

**IronPort Plug-in for Outlook**  
**VERSION 1.5**  
**RELEASE NOTES**



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# IronPort Plug-in for Outlook Release Notes

These release notes contain information critical to upgrading and running the IronPort Plug-in for Outlook, including known issues.

- “What’s New in the 1.5 Release” on page 2
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## WHAT'S NEW IN THE 1.5 RELEASE

**Note** — All new features are fully described in the *IronPort Plug-in for Outlook Administrator Guide*.

### Support for Outlook 2000 and 2002

Starting version 1.5, the IronPort Plug-in for Outlook supports Outlook 2000 (SP2, SP3), Outlook 2002 (SP2/SP3), and Outlook 2003. Previous releases of the IronPort Plug-in for Outlook supported Outlook 2003 only.

### Specifying a Web Proxy

You can now specify a web proxy to use when messages are submitted to IronPort Systems by the plug-in.

Run the configuration utility (IPConfig.exe) to configure the proxy settings in the ComplaintReportPlugin.ini file. Distribute the .ini file along with the ironport\_outlook\_plugin\_1\_5.exe file to end users.

End users can then run the .exe file to install the plug-in. Make sure the .ini and .exe files are in the same directory when the end user runs the .exe file in order to ensure the proxy settings are used.

For more information about configuring proxy settings or deploying the plug-in to end users, see the *IronPort Plug-in for Outlook Administrator Guide*.

## UPGRADING INSTRUCTIONS

Version 1.5.34.0 is the 1.5 release of the IronPort Plug-in for Outlook.

To upgrade the IronPort Plug-in for Outlook, you must uninstall any previous version of the IronPort Plug-in for Outlook.

If you want to specify a web proxy to use when submitting messages to IronPort Systems, see “Specifying a Web Proxy” on page 2.

**Note** — If you successfully submitted messages using the IronPort Plug-in for Outlook version 1.1, you are not required to upgrade to the latest version.

### Upgrading the IronPort Plug-in for Outlook Running on Outlook 2000

Complete the following steps to upgrade when you run the plug-in on Outlook 2000:

1. Uninstall any previous version of the IronPort Plug-in for Outlook.
2. Upgrade Outlook 2000 to Outlook SR-1 or SR-1a.
3. Install Microsoft Office Service Pack 2 or Service Pack 3.
4. Install the latest version of the IronPort Plug-in for Outlook.

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## KNOWN ISSUES

The following is a list of known issues in this release of the IronPort Plug-in for Outlook:

### Outlook 2000 Returns Errors when Reporting Messages

Outlook 2000 may not complete reporting messages in the following cases:

- You selected a large number of messages to report
- Each of the messages you selected for reporting is large

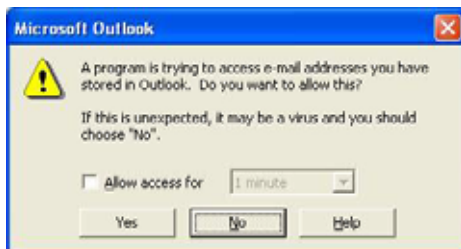
This can cause you to exceed the built-in .pst size limit. When this occurs Outlook does not complete reporting the messages and it displays an error message. This problem is a limitation of Microsoft Outlook, and is further described in the following article:

<http://support.microsoft.com/kb/283175/en-us>

To work around this issue, select fewer messages, and attempt to report the messages again.  
[Defect ID: 26930, 27363, 27520]

### Outlook Displays a Security Alert When Reporting Messages

When Outlook reports messages, it may display the following security alert:



If this security alert displays, select Yes to allow Outlook to report the messages. [Defect ID: 27203]

### IronPort Plug-in Options Unavailable from Context-sensitive Menu

For Outlook 2000 Service Pack 2, the IronPort plug-in options are not available from the Outlook context-sensitive menu. You can access the IronPort plug-in options from the IronPort Plug-in for Outlook toolbar.[Defect ID: 26967]

### Reporting Messages when Offline or without a Network Connection

When reporting messages to IronPort Systems, the plug-in will report that messages have been successfully queued for delivery, even when working in offline mode or when a network connection is not present. In this case, the messages are queued for delivery in the \_IPSpam folder and then delivered to IronPort systems once the network connection has been restored.  
[Defect ID: 23830]

### **Problems with ATI MultiDesk**

The IronPort Plug-in for Outlook prevents ATI MultiDesk from switching desktops while Outlook is open. [Defect ID: 21453]

### **Multiple Instances of Microsoft Outlook**

Using multiple instances of Microsoft Outlook is not supported. The plug-in will not work correctly in this case. [Defect ID: 16679]

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