



# **Exchange Synchronizer Converter v2 - EWS**

## **Manual**

Converting from v2 to Exchange / Outlook  
Online (EWS)

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## A short overview and explanation of the tool

### The tool

This upgrade utility will upgrade the sync-history and settings of an existing Exchange / Outlook Synchronizer v2 installation to a new format for the new Exchange / Outlook Online (EWS) synchronizer installation.

The format of the linked users and the synchronization history of the v2 version is not compatible with the format used in the EWS synchronizer. This means the EWS synchronizer will not be able to use the data created by the v2 synchronizer and could result in duplicate appointments, tasks, contacts and also problems with the linked users.

#### **IMPORTANT**

*Note that this is not a tool for end-users. Only proceed if you are an experienced consultant or technician with knowledge of the v2 and EWS synchronizer.*

### Before you Begin

Read the preparation section carefully and make sure to execute each step. Failing to do so might result in duplicate appointments or other problems during the conversion.

Take time to read the preparation and installation procedure for the EWS synchronizer before starting with the upgrade.

## Preparing the upgrade

### Configuring Exchange Web Services (EWS)

This tool will use exactly the same connection towards Exchange as the connection for the EWS-synchronizer itself.

Please refer to the *Preparation manual of the Exchange / Outlook Online Synchronizer* prepare the connection towards EWS and the Offline Address Book

#### **IMPORTANT**

*The offline address book needs to be available for the conversion to succeed. All users in the v2 version need to be available in the offline address book.*

### Backup

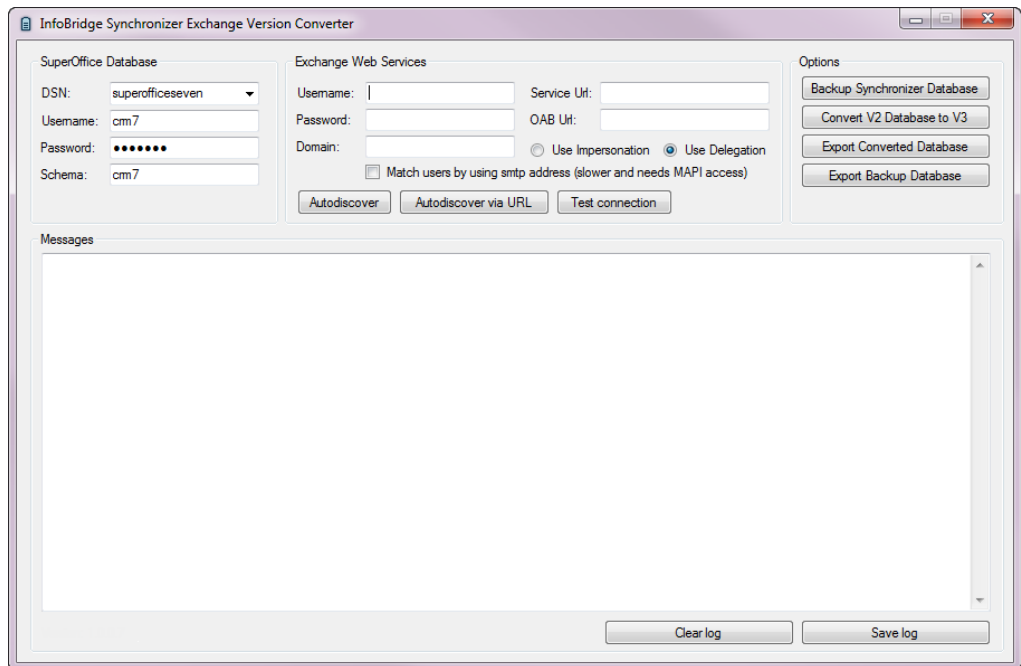
Make a backup of your SuperOffice database (either using dbsetup.exe or your regular SQL backup tooling).

We also recommend making a backup of your Exchange database.

## A step by step guide

### Steps

Please follow the steps carefully to upgrade successfully.



**1. Backup the SuperOffice database and Exchange Database.**

**2. Make sure to stop (all instances) of the v2 Synchronizer.**

**3. Determine MAPI bitness (32 or 64 bit)**

There is both a 32 bit and a 64 bit version of the converter. Which version to use depends on the bitness of the MAPI available on the system. In most cases the 32 bit version will suffice. Only if you are using a 64 bit version of the v2 synchronizer right now the 64 bit converter will be needed.

**4. Creating a local backup of the Synchronizer tables**

Start the correct version of the upgrade tool. The tool now needs to create a local copy of the synchronizer tables to be able to safely upgrade it later.

- Enter the DSN/Username/Password/Schema for your SuperOffice database:

- Click the 'Backup Synchronizer database' button and store the file:

## 5. Setup EWS connection

Now the connection to the Exchange Web Services and the Offline Address Book needs to be configured.

The following steps are also described in the user manual of the Exchange/Outlook Online Synchronizer.

- Enter the Exchange Web Service (EWS) data:

- Press 'autodiscover'. The Service Url and OAB url should be automatically entered. (If not enter these manually, contact your Exchange Administrator for assistance):

- Press the test button to test both the Service Url and the OAB Url.
- Continue to the next step if the test is successful.

## 6. Convert the local database

In this step the local database file created in the previous steps will be converted to a new file with all v2-synchronizer data upgraded to EWS-synchronizer data.

- Click the 'Convert V2 Database to V3' button to initiate the conversion and select the file created previously in step 4:

- The log will report if any items failed to convert.
- If the conversion was successful you will be prompted to save the converted database to a file. Do not choose the same name as was used for the backup.

## NOTE

*When the conversion reports an error about not being able to match users e-mail addresses you have to tick the checkbox '**Match users...**' This new option was added with which we can now match users by using smtp address instead of using the OAB addressbook, which in some cases isn't updated recently enough.*

*Also support for X500 / Exchange e-mail address aliases within the OAB was added, so when there are multiple addressess configured, these will also be taken into account.*

## 7. Update the SuperOffice database

If the upgrade of the local database copy was successful you can place the converted file back in the database in SuperOffice. This step will overwrite the Synchronizer tables in the SuperOffice database.

- Click the 'Export Converted Database' button:

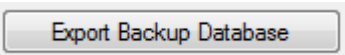
A rectangular button with a light gray background and a thin border, containing the text "Export Converted Database" in a dark gray font.

- Select the file created in step 6.
- The upgrade is done. You can now remove the v2 Synchronizer and install the new Synchronizer.

## 8. In case of problems during the previous step

If there are any issues in the previous step (updating the SuperOffice database) you can place back your initial backup created in step 4.

- Click the 'Export Backup Database' button:

A rectangular button with a light gray background and a thin border, containing the text "Export Backup Database" in a dark gray font.

- Select the file created in step 4.
- The backup is now placed back and you can retry the procedure. If problems persist contact InfoBridge Support.