

OWA Policy Handling in MachPanel

Summary

This article provide information about OWA policy handling added in MachPanel build v7.3.20

Applied To

Applies to version 7.3.20 and above

Important Note

On previous builds we create OWA policy for each mailbox, which as per Microsoft slows down Exchange server updates. As the policy options are mostly same for all mailboxes in single or mutiple organizations on platform, it was decided to improve OWA policy handling.

Details

When you updated your MachPanel to the latest build (v7.3.20) following happens:

- OWA policy settings section in Package/Addons/Templates are removed.
- Default OWA policy is created under Server Group and provisioned on Exchange Server.
- OWA policy are created under each Org too, there are 2 types, 1 that is inherited from Server Group global level and other is Custom created under Org management.
- Update checks mailbox settings in database and auto create policies under Org to assign to specific mailboxes.
- Old OWA policies assigned to Mailboxes are replaced with new shared policy value as per mailbox settings and old per mailbox policy is deleted from backend. (It may take several hours, performed in Exchange Group Jobs processing thread).
- Customer can mark a policy as default, this policy is assigned when new mailbox is created.
- Customer can change OWA policy against Mailboxes later under Org > OWA policy tab.

OWA Policy Handling

For more details about OWA Policy handling please review below KB article under the section shown in screenshot:

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<https://kb.machsol.com/Knowledgebase/52411/Management-of-Exchange-Server-Group-and-its-related-s>

- **OWA Mailbox Policies**

- o When a new server group is added, OWA policy is automatically added with default values in Database and within few minutes the policy get created on backend Exchange too. (When policy is created or modified, edit/remove buttons become disable)
- o You can also create OWA mailbox policy as provider under the Server Group Setting
- o You can give the policy name, choose your Server Group and then select Customers or select All

The screenshot shows the MachPanel interface for configuring OWA Mailbox Policies. On the left is a sidebar menu with 'Server Groups' highlighted. The main content area has a breadcrumb trail: 'Home > Service Director > Exchange Hosting > Exchange Server Groups'. Below this are tabs for 'Server Groups', 'Email Clients', 'General Settings', 'Send Connector for Relay Accepted Domains', and 'OWA Mailbox Policies' (which is selected). A search bar and an 'Add New Policy' button are visible. Below the tabs, the configuration form includes: a 'Policy Name' field with the value 'Default OWA Mailbox Policy For SG1'; an 'Is Default' checkbox that is checked; a 'Select Server Group' dropdown menu showing 'Exchange-ess2019'; and a 'Select Customer(s)' section with a search bar and two lists: 'Selectable' (containing several entries) and 'Selected' (containing 'ALL'). Navigation buttons (>I, <I, >, <) are positioned between the two lists.

- Then you can check/uncheck Communication Management resources

The screenshot shows the 'Communication Management' settings section. It features a list of communication resources with checkboxes for enabling or disabling them. The resources and their states are: 'Instant Messaging Type:' (Ocs), 'Instant Messaging:' (checked), 'Text Messaging:' (checked), 'Exchange ActiveSync:' (checked), 'Contacts:' (checked), 'Mobile device contact sync:' (checked), and 'All address lists:' (checked).

OWA Policy Handling in MachPanel

- Similarly check/uncheck resources for Information Management, Security, User Experience, Time Management, File Access and Offline Access

Information Management	
Journaling:	<input checked="" type="checkbox"/>
Notes:	<input checked="" type="checkbox"/>
Inbox Rules:	<input checked="" type="checkbox"/>
Recover deleted items:	<input checked="" type="checkbox"/>

Security	
Change Password:	<input checked="" type="checkbox"/>
Junk email filtering:	<input checked="" type="checkbox"/>

User Experience	
Themes:	<input checked="" type="checkbox"/>
Premium client:	<input checked="" type="checkbox"/>
Email signature:	<input checked="" type="checkbox"/>

Time Management	
Calendar:	<input checked="" type="checkbox"/>

File Access	
Select how users can view and access attachments from public or private computers.	
Public or shared computer:	<input checked="" type="checkbox"/> Direct file access
Private computer or OWA for Devices:	<input checked="" type="checkbox"/> Direct file access

Offline Access	
Specify how and when users can enable offline access to their email.	
Enable offline access:	<input checked="" type="radio"/> Always <input type="radio"/> Private Computer <input type="radio"/> Never

- At the end check/uncheck OWA features

Check OWA Features	2013
OWA Access On Private Computers Enabled	2013
OWA Access On Public Computers Enabled	2013
OWA Access On Mobile Computers Enabled	2013
OWA Access On Public Computers Enabled	2013
OWA Access On Private Computers Enabled	2013
OWA Access On Mobile Computers Enabled	2013
OWA Access On Public Computers Enabled	2013
OWA Access On Private Computers Enabled	2013
OWA Access On Mobile Computers Enabled	2013

OWA Policy Handling in MachPanel

- Once Save it will apply to all of the mailboxes of the customer selected while creation of this OWA Policy and can be seen under Exchange Account Management interface as shown below:

The screenshot shows the MachPanel interface for Exchange Hosting. On the left sidebar, the 'Accounts' menu item is highlighted. The main content area is titled 'Manage - #187 0000000000'. It features a navigation bar with tabs: General Settings, Mail Domains, MailBoxes, Mail Contacts, Distribution List, Wireless Service, and Rules. Below this, there's a sub-navigation bar with 'Group Actions Log', 'Calendar Permissions', 'Mailbox Templates', and 'OWA Mailbox Policies' (which is highlighted). A search bar is present. Under the 'Operations' section, there is a button 'Add New Policy'. Below that, a table lists existing policies:

Policy Name	Is Default	In Use	Options
Default OWA Mailbox Policy For SG1	Yes	Yes	Edit

- You can also create Policy under the Account management and apply to its selected mailboxes

The screenshot shows the 'Add New Policy' form in the MachPanel interface. The left sidebar is the same as the previous screenshot. The main content area is titled 'Add New Policy'. It has a navigation bar with tabs: General Settings, Mail Domains, MailBoxes, Mail Contacts, Distribution List, Wireless Service, and Rules. Below this, there's a sub-navigation bar with 'Group Actions Log', 'Calendar Permissions', 'Mailbox Templates', and 'OWA Mailbox Policies' (which is highlighted). The form includes a 'Policy Name' field with a dropdown menu showing '0000000000' and 'New Policy'. There is an 'Is Default' checkbox. Below that, there's a 'Select Mailbox(es)' section with a search bar and a list of selectable mailboxes. One mailbox, 'MBX 02 - MBX02@ (Mailbox)', is selected. To the right of the selectable list, there's a 'Selected' list showing 'MBX 01 - MBX01 (Mailbox)'.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/55774/OWA-Policy-Handling-in-MachPanel>