



IT, Hardware, Software, Laptop, Email, OLO Etc. Problems

Policy, Procedure, Contact Info. – Updated May 14, 2008

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1 Contact Policy

This document outlines the procedures for obtaining help with computer, software, phone, printer, (i.e. technical) and related problems, who to contact, and how.

1.1 For Non-Urgent Problems

In general, if the problem is NON-URGENT, you should **send an email** to the appropriate IT (or Rep Service) person(s) listed in the below sections. If you do not hear back within a reasonable period of time from the person you tried to contact, then you may call that person and/or leave a voicemail describing the problem and noting that you sent an email.

1.2 For Urgent Problems

If the problem IS URGENT (for example, you need to place an order and are unable to do so for whatever reason), **telephone** the appropriate IT/Rep Service person to have the problem resolved immediately or as soon as possible.

1.3 Business/Non-Business Hours

- ❑ During Normal Business Hours (8:00am – 6:00pm EST) when contacting by phone, please use normal Business Phone Number's.
- ❑ During Off Hours, Weekends etc. when contacting by phone, please use Cell Phone Number's as noted.
- ❑ *Normal Business Hours* are generally 8am-6pm. Certain staff people have hours that start before and end earlier, or start after and later, etc. You need to frequently refer to **QL#B34** for staff people hours as the above is just "general." To make this policy most effective for you, **LOOK at QL #B34** so that if you call Ahead there is someone to take your call during the designated hours – especially if you are looking to phone-in before 9am or after 5pm.

Please NOTE the type of problem that you are experiencing and use this document to identify the right person who can resolve your problem as soon as possible.

2 Laptop Purchase and Repair Policies

For those of you who use laptops/notebooks as their primary sales tool, please know that Ahead's policy regarding the purchase and repair of laptops is as follows:

2.1 Purchase of a Laptop

If you need a laptop, there are several options available to you:

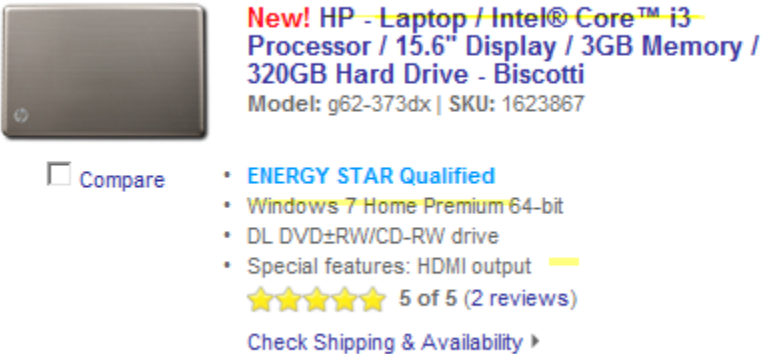
2.1.1 Option 1: Purchase Laptop Via Ahead IT Dept.


- Ahead's IT Dept. can purchase the laptop for you, configure it with Microsoft Outlook, and ship it to you. **You will be expected to repay Ahead for the cost of the laptop and software (Microsoft Office) and shipping.**

2.1.2 Option 2: Purchase Laptop Yourself

Should you wish to purchase a laptop yourself, here are some guidelines that we recommend:

- **Laptop Model/Specifications and Guidelines**

Laptop Model	<ul style="list-style-type: none"> • For the most part, there are more similarities between laptop brands than differences. We recommend HP brand but regardless of which brand, follow these guidelines when purchasing: • The laptop should be 64-bit (faster performance). It should say 64-bit in the product description. • See below picture of an HP laptop with the Intel i3 Processor (listed for \$429 at Best Buy): <div data-bbox="479 1289 1235 1640">  <p>New! HP Laptop / Intel® Core™ i3 Processor / 15.6" Display / 3GB Memory / 320GB Hard Drive - Biscotti Model: g62-373dx SKU: 1623867</p> <p><input type="checkbox"/> Compare</p> <ul style="list-style-type: none"> • ENERGY STAR Qualified • Windows 7 Home Premium 64-bit • DL DVD±RW/CD-RW drive • Special features: HDMI output <p>★★★★★ 5 of 5 (2 reviews)</p> <p>Check Shipping & Availability</p> </div>
Operating System	<ul style="list-style-type: none"> • Microsoft Windows 64-bit Home, Ultimate, or Professional Edition • Note: the Home Edition is cheaper and should suffice.

<p>Hard Disk Space Memory</p>	<ul style="list-style-type: none"> • 250G minimum. Most come with at least 320G (gigabytes) • 3G - 4G minum. That is 3 to 4 gigabytes of memory. This amount of memory will ensure that the laptop performance is not memory-bound - i.e., is faster.
<p>Software</p>	<ul style="list-style-type: none"> • Microsoft Office Home/Student Edition. Most laptops will come with a 60-DAY TRIAL version of MS Office. When you buy a laptop you will have 60 days to purchase a license. For this versio of office the license cost should be \$150 or less.
<p>Service Agreement</p>	<ul style="list-style-type: none"> • If you buy from Best-Buy you will have the option of purchasing a Service Agreement from them (probably between \$150 - \$250). This agreement is worth it if you are prone to dropping the laptop, spilling coffee on it, cracking the screen. If you are the careful type, then this agreement is probably not worth it. • Either way, should your lapto need repair, you can take it to Best Buy or a local computer repair center to be fixed.
<p>OK, I've bought the laptop, now how do I get Outlook working?</p>	<ul style="list-style-type: none"> • After you have purchased the laptop, you will need to run the Install for MS Office in order to use Outlook. • At that point, you can contact Ahead IT for help getting connected to Ahead's Exchange Mail Server and syncing Outlook with your Ahead mailbox and folders.
<p>What about Word Docs, Excel Spreadsheets, Images, PDFS, etc. that I may have on my old laptop?</p>	<ul style="list-style-type: none"> • Regardless of whether you purchase a new laptop or keep your existing laptop, you should periodically backup any important documents, images, excel spreadsheets, etc., onto an external drive (USB Drive, aka, thumb drive, portable hard drive. • For example, see: <div style="margin-top: 20px;"> <p>#1</p>  <p>SanDisk Cruzer USB flash drive - 16 GB \$18 from 187 stores - 12 nearby stores - In stock 16 GB - Capless - SanDisk Experience reliable, portable storage with a SanDisk and music at home when they'll fit in ... ★★★★★ 171 reviews - Add to Shopping List</p> </div> • You should be familiar with periodically backing up important documents etc., to a USB drive like the one above. If you have done this and later purchase a new laptop, you can restore those documents etc. to the new laptop.

2.2 Repair of a Laptop

In the past, Ahead's IT Dept. has accepted laptops from sales reps for repair. The IT Dept. certainly wants to provide as much support as possible for sales reps and users, but there is a significant cost associated with repairing laptops. Some of the many reasons why the IT Dept. can no longer function as a laptop repair center are as follows:

- Repairing laptops is costly in terms of time, labor, and parts and takes away from time that could be spent on important IT projects.
- Laptops that come in for repair are often infected with various forms of malicious software ("malware") and this has been very troublesome and costly for Ahead, particularly when malware migrates from a laptop to Ahead's internal network.

2.2.1 New Laptop Repair Policy

In light of the costs and problems mentioned above, the new policy regarding the repair of laptops for sales reps is as follows:



We strongly recommend that you have the laptop repaired by a computer repair service locally. A good choice for laptop repairs is **Best Buy's Geek Squad**. Also, most towns and cities also have companies that provide computer repair services.

- If you should choose to send the laptop to Ahead IT for repair (and only as a last resort), then you will be charged a fee comparable to Best Buy's fees - approximately \$120 - \$150/hour.

2.3 Preventing Malware from Corrupting Your Laptop



We STRONGLY recommend that you follow these guidelines with your laptop or any PC that you have:

2.3.1 Always keep your anti-virus software up to date.

- *New viruses and malware are always finding their way around the Internet - so your anti-virus software needs to be able to stay up to date.* Usually, you do not have to worry about this because it updates itself in the background, but nevertheless you should be familiar with it, and above all, make sure it is running on your PC/laptop.
- *Most major ISPs provide FREE anti-virus software.* For example, Comcast provides Norton Anti-virus and Security Suite for free to its customers. Verizon does the same as well. Inquire with your ISP to find out more about this.

2.3.2 Make sure the Microsoft Updates are Up to Date

- The war against malicious software is an ongoing battle. Your laptop or PC has a built-in update service that pulls security updates and bug fixes from Microsoft.
- It is essential that this update service is running. If you have questions about Windows Update Service, email or call Ahead IT Dept. You can also find out more about this at the following Microsoft link:
<http://www.update.microsoft.com/microsoftupdate/v6/vistadefault.aspx?ln=en-us>

2.4 Support for OLO and Outlook

If you have problems with OLO and/or Outlook and need help troubleshooting them, then the IT Dept. will provide help in that area.

2.5 Common Laptop and Printer Problems

- | | |
|---------------------------------|---|
| Laptop or PC | <ul style="list-style-type: none"> • Broken, keys stuck • Does not work, power on etc. • Possible virus, or other malware • Can't connect to Internet <ul style="list-style-type: none"> ➤ Please click here for questions and procedures concerning the user of your laptop, wireless connectivity, and more...
http://www.aheadhq.com/pdfs/helpdesk/ComputerHelpFAQ.pdf. |
| Printer, Printer Ink Cartridges | <ul style="list-style-type: none"> • Printer isn't printing, need ink cartridges. |
| Connectivity | <ul style="list-style-type: none"> • LAN – I can't connect to the network • Wireless router – I can't connect to my wireless router. |
| Other | <ul style="list-style-type: none"> • Miscellaneous problems with computers, files etc. pertaining to Ahead-related work.
OR, WHEN NO OTHER HELP IS AVAILABLE AT ALL. |

3 Problems Concerning Email

- Can't get or send email. See Appendix A for email bounce back error codes if you experience problems sending email to a specific person (but can send to others).
- Email attachments not getting through
 - Please click here for general info concerning Account Email Addresses and potential email problems:
<http://www.aheadhq.com/pdfs/helpdesk/AccountEmailAddresses.pdf>.
 - Please click here for general info concerning managing and viewing your OLO Account emails in OLO: <http://www.aheadhq.com/pdfs/helpdesk/YourAccountOLOEmails.pdf>.

3.1 Email Attachments Size Limitations.

- Does not apply to email sent internally from aheadhq.com to aheadhq.com within New Bedford Offices.
- Does not apply to email sent from internal aheadhq.com to Non-Ahead recipient outside of Ahead/New Bedford. However – note that the recipient's email server may have (and probably does have) its own size limits.
- Does apply to email sent from outside of Ahead/New Bedford offices (such as sales reps) to customers or to people at Ahead/New Bedford.
- Quite possibly, even if an attachment is *not* too big for the Ahead email server – its size may exceed the limits imposed by the recipient's email server. *A typical size limit for an attachment is 5Meg.*
 - If you send an email to Ahead that contains an attachment larger than **10Meg**, the email server may not allow it because it exceeds the size limit. The Ahead mail server has a built-in size limit for attachments (as do most mail servers) to prevent spam attackers from overwhelming the server with large file attachments. Please note the following when sending an attachment to an aheadhq.com email address:

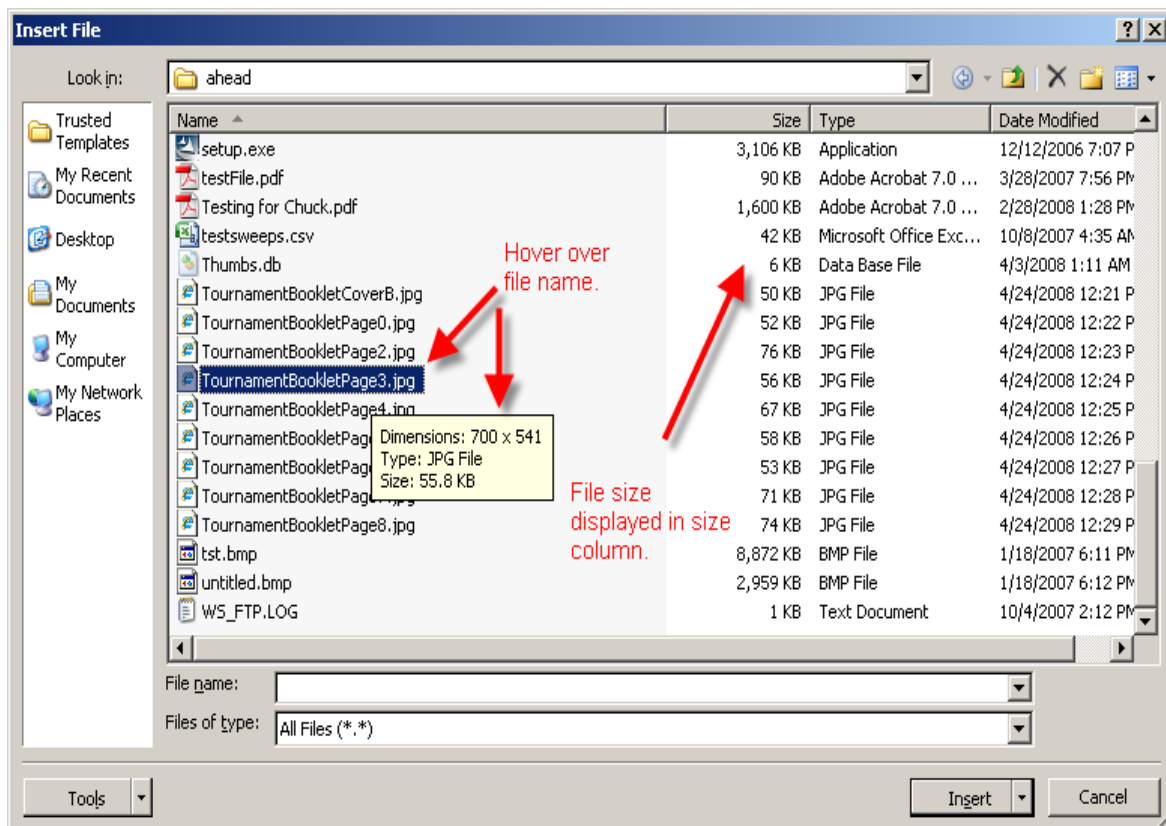
- The size limit is determined as follows: $sizeofAttachment \times numberOfRecipients$. For example:
 - You send a 2Meg attachment to 6 or more recipients ($2 \times 6 = 12$ Meg). One or more of the recipients may not receive the email and the email will bounce-back accordingly.
 - You send an attachment greater than 10Meg to one or more persons at Ahead the email may be returned back to you with a size error.

3.1.1 What to do if the size of your document/attachment is too big:

- ✚ If you are sending multiple attachments – try sending one at a time.
- ✚ Most often, the size of the flyer or attachment is an image that uses too large of a color palette. The image can easily be re-saved to a smaller “color depth” while still preserving the quality of the image. A JPEG or GIF is usually smaller than an PNG or TIFF for example. If you are in doubt, ask IT or ART dept.

3.1.2 Checking the Size of an Attachment File.

- ✚ The example screen shot below shows the file browse window that appears when you have clicked the paper clip in Outlook to attach a file to your email.



- ✚ Select a file (as shown in above example) and hover the mouse cursor over the file to display the tooltip about the file size etc.
 - Also, if you have selected Details on the file browser display options (top right corner of the file browse window) the Size column will also display the size of files in the folder.
 - Note that here these *Tournament____.jpg* files are relatively small in size – this is because

they've been saved with a smaller color palette while still retaining the original color quality.

3.2 SPAM (Note: This only applies to your aheadhq.com email address, not your personal email address.)

Ahead IT utilizes an anti-spam firewall. This allows us to manage the incessant flow of spam into our email server and to keep it from reaching you. Managing SPAM is an ongoing task as spammers continually find new ways to attack corporate email systems, and as a result, it is not 100% perfect. Still, here is a strategy that we have implemented in order to help you more:

- If you get any spam, you can forward it to reportspam@aheadhq.com
- If you receive an email that is labeled as [BULK] that is not spam, you can forward it to notspam@aheadhq.com. *There is no need for you to type a message or modify the subject. In fact it would be easier if you didn't. Just forward the email and IT will take it from there. Note that it is not necessary that you forward every message or even any of them at all if you would prefer not to spend the time. However if spam annoys you then please do so that we can work to stop what ever little is still getting through.*
- **Never** use your aheadhq.com email address for Non-Ahead business. For example, do not use it to join on-line groups, to make on-line purchases, and so on. The reason to avoid using the email for on-line purchases and on-line groups is it greatly reduces the likelihood of a spammer exploiting that address. In the worst cases, some aheadhq.com email addresses attract thousands of spam emails per day – and we know that it all started with using of the email address for on-line purchase/group etc.
- Rather than use your aheadhq.com email address for on-line purchases etc., create a google, yahoo, or hotmail account and use that email address (or other) for Non-Ahead activities.

3.3 Contact Info for Email Problems...

Contact in this order:

Chip Vroom
Email: chipv@aheadhq.com
Phone: 508-985-2362.
Cell (for after normal hours only): 508-965-9679

Mike Renzi,
Email: mrenzi@trifidsoftware.com
Phone: 774-213-9530.
Cell (for after normal hours only): 978-500-9139

4 OLO Orders

Type of Problem

- Selecting logos existing, new or modified logos
- Creating apparel orders
- Creating combo orders
- Creating mixed orders

- Questions about your OLO login/password.
- How to have an OLO login setup for you.

- Question regarding emailing an order to a customer or customers acknowledging/seeing OLO orders.

- **Excessive slowness** when connecting to OLO, creating orders, etc.

Who to Contact

Penny Berryman
pennyb@aheadhq.com
 Phone: 508-985-9898
 Penny Cell (for after normal hours only): 508-858-6723

Pam Noyer
pamn@aheadhq.com
 Phone: 508-985-9898

Chip Vroom
chipv@aheadhq.com
 Phone: 508-985-2362.
 Cell (for after normal hours only): 508-965-9679

Mike or Janna Renzi
mrenzi@trifidsoftware.com
jrenzi@trifidsoftware.com
 Phone: 774-213-9530

Please Read the following before contacting Ahead IT:

Sometimes the Internet Is Slow

During the course of the day or week the Internet in general is subject to peaks of high traffic. This means that when you use OLO the server response may vary as a result of normal Internet traffic highs and lows. There are times when Internet spam, which comes and goes in cycles, along with hacker-related attacks on ISPs, can be the cause of general Internet slowness. These are less common but do happen throughout the year.

Sometimes It's Your ISP

You may still occasionally experience slowness due to a number of other causes. The most common cause for excessive slowness is usually because of ISP-related technicalities. In addition, other causes can be the result of the type of connection that you have, your home-network/wireless configuration, or the wireless/network connection of the hotel, airport etc. that you may be using at the time.

What Else Is Running On Your Laptop/Desktop?

Quite often your laptop or desktop computer may be running other software that is consuming its CPU resources or its network bandwidth or both, and the browser you're using to connect to OLO is competing with these programs. Just be aware of this possibility as it can have as adverse effect on performance as anything else described above. As an example, your laptop/PC could be running a complete virus scan of its hard disk while you're trying to connect to OLO. If so, schedule the time (or have IT help you) for off hours when you're not using it.

Rule of Thumb for Ahead IT

The rule of thumb for Ahead IT for determining whether the slowness you experience is specific to your ISP/network configuration is simple – if MANY reps throughout the country/world are experiencing excessive slowness with OLO, then the problem is very likely internal – i.e., NOT your ISP etc., but rather, with Ahead's IT infrastructure or with OLO itself. However, if only one or two individual reps are experiencing excessive slowness, the problem is probably as described above – their ISP or individual PC/Laptop configuration.

Chronically Poor OLO Response Or NONE At All

If you experience persistent slowness, or if you experience a situation when the server does not respond at all – please contact Ahead IT as described below.

Contacting Ahead IT About OLO Slowness

We ask that you understand the above issues concerning periodic slowness of the system before sending an email about this issue.

Location	City/state. Home/hotel/airport, etc.
ISP	Your ISP
Time of Day	The day and time of the slowness.
What Was I Doing?	If you can provide us with information on exactly what it was you were trying to do. For example: Logging In, getting Rep Order Listing Log, Admin Order Listing Log, Saving the order, and so on.

Who To Contact

Mike or Janna Renzi
mrenzi@trifidsoftware.com
jrenzi@trifidsoftware.com
 Phone: 774-213-9530

Chip Vroom
chipv@aheadhq.com
 Phone: 508-985-2362.
 Cell (for after normal hours only): 508-965-9679

5 Metals/Accessory Orders in OLO

As of January, 2009 all accessory/heavy metals orders are part of OLO. This means you can now create, update, save etc., accessory orders in OLO, and not in the old system, AOLO. There are many advantages for being able to do this but you will find differences that may take some getting used to when ordering accessories in OLO.

Type of Problem

- Understanding how to create metals/accessory orders in OLO.

Who to Contact

Penny Berryman
pennyb@aheadhq.com
Phone: 508-985-9898
Penny Cell (for after normal hours only): 508-858-6723

- Items Missing Etc.

Mike Renzi,
mrenzi@trifidsoftware.com
Phone: 774-213-9530.
Cell (for after normal hours only): 978-500-9139

Chip Vroom
chipv@aheadhq.com
Phone 508-985-2362.
Cell (for after normal hours only): 508-965-9679

6 Quick Links, Customer Login

Type of Problem

- Quick Links Question or Problems with Customer Login or anything to do with Quick Links.

Who to Contact

Mike Renzi,
mrenzi@trifidsoftware.com
Phone: 774-213-9530.
Cell (for after normal hours only): 978-500-9139

Chip Vroom
chipv@aheadhq.com
Phone: 508-985-2362.
Cell (for after normal hours only): 508-965-9679

7 AHEADWEB.COM

Type of Problem

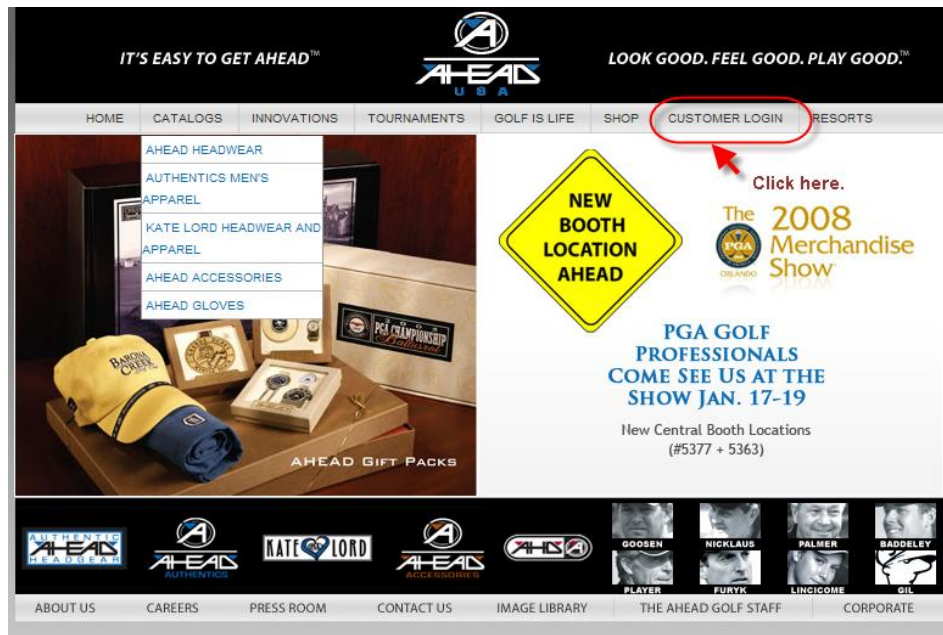
- About the site, content, anything else related to the site.

Who to Contact

Jim Keenan
jimk@aheadhq.com
Phone: 508-985-9898

8 How to Signup Customers for Their AIP (Account Information Page)

1. Open Internet Explorer and type in <http://www.aheadweb.com>. Note: you may already have a shortcut to this page so you can just click on your short cut instead. Note the Red highlighted section, “Customer Login” as shown in the below image and click on it.



2. Click on the link that says “I haven’t registered before” (see below).



- After clicking on the above link you'll see the following web page. Fill in the form accordingly – first name, last name, email etc..

NOTE: If you have not already added the customer's email address to your Account Email addresses (via **QuickLinks B.17**) you will not be able to register the customer. If you have not done this, go back to QL B17 and do so, then you can click on this short cut to return here:

<http://www.aheadhq.com/aolo/signUp.jsp> to register the customer for their AIP.

IT'S EASY TO GET AHEAD™
LOOK GOOD. FEEL GOOD. PLAY GOOD.™

IMPORTANT: If you'd like additional people to have access to your account, you can send them a link to this page or fill out this page with their information for them. Be sure to use your same account code number (found in a gray shaded box on the left hand side of any invoice or packing slip).

IMPORTANT: BEFORE YOU CAN COMPLETE THIS FORM, YOU MUST HAVE ALREADY ADDED THE CUSTOMER'S EMAIL ADDRESS TO YOUR ACCOUNT EMAILS via QL #B.17.

Trade Only - This Page for Golf Retailers Only

SIGN UP- Please fill in the fields below.

First Name:	<input style="width: 90%;" type="text"/>
Last Name:	<input style="width: 90%;" type="text"/>
Email Address:	<input style="width: 90%;" type="text"/> <small>(you should use your email address the you use to conduct business with Ahead) We suggest you do not use AOL. AOL is NOT friendly to business emails.</small>
Retype Email:	<input style="width: 90%;" type="text"/>
Your NEW Password:	<input style="width: 90%;" type="text"/> (4 to 10 characters, case sensitive) <small>(WE STRONGLY recommend that you use your 6 digit account code number)</small>
Retype Password:	<input style="width: 90%;" type="text"/>
Your Company:	<input style="width: 90%;" type="text"/>
Your Title:	<input style="width: 90%;" type="text"/>
*Account Code Number:	<input style="width: 90%;" type="text"/> (ex.ABC123 3 Alpha, 3 Numeric) <small>(your account code number is found in a gray shaded box on the left hand side of any invoice or packing slip)</small>

*IMPORTANT: Your account code number must be entered to link you to your product inventory.

*IMPORTANT: Make sure that you understand that alpha character O is different than a numeric 0.

DISCLAIMER: If you have more than one account code number, you'll soon be able to enter all your codes here and conveniently view everything. But for now, you can only view one account code number so please enter your most important account.

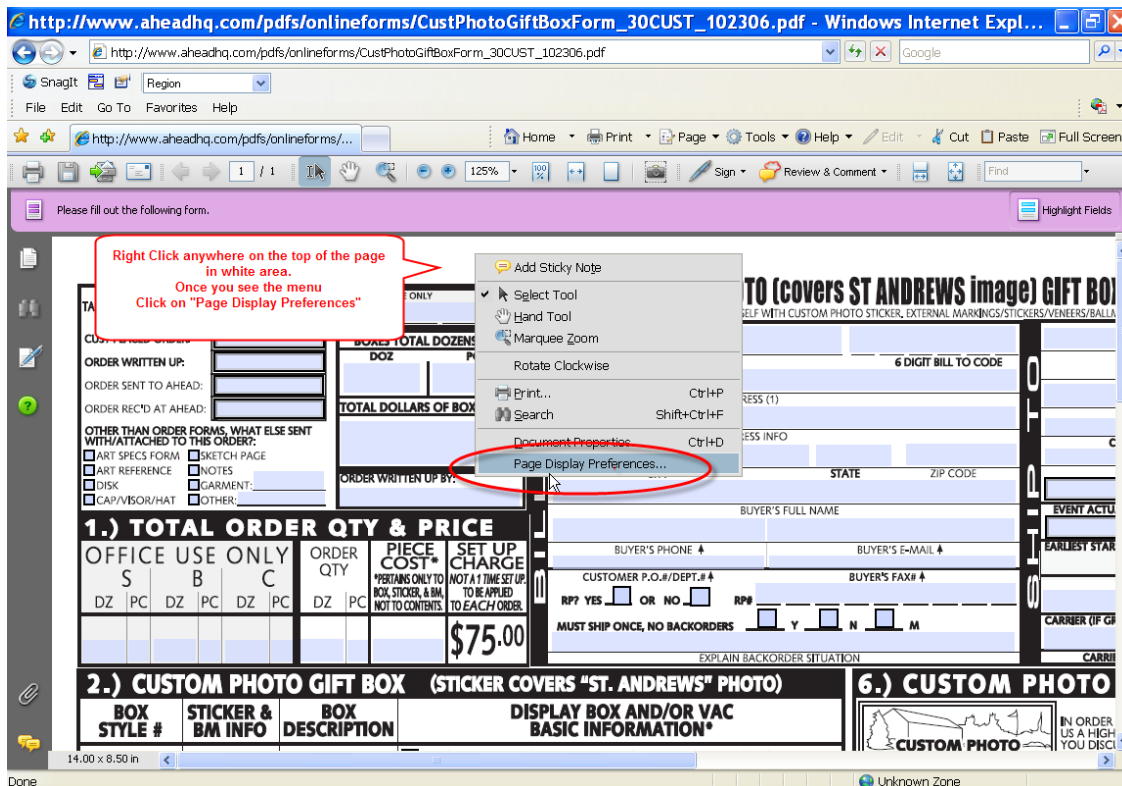
[ABOUT US](#)
[CAREERS](#)
[PRESS ROOM](#)
[CONTACT US](#)
[IMAGE LIBRARY](#)

4. Once you have filled in the above information, click "Sign Me Up!" and the customer will be signed up. To avoid errors, be sure to enter the information accurately and **note the password that you provide for the customer.** You will likely be sending them an email or talking via phone to let them know their login/password to their AIP page.

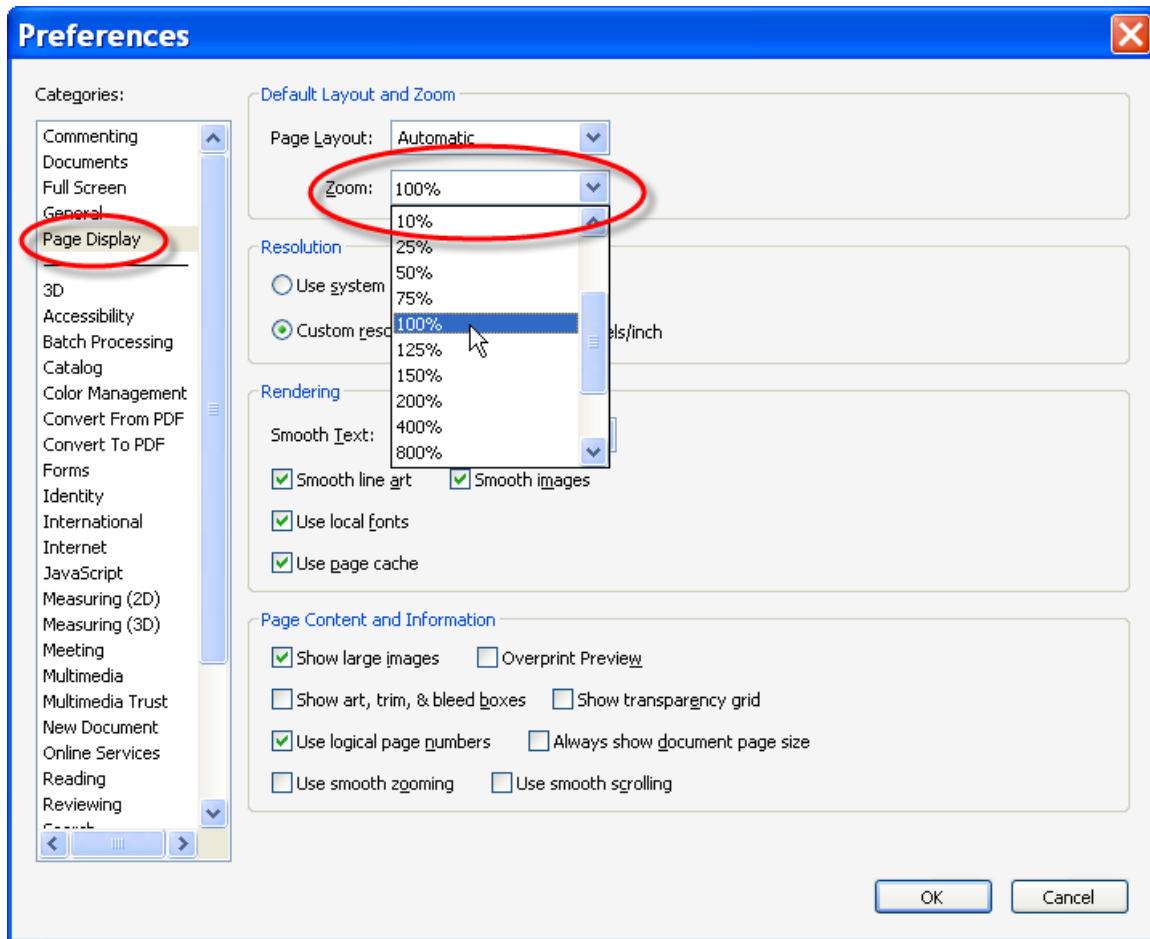
If you have any questions or problems with the above procedure, please contact Ahead IT (it@aheadhq.com, 508-985-2331, 508-985-2362).

9 How to change Adobe Reader default to open up at a 100% view page

1. Open any Adobe Reader Form
 - Right click on the top of the page in the white area.
2. Click on
 - Page Display Preferences
 - You will see another window open

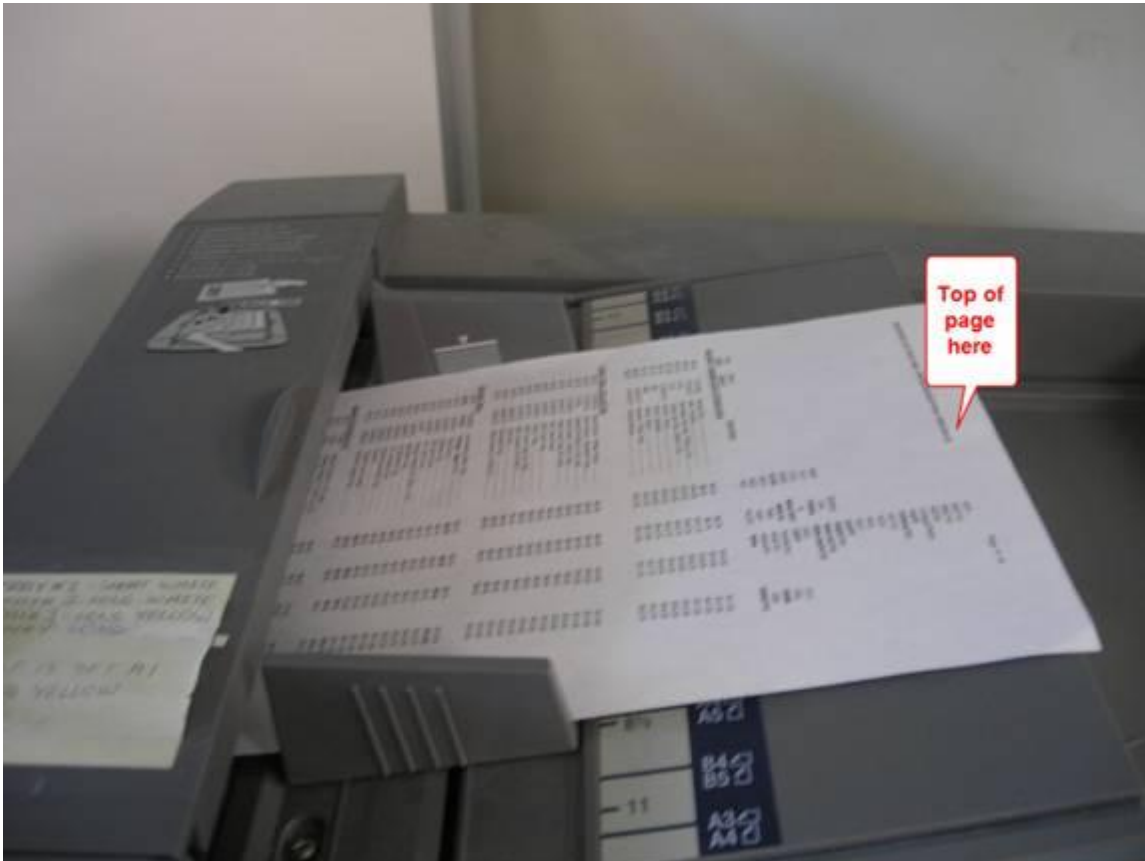


3. Click once on "Page Display" on the right side of the screen
 4. Then click on the "Zoom down arrow" and select the size you want your PDF's to open in.
 5. Click OK
- All your PDF should open in the size you selected.

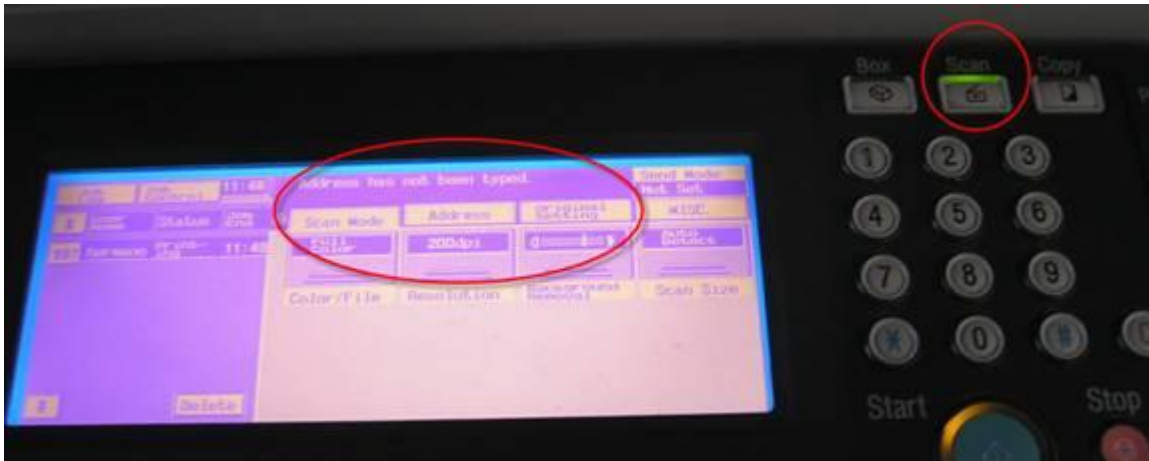


10 HOW TO EMAIL SCANNED DOCUMENT TO SCAN UPRIGHT

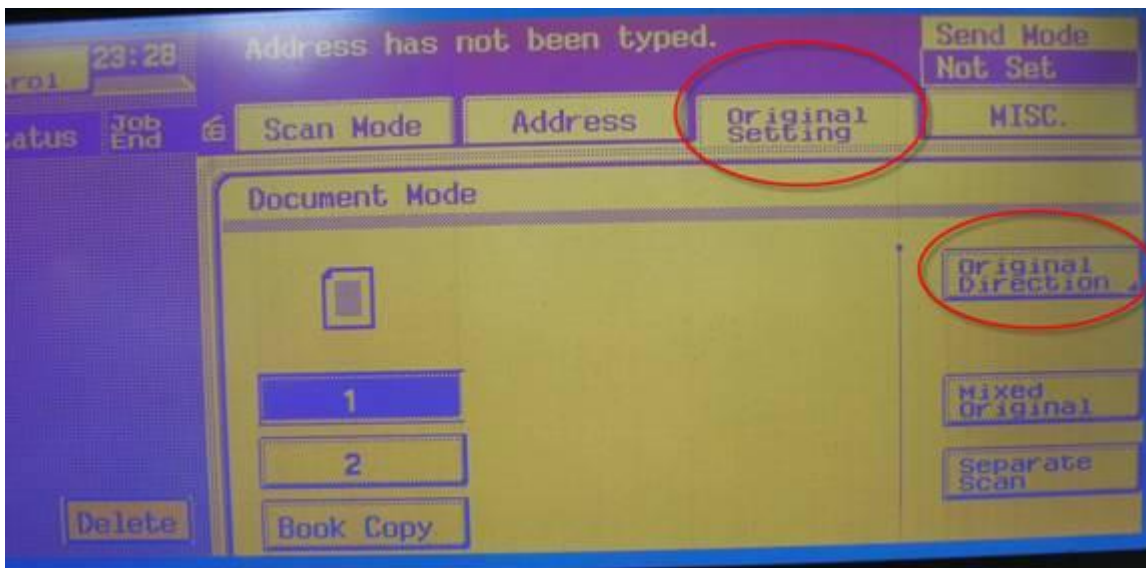
1. Place document in the top feed with the printed side up and the bottom of the page toward the bottom of the feeder.



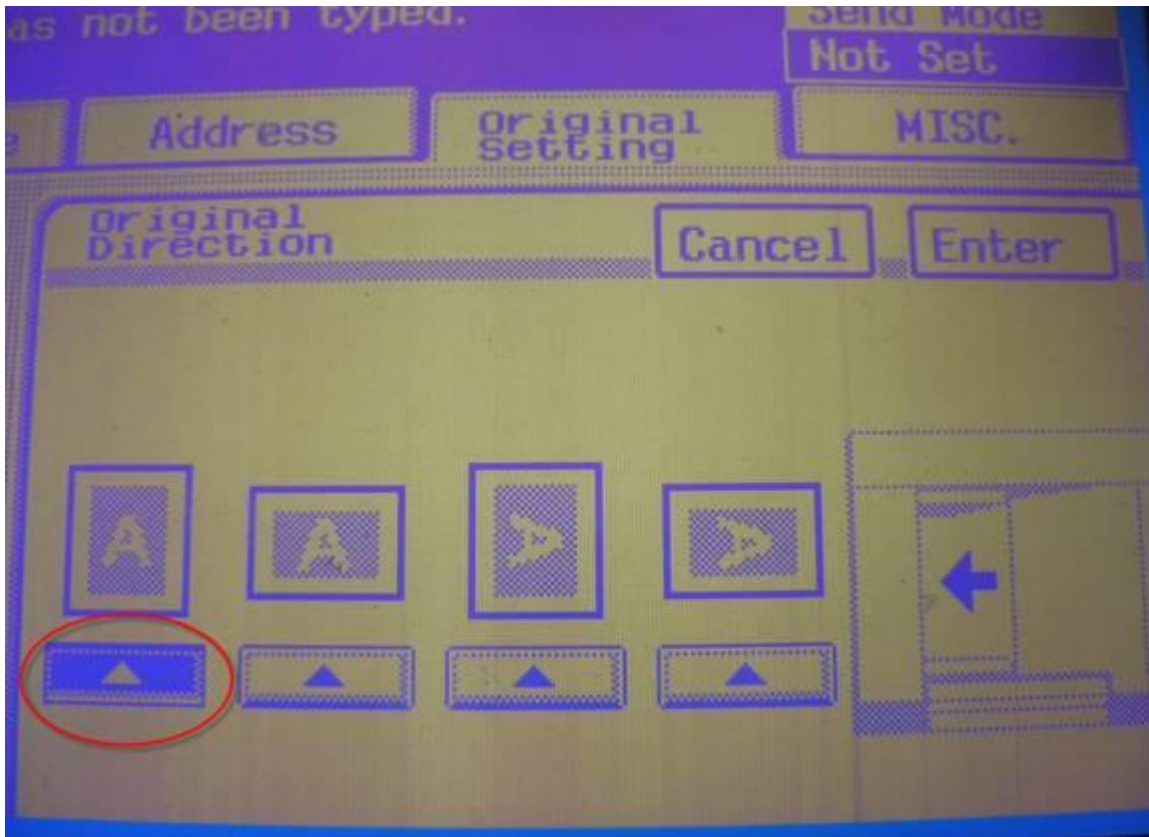
2. Select the scan button and on the screen you will see the 3 folder options.



3. Select the **“Original Setting”** folder.
4. Insure that the **“Mixed Original”** option is not highlighted. If it is, just select it once to unselect it.
5. Select the **“Original Direction”** folder and it will bring you to the next screen.



6. You will see 4 icons of how to place your paper.
7. Select the first on to left of the screen.



8. Select the "Address" folder, then select the person you want to send the copy to.
9. Hit the "Start" button to send.

11 Outlook Web Access (OWA) Tips

This section provides help about using Outlook Web Access.

11.1.1 Terms You Should Know

Some terms to be familiar with in this section are:

GAL (global address list). This is the list of email addresses that you, as an Ahead email user, have access to without needing to type in the full email address of the person(s) you're trying to send email to.

Auto-complete. Auto-complete is a feature you probably have used in your web browser - when you type a word or name etc., the program suggests possible completions to it. Outlook Web Access (OWA) has an auto-complete capability that is similar to what you use for browsing web pages. This section describes how you can take advantage of it.

Contact - an email contact. Can be just an email address as well as email, first/last name and much more info about a person.

11.2 How to use the auto-complete feature to quickly select email addresses.

How to Add Contacts to Outlook Web Access (OWA)

12 Appendix A – Bounce Backs. Common Email Error Codes and Explanations

Note: The following table is a reference to common email error codes that you may occasionally receive when sending emails to Ahead customers that result in a bounce back.. The table shows the error code along with an explanation beside it. Note, some of the messages associated with the error code can be technical. If you have any questions as to how to interpret or proceed, contact Ahead IT.

NDR code	Possible cause from Microsoft TechNet
4.2.2	The recipient has exceeded their mailbox limit. It could also be that the delivery directory on the Virtual server has exceeded its limit. (Default 22 MB)
4.3.1	<p>Not enough disk space on the delivery server. Microsoft say this NDR maybe reported as out-of-memory error.</p> <p>An out-of-memory error occurred. A resource problem, such as a full disk, can cause this problem.</p> <p>Another possible cause of this error is that your Transport queue is on a FAT partition and the service has reached a Windows-imposed limit on the number of concurrent file handles opened by IIS.</p> <p>Instead of getting a disk full error, you might be getting an out-of- memory error.</p>
4.3.2	<p>Not enough disk space on the delivery server. Microsoft say this NDR maybe reported as out-of-memory error.</p> <p>Available in Exchange 2000 Service Pack (SP) 1 and later. This NDR is generated when a queue has been frozen.</p>
4.4.1	<p>Intermittent network connection. The server has not yet responded. Classic temporary problem. If it persists, you will also a 5.4.x status code error.</p> <p>The destination server is not responding. Transient network conditions can cause this error. The Exchange server automatically tries to connect to the server again and deliver the mail. If delivery fails after multiple attempts, an NDR with a permanent failure code is generated.</p>
4.4.2	A connection dropped between the servers. Transient network conditions or a server that is experiencing problems can cause this error. The sending server will retry delivery of the message for a specific time period, and then generate further status reports.
4.4.6	<p>The maximum hop count was exceeded for the message.</p> <p>This non-delivery report can also be caused if a looping condition exists between sending and receiving servers that are not in the same Exchange organization. In this situation, the message bounces back and forth until the maximum hop count is exceeded.</p> <p>A configuration error in the e-mail system can also cause the message to bounce between two servers or to be forwarded between two recipients.</p>
4.4.7	<p>Problem with a timeout. Check receiving server connectors.</p> <p>The message in the queue has expired. The sending server tried to relay or deliver the message, but the action was not completed before the message expiration time occurred. This message can also indicate that a message header limit has been reached on a remote server, or some other protocol time-out occurred while communicating with the remote server.</p>
4.4.9	<p>This indicates a temporary routing error or bad routing configuration. Possible causes are:</p> <p>First scenario: Someone configured an SMTP connector to use DNS (rather than a smart host) and added a non-SMTP address space, such as an X.400 address, to this connector.</p> <p>Second scenario: Someone created a routing group, and a recipient in this routing group was supposed to receive mail. A routing group connector using DNS was used to bridge the routing group, and then this administrative or routing group was removed. Therefore, any mail sent to this routing group was sent in the MSGWIA.X500 format (the address encapsulation used for non-SMTP addresses); DNS does not recognize this format. Prior to Exchange Server 2003, messages sent to routing groups that no longer exist are stuck on a link.</p>

5.1.0	<p>Note Prior to Exchange 2000 SP1, the following codes appeared under the 5.0.0. code:</p> <ul style="list-style-type: none"> 4.3.2 5.4.0 5.4.4 5.5.0 <p>The categorizer failed; this is a permanent failure. Possible causes include: There is no route for the given address space; for example, an SMTP connector is configured, but this address does not match. DNS returned an authoritative host that was not found for the domain. The routing group does not have a connector defined; mail from one server in one routing group does not have a route to another routing group.</p> <p>Another common cause of this NDR is if you used Outlook to save your e-mail message as a file, and then someone opened the message offline and replied to the message. The message property only preserves the legacyExchangeDN attribute when Outlook delivers the message, and therefore the lookup could fail.</p>
5.1.1	<p>The e-mail account does not exist in the organization where the message was sent. This can occur when users move to new locations within a site. For instance, if a former Administrative_Group_1 user moves to Administrative_Group_2 and then replies to an old message or does not re-create an Outlook profile, an old Administrative Group style LegacyDN address will be used, and this NDR is issued. Likewise, sending mail to obsolete personal address book entries results in this error.</p> <p>Also, if you configured your SMTP contact with invalid SMTP characters (as per RFC 821), the categorizer rejects the delivery with this diagnostic code.</p>
5.1.2	<p>The recipient has a non-SMTP address that can't be matched to a destination. The address does not appear to be local, and there are no connectors configured with address spaces that contain the recipient's address.</p>
5.1.3	<p>This message indicates a problem with the address syntax; this means that the recipient address appears incorrectly on the message. Possible causes are</p> <ol style="list-style-type: none"> 1) You configured a contact with a targetAddress attribute with no address type. 2) Exchange 5.5 allows an SMTP recipient policy which violates RFC821 (SMTP standards) For example, an Exchange 5.5 site and organization contain an invalid RFC821 domain name.
5.1.4	<p>Two objects have the same (proxy) address, and mail is sent to that address. This issue can also occur if the recipient does not exist on the remote server.</p>
5.1.6	<p>One possible cause of this NDR is that the user directory attributes such as homeMDB (the user's home mailbox store) or msExchHomeServerName (the server on which the user's mailbox resides) are missing or corrupted.</p>
5.1.7	<p>The sender has a malformed or missing SMTP address, the mail attribute in the directory service. The categorizer cannot deliver the mail item without a valid mail attribute.</p>
5.2.1	<p>Local mail is refused because the message is too large or the recipient's mailbox is not mail-enabled. A missing Master Account Security ID (SID) number on the recipient can also cause this error.</p>
5.2.2	<p>This NDR is generated when the recipient's mailbox exceeds its storage limit.</p> <p>In Windows 2000 or Windows 2003, the DSN is generated when the storage size of drop directory exceeds the SMTP virtual server disk quota.</p> <p>The quota size is 11 times the maximum messages size or 22 MB if there is no max message size. If the available storage size of the drop directory is within one maximum size message of the quota, or 2MB if no maximum message size is defined, the system assumes that this message causes the storage size to exceed the quota, so this DSN is generated.</p>
5.2.4	<p>The recipient is a misconfigured dynamic distribution list. Either the filter string or the base DN of the dynamic distribution list is invalid.</p>

5.3.0	Exchange mistakenly attempted mail delivery to an incorrect MTA route. Exchange 2003 can operate without the message transfer agent (MTA). If mail was mistakenly sent to the MTA, Exchange returns this DSN to the sender. This condition is enforced only if you have disabled the MTA service and used specific registry settings to disable the MTA/StoreDriver. A default configuration strands the misrouted mail on the MTA queues.
5.3.3	When the Exchange remote server reaches capacity of its disk storage to hold mail, it could respond with this NDR. This error usually occurs when the sending server is sending mail with an ESMTP BDAT command. This error also indicates a possible SMTP protocol error.
5.3.5	A mail-looping situation was detected. This means that the server is configured to loop mail back to itself. If you have multiple SMTP virtual servers configured on your Exchange server, ensure that they are serving unique incoming ports. Also, to avoid looping between local SMTP virtual servers, ensure that the outgoing SMTP port configuration is valid.
5.4.0	<p>Authoritative host not found in DNS. Smart host entry is incorrect.</p> <p>Fully qualified domain name (FQDN) in HOSTS file (fixed in Windows 2000 SP3)</p> <p>DNS failure occurred, or you configured an invalid IP address as your smart host.</p> <p>SMTP virtual server does not have a valid FQDN or lookup of your SMTP virtual server.</p> <p>A contact's SMTP domain does not resolve to any SMTP address spaces.</p>
5.4.4	Available in Exchange 2000 SP1 and later versions. This NDR occurs if no route exists for message delivery, or if the categorizer could not determine the next-hop destination. You set up a routing group topology, but no routing group connector exists between the routing groups.
5.4.6	A categorizer forward loop was detected. The targetAddress attribute is set on a mailbox-enabled user. This common hosting configuration problem occurs when someone creates a contact in one organizational unit, and then uses the provisioning tool to create a user in another organizational unit with the same e-mail address.
5.4.8	Available in Exchange 2000 SP1 and later versions. This message warns of a looping condition, which may occur because one of the recipient policies includes a local domain that matches the FQDN of an Exchange server in the organization. When the categorizer is processing mail that is destined for a domain matching an Exchange server's FQDN, it returns this NDR.
5.5.0	A generic protocol error or an SMTP error causes this NDR. The remote SMTP server responds to a sending server's identifying EHLO with a 500-level error. The sending system will then terminate the connection and deliver an NDR indicating that the remote SMTP server cannot handle the protocol. For example, if a Microsoft Hotmail® e-mail account is no longer active, a 550 SMTP error will occur.
5.5.2	A generic SMTP error occurs when SMTP commands are sent out of sequence. For example, a server attempts to send an AUTH (authorization) command before identifying itself with an EHLO command. It is possible that this error can also occur when the system disk is full.
5.5.3	Too many recipients on a message can cause this NDR.
5.5.4	The message contains either an invalid sender or an incorrect recipient address format. One possible cause is that the recipient address format might contain characters that are not conforming to Internet standards.
5.5.6	This message indicates a possible protocol error.
5.7.1	<p>General access denied, and sender access denied the sender of the message does not have the required permissions necessary to complete delivery.</p> <p>You are trying to relay your mail through another SMTP server, and the server does not permit you to relay.</p> <p>The recipient may have mailbox delivery restrictions enabled. For example, if a recipient's mailbox delivery restriction is set to receive mail from a distribution list only, non-member's mail will be rejected and produce this error.</p> <p>New in Exchange 2003: An anonymous user attempted to send mail to recipients or distribution lists that accept mail only from an authenticated SMTP session.</p>
5.7.3	The sender prohibited reassignment to the alternate recipient.

13 Appendix B: Tips and Tricks for Common Problems

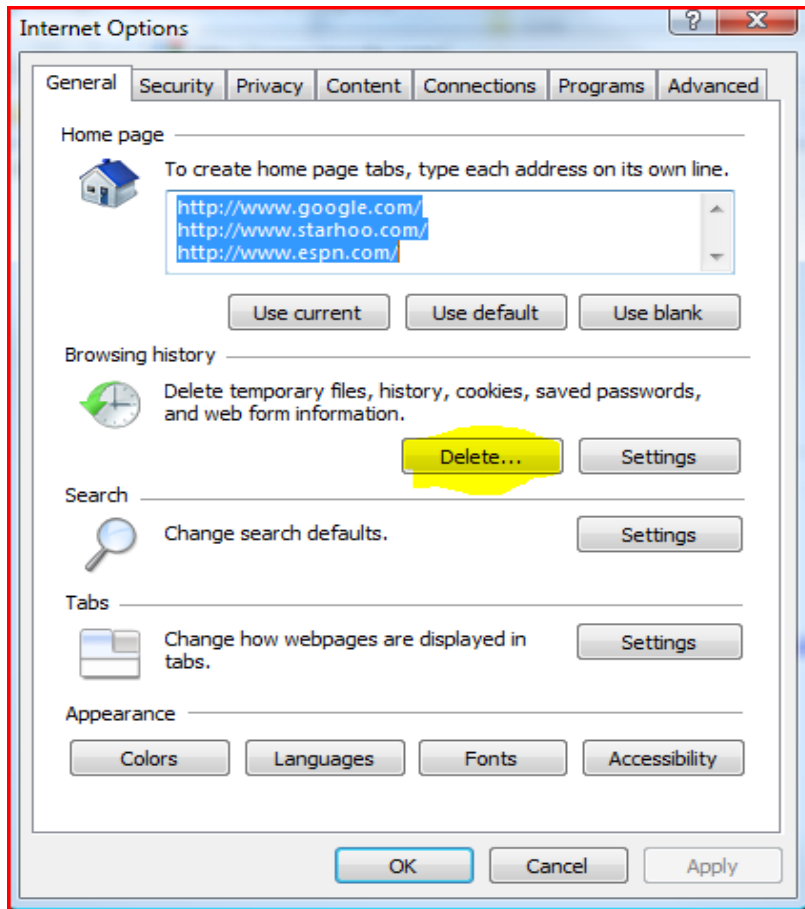
13.1 Problem: My browser is not showing me all (or any) of the images for a particular style when I try to add them to an order. Yet no one else is having this problem.

13.1.1 Solution. Your browser may have run out of room to cache temporary internet files etc. You need to clear it out. Follow these steps:

1. Log out of OLO if you're logged in.
2. Click on Tools/Internet Options



to display a dialog that looks like the one below (yours may differ slightly):



3. In the Browsing History section, click the Delete button. A dialog like the one below appears:



4. Click the Delete All button. It may take a few minutes to run so be patient.
5. When it is finished, close the browser and restart. The browser should run faster, and the images that you were not able to see for your order should now be visible. If this does not solve the problem, then the likely cause may be your Internet Service Provider (ISP). Refer to other sections in this document if necessary. If necessary, contact Ahead IT.