



MAILSHADOW BEST PRACTICES

1. Ensure that Office 2003/2007 is fully patched and the OS you are running (either Windows Vista or XP) is fully patched. This really resolves a great number of problems.
2. The user account used for the installation of MailShadow Desktop Edition must have local administrator privileges on the machine. This is just for installation.
3. MailShadow Desktop Edition uses secure IMAP port 993 to synchronize email to Google Apps. If your organization does not permit port 993 outbound through the firewall, it will not work. Please contact your firewall administrator to open port 993 to imap.gmail.com.
4. If you are syncing between Exchange and Google Apps , please put the Exchange profile in the first (upper) mailbox position and configure the Google Apps account in the second (lower) mailbox position. This helps us help you if you need technical support.
5. If you occasionally see reminders popping up, please close Outlook and restart with this command line "C:\Program Files\Microsoft Office\Office11\Outlook.exe /cleanreminders" . You need to do this only once.
6. The calendar feature on Google Apps has to be used at least once before you can sync Outlook contacts to Google Calendar.
7. If you need support, please send the logs from the time of the issue to support@cemaphore.com
On XP they are located in: C:\Documents and Settings\((logged on user))\Application Data\Cemaphore\MailShadowSync\Log
On Vista they are located in: C:\Users\((logged on user))\AppData\Roaming\Cemaphore\MailShadowSync\Log
8. Occasionally (especially with an Android phone), we can send data so fast to Gmail that an account lockout can occur for Gmail or Calendars or Contacts or all three. Don't worry, the Google Apps web interface will still work without issue. Depending on the conditions, MailShadow can be locked out for some amount of time. You can sometimes accelerate clearing the lockout by going to <https://www.google.com/accounts/DisplayUnlockCaptcha>.
9. If you are upgrading from a previous version of MailShadow for Google Apps, please uninstall MailShadow for Google Apps before installing MailShadow Desktop Edition and restart the computer. If there is anything you want to delete in the accounts you are syncing , it would best to empty trash and do the deletes before starting the sync.