CONTACTSYNC® V8.3

Upgrade Instructions

NETsec

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contactSync version 8.3

As of version 8.3, contactSync can now also synchronize contacts from a Shared Mailbox into users' mailboxes located in the same Exchange environment.

It also uses the REST-based Exchange Online PowerShell v3 module to communicate with Exchange Online.
contactSync requires **.NET Framework 4.7.1**, **Windows PowerShell 5.1** and the **ExchangeOnlineManagement PowerShell module version 3.1 or later** for **Exchange Online PowerShell V3**.

As of contactSync version 8.1, the certificate-based authentication method to establish a connection to Exchange Online is available in the Environment Configuration. Exchange Online connections using the certificate-based authentication method, Azure AD App Permissions of a registered application are used for access.

contactSync also synchronize contacts from a modern Public Folder into users' mailboxes located in the same Exchange environment.

contactSync also synchronize the Global Address List (GAL) into users' mailboxes located in the same environment.

As of contactSync version 8.0, the **Environment Configuration** describes the Exchange environment and its settings by which contactSync connects to Exchange, which eliminates the requirement to configure authentication separately for each policy. Instead, contactSync now uses the credentials assigned to each configured environment.

Download

Download the most recent version from our website:

https://www.netsec.de/en/products/contactsync/download.html

** Microsoft stopped supporting Exchange 2013 on the 11th April 2023.*
As much as we would like to keep up compatibility for all versions, we cannot support an environment, which is no longer supported by the manufacturer.

Upgrade Instructions

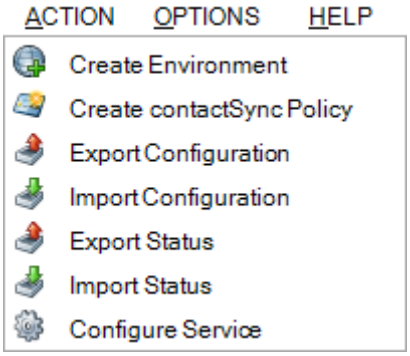
For updates from contactSync version 8.x to contactSync version 8.x

To install a new contactSync version, perform a backup of your contactSync data and install the new version.

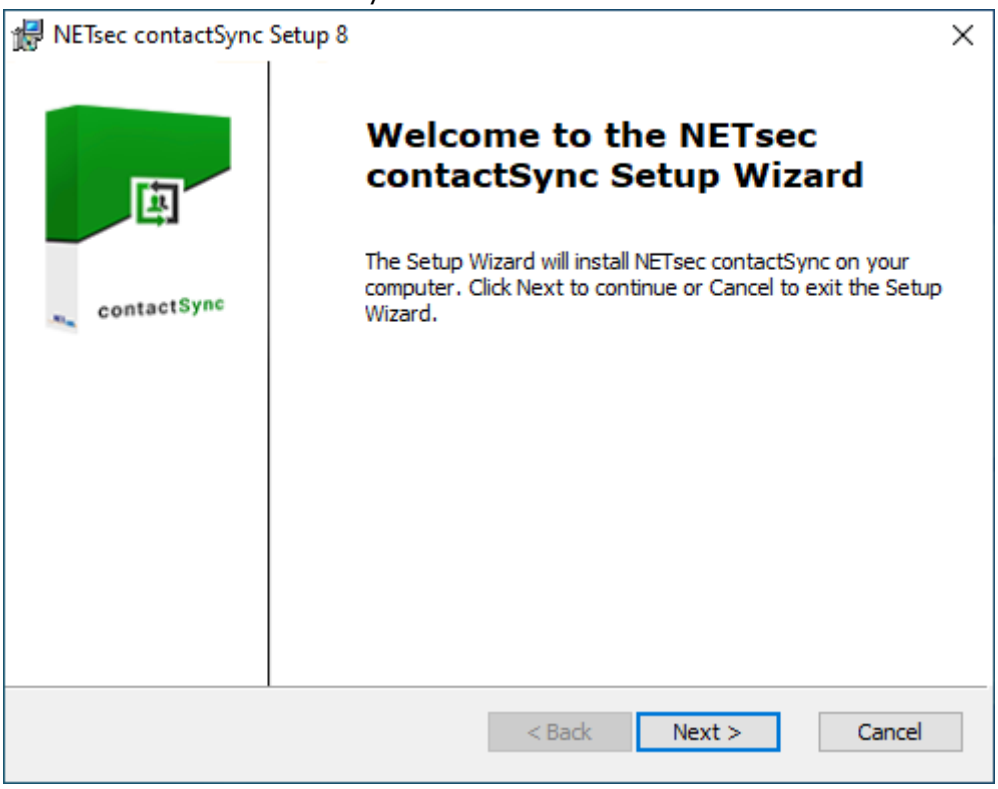
1. Backup (or copy) your contactSync program folder and the **common application data** folder.

Select **Action** -> **Export Configuration** to zip your Environment Configuration and Policy configuration.

Select **Action** -> **Export Status** to zip your log files.



2. Install the new contactSync version.



Important: Depending on the version gap, it may be necessary to reconfigure some options in your policies.

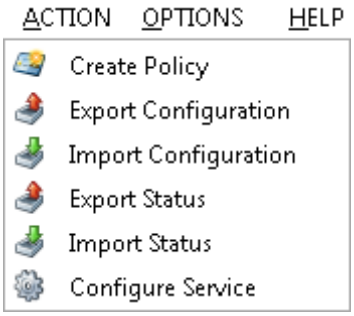
For updates from contactSync version 7.x to contactSync version 8.x

To install a new contactSync version, perform a backup of your contactSync data and install the new version.

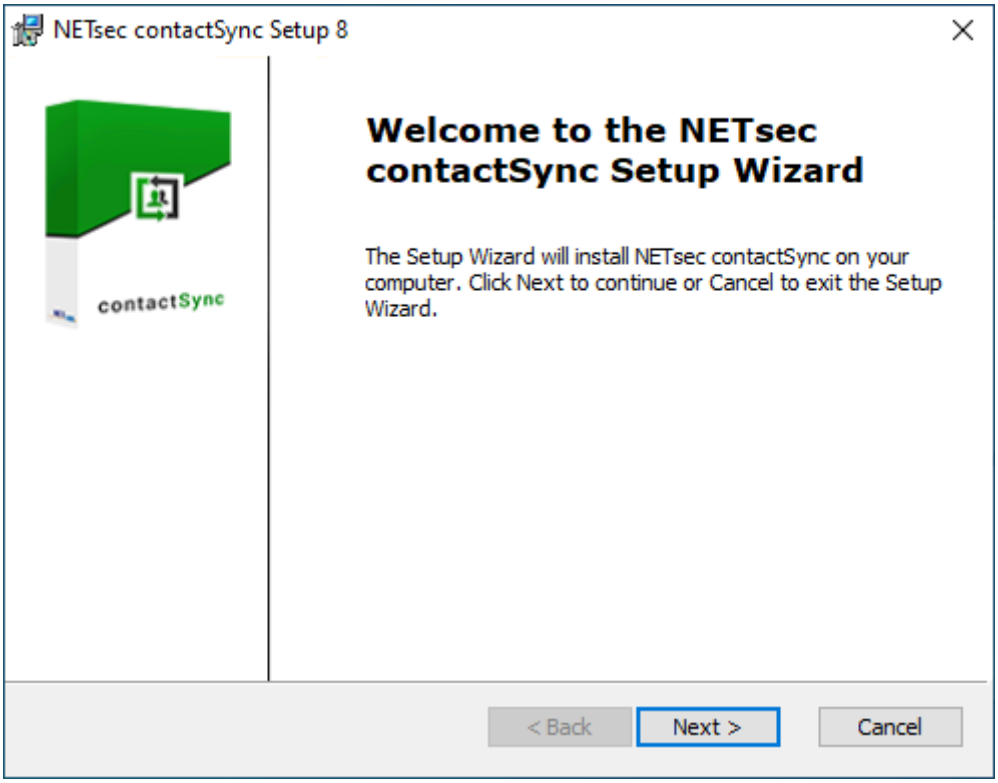
1. Backup (or copy) your contactSync program folder and the **common application data** folder.

Select **Action** -> **Export Configuration** to zip your Policy configuration.

Select **Action** -> **Export Status** to zip your log files.



2. Install the new contactSync version.



As of contactSync version 8, an **Environment Configuration** is necessary and must be configured. After that, existing policies can be migrated and new policies can be created and configured. Please see the **Incompatibility** chapter.

Important: Depending on the version gap, it may be necessary to reconfigure some options in your policies.

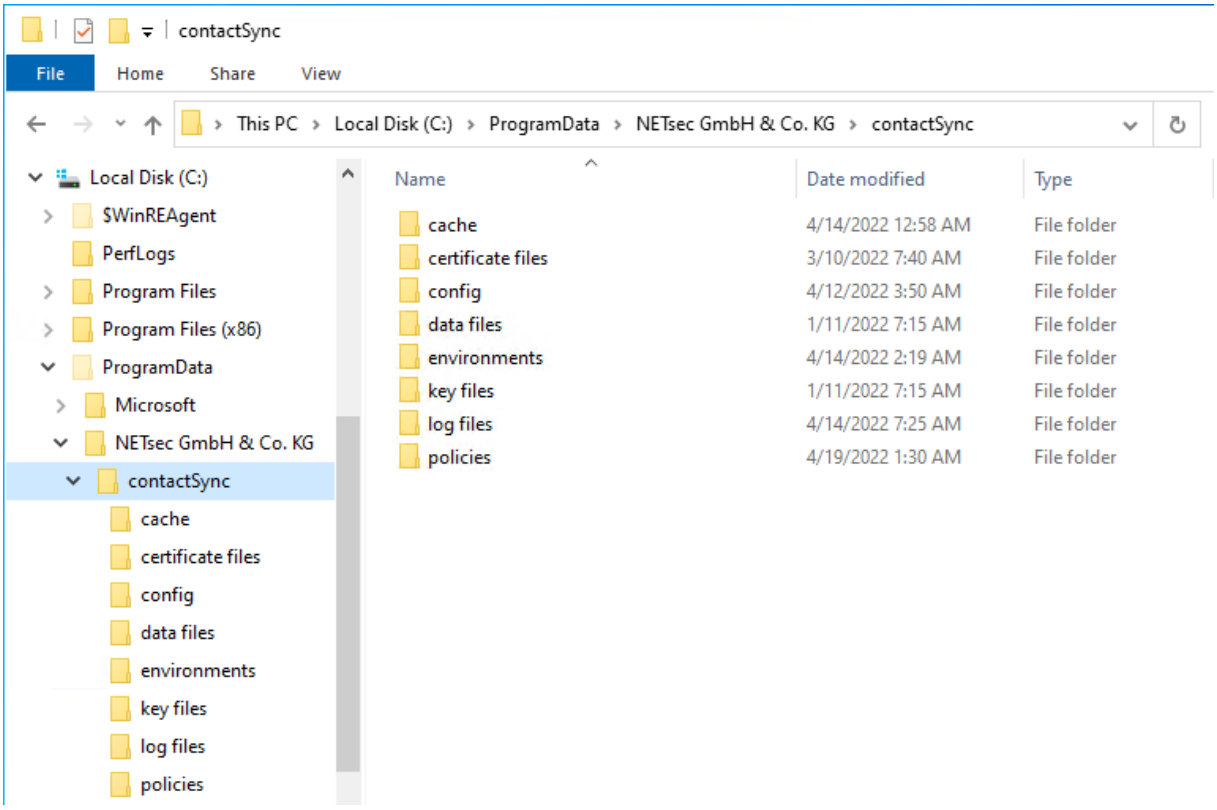
Where is the common application data folder?

The common application data folder can be retrieved in the Windows Explorer with the command

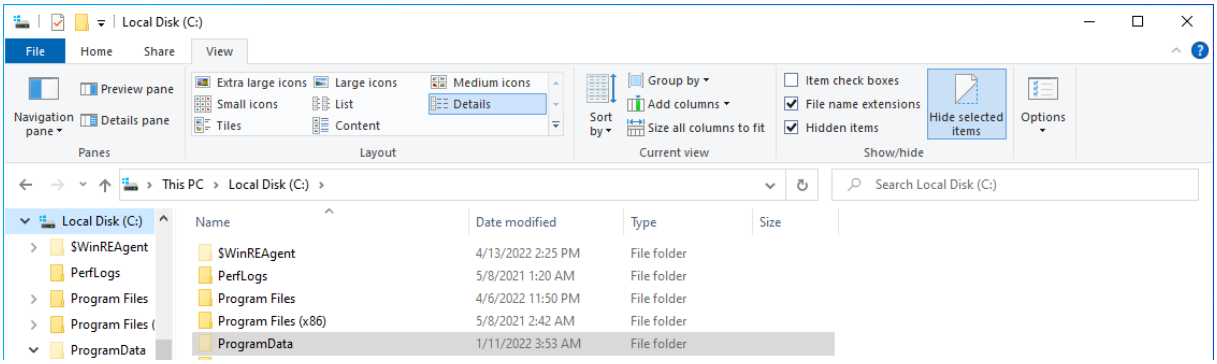
```
%ProgramData%\NETsec GmbH & Co. KG\contactSync
```

or

```
%systemdrive%\ProgramData\NETsec GmbH & Co. KG\contactSync
```



Note: The folder **ProgramData** is usually hidden. You may activate the option **Hidden items** of the File Explorer.



Incompatibility

contactSync version 8.3 compared with contactSync 8.2.x

1. As of version 8.3, contactSync does not use Autodiscover to detect the Exchange Web Services URL for Exchange Online anymore, instead it uses the default Exchange Web Services URL for Exchange Online world-wide:

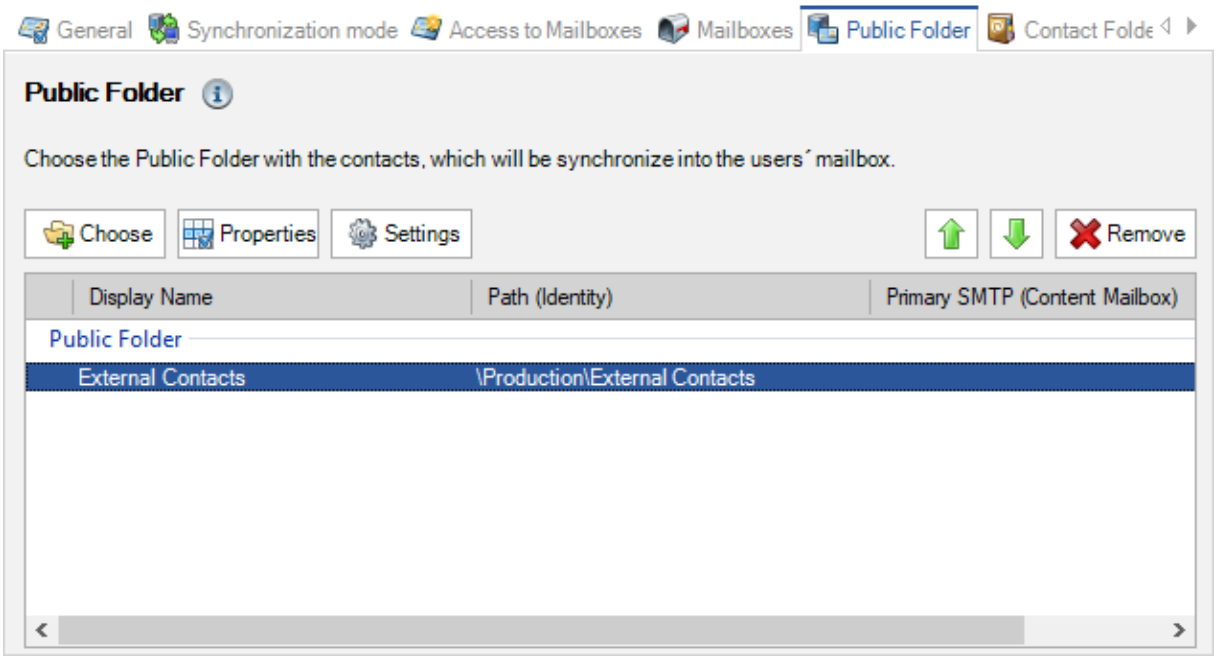
https://outlook.office365.com/EWS/Exchange.asmx

Otherwise please use the manual setting for the Exchange Web Services URL for Exchange Online.

2. As of version 8.3, contactSync does not support Exchange 2010 any longer.

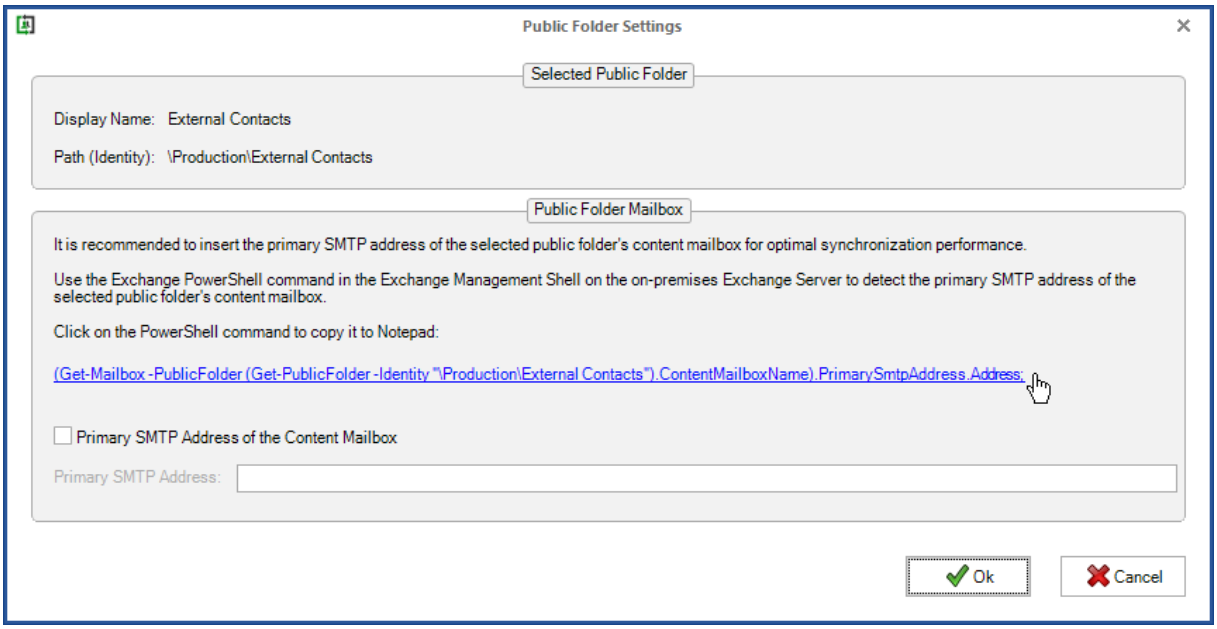
3. A policy to synchronize Public Folder contacts into mailboxes has an additional Public Folder Setting to insert the primary SMTP address of the content mailbox of the selected public folder, to gain optimal synchronization performance.

Public Folder tab of the public folder policy for on-premises Exchange.

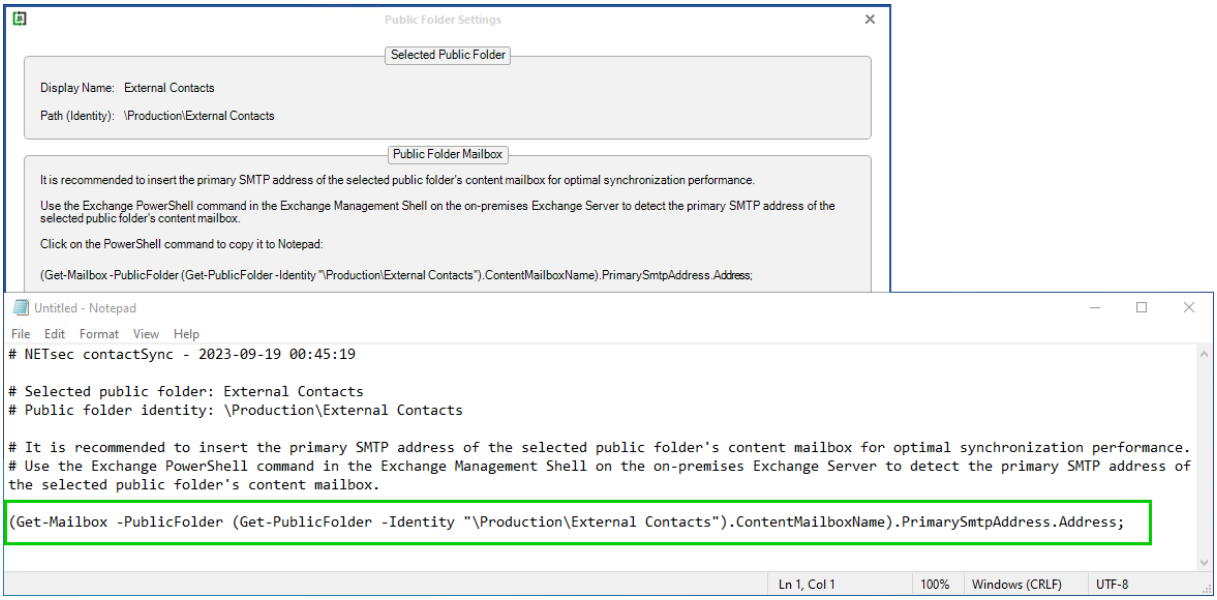


Double-click on the public folder entry to open the **Public Folder Settings** dialog.

*Please do not confuse the **Public Folder Settings** dialog with the **contactSync Settings** dialog, which opens by clicking on the **Settings** button.*



Click on the generated PowerShell command to copy it to Notepad.

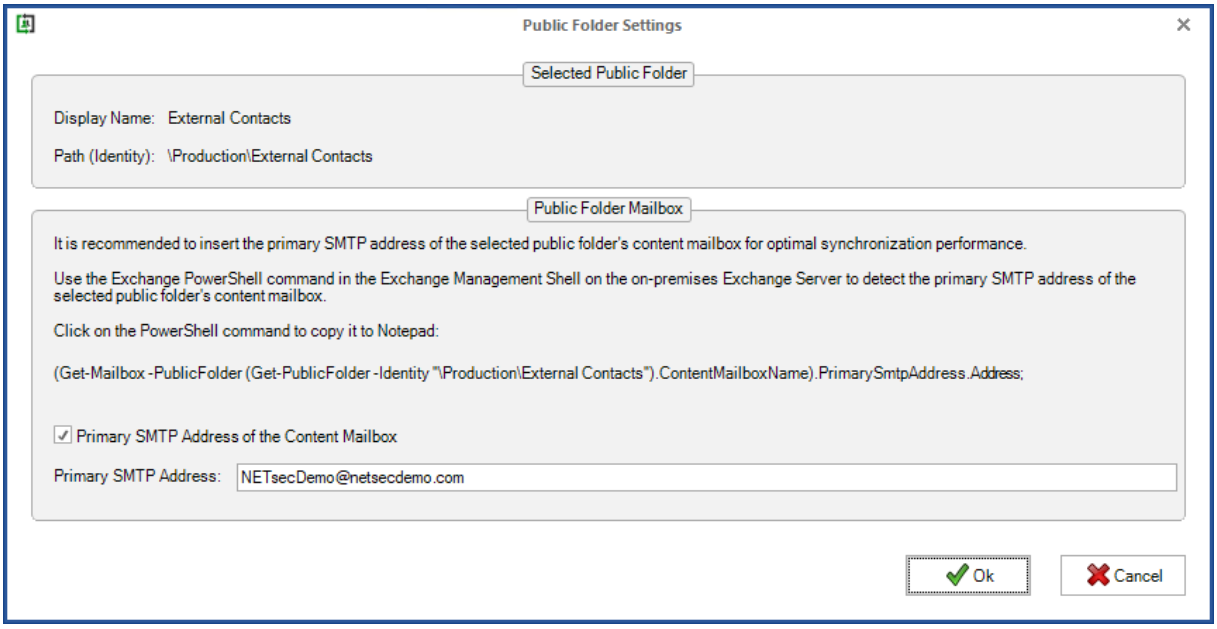


Run the PowerShell command in the **Exchange Management Shell** on the on-premises Exchange Server to retrieve the primary SMTP address of the selected public folder´s content mailbox.

The result should be the primary SMTP address of the Public Folder mailbox.

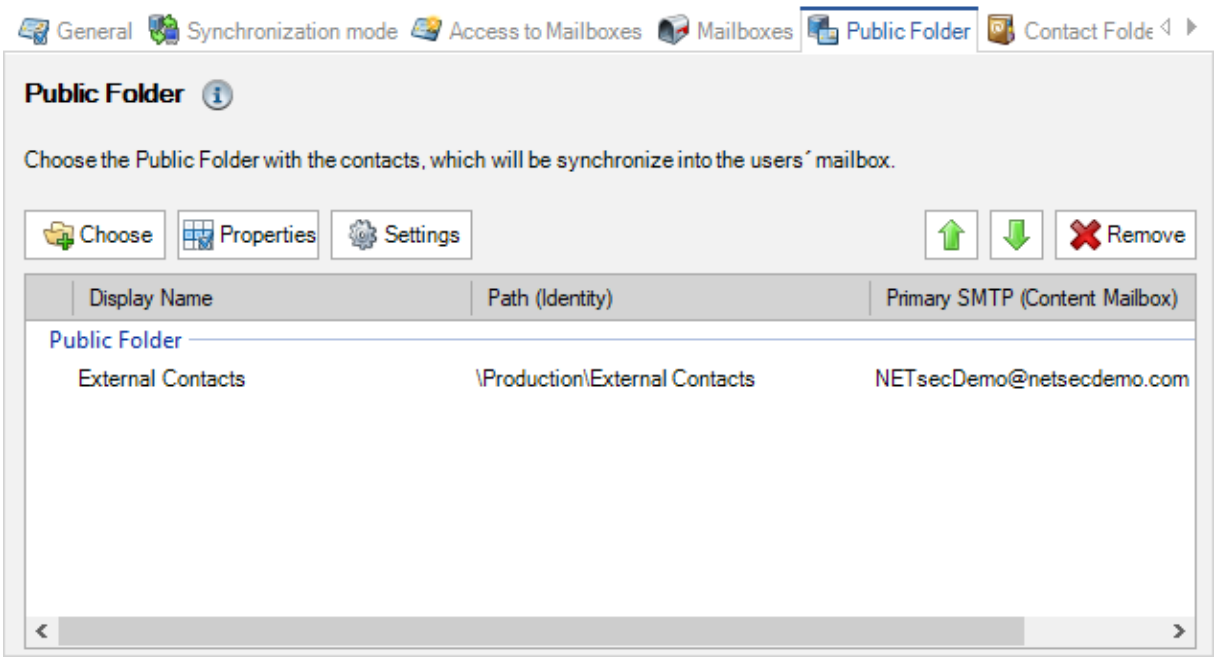
Copy the primary SMTP address to insert it in the **Public Folder Settings** dialog.

Enable the option **Primary SMTP Address of the content mailbox** and insert the detected primary SMTP address of the selected public folder´s content mailbox.

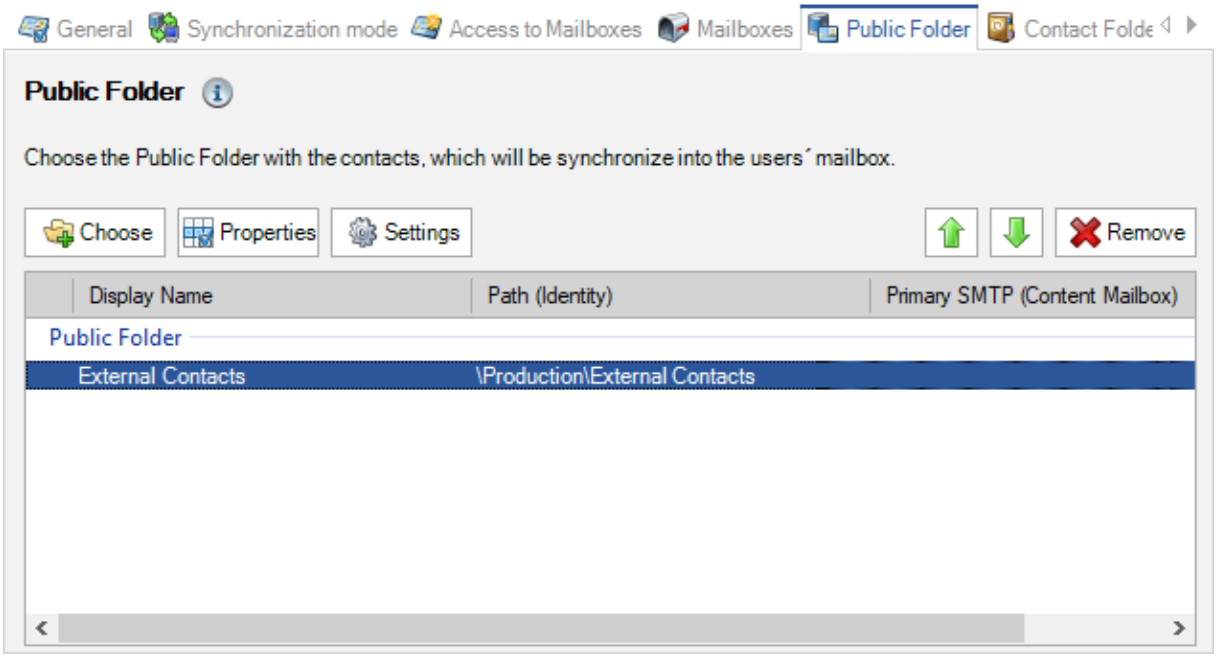


Next click **Ok**.

Verify the selected public folder is displayed.

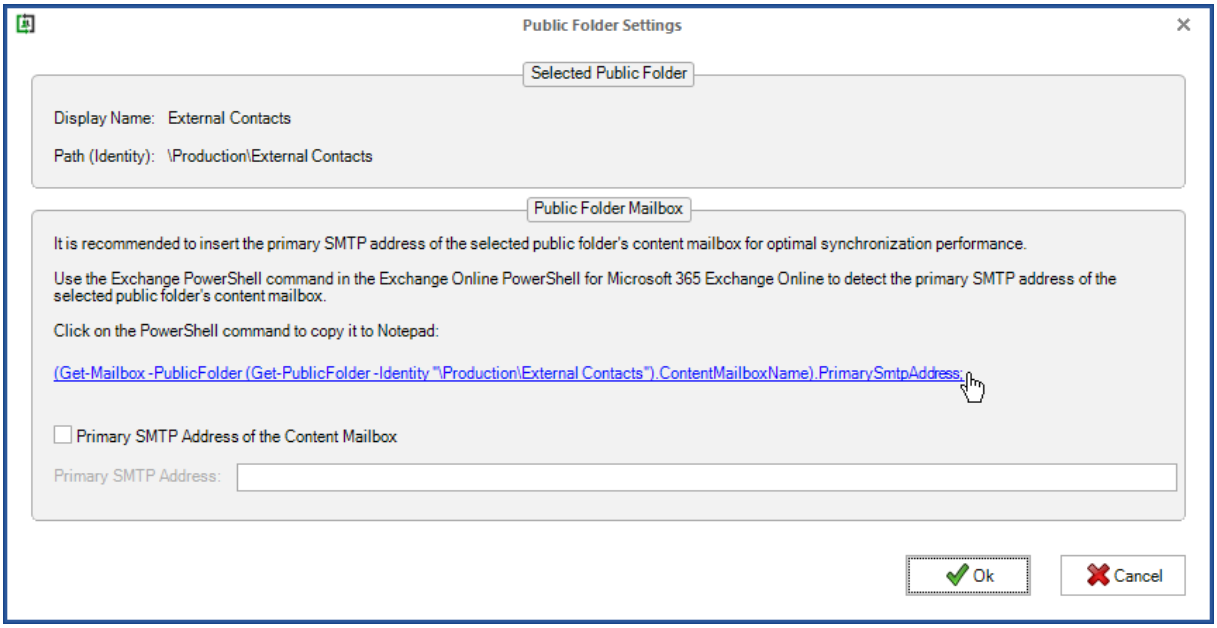


Public Folder tab of the public folder policy for Exchange Online.

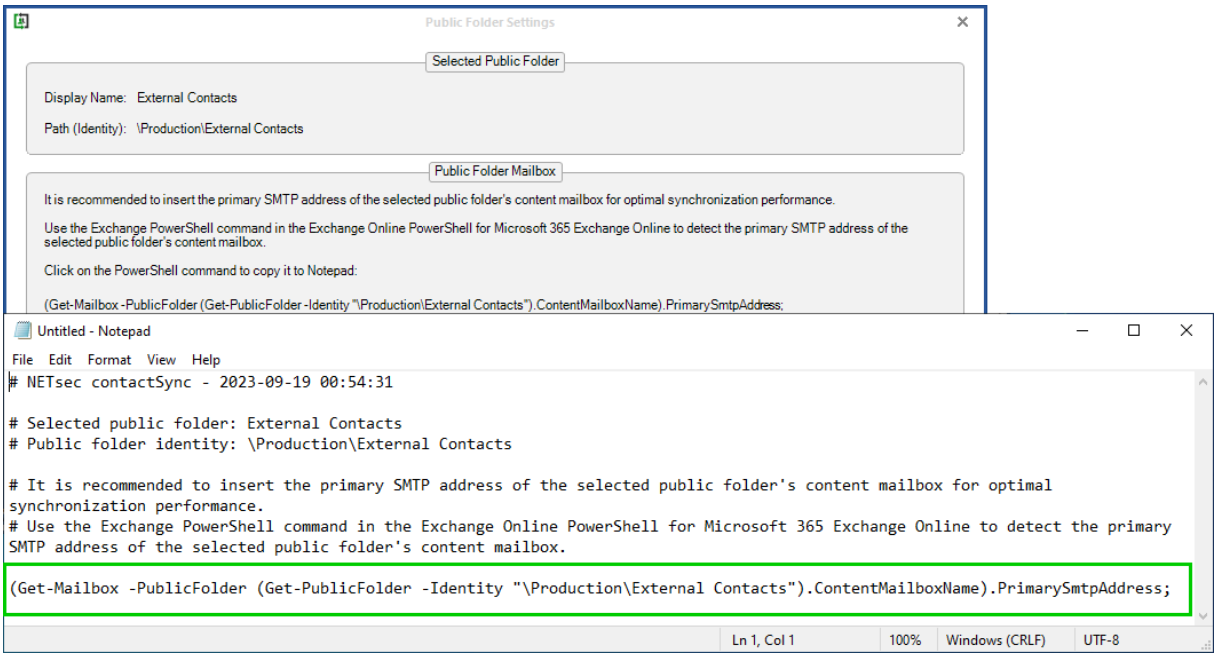


Double-click on the public folder entry to open the **Public Folder Settings** dialog.

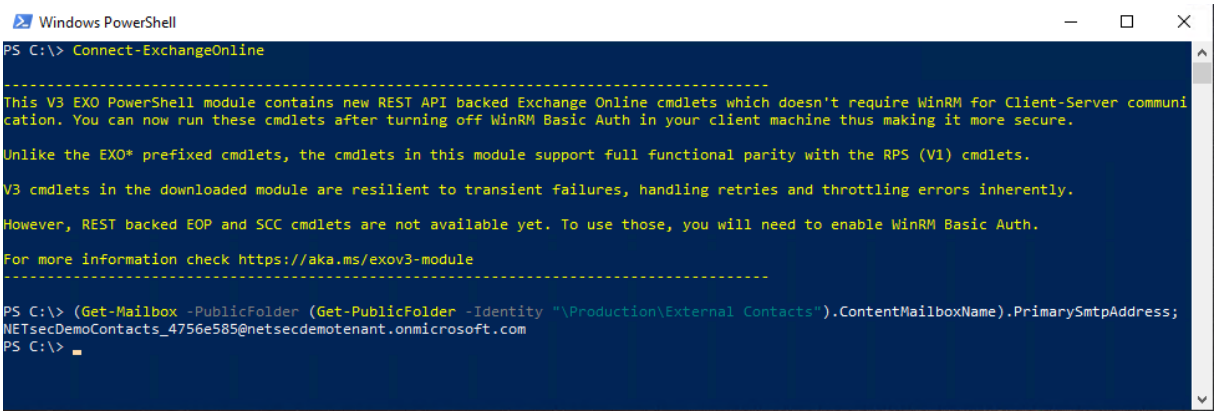
*Please do not confuse the **Public Folder Settings** dialog with the **contactSync Settings** dialog, which opens by clicking on the **Settings** button.*



Click on the generated PowerShell command to copy it to Notepad.



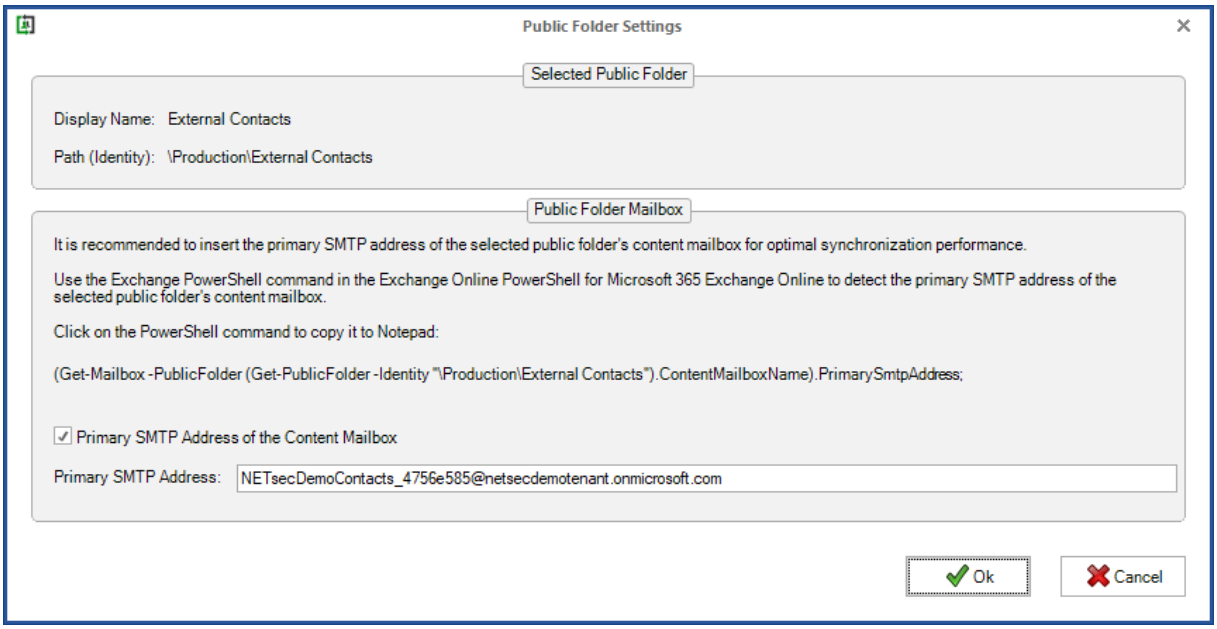
Run the PowerShell command in the **Exchange Online PowerShell** for the **Microsoft 365 Exchange Online** to retrieve the primary SMTP address of the selected public folder´s content mailbox.



The result should be the primary SMTP address of the Public Folder mailbox.

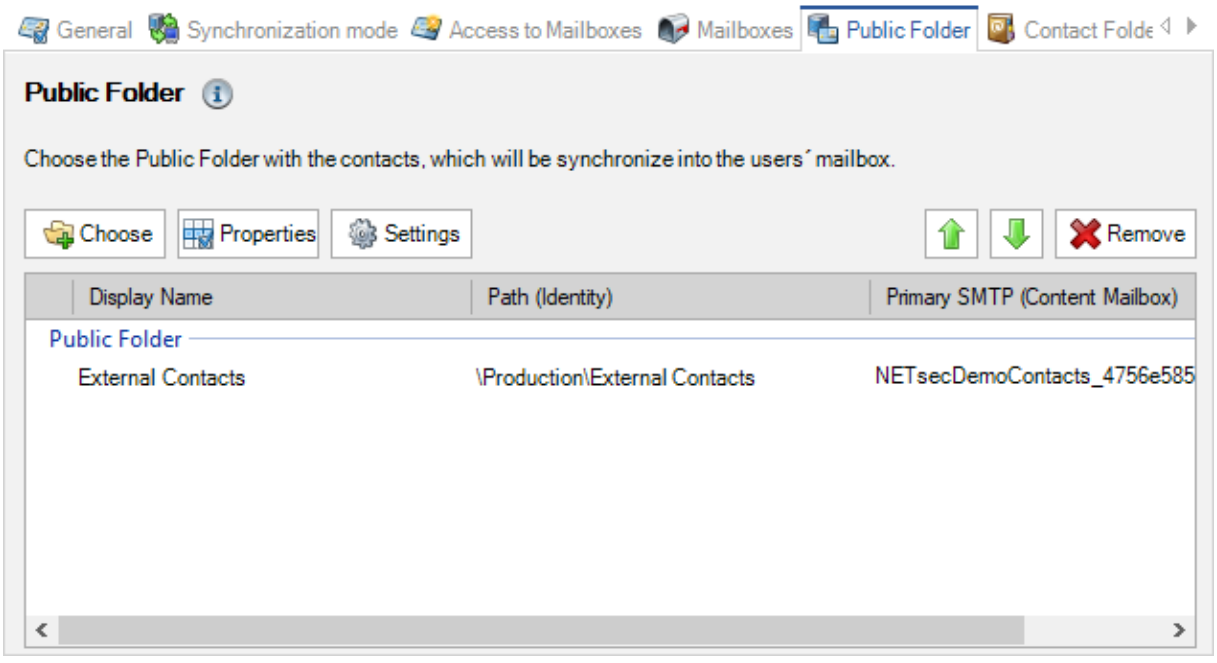
Copy the primary SMTP address to insert it in the **Public Folder Settings** dialog.

Enable the option **Primary SMTP Address of the content mailbox** and insert the detected primary SMTP address of the selected public folder´s content mailbox.



Next click **Ok**.

Verify the selected public folder is displayed.



contactSync version 8.2 compared with contactSync 8.1.x

1. As of version 8.2, contactSync requires **Windows PowerShell 5.1** and **ExchangeOnlineManagement PowerShell module version 3.1 or later** for **Exchange Online PowerShell V3**.

The **ExchangeOnlineManagement PowerShell module** needs to be installed or updated on the contactSync Server, so contactSync can directly communicate with an Office 365 Exchange Online tenant.

Install ExchangeOnlineManagement PowerShell module

On the contactSync Server, open **Windows PowerShell** as **Administrator**, then run the following to install:

```
Install-Module -Name ExchangeOnlineManagement -Force
```

When prompted, enter **Y** for Yes then Return

Please have look at the **Prerequisites for the Exchange Online PowerShell module** chapter of the **Microsoft Docs: About the Exchange Online PowerShell module**

https://learn.microsoft.com/en-us/powershell/exchange/exchange-online-powershell-v2?view=exchange-ps#install-the-exchange-online-powershell-module

Update ExchangeOnlineManagement PowerShell module

On the contactSync Server, open **Windows PowerShell** as **Administrator**, then run the following to update:

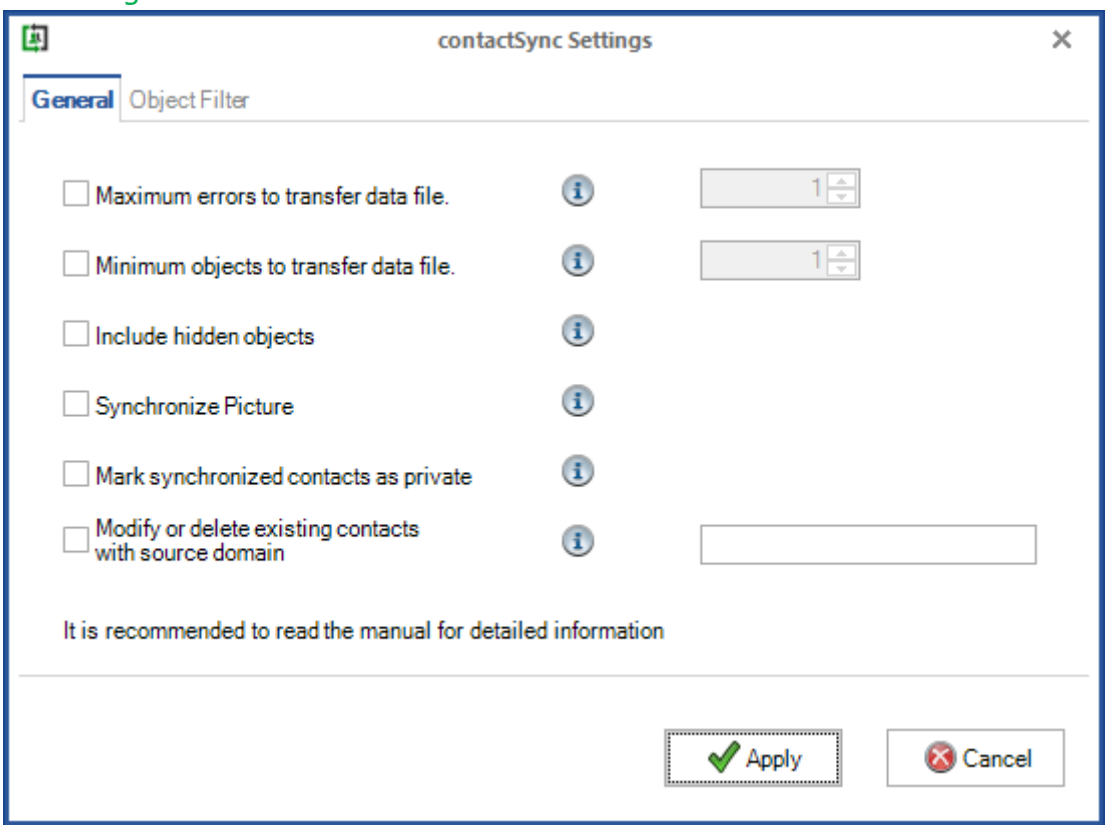
```
Update-Module -Name ExchangeOnlineManagement -Force
```

Please have look at the **Prerequisites for the Exchange Online PowerShell module** chapter of the **Microsoft Docs: About the Exchange Online PowerShell module**

https://learn.microsoft.com/en-us/powershell/exchange/exchange-online-powershell-v2?view=exchange-ps#update-the-exchange-online-powershell-module

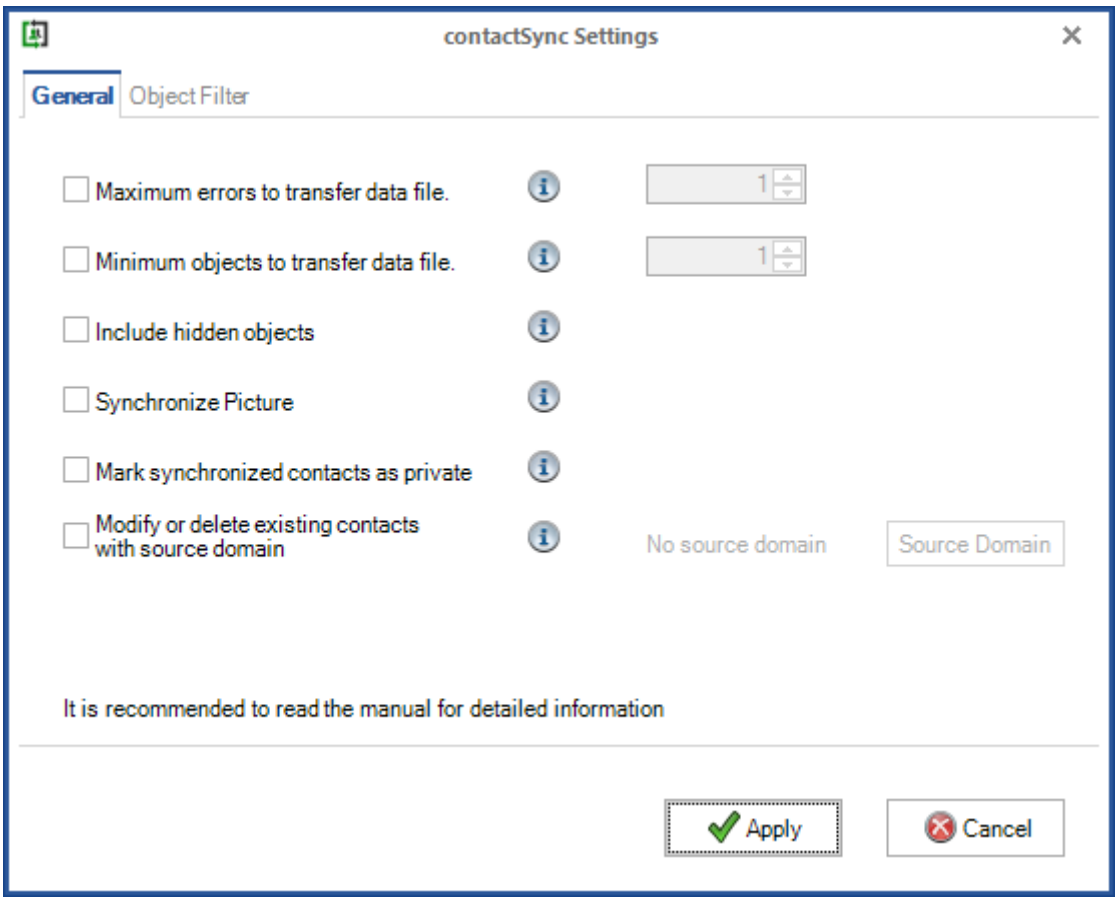
2. As of version 8.2, the **Modify or delete existing contacts with source domain** option in the **contactSync Settings** is redesigned.

Old design of version 8.1



Example of configuration with an old source domain:

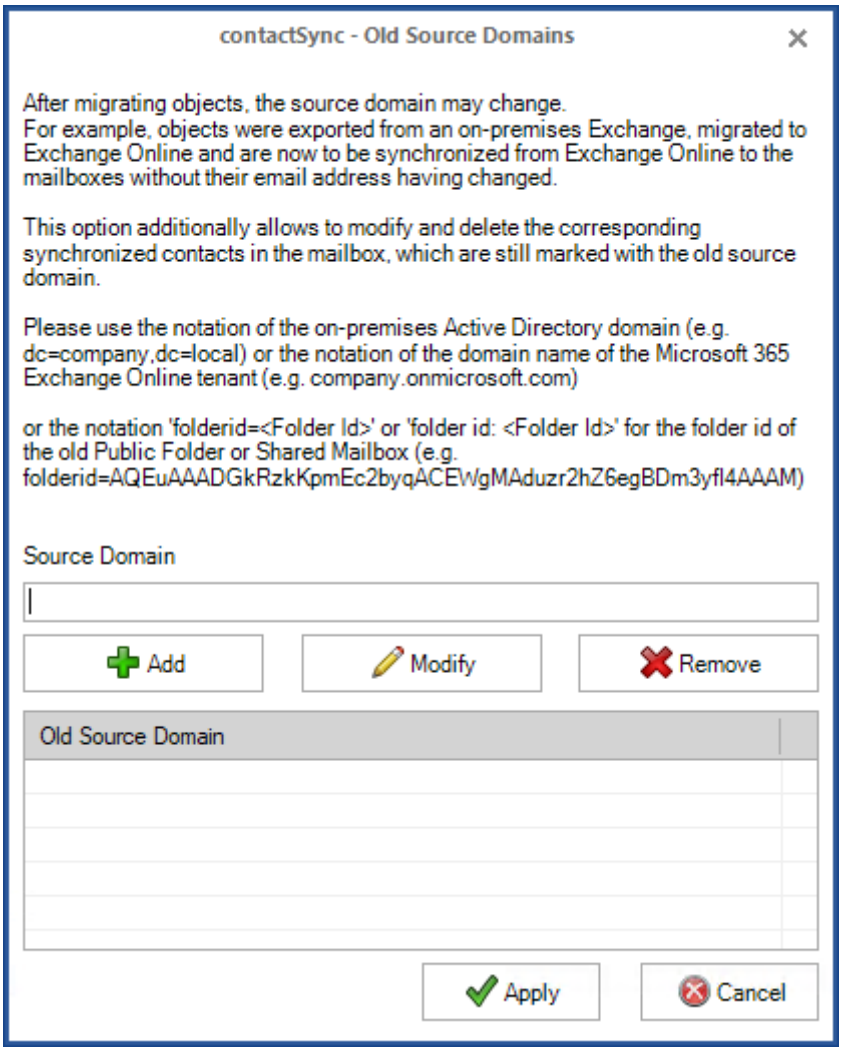
New design of version 8.2



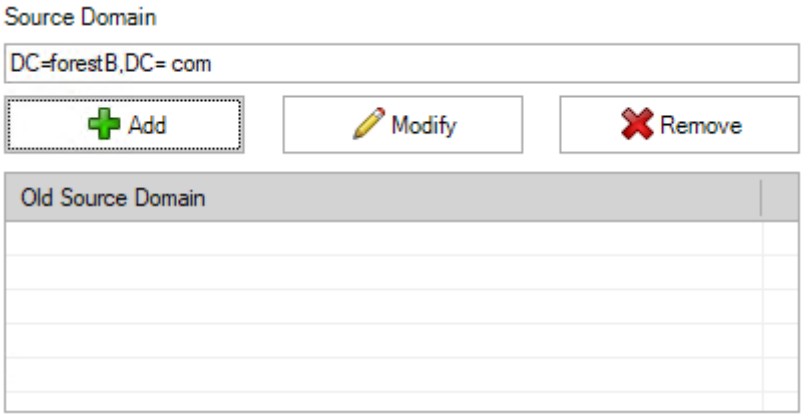
Example of configuration with an old source domain:

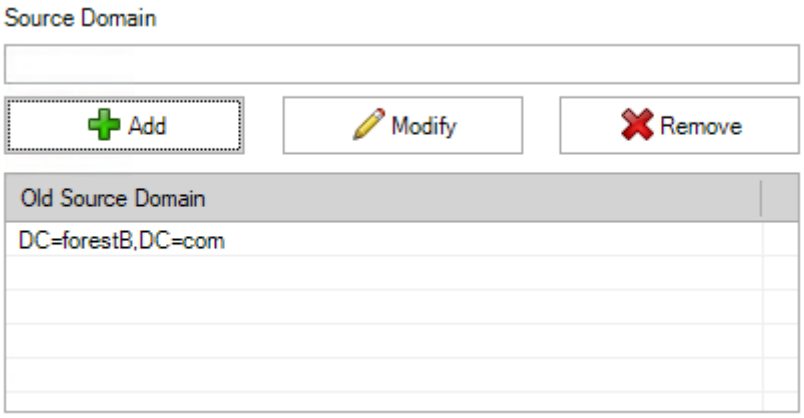
Enable the **Modify or delete existing contacts with source domain** option and click the **Source Domain** button to open the dialog to manage the old source domains.

The **Old Source Domain** dialog to manage the old source domain values.

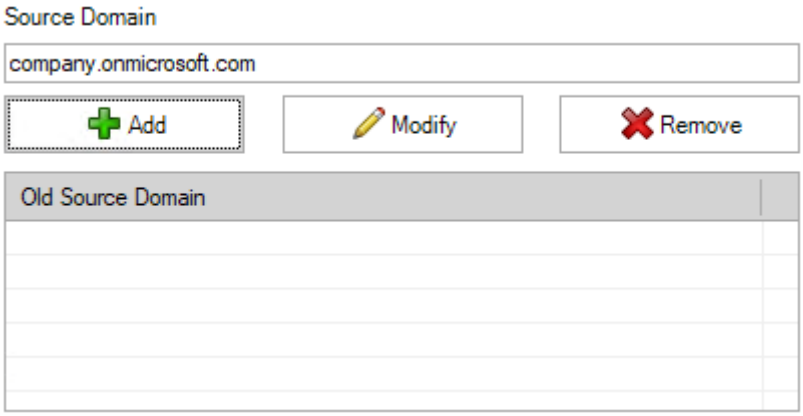


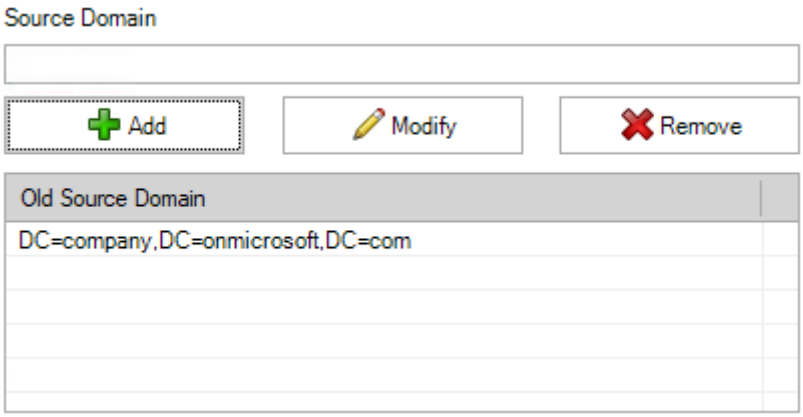
Insert the old source domain value and add it to the **Old Source Domain** list.



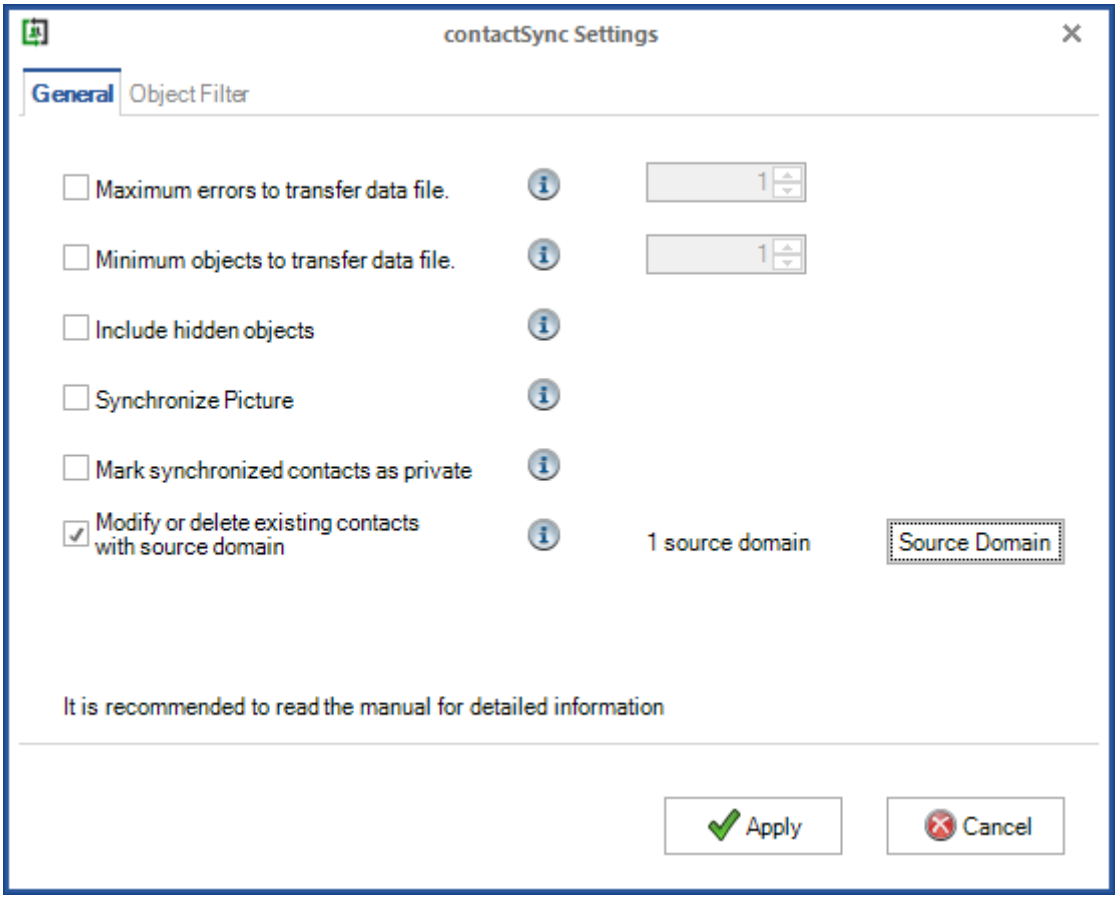


Please note, the source domain syntax `company.onmicrosoft.com` will be added as `DC=company,DC=onmicrosoft,DC=com` to the **Old Source Domain** List.





After clicking **Apply** to close the **Old Source Domain** dialog, the count of old source domain values is shown at the **Modify or delete existing contacts with source domain** option in the **contactSync Settings** dialog.



contactSync version 8.1 compared with contactSync 8.0.x

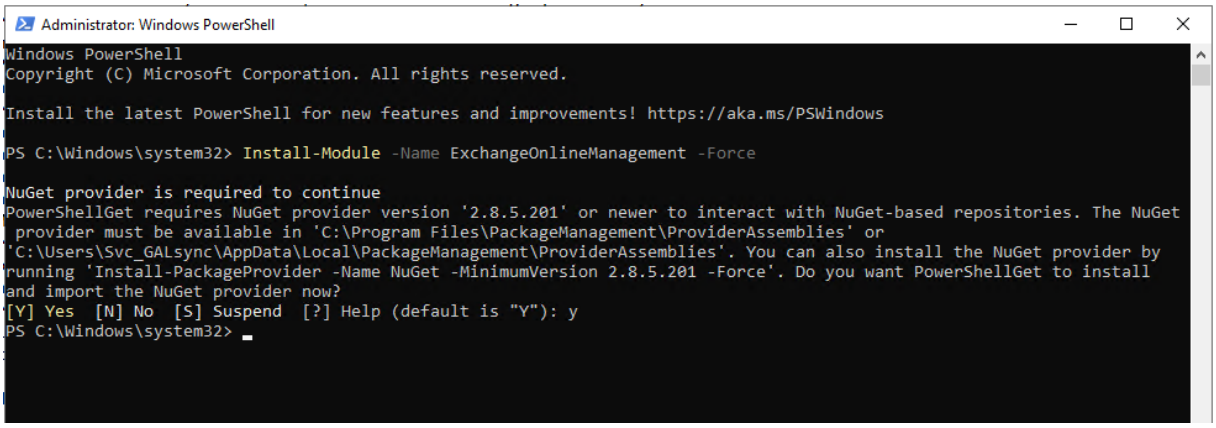
1. As of version 8.1, contactSync requires **Windows PowerShell 5.1** and the **ExchangeOnlineManagement PowerShell module** for **Exchange Online PowerShell V3.**

The **ExchangeOnlineManagement PowerShell module** needs to be installed on the contactSync Server, so contactSync can directly communicate with an Office 365 Exchange Online tenant.

On the contactSync Server, open **Windows PowerShell** as **Administrator**, then run the following:

```
Install-Module -Name ExchangeOnlineManagement -Force
```

When prompted, enter **Y** for Yes then Return



Please have look at the **Prerequisites for the Exchange Online PowerShell module** chapter of the **Microsoft Docs: About the Exchange Online PowerShell module**

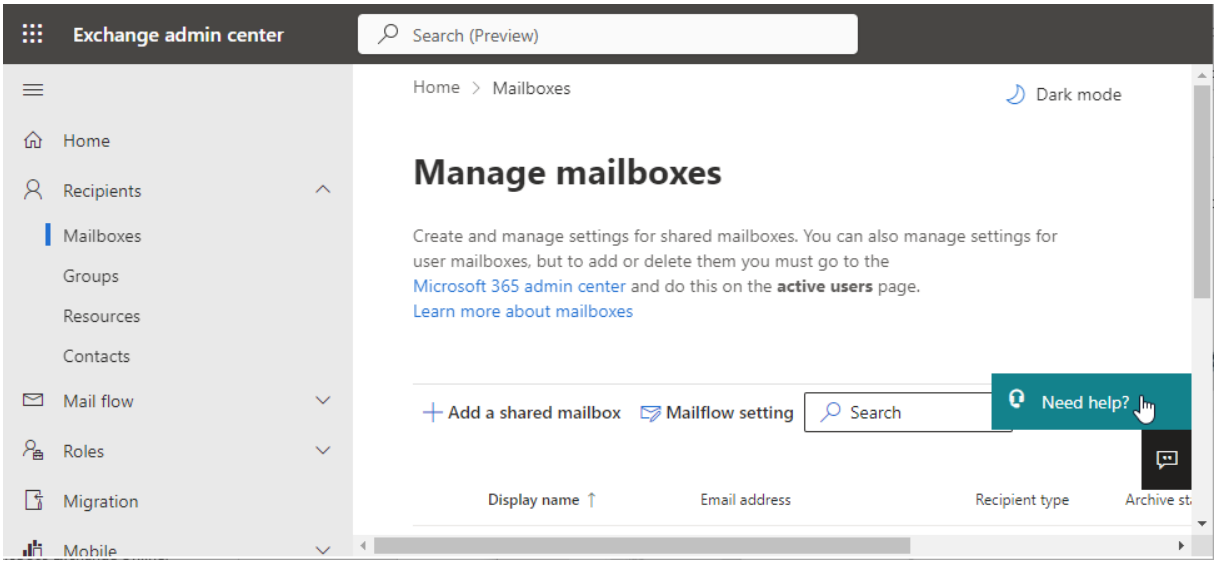
https://learn.microsoft.com/en-us/powershell/exchange/exchange-online-powershell-v2?view=exchange-ps#prerequisites-for-the-exchange-online-powershell-module

Remote PowerShell in Exchange Online is needed - Re-enabling or Extending RPS support

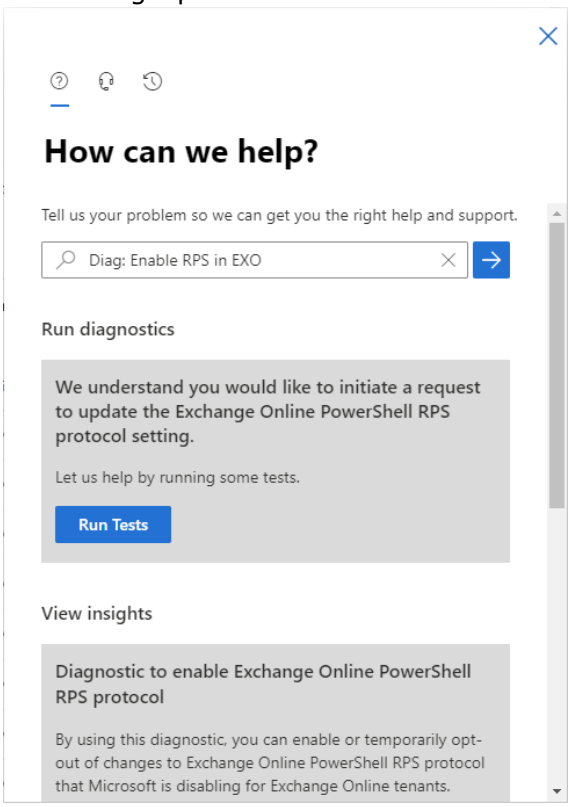
Microsoft announced the deprecation of Remote PowerShell (RPS) in Exchange Online, but offers the possibility of re-enabling or extending the RPS support in the Exchange Team Blog article:
[Deprecation of Remote PowerShell in Exchange Online – Re-enabling or Extending RPS support]

Using the Self-Service Tool

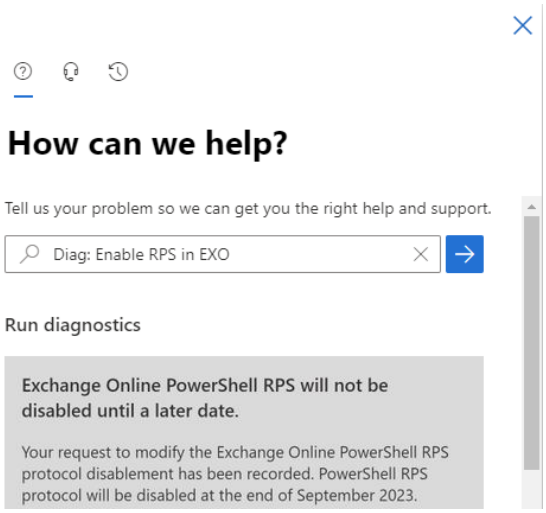
You can go to the Microsoft 365 admin center or the Exchange admin center and click on the green **Need help?** button in the lower right-hand corner of the screen.



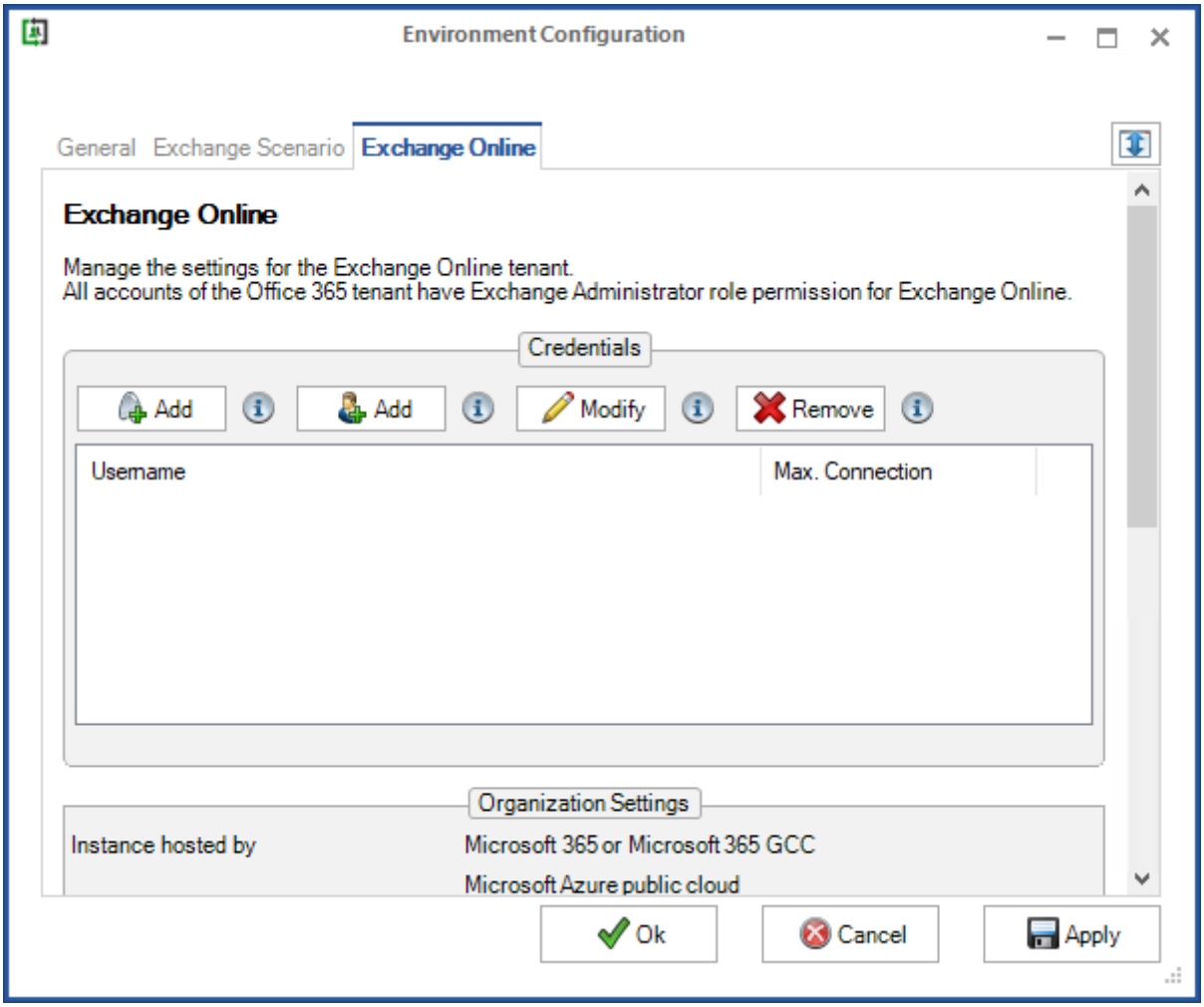
When you click the button, you enter our self-service help system. Here you can enter the magic phrase `Diag: Enable RPS in EXO`



Click **Run Tests** to check your tenant settings to see if we have disabled RPS, and then review the results. If we have not disabled RPS for your tenant, and you are running the diagnostic, we will offer you the option to temporarily opt out of RPS disablement or re-enable RPS.
Click the checkbox and then click **Update**.



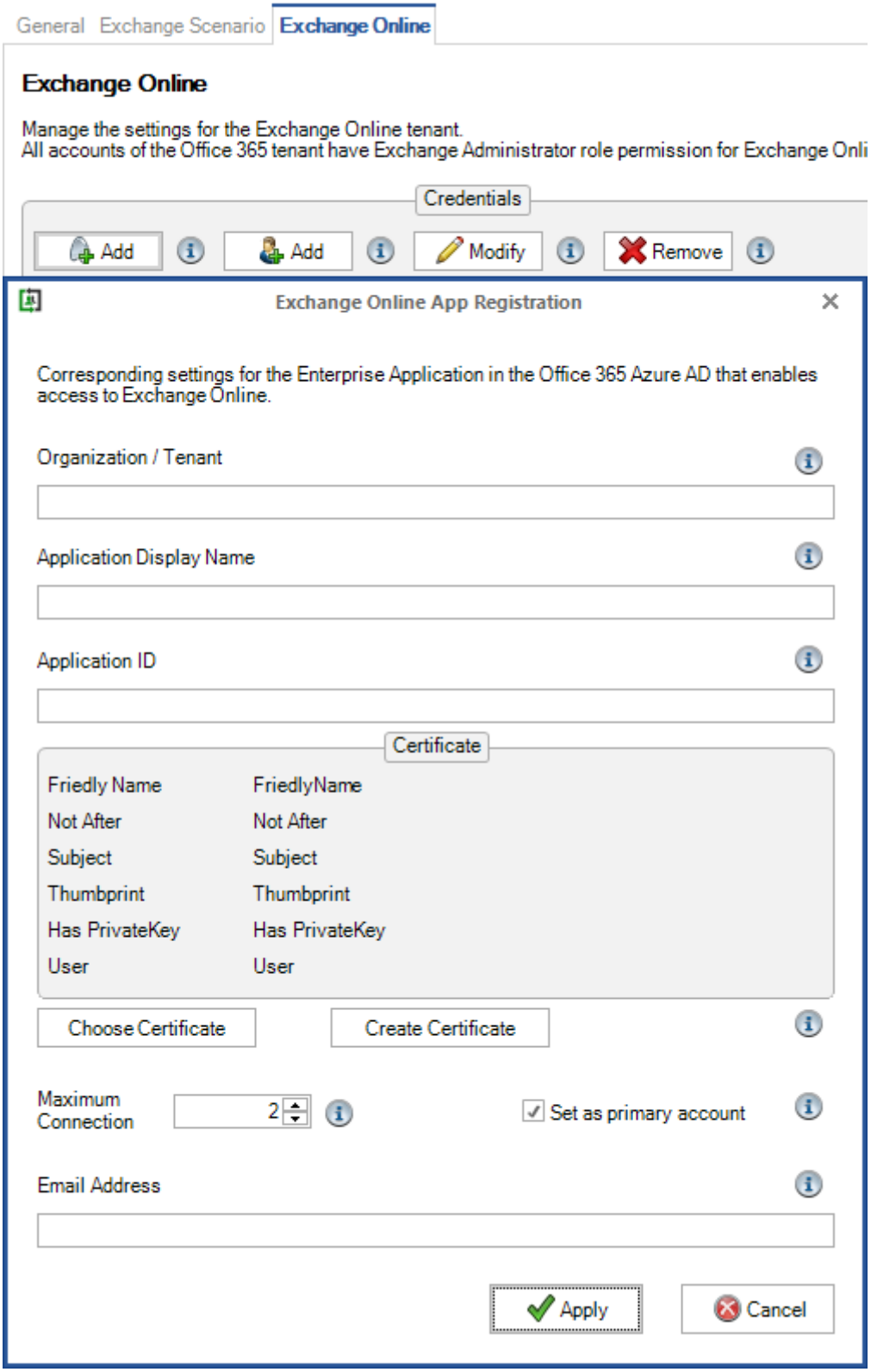
2. As of contactSync version 8.1, the **certificate-based authentication** method to establish a connection to Exchange Online is available on the Exchange Online tab of the **Environment Configuration**.



Please take a look at the **contactSync 8.1 manual** for further information

https://www.netsec.de/en/products/contactsync/documentation.html

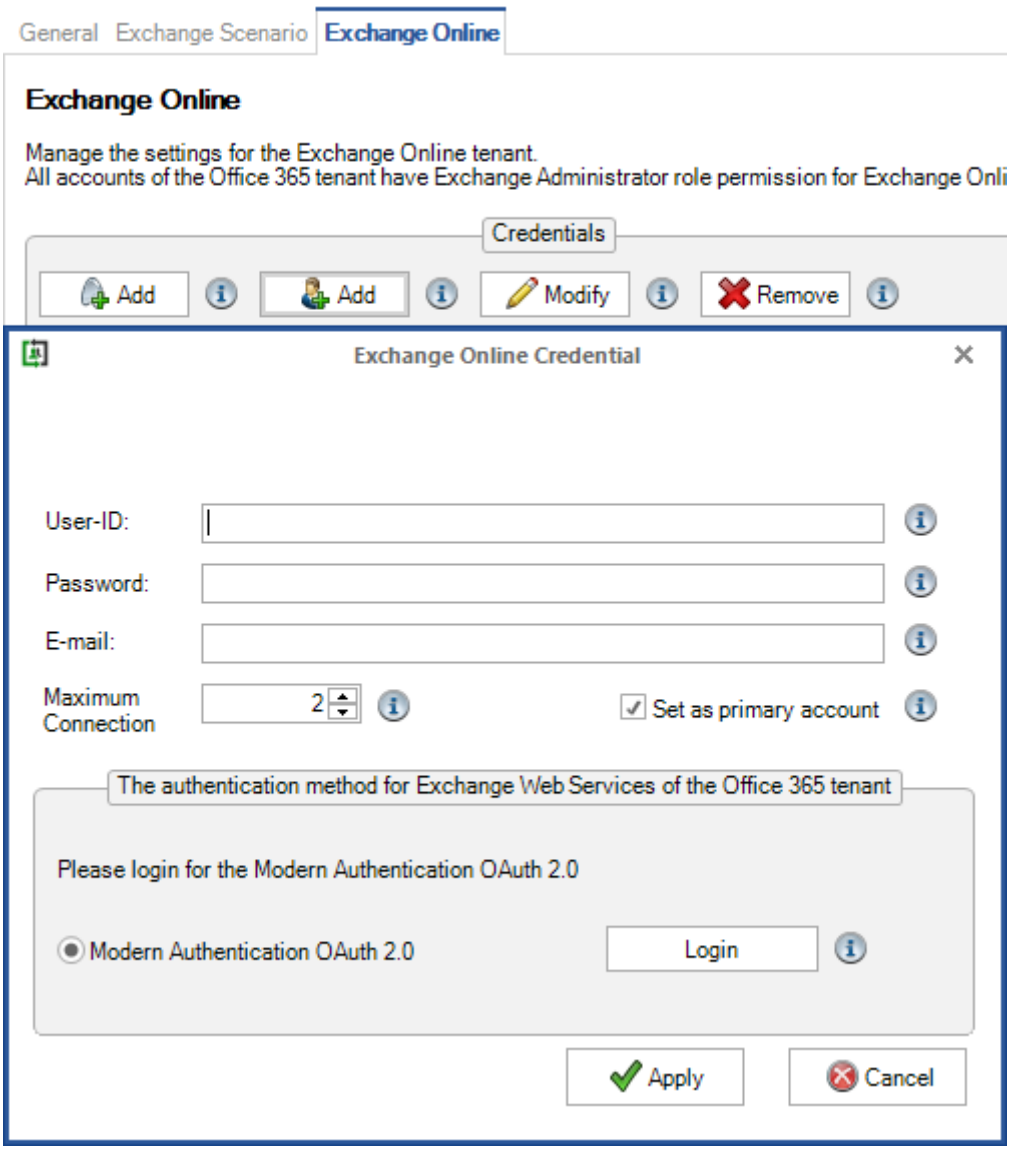
The **Add** button on the left, will open a dialog window in which to configure **certificate-based authentication** via **App registration** for the Exchange Online tenant.



Please take a look at the **Exchange Online certificate-based authentication via App Registration** chapter in the **contactSync 8.1 manual** for further information

https://www.netsec.de/en/products/contactsync/documentation.html

The **Add** button on the right, will open a dialog window in which to configure **user-based authentication** via **Service Account** for the Exchange Online tenant.

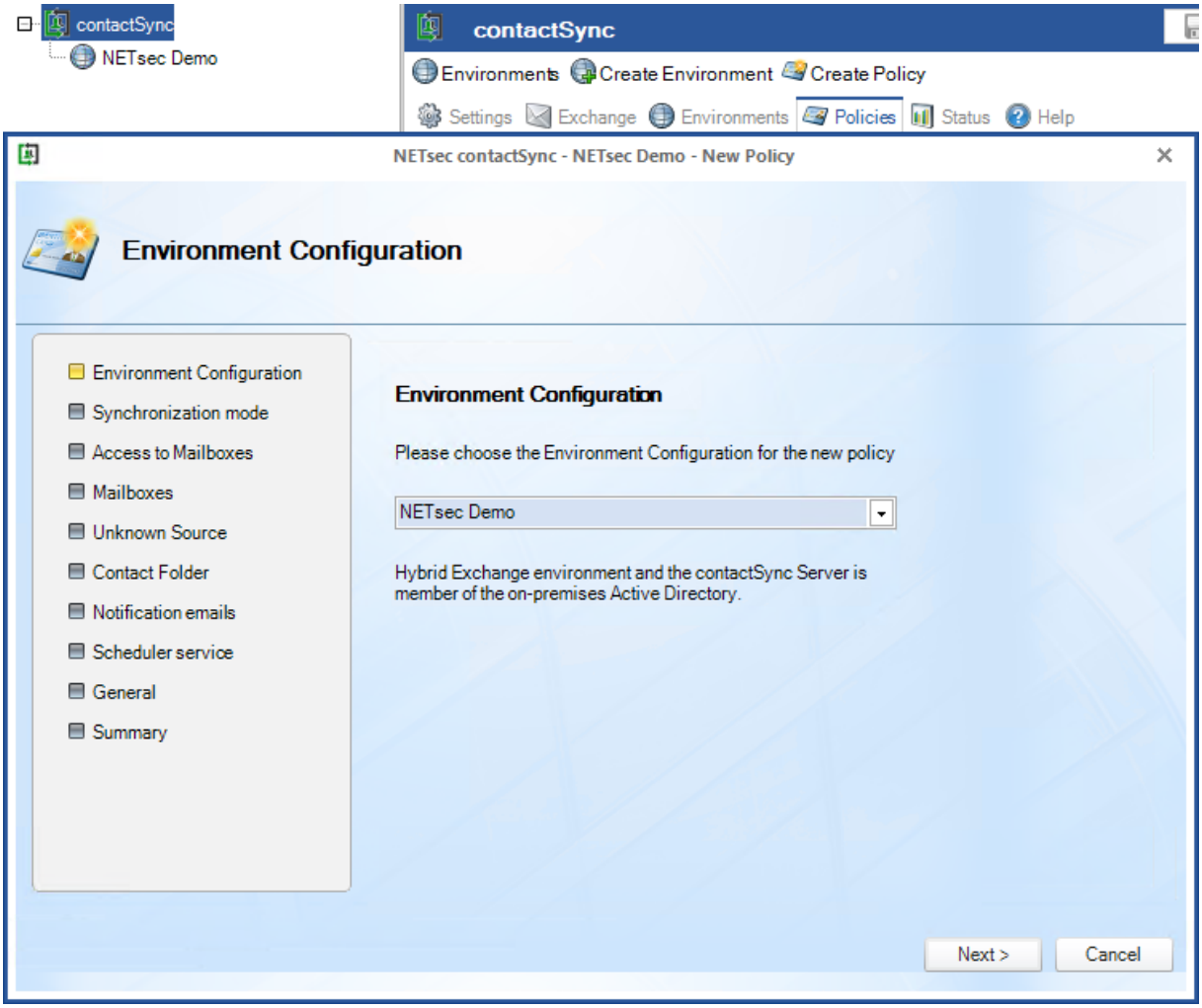


Please take a look at the **Exchange Online authentication via Service Account** chapter in the **contactSync 8.1 manual** for further information

https://www.netsec.de/en/products/contactsync/documentation.html

contactSync version 8.0 compared with contactSync 7.6.x

1. As of contactSync version 8.0, new policies can only be created for an **Environment Configuration**. You must create and configure an **Environment Configuration** before s policy can be created.



2. As of version 8.0, contactSync requires **Windows PowerShell 5.1** and the **ExchangeOnlineManagement PowerShell module** for **Exchange Online PowerShell V2** (ExchangeOnlineManagement module version 2.0.3 - 2.0.5).

The **ExchangeOnlineManagement PowerShell module** needs to be installed on the contactSync Server, so contactSync can directly communicate with an Office 365 Exchange Online tenant.

On the contactSync Server, open **Windows PowerShell** as **Administrator**, then run the following:

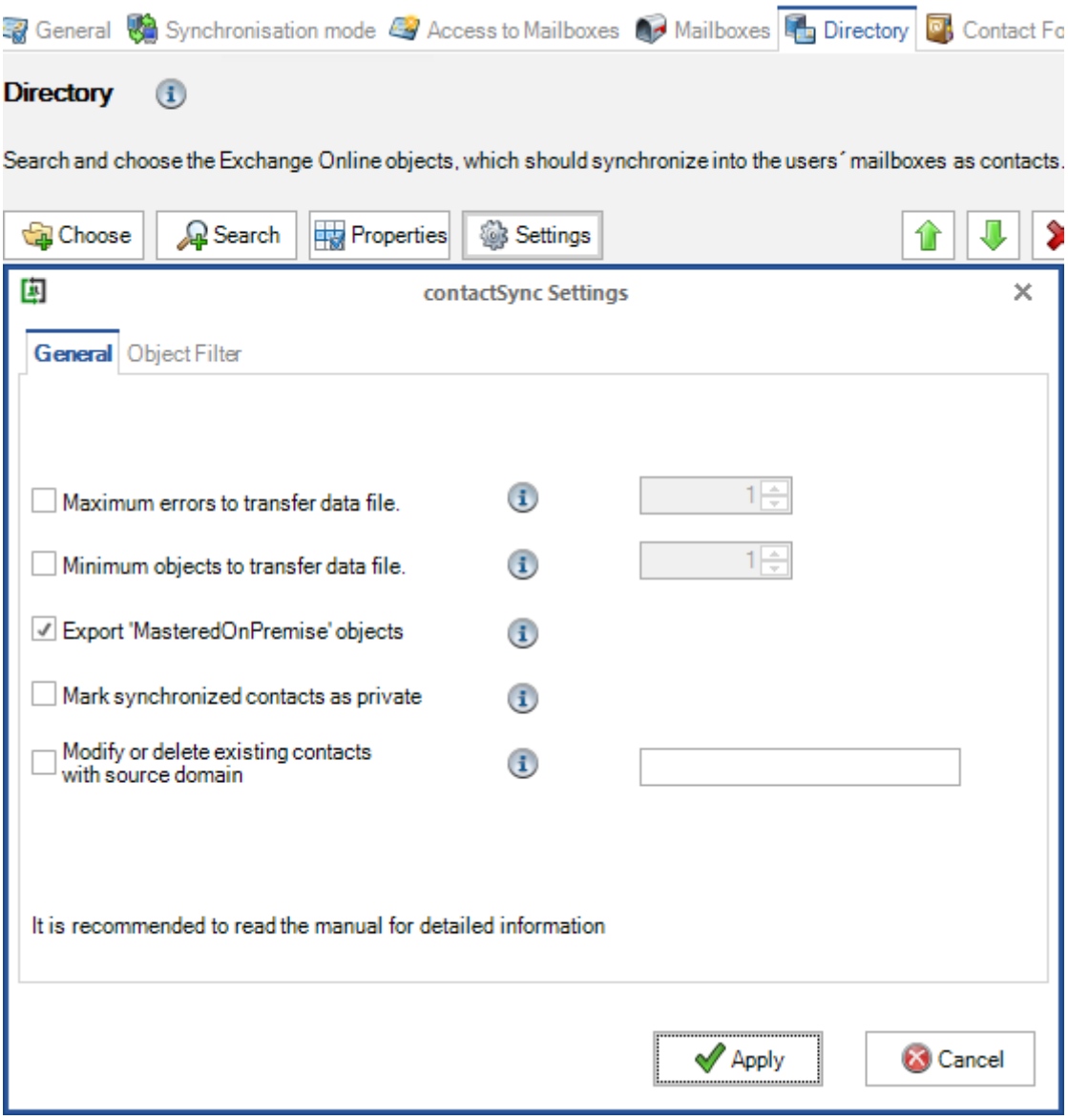
```
Install-Module -Name ExchangeOnlineManagement -RequiredVersion 2.0.5 -Force
```

When prompted, enter **Y** for Yes then Return

Please take look at the **Prerequisites for the EXO V2 module** chapter of the **Microsoft Docs: About the Exchange Online PowerShell V2 module**

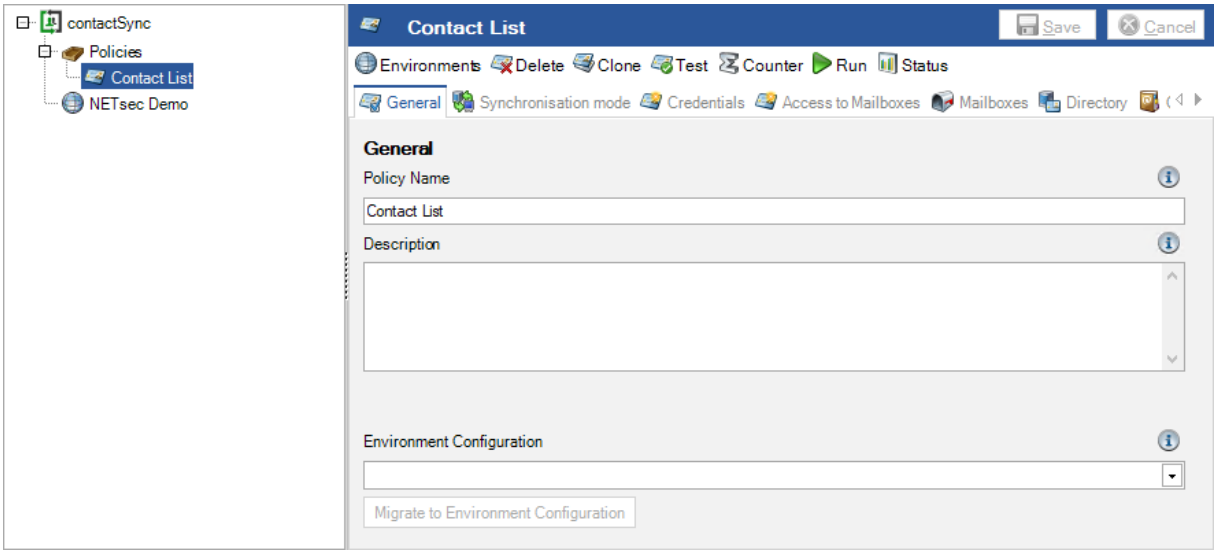
https://docs.microsoft.com/en-us/powershell/exchange/exchange-online-powershell-v2?view=exchange-ps#prerequisites-for-the-exo-v2-module

3. As of contactSync version 8.0, newly created policies for Exchange Online have the **Export 'MasteredOnPremise' objects** option of the **contactSync Settings** enabled by default.



Migrate an existing policy

Policies created by contactSync Version 7 or earlier versions have no associated Environment Configuration.



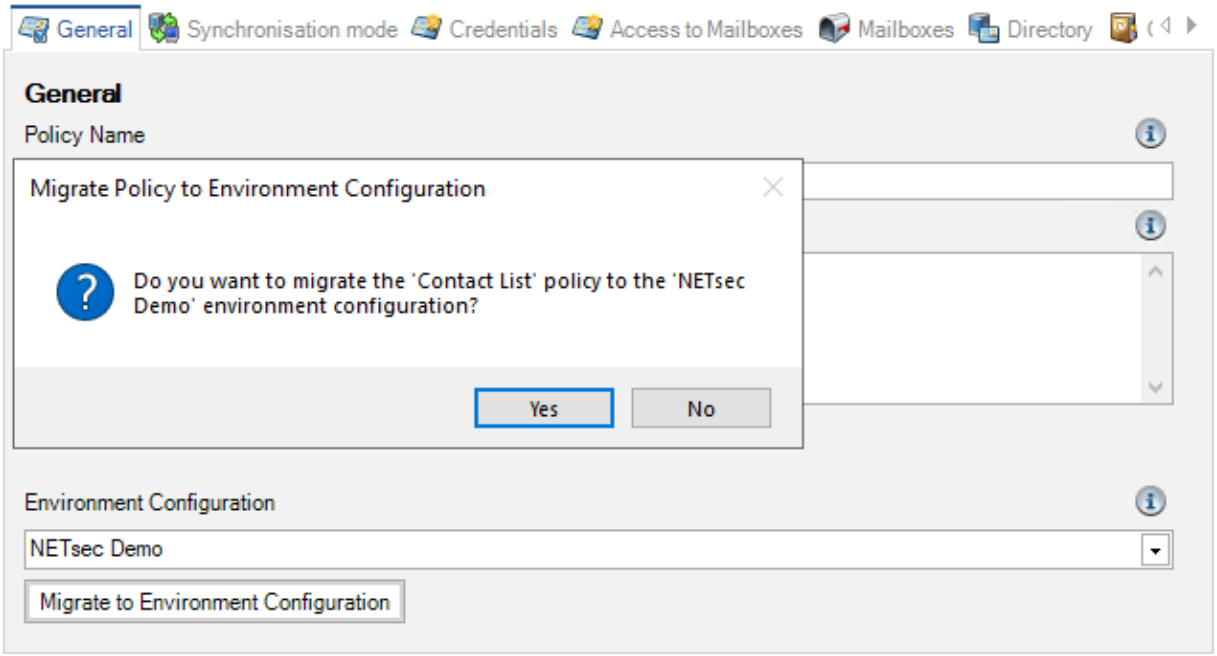
You can migrate such a policy to a corresponding Environment Configuration.

Please note that a policy can only migrate once.

Select the corresponding **Environment Configuration** on the **General** tab of the policy and click **Migrate to Environment Configuration**.

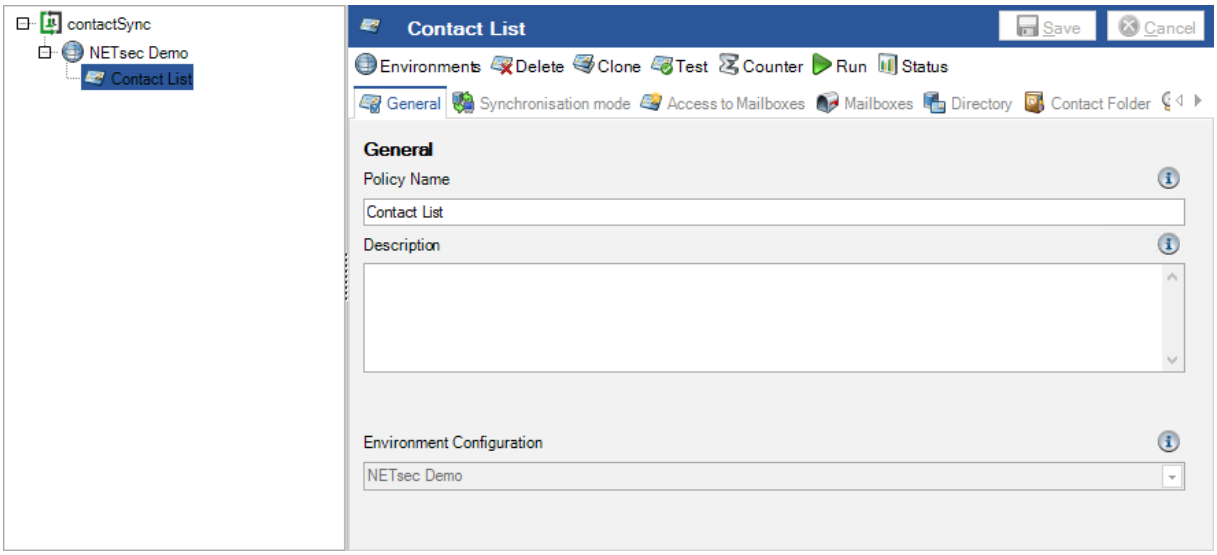
If you are sure, you have selected the correct **Environment Configuration** for the policy migration, click **Yes** to migrate the policy to the selected Environment Configuration.

Please note that a policy can only migrate once.



After that, please save the policy.

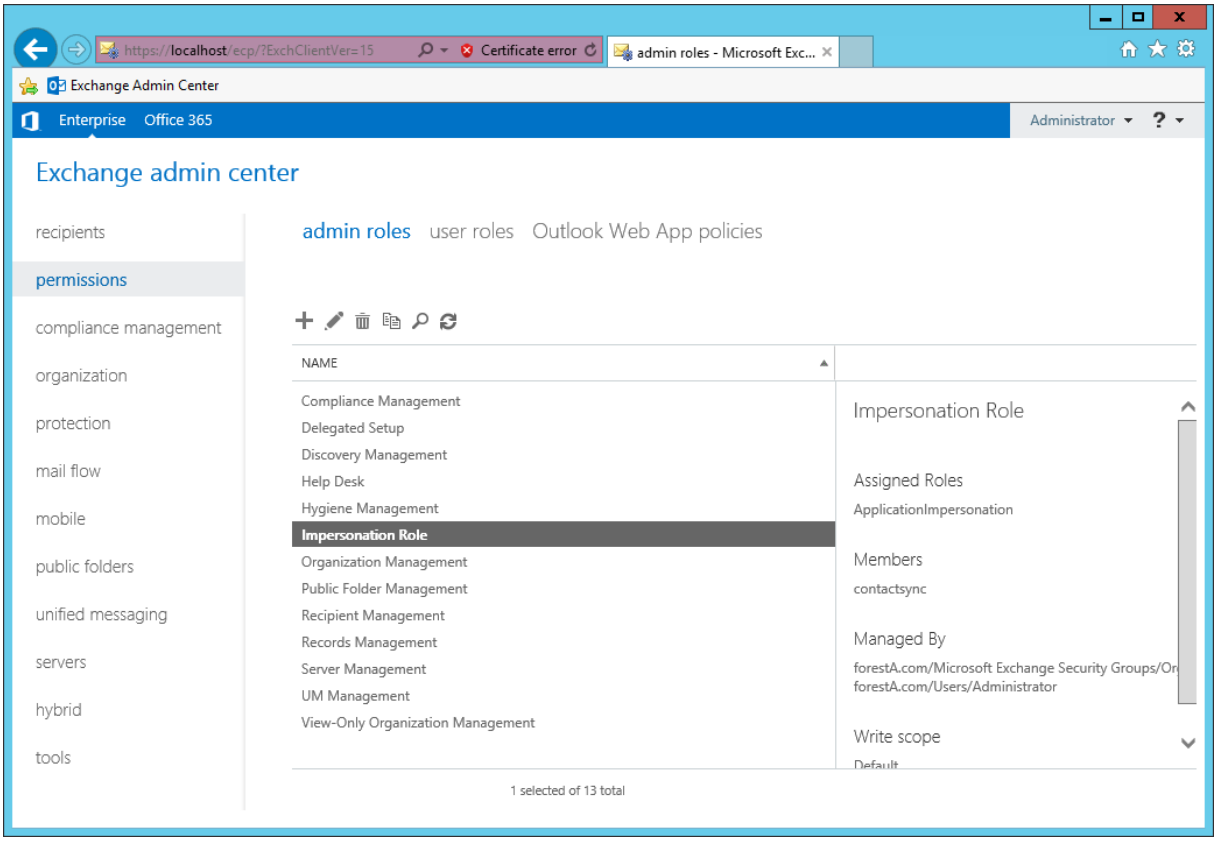
The policy now belongs to the corresponding Environment Configuration and uses the settings of the Environment Configuration for the Exchange environment.



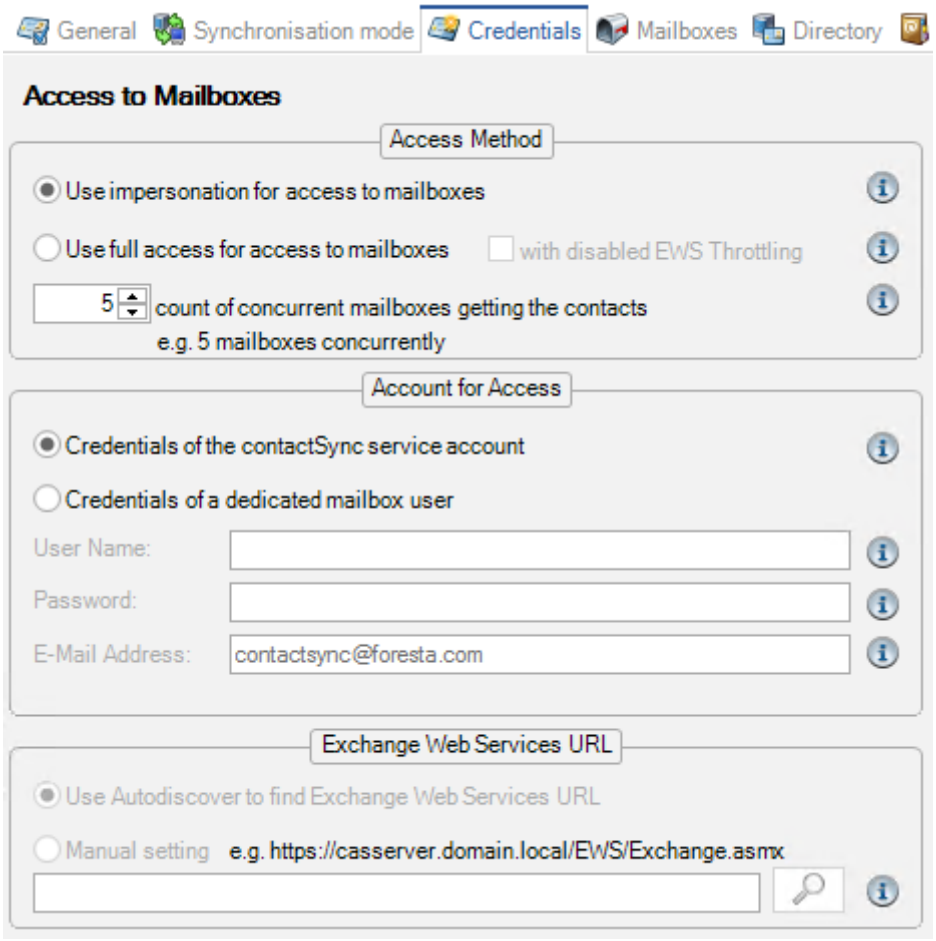
contactSync version 7.6 compared with contactSync 7.5.x

As of contactSync version 7.6, the default access method to the mailboxes has changed to Exchange Impersonation on the **Access to mailboxes** Credentials tab of the policy.

The service account must be member of an **Admin Role** in the **Exchange Admin Center**, which has the **ApplicationImpersonation** role assigned.



On-premises Exchange:

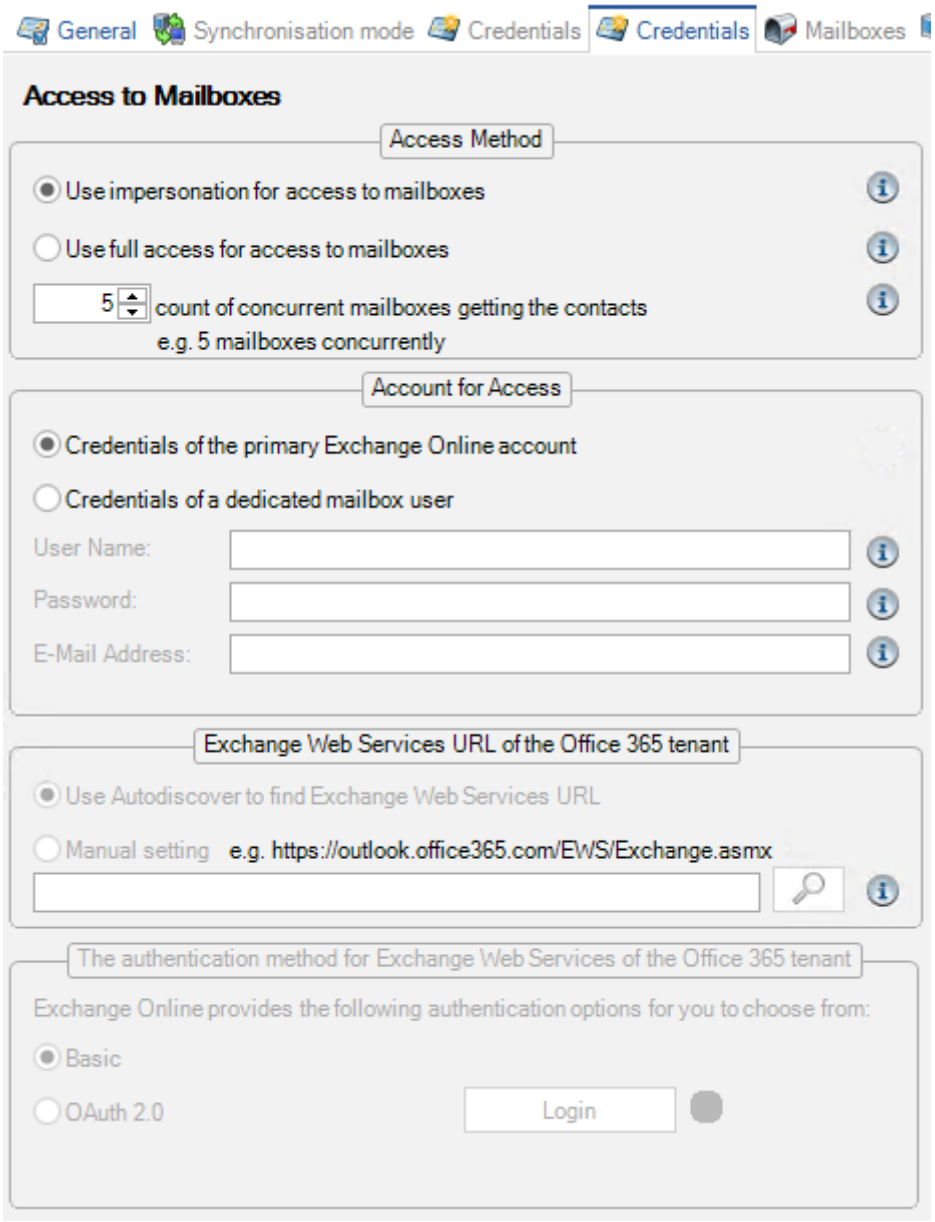


If **Exchange Application Impersonation** is configured, maximum 5 mailboxes concurrently are recommended.

If **Full Access** is configured in an on-premises Exchange environment and the server-side EWS Throttling is disabled, maximum 5 mailboxes concurrently are recommended.

Note: It depends on the Exchange environment how many mailboxes getting the contacts to be synchronized at the same time.

Exchange Online:



If **Exchange Application Impersonation** is configured (recommended), contactSync can connect to up to 5 mailboxes concurrently.

If **Full Access** is configured, contactSync can only connect to one mailbox at a time.

Note: It depends on the Exchange environment how many mailboxes getting the contacts to be synchronized at the same time.

contactSync version 7.5 compared with contactSync 7.4.x

1. The shortcut on the desktop and the start menu entry are renamed to NETsec contactSync.

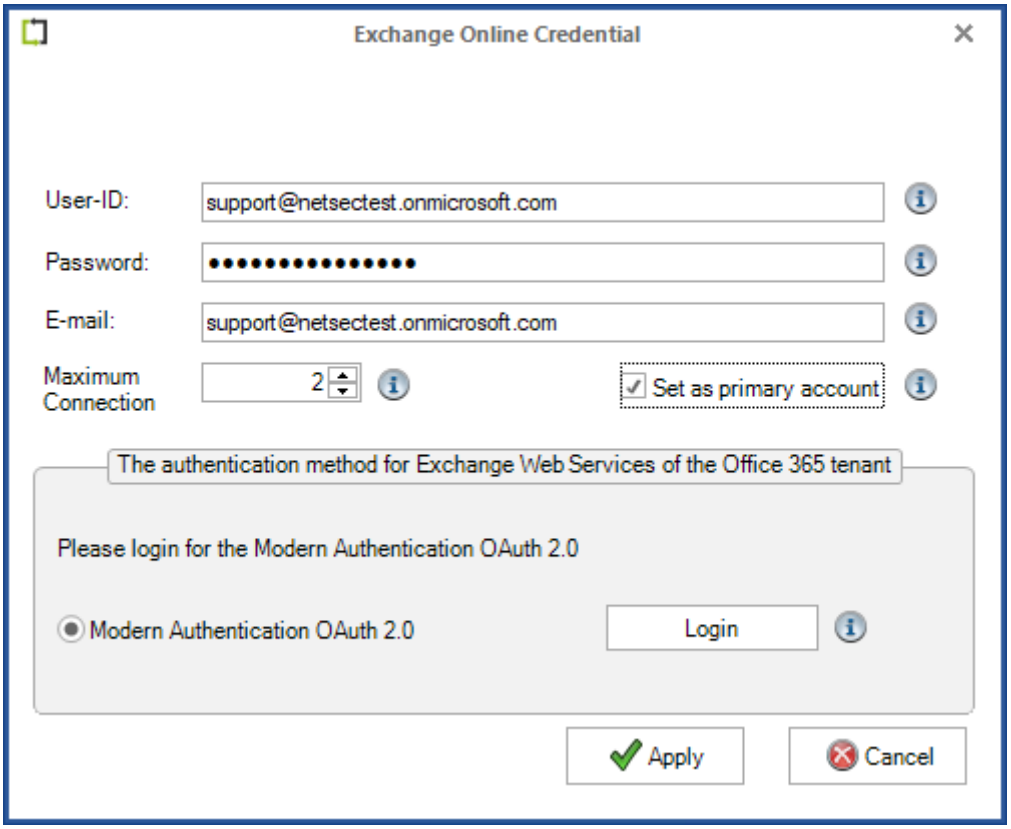
2. The contactSync service account of an Office 365 Tenant needs access to its own mailbox. Therefore, Modern Authentication OAuth 2.0 for Exchange Web Services (EWS) can be configured.

Please note, that Microsoft will stop supporting and fully decommission the Basic Authentication for Exchange Web Services (EWS) to access Exchange Online on 13th October 2020.

Please check first, that the contactSync GUI is running in the credentials of the local contactSync service account, otherwise contactSync cannot decrypt the token later.

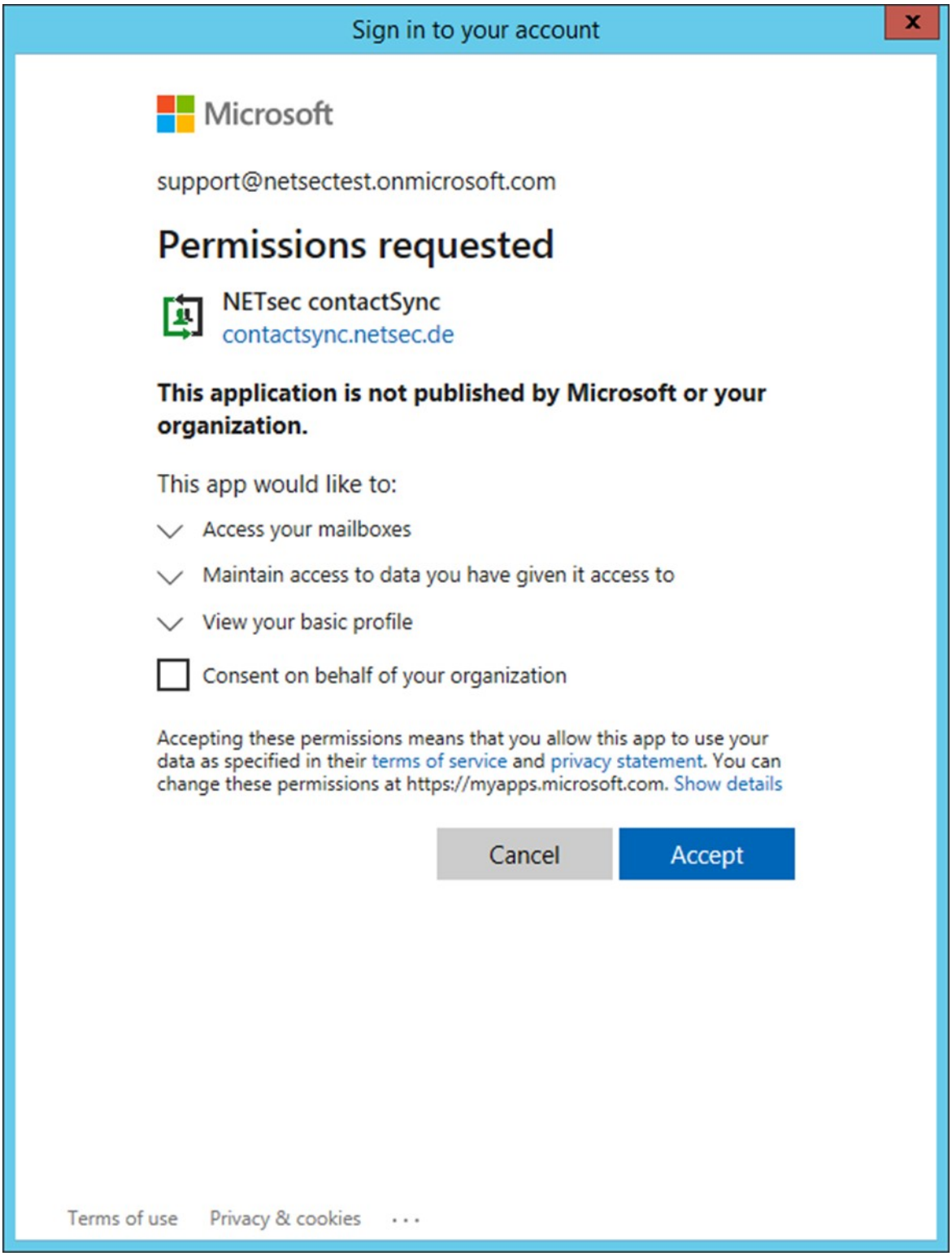
You can check this on the information bar at the bottom of the contactSync GUI.

Enter the credentials of the contactSync service, and click the **Login** button.

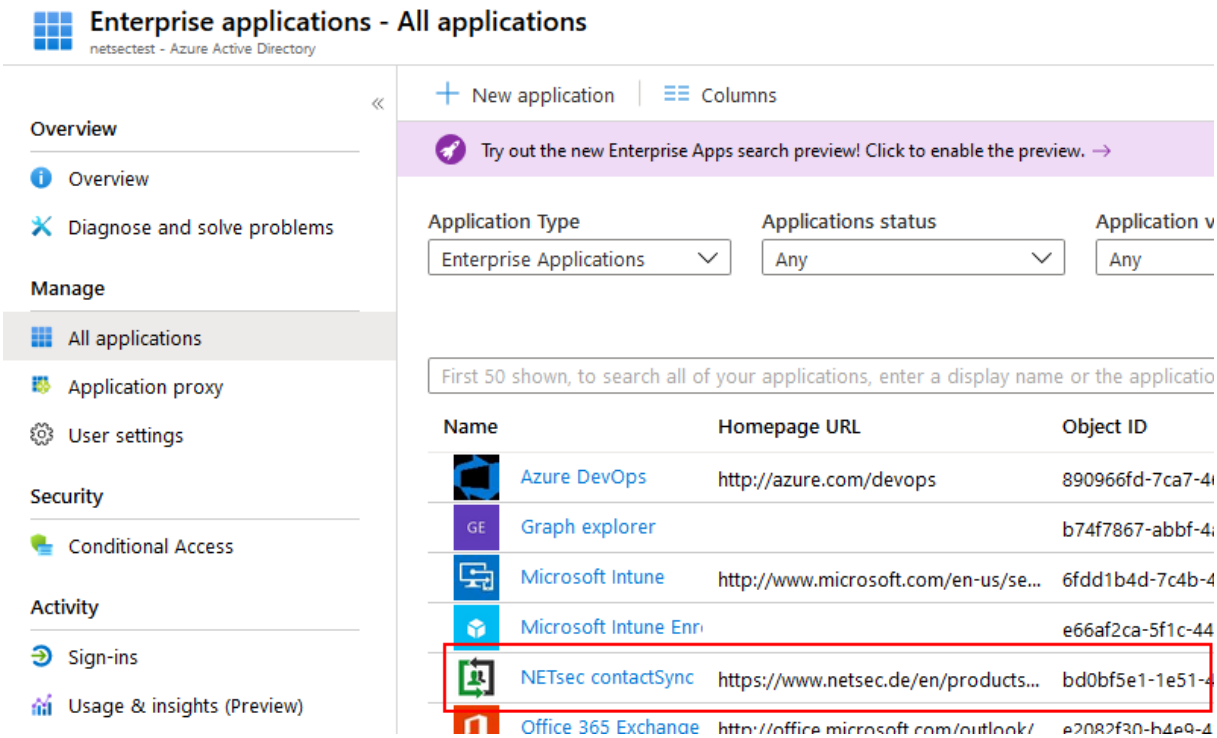


Please note, that the User-ID and the E-mail address can be different for an Exchange Online mailbox user. This depends on your Office 365 Exchange Online tenant.

NETsec contactSync needs the requested permissions.



NETsec contactSync has an entry in **Enterprise Applications** of your Office 365 **Azure Active Directory Admin Center**, where you can also check and manage the permissions.

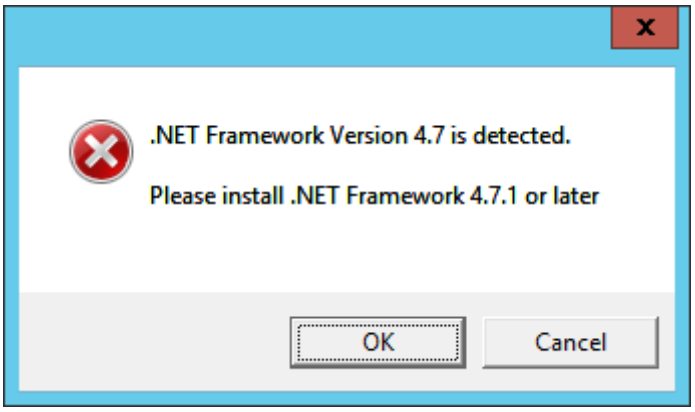


contactSync version 7.4 compared with contactSync 7.3.x

1. The old config.xml and old policy files may sometimes be incompatible.

contactSync version 7.3 compared with contactSync 7.2.x

1. contactSync needs **.NET Framework 4.7.1** or later.
Otherwise, you will receive the following errors and contactSync does not work.



Error message:

```
Could not load file or assembly 'netstandard, Version=2.0.0.0, Culture=neutral,
PublicKeyToken=cc7b13ffcd2ddd51' or one of its dependencies. The system cannot find
the file specified.
```

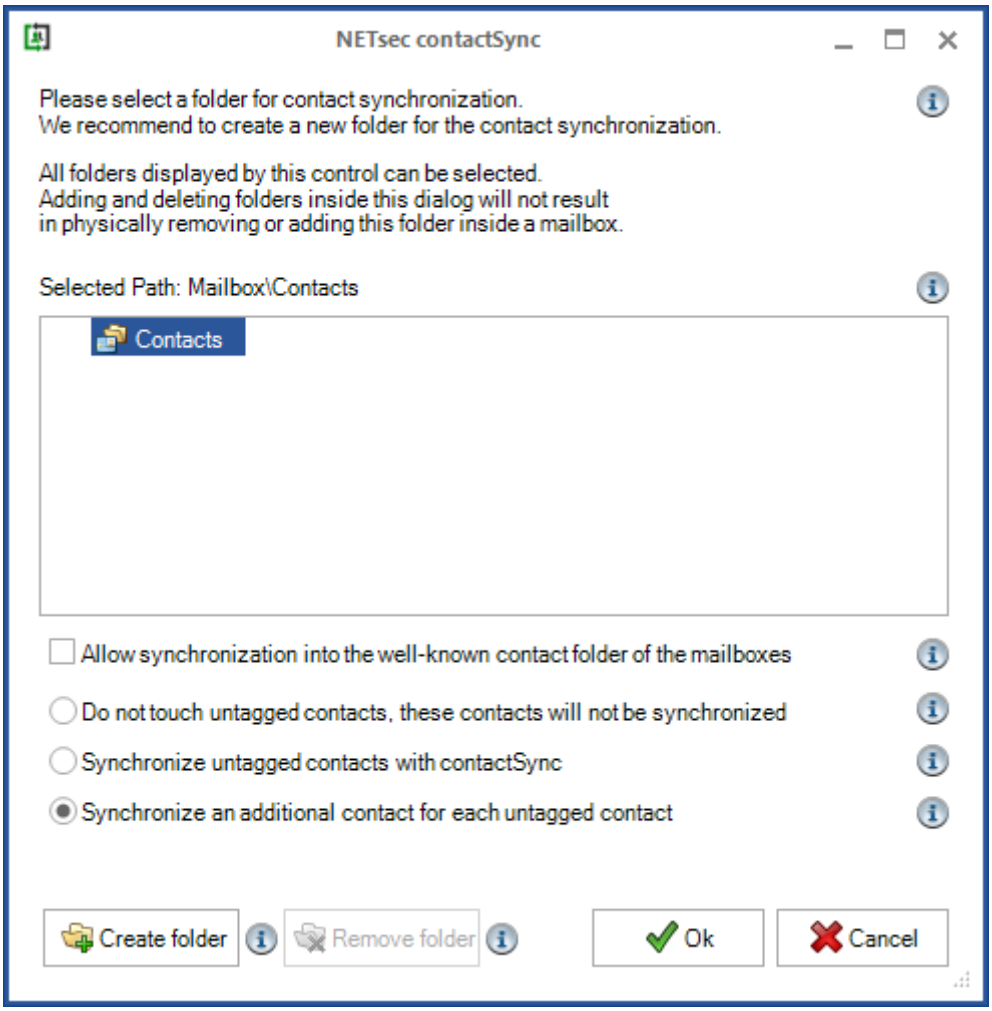
You can download the Microsoft .NET Framework 4.7.1 here:

https://www.microsoft.com/en-us/download/details.aspx?id=56116

2. Please check all credentials for the Office 365 accounts, because on some occasions, credentials are unable to be upgraded to the new version.

Note: If you downgrade to an old version, you have to insert all credentials again.

3. contactSync has the option to create and synchronize the contacts into the well-known contact folder of the mailboxes. Please be careful with this option because it allows you to directly change and delete contacts that your employees have created. This could also confuse some of your employees.

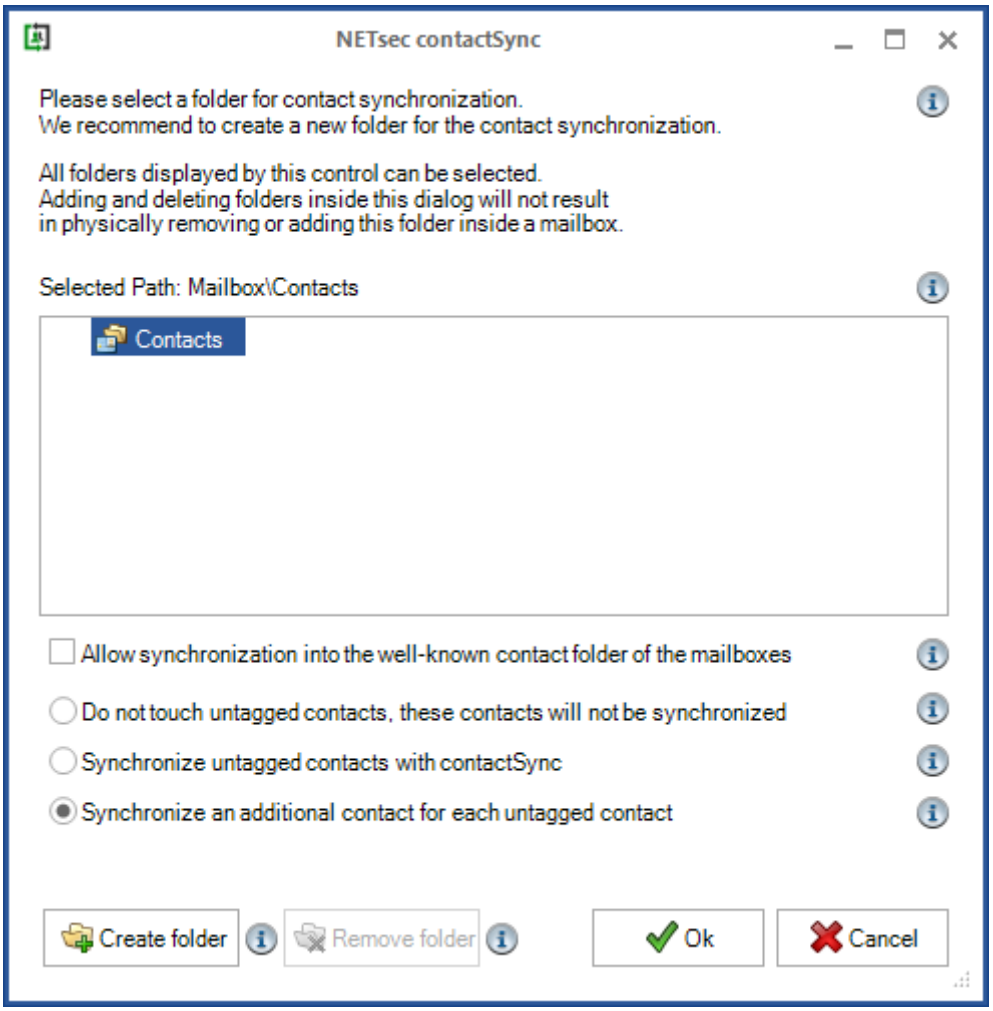


The default behavior has changed since contactSync 7.2.10 for existing contacts which were not created by contactSync, but in the selected contact folder and below it.

The default is now, that an additional contact for each existing contact, which was not created by contactSync, will be created and synchronized in the selected contact folder inside the mailboxes.

contactSync version 7.2 compared with contactSync 7.2.9

1. contactSync has the option to create and synchronize the contacts into the well-known contact folder of the mailboxes. Please be careful with this option because it allows you to directly change and delete contacts that your employees have created. This could also confuse some of your employees.



The default behavior has changed since contactSync 7.2.10 for existing contacts which were not created by contactSync, but in the selected contact folder and below it.

The default is now, that an additional contact for each existing contact, which was not created by contactSync, will be created and synchronized in the selected contact folder inside the mailboxes.

contactSync version 7.2 compared with contactSync 7.1.x

1. contactSync 7.2 has a redesigned remote PowerShell management for Office 365 tenants. contactSync will now try to reconnect broken remote PowerShell sessions to the Office 365 tenant during a policy run.

Note: If a PowerShell connection to the Office 365 tenant is broken, then contactSync will try to reconnect to the Office 365 tenant, but it may happen, that some data are not completely synchronized due to the broken connection.

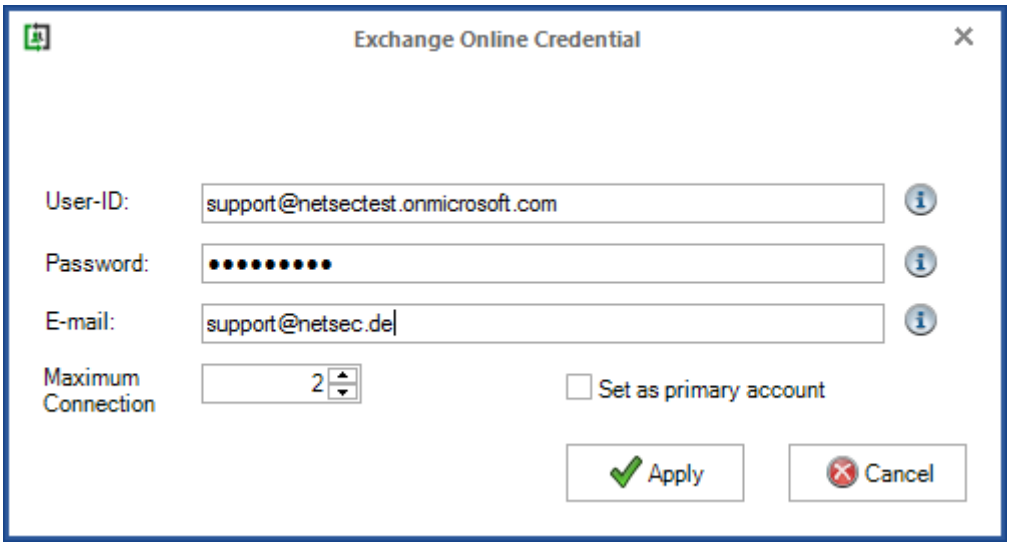
In this case contactSync will try to complete it in the next synchronization run.

In the worst case it can happened, that some existing contacts in the mailboxes of the synchronization will be deleted and that after they are re-created NDR issues in the target environment can occur.

2. contactSync needs PowerShell 3.0 and later to connect to Office 365 tenants.

3. contactSync needs the credentials for its Office 365 Exchange Online mailbox, and uses the User-ID as the email address in existing policies.

Please check your policies in the Office 365 tenant, to see whether there are any differences between the User-ID and email address.



4. contactSync will try to reconnect broken remote PowerShell sessions to the Office 365 tenant during a policy run.

Note: If a PowerShell connection to the Office 365 tenant is broken, contactSync will try to reconnect to the Office 365 tenant, but it may happen, that some data are not completely synchronized.

contactSync will try to complete it in the next synchronization run.

5. contactSync version 7.2 supports the local security option **System cryptography: Use FIPS compliant algorithms for encryption, hashing, and signing**.

If the local security option **System cryptography: Use FIPS compliant algorithms for encryption, hashing, and signing** is enabled,

contactSync 7.2 cannot communicate encrypted with older versions.

6. contactSync has a defined scope of **RecipientTypeDetails**, of which mail-enabled objects will be synchronized into the mailbox as contact.

For example: This enables to synchronize only mailbox users in a selected organizational unit (OU).

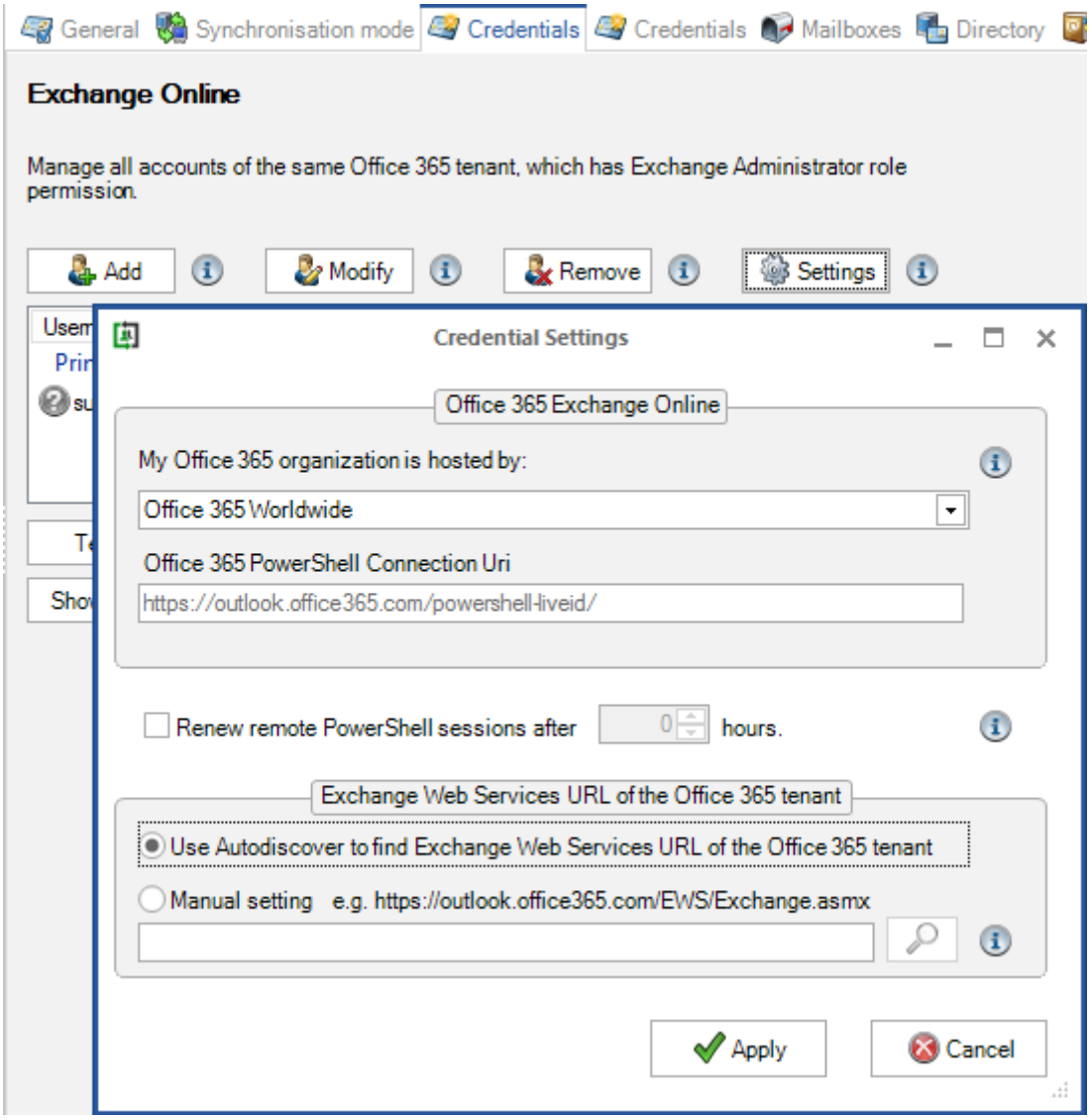
contactSync uses a default scope of **RecipientTypeDetails** for existing policies.

Please check your existing policies, that all **RecipientTypeDetails** are in the scope.

Note: If the msExchRecipientTypeDetails / RecipientTypeDetails property is not set, the object will be synchronized.

7. contactSync supports different Office 365 locations, particularly Office 365 Germany.

Select the Office 365 location in the **Settings** dialog on the Exchange Online Credentials tab.



Note: contactSync uses the "Office 365 Worldwide" by default.

Downgrading

Should you want to perform a downgrade to your previous version of contactSync, the changes you make in your new installation will not be reflected in the previous, older version. For downgrading, uninstall the new version, restore the backup of the contactSync program folder and commend data folder and run your previous installation file.

Licensing

For our customers with valid support the new version will be free of charge.

If you do not have valid support, you can keep using your contactSync version. If you install a newer version of contactSync, you have to buy a new license.

If you run contactSync version 8.3 without a license you will be able to synchronize contacts into maximum 20 mailboxes for up to 21 days!

Please note: Upgrading from contactSync to GALsync is possible without installing GALsync. Only the license needs to be updated.

If you have any licensing questions or queries, please feel free to contact our
contactSync Sales Team
by phone +49 2421 998 78 20
or via e-mail sales@netsec.de

If you have any technical questions or queries, please feel free to contact our
contactSync Support Team
by phone +49 2421 998 78 16
or via e-mail support@netsec.de