

SLOX – Outlook replication client

Installation & User's guide

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I. Installation

A. The installation program

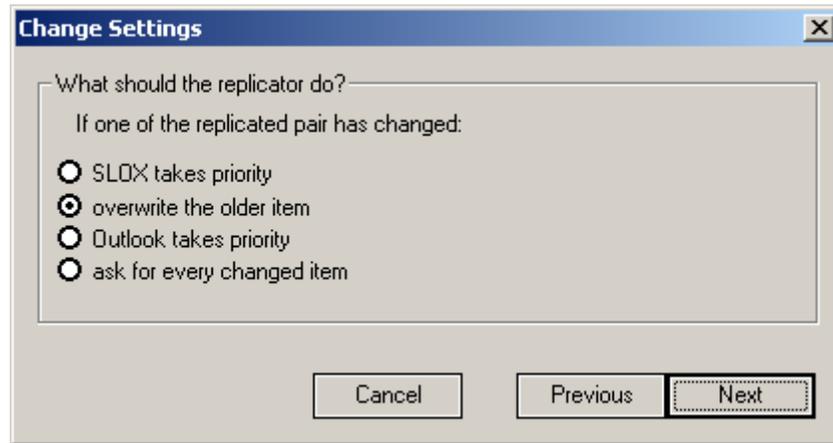
- Run the installation program that will guide you through the installation phases
The installation program is InstallShield based
Important options here are:
 - destination folder - select default folder or choose a path you prefer
 - optional components – you may choose to install Soap Toolkit or not. The default (and recommended) option would be, to install the Soap Toolkit, as it is necessary for the replicator to run. However, if the Soap Toolkit is already installed, you may choose not to install it.
- At the end of the installation program, a settings wizard will be launched, in order to assist you in properly configuring your replicator for the first time.
 - The first screen allows you to configure the connection parameters: the URL of the replication server-side, and the SLOXS username and password.



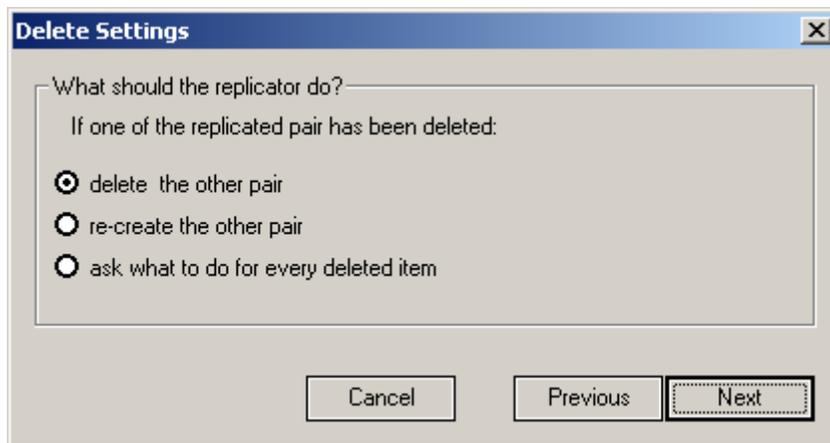
- The following three screens allow the user to specify the behavior of the replicator for three types of conflicts. The settings apply to all three types of items (a more fine-grained definition of the expected behavior could be set using the advanced settings option in the last screen or from the application.
- The second screen will allow you to configure the behavior of the replicator when an item that is new on the Outlook side.



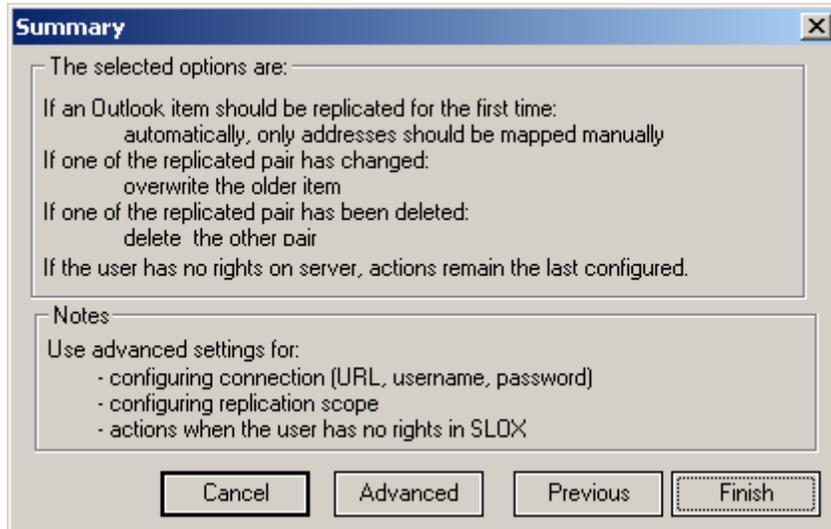
- The third screen will allow you to configure the conflict resolution strategy for the situation where an item has been changed (the copies on client and server differ)



- The fourth screen will allow you to configure the conflict resolution strategy for the situation where an item has been deleted on either part.

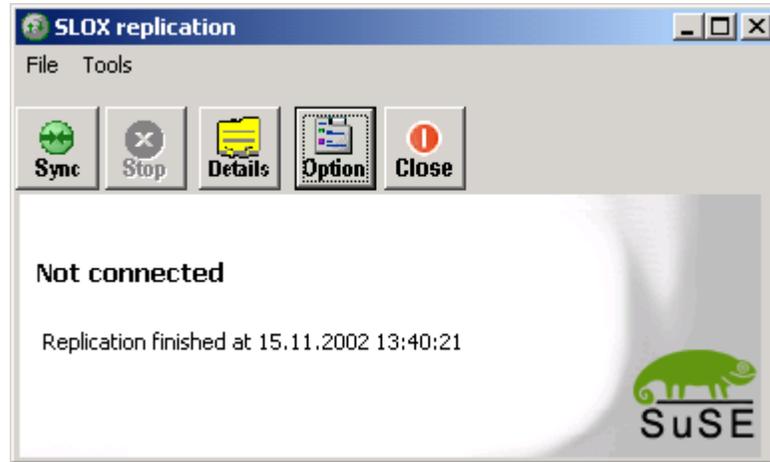


- Finally, a summary screen will allow you to see the settings and to finely tune the replicator using the advanced configuration menu (click on the 'Advanced' button)



II. Configuration

A. The User Interface



Sync button – starts a replication (inactive during a replication)

Stop button – stops a running replication (inactive when the replication is not running)

Details – shows and hides the details window, that shows the replication progress messages. The application would look like:

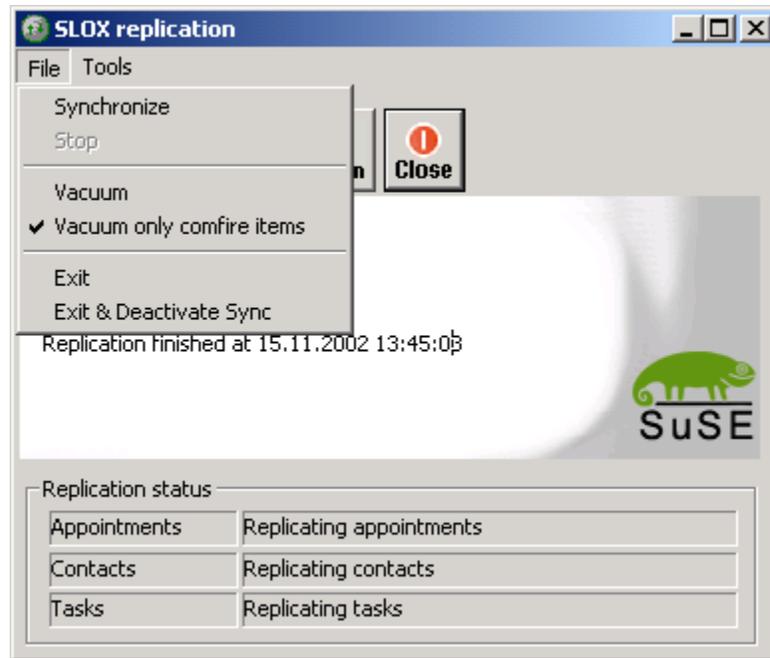


Option – starts the settings wizard described in chapter I

Close – Closes the window and minimizes the replicator to the system tray.

There are two menus too:

a) file menu:



This menu has the following options:

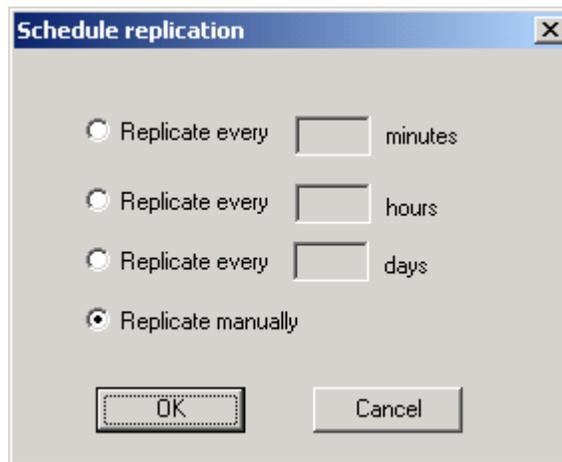
- **Synchronize**: same as the Sync button in the main screen
- **Stop**: same as the Stop button in the main screen
- **Vacuum**: deletes all checked items (see the Tools menu) from Outlook. It is different from an ordinary deletion because it also resets the mappings, so that a new synchronization would fetch all items from SLOXS into Outlook, and the Outlook would have a fresh copy of the server.
- **Vacuum only SLOX items**: this menu item can be checked in order to select whether the SLOX or non-SLOX items should be vacuumed (the distinction is made based on item's form type).
- **Exit**: same as Close button in the main screen

b) Tools menu



This menu has the following options:

- **Conflict solving wizard:** same effect as the 'Option' button in the main screen
- **Options:** starts the settings dialog (advanced settings)
- **Replication scheduling:** starts the dialog for scheduling the replication



The user may choose that the replication occurs at a certain rate or that it should be done manually (unscheduled).

- **Items to replicate:** starts the dialog that allows the user to define which items should be replicated and which shouldn't



- **Items to vacuum:** starts the dialog that allows the user to define which items should be vacuumed by the next vacuum command (see the File menu) and which shouldn't



B. The settings dialog

Configure replicator settings

General options

End point URL:

Username:

Password:

Replicate all items

Replicate only items created/modified since:

Replication conflicts settings

When from a pair of previously replicated items one or both have changed

When from a pair of previously replicated items the one from Outlook has been deleted

When from a pair of previously replicated items the one from SLOX has been deleted

When an Outlook item has never been replicated before

1. End point URL:

The URL of the Soap web service

2. Username & Password:

The SLOX login & password

3. Replicate all items:

If this option is checked all items from both SLOX and Outlook will be retrieved and replicated

4. Replicate only items created/modified since 'DATE'

If this option is checked, from both SLOX and Outlook, only items that were created/modified since the date specified will be retrieved and replicated. (this is useful when you want to replicate only items created/modified since the last replication)

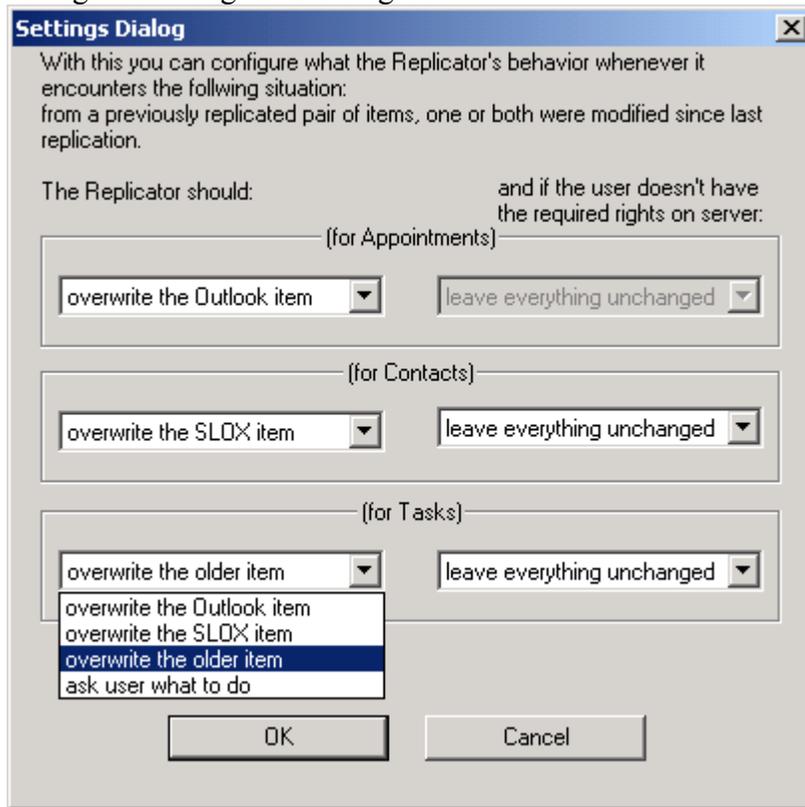
5. Replication conflicts settings:

This settings affect the Replicator's behavior whenever it encounters special situations. These special situations represent potential conflicts, and you can access their settings dialog through their corresponding  button.

5.a. Overwrite in SLOX vs. Overwrite in Outlook

This situation is encountered by the Replicator whenever there is a pair of previously replicated items (*one in SLOX and in Outlook*) that are not identical (*i.e. one or both have changed*). Obviously one of them must be overwritten in order to maintain the consistency between the items in SLOX and Outlook.

The settings that coordinate the Replicator's actions in such situations can be configured through this dialog box*:



The possible Replicator actions you can configure are:

- a) overwrite the Outlook item
- b) overwrite the SLOX item
- c) overwrite the older item
- d) ask user what to do

These actions can be configured individually for each type of items.

Also for the actions which will/might affect the SLOX item (namely b,c and d), and for which you need rights in SLOX, in the right side you can configure the Replicator's alternate action when you don't have these required rights.

These possible alternate actions (for which rights are not required) are:

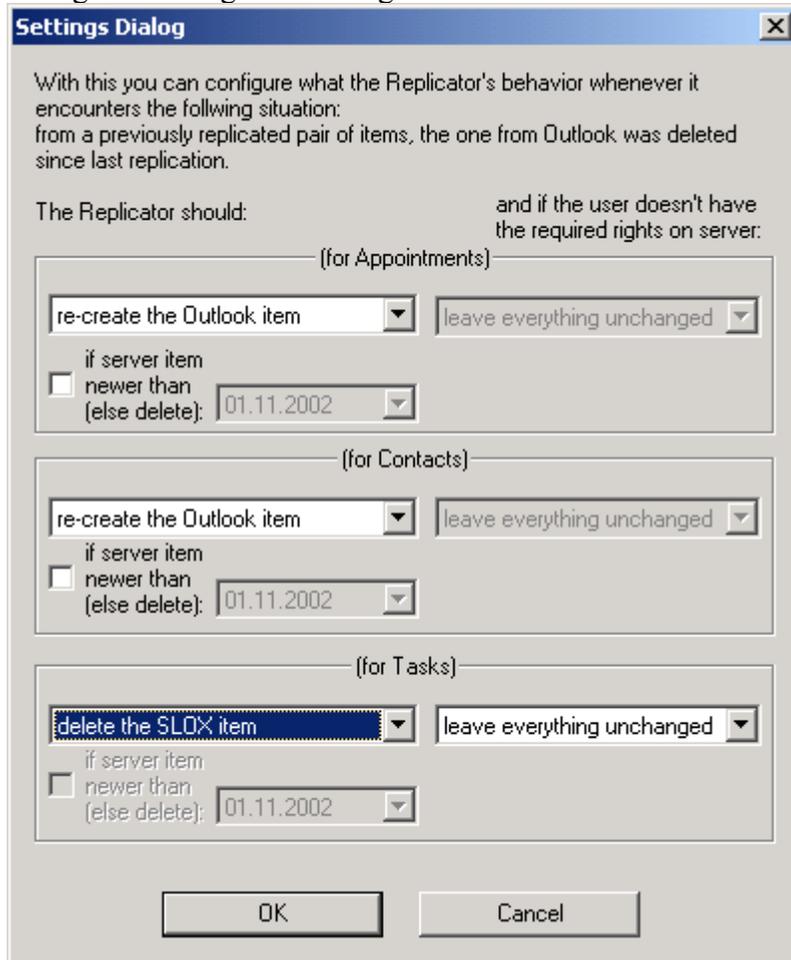
- overwrite the Outlook item
- ask the user what to do
- leave everything unchanged

* this dialog box is popped up when in the main settings dialog you press the "Configure>>" button of the section marked *When from a pair of replicated items one or both have changed*

5.b. Delete from SLOX vs. Re-create in Outlook

This situation is encountered by the Replicator when from a pair of previously replicated items, the Outlook item has been deleted. The Replicator's dilemma in this case is whether to delete the SLOX item too or to re-create the Outlook item.

The settings that coordinate the Replicator's actions in such situations can be configured through this dialog box*:



The possible Replicator actions you can configure are:

- a) re-create the Outlook item, with its 2 sub-options:
 - a1. if the server item is newer than a specified date or delete otherwise
 - a2. regardless of the server item status
- b) delete the SLOX item
- c) ask user what to do

These actions can be configured individually for each type of items.

Also for the actions which will/might affect the SLOX item (namely b and c), and for which you need rights in SLOX, in the right side you can configure the Replicator's alternate action when you don't have these required rights.

These possible alternate actions (for which no rights are required) are:

- re-create the Outlook item

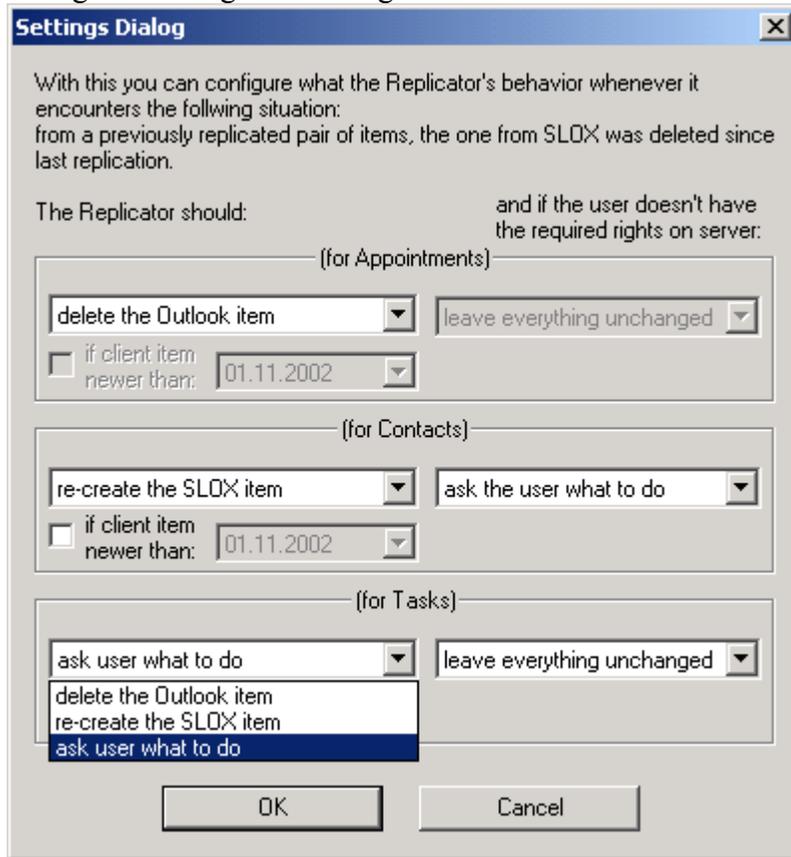
* this dialog box is popped up when in the main settings dialog you press the "Configure>>" button of the section marked *When from a pair of replicated items the one from Outlook has been deleted*

- ask the user what to do
- leave everything unchanged

5.c. Re-create in SLOX vs. Delete from Outlook

This situation is encountered by the Replicator when from a pair of previously replicated items, the SLOX item has been deleted. The Replicator's dilemma in this case is whether to delete the Outlook item too or to re-create the SLOX item.

The settings that coordinate the Replicator's actions in such situations can be configured through this dialog box* :



The possible Replicator actions you can configure are:

- delete the Outlook item
- re-create the SLOX item, with its 2 sub-options:
 - if the client item is newer than a specified date
 - regardless of the client item status
- ask user what to do

These actions can be configured individually for each type of items.

Also for the actions which will/might affect the SLOX item (namely b and c), and for which you need rights in SLOX, in the right side you can configure the Replicator's alternate action when you don't have these required rights.

These possible alternate actions (for which no rights are required) are:

- delete the Outlook item

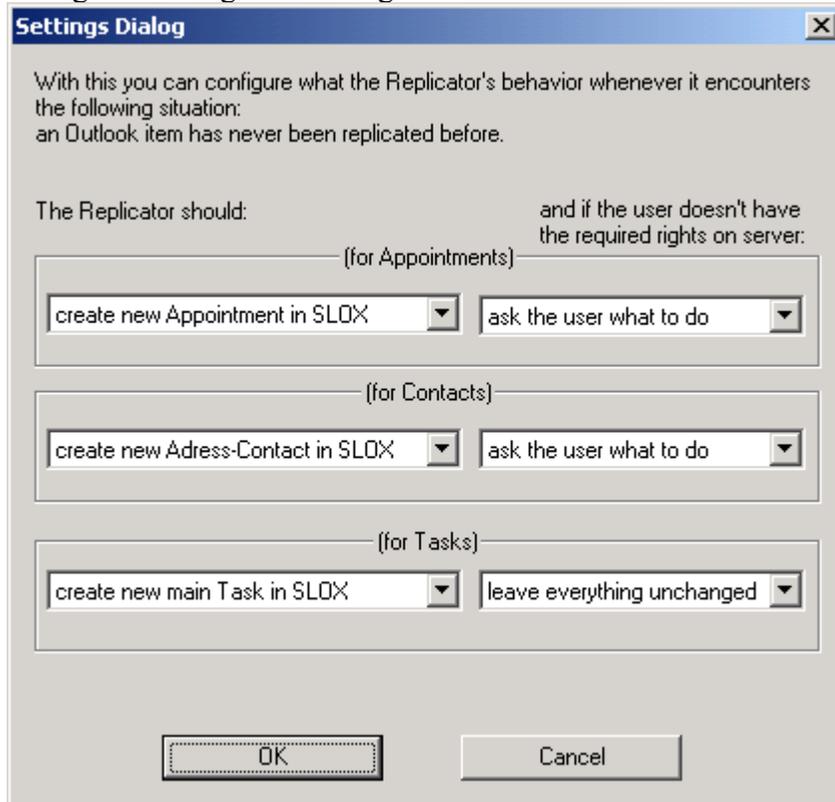
* this dialog box is popped up when in the main settings dialog you press the "Configure>>" button of the section marked *When from a pair of replicated items the one from SLOX has been deleted*

- ask the user what to do
- leave everything unchanged

5.d. Never replicated before – create in SLOX vs. delete from Outlook

This situation is encountered by the Replicator when it finds an item in Outlook that was never replicated before. The Replicator's dilemma in this case is whether to delete the Outlook item or to create a new SLOX corresponding item as well.

The settings that coordinate the Replicator's actions in such situations can be configured through this dialog box* :



The possible Replicator actions you can configure are:

- a) delete the Outlook item
- b) create new SLOX item**
- c) ask user what to do

These actions can be configured individually for each type of items.

Also for the actions which will/might affect the SLOX item (namely b and c), and for which you need rights in SLOX, in the right side you can configure the Replicator's alternate action when you don't have these required rights.

These possible alternate actions (for which no rights are required) are:

- delete from Outlook
- ask the user what to do
- leave everything unchanged

* this dialog box is popped up when in the main settings dialog you press the "Configure>>" button of the section marked *When an Outlook item has never been replicated before*.

** this option differs with respect to the item type

C. Replicator behavior and possible outcomes

The variables that are considered by the Replicator in a replication are:

- the general settings (*replicate all, replicate only...*)
- the type of items that are replicated (appointments, contacts or tasks)
- the settings for the actions to be taken on conflicts
- the settings for alternate actions in case of actions that conflict with the rights on server

The following sections will detail Replicator's actions with respect to each possible combination of these variables.

The pattern that will be followed is:

```
conflict type = [Overwrite | Outlook deleted | SLOX deleted]
  type of items = [ Appointments | Contacts | Tasks]
    option1 for conflict
      [sub-option 1 for 'no-rights' situation
       sub-option 2 for 'no-rights' situation
       ...]
    option2 for conflict
    ....
```

1. Overwrite SLOX vs. Overwrite Outlook

a) Appointments

The action taken by the Replicator for this combination of item type – conflict type is determined by the value of the red emphasized combo box below:



For the settings when the user must have WRITE rights for Appointments on server in order to overwrite the SLOX item, if he/she doesn't not have these rights the blue emphasized combobox determines what action is to be taken. We will refer to this setting as the *alternate action*.

When two items are compared and found to be different, if the option chosen in the combo is:

a.1) *overwrite the Outlook item*

the Outlook item will automatically be overwritten without any warning with the value of the SLOX item.

there is no rights requirement for this action since it doesn't affect anything on server (you cannot select an alternate action anyway, because when this action is chosen the alternate action combobox is disabled)

a.2) *overwrite the SLOX item*

the SLOX item will be overwritten without any warning with the values of the Outlook item.

What if no rights: if the user does not have the required rights, the alternate action decides what to do next.

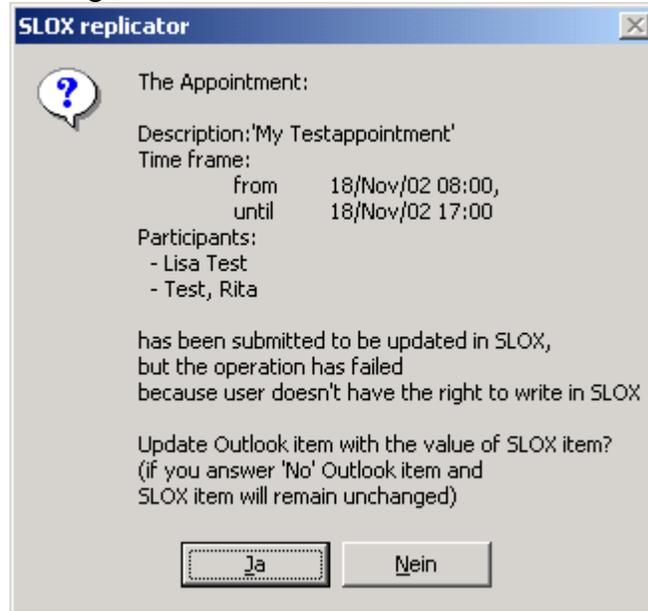
If the user doesn't have WRITE rights and the alternate action is

- **overwrite the Outlook item**

the Outlook item is automatically overwritten with the values of the SLOX item

- **ask user what to do**

the user is prompted to choose from the 2 alternatives with a message box like this:



and the user can choose what action is to be taken for each particular pair of items

- **leave everything unchanged**

both the SLOX and Outlook items will remain unchanged in this replication

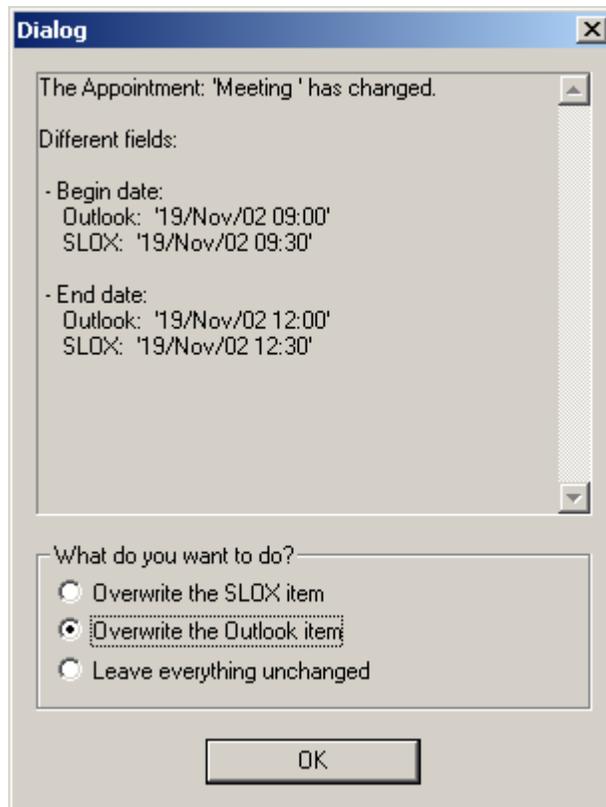
a.3) overwrite the older item

the values of the last-modification-timestamp field of the items are compared to determine which one is older, and then the older one is overwritten with the values of the other one.

If the SLOX Appointment is the older one, and therefore it must be overwritten, but the user doesn't have WRITE rights on server, the same thing must be expected as for **a.2)** (section: *What if no rights*)

a.4) ask user what to do

the user is prompted to choose from possible outcomes with a dialog box like the one below:



and can decide which action to be taken for each pair of different items. If the user doesn't have WRITE rights on server then the only two alternatives left would be to overwrite the Outlook or to leave everything unchanged, so the alternate action is automatically taken by the Replicator in this case. The same behavior should be expected as in **a.2)** (section: *What if no rights*)

Special case:

If the update fails because of a server error, the user is prompted with a message like:



b) Contacts

Similar as for Appointments, the action taken by the Replicator for this combination of item type – conflict type is determined by the value of the red emphasized combo box below:



The **overwrite SLOX item** action, either direct or indirect (overwrite older when the SLOX item is the older one) has a different significance for Contacts. This difference comes from the fact that an Outlook Contact has in SLOX 2 corresponding items an Address and a Contact. So an Outlook Contact is logically separated in 2 parts: the Business part (which corresponds to SLOX Address) and Personal part (which corresponds to SLOX Contact).

The replicator is able to recognize (on Outlook side) which part of the address is modified and due to that we have the following cases:

case 1: only the Personal part is modified

case 2: the Business part is modified.

Also the WRITE rights on server for Addresses and Contacts are separated, so there can be situations when the user has WRITE rights for Contacts only, but the Business part is modified or the Personal part as well (**case 2**), and so the Replicator's actions will be detailed for each possible combination.

When two items are compared and found to be different, if the option chosen in the combo is:

b.1) overwrite the Outlook item

the Outlook item will automatically be overwritten without any warning with the value of the SLOX item.

there is no rights requirement for this action since it doesn't affect anything on server (you cannot select an alternate action anyway, because when this action is chosen the alternate action combobox is disabled)

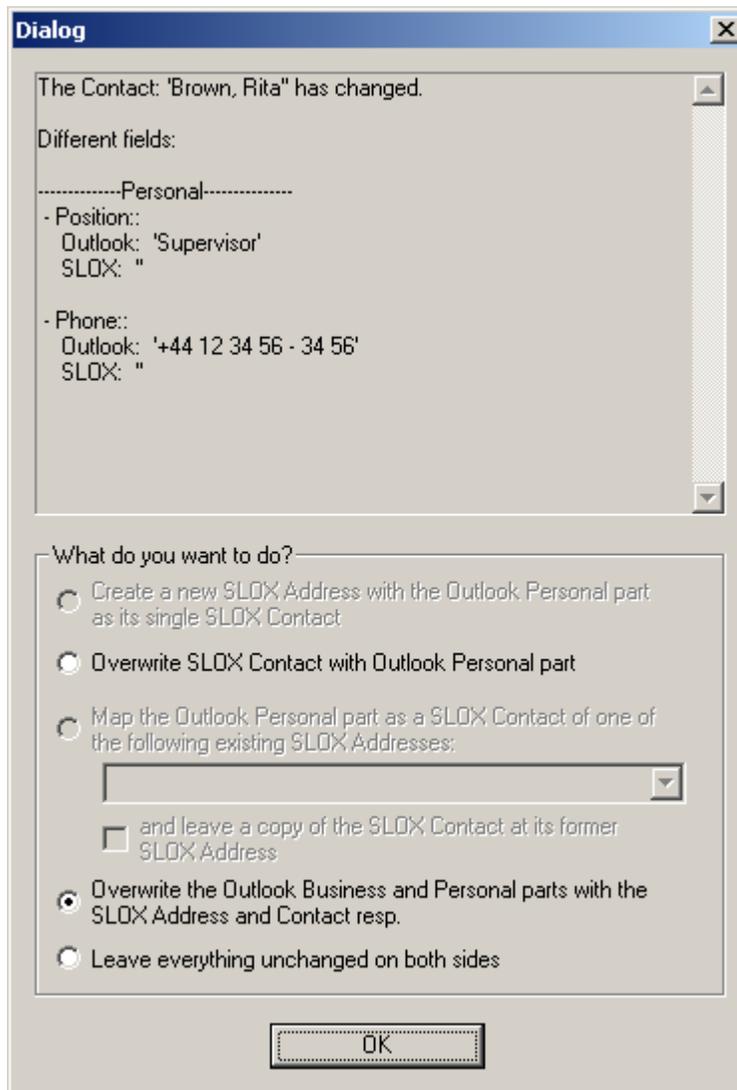
b.2) overwrite the SLOX item

The Replicator's action depends upon the 2 modification case presented above. If only the Personal part is modified (case1) then the SLOX Contact is automatically overwritten with the Outlook Personal part. For the second case a dialog box like the one below is shown.

The possible actions the user can choose are:

- to create a new SLOX Address with information from the Outlook Contact's Business part that will have a single Contact assigned, with information from the Outlook Contact's Personal part.*

* this option is disabled is the SLOX Address is identical with the Outlook Contact's Business Part



- to overwrite the SLOX Address with the information of the Outlook Contact's Business part and the SLOX Contact with information from the Outlook Personal part*. This option has a hidden side effect: since in SLOX more Contacts can share the same Address, if the Address that is overwritten has other Contact(s) besides the current one, then at the next replication these Contacts will appear to be different from their corresponding Outlook versions from Replicator's point of view and it will prompt the same dialog box for all these Contacts.
- to map the Outlook Personal part as a new SLOX Contact for one of the already existing SLOX Addresses. The user can choose from one of the Addresses of the combobox. The combobox has two parts, the first part which contains the Addresses that are similar with the Outlook Business part and the second part which contains the rest of existing SLOX Addresses. This operation actually *moves* the contact from one Address to another, but if you would like to leave a copy of the original contact at its

* this option is disabled if the SLOX Address is identical with the Outlook Business part

Address then you can check the checkbox under the combo, and the Replicator will do that.

- to overwrite the whole Outlook Contact with the values from the SLOX Address-Contact
- to leave everything unchanged on both sides

The user might not have the required rights to perform all these actions on server, so normally the alternate action should rule what's to be done, but due to the fuzziness of the **overwrite** concept for Contacts the alternate action is considered only when the Address-Business part are different (and the user doesn't have WRITE rights for both Addresses and Contacts). The reason for this is that if the user has rights for Contacts on server he/she can still must be allowed to overwrite only the Contact or to map the Contact to another Address.

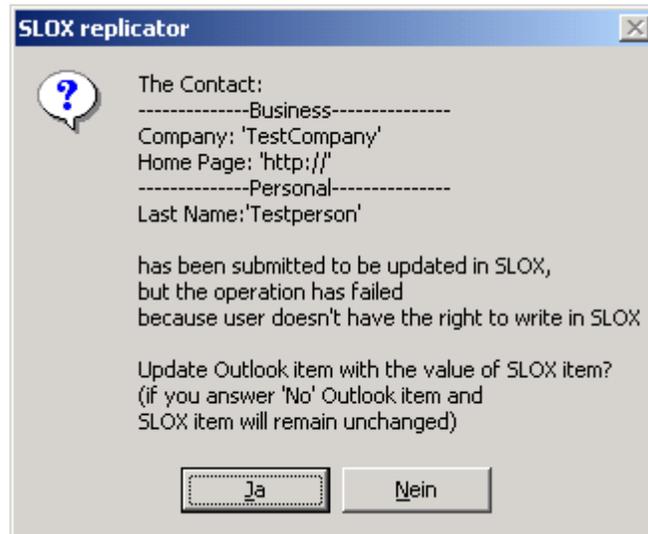
So if the Address-Business part are different and the user does not have the required rights for neither Addresses nor Contacts, and the alternate action is

- **overwrite the Outlook item**

the Outlook item is automatically overwritten with the values of the SLOX item

- **ask user what to do**

the user is prompted to choose from the 2 alternatives with a message box like this:



and the user can choose what action is to be taken for each particular pair of items

- **leave everything unchanged**

both the SLOX and Outlook items will remain unchanged in this replication

b.3) overwrite the older item

the values of the last-modification-timestamp field of the items are compared to determine which one is older, and then the older one is overwritten with the values of the other one.

If the older one is the Outlook item then it will be overwritten without any further warning.

If the older item is the one from SLOX then it is treated by the Replicator exactly as in ***b.2)***

b.4) ask user what to do

the user is prompted with the same dialog as in ***b.2)*** with the difference that the dialog is prompted regardless of the user's rights on server, so the alternate action has no effect in this case since all possible actions are present in the dialog.

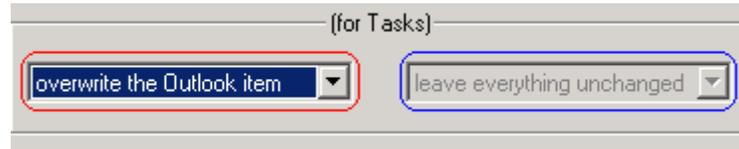
Special case:

If the update fails because of a server error, the user is prompted with a message like:



c.) Tasks

The action taken by the Replicator for this combination of item type – conflict type is determined by the value of the red emphasized combo box below:



The blue emphasized combobox determines the alternate action that is to be taken when the user does not have WRITE rights on server for Tasks.

When two items are compared and found to be different, if the option chosen in the combo is:

c.1) *overwrite the Outlook item*

the Outlook item will automatically be overwritten without any warning with the value of the SLOX item.

there is no rights requirement for this action since it doesn't affect anything on server (you cannot select an alternate action anyway, because when this action is chosen the alternate action combobox is disabled)

c.2) *overwrite the SLOX item*

the SLOX item will be overwritten without any warning with the values of the Outlook item.

What if no rights: if the user does not have the required rights, the alternate action decides what to do next.

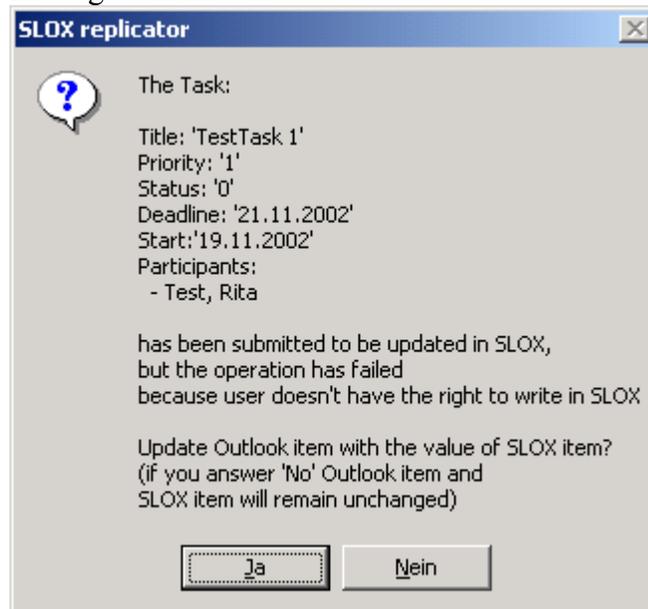
If the user doesn't have WRITE rights and the alternate action is

- **overwrite the Outlook item**

the Outlook item is automatically overwritten with the values of the SLOX item

- **ask user what to do**

the user is prompted to choose from the 2 alternatives with a message box like this:



and the user can choose what action is to be taken for each particular pair of items

- **leave everything unchanged**

both the SLOX and Outlook items will remain unchanged in this replication

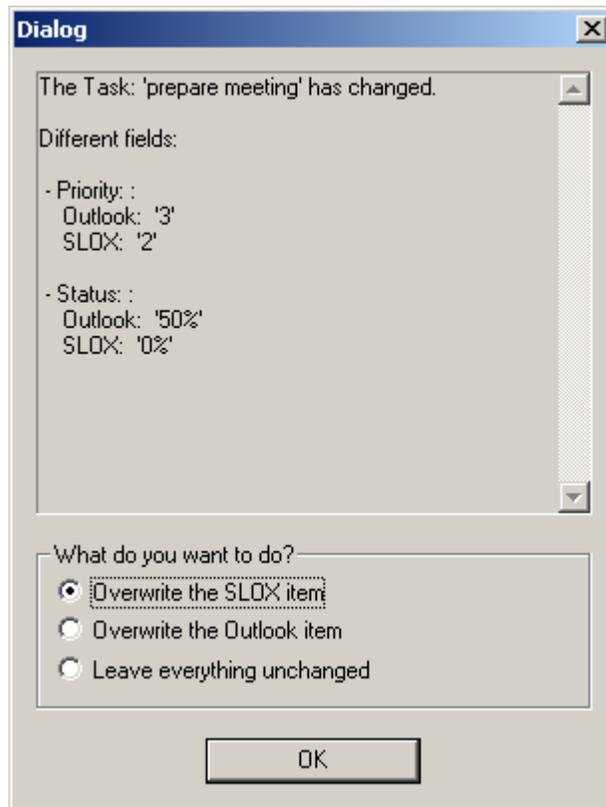
c.3) overwrite the older item

the values of the last-modification-timestamp field of the items are compared to determine which one is older, and then the older one is overwritten with the values of the other one.

If the SLOX Appointment is the older one, and therefore it must be overwritten, but the user doesn't have WRITE rights on server, the same thing must be expected as for **c.2)** (section: *What if no rights*)

c.4) ask user what to do

the user is prompted to choose from possible outcomes with a dialog box like the one below:



and can decide which action to be taken for each pair of different items.

If the user doesn't have WRITE rights on server then the only two alternatives left would be to overwrite the Outlook or to leave everything unchanged, so the alternate action is automatically taken by the Replicator in this case. The same behavior should be expected as in **c.2)** (section: *What if no rights*)

Special case:

If the update fails because of a server error, the user is prompted with a message like:



2. Delete from SLOX vs. Re-create in Outlook

a) Appointments.

The action taken by the Replicator for this combination of item type – conflict type is determined by the value of the red emphasized combo box below:



For the settings when the user must have DELETE rights for Appointments on server in order to delete the SLOX Appointment, if he/she doesn't not have these rights the blue emphasized combobox determines the alternate action that is to be taken by the Replicator.

When from a previously replicated pair of items, the one from Outlook is missing, if the option chosen in the combo is:

a.1) re-create the Outlook item

the Outlook item will automatically be re-created with the values from the SLOX item.

For this option the user also has the possibility to condition the re-creation by checking the checkbox and entering a limit date in the date chooser. By enabling this, the re-creation of the item is performed only if the SLOX item has been modified after the specified date. If the condition is not satisfied the deletion of the SLOX item is done automatically. If the user doesn't have the required rights see **a.2)** below (*section What if no rights*)

If the checkbox is left unchecked the re-creation is done regardless of the SLOX item's modification date.

a.2) delete the SLOX item

the SLOX item will be deleted without any further warning.

What if no rights: if the user does not have the required rights, the alternate action decides what to do next.

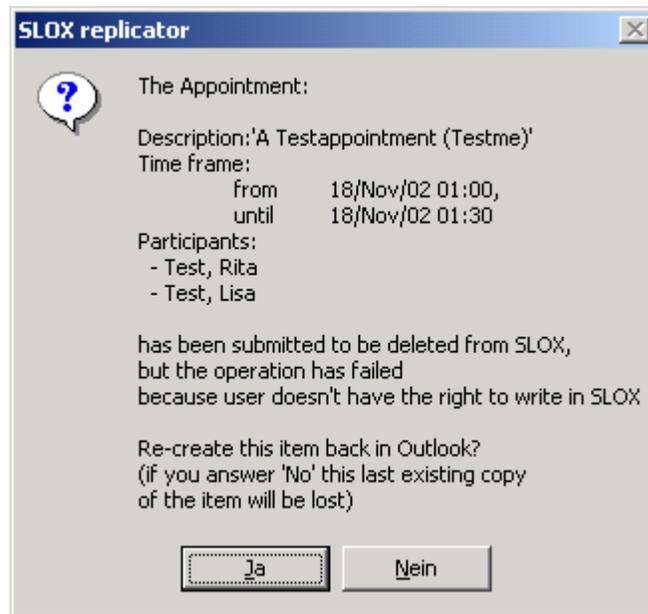
If the user doesn't have DELETE rights and the alternate action is

- **re-create the Outlook item**

the Outlook item is automatically re-created

- **ask user what to do**

the user is prompted to choose from the 2 alternatives with a message box like this:

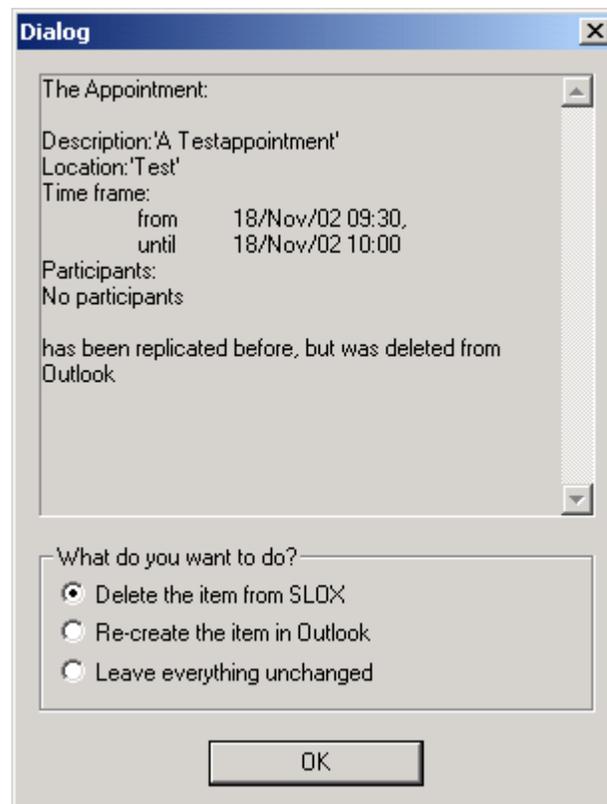


and the user can choose what action is to be taken for each particular case

- **leave everything unchanged**
nothing changes on both sides

a.3) ask user what to do

the user is prompted to choose from possible outcomes with a dialog box like the one below:



and can decide which action to be taken for each situation.

If the user doesn't have DELETE rights on server then the only two alternatives left would be to re-create the Outlook item or to leave everything unchanged, so the alternate action is automatically taken by the Replicator in this case. The same behavior should be expected as in **a.2)** (section: *What if no rights*)

Special case:

If the deletion fails because of a server error, the user is prompted with a message like:



b.) Contacts

Similar as for Appointments, the action taken by the Replicator for this combination of item type – conflict type is determined by the value of the red emphasized combo box below:



For this kind of conflict the situation for Contacts is not as complicated as for the overwrite conflict. The reason is that SLOX Addresses cannot be deleted from the Replicator, in other words if the Replicator must delete a Contact only the Contact is deleted from SLOX, the Addresses are simply not reachable for deletion to the Replicator.

For the settings when the user must have DELETE rights for Contacts on server in order to delete the SLOX item, if he/she doesn't not have these rights the blue emphasized combobox determines the alternate action that is to be taken by the Replicator.

When from a previously replicated pair of items, the one from Outlook is missing, if the option chosen in the combo is:

b.1) re-create the Outlook item

the Outlook Contact will automatically be re-created with the values from the SLOX Address-Contact item.

For this option the user also has the possibility to condition the re-creation by checking the checkbox and entering a limit date in the datechooser. By enabling this, the re-creation of the item is performed only if the SLOX Contact has been modified after the specified date. If the condition is not satisfied the deletion of the SLOX item is done automatically. If the user doesn't have the required rights see **b.2)** below (section *What if no rights*)

If the checkbox is left unchecked the re-creation is done regardless of the SLOX item's modification date.

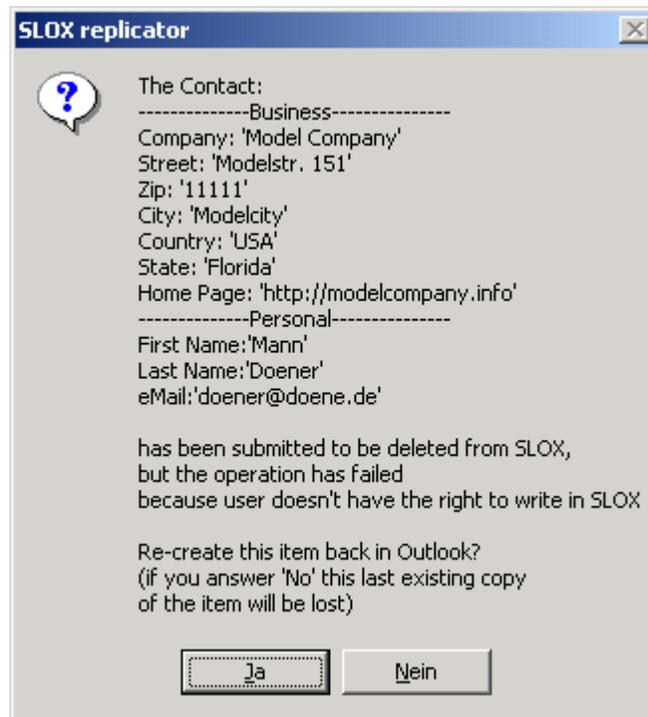
b.2) delete the SLOX item

the SLOX Contact will be deleted without any further warning.

What if no rights: if the user does not have the required rights, the alternate action decides what to do next.

If the user doesn't have DELETE rights and the alternate action is

- **re-create the Outlook item**
the Outlook item is automatically re-created
- **ask user what to do**
the user is prompted to choose from the 2 alternatives with a message box like this:

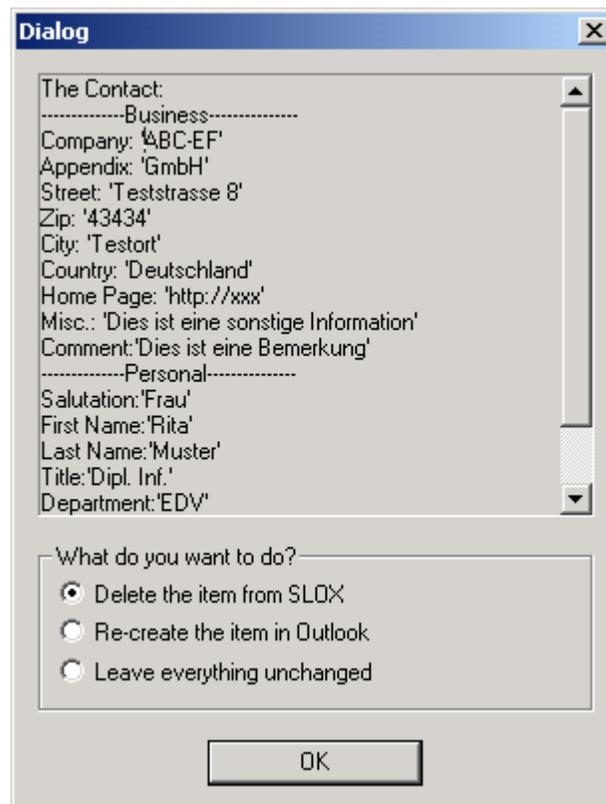


and the user can choose what action is to be taken for each particular case

- **leave everything unchanged**
nothing changes on both sides

b.3) ask user what to do

the user is prompted to choose from possible outcomes with a dialog box like the one below:



and can decide which action to be taken for each situation.

If the user doesn't have DELETE rights on server then the only two alternatives left would be to re-create the Outlook item or to leave everything unchanged, so the alternate action is automatically taken by the Replicator in this case. The same behavior should be expected as in **b.2)** (section: *What if no rights*)

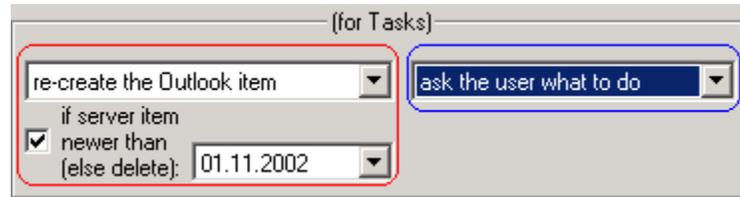
Special case:

If the update fails because of a server error, the user is prompted with a message like:



c.) Tasks

The action taken by the Replicator for this combination of item type – conflict type is determined by the value of the red emphasized combo box below:



For the settings when the user must have DELETE rights for Tasks on server in order to delete the SLOX item, if he/she doesn't not have these rights the blue emphasized combobox determines the alternate action that is to be taken by the Replicator.

When from a previously replicated pair of items, the one from Outlook is missing, if the option chosen in the combo is:

c.1) re-create the Outlook item

the Outlook Task will automatically be re-created with the values from the SLOX item.

For this option the user also has the possibility to condition the re-creation by checking the checkbox and entering a limit date in the datechooser. By enabling this, the re-creation of the item is performed only if the SLOX Task has been modified after the specified date. If the condition is not satisfied the deletion of the SLOX item is done automatically. If the user doesn't have the required rights see ***c.2)*** below (section *What if no rights*)

If the checkbox is left unchecked the re-creation is done regardless of the SLOX item's modification date.

c.2) delete the SLOX item

the SLOX item will be deleted without any further warning.

What if no rights: if the user does not have the required rights, the alternate action decides what to do next.

If the user doesn't have DELETE rights and the alternate action is

- **re-create the Outlook item**
the Outlook item is automatically re-created..
- **ask user what to do**
the user is prompted to choose from the 2 alternatives with a message box like this:



and the user can choose what action is to be taken for each particular case

- **leave everything unchanged**
nothing changes on both sides

c.3) *ask user what to do*

the user is prompted to choose from possible outcomes with a dialog box like the one below:



and can decide which action to be taken for each situation.

If the user doesn't have DELETE rights on server then the only two alternatives left would be to re-create the Outlook item or to leave everything unchanged, so the alternate action is automatically taken by the Replicator in this case. The same behavior should be expected as in c.2) (section: *What if no rights*)

Special case:

If the update fails because of a server error, the user is prompted with a message like:



3. Re-create in SLOX vs. Delete from Outlook

b) Appointments.

The action taken by the Replicator for this combination of item type – conflict type is determined by the value of the red emphasized combo box below:



For the settings when the user must have WRITE rights for Appointments on server in order to re-create the SLOX Appointment, if he/she doesn't not have these rights the blue emphasized combobox determines the alternate action that is to be taken by the Replicator.

When from a previously replicated pair of items, the one from SLOX is missing, if the option chosen in the combo is:

a.1) delete the Outlook item

the Outlook item will automatically be deleted

a.2) re-create the SLOX item

the SLOX item will be re-created automatically.

For this option the user also has the possibility to condition the re-creation by checking the checkbox and entering a limit date in the datechooser. By enabling this, the re-creation of the item is performed only if the SLOX item has been modified after the specified date.

If the checkbox is left unchecked the re-creation is done regardless of the SLOX item's modification date.

What if no rights: if the user does not have the required rights, the alternate action decides what to do next.

If the user doesn't have DELETE rights and the alternate action is

- **delete the Outlook item**
the Outlook item is automatically deleted
- **ask user what to do**
the user is prompted to choose from the 2 alternatives with a message box like this:

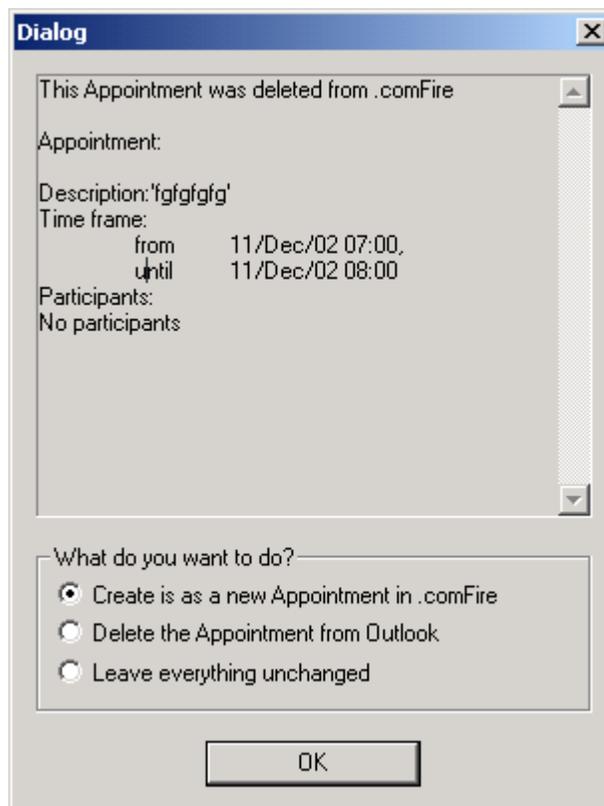


and the user can choose what action is to be taken for each particular case

- **leave everything unchanged**
nothing changes on both sides

a.3) ask user what to do

the user is prompted to choose from possible outcomes with a dialog box like the one below:



and can decide which action to be taken for each situation.

If the user doesn't have WRITE rights on server then the only two alternatives left would be to delete the Outlook item or to leave everything unchanged, so the

alternate action is automatically taken by the Replicator in this case. The same behavior should be expected as in **a.2)** (section: *What if no rights*)

Special case:

If the update fails because of a server error, the user is prompted with a message like:



b.) Contacts

The action taken by the Replicator for this combination of item type – conflict type is determined by the value of the red emphasized combo box below:



(for Contacts)

ask user what to do

delete the Outlook item

if client item newer than: 01.11.2002

For this kind of conflict the situation for Contacts is quite similar with the overwrite conflict, in the sense that everything is pretty much the same except of the fact that the option for overwriting the SLOX Contact or Address is missing.

For the settings when the user must have WRITE rights for Contacts or Addresses on server in order to create in SLOX, if he/she doesn't not have these rights the blue emphasized combobox determines the alternate action that is to be taken by the Replicator.

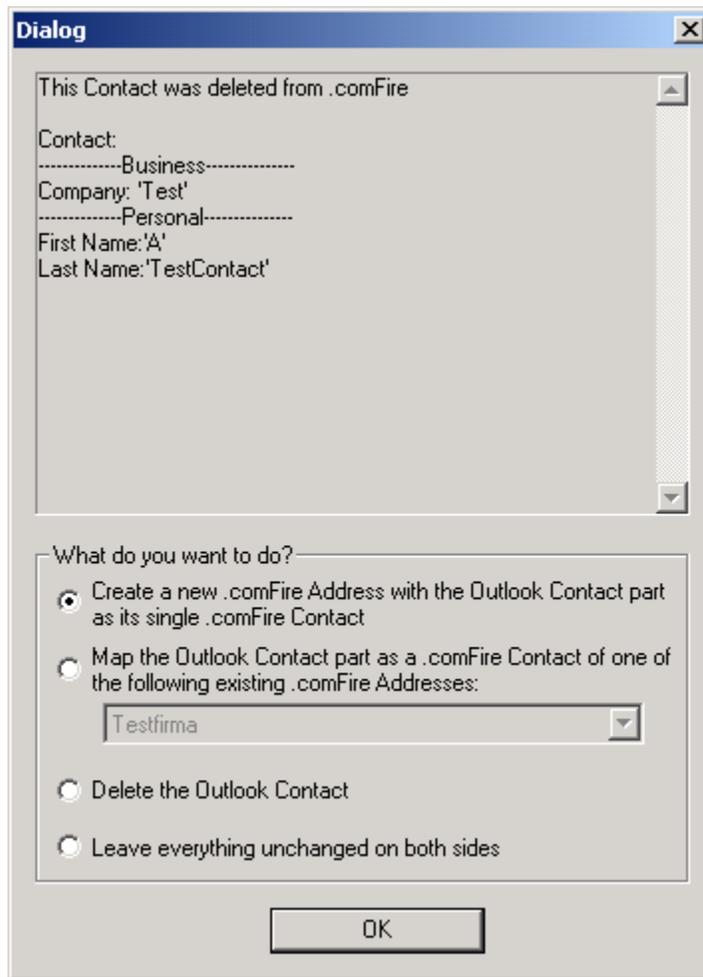
When from a previously replicated pair of items, the one from SLOX is missing, if the option chosen in the combo is:

b.1) delete the Outlook item

the Outlook Contact will automatically be deleted.

b.2) re-create the SLOX item

since there are more than one meanings for creating a Contact in SLOX the user is prompted with a dialog box like this:



and as you can see it is very similar to the dialog presented in *1.b.2)* and with the differences that the *overwrite SLOX* option is missing and the *overwrite Outlook* option has been replaced with *Delete the Outlook Contact*.

The possible actions the user can choose are:

- to create a new SLOX Address with information from the Outlook Contact's Business part that will have a single Contact assigned, with information from the Outlook Contact's Personal part*.
- to map the Outlook Personal part as a new SLOX Contact for one of the already existing SLOX Addresses. The user can choose from one of the Addresses of the combobox. The combobox has the same content as described in *1.b.2)*
- Delete the Outlook Contact too
- leave everything unchanged

For this option the user also has the possibility to condition the re-creation by checking the checkbox and entering a limit date in the datechooser. By enabling this, the re-creation of the item is performed only if the Outlook Contact is newer than the specified date.

If the checkbox is left unchecked the re-creation is done regardless of the Outlook Contact's modification date.

* this option is disabled when the user doesn't have WRITE rights for Addresses

If the user does not have WRITE rights for Contacts in SLOX, then the alternate action decides what to do next:

- **delete the Outlook item**
the Outlook item is automatically deleted
- **ask user what to do**
the user is prompted to choose from the 2 alternatives with a message box like this:



and the user can choose what action is to be taken for each particular case

- **leave everything unchanged**
nothing changes on both sides

b.3) ask user what to do

due to the multiple meanings of the *create Contact in SLOX* the user is prompted this option is identical with **b.2)** except the fact that the user is prompted with the dialog regardless of the Outlook Contact's modification date.

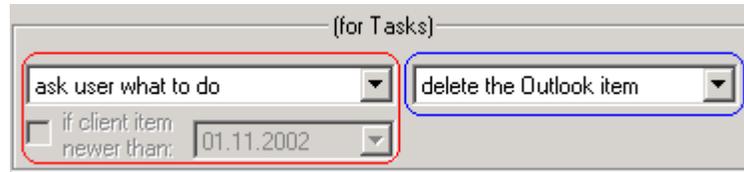
Special case:

If the update fails because of a server error, the user is prompted with a message like:



c.) Tasks

The action taken by the Replicator for this combination of item type – conflict type is determined by the value of the red emphasized combo box below:



For the settings when the user must have WRITE rights for Tasks on server in order to re-create the SLOX item, if he/she doesn't not have these rights the blue emphasized combobox determines the alternate action that is to be taken by the Replicator.

When from a previously replicated pair of items, the one from SLOX is missing, if the option chosen in the combo is:

c.1) *delete the Outlook item*

the Outlook Task will automatically be deleted

c.2) *re-create the SLOX item*

the SLOX item will be automatically re-created as a SLOX Task.

For this option the user also has the possibility to condition the re-creation by checking the checkbox and entering a limit date in the datechooser. By enabling this, the re-creation of the item is performed only if the Outlook Task has been modified after the specified date.

If the checkbox is left unchecked the re-creation is done regardless of the Outlook item's modification date.

What if no rights: if the user does not have the required rights, the alternate action decides what to do next:

- **delete the Outlook item**
the Outlook item is automatically deleted.
- **ask user what to do**

the user is prompted to choose from the 2 alternatives with a message box like this:

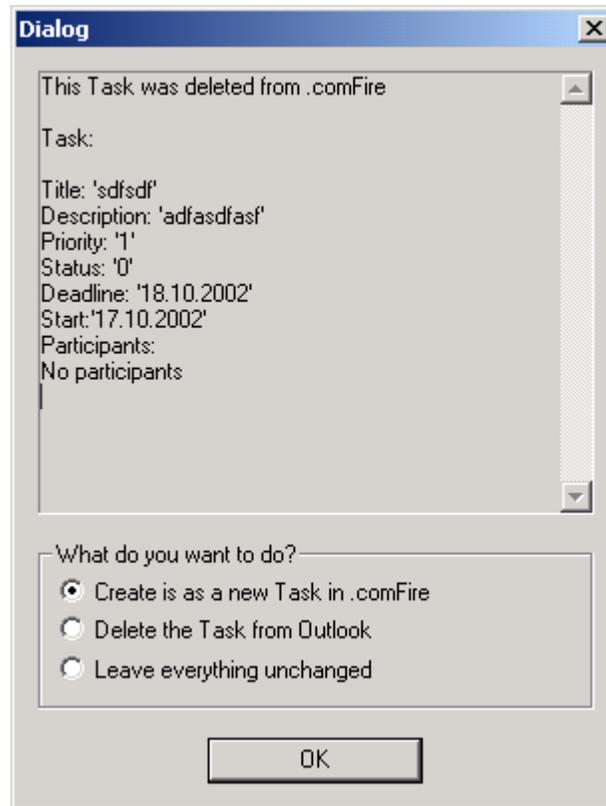


and the user can choose what action is to be taken for each particular case

- **leave everything unchanged**
nothing changes on both sides

c.3) ask user what to do

the user is prompted to choose from possible outcomes with a dialog box like the one below:



and can decide which action to be taken for each situation.

If the user doesn't have WRITE rights on server then the only two alternatives left would be to delete the Outlook item or to leave everything unchanged, so the alternate action is automatically taken by the Replicator in this case. The same behavior should be expected as in **c.2)** (section: *What if no rights*)

Special case:

If the update fails because of a server error, the user is prompted with a message like:



4. Never replicated before - create in SLOX vs. delete from Outlook

The situation here is very similar with the previous replication conflict (*re-create in SLOX vs. delete from Outlook*) with the main difference that the item doesn't exist in SLOX. The idea is to automate the creation of new SLOX items and for that there are some differences at Contacts. For Contacts the automatic SLOX action is to create a new Business-Personal.

In rest the behavior is the same as for the *re-create in SLOX vs. delete from Outlook* conflict.