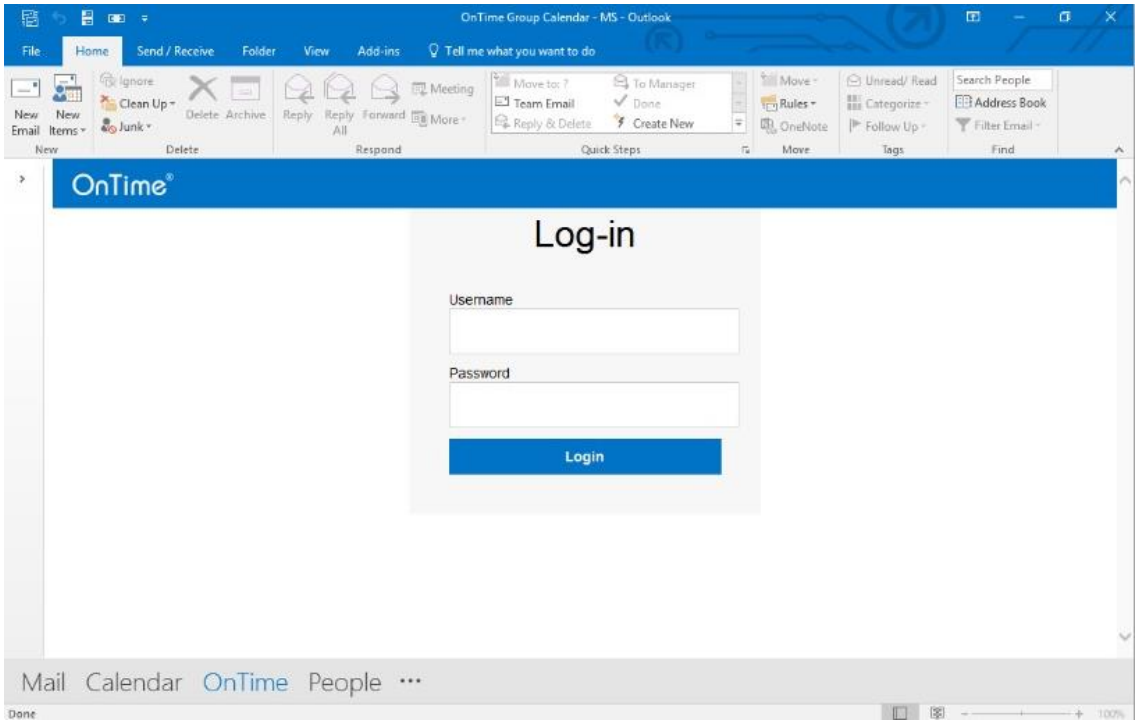
In Outlook click “OnTime” to see your OnTime Calendar.





You may encounter a Log-in page dependant on the OnTime configuration of authentication (SSO) in **Global Settings.**

If you do not configure SSO your log-in will be token based with a timeout of one week.



Changing the URL of the OnTime server

By default the add-in displays the URL of the OnTime Group Calendar for Microsoft demo environment but this may be changed as follows:

Add a key to the registry either locally on the machine or centrally using group policies. If this approach is used the user may not change the URL using the preference page (the URL is then ghosted).

Please note: Describing the use of Active Directory Group Policies for distributing registry keys are beyond the scope of this document.

1. Open Regedit on the local machine
2. Navigate to HKEY_CURRENT_USER\Software
3. Create the follow hierarchy of keys: "IntraVision\OnTimeMS\Outlook"
4. Below this key insert a string value with name “URL” and value data of the URL of your OnTime Group Calendar for Microsoft e.g. http://ontime.example.com:8080/ontimegcms

About Microsoft Add-ins and load times

Microsoft Office imposes some very strict guidelines for add-in performance and start up times. In some cases some add-ins including the OnTime Group Calendar for Outlook add-in may become disabled by Outlook even though they are very performant. Users may then either manually or you may deploy a group policy to make sure Outlook does not disable the add-in. More information about the group policy approach may be found below but here are the basic steps for adding the necessary keys to the registry:

Open regedit

Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office

Open the version key e.g. "16.0" for Office 2016

Open or create the key called "Outlook"

Open or create the key called "Resiliency"

Open or create the key called "addinlist"

Here create a DWORD value as follows:

Name: OnTime.Outlook

Value: 1

More information

- Group Policy Administrative Template files (ADMX, ADML) and Office Customization Tool (OCT) files for Office 2013

Troubleshooting

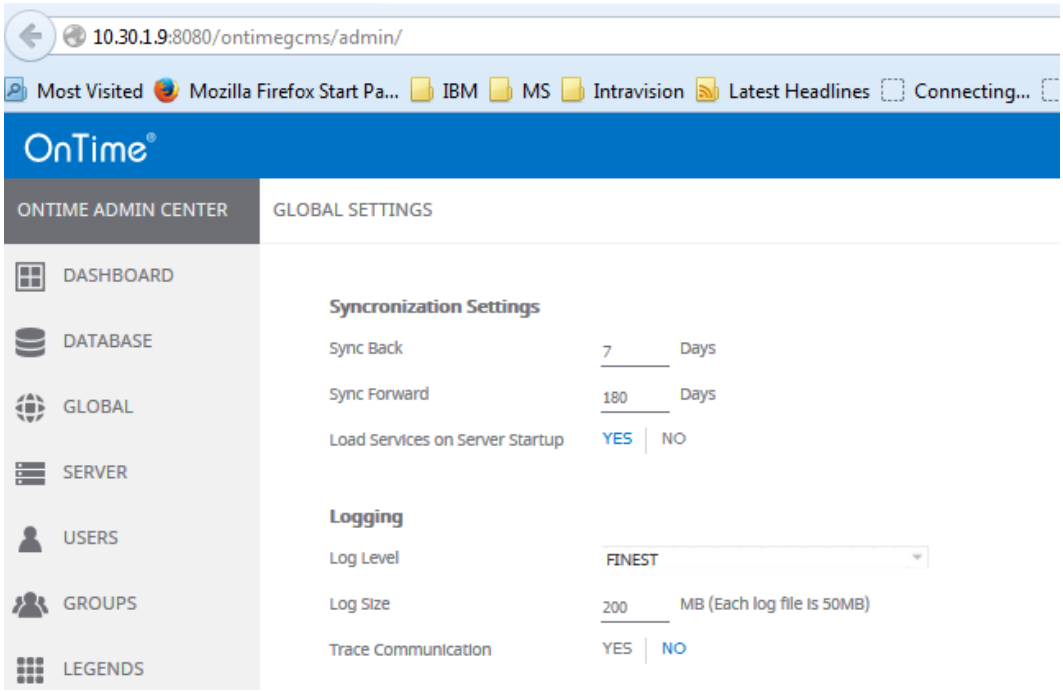
Path for Tomcat logfiles:

C:\Program Files\IntraVision\OnTimeMS-x.x\otd-apache-tomcat-8.0.14\logs

- in the \logs directory the newest log file from the OnTime application: **ontimegcms.0.0.log**

Trace Communication

A deeper level of error tracing can be obtained in the “OnTime Admin Center” – click “Global/Backend”, click “Trace Communication/Yes” – and “Save” and restart the OnTime Application from the Dashboard. Remember to click “No” – “Save” and restart when you have obtained the required info.



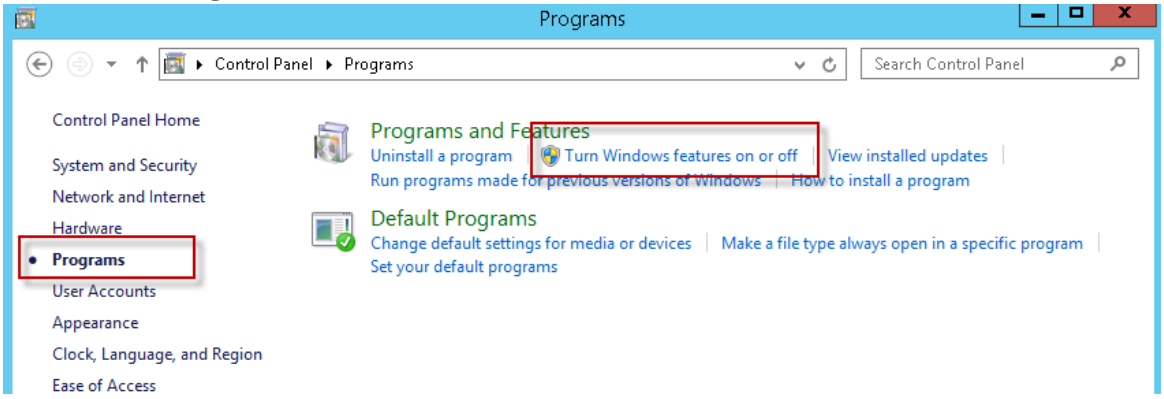
In the \logs directory the trace log is found as the filename starting with Tomcat8-stdout (current date).

- like

Tomcat8-stdout.2016-xx-xx.log

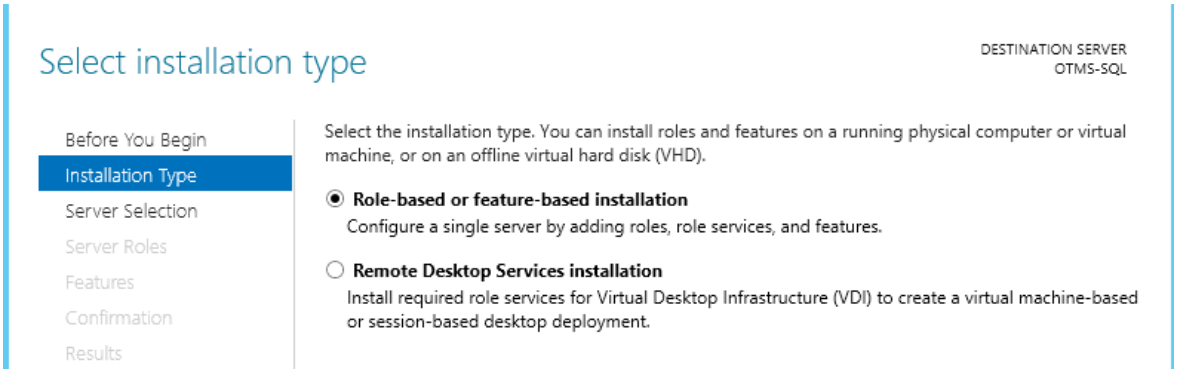
Appendix A – Installing .Net 3.5

1. Open the Control panel, Programs and choose “Turn Windows features on or off” in the “Program” menu

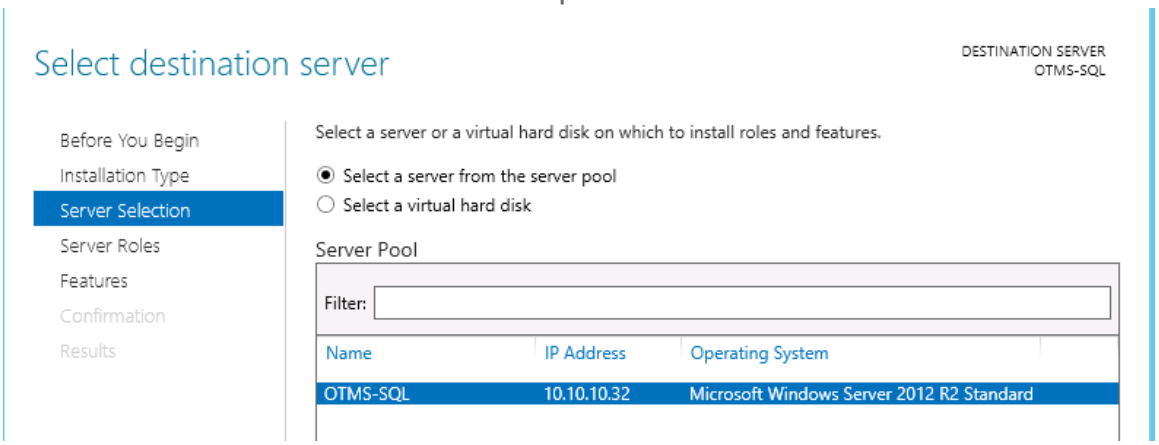


2. Press next until you reach “Select installation type”

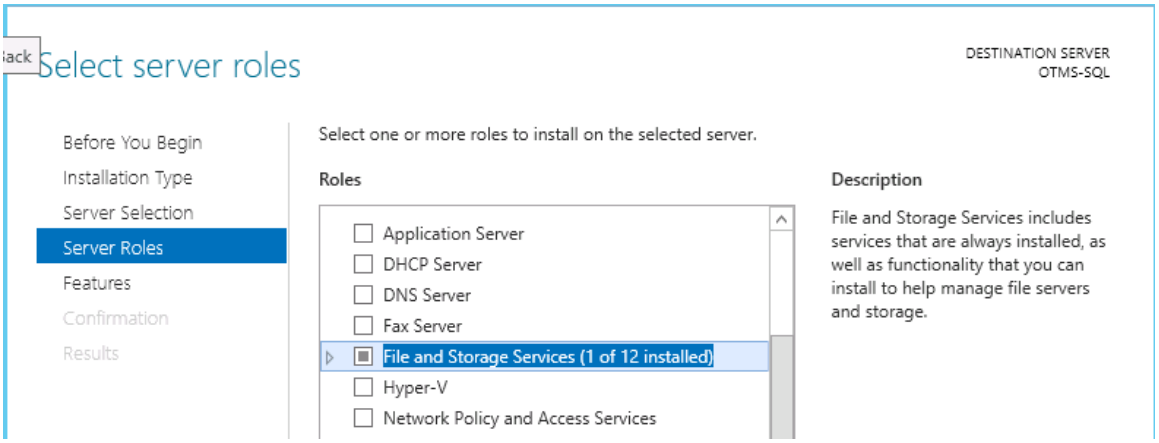
3. Choose “Role-based or Feature based installation



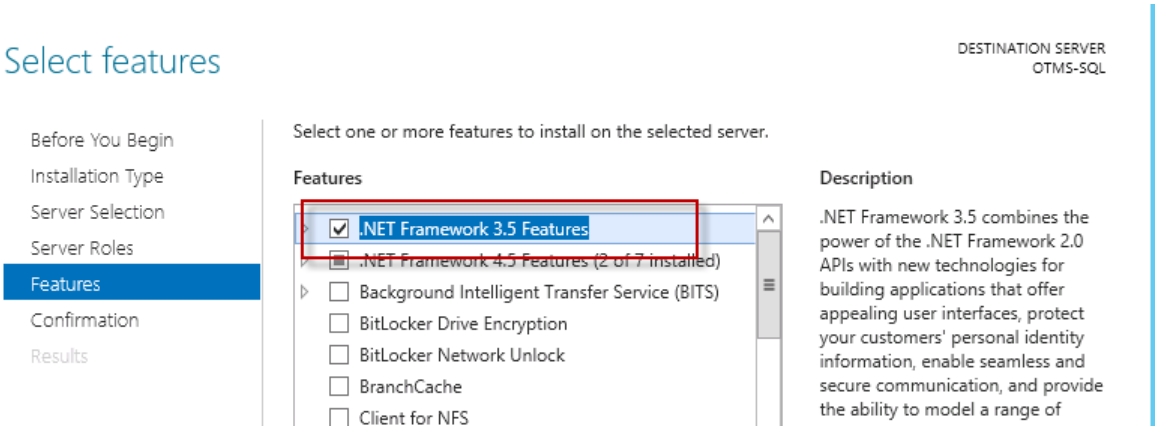
4. Select “Select a server from the server pool”



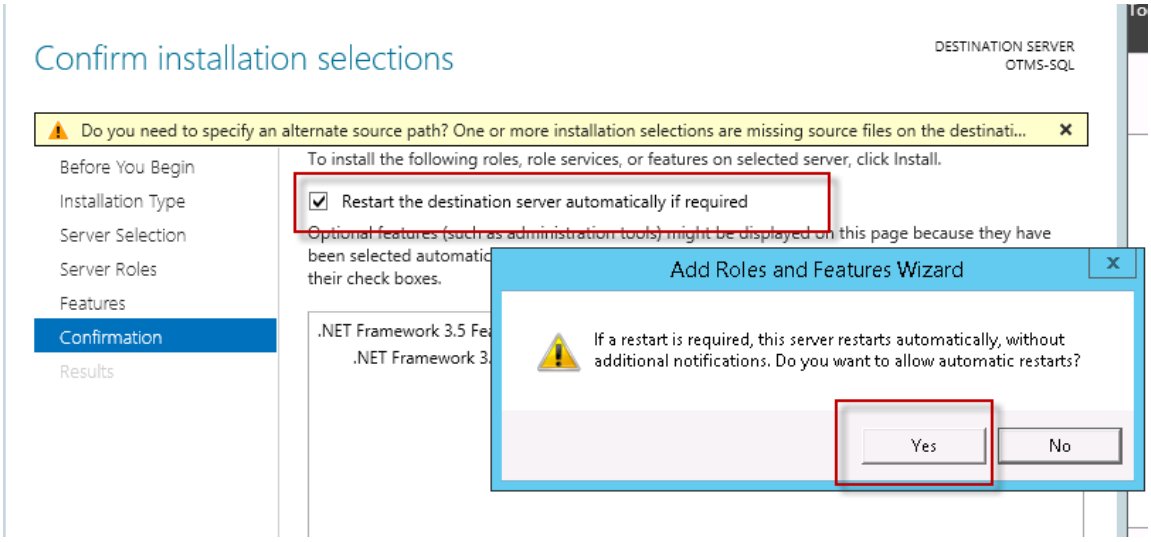
5. Next



6. Select .NET Framework 3.5 Features



7. Choose “Yes” to “Restart the destination server” and press “Install”



8. In case of failure of installing .Net Framework 3.5 features, check for the existence of a WSUS server (Windows Server Updates Services) in your domain. The WSUS server might not allow the feature installation directly from the Microsoft Windows Update site.

9. Proceed with **Installing Microsoft SQL Server**.