



NetIQ® Free/Busy Consolidator

Technical Reference

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This technical reference describes how to install and use the NetIQ Free/Busy Consolidator Utility product (Free/Busy Consolidator).

Free/Busy Consolidator complements the NetIQ Exchange Migrator product features and is available in the NetIQ Exchange Migrator installation kit.

This document describes how to install and use Free/Busy Consolidator and identifies any known issues.

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Overview

The NetIQ Free/Busy Consolidator Utility (Free/Busy Consolidator) allows you to look up the free or busy calendar information between different Microsoft Exchange servers. By providing this information, Free/Busy Consolidator enables users who are scheduling appointments to see the times during which someone on another Exchange server is available. A user might be on another Exchange server while your company is merging two organizations or in the process of migrating mailboxes.

Free/Busy Consolidator is available in the NetIQ Exchange Migrator installation kit, but it is not automatically installed when you install NetIQ Exchange Migrator.

Understanding NetIQ Free/Busy Consolidator

Free/Busy Consolidator is a tool that complements the migration work that NetIQ Exchange Migrator performs, by enabling lookup of free, busy, tentative, and out-of-office status information between source and target environments. Free/Busy Consolidator helps you to efficiently schedule meetings by allowing you to see when users in another Microsoft Exchange server are available.

Free/Busy Consolidator replaces the NetIQ Coexistence Utility that was included in previous versions of NetIQ Exchange Migrator. If you are upgrading from NetIQ Exchange Migrator 8.1 and the NetIQ Coexistence Utility, NetIQ recommends that you discontinue use of the Coexistence Utility and instead use Free/Busy Consolidator in your environment. You do not have to uninstall the NetIQ Coexistence Utility prior to installing and using Free/Busy Consolidator.

Free/Busy Consolidator is a standalone utility that is not integrated in any way with NetIQ Exchange Migrator, and does not have to be installed on the NetIQ Exchange Migrator console computer. It is not associated with migration projects or directory synchronization in NetIQ Exchange Migrator.

Free/Busy Consolidator runs on a Microsoft Exchange Client Access Server (CAS) using Internet Information Services (IIS). IIS is a Web server application and set of feature extension modules created by Microsoft for use with Microsoft Windows. Free/Busy Consolidator does not synchronize free/busy data continuously or on a regular synchronization schedule. Instead, it idles in the background, working only when a client in the source or target environment sends a request to the server. The utility is therefore very lightweight and does not affect network performance.

In order to use Free/Busy Consolidator, you must install the utility on each CAS server in your environment. So for example, if you have five CAS servers, you must run the Free/Busy Consolidator installer five times, once on each CAS server. Once you have installed Free/Busy Consolidator, no additional configuration is necessary.

Free/Busy Consolidator can retrieve information for the following:

- Mail contacts created manually on the target server with the same SMTP address as on the source mailbox
- Mail contacts created by directory synchronization
- Mail users created manually
- Mail users created through mail-enabled directory synchronization

Free/Busy Consolidator cannot retrieve free/busy information from the following mail objects:

- Other mail objects that have the same SMTP address on the target Exchange server as on the source Exchange server (such as distribution lists, mailboxes, linked mailboxes, room mailboxes, or equipment mailboxes).

- Mailboxes migrated with the **Later** option specified in the Migration Options wizard. To synchronize free/busy information for objects migrated with the **Later** option, use the NetIQ Exchange Migrator Command Line Interface (EMCLI) CalSync command with the following syntax:

```
EMCLI CALSYNC /PROJECT project_name
```

If the project name includes spaces, enclose the name in quotation marks as follows:

```
EMCLI CALSYNC /PROJECT "project name"
```

Supported Versions

Free/Busy Consolidator supports lookup of free/busy information for Microsoft Outlook and Microsoft Outlook Web Access mailboxes in the following Microsoft Exchange environments:

Cross-organization:

- Microsoft Exchange Server 2003 to 2007 one-way only (source to target)
- Microsoft Exchange Server 2003 to 2010 one-way only (source to target)
- Microsoft Exchange Server 2007 to 2007 bi-directional (source to target or target to source)
- Microsoft Exchange Server 2007 to 2010 bi-directional (source to target or target to source)
- Microsoft Exchange Server 2010 to 2010 bi-directional (source to target or target to source)

Support for Outlook Web Access:

- Microsoft Exchange Server 2007 to 2007
- Microsoft Exchange Server 2007 to 2010
- Microsoft Exchange Server 2010 to 2010

Note

Free/Busy Consolidator does not currently provide free/busy information in installations using Outlook Web Access on Microsoft Exchange Server 2007 or 2010 for contacts that point to a source Microsoft Exchange 2003 server. Support for Microsoft Exchange Server 2003 includes only the standard Microsoft Outlook client.

Requirements for Free/Busy Consolidator

This section describes requirements for installing and running Free/Busy Consolidator.

Software Requirements

Free/Busy Consolidator must be installed on a Microsoft Exchange Client Access Server (CAS) computer. In addition, Free/Busy Consolidator requires the following software to be installed on the CAS server:

- Microsoft Windows Server 2008
- Microsoft .NET Framework 3.5
- Microsoft IIS 7 with MIME Types Static Content role installed.

IIS uses a default list of global MIME types to determine which types of content to serve. The MIME Types feature is installed with Static Content, which allows the Web server to publish static Web file formats, such as HTML pages and image files.

NetIQ Free/Busy Consolidator requires the Static Content role to be installed in order to use the MIME Types feature in IIS.

To install the Static Content role:

1. Open Server Manager in the Administrative Tools.
 2. Under Roles, select **Web Server**.
 3. Under Common HTTP Features, select **Static Content** and install it.
- *If you are running Microsoft Exchange Server 2007 or 2010 in your environment*, Microsoft Exchange Web Services.
Microsoft Exchange Server provides Exchange Web Services (EWS) as an extensibility point for client applications that connect to the Exchange server and consume information about user availability and the manipulation of items that are located in the Exchange data store.
 - *If you are running Microsoft Exchange Server 2003 in your environment*, a 64-bit version of Microsoft Outlook must be installed on the computer where you are installing Free/Busy Consolidator.

Permission Requirements

The user account that you use to install Free/Busy Consolidator must have local administrator permissions on the CAS server. In addition, for the IIS server in Exchange Server 2003 environments, the Free/Busy Consolidator installer verifies that the user account is the *default* server Administrator.

Installing Free/Busy Consolidator

Install Free/Busy Consolidator on each Microsoft Exchange Client Access Server (CAS) computer in your environment.

To install Free/Busy Consolidator:

1. Log on to the CAS server where you want to install Free/Busy Consolidator with an account that has the correct permissions. For more information, see [“Permission Requirements”](#) on page 5.
2. Run the FreeBusyConsolidatorInstaller.msi program in the root folder of the NetIQ Exchange Migrator installation kit.
3. In the left pane, click **Start Installation**, and then click **Click here to install the NetIQ Free/Busy Consolidator Utility**.
4. Follow the instructions in the setup program to install Free/Busy Consolidator.
5. Repeat steps 1 through 4 on each CAS server in your environment.

Known Issues

NetIQ Corporation strives to ensure our products provide quality solutions for your enterprise software needs. The following issues are currently being researched. If you need further assistance with any issue, please contact Technical Support.

Cannot Modify Server Information or Credentials after Installation

Once you have installed Free/Busy Consolidator, you cannot modify the server information or the credentials you entered. If you need to reconfigure the servers or credentials you initially specified, you must reinstall the utility. Use the Add/Remove Programs utility in the Windows Control Panel to reinstall the utility.

Uninstall Process Does Not Delete NetIQMapiFreeBusyService Profile

Uninstalling Free/Busy Consolidator does not remove the NetIQMapiFreeBusyService profile on the target server. If you uninstall Free/Busy Consolidator and then reinstall the utility with different source and target server credentials, Free/Busy Consolidator tries to use the original NetIQMapiFreeBusyService profile. You should therefore delete the profile before reinstallation if you intend to use different server credentials. (ENG323638)