

Upgrading NXPowerLite for Microsoft Exchange to v1.2.x

NXPowerLite for Microsoft Exchange v1.2 is a significant update. Please follow these steps carefully to complete the upgrade.

Note: You do not need to follow these steps for NXPowerLite Scanner for Microsoft Exchange; you can simply unzip the application and use the new version.

1. Without running the installer, open the NXPowerLite for Microsoft Exchange v.1.1.x dashboard.
2. If the **Stop...** button is enabled, press this and confirm you want to stop the run in the message box that appears. Now close the dashboard. **Go to step 5**
3. If the **Start** button is enabled, close the dashboard and follow the steps in this support article: <http://support.neuxpower.com/hc/en-us/articles/202332202>. **Go to step 5**
4. If the **Find Mailboxes** button is enabled, simply close the dashboard.
5. Run the installer for NXPowerLite for Microsoft Exchange v1.2.x and follow the instructions.
6. Launch the NXPowerLite for Microsoft Exchange dashboard and click on the 'Edit Connection' command bar button. This will launch the Connection Wizard that will guide you through the re-authentication steps required.
7. The upgrade process is now complete, and you can start an optimization run.

Troubleshooting

Pressing the Start or Resume button results in the dashboard attempting to perform the operation and then immediately reverting to the previous state

This is caused by the NXPowerLite for Microsoft Exchange service being unable to access the securely-stored credentials. It is most likely caused by the service being set to log on as the incorrect user. The user must match the user you were logged in as when you originally configured the connection in the dashboard. To resolve this:

1. In the start menu type 'services.msc'.
2. In the services list, right click on the NXPowerLite Exchange Optimizer service.
3. In Properties dialog click on Log On tab
4. Click on the radio button 'this account'
5. Enter password for the current local user, assuming this is the user that originally configured the connection.

Pressing 'Find Mailboxes' button fails with no error and the 'Find mailboxes' becomes re-enabled

This is caused by the mailbox scan being unable to access credentials for your domain controller. To resolve this, click the 'Edit Connection' button and follow the steps in the wizard.