

# [MS-OXPROTO]: Exchange Server Protocols System Overview

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## Revision Summary

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04/25/2008	0.2		Revised and updated property names and other technical content.
06/27/2008	1.0		Initial Release.
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11/04/2009	4.0.0	Major	Updated and revised the technical content.
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# 1 Introduction

Microsoft® Exchange Server provides a rich set of interfaces with which messaging clients can interoperate. A messaging client can connect to a computer that is running Microsoft Exchange by using one or more of the available protocols and perform tasks by issuing requests to the server and processing server responses.

The technical requirements, limitations, dependencies, and Microsoft-specific protocol behavior of the protocols that are used in Microsoft Exchange are described by the Microsoft Exchange protocol documentation set. The documentation set can be broken down into functional groups as illustrated in the following diagram.

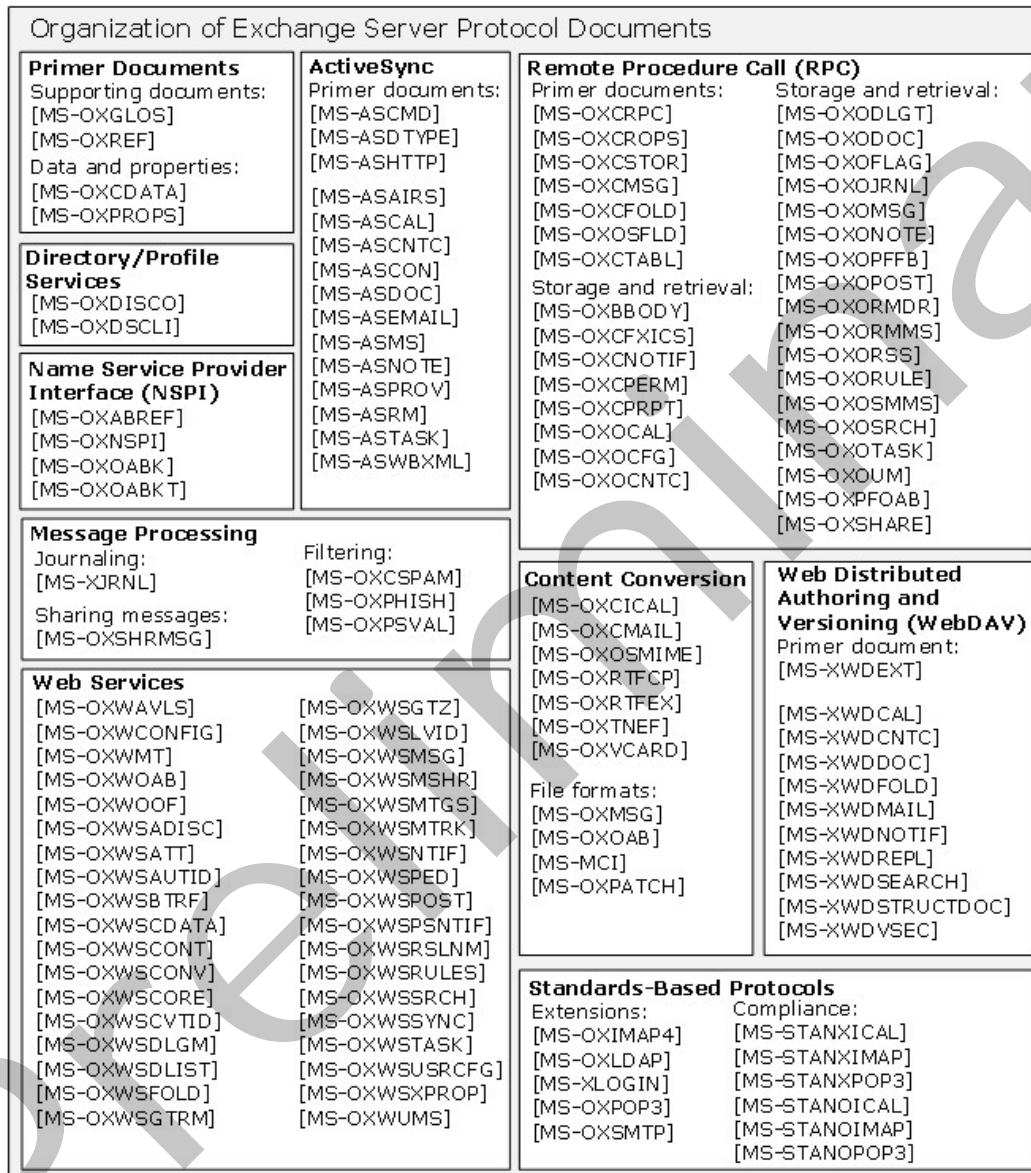


Figure 1: Organization of Microsoft Exchange protocol documents

For information about the protocols described by each of these documents, see section [2.2](#).

## 1.1 Glossary

The following terms are defined in [\[MS-GLOS\]](#):

- ambiguous name resolution (ANR)**
- class**
- directory service (DS)**
- distinguished name (DN)**
- Domain Name System (DNS)**
- GUID**
- Hypertext Transfer Protocol (HTTP)**
- LDAP**
- Lightweight Directory Access Protocol (LDAP)**
- remote procedure call (RPC)**
- resource**
- XML**

The following terms are defined in [\[MS-OXGLOS\]](#):

- address book**
- Address Book object**
- Appointment object**
- Attachment object**
- Autodiscover server**
- base64 encoding**
- binary large object (BLOB)**
- Calendar folder**
- Calendar object**
- contact**
- Contact object**
- Document object**
- Drafts folder**
- event**
- event notification**
- Folder object**
- Hypertext Markup Language (HTML)**
- ICS state**
- Inbox folder**
- Incremental Change Synchronization (ICS)**
- Internet Message Access Protocol - Version 4 (IMAP4)**
- mailbox**
- Meeting object**
- message body**
- Message object**
- Multimedia Messaging Service (MMS)**
- Multipurpose Internet Mail Extensions (MIME)**
- offline address book (OAB)**
- Post object**
- Post Office Protocol - Version 3 (POP3)**
- public folder**
- remote operation (ROP)**
- restriction**
- Rich Text Format (RTF)**



**S/MIME (Secure/Multipurpose Internet Mail Extensions)**  
**search folder**  
**service connection point**  
**Short Message Service (SMS)**  
**Simple Mail Transfer Protocol (SMTP)**  
**special folder**  
**store**  
**Unified Messaging**  
**Uniform Resource Identifier (URI)**  
**vCard**  
**Web Distributed Authoring and Versioning Protocol (WebDAV)**  
**WebDAV client**  
**WebDAV server**  
**Wireless Application Protocol (WAP) Binary XML (WBXML)**  
**WSDL message**  
**XML schema definition (XSD)**

## 1.2 References

References to Microsoft Open Specification documents do not include a publishing year because links are to the latest version of the documents, which are updated frequently. References to other documents include a publishing year when one is available.

We conduct frequent surveys of the informative references to assure their continued availability. If you have any issue with finding an informative reference, please contact [dochelp@microsoft.com](mailto:dochelp@microsoft.com). We will assist you in finding the relevant information. Please check the archive site, <http://msdn2.microsoft.com/en-us/library/E4BD6494-06AD-4aed-9823-445E921C9624>, as an additional source.

[MS-ASAIRS] Microsoft Corporation, "[ActiveSync AirSyncBase Namespace Protocol Specification](#)".

[MS-ASCAL] Microsoft Corporation, "[ActiveSync Calendar Class Protocol Specification](#)".

[MS-ASCMD] Microsoft Corporation, "[ActiveSync Command Reference Protocol Specification](#)".

[MS-ASCNTC] Microsoft Corporation, "[ActiveSync Contact Class Protocol Specification](#)".

[MS-ASCON] Microsoft Corporation, "[ActiveSync Conversations Protocol Specification](#)".

[MS-ASDOC] Microsoft Corporation, "[ActiveSync Document Class Protocol Specification](#)".

[MS-ASDTYPE] Microsoft Corporation, "[ActiveSync Data Types](#)".

[MS-ASEMAIL] Microsoft Corporation, "[ActiveSync E-Mail Class Protocol Specification](#)".

[MS-ASHTTP] Microsoft Corporation, "[ActiveSync HTTP Protocol Specification](#)".

[MS-ASMS] Microsoft Corporation, "[ActiveSync Short Message Service Protocol Specification](#)".

[MS-ASNOTE] Microsoft Corporation, "[ActiveSync Notes Class Protocol Specification](#)".

[MS-ASPROV] Microsoft Corporation, "[ActiveSync Provisioning Protocol Specification](#)".

[MS-ASRM] Microsoft Corporation, "[ActiveSync Rights Management Protocol Specification](#)".

[MS-ASTASK] Microsoft Corporation, "[ActiveSync Tasks Class Protocol Specification](#)".

[MS-ASWBXML] Microsoft Corporation, "[ActiveSync WAP Binary XML \(WBXML\) Algorithm](#)".

[MSFT-SAP] Microsoft Corporation, "Security and Protection", [http://technet.microsoft.com/en-us/library/aa996775\(EXCHG.80\).aspx](http://technet.microsoft.com/en-us/library/aa996775(EXCHG.80).aspx)

[MS-GLOS] Microsoft Corporation, "[Windows Protocols Master Glossary](#)".

[MS-MCI] Microsoft Corporation, "[MCI Compression and Decompression](#)".

[MS-NSPI] Microsoft Corporation, "[Name Service Provider Interface \(NSPI\) Protocol Specification](#)".

[MS-OXABREF] Microsoft Corporation, "[Address Book Name Service Provider Interface \(NSPI\) Referral Protocol Specification](#)".

[MS-OXBBODY] Microsoft Corporation, "[Best Body Retrieval Algorithm](#)".

[MS-OXCDATA] Microsoft Corporation, "[Data Structures](#)".

[MS-OXCFCOLD] Microsoft Corporation, "[Folder Object Protocol Specification](#)".

[MS-OXCFXICS] Microsoft Corporation, "[Bulk Data Transfer Protocol Specification](#)".

[MS-OXCICAL] Microsoft Corporation, "[iCalendar to Appointment Object Conversion Algorithm](#)".

[MS-OXCMAIL] Microsoft Corporation, "[RFC2822 and MIME to E-Mail Object Conversion Algorithm](#)".

[MS-OXCMSG] Microsoft Corporation, "[Message and Attachment Object Protocol Specification](#)".

[MS-OXCNOTIF] Microsoft Corporation, "[Core Notifications Protocol Specification](#)".

[MS-OXCPERM] Microsoft Corporation, "[Exchange Access and Operation Permissions Protocol Specification](#)".

[MS-OXCPRPT] Microsoft Corporation, "[Property and Stream Object Protocol Specification](#)".

[MS-OXCROPS] Microsoft Corporation, "[Remote Operations \(ROP\) List and Encoding Protocol Specification](#)".

[MS-OXCRPC] Microsoft Corporation, "[Wire Format Protocol Specification](#)".

[MS-OXCSPAM] Microsoft Corporation, "[Spam Confidence Level Protocol Specification](#)".

[MS-OXCSTOR] Microsoft Corporation, "[Store Object Protocol Specification](#)".

[MS-OXCTABL] Microsoft Corporation, "[Table Object Protocol Specification](#)".

[MS-OXDISCO] Microsoft Corporation, "[Autodiscover HTTP Service Protocol Specification](#)".

[MS-OXDCLI] Microsoft Corporation, "[Autodiscover Publishing and Lookup Protocol Specification](#)".

[MS-OXGLOS] Microsoft Corporation, "[Exchange Server Protocols Master Glossary](#)".

[MS-OXIMAP4] Microsoft Corporation, "[Internet Message Access Protocol Version 4 \(IMAP4\) Extensions](#)".

[MS-OXLDAP] Microsoft Corporation, "[Lightweight Directory Access Protocol \(LDAP\) Version 3 Extensions](#)".

[MS-OXMSG] Microsoft Corporation, "[Outlook Item \(.msg\) File Format](#)".

[MS-OXNSPI] Microsoft Corporation, "[Exchange Server Name Service Provider Interface \(NSPI\) Protocol Specification](#)".

[MS-OXOAB] Microsoft Corporation, "[Offline Address Book \(OAB\) File Format and Schema](#)".

[MS-OXOABK] Microsoft Corporation, "[Address Book Object Protocol Specification](#)".

[MS-OXOABKT] Microsoft Corporation, "[Address Book User Interface Templates Protocol Specification](#)".

[MS-OXOCAL] Microsoft Corporation, "[Appointment and Meeting Object Protocol Specification](#)".

[MS-OXOCFG] Microsoft Corporation, "[Configuration Information Protocol Specification](#)".

[MS-OXOCNTC] Microsoft Corporation, "[Contact Object Protocol Specification](#)".

[MS-OXODLGT] Microsoft Corporation, "[Delegate Access Configuration Protocol Specification](#)".

[MS-OXODOC] Microsoft Corporation, "[Document Object Protocol Specification](#)".

[MS-OXOFLAG] Microsoft Corporation, "[Informational Flagging Protocol Specification](#)".

[MS-OXOJRNL] Microsoft Corporation, "[Journal Object Protocol Specification](#)".

[MS-OXOMSG] Microsoft Corporation, "[E-Mail Object Protocol Specification](#)".

[MS-OXONOTE] Microsoft Corporation, "[Note Object Protocol Specification](#)".

[MS-OXOPFFB] Microsoft Corporation, "[Public Folder-Based Free/Busy Protocol Specification](#)".

[MS-OXOPOST] Microsoft Corporation, "[Post Object Protocol Specification](#)".

[MS-OXORMDR] Microsoft Corporation, "[Reminder Settings Protocol Specification](#)".

[MS-OXORMMS] Microsoft Corporation, "[Rights-Managed E-Mail Object Protocol Specification](#)".

[MS-OXORSS] Microsoft Corporation, "[RSS Object Protocol Specification](#)".

[MS-OXORULE] Microsoft Corporation, "[E-Mail Rules Protocol Specification](#)".

[MS-OXOSFLD] Microsoft Corporation, "[Special Folders Protocol Specification](#)".

[MS-OXOSMIME] Microsoft Corporation, "[S/MIME E-Mail Object Algorithm](#)".

[MS-OXOSMMS] Microsoft Corporation, "[Short Message Service \(SMS\) and Multimedia Messaging Service \(MMS\) Object Protocol Specification](#)".

[MS-OXOSRCH] Microsoft Corporation, "[Search Folder List Configuration Protocol Specification](#)".

[MS-OXOTASK] Microsoft Corporation, "[Task-Related Objects Protocol Specification](#)".

[MS-OXOUM] Microsoft Corporation, "[Voice Mail and Fax Objects Protocol Specification](#)".

[MS-OXPFOAB] Microsoft Corporation, "[Offline Address Book \(OAB\) Public Folder Retrieval Protocol Specification](#)".

[MS-OXPHISH] Microsoft Corporation, "[Phishing Warning Protocol Specification](#)".

[MS-OXPOP3] Microsoft Corporation, "[Post Office Protocol Version 3 \(POP3\) Extensions](#)".

[MS-OXPROPS] Microsoft Corporation, "[Exchange Server Protocols Master Property List](#)".

[MS-OXPSVAL] Microsoft Corporation, "[E-Mail Postmark Validation Algorithm](#)".

[MS-OXREF] Microsoft Corporation, "[Exchange Server Protocols Master Reference](#)".

[MS-OXRTFCP] Microsoft Corporation, "[Rich Text Format \(RTF\) Compression Algorithm](#)".

[MS-OXRTFEX] Microsoft Corporation, "[Rich Text Format \(RTF\) Extensions Algorithm](#)".

[MS-OXSHARE] Microsoft Corporation, "[Sharing Message Object Protocol Specification](#)".

[MS-OXSHRMSG] Microsoft Corporation, "[Sharing Message Attachment Schema](#)".

[MS-OXSMTTP] Microsoft Corporation, "[Simple Mail Transfer Protocol \(SMTP\) Mail Submission Extensions](#)".

[MS-OXTNEF] Microsoft Corporation, "[Transport Neutral Encapsulation Format \(TNEF\) Data Algorithm](#)".

[MS-OXVCARD] Microsoft Corporation, "[vCard to Contact Object Conversion Algorithm](#)".

[MS-OXWAVLS] Microsoft Corporation, "[Availability Web Service Protocol Specification](#)".

[MS-OXWCONFIG] Microsoft Corporation, "[Web Service Configuration Protocol Specification](#)".

[MS-OXWMT] Microsoft Corporation, "[Mail Tips Web Service Extensions](#)".

[MS-OXWOAB] Microsoft Corporation, "[Offline Address Book \(OAB\) Retrieval File Format](#)".

[MS-OXWOOF] Microsoft Corporation, "[Out of Office \(OOO\) Web Service Protocol Specification](#)".

[MS-OXWSADISC] Microsoft Corporation, "[Autodiscover Publishing and Lookup SOAP-Based Web Service Protocol Specification](#)".

[MS-OXWSATT] Microsoft Corporation, "[Attachment Handling Web Service Protocol Specification](#)".

[MS-OXWSAUTID] Microsoft Corporation, "[Authentication Identification Extension](#)".

[MS-OXWSBTRF] Microsoft Corporation, "[Bulk Transfer Web Service Protocol Specification](#)".

[MS-OXWSCDATA] Microsoft Corporation, "[Common Web Service Data Types](#)".

[MS-OXWSCONT] Microsoft Corporation, "[Contacts Web Service Protocol Specification](#)".

[MS-OXWSCONV] Microsoft Corporation, "[Conversations Web Service Protocol Specification](#)".

[MS-OXWSCORE] Microsoft Corporation, "[Core Items Web Service Protocol Specification](#)".

[MS-OXWSCVTID] Microsoft Corporation, "[Convert Item Identifier Web Service Protocol Specification](#)".

[MS-OXWSDLGM] Microsoft Corporation, "[Delegate Access Management Web Service Protocol Specification](#)".

[MS-OXWSDLIST] Microsoft Corporation, "[Distribution List Creation and Usage Web Service Protocol Specification](#)".

[MS-OXWSFOLD] Microsoft Corporation, "[Folders and Folder Permissions Web Service Protocol Specification](#)".

[MS-OXWSGTRM] Microsoft Corporation, "[Get Rooms List Web Service Protocol Specification](#)".

[MS-OXWSGTZ] Microsoft Corporation, "[Get Server Time Zone Web Service Protocol Specification](#)".

[MS-OXWSLVID] Microsoft Corporation, "[Federated Internet Authentication Web Service Protocol Specification](#)".

[MS-OXWSMSG] Microsoft Corporation, "[E-Mail Message Types Web Service Protocol Specification](#)".

[MS-OXWSMSHR] Microsoft Corporation, "[Folder Sharing Web Service Protocol Specification](#)".

[MS-OXWSMTGS] Microsoft Corporation, "[Calendaring Web Service Protocol Specification](#)".

[MS-OXWSMTRK] Microsoft Corporation, "[Message Tracking Web Service Protocol Specification](#)".

[MS-OXWSNTIF] Microsoft Corporation, "[Notifications Web Service Protocol Specification](#)".

[MS-OXWSPED] Microsoft Corporation, "[Password Expiration Date Web Service Protocol Specification](#)".

[MS-OXWSPOST] Microsoft Corporation, "[Post Items Web Service Protocol Specification](#)".

[MS-OXWSPSNTIF] Microsoft Corporation, "[Push Notifications Web Service Protocol Specification](#)".

[MS-OXWSRSLNM] Microsoft Corporation, "[Resolve Recipient Names Web Service Protocol Specification](#)".

[MS-OXWSRULES] Microsoft Corporation, "[Inbox Rules Web Service Protocol Specification](#)".

[MS-OXWSSRCH] Microsoft Corporation, "[Mailbox Search Web Service Protocol Specification](#)".

[MS-OXWSSYNC] Microsoft Corporation, "[Mailbox Contents Synchronization Web Service Protocol Specification](#)".

[MS-OXWSTASK] Microsoft Corporation, "[Tasks Web Service Protocol Specification](#)".

[MS-OXWSUSRCFG] Microsoft Corporation, "[User Configuration Web Service Protocol Specification](#)".

[MS-OXWSXPROP] Microsoft Corporation, "[Extended Properties Structure](#)".

[MS-OXWUMS] Microsoft Corporation, "[Voice Mail Settings Web Service Protocol Specification](#)".

[MS-PATCH] Microsoft Corporation, "[LZX DELTA Compression and Decompression](#)".

[MS-SMTP] Microsoft Corporation, "[NT LAN Manager \(NTLM\) Authentication: Simple Mail Transfer Protocol \(SMTP\) Extension](#)".

[MS-STANOICAL] Microsoft Corporation, "[Outlook iCalendar Standards Support](#)".

[MS-STANOIMAP] Microsoft Corporation, "[Outlook Internet Message Access Protocol \(IMAP\) Standards Support](#)".

[MS-STANOPOP3] Microsoft Corporation, "[Outlook Post Office Protocol Version 3 \(POP3\) Standards Support](#)".

[MS-STANXICAL] Microsoft Corporation, "[Exchange iCalendar Standards Support](#)".

[MS-STANXIMAP] Microsoft Corporation, "[Exchange Internet Message Access Protocol \(IMAP\) Standards Support](#)".

[MS-STANXPOP3] Microsoft Corporation, "[Exchange Post Office Protocol Version 3 \(POP3\) Standards Support](#)".

[MS-WDVSE] Microsoft Corporation, "[Web Distributed Authoring and Versioning \(WebDAV\) Protocol: Server Extensions](#)".

[MS-XJRNL] Microsoft Corporation, "[Journal Record Message File Format](#)".

[MS-XLOGIN] Microsoft Corporation, "[Simple Mail Transfer Protocol \(SMTP\) AUTH LOGIN Extension](#)".

[MS-XWDCAL] Microsoft Corporation, "[Web Distributed Authoring and Versioning \(WebDAV\) Extensions for Calendar Support](#)".

[MS-XWDCNTC] Microsoft Corporation, "[Web Distributed Authoring and Versioning \(WebDAV\) Extensions for Contacts Support](#)".

[MS-XWDDOC] Microsoft Corporation, "[Web Distributed Authoring and Versioning \(WebDAV\) Extensions for Documents Support](#)".

[MS-XWDEXT] Microsoft Corporation, "[Web Distributed Authoring and Versioning \(WebDAV\) Core Extensions](#)".

[MS-XWDFOLD] Microsoft Corporation, "[Web Distributed Authoring and Versioning \(WebDAV\) Extensions for Folders Support](#)".

[MS-XWDMAIL] Microsoft Corporation, "[Web Distributed Authoring and Versioning \(WebDAV\) Extensions for E-Mail Support](#)".

[MS-XWDNOTIF] Microsoft Corporation, "[Web Distributed Authoring and Versioning \(WebDAV\) Extensions for Notifications](#)".

[MS-XWDREPL] Microsoft Corporation, "[Web Distributed Authoring and Versioning \(WebDAV\) Extensions for Replication](#)".

[MS-XWDSEARCH] Microsoft Corporation, "[Web Distributed Authoring and Versioning \(WebDAV\) Extensions for Search](#)".

[MS-XWDSTRUCTDOC] Microsoft Corporation, "[Web Distributed Authoring and Versioning \(WebDAV\) Extensions for Structured Documents](#)".

[MS-XWDVSEC] Microsoft Corporation, "[Web Distributed Authoring and Versioning \(WebDAV\) Protocol Security Descriptor Extensions](#)".

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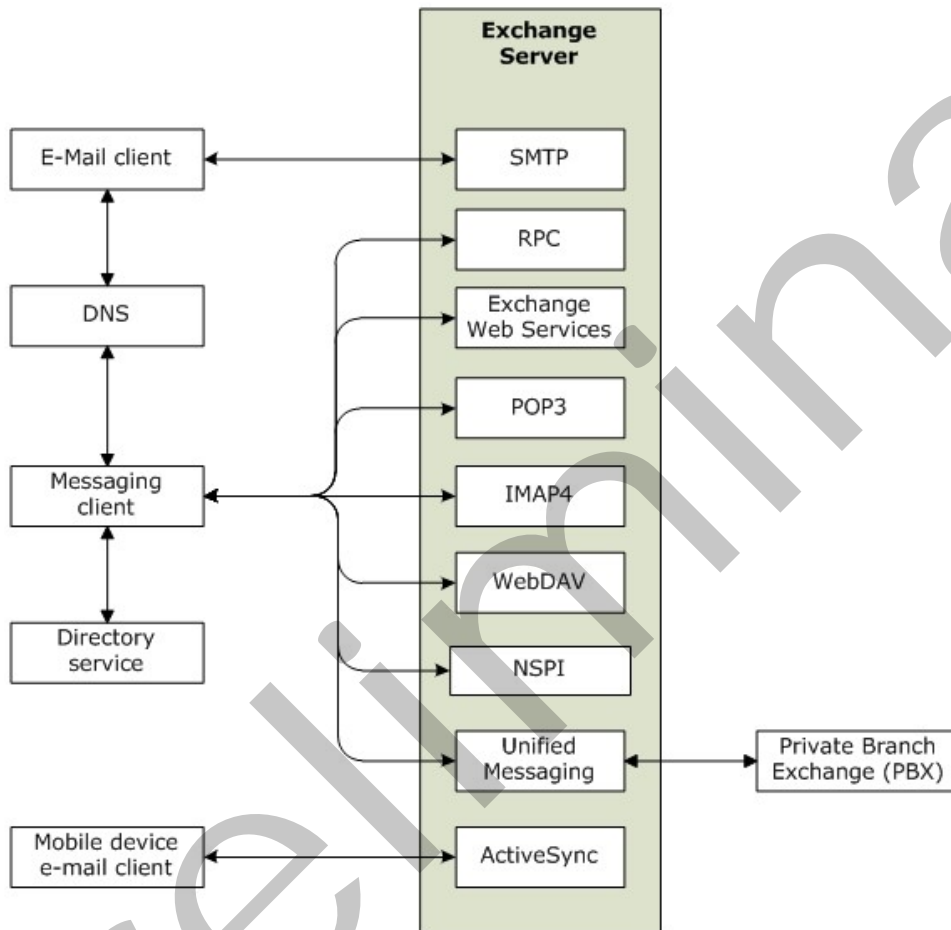
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## 2 Functional Architecture

The Microsoft® Exchange Server system consists of protocols (including extensions to industry-standard or other published protocols) that Microsoft Exchange uses to communicate with other products. The protocols enable the transfer of data between client and server and enable clients to access, interpret, and manipulate data in the messaging **store**.

### 2.1 Overview

The Microsoft® Exchange Server system from a protocols perspective, where the server provides protocols for clients, is illustrated in the following figure. The clients that interoperate with the server perform messaging tasks, and ancillary entities provide essential supporting services.



**Figure 2: Functional architecture**

Each protocol exposes a set of functionality that pertains to specific classes of operations. For example, the **Simple Mail Transfer Protocol (SMTP)**, the **Post Office Protocol - Version 3 (POP3)**, and the **Internet Message Access Protocol - Version 4 (IMAP4)** constitute a set of Internet Standard protocols that simple e-mail clients use to send, retrieve, and manage e-mail messages; Exchange Web Services offers a standardized interface for middle-tier applications to build value-added services; the **Web Distributed Authoring and Versioning Protocol**



(**WebDAV**) provides a set of interfaces that caters to distributed authoring; and the **remote procedure call (RPC)** interface provides all of the above as well as direct access to storage and retrieval services.

In the simplest sense, the Exchange server operates under the common client-server architecture, where a messaging client connects to an Exchange server by using one or more of the available protocols. The client performs tasks by issuing a series of requests to the server and processing server responses. Behind the simplicity of the client-server architecture lies functionality from basic storage to accessing, updating, and synchronizing **address books**, appointments, and shared folders.

An Exchange server can be regarded as having two functional elements: an information store and a message processing system. These functions are explained in more detail in section [2.1.1](#) and section [2.1.2](#).

### **2.1.1 Information Store**

The information store provides storage functionality for Exchange servers, as described in [\[MS-OXCSTOR\]](#). From a functional point of view, the information store is a hierarchical storage system consisting of folders and messages. The information store also implements a wide range of methods to access, classify, render, and synchronize data between Exchange servers and clients.

### **2.1.2 Message Processing System**

The message processing system consists of anything not directly related to storage, including the processing that happens when a message is in transit to and from storage. For example, when a new message is received, message processing determines whether the message needs to be placed into storage or whether and where it is routed. Similarly, when a new message is submitted for delivery, message processing retrieves the message from storage and determines whether content conversion is required and whether and where it is routed.

### **2.1.3 Communications Within the System**

#### **2.1.3.1 Between an E-Mail Client and Exchange Servers**

Communication between an e-mail client and Exchange servers implements SMTP or SMTP plus Exchange-specific extensions to SMTP, as described in [\[MS-OXSMTP\]](#), for e-mail transmission.

#### **2.1.3.2 Between a Messaging Client and Exchange Servers**

In the context of communication between a messaging client and Exchange servers, "messaging client" refers to any generic client that uses the Microsoft® Exchange Server messaging system. A messaging client does not necessarily have to be an e-mail client. As illustrated in the figure in section [2.1](#), messaging clients have a variety of protocol options to communicate with Exchange servers: RPC, POP3, IMAP4, WebDAV, Web Services, NSPI, and **Unified Messaging**.

#### **2.1.3.3 Between a Mobile Client Device and Exchange Servers**

Mobile client devices communicate with Exchange servers via the ActiveSync protocols.

#### **2.1.3.4 Between a Messaging Client and Directory Service**

Messaging clients communicate with the directory service to locate Autodiscover sites, as described in [\[MS-OXDISCO\]](#). This communication uses the **Lightweight Directory Access Protocol (LDAP)**.

### 2.1.3.5 Between a Messaging Client and DNS

Messaging clients communicate with **Domain Name System (DNS)** servers to locate alternate Autodiscover sites. For information about Autodiscover, see [\[MS-OXDISCO\]](#).

## 2.2 Protocol Summary

The tables in the following sections provide a comprehensive list of the Member Protocols of the Microsoft® Exchange Server System. The Member Protocols are grouped according to their primary purpose.

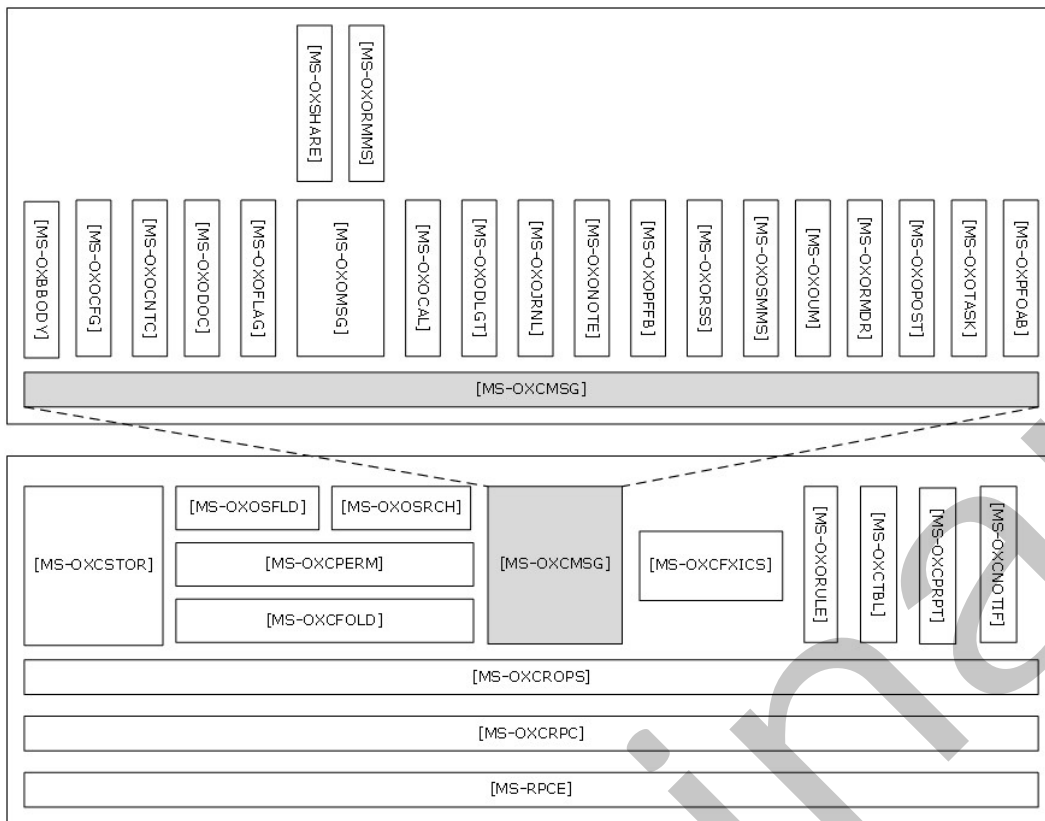
### 2.2.1 Microsoft Exchange Primer Documents

The documents in this table contain data structures, terms, properties, and references information that is broadly useful.

Document name	Description	Short name
Data Structures	Describes common data structures that are used in remote operations.	<a href="#">[MS-OXCDATA]</a>
Exchange Server Protocols Master Glossary	Provides definitions for terms that are used in the Microsoft® Exchange Server protocol documentation set. While <a href="#">[MS-OXGLOS]</a> defines many of the terms that are used in the Microsoft Exchange protocol documentation set, <a href="#">[MS-GLOS]</a> also defines some terms, and <a href="#">[RFC2119]</a> defines normative language terms.	[MS-OXGLOS]
Exchange Server Protocols Master Property List	Lists all properties used for communication between clients and servers, provides summary information about each property, and provides links to the documents in which the property value ranges and semantics are specified.	<a href="#">[MS-OXPROPS]</a>
Exchange Server Protocols Master Reference	Lists references used in the Microsoft Exchange protocol documentation set.	<a href="#">[MS-OXREF]</a>

### 2.2.2 RPC Primer/Storage and Retrieval Protocols

The RPC primer protocols enable the packaging and transmitting of data between clients and servers. The storage and retrieval protocols enable the storage and retrieval of messages related to calendars, tasks, and personal contacts. The hierarchical relationships between the RPC storage and retrieval protocols are illustrated in the following figure, in which each protocol is represented by its specification short name.



**Figure 3: RPC primer/storage and retrieval protocols**

### 2.2.2.1 RPC Primer Protocols

Protocols in this table enable the packaging and transmitting of messaging data between clients and servers.

Protocol name	Description	Short name
Wire Format Protocol	Serves as the transport basis for client/server communications over RPC.	<a href="#">[MS-OXCRPC]</a>
Remote Operations (ROP) List and Encoding Protocol	Used by clients to access and modify <b>mailbox</b> information on servers.	<a href="#">[MS-OXCROPS]</a>
Store Object Protocol	Used by clients to log on to a user mailbox or <b>public folders</b> , read and write mailbox-level properties for that user mailbox, perform various housekeeping tasks for that mailbox, and determine the availability of content for public folders.	<a href="#">[MS-OXCSTOR]</a>
Message and Attachment Object Protocol	Provides the methods used within the server for manipulating <b>Message objects</b> .	<a href="#">[MS-OXCMSG]</a>
Folder Object	Handles operations for <b>Folder objects</b> .	<a href="#">[MS-</a>

Protocol name	Description	Short name
Protocol		<a href="#">[OXCFOLD]</a>
Special Folders Protocol	Describes the default set of folders that an implementation supports, as well as other non-user-visible special folders for certain types of application data, such as reminders and views.	<a href="#">[MS-OXOSFLD]</a>
Table Object Protocol	Used by clients to read and navigate through data that is retrieved in tabular format from the server.	<a href="#">[MS-OXCTABL]</a>

### 2.2.2.2 RPC Storage and Retrieval Protocols

Protocols and other technologies listed in this table enable the storage and retrieval of messages related to calendars, tasks, and personal contacts.

Protocol or other technology name	Description	Short name
Best Body Retrieval Algorithm	Provides a mechanism for efficient storage of <b>message bodies</b> .	<a href="#">[MS-OXBBODY]</a>
Bulk Data Transfer Protocol	Responsible for the order and data flow for that is used to transfer data between client and server.	<a href="#">[MS-OXCFXICS]</a>
Core Notifications Protocol	Handles notifications that are sent to a client when specific server events occur.	<a href="#">[MS-OXCNOTIF]</a>
Exchange Access and Operation Permissions Protocol	Handles the retrieval of folder permission lists that are stored on the server.	<a href="#">[MS-OXCPERM]</a>
Property and Stream Object Protocol	Enables a client to read, set, and delete the properties of an object.	<a href="#">[MS-OXCPRPT]</a>
Appointment and Meeting Object Protocol	Extends the Message and Attachment Object Protocol, as described in <a href="#">[MS-OXCMSG]</a> , for use with calendaring.	<a href="#">[MS-OXOCAL]</a>
Configuration Information Protocol	Allows a client to share overlapping application settings with a server. Where appropriate, it can also be used to change the configuration of a feature on the client from the server or vice versa.	<a href="#">[MS-OXOCFG]</a>
Contact Object Protocol	Enables the handling of contacts and personal distribution lists.	<a href="#">[MS-OXOCNTC]</a>
Delegate Access Configuration Protocol	Enables a user to delegate the responsibility for his or her mailbox to another user.	<a href="#">[MS-OXODLGT]</a>
Document Object Protocol	Enables representation of an ordinary file, such as a document generated by a word-processing application, in a mail folder for later retrieval. Extends the Message and Attachment Object Protocol, which is described in <a href="#">[MS-OXCMSG]</a> .	<a href="#">[MS-OXODOC]</a>
Informational Flagging Protocol	Sets flagging-related properties on Message objects. These properties can then be used to identify flagged messages.	<a href="#">[MS-OXOFLAG]</a>
Journal Object Protocol	Used to track activity related to a meeting, task, <b>contact</b>	<a href="#">[MS-</a>

Protocol or other technology name	Description	Short name
	<b>(3)</b> , or application file. Extends the Message and Attachment Object Protocol, which is described in [MS-OXCMSG].	<a href="#">OXOJRNLI</a>
E-Mail Object Protocol	Enables the representation of e-mail messages in a messaging store.	<a href="#">[MS-OXOMSG]</a>
Note Object Protocol	Enables the representation of a brief note that functions as the electronic equivalent of a paper sticky note. Extends the Message and Attachment Object Protocol, which is described in [MS-OXCMSG].	<a href="#">[MS-OXONOTE]</a>
Public Folder-Based Free/Busy Protocol	Publishes the availability of a user or resource.	<a href="#">[MS-OXOPFFB]</a>
Post Object Protocol	Enables the representation of a bulletin board post in a messaging store.	<a href="#">[MS-OXOPOST]</a>
Reminder Settings Protocol	Allows the user or an agent who is acting on behalf of the user to associate a reminder with a given Message object, with the intention that a client will signal the user or agent when the signal time is reached.	<a href="#">[MS-OXORMDR]</a>
Rights-Managed E-Mail Object Protocol	Used by clients to create and consume rights-managed e-mail messages.	<a href="#">[MS-OXORMMS]</a>
RSS Object Protocol	Enables the representation of an item that is from a news feed. Extends the Message and Attachment Object Protocol, which is described in [MS-OXCMSG].	<a href="#">[MS-OXORSS]</a>
E-Mail Rules Protocol	Enables the manipulation of incoming and outgoing e-mail messages on a server.	<a href="#">[MS-OXORULE]</a>
Short Message Service (SMS) and Multimedia Messaging Service (MMS) Object Protocol	Enables clients and servers to create, modify, and delete <b>Short Message Service (SMS)</b> and <b>Multimedia Messaging Service (MMS)</b> messages. Extends the Message and Attachment Object Protocol, which is described in [MS-OXCMSG].	<a href="#">[MS-OXOSMMS]</a>
Search Folder List Configuration Protocol	Creates, deletes, and modifies <b>search folders (2)</b> .	<a href="#">[MS-OXOSRCH]</a>
Task-Related Objects Protocol	Enables the representation of task-related Message objects in a messaging store.	<a href="#">[MS-OXOTASK]</a>
Voice Mail and Fax Objects Protocol	Enables the server to manipulate Unified Messaging objects.	<a href="#">[MS-OXOUM]</a>
Offline Address Book (OAB) Public Folder Retrieval Protocol	Provides a method for delivering <b>offline address book (OAB)</b> data from server to client.	<a href="#">[MS-OXPFOAB]</a>
Sharing Message Object Protocol	Shares mailbox folders between clients.	<a href="#">[MS-OXSHARE]</a>

## 2.2.3 Content Conversion Protocols

Protocols and other technologies listed in this table enable clients and servers to convert from the standard-based formats into one or more of the Microsoft® Exchange Server-supported formats.

Protocol or other technology name	Description	Short name
iCalendar to Appointment Object Conversion Algorithm	Converts between iCalendar services, as described in <a href="#">[RFC2445]</a> , <a href="#">[RFC2446]</a> , <a href="#">[RFC2447]</a> , and <b>Appointment objects</b> and <b>Meeting objects</b> .	<a href="#">[MS-OXCICAL]</a>
RFC2822 and MIME to E-Mail Object Conversion Algorithm	Converts data between the Internet standard e-mail format, as described in <a href="#">[RFC2822]</a> , and the Message object format.	<a href="#">[MS-OXCMAIL]</a>
S/MIME E-Mail Object Algorithm	Handles the conversion of arbitrary clear-signed messages and of <b>S/MIME</b> opaque-signed and encrypted messages.	<a href="#">[MS-OXOSMIME]</a>
Rich Text Format (RTF) Compression Algorithm	Encodes and decodes a compressed stream in <b>Rich Text Format (RTF)</b> message bodies.	<a href="#">[MS-OXRTFCP]</a>
Rich Text Format (RTF) Extensions Algorithm	Encapsulates additional content formats (such as <b>HTML</b> ) within the RTF body property of messages and attachments.	<a href="#">[MS-OXRTFEX]</a>
Transport Neutral Encapsulation Format (TNEF) Data Algorithm	Encodes and decodes Message objects and <b>Attachment objects</b> to an efficient stream representation.	<a href="#">[MS-OXTNEF]</a>
vCard to Contact Object Conversion Algorithm	Imports <b>vCard</b> data into a <b>Contact object</b> and exports Contact objects as vCard data.	<a href="#">[MS-OXVCARD]</a>

### 2.2.3.1 Content Conversion File Formats

File formats in this table enable content conversion.

File format name	Description	Short name
Outlook Item (.msg) File Format	Used to represent individual e-mail messages, appointments, contacts, tasks, and so on in the file system.	<a href="#">[MS-OXMSG]</a>
Offline Address Book (OAB) File Format and Schema	Used for the local <b>Address Book objects</b> cache.	<a href="#">[MS-OXOAB]</a>
MCI Compression and Decompression	Used for the encoding and decoding of MSZIP compressed data in cabinet files.	<a href="#">[MS-MCI]</a>
LZX DELTA Compression and Decompression	A derivative of the Microsoft Cabinet LZX format with some modifications to facilitate efficient delta compression.	<a href="#">[MS-PATCH]</a>

## 2.2.4 ActiveSync Protocols

Protocols and other technologies listed in this table enable data to be shared and synchronized between a server and a mobile client device. The ActiveSync protocols also provide a notification mechanism that allows clients to synchronize updates when changes occur on the server; for example, when a new e-mail message arrives.

Protocol or other technology name	Description	Short name
ActiveSync AirSyncBase Namespace Protocol	Used by the ActiveSync commands to identify the size, type, and content of the data returned to the client in response messages.	[MS-ASAIRS]
ActiveSync Calendar Class Protocol	Enables the interchange of calendar data between a server and a client device.	[MS-ASCAL]
ActiveSync Command Reference Protocol	Enables the synchronization of e-mail, attachments, contact information, calendar data, and document objects.	[MS-ASCMD]
ActiveSync Contact Class Protocol	Enables the interchange of contact data between a server and a client device.	[MS-ASCNTC]
ActiveSync Conversations Protocol	Improves the ways in which e-mails are displayed in the conversation view.	[MS-ASCON]
ActiveSync Document Class Protocol	Communicates document data from the server to the client.	[MS-ASDOC]
ActiveSync Data Types	Data types used by the ActiveSync <b>XML schema definitions (XSDs)</b> .	[MS-ASDTYPE]
ActiveSync E-Mail Class Protocol	An XML representation of e-mail data sent or received on mobile devices that communicate by using the ActiveSync protocols.	[MS-ASEMAIL]
ActiveSync HTTP Protocol	Enables a client device to synchronize data with the data that is stored on the server.	[MS-ASHTTP]
ActiveSync Short Message Service (SMS) Protocol	Provides the mechanisms for a mobile device to synchronize SMS messages with the server and for the server to send SMS messages through the mobile device.	[MS-ASMS]
ActiveSync Notes Class Protocol	Provides the mechanisms that allow a mobile client to synchronize user notes with a server.	[MS-ASNOTE]
ActiveSync Provisioning Protocol	Enables servers to communicate security policy settings to client devices.	[MS-ASPROV]
ActiveSync Rights Management Protocol	Describes the actions allowed on an e-mail message and its attachments.	[MS-ASRM]
ActiveSync Tasks Class Protocol	Enables the interchange of task data between a client and a server.	[MS-ASTASK]
ActiveSync WAP Binary XML (WBXML) Algorithm	Enables <b>Wireless Application Protocol (WAP) Binary XML (WBXML)</b> encoding.	[MS-ASWBXML]

## 2.2.5 Directory/Profile Services Protocols

Protocols in this table enable clients to find and use mail server configuration information.

Protocol name	Description	Short name
Autodiscover HTTP Service Protocol	Extends the DNS and directory services to make the location and settings of mail servers available to clients.	<a href="#">[MS-OXDISCO]</a>
Autodiscover Publishing and Lookup Protocol	Enables clients to locate the Autodiscover HTTP service.	<a href="#">[MS-OXDSCALI]</a>

## 2.2.6 Name Service Provider Interface Protocols

Protocols in this table enable access to address book, user, group, and resource information via a directory service.

Protocol name	Description	Short name
Address Book Name Service Provider Interface (NSPI) Referral Protocol	Redirects client address book requests to an appropriate address book server.	<a href="#">[MS-OXABREF]</a>
Exchange Server Name Service Provider Interface (NSPI) Protocol	Enables Messaging API (MAPI) clients to access the directory service.	<a href="#">[MS-OXNSPI]</a>
Address Book Object Protocol	Describes the properties of various Address Book objects, and how the properties of Address Book objects interrelate.	<a href="#">[MS-OXOABK]</a>
Address Book User Interface Templates Protocol	Describes the properties and operations that are permissible for address book templates.	<a href="#">[MS-OXOABKT]</a>

## 2.2.7 Standards-Based Protocol Extensions

Exchange servers support a number of different standard protocols for e-mail (POP3, SMTP, IMAP4, and WebDAV) and directory information (**LDAP**). The protocol extensions in this table describe extensions to these standards primarily for authentication and authorization.

Protocol extension name	Description	Short name
Internet Message Access Protocol Version 4 (IMAP4) Extensions	Extends IMAP4, as described in <a href="#">[RFC3501]</a> , which enables a client to access e-mail on a server.	<a href="#">[MS-OXIMAP4]</a>
Lightweight Directory Access Protocol (LDAP) Version 3 Extensions	Extends LDAPv3, which enables directory access.	<a href="#">[MS-OXLDAP]</a>
Post Office Protocol Version 3 (POP3) Extensions	Extends POP3, as described in <a href="#">[RFC1939]</a> , which enables the listing and downloading of mail.	<a href="#">[MS-OXPOP3]</a>
Simple Mail Transfer Protocol (SMTP) Mail Submission Extensions	Extends the SMTP Message Submission for Mail protocol, as described in <a href="#">[RFC4409]</a> , which is used to submit mail from a client to a server.	<a href="#">[MS-OXSMTPI]</a>



Protocol extension name	Description	Short name
SMTP Protocol: AUTH LOGIN Extension	Extends SMTP to support a simple <b>base64 encoding</b> authentication mechanism.	<a href="#">[MS-XLOGIN]</a>

### 2.2.7.1 Compliance-Related Standards-Based Protocols Support

The documents in this table describe the level of support for standards-based protocols.

Document name	Description	Short name
Outlook iCalendar Standards Support	The level of support provided by Microsoft® Office Outlook® 2007 and Microsoft® Outlook® 2010 for the Internet iCalendar Protocol (iCalendar), the iCalendar Transport-Independent Interoperability Protocol (iTIP), and the iCalendar Message-Based Interoperability Protocol (iMIP).	<a href="#">[MS-STANOICAL]</a>
Outlook Internet Message Access Protocol (IMAP) Standards Support	The level of support provided by Office Outlook 2007 and Outlook 2010 for the Internet Message Access Protocol (IMAP).	<a href="#">[MS-STANOIMAP]</a>
Outlook Post Office Protocol Version 3 (POP3) Standards Support	The level of support provided by Office Outlook 2007 and Outlook 2010 for POP3 service.	<a href="#">[MS-STANOPOP3]</a>
Exchange iCalendar Standards Support	The level of support provided by Microsoft® Exchange Server 2007 and Microsoft® Exchange Server 2010 for the Internet iCalendar Protocol (iCalendar), the iCalendar Transport-Independent Interoperability Protocol (iTIP), and the iCalendar Message-Based Interoperability Protocol (iMIP).	<a href="#">[MS-STANXICAL]</a>
Exchange Internet Message Access Protocol (IMAP) Standards Support	The level of support provided by Exchange 2007 and Exchange 2010 for the Internet Message Access Protocol (IMAP).	<a href="#">[MS-STANXIMAP]</a>
Exchange Post Office Protocol Version 3 (POP3) Standards Support	The level of support provided by Exchange 2007 and Exchange 2010 for POP3 service.	<a href="#">[MS-STANXPOP3]</a>

## 2.2.8 Message Processing Protocols

### 2.2.8.1 Journal Message Processing File Format

The file format in this table enables clients and servers to interpret metadata required to journal or archive e-mail messages.

File format name	Description	Short name
Journal Record Message File Format	Extends the protocols described in <a href="#">[RFC2045]</a> and <a href="#">[RFC2046]</a> to enable the formatting of information about an e-mail message that is sent through the server.	<a href="#">[MS-XJRNL]</a>

## 2.2.8.2 Filter Message Processing Protocols

Protocols and other technologies listed in this table enable clients and servers to interpret metadata for spam, phishing, and postmark validation.

Protocol or other technology name	Description	Short name
Spam Confidence Level Protocol	Enables the handling of allow/block lists and the determination of junk e-mail messages.	<a href="#">[MS-OXCSPAM]</a>
Phishing Warning Protocol	Identifies and marks e-mail messages that are designed to trick recipients into divulging sensitive information (such as passwords and/or other personal information) to a non-trustworthy source.	<a href="#">[MS-OXPHISH]</a>
E-Mail Postmark Validation Algorithm	Creates and validates computational puzzles to reduce the effectiveness of junk e-mail.	<a href="#">[MS-OXPSVAL]</a>

## 2.2.8.3 Sharing Message Processing Schemas

The schema in this table enables clients and servers to interpret metadata for sharing message data.

Schema name	Description	Short name
Sharing Message Attachment Schema	Establishes a sharing relationship between two servers on behalf of client applications.	<a href="#">[MS-OXSHRMMSG]</a>

## 2.2.9 WebDAV Protocol Extensions

The Web Distributed Authoring and Versioning Protocol (WebDAV) is a set of methods, headers, and content types that extend the Hypertext Transport Protocol – HTTP/1.1, as described in [\[RFC2068\]](#). WebDAV allows for the reading and writing of data to servers, as described in [\[RFC2518\]](#).

Protocol extensions in this table extend the WebDAV HTTP extensions described in [\[RFC2518\]](#) to provide additional functionality.

Protocol extension name	Description	Short name
Web Distributed Authoring and Versioning (WebDAV) Extensions for Calendar Support	Extends the WebDAV protocol to enable the creation and manipulation of <b>Calendar objects</b> by using WebDAV.	<a href="#">[MS-XWDCAL]</a>
Web Distributed Authoring and Versioning (WebDAV) Extensions for Contacts Support	Extends the WebDAV protocol to enable the creation and manipulation of Contact objects by using WebDAV.	<a href="#">[MS-XWDCNTC]</a>
Web Distributed Authoring and Versioning (WebDAV) Extensions for Documents Support	Extends the WebDAV protocol to enable the creation and manipulation of <b>Document objects</b> by using WebDAV.	<a href="#">[MS-XWDDOC]</a>
Web Distributed Authoring and Versioning (WebDAV) Core Extensions	Extends the WebDAV protocol to provide additional functionality necessary for implementing additional WebDAV-based protocols.	<a href="#">[MS-XWDEXT]</a>

Protocol extension name	Description	Short name
Web Distributed Authoring and Versioning (WebDAV) Extensions for Folders Support	Extends the WebDAV protocol to provide folder support.	<a href="#">[MS-XWDFOLD]</a>
Web Distributed Authoring and Versioning (WebDAV) Extensions for E-Mail Support	Extends the WebDAV protocol to enable clients to send, receive, and manipulate e-mail through <b>HTTP</b> .	<a href="#">[MS-XWDMAIL]</a>
Web Distributed Authoring and Versioning (WebDAV) Extensions for Notifications	Extends the WebDAV protocol to provide <b>event notification</b> for content that is contained on a <b>WebDAV server</b> .	<a href="#">[MS-XWDNOTIF]</a>
Web Distributed Authoring and Versioning (WebDAV) Extensions for Replication	Extends the WebDAV protocol to support the client-server replication of Web resources.	<a href="#">[MS-XWDREPL]</a>
Web Distributed Authoring and Versioning (WebDAV) Extensions for Search	Extends the WebDAV protocol to allow clients to request ranges for server-side content searches and to create persistent search folders (2) on the server.	<a href="#">[MS-XWDSEARCH]</a>
Web Distributed Authoring and Versioning (WebDAV) Extensions for Structured Documents	Extends the WebDAV protocol to allow clients to retrieve, insert, change, and remove individual pieces of structured documents on the server.	<a href="#">[MS-XWDSTRUCTDOC]</a>
Web Distributed Authoring and Versioning (WebDAV) Protocol Security Descriptor Extensions	Extends the WebDAV protocol to enable clients to request and set the security descriptor by using the WebDAV methods <b>PROPFIND</b> and <b>PROPPATCH</b> .	<a href="#">[MS-XWDVSEC]</a>

## 2.2.10 Web Services and HTTP-Based Protocols

Web services and HTTP/1.1 provide a standards-based layer upon which to build specific client-server protocols. Protocols and other technologies listed in this table are built on client and server implementations of HTTP/1.1, as specified in [\[RFC2616\]](#). The WS-I Base Profile 1.0 [\[WSIBASIC\]](#) provides the reference infrastructure for protocols identified as Web services.

Protocol or other technology name	Description	Short name
Availability Web Service Protocol	Enables clients to request availability information for users and/or resources.	<a href="#">[MS-OXWAVLS]</a>
Web Service Configuration Protocol	Enables clients to retrieve organization policy configuration information for a mailbox.	<a href="#">[MS-OXWCONFIG]</a>
Mail Tips Web Service Extensions	Extends the Mail Tips Web Service protocol, which enables clients to retrieve mail tips for a mailbox.	<a href="#">[MS-OXWMT]</a>
Offline Address Book (OAB) Retrieval File Format	Enables clients to download full and incremental versions of the OAB.	<a href="#">[MS-OXWOAB]</a>
Voice Mail Settings Web Service Protocol	Enables clients to read and change information about Unified Messaging properties, play voice mail, or record greetings over the telephone.	<a href="#">[MS-OXWUMS]</a>

<b>Protocol or other technology name</b>	<b>Description</b>	<b>Short name</b>
Out of Office (OOF) Web Service Protocol	Enables clients to configure server-based automatic e-mail responses.	<a href="#">[MS-OXWOOF]</a>
Autodiscover Publishing and Lookup SOAP-Based Web Service Protocol	Enables clients to retrieve user configuration settings information.	<a href="#">[MS-OXWSADISC]</a>
Attachment Handling Web Service Protocol	Enables clients to create, delete, and get attachments on items on the server.	<a href="#">[MS-OXWSATT]</a>
Authentication Identification Extension	Extends the HTTP header that defines the authentication schemes that are supported by a client.	<a href="#">[MS-OXWSAUTID]</a>
Bulk Transfer Web Service Protocol	Enables the export and upload of streamed item data between the server and the client.	<a href="#">[MS-OXWSBTRF]</a>
Common Web Service Data Types	Describes Web service data types that are used by more than one Web service protocol.	<a href="#">[MS-OXWSCDATA]</a>
Contacts Web Service Protocol	Enables clients to create, get, update, delete, move, and copy contact items on the server.	<a href="#">[MS-OXWSCONT]</a>
Conversations Web Service Protocol	Enables clients to find items in a conversation and apply actions to items in a conversation.	<a href="#">[MS-OXWSCONV]</a>
Core Items Web Service Protocol	Enables clients to create, update, and delete items on the server.	<a href="#">[MS-OXWSCORE]</a>
Convert Item Identifier Web Service Protocol	Enables clients to convert among the different identifier formats that can be used to locate items stored on the server.	<a href="#">[MS-OXWSCVTID]</a>
Delegate Access Management Web Service Protocol	Enables clients to manage delegate access to mailbox information that is stored on a server.	<a href="#">[MS-OXWSDLGM]</a>
Distribution List Creation and Usage Web Service Protocol	Enables clients to query the server for distribution lists; expand a distribution list into the constituent e-mail addresses; and create, delete, get, move, update, and copy distribution lists.	<a href="#">[MS-OXWSDLIST]</a>
Folders and Folder Permissions Web Service Protocol	Enables clients to create, copy, move, delete, get, or empty folders and to modify folder permissions that are stored on the server.	<a href="#">[MS-OXWSFOLD]</a>
Get Rooms List Web Service Protocol	Enables clients to retrieve information about meeting rooms from the server.	<a href="#">[MS-OXWSGTRM]</a>
Get Server Time Zone Web Service Protocol	Enables clients to retrieve time zone information that is used by the server.	<a href="#">[MS-OXWSGTZ]</a>
Federated Internet Authentication Web Service Protocol	Describes the interaction between the server and standard Internet authentication protocols.	<a href="#">[MS-OXWSLVID]</a>
E-Mail Message Types Web Service Protocol	Enables clients to create, update, and delete e-mail items on the server.	<a href="#">[MS-OXWSMSG]</a>

Protocol or other technology name	Description	Short name
Folder Sharing Web Service Protocol	Enables clients to manage <b>Calendar folders</b> that are shared between users in separate organizations.	<a href="#">[MS-OXWSMSHR]</a>
Calendar Web Service Protocol	Enables clients to create, retrieve, update, move, copy, and delete calendar-related items (that is, appointments, meetings, meeting request messages, meeting response messages, and meeting cancellation messages) on the server.	<a href="#">[MS-OXWSMTGS]</a>
Message Tracking Web Service Protocol	Enables clients to find and retrieve information about message delivery by the server.	<a href="#">[MS-OXWSMTRK]</a>
Notifications Web Service Protocol	Enables clients to receive pull notifications from the server.	<a href="#">[MS-OXWSNTIF]</a>
Password Expiration Date Web Service Protocol	Enables client applications to query a server to determine when the password for an account will expire so that the application can warn that the password needs to be changed.	<a href="#">[MS-OXWSPED]</a>
Post Items Web Service Protocol	Enables clients to create, retrieve, update, move, copy, and delete <b>Post objects</b> on the server.	<a href="#">[MS-OXWSPOST]</a>
Push Notifications Web Service Protocol	Enables clients to receive subscribed event updates that are sent by the server.	<a href="#">[MS-OXWSPNTIF]</a>
Resolve Recipient Names Web Service Protocol	Enables clients with incomplete recipient identifying information to retrieve a list of matching and similar recipients that are known to the server.	<a href="#">[MS-OXWSRSLNM]</a>
Inbox Rules Web Service Protocol	Enables clients to get Inbox rules and update Inbox rules for messages on the server.	<a href="#">[MS-OXWSRULES]</a>
Mailbox Search Web Service Protocol	Enables clients to search the contents of a mailbox and retrieve the specified folders or items.	<a href="#">[MS-OXWSSRCH]</a>
Mailbox Contents Synchronization Web Service Protocol	Enables clients to keep a local mailbox store synchronized with the server mailbox store.	<a href="#">[MS-OXWSSYNC]</a>
Tasks Web Service Protocol	Enables clients to create, update, and delete task items on the server.	<a href="#">[MS-OXWSTASK]</a>
User Configuration Web Service Protocol	Enables clients to create, get, update, and delete user configuration objects.	<a href="#">[MS-OXWSUSRCFG]</a>
Extended Properties Structure	Enables clients to access custom properties on items and folders in a server's mailbox.	<a href="#">[MS-OXWSXPROP]</a>

## 2.3 Environment

The following sections identify the context in which the system exists. This includes the systems that use the interfaces provided by this system of protocols, other systems that depend on this system, and, as appropriate, how elements of the system communicate.

## 2.3.1 Dependencies on This System

The Microsoft® Exchange Server system supports a diverse set of protocols, ranging from standards-compliant protocols such as SMTP to rich, proprietary protocols such as the Exchange RPC protocols. Due to this flexibility, Exchange servers are able to interoperate with many different types of clients. This section describes the types of clients that rely on the Microsoft Exchange protocols.

### 2.3.1.1 RPC-Enabled Clients

Messaging clients that are RPC-enabled communicate with Exchange servers through the RPC protocol, which offers the most comprehensive set of functionality. In addition to sending and retrieving messages, RPC-enabled clients gain access to server-side features such as address books, contacts, appointments, and shared storage.

### 2.3.1.2 Non-RPC-Enabled Clients

Messaging clients that are not RPC-enabled communicate with Exchange servers through standards-based protocols such as SMTP, POP3, and IMAP4. Most of these clients only offer standard e-mail services, such as sending and retrieving e-mail messages. More advanced features, such as contacts and appointments, are usually implemented on the client rather than on the server.

### 2.3.1.3 Mobile Device Clients

ActiveSync provides mobile device clients with access to a subset of the server-side features that are available to RPC-enabled clients.

### 2.3.1.4 Document Sharing and Collaboration Services

The flexibility of Exchange servers enables storage and management of documents in the form of schematized messages. This ability to store and manage documents in the form of schematized messages, coupled with the fact that Exchange servers are message transport agents, allows document sharing and collaboration services to be built on top of the Exchange server's architecture.

### 2.3.1.5 Unified Messaging Clients

Exchange servers include the capability to integrate e-mail and related messaging systems with telephone-based communication. Unified Messaging provides APIs that enable software agents to integrate telephony functionality into a unified Inbox experience.

## 2.3.2 Dependencies on Other Systems/Components

The Microsoft® Exchange Server system depends on other systems in order to function. The following sections outline these dependencies.

### 2.3.2.1 Domain Controller/Directory Service

Exchange servers depend on a domain controller to provide authentication services and security policies. This domain controller provides an LDAP-enabled directory service that stores messaging recipient information such as name and e-mail addresses. The directory service is used by the directory and profile services protocols.

### 2.3.2.2 DNS Service

DNS service is required so that mail servers can resolve host names to IP addresses and route mail accordingly. The DNS service also plays an integral role for outbound message routing and the Directory/Profile Services protocols.

## 2.4 Assumptions and Preconditions

The assumptions and preconditions that are described in this section apply to the Microsoft® Exchange Server system overall. For information about assumptions and preconditions that apply to a specific protocol in this system, see the specification for that protocol.

- A domain controller is required to service the server domain and authentication requests and to handle management tasks.
- The Exchange servers are members of the domain.
- The Exchange server is reachable by external clients via an established IP address (or IP addresses).
- The appropriate MX DNS records are configured to map the mail domain to the public IP address(es) corresponding to the externally available Exchange server. The MX records are propagated to the extended private or public network(s) so that all intended clients can resolve the domain name.
- The Exchange server functional elements are started collectively, and the Exchange server accepts client requests.
- The **directory service (DS)** is accessible to the Exchange server. Any intermediate firewalls, routers, or connection points between elements of the system have all required ports and gateways open for communication between them.

## 2.5 Use Cases

This section presents a number of use cases that illustrate the key functionality of Exchange servers. Due to the complexity of the Microsoft® Exchange Server system, the following use cases are not comprehensive. However, they are structured around the core types of activity that a typical client conducts with the system, and they provide a high-level interaction summary between clients and servers.

To further illustrate the flexibility of the Microsoft Exchange system in supporting different types of clients, some use cases are divided into subsections that show how to implement the functionality via protocols that support different types of clients.

The use cases provide high-level detail regarding the goals, actors, and interactions for each scenario and also point to the related documents that provide necessary detailed information.

The actors, actions, and targets of the use cases are intentionally abstract, using generic terms such as "client", "server", "message", and "folder" rather than terms such as "Outlook" or "**Inbox folder**". The examples in section 3 present a number of scenarios that illustrate how one or more use cases can work in conjunction to achieve specific results.

## 2.5.1 Server Information Discovery

### 2.5.1.1 Synopsis

The server information discovery use case describes how an Autodiscover client in a managed network (domain) locates a list of **URIs** for **Autodiscover servers**. This mechanism applies to clients using any protocol to access the Exchange server.

### 2.5.1.2 Builds on Use Case(s)

None.

### 2.5.1.3 References

- [\[RFC1823\]](#)
- [\[RFC2849\]](#)
- [\[RFC1034\]](#)
- [\[RFC2068\]](#)
- [\[MS-OXDISCO\]](#)

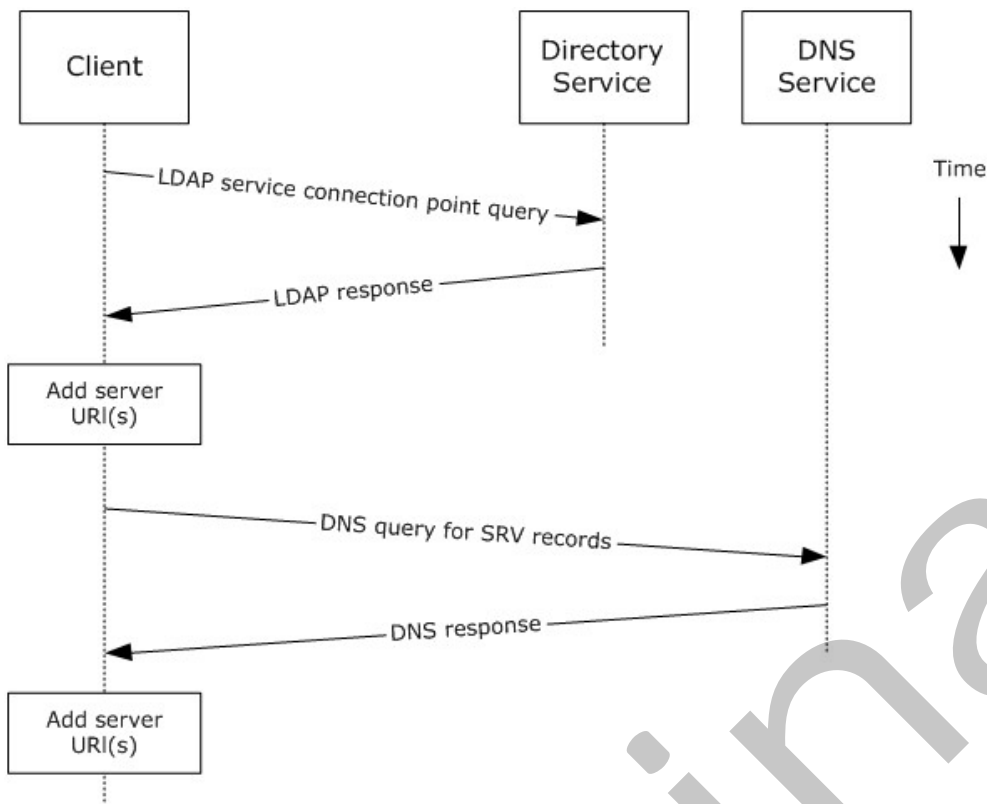
### 2.5.1.4 Requirements

- The client has to have a configured e-mail address.
- The client has to have a configured LDAP server.

### 2.5.1.5 Protocol-Specific Details

Using RPC





**Figure 4: Server information discovery by using RPC**

1. The client contacts an LDAP server DS for **service connection point** objects via LDAP.
2. The LDAP server returns one or more service connection point objects, which reference one or more Autodiscover server URIs or another LDAP server. If the service connection point returns another LDAP server, repeat step 1 with the new LDAP server until URIs are returned for Autodiscover servers.
3. The client parses the URI and adds the appropriate Autodiscover server URIs to the list of possible Autodiscover server URIs.
4. The client executes a DNS search for SRV records that match the returned Autodiscover server URI.
5. If the DNS server responds with any SRV records, the corresponding Autodiscover server URI records are added to the list of possible Autodiscover server URIs on the client. It is not an error if the DNS server does not return any DNS SRV records in response to the DNS search.
6. The client uses the Autodiscover server URI to contact the Autodiscover server via HTTP to query server information.

## 2.5.2 Log On to a Mailbox

### 2.5.2.1 Synopsis

The log on to a mailbox use case describes how a messaging client logs on to a mailbox to gain access to its contents.

**Note** This use case applies only to RPC clients.

### 2.5.2.2 Builds on Use Case(s)

Server information discovery, as described in section [2.5.1](#)

### 2.5.2.3 References

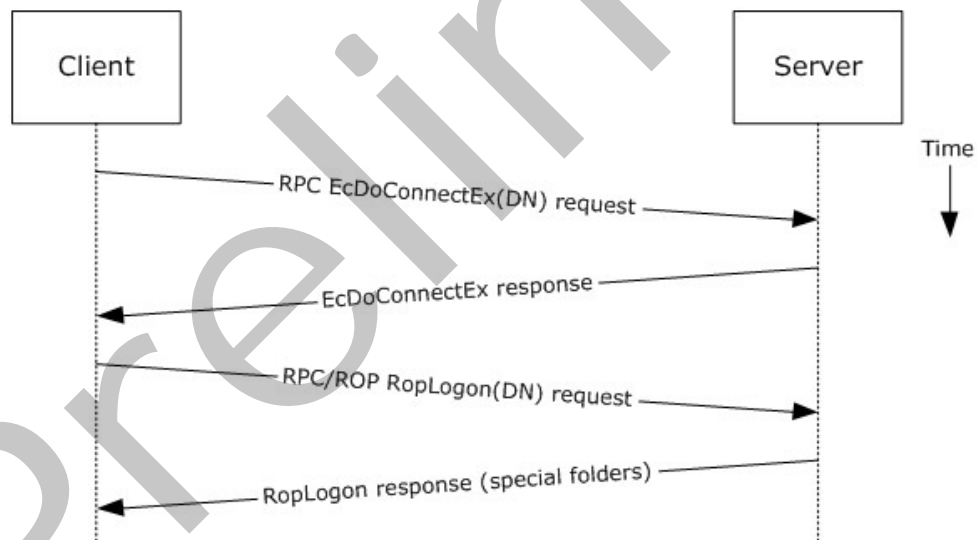
- [\[MS-NSPI\]](#)
- [\[MS-OXCRPC\]](#)
- [\[MS-OXCDATA\]](#)
- [\[MS-OXCSTOR\]](#)
- [\[MS-OXCROPS\]](#)

### 2.5.2.4 Requirements

- The messaging client has to be able to determine the IP address for the Exchange server.
- The client has to have the **distinguished name (DN) (2)** for a valid mailbox account.

### 2.5.2.5 Protocol-Specific Details

Using RPC



**Figure 5: Logging on to a mailbox by using RPC**

1. The client uses the discovery process from the use case described in section [2.5.1](#) to identify the appropriate server.
2. The client connects to the Exchange server via RPC and issues an **EcDoConnectEx** request, as described in [\[MS-OXCRPC\]](#) section 3.1.4.11, along with the client's version information.
3. The Exchange server accepts the connection request and responds with the server version and other connection information.
4. The client issues a **RopLogon remote operation (ROP)** request ([\[MS-OXCROPS\]](#) section 2.2.3.1) to attempt to log on to the mailbox DN.
5. Upon successful logon, the Exchange server returns a list of special folder IDs, as described in [\[MS-OXCADATA\]](#) section 2.2.1.1, depending on the logon action requested by the client.

### 2.5.3 Create a Message

#### 2.5.3.1 Synopsis

The create a message use case describes how a messaging client can create a new message.

#### 2.5.3.2 Builds on Use Case(s)

Log on to a mailbox, as described in section [2.5.2](#)

#### 2.5.3.3 References

- [\[MS-OXCROPS\]](#)
- [\[MS-OXCMSG\]](#)
- [\[MS-OXCFOLD\]](#)
- [\[MS-OXWSMSG\]](#)
- [\[MS-XWDEXT\]](#)
- [\[MS-XWDMAIL\]](#)
- [\[MS-ASDTYPE\]](#)
- [\[MS-ASHTTP\]](#)
- [\[MS-ASCMD\]](#)
- [\[MS-AEMAIL\]](#)
- [\[RFC2068\]](#)

#### 2.5.3.4 Requirements

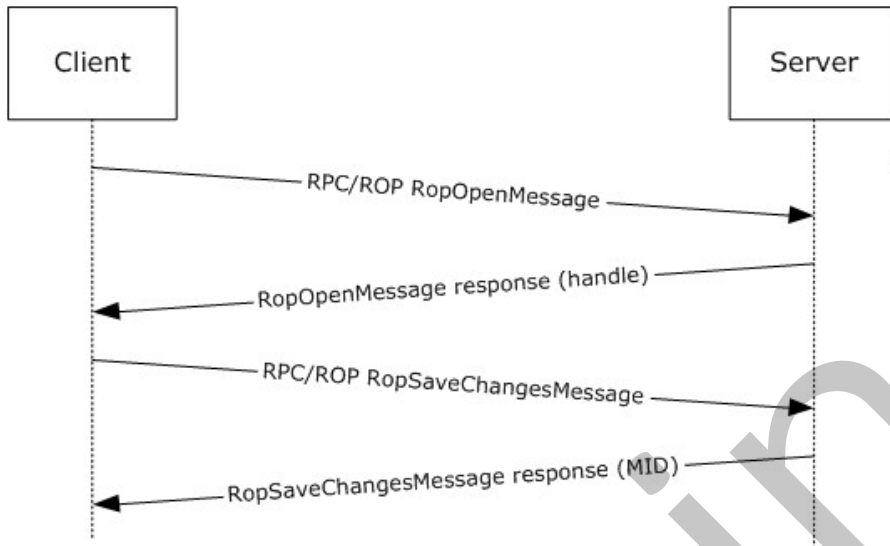
The client knows the ID of the folder in which to create the message. The folder ID (FID), as described in [\[MS-OXCADATA\]](#) section 2.2.1.1, can be one of the **special folders** returned from the logon operation.

### 2.5.3.5 Protocol-Specific Details

**Note** Several ROPs can be batched into a single request, as described in [\[MS-OXCROPS\]](#).

The requests and responses below are separated to facilitate understanding conceptual communication flow and are for illustration purposes only. This same convention will be used for the use cases hereinafter.

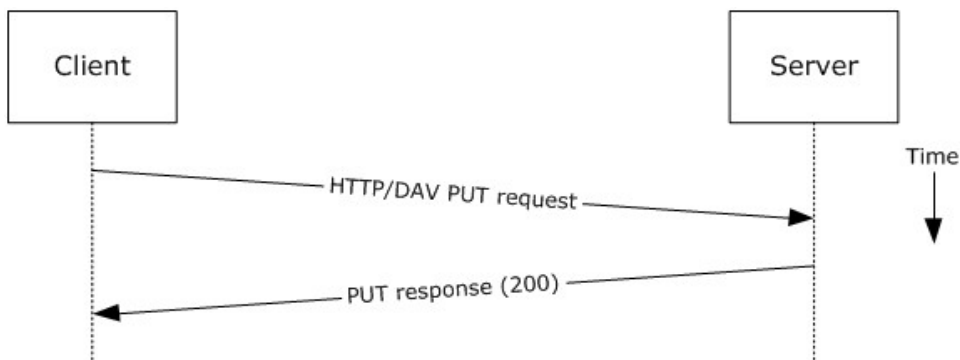
Using RPC



**Figure 6: Creating a message by using RPC**

1. The client logs on to a mailbox per the use case described in section [2.5.2](#).
2. The client issues a **RopOpenMessage** ROP request ([\[MS-OXCROPS\]](#) section 2.2.6.1) to the Exchange server referencing the folder.
3. The Exchange server responds with a handle to the message.
4. Using the message ID (MID), as described in [\[MS-OXCADATA\]](#) section 2.2.1.2, the client issues a **RopSaveChangesMessage** ROP request ([\[MS-OXCROPS\]](#) section 2.2.6.3) to the server to persist the message to storage.
5. The server returns the MID for the new message.

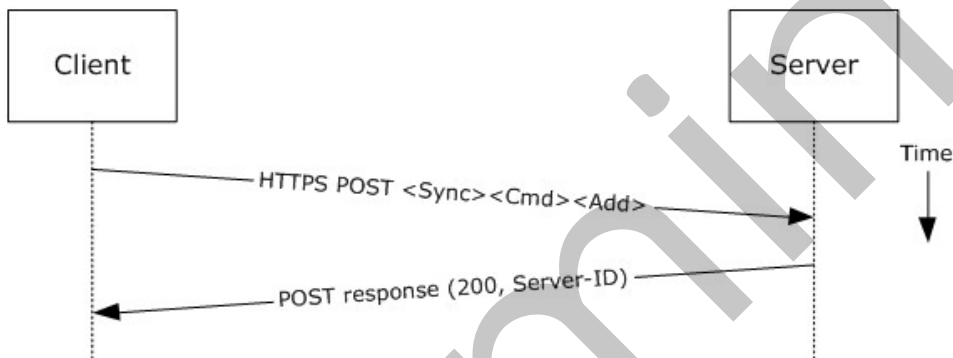
Using WebDAV



**Figure 7: Creating a message by using WebDAV**

1. The client uses the HTTP **PUT** method request, as described in [\[RFC2068\]](#), to create a new message document **resource**, with the Exchange-specific extensions described in [\[MS-XWDEXT\]](#). The e-mail document contains the required properties, as described in [\[MS-XWDMAIL\]](#).
2. The Exchange server responds as described in [\[RFC2068\]](#) plus Exchange-specific extensions.

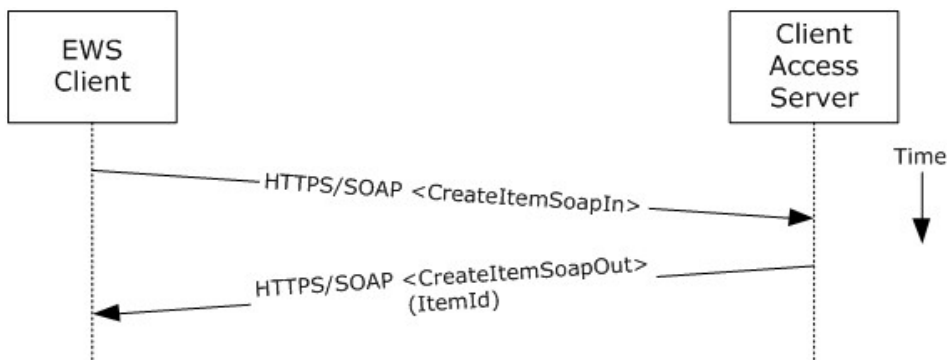
Using ActiveSync



**Figure 8: Creating a message by using ActiveSync**

1. The client uses the **Sync Add** command request, as described in [\[MS-ASCMD\]](#) section 2.2.2.19, to upload/create new application data on the server. An **ApplicationData** element, as described in [\[MS-ASCMD\]](#) section 2.2.3.11, with class "E-mail" needs to contain the required XML schema elements, as described in [\[MS-ASEMAIL\]](#).
2. The Exchange server responds with HTTP status code 200 (OK) and returns a server ID that identifies the uploaded application data.

Using Exchange Web Services



**Figure 9: Creating a message by using Exchange Web Services**

1. The client uses the HTTPS/SOAP **CreateItemSoapIn** request **WSDL message**, as described in [\[MS-OXWSMSG\]](#) section 3.1.4.1, to create a new message item in the specified folder.
2. The Client Access server responds with a **CreateItemSoapOut** response WSDL message, as described in [\[MS-OXWSMSG\]](#) section 3.1.4.1, which includes the **ResponseCode** element, indicating the status of the operation, and the **ItemId** element, whose value uniquely identifies the new message.

## 2.5.4 Create a Strongly Typed Message

### 2.5.4.1 Synopsis

The strongly typed message use case describes how a messaging client creates a new strongly typed message. A strongly typed message is associated with a specific message **class** and has specific requirements for the set of required properties.

### 2.5.4.2 Builds on Use Case(s)

Create a message, as described in section [2.5.3](#)

### 2.5.4.3 References

- [\[MS-OXPROPS\]](#)
- [\[MS-OXOMSG\]](#)
- [\[MS-OXOCFG\]](#)
- [\[MS-OXOCNTC\]](#)
- [\[MS-OXODOC\]](#)
- [\[MS-OXOFLAG\]](#)
- [\[MS-OXOSMIME\]](#)
- [\[MS-OXORMMS\]](#)
- [\[MS-OXOCAL\]](#)
- [\[MS-OXODLGT\]](#)

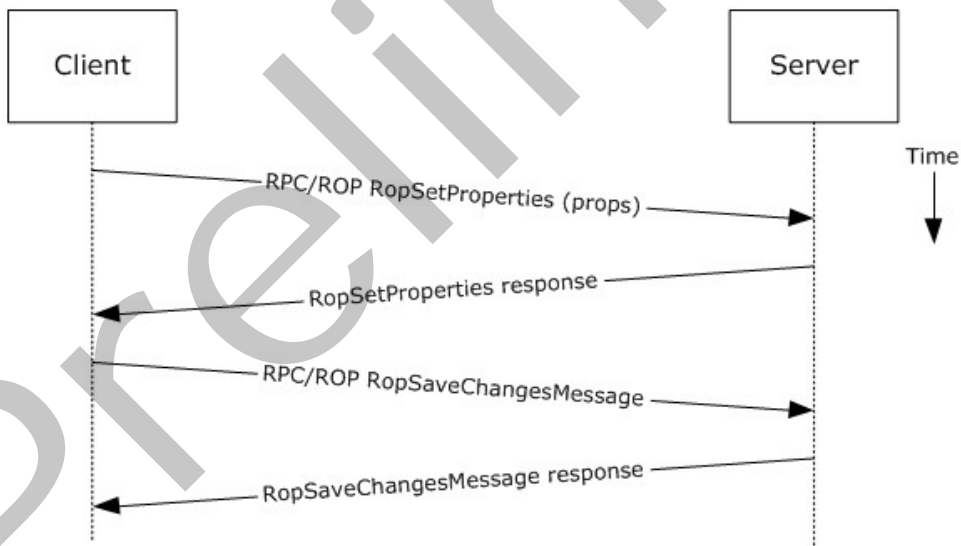
- [\[MS-OXOJRNL\]](#)
- [\[MS-OXONOTE\]](#)
- [\[MS-OXOPFFB\]](#)
- [\[MS-OXORSS\]](#)
- [\[MS-OXOSMMS\]](#)
- [\[MS-OXORMDR\]](#)
- [\[MS-OXOPOST\]](#)
- [\[MS-OXOTASK\]](#)
- [\[MS-OXWSMSG\]](#)
- [\[MS-XWDCAL\]](#)
- [\[MS-XWDMAIL\]](#)
- [\[MS-XWDCNTC\]](#)
- [\[MS-XWDDOC\]](#)
- [\[MS-XWDSTRUCTDOC\]](#)
- HTTP Extensions for WebDAV [\[RFC2518\]](#)

#### 2.5.4.4 Requirements

The kind of strongly typed message to be created needs to be predetermined.

#### 2.5.4.5 Protocol-Specific Details

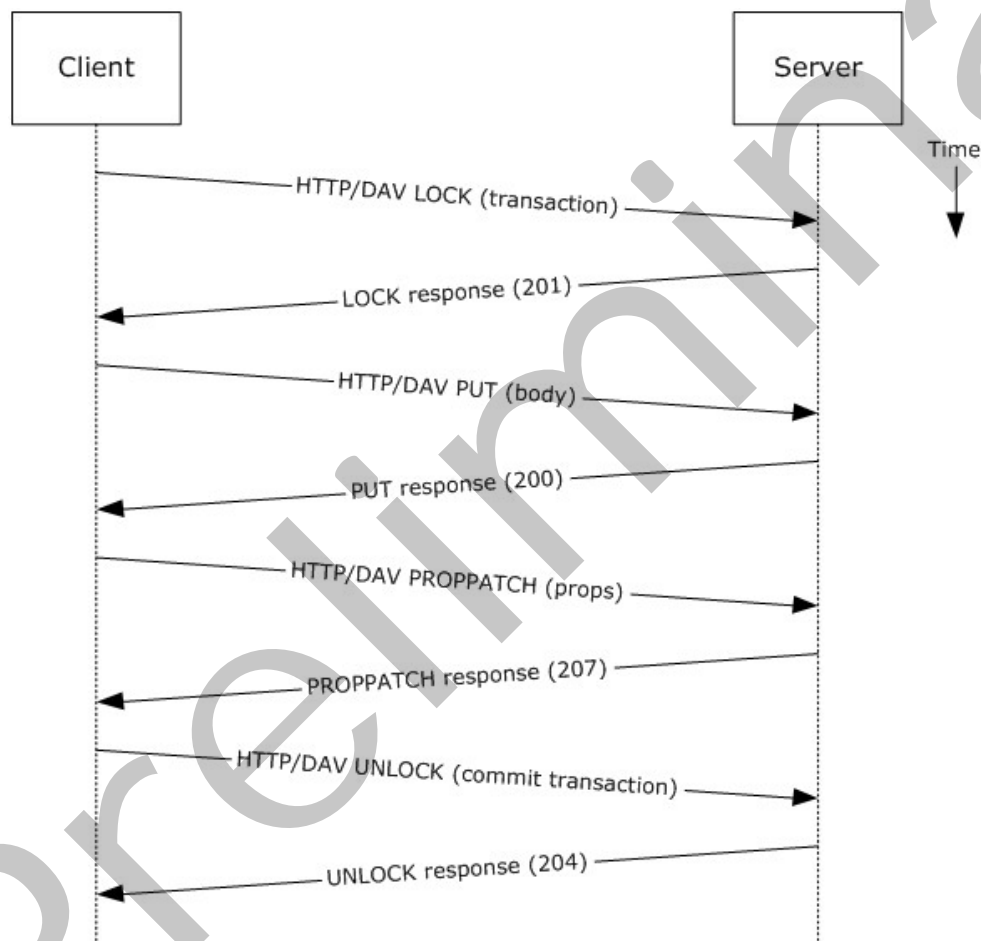
Using RPC



**Figure 10: Creating a strongly typed message by using RPC**

1. The client creates a message per the use case described in section [2.5.3](#).
2. The client prepares a list of property-value pairs that will be set on the message. The property-value pairs include the message class and the required properties associated with the specific message class value.
3. The client issues a **RopSetProperties** ROP request ([\[MS-OXCROPS\]](#) section 2.2.8.6) to the Exchange server to set the property-value pairs on the message.
4. The Exchange server returns success or failure of the operation.
5. The client issues a **RopSaveChangesMessage** ROP request ([\[MS-OXCROPS\]](#) section 2.2.6.3) to the Exchange server to persist the changes.
6. The Exchange server returns success or failure of the save operation. This operation can fail when any of the required properties associated with the selected message class are not present.

Using WebDAV



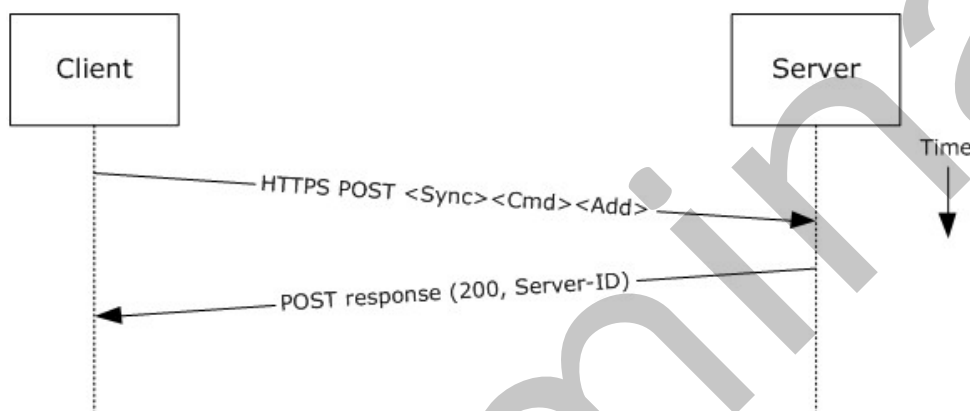
**Figure 11: Creating a strongly typed message by using WebDAV**



1. The client creates a transaction, as described in [\[MS-XWDEXT\]](#).
2. The client prepares the body for the message, as described in [\[MS-XWDMAIL\]](#).
3. The client uses the **PUT** method, as described in [\[RFC2068\]](#), to set the body of the message.
4. The client prepares a list of property-value pairs to be set on the message. The property-value pairs include the message class plus the required properties associated with the specific message class value.
5. The client uses the **PROPPATCH** method request, as described in [\[RFC2518\]](#), to add the required properties to the message.
6. The client uses **UNLOCK** method, as described in [\[RFC2518\]](#), to commit the transaction.
7. The server returns the success or failure of the operation.

**Note** Several documents can be created/modified/deleted within a transaction.

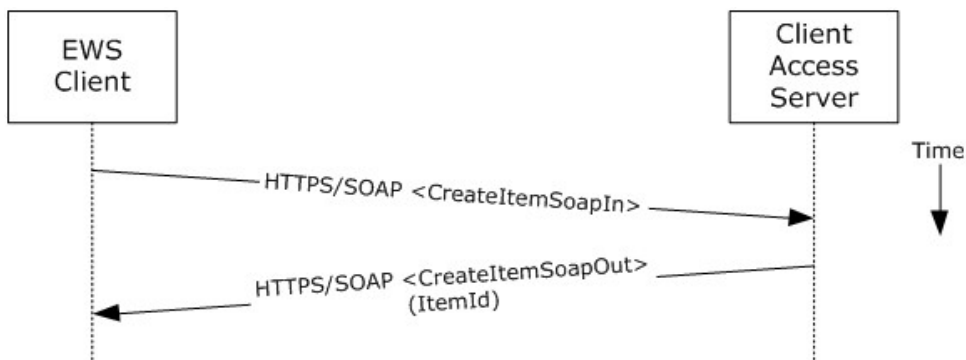
Using ActiveSync



**Figure 12: Creating a strongly typed message by using ActiveSync**

1. The client creates a new message per the use case described in section [2.5.3](#).
2. The client prepares a list of XML schema item-value pairs to be set on the message. The item-value pairs include the XML schema class name that corresponds to the kind of strongly typed message that is desired and the required items associated with the specific schema class.
3. The client uses the **Sync** command request, as described in [\[MS-ASCMD\]](#) section 2.2.2.19, to add the required schema items to the message.
4. The server returns the success or failure of the operation.

Using Exchange Web Services



**Figure 13: Creating a strongly typed message by using Exchange Web Services**

1. The client uses the HTTPS/SOAP **CreateItemSoapIn** request WSDL message, as described in [\[MS-OXWSMSG\]](#) section 3.1.4.1, to create a new message item in the specified folder. The **Message** element contains the properties and child elements that specify the message class and the required properties associated with the specified message class.
2. The Client Access server responds with a **CreateItemSoapOut** response WSDL message, as described in [\[MS-OXWSMSG\]](#) section 3.1.4.1, which includes a **ResponseCode** element specifying the status of the operation and an **ItemId** element whose value uniquely identifies the new message.

## 2.5.5 Add an Attachment

### 2.5.5.1 Synopsis

The add an attachment use case describes how a client adds an attachment to a message.

### 2.5.5.2 Builds on Use Case(s)

Create a message, as described in section [2.5.3](#)

### 2.5.5.3 References

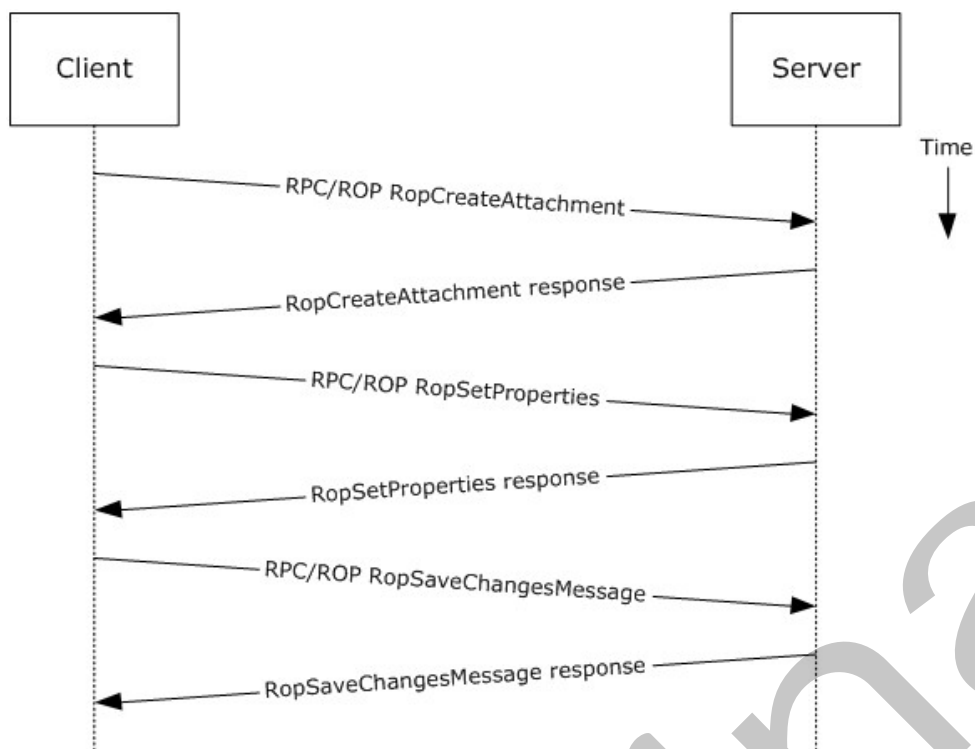
- [\[MS-ASCMD\]](#)
- [\[MS-OXCMSG\]](#)
- [\[MS-OXWSATT\]](#)
- [\[MS-OXWSMSG\]](#)

### 2.5.5.4 Requirements

The attachment is available to the client.

### 2.5.5.5 Protocol-Specific Details

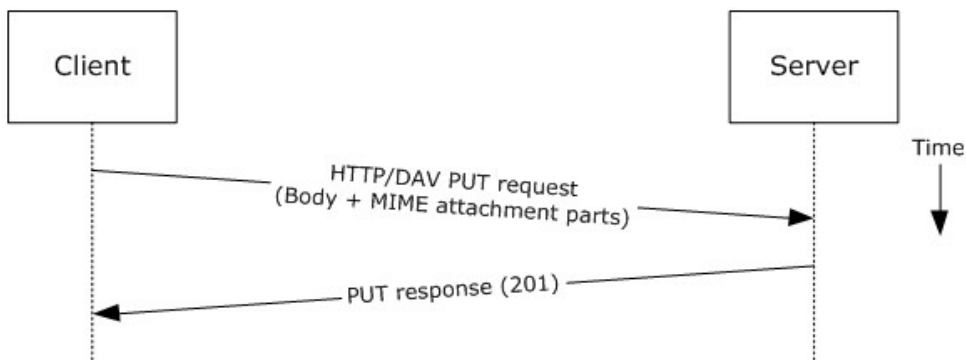
Using RPC



**Figure 14: Adding an attachment by using RPC**

1. The client creates a message per the use case described in section [2.5.3](#).
2. The client issues a **RopCreateAttachment** ROP request ([\[MS-OXCROPS\]](#) section 2.2.6.13) to the Exchange server to create a new attachment associated with the message.
3. Upon success, the Exchange server returns a handle to the attachment.
4. The client prepares a list of required and optional property-value pairs to be set on the attachment. The attachment data is also set as one of the property values.
5. The client issues a **RopSetProperties** ROP request ([\[MS-OXCROPS\]](#) section 2.2.8.6) to the Exchange server to set the list of property-value pairs on the message.
6. The Exchange server returns the success or failure of the operation.
7. Using the attachment handle, the client issues a **RopSaveChangesMessage** ROP ([\[MS-OXCROPS\]](#) section 2.2.6.3) attachment request to the Exchange server to persist the new attachment.
8. The Exchange server returns the success or failure of the save operation. This operation can fail when any of the required properties for an attachment are not present.

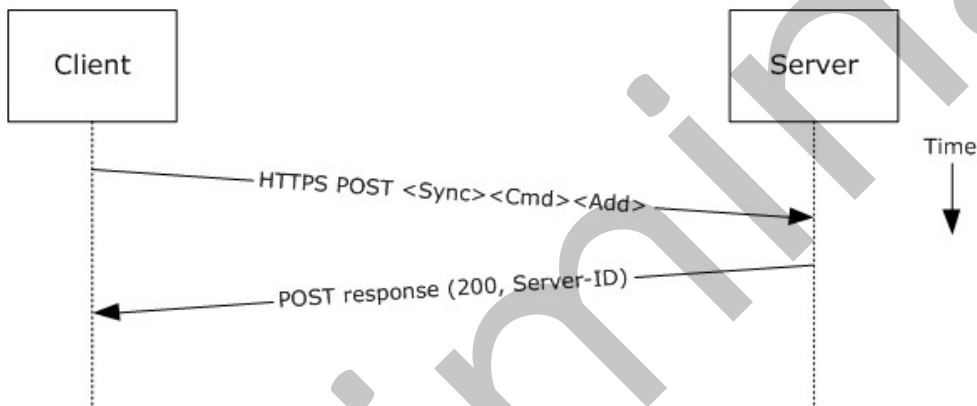
Using WebDAV



**Figure 15: Adding an attachment by using WebDAV**

1. The client uses the HTTP **PUT** request, as described in [\[RFC2068\]](#), to replace the existing message document resource, specifying a new message body (1) that contains the attachment data as embedded **MIME** body parts.
2. The Exchange server responds as described in [\[RFC2068\]](#) and Exchange-specific extensions.

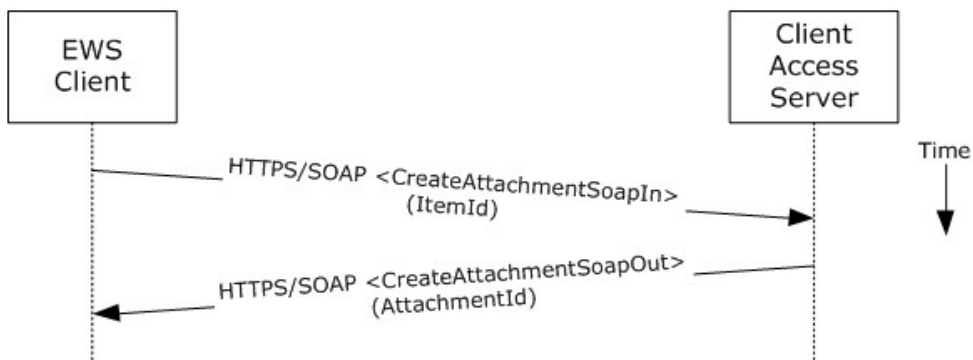
Using ActiveSync



**Figure 16: Adding an attachment by using ActiveSync**

1. The client creates a new message per the use case described in section [2.5.3](#).
2. The client uses the **Sync Add** command request ([\[MS-ASCMD\]](#) section 2.2.2.19) to upload/create new ApplicationData of class "Attachment" on the server. The attachment is added to a collection inside the message.
3. The Exchange server responds with HTTP status code 200 (OK) and returns a server ID that identifies the uploaded attachment.

Using Exchange Web Services



**Figure 17: Adding an attachment by using Exchange Web Services**

1. The client creates a new message item as described in section [2.5.3](#) and notes the value of the **ItemId** element for the new message.
2. The client uses the HTTPS/SOAP **CreateAttachmentSoapIn** request WSDL message, as described in [\[MS-OXWSATT\]](#) section 3.1.4.1.1.1, to create a new attachment. To associate the attachment with the message, the client includes the **ItemId** element, which sets the new message as the attachment's parent item.
3. The Client Access server responds with a **CreateAttachmentSoapOut** response WSDL message, as described in [\[MS-OXWSATT\]](#) section 3.1.4.1.1.2, which includes the **ResponseCode** element and the **AttachmentId** element, whose value uniquely identifies the new attachment.

## 2.5.6 Resolve a Recipient from an Address Book

### 2.5.6.1 Synopsis

The resolve a recipient from an address book use case describes how a client resolves a recipient and obtains associated information.

**Note** WebDAV requires the client to handle resolving recipient addresses directly and does not have the corresponding operation.

### 2.5.6.2 Builds on Use Case(s)

None.

### 2.5.6.3 References

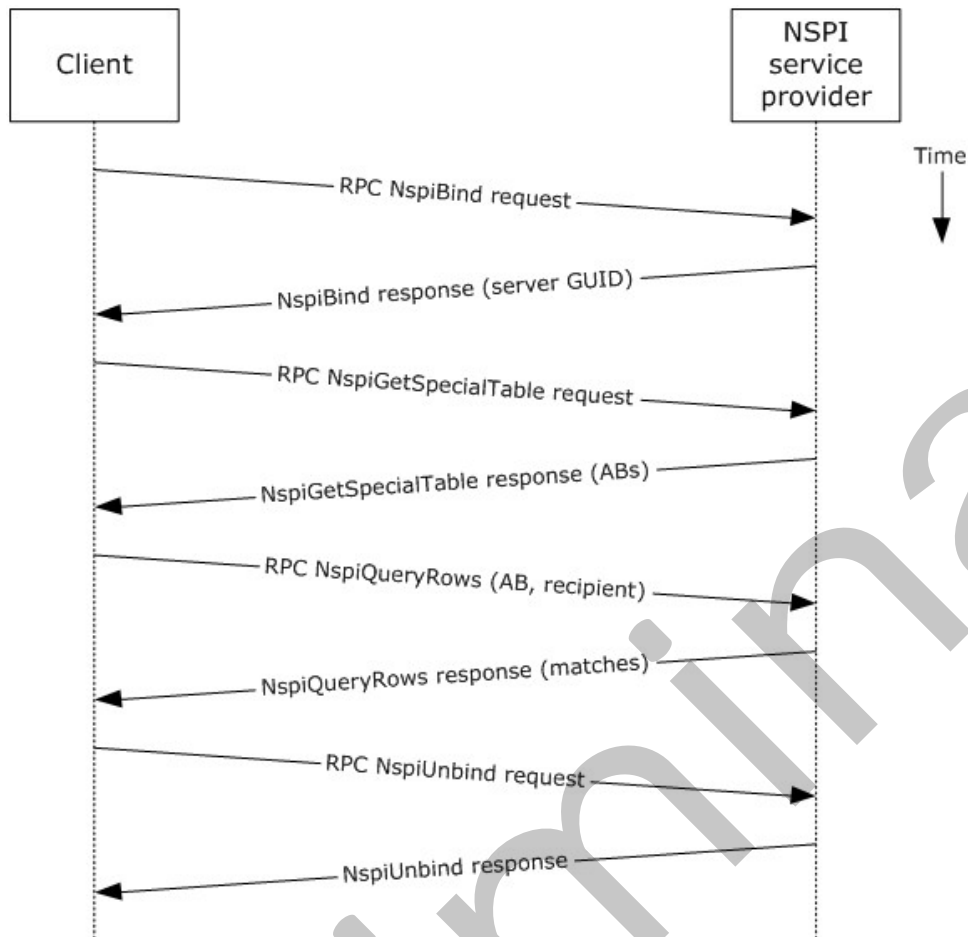
- [\[MS-NSPI\]](#)
- [\[MS-OXOABK\]](#)
- [\[MS-ASCMD\]](#)
- [\[MS-OXWSRSLNM\]](#)

### 2.5.6.4 Requirements

The client has a specific recipient name to resolve.

## 2.5.6.5 Protocol-Specific Details

Using RPC



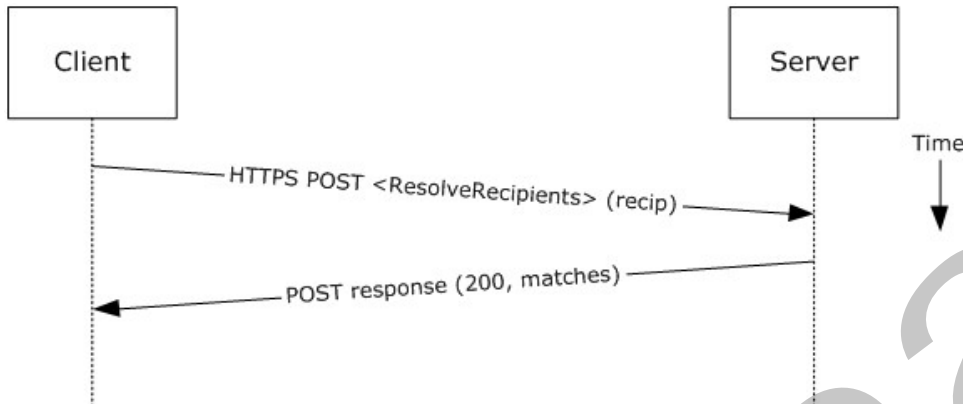
**Figure 18: Resolving a recipient from an address book by using RPC**

1. The client creates an RPC connection with NSPI and issues an **NspiBind** method request, as described in [\[MS-NSPI\]](#).
2. NSPI responds to the **NspiBind** method request and returns a server **GUID**.
3. The client then issues a **NspiGetSpecialTable** method request to obtain the hierarchy table.
4. NSPI returns a table of rows, where each row represents an address book container.
5. The client issues an **NspiQueryRows** method request to identify address book entries that match a specific recipient.
6. NSPI returns a table of zero or more rows, where each row represents the information for a matching address book entry. If no matches are found, no rows are returned.
7. The client issues an **NspiUnbind** method request to terminate the conversation.

8. The server acknowledges the termination by responding to the **NspiUnbind** method request.

**Note** If no rows are returned, a match was not found for the recipient. If a single row is returned, an exact match was found. If more than one row is returned, the recipient name in question is considered to be ambiguous. It is the responsibility of the end user to determine the correct recipient from the list of ambiguous recipient names.

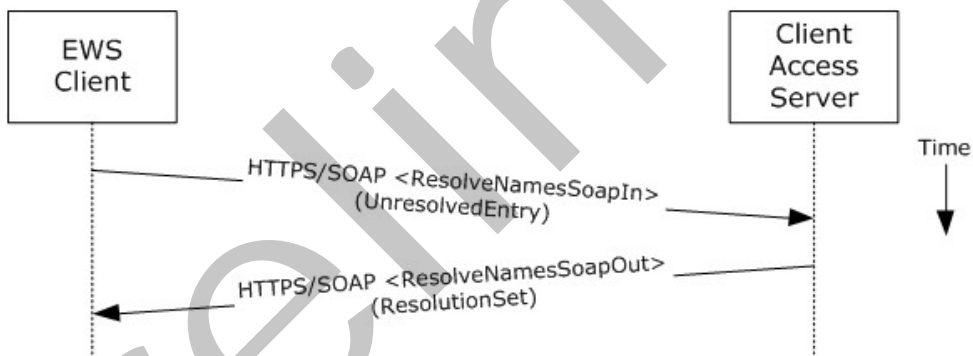
Using ActiveSync



**Figure 19: Resolving a recipient from an address book by using ActiveSync**

1. The client issues a **ResolveRecipients** command request, as described in [\[MS-ASCMD\]](#) section 2.2.2.13, for the specific recipient to the server.
2. The Exchange server responds to the request by returning HTTP status code 200 (OK) and a sequence of complex elements, each representing a matching recipient in the address book. A sequence of zero elements indicates that a match for the recipient was not found.

Using Exchange Web Services



**Figure 20: Resolving a recipient from an address book by using Exchange Web Services**

1. The client uses the HTTPS/SOAP **ResolveNamesSoapIn** request message, as described in [\[MS-OXWSRSLNM\]](#) section 3.1.4.1.1.1, to resolve an unresolved entry.
2. The Client Access server responds with a **ResolveNamesSoapOut** response message, as described in [\[MS-OXWSRSLNM\]](#) section 3.1.4.1.1.2, which includes the **ResponseCode** element

and the **ResolutionSet** element, as described in [\[MS-OXWSRSLNM\]](#) section 3.1.4.1.3.1, containing the list of matching names found in the resolution set.

## 2.5.7 Send a Message

### 2.5.7.1 Synopsis

The send a message use case describes how a messaging client can send a message (submit a message for delivery) using the RPC and Exchange Web Services protocols. SMTP-only clients cannot send messages using this mechanism. For more information about SMTP-based message submission, see [\[MS-OXSMTP\]](#) and [\[RFC2821\]](#).

### 2.5.7.2 Builds on Use Case(s)

- Create a message, as described in section [2.5.3](#)
- Resolve a recipient from an address book, as described in section [2.5.6](#)

### 2.5.7.3 References

- [\[MS-OXOMSG\]](#)
- [\[MS-OXSMTP\]](#)
- SMTP [\[RFC2821\]](#)
- [\[MS-OXWSMSG\]](#)

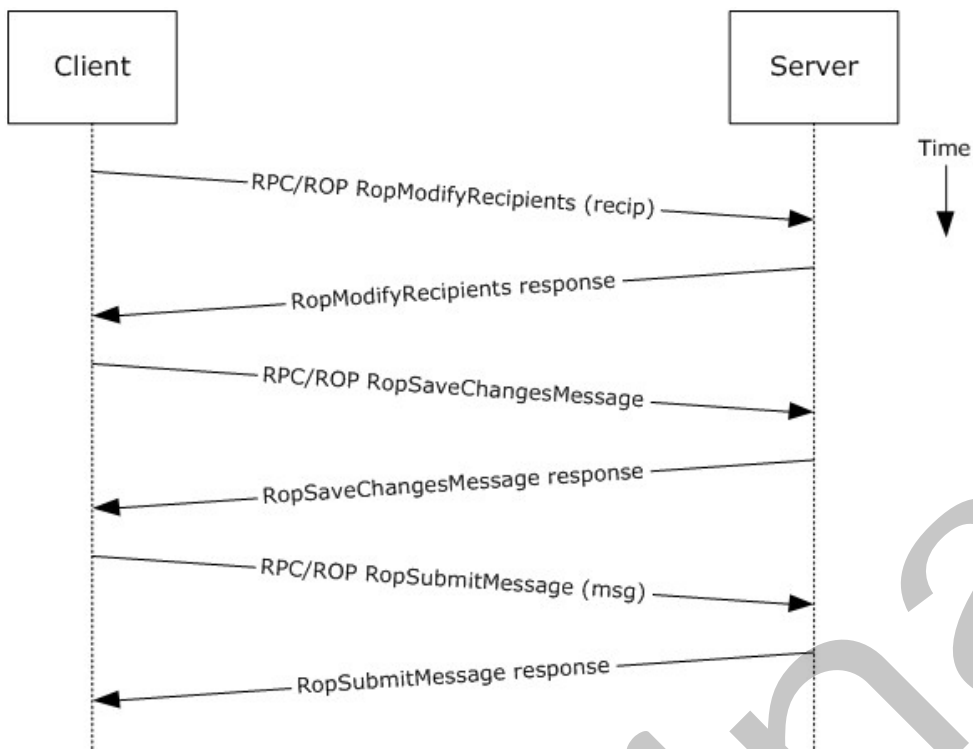
### 2.5.7.4 Requirements

The client is able to create a message, as described in section [2.5.3](#), and resolve a recipient, as described in section [2.5.6](#).

### 2.5.7.5 Protocol-Specific Details

Using RPC

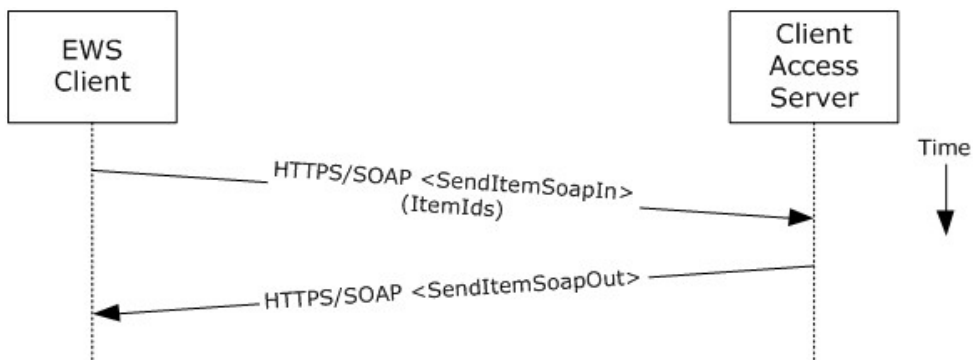




**Figure 21: Sending a message by using RPC**

1. The client creates a message per the use case described in section [2.5.3](#).
2. The client resolves a recipient per the use case described in section [2.5.6](#).
3. The client issues a **RopModifyRecipients** ROP request ([\[MS-OXCROPS\]](#) section 2.2.6.5) to add the recipient to the recipient table for the message.
4. The Exchange server returns the success or failure of the operation.
5. The client issues a **RopSaveChangesMessage** ROP request ([\[MS-OXCROPS\]](#) section 2.2.6.3) to save the new recipient table.
6. The Exchange server returns the success or failure of the operation.
7. The client issues a **RopSubmitMessage** ROP request ([\[MS-OXCROPS\]](#) section 2.2.7.1) to submit the message for delivery.
8. The Exchange server returns the success or failure of the operation.

Using Exchange Web Services



**Figure 22: Sending a message by using Exchange Web Services**

1. The client uses the HTTPS/SOAP **SendItemSoapIn** request WSDL message, as described in [\[MS-OXWSCORE\]](#) section 3.1.4.7.1.1, to specify a list of messages in the **ItemIds** element. It is assumed that that each item specified in the **ItemIds** element already contains the necessary sender and recipient information.
2. The Exchange Client Access server responds with a **SendItemSoapOut** response WSDL message, as described in [\[MS-OXWSCORE\]](#) section 3.1.4.7.1.2, which includes the **ResponseCode** element specifying the status of the operation.

## 2.5.8 Send a Message to a Remote Recipient

### 2.5.8.1 Synopsis

The send a message to a remote recipient use case describes how a messaging client sends a message to a recipient that is stored on a remote server. One of the intentions of this use case is to highlight how content conversion-related protocols are used in message processing. The RPC protocol is used to illustrate this use case.

### 2.5.8.2 Builds on Use Case(s)

Send a message, as described in section [2.5.7](#)

### 2.5.8.3 References

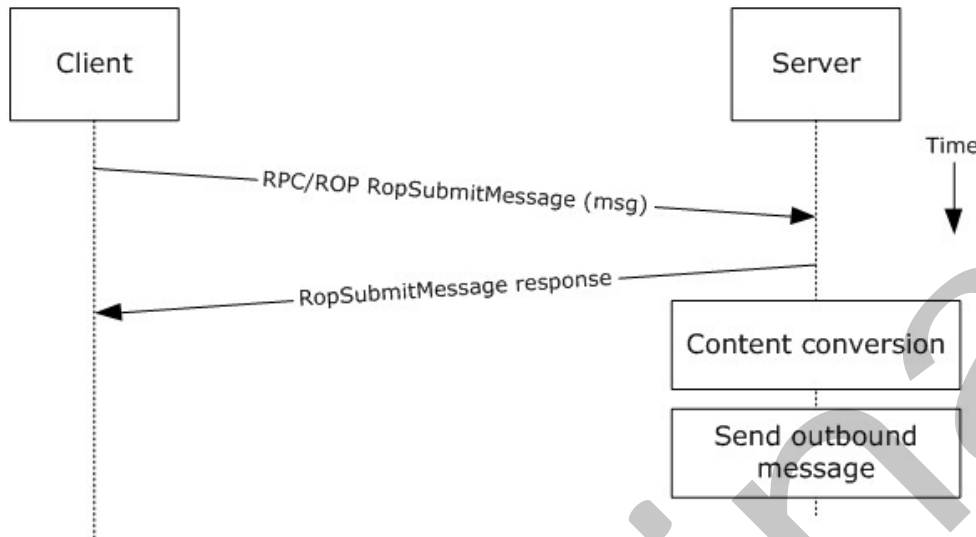
- [\[MS-SMTP\]](#)
- [\[MS-OXCICAL\]](#)
- [\[MS-OXCMAIL\]](#)
- [\[MS-OXOSMIME\]](#)
- [\[MS-OXRTEFCP\]](#)
- [\[MS-OXRTEFEX\]](#)
- [\[MS-OXTNEF\]](#)
- [\[MS-OXVCARD\]](#)

## 2.5.8.4 Requirements

The recipient in this case is not stored on the same server as the sender of the message.

## 2.5.8.5 Protocol-Specific Details

Using RPC



**Figure 23: Sending a message to a remote recipient**

1. The messaging client submits a message for delivery by using a **RopSubmitMessage** ROP request ([\[MS-OXCROPS\]](#) section 2.2.7.1), per the use case described in section [2.5.7](#), except that the recipient in this case is stored on a different server than the sender.
2. The server determines that the recipient is not stored on the current server and locates the next hop for message delivery.
3. The server invokes content conversion to convert the message into Internet-transmittable form.
4. The server connects to the destination server and transmits the message via SMTP. For information regarding SMTP mail submission and Exchange-specific SMTP extensions, see [\[RFC2821\]](#) and [\[MS-OXSMTP\]](#).

## 2.5.9 Open a Folder

### 2.5.9.1 Synopsis

The open a folder use case describes how a client opens a folder.

**Note** This use case applies only to clients using the RPC protocol.

### 2.5.9.2 Builds on Use Case(s)

Log on to a mailbox, as described in section [2.5.2](#)

### 2.5.9.3 References

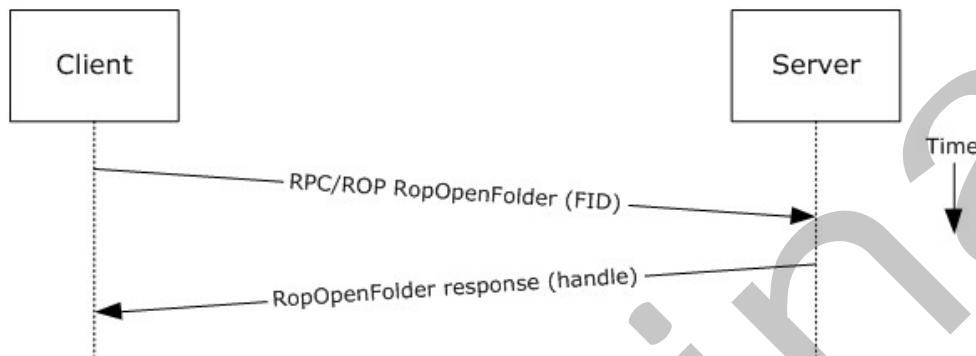
- [\[MS-OXCFOLD\]](#)
- [\[MS-OXPROPS\]](#)

### 2.5.9.4 Requirements

The client knows the FID, as described in [\[MS-OXCADATA\]](#) section 2.2.1.1, or path for the folder that is to be opened.

### 2.5.9.5 Protocol-Specific Details

Using RPC



**Figure 24: Opening a folder by using RPC**

1. The client logs on to a mailbox per the use case described in section [2.5.2](#).
2. The messaging client issues a **RopOpenFolder** request ([\[MS-OXCROPS\]](#) section 2.2.4.1) to the Exchange server to open the specified folder.
3. The server responds with a handle to the folder.

## 2.5.10 Find Items in a Folder That Match Search Criteria

### 2.5.10.1 Synopsis

The find items in a folder that match search criteria use case describes how a client finds items in a folder that match specified search criteria.

### 2.5.10.2 Builds on Use Case(s)

Open a folder, as described in section [2.5.9](#)

### 2.5.10.3 References

- [\[MS-OXCADATA\]](#)
- [\[MS-OXCFOLD\]](#)
- [\[MS-OXPROPS\]](#)

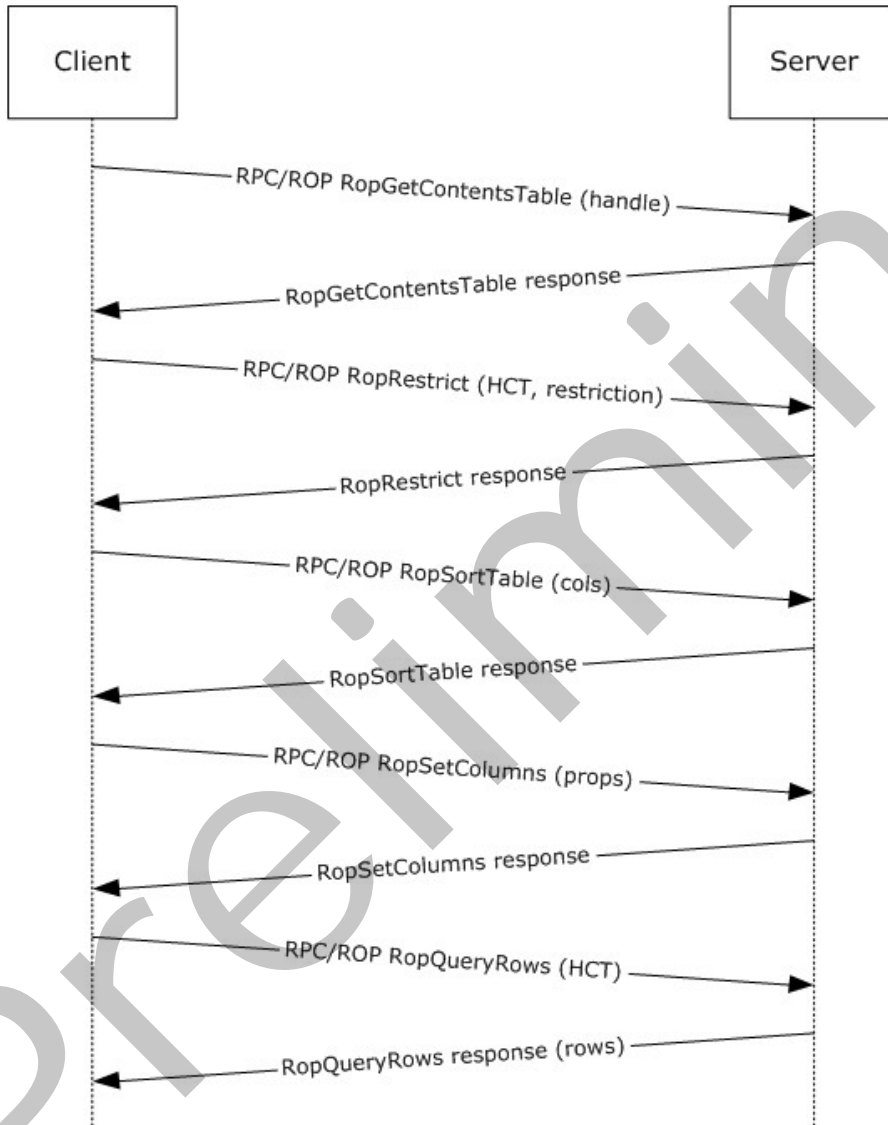
- [\[MS-ASCMD\]](#)
- [\[MS-XWDEXT\]](#)
- [\[MS-OXWSSRCH\]](#)

#### 2.5.10.4 Requirements

The client knows the FID, as described in [\[MS-OXCDATA\]](#) section 2.2.1.1, or path for the folder that is to be searched.

#### 2.5.10.5 Protocol-Specific Details

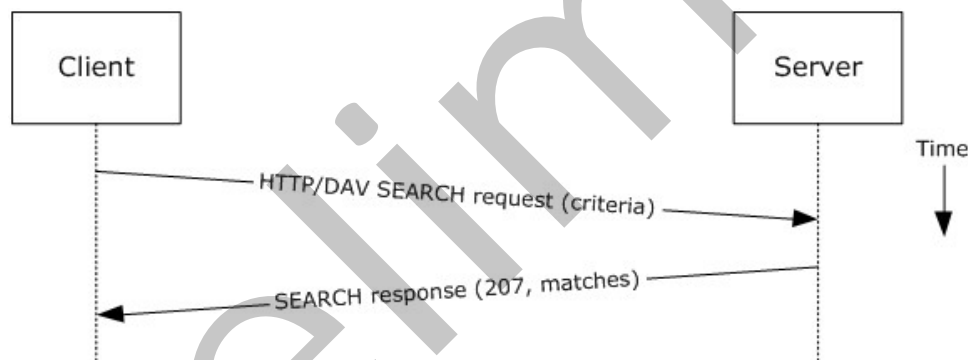
Using RPC



### Figure 25: Finding folder items by using RPC

1. The client opens the specified folder per the use case described in section [2.5.9](#).
2. The client issues a **RopGetContentsTable** ROP request ([\[MS-OXCROPS\]](#) section 2.2.4.14) to open the contents table.
3. The Exchange server responds with a handle to the contents table.
4. The client builds the search criteria by constructing a **restriction (2)**, as described in [\[MS-OXCADATA\]](#).
5. The client issues a **RopRestrict** ROP request ([\[MS-OXCROPS\]](#) section 2.2.5.3) with the constructed restriction (2) to establish the search criteria.
6. The Exchange server responds to the **RopRestrict** ROP request.
7. The client can optionally issue a **RopSortTable** ROP request ([\[MS-OXCROPS\]](#) section 2.2.5.2) to specify a series of sort columns in the resulting table.
8. The client prepares a list of desired properties to retrieve and issues a **RopSetColumns** ROP request ([\[MS-OXCROPS\]](#) section 2.2.5.1) to indicate the desired property columns.
9. The Exchange server responds to the **RopSetColumns** ROP request.
10. The client issues a **RopQueryRows** ROP request ([\[MS-OXCROPS\]](#) section 2.2.5.4) to retrieve rows from the contents table.
11. The Exchange server responds with a table of rows, where each row represents a message in the folder that matches the search criteria from step 4, and each column corresponds to the properties indicated in step 8.

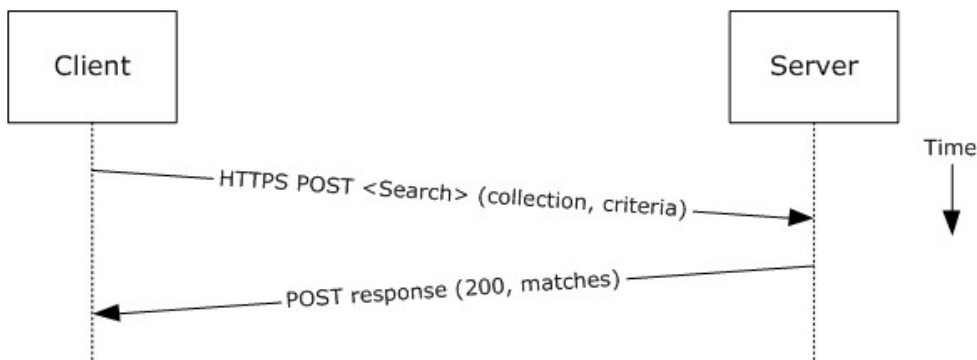
Using WebDAV



### Figure 26: Finding folder items by using WebDAV

1. The client issues a **SEARCH** method request, as described in [\[MS-WDVSE\]](#), to the Exchange server as the Request-URI, referencing the desired folder path to perform the search. The search criteria are expressed in the XML body of the request.
2. The Exchange server responds with HTTP status code 207 (Multi-Status) and a series of responses, where each response corresponds to a matching entry in the folder.

Using ActiveSync



**Figure 27: Finding folder items by using ActiveSync**

1. The client issues a **Search** command request, as described in [\[MS-ASCMD\]](#) section 2.2.2.14, by specifying the name of the folder to be searched, and an XML query that represents the search criteria.
2. The Exchange server responds with HTTP status code 200 (OK) and a collection of results, where each result corresponds to an item in the folder that matches the search criteria.

Using Exchange Web Services



**Figure 28: Finding folder items by using Exchange Web Services**

1. The client uses the HTTPS/SOAP **FindItemSoapIn** request message, as described in [\[MS-OXWSSRCH\]](#) section 3.1.4.2.1.1, to find specific items from one or more folders. The client can specify the list of folders to search, the list of properties to return, the search criteria, and the sort order of the results, among other options.
2. The Client Access server responds with a **FindItemSoapOut** response message, as described in [\[MS-OXWSSRCH\]](#) section 3.1.4.2.1.2, which includes the **ResponseCode** element specifying the status of the operation and the set of items that match the search criteria.

## 2.5.11 Delete Message(s)

### 2.5.11.1 Synopsis

The delete message use case describes how a messaging client deletes messages.

### 2.5.11.2 Builds on Use Case(s)

Open a folder, as described in section [2.5.9](#)

### 2.5.11.3 References

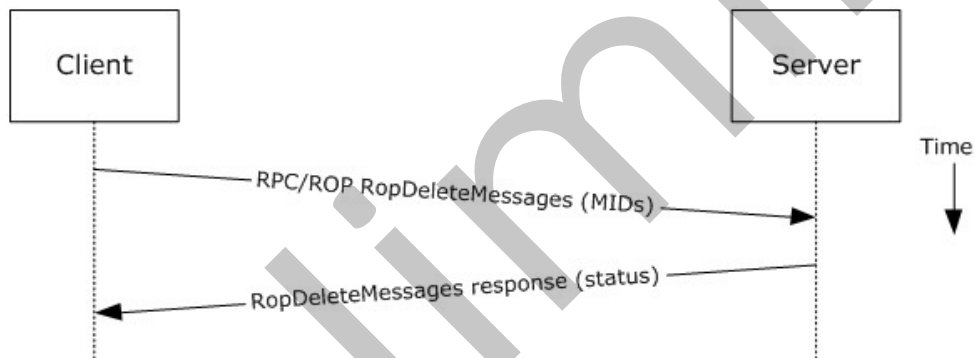
- [\[MS-OXCDATA\]](#)
- [\[MS-OXCFOLD\]](#)
- [\[MS-OXPROPS\]](#)
- [\[MS-ASCMD\]](#)
- [\[MS-XWDEXT\]](#)
- [\[MS-OXWSMSG\]](#)

### 2.5.11.4 Requirements

- The client knows the FID, as described in [\[MS-OXCDATA\]](#) section 2.2.1.1, or path for the folder in which the message(s) reside.
- The client knows the MID(s), as described in [\[MS-OXCDATA\]](#) section 2.2.1.2, or name(s) for the message(s) that are to be deleted.

### 2.5.11.5 Protocol-Specific Details

Using RPC

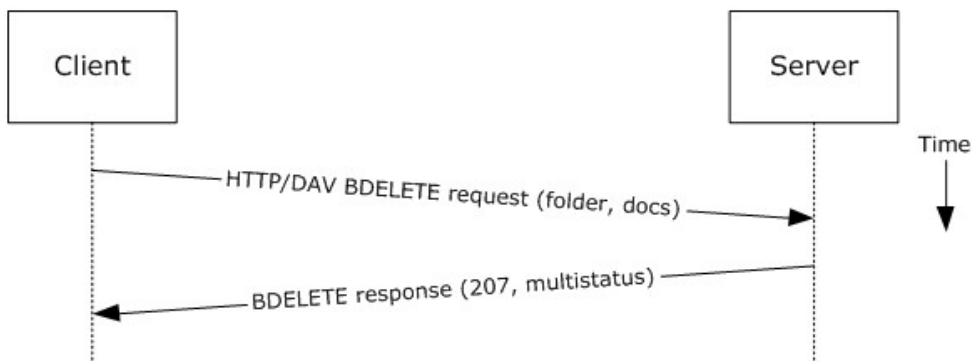


**Figure 29: Deleting a message by using RPC**

1. The client opens the specified folder per the use case described in section [2.5.9](#).
2. The client issues a **RopDeleteMessages** ROP request ([\[MS-OXCROPS\]](#) section 2.2.4.11) with the list of MIDs to be deleted.
3. The Exchange server returns the success or failure of the operation.

Using WebDAV

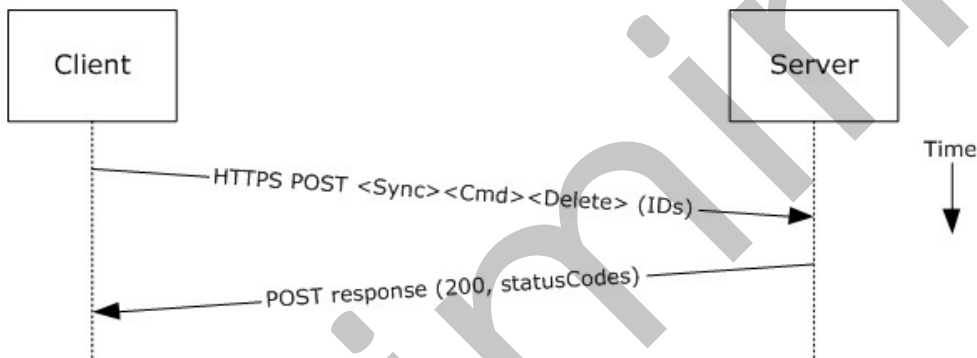




**Figure 30: Deleting a message by using WebDAV**

1. The client issues a **BDELETE** method request, as described in [\[MS-XWDEXT\]](#) section 2.2.1.2, to the Exchange server that references the desired folder path from which document(s) are to be deleted as the URI for the request. The list of documents to be deleted is indicated in the XML body of the request.
2. The Exchange server responds with a multi-status response, with a separate item indicating the deletion status for each message deletion requested.

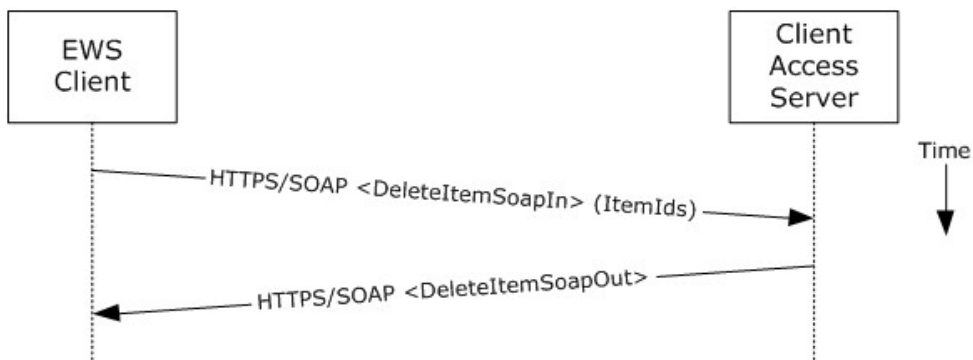
Using ActiveSync



**Figure 31: Deleting a message by using ActiveSync**

1. The client issues a **Sync Delete** command request ([\[MS-ASCMD\]](#) section 2.2.2.19) to the server, where each item to be deleted is listed in the schematized XML request body.
2. The Exchange server responds with HTTP status code 200 (OK) and returns a series of sync status codes, where each corresponds to the deletion status for a message in the deletion list.

Using Exchange Web Services



**Figure 32: Deleting a message by using Exchange Web Services**

1. The client uses the HTTPS/SOAP **DeleteItemSoapIn** request WSDL message, as described in [\[MS-OXWSCORE\]](#) section 3.1.4.3.1.1, to delete items specified in the **ItemIds** element.
2. The Exchange Client Access server responds with a **DeleteItemSoapOut** response WSDL message, as described in [\[MS-OXWSCORE\]](#) section 3.1.4.3.1.2, which includes a **ResponseCode** element for the deletion status of each item.

## 2.5.12 Synchronize Item(s)

### 2.5.12.1 Synopsis

The synchronize items use case describes how a client synchronizes the contents of a folder with an Exchange server.

### 2.5.12.2 Builds on Use Case(s)

Open a folder, as described in section [2.5.9](#)

### 2.5.12.3 References

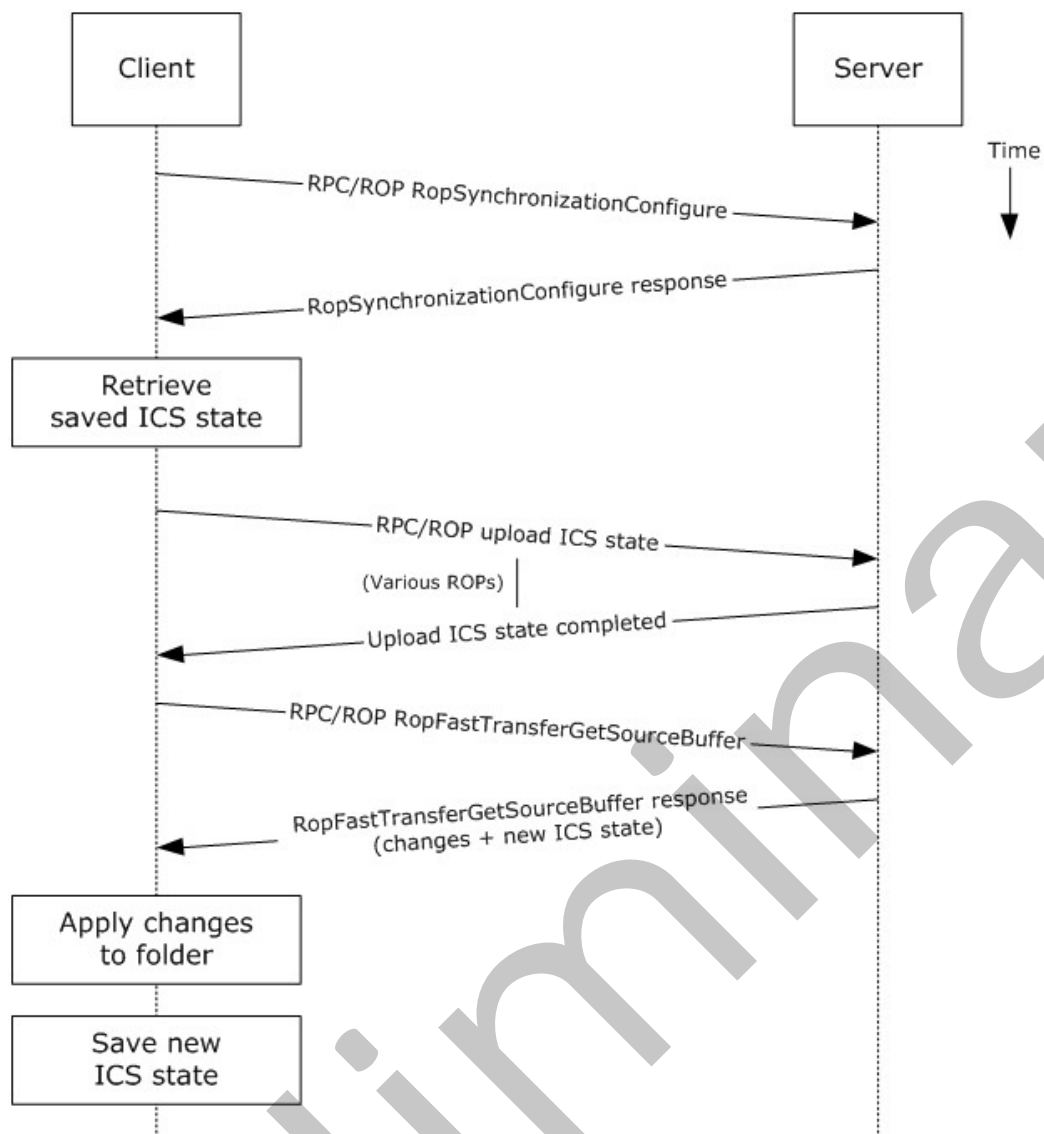
- [\[MS-OXCFXICS\]](#)
- [\[MS-OXCMSG\]](#)
- [\[MS-OXCFOLD\]](#)
- [\[MS-OXWSSYNC\]](#)

### 2.5.12.4 Requirements

The client knows the FID, as described in [\[MS-OXCDATA\]](#) section 2.2.1.1, or path for the folder to synchronize.

### 2.5.12.5 Protocol-Specific Details

Using RPC

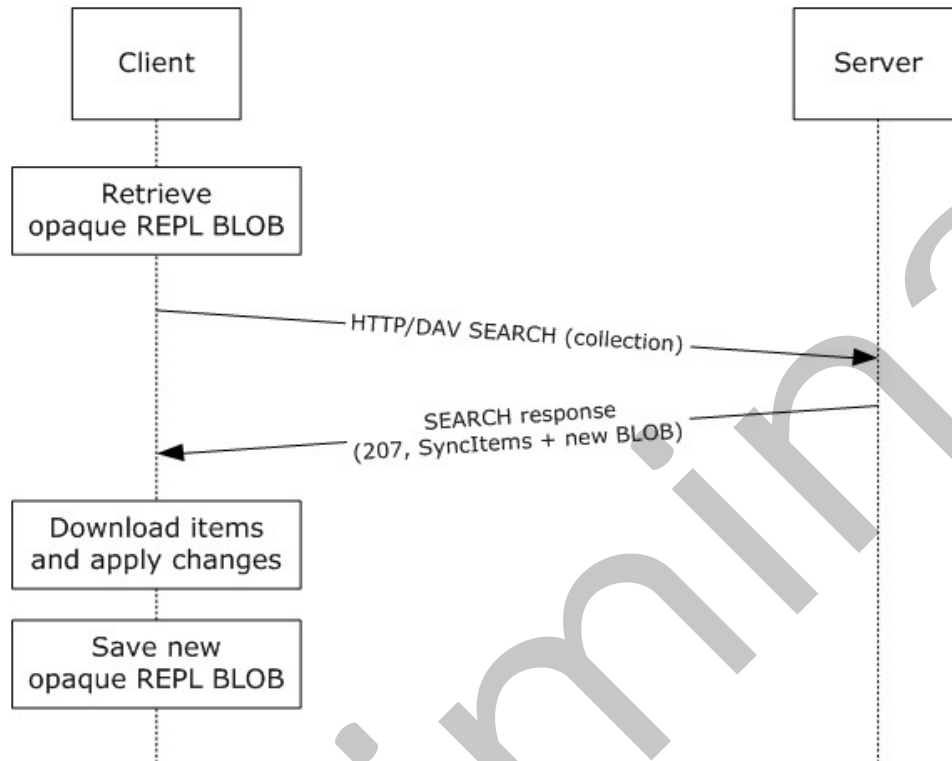


**Figure 33: Synchronizing items by using RPC**

1. The client opens the specified folder per the use case described in section [2.5.9](#).
2. The client issues a **RopSynchronizationConfigure** ROP request ([\[MS-OXCROPS\]](#) section 2.2.13.1) by using the handle to the folder to initiate the synchronization.
3. The Exchange server responds with a handle to the synchronization.
4. The client uses a series of **RopSynchronizationUploadStateStreamBegin** ([\[MS-OXCROPS\]](#) section 2.2.13.9), **RopSynchronizationUploadStateStreamContinue** ([\[MS-OXCROPS\]](#) section 2.2.13.10), and **RopSynchronizationUploadStateStreamEnd** ([\[MS-OXCROPS\]](#) section 2.2.13.11) ROP requests to upload the client's **Incremental Change Synchronization (ICS)** state, as described in [\[MS-OXCFCICS\]](#), to the Exchange server, which prepares the list of changed items for the client to download based on the uploaded **ICS state**.

5. The client issues a **RopFastTransferSourceGetBuffer** ROP request ([\[MS-OXCROPS\]](#) section 2.2.12.3) to obtain the list of changes from the Exchange server.
6. The Exchange server responds to the request with the full list of changes as well as the new ICS state.
7. The client applies the changes to the folder items and saves the new ICS state for subsequent synchronizations.

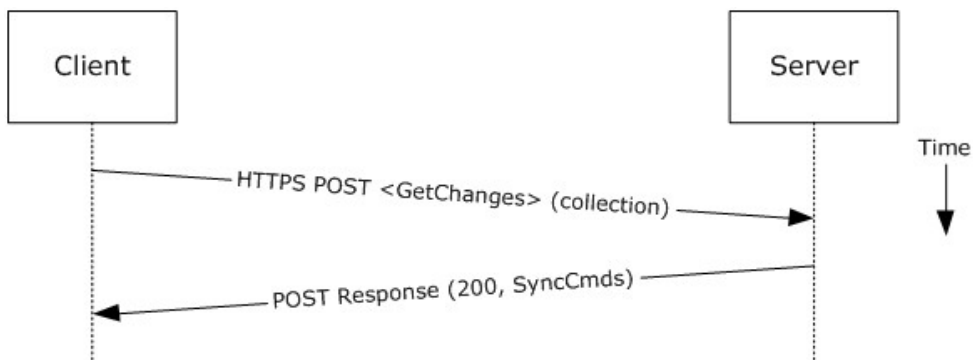
Using WebDAV



**Figure 34: Synchronizing items by using WebDAV**

1. The client issues a **SEARCH** method request, as described in [\[MS-WDVSE\]](#), for a specific path (with an optional opaque **binary large object (BLOB)** that was saved from the last synchronization for this path or an empty BLOB if synchronizing for the first time), as described in [\[MS-XWDREPL\]](#).
2. The Exchange server responds to the request with HTTP status code 207 (Multi-Status) and returns the list of changed items, as well as a new BLOB that corresponds to the current synchronization state.
3. The client downloads each changed item, applies the changes, and saves the new opaque BLOB for subsequent synchronizations.

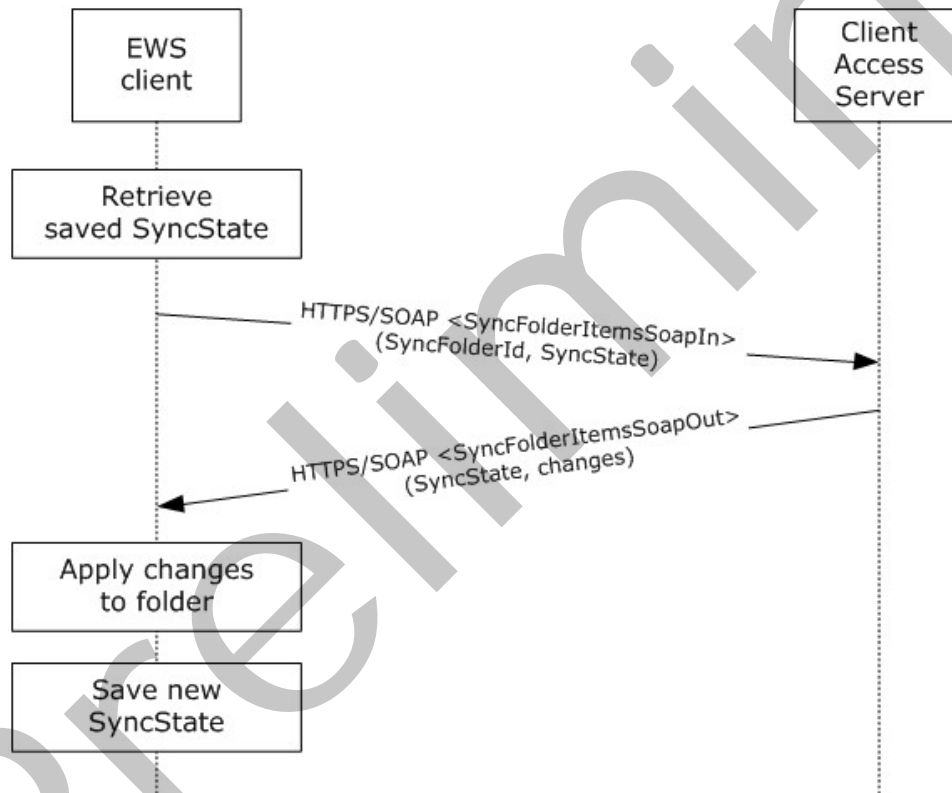
Using ActiveSync



**Figure 35: Synchronizing items by using ActiveSync**

1. The client issues a **Sync GetChanges** command request, as described in [\[MS-ASCMD\]](#) section 2.2.2.19, to the Exchange server requesting a list of all changes that have occurred in the specified collection (folder) since the last successful synchronization.
2. The Exchange server responds with a series of **Sync** command responses, as described in [\[MS-ASCMD\]](#) section 2.2.2.19.2, that the client processes to synchronize with the Exchange server.

Using Exchange Web Services



**Figure 36: Synchronizing items by using Exchange Web Services**

1. The client uses the HTTPS/SOAP **SyncFolderItemsSoapIn** request message, as described in [\[MS-OXWSSYNC\]](#) section 3.1.4.2.1.1, to synchronize the changes to items in the folder specified in the **SyncFolderId** element. The **SyncState** element provides the state of the last synchronization and acts as a starting marker for synchronizing new changes.
2. The Exchange Client Access server responds with a **SyncFolderItemsSoapOut** response message, as described in [\[MS-OXWSSYNC\]](#) section 3.1.4.2.1.2, which includes a **ResponseCode** element, a new **SyncState** marker, and a list of changes.
3. The client applies changes to the folder by using information in the **SyncFolderItemsSoapOut** response, and saves the **SyncState** value that was returned in the **SyncFolderItemsSoapOut** response.

## 2.5.13 Register For and Receive Notifications

### 2.5.13.1 Synopsis

The register for and receive notifications use case describes how a client registers for server notifications for a particular folder and how to determine whether a notification event has occurred using a passive mechanism.

### 2.5.13.2 Builds on Use Case(s)

Log on to a mailbox, as described in section [2.5.2](#)

### 2.5.13.3 References

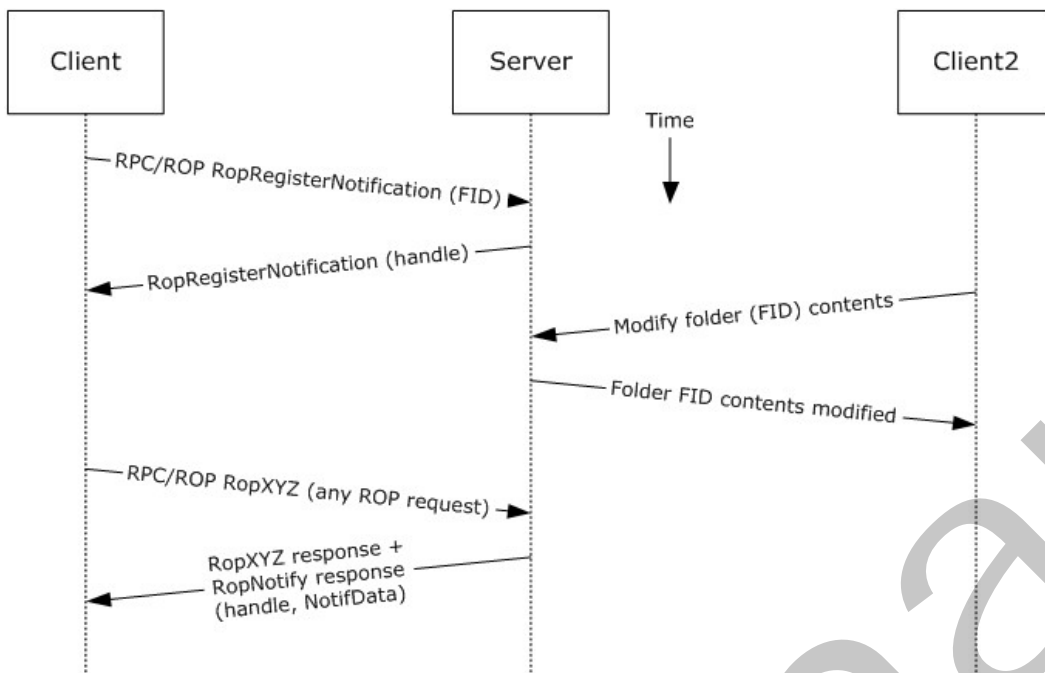
- [\[MS-OXCROPS\]](#)
- [\[MS-OXCNOTIF\]](#)
- [\[MS-XWDNOTIF\]](#)
- [\[MS-ASCMD\]](#)
- [\[MS-OXWSNTIF\]](#)

### 2.5.13.4 Requirements

The client knows the FID, as described in [\[MS-OXCDATA\]](#) section 2.2.1.1, or path for the folder that will be used to register server notifications.

### 2.5.13.5 Protocol-Specific Details

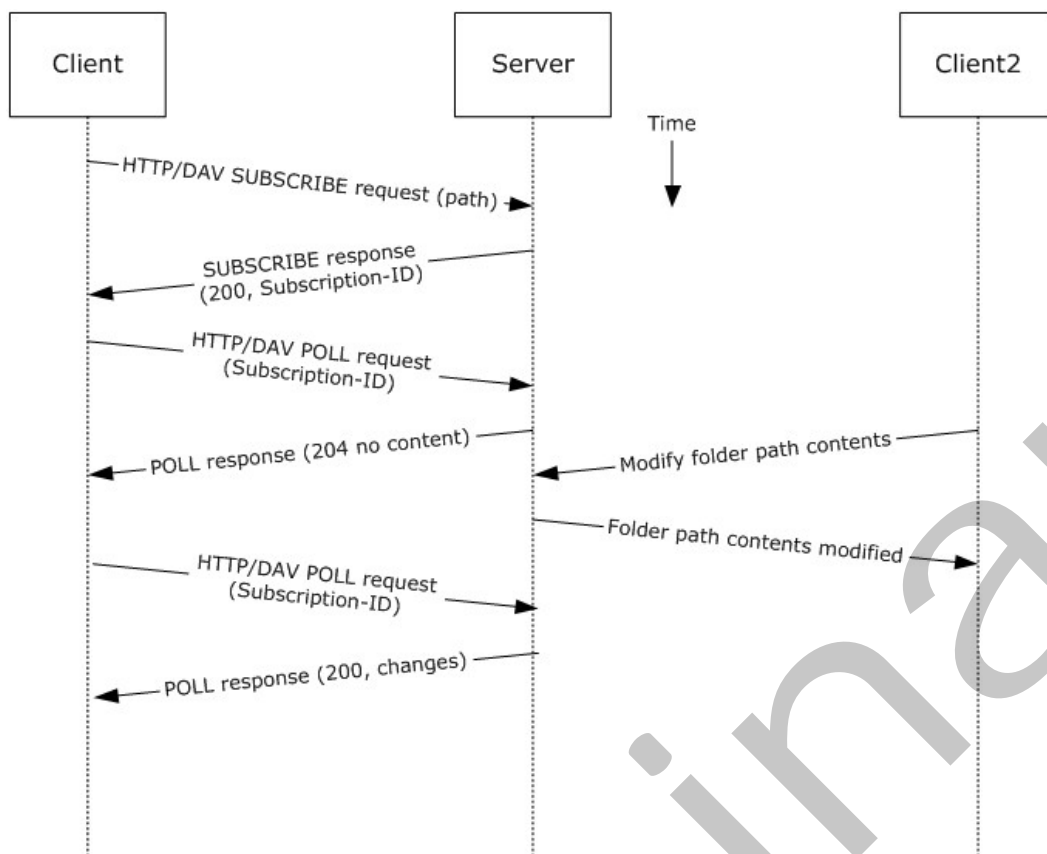
Using RPC



**Figure 37: Registering for and receiving notifications by using RPC**

1. The client logs on to the mailbox per the use case described in section [2.5.2](#).
2. The client issues a **RopRegisterNotification** ROP request ([\[MS-OXCROPS\]](#) section 2.2.14.1) to register for notifications. The FID, as described in [\[MS-OXCDATA\]](#) section 2.2.1.1, of the folder to be monitored is included in the request.
3. The Exchange server responds with a handle to the notification.
4. The next time that the client issues a ROP request to the Exchange server, the server adds a **RopNotify** ROP response ([\[MS-OXCROPS\]](#) section 2.2.14.2) and a result code of **RopPending** is returned for the overall ROP response.
5. The client examines the information in the **RopNotify** ROP response and triggers an **event (1)** on the client. For example, a UI notification is triggered in response to a link that was added to the body of a meeting invite.

Using WebDAV

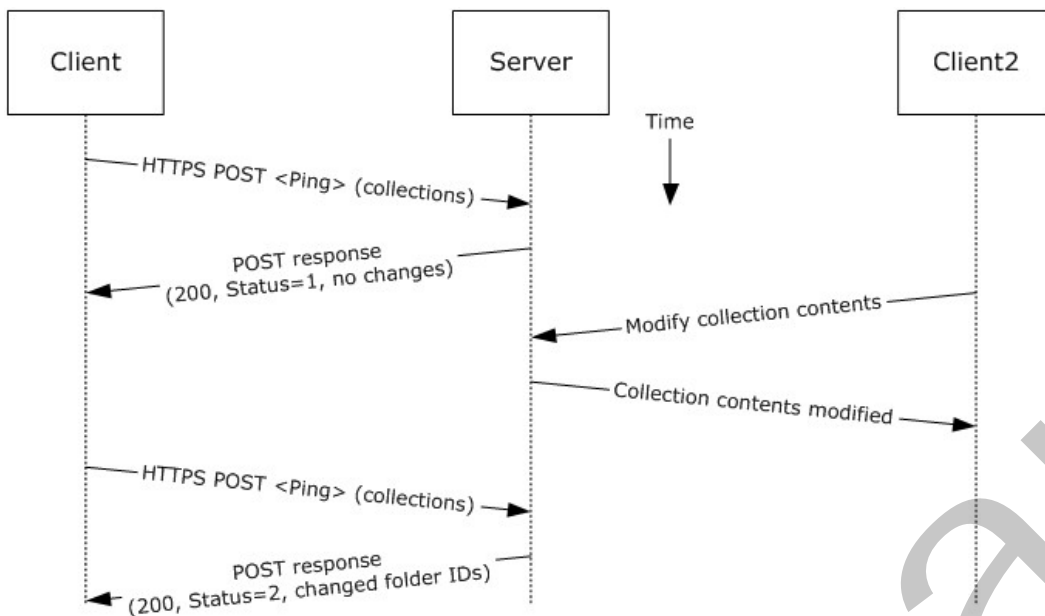


**Figure 38: Registering for and receiving notifications by using WebDAV**

1. The client issues a **SUBSCRIBE** command request, as described in [\[MS-XWDNOTIF\]](#) section 2.2.7, to the Exchange server, where the URI specified in the HTTP request indicates the resource associated with the subscription.
2. The Exchange server responds with HTTP status code 200 (OK) and returns detailed information about the notification subscription, including a subscription ID.
3. The client periodically polls the server for changes using the **POLL** command request, as described in [\[MS-XWDNOTIF\]](#) section 2.2.9, that includes the corresponding subscription ID and URI.
4. The Exchange server returns HTTP status code 204 (No Content) when no events have occurred since the last **POLL** command request or returns a series of response items where each corresponds to an event that has occurred.

Using ActiveSync

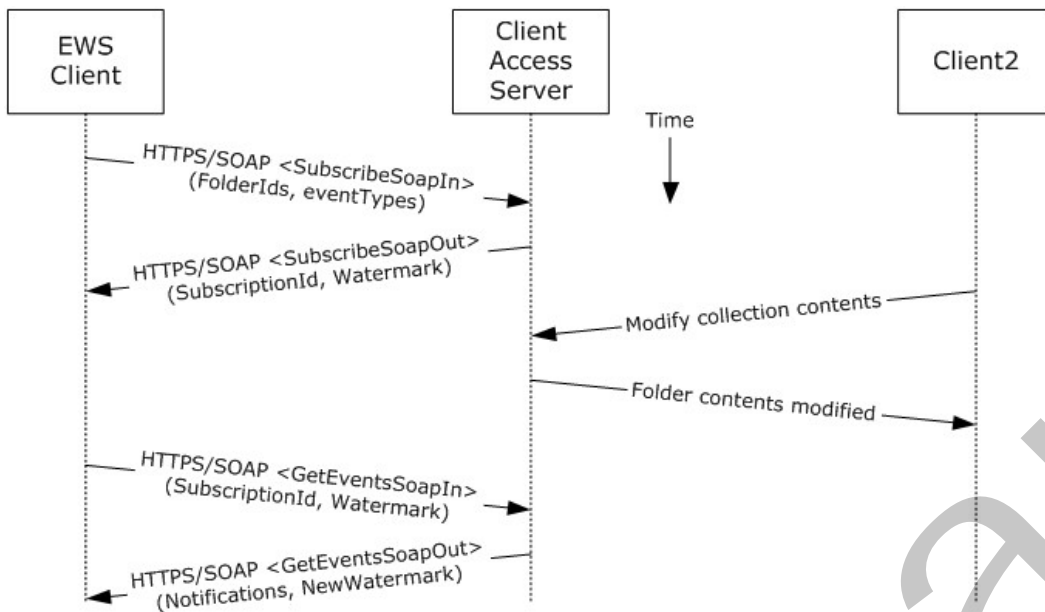




**Figure 39: Registering for and receiving notifications by using ActiveSync**

1. The client issues a ping request to the Exchange server to check for events that have occurred in the specified list of containers (folders).
2. If no events have occurred since the last ping, the Exchange server returns HTTP status code 200 (OK) and a status code of 1, as described in [\[MS-ASCMD\]](#). If events have occurred, the server returns HTTP status code 200 (OK) and a status code of 2, followed by a list of FIDs that need to be synchronized.

Using Exchange Web Services



**Figure 40: Registering for and receiving notifications by using Exchange Web Services**

1. The client uses the HTTP/SOAP **SubscribeSoapIn** request, as described in [\[MS-OXWSNTIF\]](#) section 3.1.4.3.1.1, to subscribe to pull notifications for the types of events (1) indicated in the **EventTypes** element on a list of folders specified by the **FolderIds** element.
2. The Client Access server responds with a **SubscribeSoapOut** response, as described in [\[MS-OXWSNTIF\]](#) section 3.1.4.3.1.2, which includes a **ResponseCode** element, a **SubscriptionId** element that identifies this subscription, and a **Watermark** element that indicates the current notification state.
3. A second client modifies the contents of a folder that has an active subscription. This causes the server to create a pending notification associated with the subscription.
4. The first client uses the HTTP/SOAP **GetEventsSoapIn** request, as described in [\[MS-OXWSNTIF\]](#) section 3.1.4.1.1.1, to query the server for any new notifications. The value of the **Watermark** element allows the server to determine which new notifications, if any, to return to the client.
5. The Exchange Client Access server responds with a **GetEventsSoapOut** response, as described in [\[MS-OXWSNTIF\]](#) section 3.1.4.1.1.2, which includes a **Notifications** element listing the notifications that were pending since the value of the **Watermark** element specified by the client. A **Watermark** element is also returned to the client to indicate the new notification state for the next **GetEventsSoapIn** call.

## 2.5.14 Provision a Mobile Client Device

### 2.5.14.1 Synopsis

The provision a mobile client device use case describes the multiphase provisioning process for a mobile client device using ActiveSync.

**Note** This use case is specific to ActiveSync.

#### **2.5.14.2 Build on Use Case(s)**

None.

#### **2.5.14.3 References**

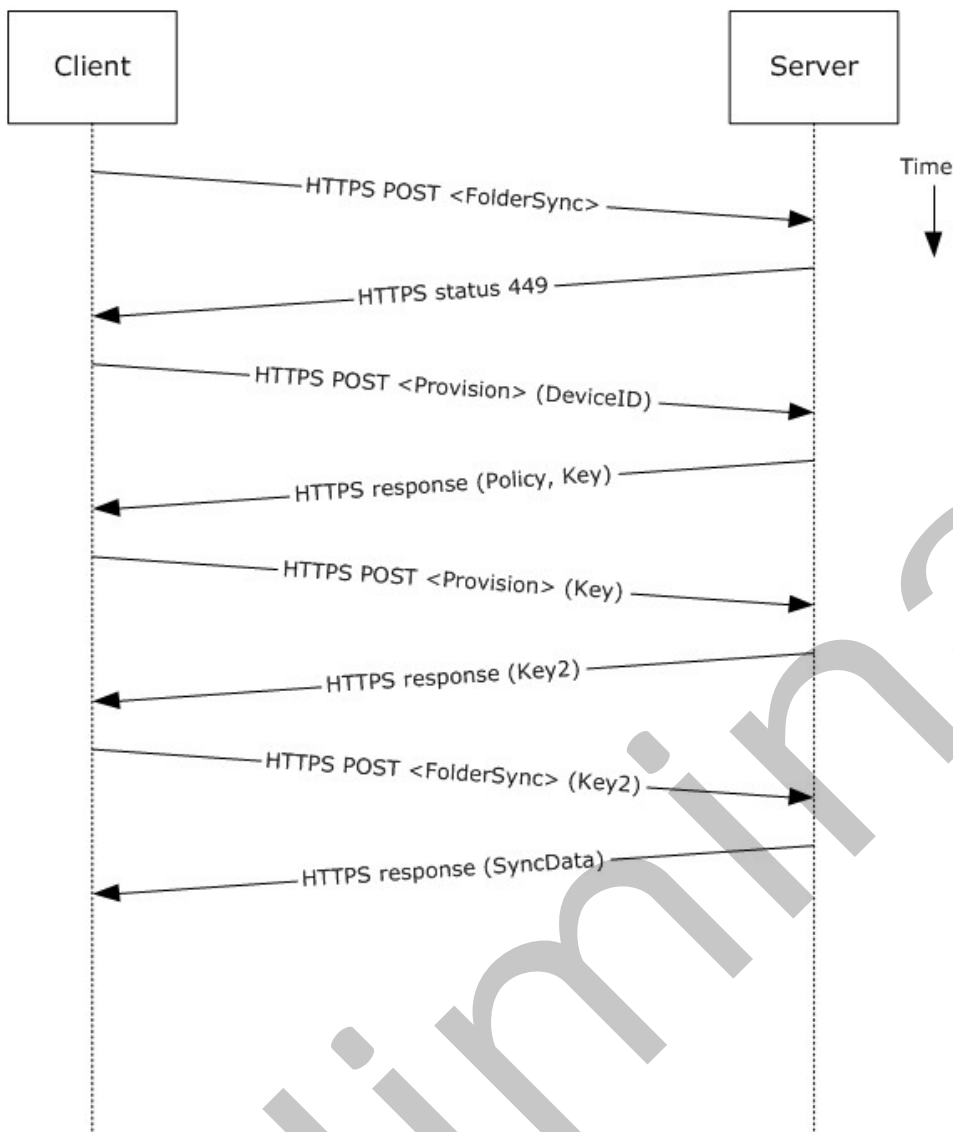
- [\[MS-ASHTTP\]](#)
- [\[MS-ASCMD\]](#)
- [\[MS-ASPROV\]](#)

#### **2.5.14.4 Requirements**

The mobile client is configured to communicate with an ActiveSync service provider.

#### **2.5.14.5 Protocol-Specific Details**

Using ActiveSync



**Figure 41: Provisioning a mobile client device by using ActiveSync**

1. A client without a current policy attempts to synchronize with an Exchange server (in this case, by issuing a **FolderSync** command request, as described in [\[MS-ASCMD\]](#) section 2.2.2.4).
2. The Exchange server replies with HTTP status code 449 (Need Provisioning) to indicate that the client's policy is not current.
3. The client issues a **Provision** command request ([\[MS-ASCMD\]](#) section 2.2.2.12) to download the latest policy from the Exchange server, referencing its own device ID for identification.
4. The Exchange server responds with an **XML** document representation of the current policy plus a temporary policy key.
5. The client issues a second **Provision** command request to acknowledge receipt of policy settings in the initial server response.

6. The Exchange server responds with a policy key that can be used in subsequent command requests.
7. The client issues a **FolderSync** command request to the Exchange server, including the most recent policy key in the HTTP headers, as described in [\[MS-ASPROV\]](#).
8. The Exchange server acknowledges the policy key and returns the **FolderSync** information.

## 2.6 Versioning, Capability Negotiation, and Extensibility

Several mechanisms exist to allow the exchange of version information between a client and the Exchange server. The exact mechanism used depends on the protocol used by the requesting client. The following sections outline several of the most commonly used mechanisms.

### 2.6.1 Version Negotiation Using RPC

When a client attempts to connect with an Exchange server via RPC [\[MS-OXCRPC\]](#), the client sends its own version as part of the connection request. Upon successful connect, the server responds with two version numbers: the server version, and the "best" version, where the former indicates the earliest version of Microsoft® Exchange Server that the server is compatible with and the latter is the actual server version.

Upon exchange of this information, the client can determine the level of functionality offered by that Exchange server and the most appropriate functionality to provide to the end user.

### 2.6.2 Version Negotiation Using WebDAV

A **WebDAV client** queries the capabilities of the server by using the HTTP **OPTIONS** command, as described in [\[MS-XWDEXT\]](#), and then examining the Exchange server response to that command. When a server supports the WebDAV protocol, it uses an **MS-WebStorage** header.

### 2.6.3 Version Negotiation Using Web Services

Web services clients contact the Exchange server by using the industry-standard SOAP 1.1 over HTTP protocol, as described in [\[SOAP1.1\]](#) and [\[RFC2616\]](#). The server responds with a **ServerVersionInfo** XML structure with the server version details in the SOAP response header. Based on this information, the client can determine the server's capabilities.

### 2.6.4 Version Negotiation Using ActiveSync

An ActiveSync client can indicate its version via the **MS-ASProtocolVersion** header or as part of a query string encoded with base64 encoding in the HTTP request URI, as described in [\[MS-ASHTTP\]](#). Similar to WebDAV, the client can use the HTTP **OPTIONS** command, as described in [\[MS-ASHTTP\]](#), to obtain the server version and a comprehensive list of supported ActiveSync versions and keywords.

## 2.7 Error Handling

The following sections provide an overview of the impact of failure for each element in the figure in section [2.1](#). In addition, the following sections describe the impact of DNS or the directory service becoming unavailable.

### 2.7.1 SMTP

SMTP is the key gateway for receiving inbound mail from external servers and non-RPC clients. If inbound SMTP is unavailable, messages cannot be received from other e-mail servers or from SMTP-based e-mail clients. In addition, Unified Messaging relies on SMTP to inject new messages, so some of its functionality can be impacted.

If outbound SMTP is unavailable, the Exchange server cannot route outbound e-mail. Messages will accumulate in the delivery queue, and in extreme cases, this can cause inbound SMTP to reject incoming messages.

### 2.7.2 RPC

Due to Microsoft® Exchange Server-specific implementation details, the RPC protocol is at the heart of the Exchange Information Store. Almost all other protocols are constructed around the RPC protocol and are dependent on it. If the RPC protocol becomes unavailable, then other protocols can experience service outages related to accessing storage items.

### 2.7.3 Web Services

If Exchange Web Services becomes unavailable, Web services clients will not be able to access the Exchange server.

### 2.7.4 POP3

If POP3 becomes unavailable, e-mail clients will not be able to access their mailbox by using POP3 .

### 2.7.5 IMAP4

If IMAP4 becomes unavailable, e-mail clients will not be able to access their mailbox by using IMAP4.

### 2.7.6 WebDAV

If WebDAV becomes unavailable, e-mail clients will not be able to communicate with the Exchange server by using WebDAV.

### 2.7.7 NSPI

If NSPI becomes unavailable, operations related to address book lookup and recipient resolution will be affected. However, clients using an offline address book (OAB), as described in [\[MS-OXOAB\]](#), will still be able to perform recipient lookups and resolutions for the contacts listed in the local OAB.

### 2.7.8 Unified Messaging

If Unified Messaging becomes unavailable, Unified Messaging-specific features will not be available.

### 2.7.9 ActiveSync

Mobile clients using ActiveSync will be impacted if it becomes unavailable. However, many clients capable of using ActiveSync are able to take alternate routes (for example, Web Access) to access their mailboxes until ActiveSync is available again.

## 2.7.10 DNS

If DNS becomes unavailable, outbound e-mail routing will be impacted because the remote domain address cannot be resolved. Since Microsoft® Exchange Server Autodiscover, as described in [\[MS-OXDISCO\]](#), relies on DNS as an alternate mechanism, this will cause Autodiscover problems when the system is configured to use DNS as a discovery mechanism.

## 2.7.11 Directory Service

The directory service is responsible for storing mail recipient information and is a primary mechanism for Autodiscover, as described in [\[MS-OXDISCO\]](#). If the directory service becomes unavailable, NSPI features and Autodiscover will be unavailable.

## 2.8 Coherency Requirements

This system has no special coherency requirements.

## 2.9 Security

For a comprehensive and current discussion about security and protection for Microsoft® Exchange Server, see [\[MSFT-SAP\]](#).

## 2.10 Additional Considerations

There are no additional considerations.

## 3 Examples

Each of the following examples illustrate how one or more of the use cases described in section [2.5](#) can be combined to achieve specific end-user results. The examples show how the Microsoft® Exchange Server system can be used for specific messaging tasks that map to real-life end-user scenarios. These examples are not meant to be exhaustive. However, many of these examples, once understood, can be applied to other similar real-life scenarios.

To reduce the complexity of the examples, each example is demonstrated using the protocol (for example, RPC or ActiveSync) that is most commonly used for the scenario in that example. In some cases, the same outcome can be achieved using other supported protocols as indicated in the use cases section, but these alternate methods will not be included in the example.

The following system-level examples are provided in this document:

- Display the most recent message in the inbox
- Compose and send an e-mail message with an attachment
- Set up and display new mail notifications
- Create an appointment request using free-busy data
- Provision and synchronize a mobile client device for the first time

### 3.1 Example 1: Display the Most Recent Message in the Inbox

#### 3.1.1 Synopsis

This example illustrates how the Microsoft® Exchange Server system can be used to access an Inbox folder and display the newest message in it.

**Note** This example uses the RPC protocol.

#### 3.1.2 Use Cases

- Server information discovery (section [2.5.1](#))
- Log on to a mailbox (section [2.5.2](#))
- Open a folder (section [2.5.9](#))
- Find items in a folder that match search criteria (section [2.5.10](#))

#### 3.1.3 Entities Involved

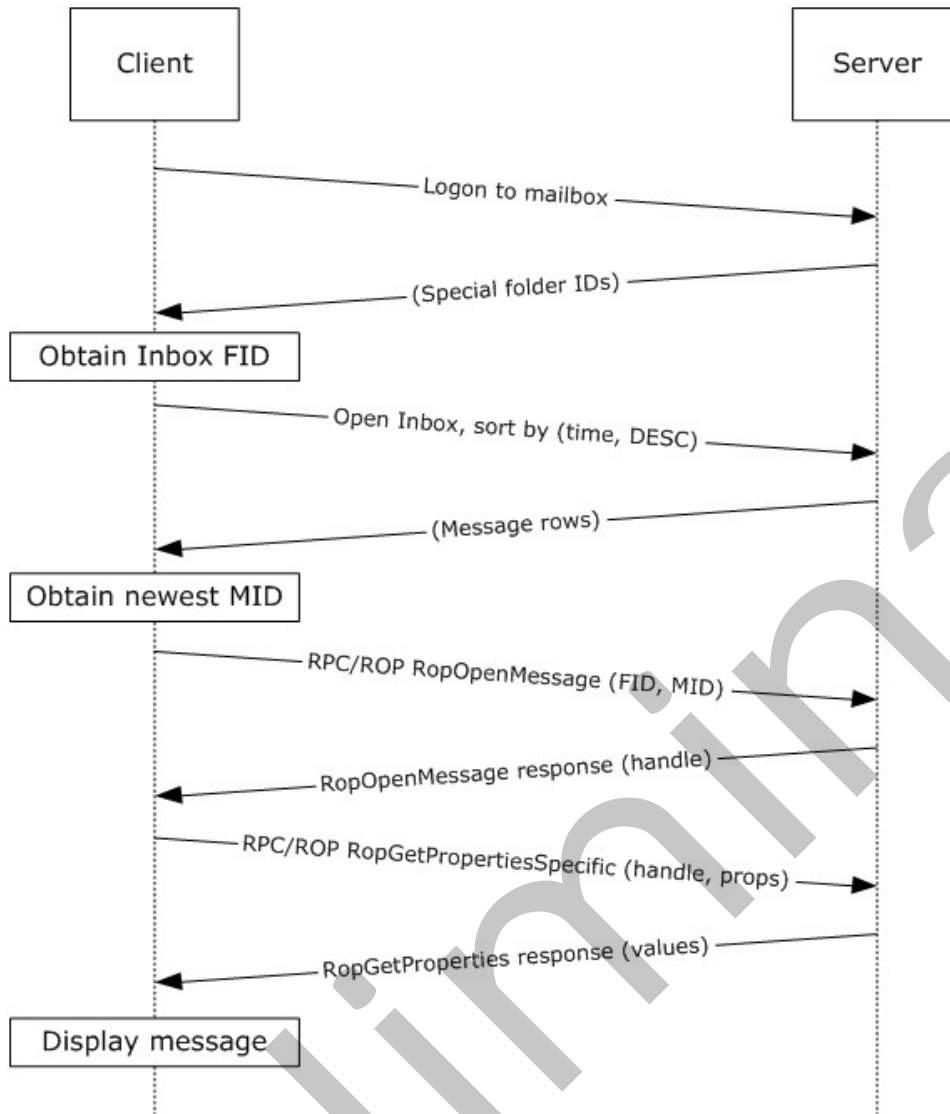
- An Exchange server (server)
- An RPC-enabled client (client)

#### 3.1.4 Preconditions

- The Exchange server is available to accept client requests.
- The client has credentials for a valid mailbox account.



### 3.1.5 Details



**Figure 42: Display message steps**

1. The client logs on to the mailbox per the use case described in section [2.5.2](#).
2. The client obtains the FID for the Inbox folder from the server as a result of successful logon.
3. Based on the use case described in section [2.5.10](#), the client queries the message rows in the Inbox folder and sorts the rows by message date (the **PidTagMessageDeliveryTime** property, as described in [\[MS-OXOMSG\]](#) section 2.2.3.9) in descending order. The resulting table contains a column for the MID (the **PidTagMid** property, as described in [\[MS-OXCFCICS\]](#) section 2.2.1.2.1).
4. The first row in the Inbox folder contents table contains information about the newest message. The client extracts the MID of the newest message from the **PidTagMid** property column.

5. The client issues a **RopOpenMessage** ROP request ([\[MS-OXCROPS\]](#) section 2.2.6.1) with the inbox FID and the MID returned. The Exchange server returns a handle to the opened message.
6. The client issues a **RopGetPropertiesSpecific** ROP request ([\[MS-OXCROPS\]](#) section 2.2.8.3) with the message handle to retrieve the body of the message (the **PidTagBody** property, as described in [\[MS-OXCMSG\]](#) section 2.2.1.48.1) and other properties required for displaying the message.
7. The client displays the message using the property values returned by the Exchange server.

## 3.2 Example 2: Compose and Send an E-Mail Message with an Attachment

### 3.2.1 Synopsis

This example illustrates how the Microsoft® Exchange Server system can enable an end user to compose and send an e-mail message with an attachment.

**Note** This example uses the RPC protocol.

### 3.2.2 Use Cases

- Server information discovery (section [2.5.1](#))
- Log on to a mailbox (section [2.5.2](#))
- Create a message (section [2.5.3](#))
- Add an attachment (section [2.5.5](#))
- Resolve a recipient from an address book (section [2.5.6](#))
- Send a message (section [2.5.7](#))

### 3.2.3 Entities Involved

- An Exchange server (server)
- An RPC-enabled client (client)

### 3.2.4 Preconditions

- The Exchange server is available to accept client requests.
- The client has credentials for a valid mailbox account.
- The client has established a **Drafts folder** to store unsent messages.
- The intended mail recipient is listed in an address book.

### 3.2.5 Details

1. The client logs on to the mailbox per the use case described in section [2.5.2](#).
2. The client creates a new message in the drafts folder per the use case described in section [2.5.3](#).
3. An end user enters the name of the message recipient by using the client user interface and chooses to resolve the recipient.

4. The client resolves the recipient per the use case described in section [2.5.6](#). The Exchange server returns the successful matches (or none if there are no matches).
5. If the Exchange server returns more than a single match, the end user is presented with a list of matches and is asked to select the correct recipient from the list. This is known as **ambiguous name resolution (ANR)**. For more information about ANR, see [\[MS-NSPI\]](#).
6. The end user adds an attachment to the message.
7. The client loads the attachment data and creates a new attachment per the use case described in section [2.5.5](#).
8. The end user enters a body for the message and sends the message.
9. The client submits the message to the Exchange server per the use case described in section [2.5.7](#).

### 3.3 Example 3: Set Up and Display New Mail Notifications

#### 3.3.1 Synopsis

This example illustrates how a client can use the Microsoft® Exchange Server system to register itself for new mail notifications.

**Note** This example uses the RPC protocol.

#### 3.3.2 Use Cases

- Server information discovery (section [2.5.1](#))
- Log on to a mailbox (section [2.5.2](#))
- Register for and receive notifications (section [2.5.13](#))

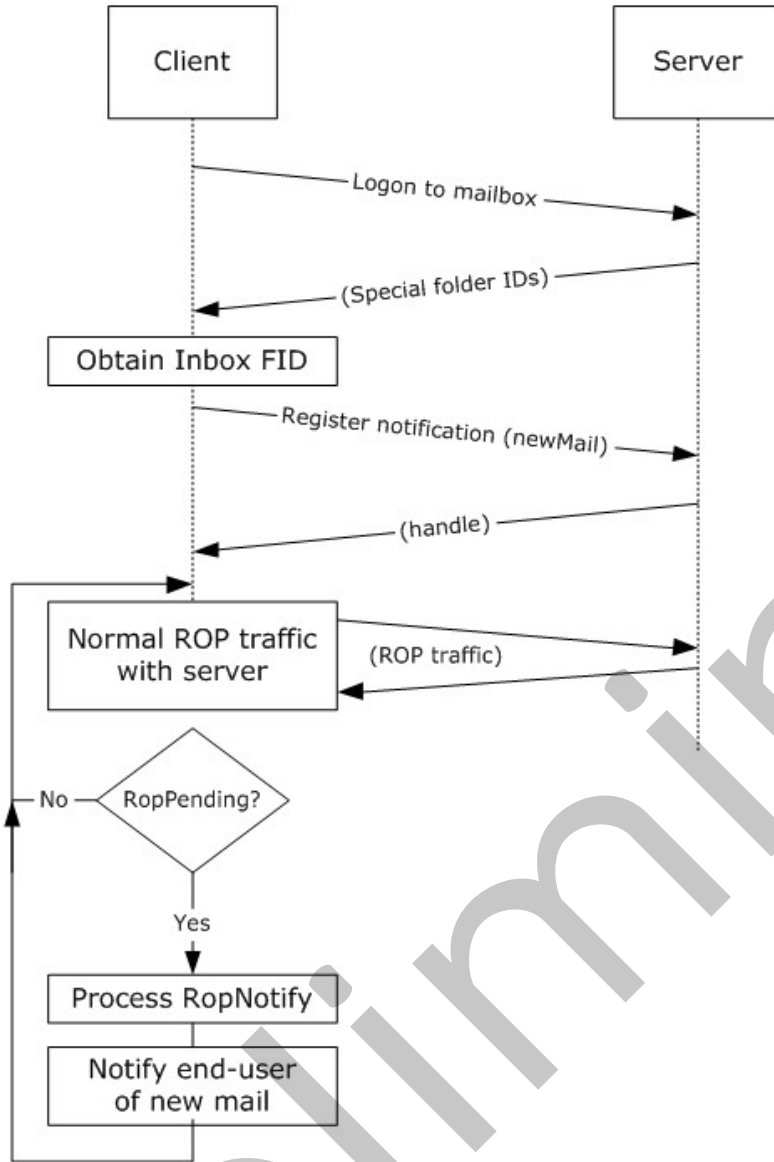
#### 3.3.3 Entities Involved

- An Exchange server (server)
- An RPC-enabled client (client)

#### 3.3.4 Preconditions

- The Exchange server is available to accept client requests.
- The client has credentials for a valid mailbox account.

### 3.3.5 Details



**Figure 43: Setting up and displaying new mail notifications**

1. The client logs on to the mailbox per the use case described in [section 2.5.2](#).
2. The client obtains the FID for the Inbox folder from the Exchange server as a result of successful logon.
3. The client registers for notifications for new mail, as described in [\[MS-OXCNOTIF\]](#), by referencing the Inbox folder's FID per the use case described in [section 2.5.13](#).
4. The client continuously monitors for **RopPending** ROP ([\[MS-OXCROPS\]](#) section 2.2.14.3) result codes from ROP responses as well as **RopNotify** ROP responses ([\[MS-OXCROPS\]](#) section

2.2.14.2) in the ROP response payload for notifications. The client will take appropriate action (for example, play a sound) when a new mail notification is received.

### 3.4 Example 4: Create an Appointment Request Using Free-Busy Data

#### 3.4.1 Synopsis

This example illustrates how the Microsoft® Exchange Server system can be used to enable an end user to examine an invitee's free-busy data and send out an appointment request.

**Note** This example uses the RPC protocol.

#### 3.4.2 Use Cases

- Server discovery information (section [2.5.1](#))
- Log on to a mailbox (section [2.5.2](#))
- Create a message (section [2.5.3](#))
- Create a strongly typed message (section [2.5.4](#))
- Resolve a recipient from an address book (section [2.5.6](#))
- Send a message (section [2.5.7](#))
- Open a folder (section [2.5.9](#))
- Find items in a folder that match search criteria (section [2.5.10](#))

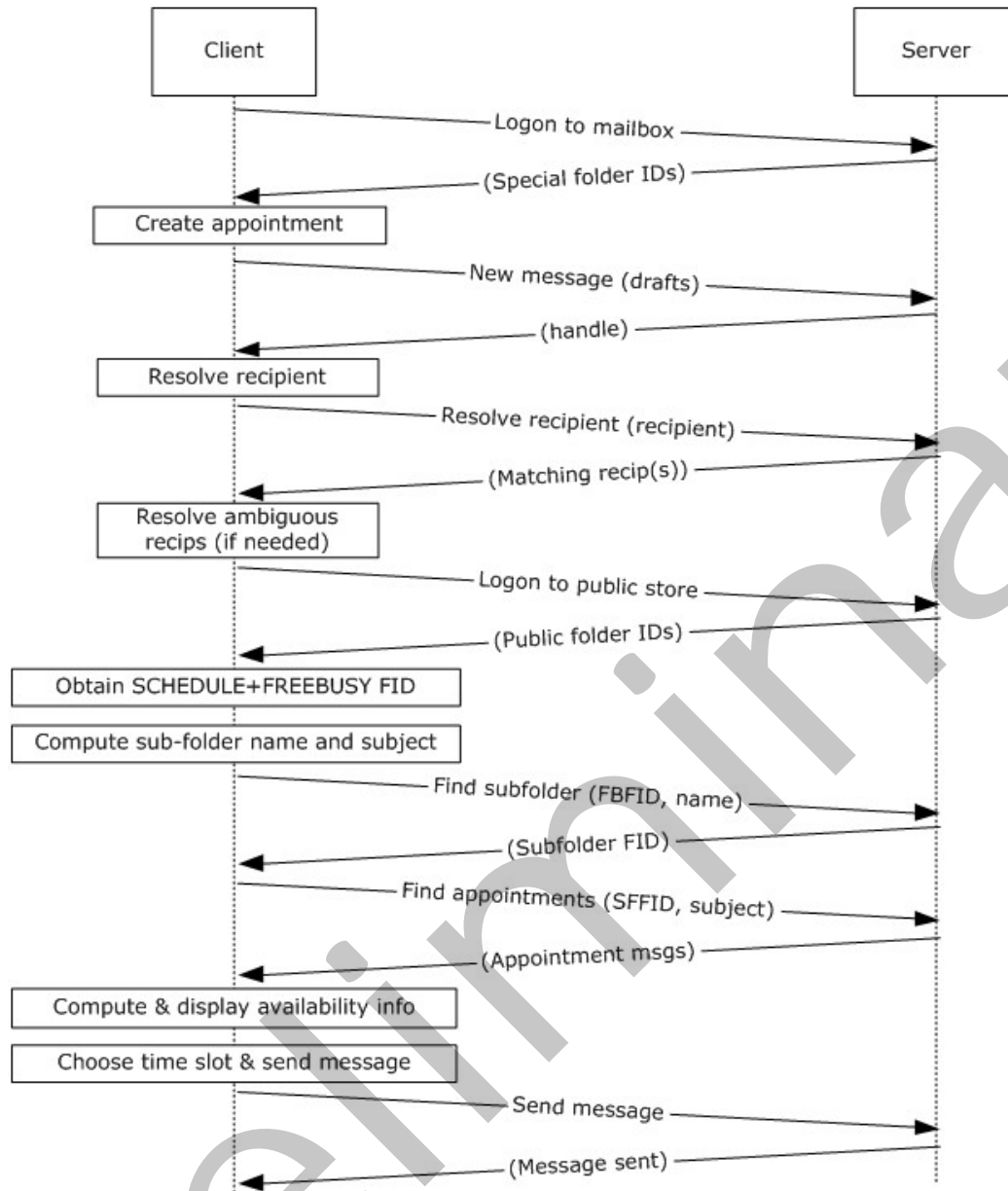
#### 3.4.3 Entities Involved

- An Exchange server (server)
- An RPC-enabled client (client)
- A valid mailbox account to receive the appointment request (invitee)

#### 3.4.4 Preconditions

- The Exchange server is available to accept client requests.
- The client has credentials for a valid mailbox account with access to the public folders, as described in [\[MS-OXCSTOR\]](#), and a drafts folder to store unsent messages.
- The invitee is listed in an address book.

### 3.4.5 Details



**Figure 44: Creating an appointment using free-busy data**

1. The client logs on to the mailbox per the use case described in section [2.5.2](#).
2. An end user creates a new appointment.
3. The client creates a new message in the drafts folder per the use case described in section [2.5.3](#). The Exchange server returns a handle to the new message.
4. The end user enters the name of the invitee and chooses to resolve the recipient.

5. The client resolves the recipient per the use case described in section [2.5.6](#). The server returns the successful matches (or none if there are no matches).
6. If the Exchange server returns more than a single match, the end user is presented with a list of matches and is asked to select the correct recipient from the list.
7. The client logs on to the public store, as described in [\[MS-OXCSTOR\]](#) (using steps similar to the use case described in section [2.5.2](#)).
8. The Exchange server returns a list of IDs for special folders upon successful logon. The client obtains the FID of the "SCHEDULE+FREEBUSY" folder, as described in [\[MS-OXOPFFB\]](#), from the list of special FIDs.
9. Based on the address book information of the resolved invitee, the client computes the name of the subfolder that contains the invitee's free-busy information and the subject for the appointment message, as described in [\[MS-OXOPFFB\]](#).
10. The client performs a folder search in the "SCHEDULE+FREEBUSY" public folder to find the FID of the subfolder that matches the computed subfolder name per the use case described in section [2.5.9](#).
11. The client performs another folder search in the subfolder to find all appointment messages whose subject (the **PidTagSubject** property, as described in [\[MS-OXPROPS\]](#) section 2.1113) matches the computed subject in step 9 per the use case described in section [2.5.9](#).
12. The client scans the appointment messages to calculate the invitee's availability and presents the availability to the end user.
13. The end user chooses a time slot based on the free-busy information.
14. The end-user enters some message text and sends the invite.
15. The client submits the message per the use case described in section [2.5.7](#).

### **3.5 Example 5: Provision and Synchronize a Mobile Client Device for the First Time**

#### **3.5.1 Synopsis**

This example illustrates the process by which a mobile client device is provisioned and synchronized for the first time.

**Note** This example uses the ActiveSync protocol.

#### **3.5.2 Use Cases**

- Synchronize item(s) (section [2.5.12](#))
- Provision a mobile device (section [2.5.14](#))

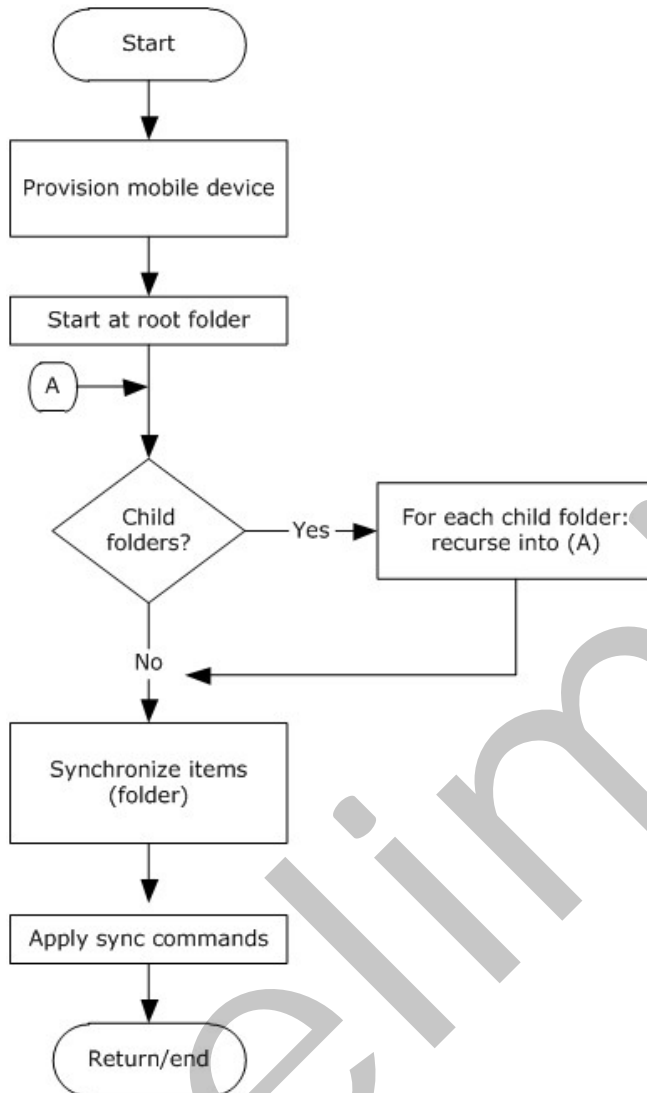
#### **3.5.3 Entities Involved**

- An Exchange server (server)
- An ActiveSync-enabled mobile client device (client)

### 3.5.4 Preconditions

- The Exchange server is available to accept client requests.
- The client has credentials for a valid mailbox account.

### 3.5.5 Details



**Figure 45: Provisioning and synchronizing a mobile device**

1. The client undergoes the provisioning process per the use case described in section [2.5.14](#) to obtain the current policy and policy key. At this point, the **FolderSync** command, as described in [\[MS-ASCMD\]](#) section 2.2.2.4, would have caused the folder hierarchy to be created on the client. However, the contents in the folders are not synchronized yet.
2. The client recursively walks the folder hierarchy and performs a per-folder synchronization to download the folder contents per the use case described in section [2.5.12](#).



## 4 Microsoft Implementations

There are no variations in the behavior of the Microsoft® Exchange Server system in different versions of Microsoft Exchange beyond those described in the specifications of the protocols supported by the system, as listed in section [2.2](#).

The information in this specification is applicable to the following versions of Microsoft Exchange and Microsoft Outlook:

- Microsoft® Exchange Server 2003
- Microsoft® Exchange Server 2007
- Microsoft® Exchange Server 2010
- Microsoft® Exchange Server 15 Technical Preview
- Microsoft® Office Outlook® 2003
- Microsoft® Office Outlook® 2007
- Microsoft® Outlook® 2010
- Microsoft® Outlook® 15 Technical Preview

Exceptions, if any, are noted in the following section.

### 4.1 Product Behavior

Exceptions, if any, are noted below. If a service pack or Quick Fix Engineering (QFE) number appears with the product version, behavior changed in that service pack or QFE. The new behavior also applies to subsequent service packs of the product unless otherwise specified. If a product edition appears with the product version, behavior is different in that product edition.

## 5 Change Tracking

This section identifies changes that were made to the [MS-OXPROTO] protocol document between the October 2011 and January 2012 releases. Changes are classified as New, Major, Minor, Editorial, or No change.

The revision class **New** means that a new document is being released.

The revision class **Major** means that the technical content in the document was significantly revised. Major changes affect protocol interoperability or implementation. Examples of major changes are:

- A document revision that incorporates changes to interoperability requirements or functionality.
- An extensive rewrite, addition, or deletion of major portions of content.
- The removal of a document from the documentation set.
- Changes made for template compliance.

The revision class **Minor** means that the meaning of the technical content was clarified. Minor changes do not affect protocol interoperability or implementation. Examples of minor changes are updates to clarify ambiguity at the sentence, paragraph, or table level.

The revision class **Editorial** means that the language and formatting in the technical content was changed. Editorial changes apply to grammatical, formatting, and style issues.

The revision class **No change** means that no new technical or language changes were introduced. The technical content of the document is identical to the last released version, but minor editorial and formatting changes, as well as updates to the header and footer information, and to the revision summary, may have been made.

Major and minor changes can be described further using the following change types:

- New content added.
- Content updated.
- Content removed.
- New product behavior note added.
- Product behavior note updated.
- Product behavior note removed.
- New protocol syntax added.
- Protocol syntax updated.
- Protocol syntax removed.
- New content added due to protocol revision.
- Content updated due to protocol revision.
- Content removed due to protocol revision.
- New protocol syntax added due to protocol revision.

- Protocol syntax updated due to protocol revision.
- Protocol syntax removed due to protocol revision.
- New content added for template compliance.
- Content updated for template compliance.
- Content removed for template compliance.
- Obsolete document removed.

Editorial changes are always classified with the change type **Editorially updated**.

Some important terms used in the change type descriptions are defined as follows:

- **Protocol syntax** refers to data elements (such as packets, structures, enumerations, and methods) as well as interfaces.
- **Protocol revision** refers to changes made to a protocol that affect the bits that are sent over the wire.

The changes made to this document are listed in the following table. For more information, please contact [protocol@microsoft.com](mailto:protocol@microsoft.com).

Section	Tracking number (if applicable) and description	Major change (Y or N)	Change type
<a href="#">1 Introduction</a>	Removed [MS-OXCSYNC] from the Remote Procedure Call (RPC) section of figure 1.	Y	Content updated.
<a href="#">2.2.2 RPC Primer/Storage and Retrieval Protocols</a>	Removed [MS-OXCSYNC] from the list of RPC primer/storage and retrieval protocols in figure 3.	Y	Content updated.
<a href="#">2.2.2.2 RPC Storage and Retrieval Protocols</a>	Updated the description of the Note Object Protocol.	N	Content updated.
<a href="#">2.2.2.2 RPC Storage and Retrieval Protocols</a>	Updated the description of the RSS Object Protocol.	N	Content updated.
<a href="#">2.2.2.2 RPC Storage and Retrieval Protocols</a>	Updated the description of the Journal Object Protocol.	N	Content updated.
<a href="#">2.2.2.2 RPC Storage and Retrieval Protocols</a>	Updated the description of the Property and Stream Object Protocol.	N	Content updated.
<a href="#">2.2.2.2 RPC Storage and Retrieval Protocols</a>	Updated the description of the Document Object Protocol.	N	Content updated.
<a href="#">2.2.2.2 RPC Storage and Retrieval Protocols</a>	Removed the Mailbox Synchronization Protocol from the table of protocols.	Y	Content updated.

<b>Section</b>	<b>Tracking number (if applicable) and description</b>	<b>Major change (Y or N)</b>	<b>Change type</b>
<a href="#">2.2.2.2 RPC Storage and Retrieval Protocols</a>	Updated the description of the Short Message Service (SMS) and Multimedia Messaging Service (MMS) Object Protocol.	N	Content updated.
<a href="#">2.2.10 Web Services and HTTP-Based Protocols</a>	Updated the description of the Get Rooms List Web Service Protocol.	N	Content updated.
<a href="#">2.2.10 Web Services and HTTP-Based Protocols</a>	Updated the description of the Calendaring Web Service Protocol.	N	Content updated.
<a href="#">2.2.10 Web Services and HTTP-Based Protocols</a>	Updated the description of the Post Items Web Service Protocol.	N	Content updated.
<a href="#">2.5.12.3 References</a>	Removed [MS-OXCSYNC] from the list of references.	Y	Content updated.
<a href="#">4 Microsoft Implementations</a>	Added Exchange 15 Technical Preview and Outlook 15 Technical Preview to the list of applicable product versions.	Y	Content updated.

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