

**Microsoft Office for Mac 2011
Administrator Guide**

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Overview and Evaluation

Office for Mac 2011 Administrator's Guide overview

Microsoft Office for Mac 2011 is a suite of desktop productivity applications that is designed to work specifically with the Mac operating system. The new version of Office for Mac provides collaboration features that allow Mac users to work on and share documents with anyone who uses Office for Mac or Office for Windows.

The new Office Web Apps, the online companion to Word 2011, Excel 2011, and PowerPoint 2011, help people stay connected and productive by giving them the ability to seamlessly view and edit information anywhere or anytime from a Mac, PC, or Web browser. Office for Mac 2011 also includes Communicator for Mac 2011 that surfaces presence information with contact cards and provides the ability to start voice, video, or IM conversations right from the Office for Mac applications. Office for Mac provides improved analysis capabilities that help people make better, smarter decisions. For example, with Pivot Tables for Excel 2011, people can spend less time sifting through large amounts of data and more time analyzing by quickly combining, comparing, and calculating data sets with millions of rows from multiple sources. Users can use the new security feature, Information Rights Management (IRM), in all Office 2011 applications and improved password protection features in Word 2011 and Excel 2011 to share sensitive information with coworkers, customers, and business partners.

What's included in the volume licensing edition of Office for Mac 2011

- Word 2011
- Excel 2011
- PowerPoint 2011
- Outlook 2011
- Communicator for Mac 2011 ¹
- Information Rights Management (IRM) ²
- Support for Windows SharePoint Services ³
- Office Web Apps License ⁴
- Remote Desktop Connection

¹ Microsoft Office Communications Server 2007 R2 is required.

² Rights Management server running Windows Server 2008 R2 with Windows 7 SP1 is required.

³ Access to files stored on a SharePoint server requires connectivity to Microsoft Windows SharePoint Services 3.0 or later.

⁴ Office Web Apps require SharePoint Foundation Server 2010.

Intended audience

The Microsoft Office for Mac 2011 Administrator's Guide is for system implementers, IT managers, system administrators, and others who are responsible for planning, implementing, and maintaining Office for Mac 2011 in their organizations.

Documentation roadmap

The following table describes the chapter content in the guide.

Notes

- Communicator for Mac is available as part of Microsoft Office for Mac Standard 2011, and as a standalone edition for volume licensing customers. For information about Communicator for Mac deployment, see the [Communicator for Mac 2011 Deployment Guide](#) .
- For information about Information Rights Management in Office for Mac 2011, download the [Information Rights Management in Office for Mac 2011 Deployment Guide](#)  from the Microsoft Web site (microsoft.com/downloads/).

Chapter	Description
Overview and Evaluation	Provides conceptual information to help decision makers evaluate and recommend information technology solutions to their organizations. It includes information about the new features in Office for Mac 2011 for the consumers, the system requirements for implementing Office for Mac 2011 in a production environment, and the licensing terms.
Planning for Outlook for Mac 2011	Provides detailed instructions about the various requirements for deploying Outlook 2011, such as default ports and digital certificates.
Planning to Use Office for Mac 2011 with SharePoint	Describes how teams, especially those in a mixed environment of Windows-based and Mac computers, can stay connected and productive, and work collaboratively on documents with Office for Mac 2011 and SharePoint.
Deploying Office for Mac 2011	Describes how to install and deploy Office for Mac 2011 in a production environment.
Maintaining Office for Mac 2011	Provides information about how to back up the Outlook 2011 database and turn on logging in Outlook for troubleshooting purposes.
Security in Office for Mac 2011	Provides details about the enhanced security features in Office for Mac 2011 to help IT professionals efficiently mitigate security threats while maintaining information worker productivity.
Troubleshooting Office for Mac 2011	Provides information about potential issues and possible workarounds to resolve those issues.

How Office for Mac 2011 delivers business value

Office for Mac 2011 is redesigned and reinvented to be more compatible, powerful, and easy to use. Office 2011 introduces new and improved features across all its applications so that users can seamlessly manage information, use high-impact design elements to communicate ideas, and work efficiently across platforms. The redesigned user interface helps users to quickly find the tools they want so that they can easily achieve their goals. This intuitive user experience also minimizes training and support demands by providing end users with significantly improved Help capabilities and self-service tools.

Challenges and solutions

Typical challenges in a business environment

Sample features in Office for Mac 2011

Increased competition demands faster response times, but time is wasted on versioning and coordination.

Office 2011 helps coworkers stay connected. Users can easily work with people in multiple locations and on multiple platforms, regardless of what version of Office is installed on their computers. The following is a list of some sample features that can help users work together:

- Coauthoring allows multiple people to simultaneously work on the same document, such as an RFP, so that they can respond more quickly and meet deadlines. Security is not compromised because the information can be hosted on premises.
- Office Web Apps are online companions to Word, Excel, and PowerPoint that let users post, access, and share their files from virtually anywhere. Office Web Apps can be hosted on premises, with SharePoint 2010, to provide IT with more confidence about security. Content and formatting will be maintained at all times as users move from their computers to the browser.
- Broadcast Slide Show allows you to broadcast your presentation to anyone who can access a Web browser.

Reduced staff means that everyone needs to be more productive. For example, users should be able to draw insights from complex or disparate data sets.

Office 2011 helps maximize productivity by providing tools that users can use to prioritize and manage daily activities, e-mail, calendars, and tasks. With its intuitive, results-oriented interface, Office 2011 helps users quickly assemble and create high quality documents, presentations, and workbooks. The following is a list of some sample features that can help users increase their productivity:

- The ribbon is now available in all applications. The tabs on the ribbon are organized to display commands relevant to a given task so your team can find the commands they need most to deliver better results faster. Contextual tabs appear in the ribbon when the user selects or inserts an object, such as a table or shape, or when they enter into a special document region, such as a header or footer. For example, when you select a picture in Word or PowerPoint, the Format Picture tab appears. The familiar Office for Mac tools, such as the menu bar and Standard toolbar, are still available so that users can perform a task using the method they're most comfortable with.
- Template Galleries provide easy, organized access to a wide range of professionally designed templates. Users can also customize built-in Word templates, PowerPoint templates, and PowerPoint themes. They can change fonts, colors, and even the aspect ratio of a PowerPoint presentation and then preview the changes right in the gallery. They can also access tens of thousands of templates that are hosted online by Microsoft — both professionally designed and community-submitted content — and get precisely what they need for the task at hand.
- Excel PivotTables allow you to spend less time sifting through data, and more time analyzing. Also, save time and get right to the information you need with new instant search filtering and multi-select filter conditions for both tables and PivotTables.
- Excel sparklines save on-screen real estate by charting trends in a single cell right next to the corresponding data. Turn complexity into clarity by getting an at-a-glance, professional analysis for any series of values, such as seasonal fluctuations, statistical data, and monthly expenses.
- Conversation view in Outlook helps users to stay on top of lengthy e-mail threads by condensing related e-mail messages into a single line item, for instant inbox organization.

IT resource efficiency needs to be optimized so that companies can reduce costs.

By deploying Office 2011, organizations can reduce the total cost of ownership for Office in areas such as employee training, information technology support (IT), meeting expenses, and hardware costs. Office for Mac 2011 can help in the following ways:

- The new and improved Help, tutorials, and instructional videos provide extensive guidance about how to use Office for Mac 2011. They are designed to help minimize training and technical assistance costs.
- The Office for Mac 2011 Administrator's Guide provides technical guidance to IT professionals who are responsible for planning, deploying, and maintaining Office for Mac 2011 in a business environment.

The online versions of these resources, available in Office for Mac 2011 Help and on the Microsoft Web site, are updated on an ongoing basis to provide the most up-to-date and relevant content to users. Click **Get Started** on the **Help** menu to go online and see the resources that can help users get up-to-speed or take their work to new levels.

Compare Office 2008 for Mac with Office for Mac 2011

The following tables compare some key features between Office 2008 and Office 2011.

► Entourage/Outlook

Feature is included
 Feature is improved
 Feature is not included

Get easier access to the right tools at the right time

Features	Entourage 2008	Outlook 2011
Ribbon The ribbon makes it easy to discover and utilize the features that Outlook has to offer. It adapts to your task at hand and provides you with the tools you need when you need them.	<input type="radio"/>	<input checked="" type="radio"/>
My Day Stay on top of your day at a glance. More tools for managing your tasks have been added, along with the ability to view additional details for your upcoming meetings and appointments without the need to keep Outlook running.	<input checked="" type="radio"/>	<input checked="" type="radio"/>

Save time viewing, creating, and managing your e-mail

Features	Entourage 2008	Outlook 2011
Conversations Get a summary of an entire conversation thread and update yourself on the pertinent details quickly. The Conversations feature improves the tracking of related e-mail messages and lets you manage large amounts of e-mail with ease.	<input type="radio"/>	<input checked="" type="radio"/>
Attachment previews Launch Quick Look right from an e-mail message and preview your file attachments in Outlook without opening them in an application.	<input type="radio"/>	<input checked="" type="radio"/>

Features	Entourage 2008	Outlook 2011
<p>Outlook database</p> <p>Outlook data is saved in separate text files, resulting in smaller, more robust, and easier to manage files that you can back up with Time Machine.</p>	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>
<p>Unified folders</p> <p>Outlook combines your Inbox, Drafts, Sent Items, and Deleted Items folders for all your mailboxes in unified folders, enabling you to work seamlessly across multiple accounts.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Import Windows .pst files</p> <p>Outlook enables you to import data files (.pst files) created in Outlook for Windows directly in the application — no third-party tools required.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Filter by Category</p> <p>The Filter by Category feature allows you to quickly assign categories to your calendar and contact items. View exactly what you need, when you need it.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Filters</p> <p>Quickly sift through your mailbox and find what you're looking for with ease. Use built-in filters to apply frequently used criteria in a few simple clicks.</p>	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>
<p>Search tools</p> <p>Search tools automatically appear in the ribbon when you apply a built-in filter or click in a Search box. Use the Search tools to add additional criteria to your applied filter to narrow your results, or use the tools to create a new filter.</p>	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>

Features	Entourage 2008	Outlook 2011
<p>Help</p> <p>Explore Office 2011 Help, videos, and tutorials to help you learn more about Outlook.</p>		

Deliver polished and professional communications

Features	Entourage 2008	Outlook 2011
<p>Rich e-mail editing tools</p> <p>Outlook brings you rich composition tools to help you easily create professional content. With increased cross-platform compatibility, rich formatting, such as tables, won't be destroyed when you reply to or forward an e-mail.</p>		
<p>Media Browser</p> <p>The Media Browser consolidates your photos, movies, and audio files, all in one convenient location. Just drag a file from the Media Browser to your e-mail.</p>		

Simplify your scheduling tasks

Features	Entourage 2008	Outlook 2011
<p>Overlay calendar view</p> <p>Outlook automatically consolidates and stacks multiple and shared calendars so you can easily see your schedule and your colleagues' schedules in a single calendar view.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Calendar preview in e-mail messages</p> <p>Instantly review any calendar conflicts or adjacent items in a calendar snapshot, shown in a meeting invitation, so you can read the request and check the date on your calendar at the same time.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Scheduling Assistant</p> <p>View more of your co-worker's shared calendar details and easily track attendee responses right from your meeting request.</p>	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>
<p>Reply with Meeting</p> <p>Schedule your meetings faster by transforming an e-mail into a meeting invitation in one simple click.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p> Note A similar feature is available in Entourage as an AppleScript.</p>		

Connect with others and stay up to date

Features	Entourage 2008	Outlook 2011
<p>Presence</p> <p>See the availability of others, which you can view on almost any Outlook item.</p>		
<p>Contact card</p> <p>Rest your pointer on a presence icon to display the new contact card, view your contact's information, such as address and phone number, or easily start a conversation with instant messaging, video, or voice call.</p> <p> Note Viewing presence information and initiating an IM, voice, or video conversation from within Outlook requires Microsoft Office Communications Server 2007 R2 with Microsoft Communicator for Mac 2011. Your computer must have an installed microphone for voice calls and an installed video camera to use the video capabilities in Communicator for Mac.</p>		
<p>Contacts Search panel</p> <p>Instantly search your contacts from any Outlook view. Start by typing the name of your contact or information found in the contact's address, such as a job title or phone. The contacts that match your search string display automatically.</p>		
<p>Information Rights Management</p> <p>Control access to your confidential e-mail by using enterprise-level protection tools.</p> <p> Note Creating IRM-protected documents requires Microsoft Office for Mac Standard 2011 (the volume license edition of Office 2011) as well as a Rights Management server running Windows Server 2008 R2 with Windows 7 SP1. Opening IRM-protected content to which you have been given access can be done from any edition of Office for Mac 2011.</p>		

Access your information from virtually anywhere, anytime

Features	Entourage 2008	Outlook 2011
<p>Outlook Web App</p> <p>Manage your e-mail from any device that has a Web browser. Use Outlook Web App and view your e-mail messages, contacts, and calendar events stored on a server running Microsoft Exchange Server. Use familiar features found in Outlook, such as Conversations, multiple calendars, shared calendars, organization hierarchy, free/busy status, and more.</p> <p> Note Outlook Web App, formerly known as Outlook Web Access, will continue to be available to Exchange Server customers as part of their standard licensing agreement.</p>		
<p>Offline Address Books</p> <p>Rest your pointer on a presence icon to display the new contact card, view your contact's information, such as address and phone number, or easily start a conversation with instant messaging, video, or voice call.</p> <p> Note Easily access phone numbers, addresses, job titles, and more, even when you're offline.</p>		
<p>Voice mail preview</p> <p>With Outlook and new technology in Microsoft Exchange Server 2010, a voice-to-text preview of a recorded voice message is sent along with the voice mail recording directly to your inbox. Access your messages from virtually anywhere using your Web browser, computer, or smartphone.</p> <p> Note Requires Exchange 2010 and Exchange Unified Messaging.</p>		

▶ **Excel**

Feature is included
 Feature is improved
 Feature is not included

Get easier access to the right tools, at the right time

Features	Excel 2008	Excel 2011
<p>Ribbon</p> <p>The ribbon brings together features previously located in the Elements gallery and Formatting Palette to give you a more streamlined and flexible work experience.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Paste Special options</p> <p>Paste Special options are now at your fingertips on the Home tab. Click the arrow next to Paste and access options that were previously tucked away in the Paste Special dialog box.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p>Paste as Picture</p> <p>Paste copied content as a picture for quick reference or preserve information that should remain unchanged.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Excel Workbook Gallery</p> <p>The Workbook Gallery offers a variety of new built-in templates. You can also access templates that are hosted on microsoft.com.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<p>Embedded Formula Bar</p> <p>The embedded Formula Bar is now located in the workbook window, making it easier to view and edit formulas.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Find System</p> <p>Search for information in your worksheet or across your workbook right from the main Excel window.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Media Browser</p> <p>The new Media Browser gives you a more direct route to your photos, Clip Art, symbols, and shapes, along with quick access to your audio and movie files.</p>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

Communicate your results more clearly

Features	Excel 2008	Excel 2011
Sparklines Tiny charts that fit within a cell and provide a visual summary near its corresponding values.		
Conditional Formatting Communicate your analysis more clearly through improved Conditional Formatting using data bars, icon sets, and color scales.		

Powerful and easy-to-use analysis tools

Features	Excel 2008	Excel 2011
Excel Tables Previously known as Excel Lists, tables are now easier to create in Excel 2011 and include new table styles that enable you to shade alternating rows and columns in just a few clicks.		
Remove Duplicates Use the Remove Duplicates feature to quickly generate a list of unique values in an Excel table or a cell range.		
Data validation You can now reference cells on other worksheets in your data validation rules.		
PivotTable Builder The PivotTable Builder replaces the PivotTable Wizard and provides a more streamlined method for building or modifying your PivotTable. Add fields to your PivotTable, change the hierarchy, calculation, or number format — all from a centralized and more intuitive location.		

Features	Excel 2008	Excel 2011
<p>Sorting and filtering</p> <p>Sort and filter on cell color, font color, or even cell icons used in conditional formatting. New built-in quick filter options have been added for specific data types along with multi-select filters.</p>		
<p>Search Filter</p> <p>Instantly search available filter options to quickly locate and display specific data.</p>		
<p>Charts</p> <p>Get additional tools for formatting and editing charts, including Chart Quick Layouts and expanded quick access options for editing many chart elements.</p>		
<p>Function accuracy</p> <p>New algorithms and functions have been added to help improve over 45 statistical, financial, and mathematical functions and to provide increased compatibility with Excel 2010 for Windows.</p>		

Save time and simplify your work

Features	Excel 2008	Excel 2011
<p>Office themes</p> <p>Select from a wide range of new Office themes to apply fonts, colors, and formatting effects to create coordinating, professional results throughout your workbooks.</p>		
<p>Cell styles</p> <p>New out-of-the box cell styles make formatting a breeze. Use the new Styles gallery and obtain easy-to-apply and consistent formatting throughout your workbook.</p>		

Features	Excel 2008	Excel 2011
<p>32-bit color palette</p> <p>32-bit color palettes are now available to all features that support color in Excel 2011.</p>		
<p>Colored sheet tabs</p> <p>Easily identify related worksheets by using colored sheet tabs.</p>		
<p>Visual Basic for Applications (VBA)</p> <p>Use VBA, available again across several Office for Mac 2011 applications, to save time, automate repetitive tasks, and create add-ins for yourself and others to use.</p>		
<p>Help</p> <p>Explore Office 2011 Help, videos, and tutorials to help you learn more about Outlook.</p>		
<p>Open and Repair</p> <p>If a corrupted or damaged file is encountered, Excel 2011 will automatically attempt to repair it upon opening.</p>		
<p>Picture editing tools</p> <p>New professional-quality artistic effects as well as advanced color, correction, cropping, and background removal tools help you edit pictures like a pro.</p>		
<p>SmartArt graphics</p> <p>Create professional-quality diagrams as easily as typing a bulleted list. Office for Mac 2011 adds dozens of additional SmartArt layouts for even more choices to help you convey related ideas and non-linear concepts with greater visual impact. Additionally, explore improved tools for working with picture diagrams and the ability to convert SmartArt diagrams to shapes.</p>		

Features	Excel 2008	Excel 2011
Compress pictures		
Reduce file size for easier sharing and portability by compressing the images in your workbooks.		

Collaborate in new ways

Features	Excel 2008	Excel 2011
Sheet protection		
Improved sheet protection gives you more control over the modifications that other users can make and enables Mac and Windows users to share workbooks more easily.		
1900/1904 date system		
Create more cross-platform compatible workbooks by default, and copy and paste dates between workbooks without worrying about date systems.		
Information Rights Management		
Control access to your sensitive workbooks using enterprise-level workbook protection tools.		
<p> Note Creating IRM-protected documents requires Microsoft Office for Mac Standard 2011 (the volume license edition of Office 2011) as well as a Rights Management server running Windows Server 2008 R2 with Windows 7 SP1. Opening IRM-protected content to which you have been given access can be done from any edition of Office for Mac 2011.</p>		

Access your workbooks virtually anytime, anywhere

Features	Excel 2008	Excel 2011
<p>Excel Web App</p> <p>View and do lightweight editing of your workbooks online from virtually any computer with an Internet connection. Or, simultaneously edit the same workbook with people in other locations.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Save to SkyDrive</p> <p>Save your personal workbooks to a Windows Live SkyDrive folder directly from Excel, using your Windows Live ID.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Save to SharePoint</p> <p>Save your workbooks to Microsoft Office SharePoint Server 2007 or later directly from within Excel 2011.</p>	<input type="radio"/>	<input checked="" type="radio"/>

▶ Word

Feature is included
 Feature is improved
 Feature is not included

Get easier access to the right tools, at the right time

Features	Word 2008	Word 2011
<p>Ribbon</p> <p>Get to the commands you need more easily with the new ribbon, designed specifically for Office 2011.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Word Document Gallery</p> <p>Access built-in templates, as well as your own custom templates and recently accessed documents. Customize built-in templates and preview your results before you even create the document. You can also access templates hosted on microsoft.com</p>	<input type="radio"/>	<input checked="" type="radio"/>

Features	Word 2008	Word 2011
<p>Full screen view</p> <p>Work without distractions in a view that maximizes your document area while keeping key tools easily at hand.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Media Browser</p> <p>Get consolidated access to all of the media you need in your documents, from pictures and movies to shapes and symbols.</p> <p> Note In Word 2008, some elements of this feature were included on the Formatting Palette. The Media Browser is new in Word 2011.</p>	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>
<p>Sidebar</p> <p>Use the improved Sidebar (formerly called the Navigation Pane) to access the Document Map, Find and Replace tools, Reviewing pane, or to view document thumbnails.</p>	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>
Create compelling documents		
Features	Word 2008	Word 2011
<p>Publishing layout view</p> <p>Use the improved publishing layout view to easily create publication documents ranging from brochures and newsletters to business cards and invitations.</p>	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>
<p>Dynamic reordering</p> <p>View document layers in 3-D and drag to rearrange them.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Picture editing tools</p> <p>Advanced color, correction, and cropping tools, a new background removal tool and professional-quality artistic effects help you edit pictures like a pro.</p>	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>

Features	Word 2008	Word 2011
<p>Compress pictures</p> <p>Reduce file size for easier sharing and portability by compressing the images in your documents.</p>		
<p>Tables</p> <p>Use improved table tools, such as table styles, that coordinate with your active document theme, as well as expanded table formatting options, such as banded rows and columns.</p>		
<p>Charts</p> <p>Get additional tools for formatting and editing charts, including Chart Quick Layouts and expanded quick access options for editing many chart elements.</p>		
<p>Office themes</p> <p>Select from a wide range of new Office themes to apply fonts, colors, and formatting effects throughout your document in just a few clicks.</p>		
<p>SmartArt graphics</p> <p>Select from several new SmartArt layouts — including new organization charts and picture diagrams — to build professional graphics as easily as typing a bulleted list.</p>		
<p>Shapes and shape effects</p> <p>Select from additional shape types and improved tools for working with shapes, such as the ability to select a shape and just start typing to add text. Additionally, get an array of advanced formatting effects — such as reflections, bevels, and improved shadows and gradients — as well as shape styles that coordinate with the same theme effects used for charts and diagrams.</p>		
<p>Equations</p> <p>Insert pre-created equations or create your own, and explore a rich set of equation editing tools.</p>		

Give your text the power to jump off the page

Features	Word 2008	Word 2011
Text effects Apply rich effects — such as bevels, reflections, and gradient fills — directly to document text.	<input type="radio"/>	<input checked="" type="radio"/>
Typography Take advantage of the ligatures, stylistic sets, and other typography features, which are available in many OpenType fonts. Or, apply advanced typography features such as stylistic sets and ligatures to TrueType fonts.	<input type="radio"/>	<input checked="" type="radio"/>

Save time and simplify your work

Features	Word 2008	Word 2011
Styles and formatting Guides Stay in control of your text formatting with color-coded Styles Guides that show you where styles are applied throughout the document and direct formatting guides that instantly highlight text when it's formatted differently from the applied style.	<input type="radio"/>	<input checked="" type="radio"/>
Find and Replace Use expanded Find capabilities in Word 2011, including an easy-access Search bar at the top of the screen, along with a Search Pane in the Sidebar for automatic hit highlighting and an easily accessible results list.	<input checked="" type="radio"/>	<input checked="" type="radio"/>
VBA Use VBA, again available across several Office 2011 applications, to save time, automate repetitive tasks, and create add-ins for yourself and others to use.	<input type="radio"/>	<input checked="" type="radio"/>

Features	Word 2008	Word 2011
<p>Help</p> <p>Explore Office 2011 Help, videos, and tutorials to help you learn more about Outlook.</p>		
<p>Zoom</p> <p>Drag the new zoom slider on the Status bar at the bottom of the screen to zoom in or out on the active document content.</p>		
Work more easily with others		
Features	Word 2008	Word 2011
<p>Coauthoring</p> <p>Edit the same document at the same time with other people in different locations.</p>		
<p>Rich presence and on-the-spot communications</p> <p>Instantly start a conversation with others who are simultaneously editing a document with you, right from Word.</p>		
<p>Information Rights Management (IRM)</p> <p>Control access to your confidential documents using enterprise-level document protection tools.</p>		
<p>Compare documents</p> <p>Use improved tools for comparing document versions, with expanded compare settings and markup options.</p>		
<p>Merge documents</p> <p>Quickly combine edits from multiple authors with improved document merge tools.</p>		

Features	Word 2008	Word 2011
<p>Send by Instant Message</p> <p>Send your document by instant message directly from Word 2011.</p>		
Work how, when, and where you choose		
Features	Word 2008	Word 2011
<p>Word Web App</p> <p>View and do lightweight editing of your documents online from virtually any computer with an Internet connection.</p>		
<p>Save to SkyDrive</p> <p>Save personal documents to a Windows Live SkyDrive folder directly from Word 2011, using your Windows Live ID.</p>		
<p>Save to SharePoint</p> <p>Save your documents to Microsoft Office SharePoint Server 2007 or later directly from within Excel 2011.</p>		

▶ PowerPoint

Feature is included
 Feature is improved
 Feature is not included

Get easier access to the right tools, at the right time

Features	PowerPoint 2008	PowerPoint 2011
Ribbon Get to the commands you need more easily with the new ribbon, designed specifically for Office for Mac 2011.	<input type="radio"/>	<input checked="" type="radio"/>
PowerPoint Presentation Gallery Access built-in and online themes and templates, as well as your own custom themes, templates, and recently accessed presentations. Customize built-in content and preview your results before you even create the presentation.	<input type="radio"/>	<input checked="" type="radio"/>
Media Browser Get consolidated access to all the media you need in your presentations, from pictures and movies to shapes and symbols.	<input type="radio"/>	<input checked="" type="radio"/>
<p> Note In PowerPoint 2008, some elements of this feature were included on the Formatting Palette. The Media Browser is new in PowerPoint 2011.</p>		

Make the media fit the message

Features	PowerPoint 2008	PowerPoint 2011
<p>Embed movies from your files</p> <p>Movies that you insert from your files are embedded by default in PowerPoint 2011, helping to ensure that your presentation is always ready to travel.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Format movies</p> <p>Format movies that are inserted from your files right from within PowerPoint. Set a preview image and add styles and effects that are retained while the movie plays.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Movie and audio controls</p> <p>Instantly move to any location in the movie or audio object inserted from your files as you present and control the audio level while a movie plays.</p>	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>
<p>Picture editing</p> <p>Advanced color, correction, and cropping tools, a new background removal tool, and professional-quality artistic effects help you edit pictures like a pro.</p>	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>
<p>Compress pictures</p> <p>Compress the pictures in your presentations to reduce file size and make presentations easier to share.</p>	<input type="radio"/>	<input checked="" type="radio"/>

Create extraordinary presentations

Features	PowerPoint 2008	PowerPoint 2011
<p>Slide transitions</p> <p>Captivate audiences with exciting special effects, such as high-quality 3-D effects, that look just like graphics you've seen on TV.</p>		
<p>Animations</p> <p>Access and customize animations more easily, explore additional animations such as advanced motion paths, and bring presentations to life by adding realistic motion to stationary objects.</p>		
<p>Additional Office themes</p> <p>Select from a wide range of new Office themes to apply fonts, colors, and formatting effects — as well as slide master, layout, and background formatting — throughout your presentation with just a click.</p>		
<p>Additional SmartArt graphics</p> <p>Select from several new SmartArt layouts — including new organization charts and picture diagrams — to build professional graphics as easily as typing a bulleted list.</p>		
<p>Tables and table styles</p> <p>Explore additional options for table styles, such as banding of rows and columns, and consolidated access to all the table tools you need on the Tables and Table Layout tabs on the ribbon.</p>		
<p>Charts</p> <p>Get additional tools for formatting and editing charts, including Chart Quick Layouts and expanded quick access options for editing many chart elements.</p>		

Save time and simplify your work

Features	PowerPoint 2008	PowerPoint 2011
<p>Presenter view</p> <p>Keep the focus on your message with improved presentation tools that make it simple to stay in control of all aspects of your presentation.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Dynamic reordering</p> <p>View document layers in 3-D and drag to rearrange them.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Presentation Sections</p> <p>Easily organize and navigate through your slides by dividing your presentation into logical sections.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Find tools</p> <p>Use the new Search in Presentation box to quickly scroll through search results in your presentation.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>VBA</p> <p>Use VBA, available again across several Office for Mac 2011 applications, to save time, automate repetitive tasks, and create add-ins for yourself and others to use.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Help</p> <p>Explore a range of videos to help you get started with PowerPoint 2011 as well as expanded help resources including tutorials, videos, and help topics.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Zoom</p> <p>Drag the new zoom slider on the Status bar at the bottom of the screen to zoom in or out on the active document content.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Features	PowerPoint 2008	PowerPoint 2011
<p>Design and presentation advice</p> <p>Explore the Guided Methods templates, available in the PowerPoint Presentation Gallery, for expert design and presentation advice.</p>	<input type="radio"/>	<input checked="" type="radio"/>
Work more easily with others		
Features	PowerPoint 2008	PowerPoint 2011
<p>Broadcast Slide Show</p> <p>Instantly broadcast your slides to a remote audience who can view your presentation online even if they don't have PowerPoint installed on their computers.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Coauthoring</p> <p>Work with other people editing the same presentation, at the same time.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Rich presence and on-the-spot communication</p> <p>Instantly start a conversation with others who are simultaneously editing a document with you, right from PowerPoint.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Information Rights Management (IRM)</p> <p>Control access to your confidential documents using enterprise-level document protection tools.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Compare and Merge</p> <p>Quickly compare multiple presentation versions and combine edits into a single presentation file.</p>	<input type="radio"/>	<input checked="" type="radio"/>

Work how, when, and where you choose

Features	PowerPoint 2008	PowerPoint 2011
<p>PowerPoint Web App</p> <p>View and do lightweight editing of PowerPoint presentations from virtually any computer with a Web browser. Run your slide show, edit slide notes, and use some of the same formatting and editing tools that you know from PowerPoint.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Save to SkyDrive</p> <p>Save personal documents to a Windows Live SkyDrive folder directly from PowerPoint 2011, using your Windows Live ID.</p>	<input type="radio"/>	<input checked="" type="radio"/>
<p>Save to SharePoint</p> <p>Save your documents to Microsoft Office SharePoint Server 2007 or later directly from within Excel 2011.</p>	<input type="radio"/>	<input checked="" type="radio"/>

Office for Mac 2011 system requirements

The following table lists the minimum hardware and software requirements for installing Microsoft Office for Mac 2011.

Component	Minimum requirement
Processor	Intel only
Operating system	Mac OS X v10.5.8 or later
Memory	1 GB of RAM or more
Hard disk	2.5 GB of available hard disk space HFS +, also known as Mac OS Extended format
External disk drive	DVD drive (or connection to a local area network if you are installing over a network)
Monitor	1280 x 800 pixel or higher resolution
Input device	Mouse or compatible input device
Microsoft Exchange Server	Connectivity to Update Rollup 4 for Exchange Server 2007 Service Pack 1 (KB952580) or later
Additional Requirements	<ul style="list-style-type: none"> • Certain online functionality requires a Windows Live ID. • Access to files stored on a SharePoint server requires connectivity to Microsoft Windows SharePoint Services 3.0 or later. • Safari 5 or later (recommended).

The following table lists the minimum hardware and software requirements for installing Microsoft Communicator for Mac 2011.

 **Note** Communicator for Mac is available as part of Microsoft Office for Mac Standard 2011 as well as a standalone edition for volume licensing customers. For information about Communicator for Mac deployment, see the [Communicator for Mac 2011 Deployment Guide](#) .

Component	Minimum requirement
Display resolution	1280 x 800 pixel or higher resolution
Other requirements	Microsoft Office Communications Server 2007 R2 Office for Mac 2011  Note Microsoft Communicator for Mac 2011 does not work with Live Communications Server 2005. If your organization uses Live Communications Server 2005, you should use Messenger for Mac Version 6.0.
Web Browser	Safari 5

The following table lists the recommended minimum hardware and software for audio/video.

Component	Recommended for audio/video
Video memory	Video card with 64 MB of RAM
Voice	<p>Compatible microphone and speakers, headset with microphone, or equivalent device</p> <p>Sample devices include a built-in Apple iSight webcam and other external devices that are compatible with Mac OS X.</p>
Video	<p>Compatible webcam</p> <p>Sample devices include a built-in Apple iSight webcam and other external webcams that are compatible with Mac OS X.</p>
Internet connection	Broadband

Online training for information workers

Self-paced, Web-based training tutorials and videos for Office for Mac 2011 are available on the Office for Mac Web site. These tutorials and videos include learning objectives, examples, and instructions to complete associated tasks. For a list, visit [Office for Mac Web site](#) . Under each application Help, click **Training**.

The following resources can also help you get up-to-speed quickly with Office for Mac 2011:

- [Get Started with Word](#) 
- [Get Started with Excel](#) 
- [Get Started with PowerPoint](#) 
- [Get Started with Outlook](#) 

How to buy Office for Mac 2011 through Volume Licensing

Microsoft Volume Licensing offers customized programs designed to meet the needs of your organization. Tailored to the size and purchasing preference of your organization, these programs provide simple, flexible, and affordable solutions that enable you to easily manage your licenses.

At the most elementary level, Microsoft Volume Licensing program models address organizations in two main categories: organizations with more than five but fewer than 250 computers and organizations with more than 250 computers.

 **Note** Microsoft Volume Licensing programs are available only for the Microsoft Office for Mac Standard 2011 edition of Office.

Listed below are a few keys to understanding the major characteristics of Microsoft Volume Licensing policies and programs and to choosing the best option for your organization:

- The size and type of your organization
- The products you want to license
- The way in which you want to use those products

▶ Which Microsoft Volume Licensing program is for you

Review the options below to discover which program best fits your needs:

Microsoft Volume Licensing programs	Description
Open program	Entry-level program that is ideal for small and midsize organizations that prefer to pay-as-they-go.
Select program	For mid-size to large organizations with multiple affiliates that want to license software at a business unit level while still getting the advantages of being a single organization. The agreement never expires and has an optional 36 months of Software Assurance.
Enterprise agreement	For larger organizations that want to standardize IT across the enterprise. Based on a three-year enrollment term, this plan provides the deepest pricing discounts and includes comprehensive Software Assurance.
Academic	For academic institutions, several programs offer flexible options to license Microsoft software for educators and students.

▶ **What's included in the volume licensing edition of Office for Mac 2011**

- Word 2011
- Excel 2011
- PowerPoint 2011
- Outlook 2011
- Communicator for Mac 2011 ¹
- Information Rights Management (IRM) ²
- Support for Windows SharePoint Services ³
- Office Web Apps License ⁴
- Remote Desktop Connection

¹ Microsoft Office Communications Server 2007 R2 is required.

² Rights Management server running Windows Server 2008 R2 with Windows 7 SP1 is required.

³ Access to files stored on a SharePoint server requires connectivity to Microsoft Windows SharePoint Services 3.0 or later.

⁴ Office Web Apps require SharePoint Foundation Server 2010.

▶ **Software Assurance for Microsoft Office for Mac Standard 2011**

For some Microsoft Volume Licensing programs, you can also purchase Software Assurance. Software Assurance is a comprehensive program that helps to smooth licensing budgeting and provides a cost effective way to upgrade to new software versions. To help streamline software implementations and prepare users, Software Assurance also includes onsite deployment planning services, technical classroom training, and online training and home use licenses for end users. You can choose Software Assurance at the time of purchase and begin using your benefits immediately.

Microsoft Software Assurance for Volume Licensing allows customers to take advantage of license rights to the a new version of software, and to leverage the deployment and productivity benefits included with the Software Assurance program.

- **Home Use Program** Provides employees with access to the latest version of Office for Mac for their home computers to help them be more productive.
- **Training Vouchers** Provides instructor-led technical training for IT professionals and developers that can help optimize IT growth and productivity and reduce training budgets.
- **TechNet Subscription** Lets customers evaluate full-version software, access cost-effective resources to help plan and implement products, and find information, tools, and support to help resolve IT challenges quickly.

▶ Office for Mac Standard 2011 product activation

Some products sold through the Volume Licensing channel require product activation, as follows:

- Microsoft Office for Mac Standard 2011, which is only available to Volume Licensing customers, does not require product activation.
- All student Volume Licensing programs (Student Select, Student Option) require retail activation.
- Microsoft Office for Mac Home and Business 2011, distributed as part of the employee Home Use Program (HUP), requires online activation.

▶ Volume licensing resources

- [Microsoft Software Assurance](#) ➔ Improves productivity and cost-effectiveness across your organization by providing automatic access to new software versions, new technology, tools, deployment planning services, phone and web support, and training.
- [Microsoft Product Licensing Advisor](#) ➔ Provides online tools to help you find and select Microsoft products, find the right Microsoft Volume Licensing program, and determine estimated retail pricing (ERP) based on your software needs.
- [Contact a Volume Licensing Specialist](#) ➔ Helps you find a Microsoft Volume Licensing specialist or Microsoft reseller in your region.
- [Microsoft Volume Licensing Reference Guide](#) ➔ Provides a comprehensive review of the Microsoft Volume Licensing programs, and is available for download as a .docx or .pdf file.

Planning for Outlook for Mac 2011

Default ports for Outlook for Mac 2011

Microsoft Outlook for Mac 2011 uses default ports for standard communication protocols. Your network and account configuration may require some or all of the ports that are listed in the following table.

Default port	Used for
80	HTTP Exchange Web Services uses HTTP for functions such as synchronizing mail, public folders, contacts, and events.
443	HTTPS HTTP with Secure Sockets Layer (SSL), if SSL is enabled for Exchange Web Services
53	DNS queries To locate the Active Directory global catalog server for a user account, Outlook sends DNS queries to DNS servers.
1023 (and higher)	DNS query responses
3268	LDAP global catalog searches To obtain Global Address List (GAL) data, Outlook sends LDAP queries to the Active Directory global catalog server.
3269	LDAP global catalog searches with SSL
389	Other LDAP searches and authentication and domain password expiration check
636	Other LDAP searches with SSL and authentication and domain password expiration check

Default port	Used for
25	SMTP and SMTPS (SSL/TLS) Many ISPs now use port 465 or port 587.
143	IMAP
993	IMAP (SSL)
110	POP
995	POP (SSL)

Outlook for Mac 2011 features supported by different versions of Exchange Server

Outlook for Mac 2011 works well with a variety of e-mail servers. You can take advantage of an even richer feature set by using Outlook for Mac with Microsoft Exchange Server 2010. Outlook for Mac features that work better with Exchange 2010 include scheduling meetings and enhanced Out of Office functionality.

Features supported with Exchange 2010 and Exchange 2007

Feature is included Feature is not included

Outlook for Mac 2011 feature	Exchange 2010	Exchange 2007 SP1
The Kerberos network security protocol uses cryptography to help provide mutual authentication between Outlook for Mac and Microsoft Exchange.	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Junk e-mail protection and phishing detection features provide additional security to help prevent fraudulent links or spoofed domains and protect users from online scams.	<input checked="" type="radio"/>	<input checked="" type="radio"/>
By using sharing, users can give other users access to their Microsoft Exchange calendars, address books, and mail folders.	<input checked="" type="radio"/>	<input checked="" type="radio"/>
By using delegation, a user can give another Exchange server user access to his or her Microsoft Exchange inbox, calendar, and address book. The delegate can send and reply to invitations and messages on the owner's behalf.	<input checked="" type="radio"/>	<input checked="" type="radio"/>
By using Microsoft Exchange public folders, users can view and post messages, events, and contacts.	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Tentative calendar booking is managed on the Exchange server.	<input checked="" type="radio"/>	<input checked="" type="radio"/>
A user can create separate internal and external Out of Office messages. External replies can be limited to contacts in the user's address book. The user has the option of scheduling Out of Office replies to occur only during a specified time period.	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Corporate archival policies can be implemented by using <i>managed folders</i> .	<input checked="" type="radio"/>	<input checked="" type="radio"/>

Outlook for Mac 2011 feature	Exchange 2010	Exchange 2007 SP1
In conjunction with Exchange Server, Outlook for Mac displays message classifications on a received message. Examples of potential classifications include <i>HIPAA</i> , Legal Documents, and Confidential.		
Outlook for Mac exposes the following free/busy details: subject and location.		
Information Rights Management support for e-mail.		
Exchange Server settings are automatically detected with the Autodiscover service.		
Voice mail messages can be delivered in e-mail.		
Microsoft speech technology converts voice mail messages into text that users receive in an e-mail or text message.		

Compare Outlook for Mac 2011 with Outlook 2010 for Windows

Outlook for Mac 2011 and Outlook 2010 for Windows differ in some key respects. The following table summarizes these differences.

Exchange features	Implemented in Outlook for Mac 2011?	Implemented in Outlook 2010 for Windows?
Communicates with the server that is running Microsoft Exchange Server	Yes Outlook for Mac uses Exchange Web Services to communicate with the Exchange server.	Yes Outlook uses a MAPI-based architecture to communicate with the Exchange server.

Exchange features	Implemented in Outlook for Mac 2011?	Implemented in Outlook 2010 for Windows?
Connects to multiple Exchange accounts	Yes	Yes
Provides access to the Offline Address Book (OAB)	Yes	Yes
Creates or modifies server-side rules	No	Yes
Manages Exchange server distribution lists	No	Yes
Synchronizes the personal distribution list with Outlook for Windows	Yes	Not applicable
Synchronizes categories with Outlook for Windows	Yes The Master Category list is not synchronized.	Not applicable
Synchronizes S/MIME certificates and contact photos between Outlook 2010 for Windows and Outlook for Mac 2011	Yes	No
Supports retention and compliance functionality	No Users cannot apply a retention policy to a message or a folder. However, IT-enforced retention policies on the Exchange server will apply.	Yes Users can apply a retention policy to a message or a folder. IT can enforce policies on built-in folders (Inbox, sent items, and so on). Also, an online archive provides separate, online-only folders for long-term retention and archiving.

Exchange features	Implemented in Outlook for Mac 2011?	Implemented in Outlook 2010 for Windows?
Available as a 32-bit application and a 64-bit application	No Outlook for Mac 2011 is available as a 32-bit application only.	Yes
Enables voice mail previews	Yes Microsoft speech technology converts voice mail messages into text that users receive in an e-mail or text message.	Yes
Plays voice mail messages received from Microsoft Exchange Server Unified Messaging	Yes	Yes

Mail features	Implemented in Outlook for Mac 2011?	Implemented in Outlook 2010 for Windows?
Enables Outlook forms, voting buttons, and receipt tracking	No	Yes
Enables RTF message formatting	Yes You can use hyperlinks, strikethroughs, highlighting, and signatures in your messages. You can also copy and paste charts or tables from Word, PowerPoint, or Excel. Or, use the Office Photo Browser to quickly add your iPhoto or Photo Booth images to messages.	Yes
Enables conversation view (a threaded view of e-mail messages in an Outlook folder)	Yes	Yes
Supports Exchange, POP, and IMAP accounts in one Inbox	Yes	Yes
Supports improved search tools for contact search	Yes	Yes

Mail features	Implemented in Outlook for Mac 2011?	Implemented in Outlook 2010 for Windows?
Supports Ignore and Clean Up actions	No	<p>Yes</p> <p>The Ignore button on the ribbon moves an entire conversation and any future replies to that conversation directly to the Deleted Items folder.</p> <p>The Clean Up button moves older, redundant messages in the conversation to the Deleted Items folder but keeps the most recent message.</p>
Imports Outlook 2010 for Windows .pst files	Yes	Yes
Enables attachment previews in mail messages	<p>Yes</p> <p>Outlook for Mac 2011 uses Quick Look to view attachments. This enables you to view a multipage document or photo slide show without leaving Outlook. This feature is available when Outlook is used on a computer running Mac OS X v10.6 (Snow Leopard).</p>	Yes

Calendar features	Implemented in Outlook for Mac 2011?	Implemented in Outlook 2010 for Windows?
Establishes a federated trust relationship with an external partner to share availability (free/busy) information, calendar, or contacts	No	Yes
Overlay calendars	Yes You can view multiple calendars in the overlay mode but not side-by-side.	Yes You can use the new Group Schedule view in Outlook 2010 Calendar to see multiple calendars vertically, in addition to side-by-side, or save frequently used groups of calendars together from one location.
Calendar preview in meeting requests	Yes When you view a meeting invitation, Outlook automatically displays your calendar alongside the body of the message. This lets you see whether the proposed time works with your schedule, without having to switch back and forth between your messages and calendar.	Yes

Miscellaneous features	Implemented in Outlook for Mac 2011?	Implemented in Outlook 2010 for Windows?
Synchronizes Calendar, Mail, Tasks, Notes, Categories, and Contacts with the Exchange server	Yes	Yes
Uses the ribbon interface that helps you quickly find the features and commands that you can use to complete tasks	Yes Outlook menus continue to be part of the user interface.	Yes The ribbon replaces the menus and toolbars of the Outlook main window.
Supports rich integration with Communicator	Yes Hover over a name, see a person's availability, and then easily start a conversation directly through instant messaging, voice call, or video.	Yes
Supports Information Rights Management policies	Yes	Yes
Displays contacts, tasks, and appointments at a glance even when Outlook is closed	Yes Outlook for Mac 2011 includes the My Day application that allows users to display tasks and appointments at a glance.	No

How information is synchronized between Outlook for Mac 2011 and Exchange Server

When Outlook for Mac 2011 connects to a server running Microsoft Exchange Server, all e-mail messages, contacts, calendar items, tasks, notes, and categories are synchronized between the computer that is running Microsoft Exchange Server and the Microsoft Exchange account in Outlook for Mac.

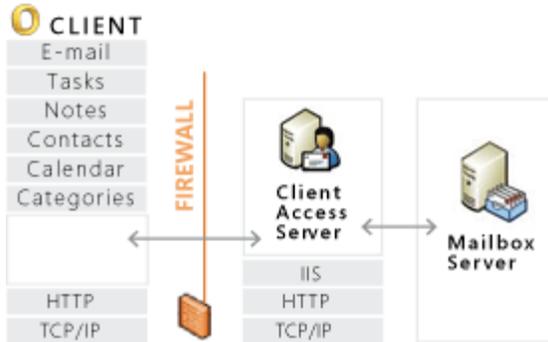
However, Outlook does not synchronize items in the folders under On My Computer, including the contacts that were created in the local Address Book. Because not all types of data are synchronized with the Exchange server, any complete plan for backing up data must include a provision for backing up the unsynchronized data on users' computers in addition to backing up the Exchange Server database. All Outlook database files, including the unsynchronized data, are stored in `/Users/username/Documents/Microsoft User Data/Office 2011 Identities/identityName/Database/` for each identity. These database files can be backed up as part of a procedure that backs up the user's home folder.

Personal and Microsoft Exchange distribution lists are not supported in Outlook for Mac. All Outlook for Mac groups are local and are not synchronized.

After you set up your Exchange account, Outlook connects with the Exchange server through the Client Access server to access your mailbox. Outlook synchronizes messages, events, contacts, tasks, notes, and categories when one or more of the following actions occur:

- An Exchange account is set up.
- Outlook connects to the Exchange server.
- A user creates or changes an Exchange item on a client computer that is connected to the Exchange server. Outlook waits one minute before it begins synchronization.

The following steps occur when Outlook synchronizes a folder:



1. Outlook identifies changes to the local PIM data and the server since the last sync.
2. Outlook reflects the server changes locally by downloading new or updated items. Also, it locally deletes any items that were deleted remotely.
3. Outlook pushes the local changes to the server by creating, updating, or deleting remote items.

Note All synchronization happens on a per folder basis. Outlook communicates with the Exchange server every minute to identify changes and can synchronize up to four folders at a time. Outlook pushes changes to a folder one minute after the first change was made. Outlook immediately synchronizes the Sent Items folder with the Exchange server. Also, certain public folder actions, such as creating an item or changing the public folder, are synchronized immediately.

How the Autodiscover service works with Outlook for Mac 2011

The Microsoft Exchange Autodiscover service makes it easier for users of Outlook for Mac 2011 and Microsoft Exchange Server 2007 Service Pack 1 (SP1) or later to configure their Exchange accounts. The Autodiscover service uses a user's e-mail address to configure her or his profile automatically. Depending on the type of authentication configured on the server, Outlook for Mac users typically have to know only their e-mail address and account credentials during Exchange account configuration. When users provide their credentials to configure their Exchange accounts, Outlook for Mac connects to the Autodiscover service and the user account is automatically configured to use the Exchange mailbox.

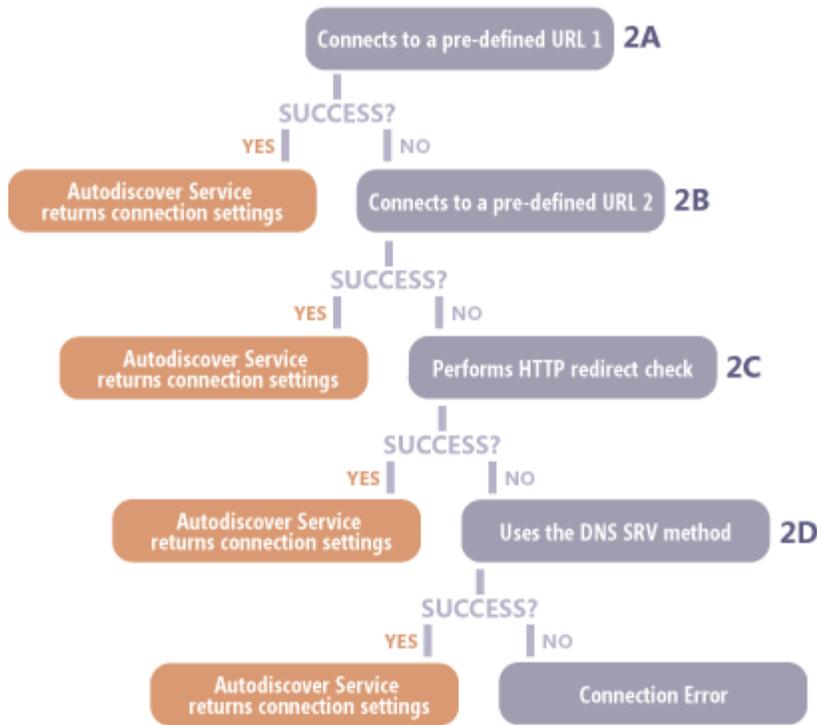
In Outlook for Mac, the Autodiscover service keeps user account settings up-to-date after the account setup. When a user's Exchange Server information changes, Outlook for Mac reconfigures the user's profile automatically. Outlook for Mac checks for updates to the account settings:

- Every time Outlook for Mac is started.
- At a server-defined interval (by default, every hour) to make sure that the Exchange Server settings are always kept up-to-date.
- When a user's mailbox is moved to another server. Autodiscover service will detect the move and update the settings.
- During a network failure when Outlook for Mac tries to connect to the Exchange server.

If Outlook for Mac can connect to the Exchange server that has updated settings from the Autodiscover service, those settings are stored and used for future connections.

The following steps describe how Outlook for Mac uses the Autodiscover service to configure user accounts.

1. A user opens the Accounts dialog box in Outlook for Mac and provides an e-mail address and network credentials, such as user name and password, to configure a new Exchange Server account. Outlook for Mac then uses the Autodiscover service to configure the user's profile.
2. The Autodiscover service on the client tries to contact the Autodiscover service on the Exchange Server to obtain the user's connection settings by using one of the following methods: querying a set of predefined URLs based on the domain information in the user's e-mail address, performing an HTTP redirect check, or by using a DNS Service Location (SRV) lookup.



- 2A** Connects to the first URL, for example <https://contoso.com/Autodiscover/Autodiscover.xml>.
- 2B** Connects to the second URL, for example <https://autodiscover.contoso.com/Autodiscover/Autodiscover.xml>.
- 2C** Performs the following HTTP redirect check:
GET <http://autodiscover.contoso.com/Autodiscover/Autodiscover.xml>.
If the request is redirected to a secure HTTP URL, Outlook performs another Autodiscover request using the new location.
- 2D** Uses the DNS SVR method to lookup the SRV record `_autodiscover_tcp.contoso.com`. If the DNS server returns a target host such as `mail.contoso.com`, Outlook uses the information to generate the URL endpoint: `https://<targethost>/autodiscover/autodiscover.xml`.

Note When Outlook for Mac connects to the HTTP redirection site or when it uses the DNS SRV method, users will see a dismissible warning message that asks them to verify that they are being redirected to a trusted URL. In this case, you must advise users to accept this warning message and allow Outlook for Mac to connect to this trusted URL.

3. The Autodiscover service returns the Autodiscover XML response over HTTPS that includes the connection settings and URLs for the available Exchange services. This XML is used as a configuration template for Outlook for Mac and contains two groups of settings for connecting to Exchange services, such as data synchronization (for mail, contacts, notes, and tasks), free/busy information, and OOF settings.

Typically, the first group contains the URL for connecting within your organization's network (internal) and the second group contains the URLs for connecting from outside your network (external). The user is not informed about the internal or external connection settings.

4. Outlook for Mac uses the configuration information and connection settings to connect to the Exchange server.

 **Note** Outlook for Mac will always attempt to use the internal URL first. If that fails, it will attempt to connect to the external URL.

The user is successfully connected to the Exchange Server.

Considerations for successfully connecting to the Autodiscover service

- When Outlook for Mac tries to connect to your Microsoft Exchange messaging environment, it locates the Autodiscover service by using the primary SMTP domain address from the user's e-mail address. Unlike Outlook for Windows, Outlook for Mac does not support the LDAP Service Connection Point (SCP) method to obtain account settings. As mentioned earlier, it uses only the predefined URLs, the HTTP redirect check, or the DNS SRV lookup method. This is similar to what Outlook uses when it runs Autodiscover service from outside the organization's network.

Based on how you have configured the Autodiscover service, the Autodiscover service URL to which Outlook for Mac connects to will be either `https://<smtp-address-domain>/autodiscover/autodiscover.xml` or `https://autodiscover.<smtp-address-domain>/autodiscover/autodiscover.xml`. For example, if the user's e-mail address is `user@contoso.com`, the Autodiscover service should be located at either `https://contoso.com/autodiscover.xml` or `https://autodiscover.contoso.com/autodiscover/autodiscover.xml`. For more information, see [Configure the Autodiscover Service for Internet Access](#) .

 **Note** A valid SSL server certificate is required for the Autodiscover service host name. Autodiscover service silently rejects the certificate mismatches.

- To make sure that users can successfully use the Exchange features, such as Exchange Web Services data synchronization, Out of Office functionality, and free/busy information, you must configure both the **internal** and **external** URL values correctly. For more information, see [Managing the Autodiscover Service](#) .
- If you are using Outlook for Mac with ISA Server and it is in front of the Client Access server, then the ISA Server provides the Autodiscover service URL to Outlook for Mac.

Using Outlook for Mac 2011 with ISA Server and AD LDS

Microsoft Internet Security and Acceleration (ISA) Server 2006 is an integrated network edge security gateway that helps protect IT environments from Internet-based threats while providing fast and secure remote access to applications and data. ISA Server is compatible with most of the authentication methods that can be used with Outlook for Mac 2011.

 **Note** For web URLs, Outlook for Mac 2011 communicates directly with the ISA Server computer and not with the Client Access server.

For more information about ISA Server, see [Microsoft Internet Security and Acceleration Server](#)  on the Microsoft Web site (www.microsoft.com/isaserver).

If you provide secured external access to the Global Address List (GAL), you might prefer not to open ports for LDAP searches through ISA Server. Instead, you can host a copy of the GAL on an Active Directory Lightweight Directory Service (AD LDS) server that is exposed to the Internet for SSL access. AD LDS, formerly known as Active Directory Application Mode, can be used to provide directory services for directory-enabled applications, without incurring the overhead of domains and forests and the requirements of a single schema throughout a forest.

For more information about AD LDS, see [Microsoft Active Directory](#)  on the Microsoft Web site (www.microsoft.com).

Digital certificate requirements for sending and receiving messages

The Outlook for Mac 2011 cryptography model uses public key encryption to send and receive digitally signed and encrypted e-mail messages. Encryption makes a message unreadable to anyone other than the intended recipient. To send an encrypted message, the sender must have a copy of the recipient's digital *certificate*. The message is encrypted specifically for each recipient by using the recipient's public key; it can be decrypted only by using the associated private key, which is stored on the recipient's computer. Outlook for Mac uses the sender's keys to read and write encrypted messages in the Drafts and Sent Items folders, which allows users to review encrypted messages that they have created. If the sender has no digital certificate, this review is not possible.

A digital signature helps the recipient verify the sender's identity and the message integrity. Digitally signing a message helps the recipient verify that you are the authentic sender and that the contents of the message were not altered in transit.

 **Tip** We recommend that digital certificates have a key size of 1,024 bits or more. Using a digital certificate of this size makes it extremely difficult to decode an encrypted message or forge a digital signature. For more information about the digital certificate key size, see Outlook for Mac Help.

Digital certificate requirements

To	The digital certificate requirement is
Send an encrypted message	<p>The sender must have a copy of each recipient's digital certificate. The sender does not need to have a digital certificate of his or her own. However, if the sender does not have a digital certificate, he or she will not be able to read the saved message in the Drafts and Sent Items folders, and will not be able to receive an encrypted response from a recipient.</p>
Receive an encrypted message	<p>The recipient must have a digital certificate of his or her own. The sender must have a copy of the recipient's digital certificate in order to encrypt the message.</p> <p>Outlook for Mac can encrypt messages with any of the following <i>encryption algorithms</i>: AES-256, AES-192, AES-128, and 3DES. Of these four algorithms, 3DES is the most compatible with other S/MIME applications and AES-256 is the most secure.</p> <p>Outlook for Mac supports the following <i>signing algorithms</i> for digital signatures, which are listed from strongest to weakest: SHA-512, SHA-384, SHA-256, and SHA-1. Of these four algorithms, SHA-1 is the most compatible with other S/MIME application, and SHA-512 is the most secure.</p> <p>For a list of supported cryptographic algorithms, see the Compare the cryptographic support section below.</p>
Send a digitally signed message	<p>The sender must have a digital certificate of his or her own.</p>
Receive a digitally signed message	<p>The recipient does not need a digital certificate of his or her own.</p>

Compare the cryptographic support

The following table compares the cryptographic support in different versions of Entourage, the new Outlook for Mac 2011, and Outlook 2010 for Windows.

Cryptographic Algorithms	Outlook for Mac 2011 and Entourage 2008	Entourage 2004	Outlook 2010 for Windows
AES [128, 192, 256]	Encrypt/Decrypt	Not Supported	Encrypt/Decrypt
3DES [168]	Encrypt/Decrypt	Encrypt/Decrypt	Encrypt/Decrypt
DES	Decrypt only	Decrypt only	Encrypt/Decrypt
RC2 [40, 64, 128]	Decrypt only	Encrypt/Decrypt	Encrypt/Decrypt
SHA-2 [256, 384, 512]	Sign/Verify	Not Supported	Sign/Verify
SHA-1	Sign/Verify	Sign/Verify	Sign/Verify
MD5	Verify only	Sign/Verify	Sign/Verify
Suite-B	No	No	Yes
DSA	Sign/Verify	Sign/Verify	Sign/Verify
RSA (sign/encrypt)	Sign/Verify	Sign/Verify	Sign/Verify
	Encrypt/Decrypt	Encrypt/Decrypt	Encrypt/Decrypt

For information on digital certificates in Outlook for Mac 2011, see [How users manage digital certificates in Outlook for Mac 2011](#).

How users manage digital certificates in Outlook for Mac 2011

To use encryption and digital signature features, the user must have a digital *certificate* — the combination of a user's certificate and public and private encryption key set. Digital certificates, also known as digital IDs, help to keep users' e-mail messages secure by letting them exchange cryptographic messages. Managing digital certificates includes:

- Obtaining digital certificates
- Installing root certificates to verify certificates that are issued by non-standard *certification authority (CA)*
- Importing, exporting, or deleting a certificate from user computer
- Sending a digitally signed message
- Sending an encrypted message

For information about digital certificates requirements, see [Digital certificate requirements for sending and receiving messages](#).

Obtaining digital certificates

You can issue a *self-signed certificate* or you can purchase digital certificates from a CA. To get a digital certificate from a trusted Microsoft partner, go to the [Office Marketplace digital ID page](#)  on the Microsoft Web site (office.microsoft.com).

Installing root certificates to verify certificates that are issued by non-standard CAs

Outlook for Mac uses root certificates, also called anchor certificates, to verify the authenticity of all certificates that derive from it in a chain of trust. Mac OS X comes with a default set of root certificates that are trusted, but users might have to install additional root certificates on their computers in order to verify certificates that are issued by non-standard CAs.

To install a root certificate on the computer, the person installing it must have access to an administrator account. Outlook for Mac looks for root certificates in the X509 Anchors keychain (not visible by default) and the system or login keychains on Mac OS X v10.6 (Snow Leopard).

Caution

Outlook for Mac does not recognize any trust level settings defined for a certificate. The improved trust settings in Mac OS X v10.6 (Snow Leopard) allow you to configure different levels of trust. For example, you can configure to **Always Trust** or **Never Trust** a certificate. However, Outlook for Mac will ignore these settings.

Install a root certificate in Mac OS X v10.6

1. Double-click the .cer file to open the **Keychain Access** application.
2. In the **Add Certificates** dialog box, on the pop-up menu, click **login**, and then click **OK**.
If you are asked to provide a name and password, use the administrator credentials.
3. Double-click the certificate to verify its details.
4. Quit and then reopen Outlook for Mac.

Importing, exporting, or deleting a certificate from the user's computer

Import a certificate

1. At the bottom of the Outlook for Mac navigation pane, click **Contacts**.
2. Open the contact that you want, and then click the **Certificates** tab.
3. Click , locate the certificate, and then click **Open**.

 **Note** To set the default certificate for a contact, select the certificate, click , and then click **Set as Default**.

Export a certificate

Certificates can be exported in three formats: DER encoded X.509, PEM (Base-64 encoded X.509), and PKCS #7. The DER encoded X.509 format is the most common, but you might want to ask what format your recipient requires.

1. At the bottom of the Outlook for Mac navigation pane, click **Contacts**.
2. Open the contact that you want, and then click the **Certificates** tab.
3. Select the certificate, click , and then click **Export**.

To set the format of the certificate, make a selection on the **Format** menu.

Delete a certificate

1. At the bottom of the Outlook for Mac navigation pane, click **Contacts**.
2. Open the contact that you want, and then click the **Certificates** tab.
3. Select the certificate, and then click .

Send a digitally signed message

Important

Before you start this procedure, you must add a digital certificate to your Mac OS X keychain.

1. On the **Tools** menu, click **Accounts**.
2. Click the account that you want to send a digitally signed message from, click **Advanced**, and then click the **Security** tab.
3. Under **Digital signing**, on the **Certificate** pop-up menu, click the certificate that you want to use.

 **Note** The **Certificate** pop-up menu only displays certificates that are valid for digital signing or encryption that you have already added to the keychain for your Mac OS X user account.

4. Do any of the following:

To	Do this
Make sure that your digitally signed messages can be opened by all recipients, even if they do not have an S/MIME mail application and can't verify the certificate	Select the Send digitally signed messages as clear text check box.
Allow your recipients to send encrypted messages to you	Make sure that you have selected your signing and encryption certificates on this screen, and then select the Include my certificates in signed messages check box.

5. Click **OK**, and then close the **Accounts** dialog box.
6. In an e-mail message, on the **Options** tab, click **Security**, and then click **Digitally Sign Message**.



Send an encrypted message

Important

Before you start this procedure, you must have a digital certificate. You must also have a copy of each recipient's certificate saved with the contacts' entries in Outlook. For information about how to add your contacts' certificates to Outlook, see the "Importing, exporting, or deleting a certificate from the user's computer" section above. Or, if your recipient is listed on an LDAP, the recipient's certificate is published to the directory service and is available with other contact information.

1. On the **Tools** menu, click **Accounts**.
2. Click the account that you want to send an encrypted message from, click **Advanced**, and then click the **Security** tab.

3. Under **Encryption**, on the **Certificate** pop-up menu, click the certificate that you want to use.

 **Note** The **Certificate** pop-up menu only displays certificates that are valid for digital signing or encryption that you have already added to the keychain for your Mac OS X user account.

4. Click **OK**, and then close the **Accounts** dialog box.
5. In an e-mail message, on the **Options** tab, click **Security**, and then click **Encrypt Message**.



 **Note** When you send an encrypted message, your recipient's certificate is used to encrypt his or her copy of the message. Your certificate is used to encrypt the copy that is saved to your Sent Items or Drafts folder in Outlook.

Using Outlook for Mac with Kerberos authentication

Outlook for Mac 2011 supports *Kerberos protocol* as a method of authentication with Microsoft Exchange Server and standalone LDAP accounts. Kerberos protocol uses cryptography to help provide secure mutual authentication for a network connection between a client and a server, or between two servers.

Kerberos protocol is based on ticketing. In this scheme, a client must provide a valid user name and password only once to prove their identity to an authentication server. Then, the authentication server grants the client strongly encrypted tickets that include client information and the session key that expires after a specified period of time. The client then attempts to decrypt the ticket by using its password. If the client successfully decrypts the ticket, it keeps the ticket, which is now shared by the client and the server. This decrypted ticket indicates the proof of the client's identity and is used to authenticate the client. The timestamp included in the ticket indicates that it's a recently generated ticket and is not a *replay attack*. If an attacker tries to capture and decrypt the information in a ticket, the breach will be limited to the current session. The client can use the same ticket on the network to request other network resources. To use this ticketing scheme, both the client and the server must have a trusted connection to the domain *Key Distribution Center (KDC)*.

Mac OS X includes built-in support for Microsoft Kerberos authentication and Active Directory authentication policies, such as password changes, expiration and forced password changes, and Active Directory replication and failover. By leveraging the Mac OS X Kerberos service, Outlook for Mac uses the single sign-on mechanism to offer better password handling and a cleaner setup experience.

Benefits of using Kerberos authentication

Kerberos provides a secure, single sign-on, trusted third-party, mutual authentication service.

- **Secure** Kerberos is secure because it does not transmit passwords over the network in clear text.
- **Single sign-on** End users only need to log in once to access all network resources that support Kerberos authentication. After a user is authenticated through Kerberos at the start of a login session, their credentials are transparently passed to every resource that they access during the day.
- **Trusted third-party** Kerberos works through a centralized authentication server that all systems on the network inherently trust. All authentication requests are routed through the centralized Kerberos server.
- **Mutual authentication** Protects the confidentiality of sensitive information by verifying a user's identity and the identity of the server that they are communicating with.

Kerberos authentication and Outlook

You should determine the type of authentication that your organization's Exchange server uses. You can use Kerberos protocol or the other supported authentication methods: NTLM, basic authentication, or forms-based authentication for the Exchange server. In Outlook for Mac, you do not have control over the type of authentication methods that users choose. You should ask your users to choose Kerberos authentication if your organization's Exchange server uses it and their computers are connected to the corporate network.

When you set up your Exchange account in Outlook for Mac, you must click **Kerberos** on the **Method** pop-up menu, or for all other types of authentication, click **User Name and Password**. When you choose the Kerberos authentication method, the **User Name** (which includes the domain) and **Password** fields are disabled. The disabled fields serve as a visual clue that Kerberos authentication is mutually exclusive with the other available authentication. When Kerberos protocol is enabled, it is used to attempt authentication against all of the servers related to the account, such as HTTP or LDAP. When Kerberos protocol is disabled in the account settings, Kerberos authentication will not be attempted against any of the servers related to the account.

For new Exchange accounts, Kerberos protocol is disabled by default with **None** selected on the **Kerberos ID** pop-up menu. When you enable Kerberos protocol, Outlook for Mac allows the user to choose or create a valid Kerberos ID. If the account is created using auto-detect, the **Kerberos ID** pop-up menu is populated with the existing ID. Kerberos protocol attempts auto-detect against servers if there is at least one Kerberos ticket present in the Mac OS X credential cache or a `_kerberos_tcp.<domain>` record is available from the Domain Name Server (DNS). If the auto-detect process is successful, the ticket is populated on the account's **Kerberos ID** pop-up menu. If the auto-detect process does not include a successful Kerberos authentication, the account's Kerberos setting will be disabled and **Kerberos ID** pop-up menu is set to **None**.

To create a new Kerberos ID, provide the user name, password, and realm information. Realm is another name for a "*domain*" In the **Authenticate to Kerberos** dialog box, in the **Name** field, type **Account ID**. Sometimes this is the part of your e-mail address before the "@" symbol.

 **Note** In the **Realm** field, you must type the domain name in all uppercase letters, such as **ALPINESKIHOUSE.COM**.

Kerberos authentication for administrators

Kerberos authentication might fail if the account's primary mailbox server does not support Kerberos protocol or if the KDC fails. To ensure that users are authenticated successfully by using Kerberos protocol, you should make sure that the KDC is up and running for users to access the different network services. In enterprise and mission-critical environments, it's important for administrators to create at least one failover KDC.

When Kerberos authentication fails, Outlook for Mac provides the option of using the other supported authentication mechanisms. The types of authentication methods that are available for Microsoft Exchange e-mail accounts can vary depending on whether authentication is performed on a front-end server or on a back-end server.

Planning to Use Office for Mac 2011 with SharePoint

Office for Mac 2011 and SharePoint integration features

Users can upload, download, edit, and coauthor Office for Mac 2011 documents that are located on a SharePoint site. With Office for Mac 2011, teams, especially those in a mixed environment of Windows-based and Mac computers, can stay connected and productive, and work collaboratively on documents.

 **Note** To use SharePoint with Office for Mac 2011, the minimum server requirement is Microsoft Windows SharePoint Services 3.0.

The following table compares Office for Mac 2011 and Office 2010 for Windows when used with Windows SharePoint Services 3.0 or Microsoft SharePoint Server 2010

 Feature is included  Feature is not included

Feature	Office for Mac 2011	Office 2010 for Windows
Save and open files from SharePoint sites.		
Create new documents in Web browser.		
Check out and check in documents to SharePoint sites.		
Protect documents from unauthorized access or distribution from within the Office client applications by using Information Rights Management.		
Publish Excel sheets to a server for centralized management, browser-based Excel sheet viewing, and access control.		
Save multiple documents to the SharePoint site at the same time.		
Simultaneously edit a file, posted on a SharePoint site, with multiple authors.		

Feature	Office for Mac 2011	Office 2010 for Windows
Track document versions from a Web browser.	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Track document versions from within Office documents.	<input type="radio"/>	<input checked="" type="radio"/>
Publish PowerPoint slides to a server where they can be easily shared, access slides on Slide Library from within PowerPoint, and receive notification if a slide on the server changes.	<input type="radio"/>	<input checked="" type="radio"/>
Collect metadata automatically.	<input type="radio"/>	<input checked="" type="radio"/>
Start and/or participate in approval or review workflows from within the Office client.	<input type="radio"/>	<input checked="" type="radio"/>
Keep synchronized copies of SharePoint Calendars, Tasks, and Contacts in Outlook.	<input type="radio"/>	<input checked="" type="radio"/>
Enable access to SharePoint Document Libraries in Outlook.	<input type="radio"/>	<input checked="" type="radio"/>
Take a synchronized copy of SharePoint Document Libraries offline in a Groove Workspace.	<input type="radio"/>	<input checked="" type="radio"/>

Working with SharePoint sites

If you administer or use a SharePoint site to share data, you should be aware of the following features:

- Users can browse through different sites, document libraries, and folders on a SharePoint site. You must assign the appropriate permissions at the SharePoint Portal Server level for users to browse through the sites. For more information, see the "Planning site and content security" section below.

 **Note** Users can also save documents to Windows Live SkyDrive. A user must sign in to SkyDrive by using a Windows Live ID.

- A user can save Office for Mac 2011 files to a SharePoint site directly from a document.

▶ Save a document to SharePoint

- In the Office 2011 document, on the **File** menu, point to **Share**, and then click **Save to SharePoint**.
- If a SharePoint site has a template that is associated with it, a user can create a new document based on the template.
- Users can open a file from a SharePoint library from their Office documents. When they save the file, any changes are saved back to SharePoint.

▶ Open a SharePoint file from Office

1. In the Office 2011 document, on the **File** menu, click **Open URL**.

 **Note** The preferred method for opening a document in the SharePoint library is from the Web browser.

2. In the **URL** box, type the URL for the document that is located on SharePoint, such as `http://fabrikam/shared%documents/DocumentName.docx`, and then click **Open**.

 **Tip** You have to use a URL for a document in a SharePoint library. You cannot use a URL for other areas of a SharePoint site, such as a SharePoint list or top-level sites.

Planning site and content security

You can use basic authentication or Integrated Windows Authentication (NTLMv2) as methods of authentication with the SharePoint server.

As an administrator, you must plan for site security and assign permission levels to users who are going to access content on SharePoint sites at the SharePoint Portal Server level. In the SharePoint Portal Server, you can select users who will be authorized to access the content on a site. You can also select the permission levels for these users to enable them to view, change, or manage a particular site or documents within the site. The permission level controls all permissions for the site and for any subsites, lists, document libraries, folders, and items or documents that inherit the site's permissions. The following table describes the default permissions levels.

Permission level	Description
Full Control	User has administrator access to the site. This permission level cannot be customized or deleted.
Design	User can view, add, update, delete, approve, and customize documents.
Contribute	User can view, add, update, and delete documents.
Read	User can only view documents.  Note If you set the permission level for a user to Read or Limited Access, you have to assign some additional permission settings to enable read-only access to a site. For more information about the list of permissions for read-only access, see the tables below.
Limited Access	User can view application pages, browse user information, use remote interfaces, use client integration features, and open documents.

List permissions for read-only or limited access

You can restrict permissions to a list by using any of the following settings.

List permission	Description
View Items	View items in lists, documents in document libraries, and Web discussion comments.
Open Items	View the source of documents by using server-side file handlers.
View Application Pages	View forms, views, and application pages. Enumerate lists.

Site permissions for read-only or limited access

Assign additional permission settings to enable read-only access to a site. You can restrict permissions to a site by using any of the following settings.

Site permission	Description
View Pages	View pages on a Web site.
Browse User Information	View information about users of the Web site.
Browse Directories	Enumerate files and folders in a Web site by using SharePoint Designer and Web DAV interfaces.
Use Remote Interfaces	Use SOAP, Web DAV, or SharePoint Designer interfaces to access the Web site.
Use Client Integration Features	Use features that start client applications. Without this permission, users must work on documents locally and upload their changes.
Open	Allow users to open a Web site, list, or folder in order to access items inside that container.

Deploying Office for Mac 2011

Deployment options for Office for Mac 2011

There are two general approaches for deploying Office for Mac 2011: network share or managed deployments by using tools, such as Apple Remote Desktop.

 **Note** You cannot deploy retail versions of Office across an organization from a central location. To deploy Office for Mac 2011 centrally, your organization must have a volume license. For more information about volume licensing, see [How to buy Office for Mac 2011 through Volume Licensing](#) in the Overview and Evaluation section.

Network share	Managed deployments with Apple Remote Desktop
<p>Description</p> <p>Load the <i>installation image</i> on a file server. Users install Office on their computers by dragging the .mpkg file from the file server to their computers, and then opening it.</p>	<p>Description</p> <p>Use Apple Remote Desktop to distribute the .mpkg file onto users' computers. Office for Mac 2011 uses the Apple Installer technology for installation. This makes the installation process more efficient because the data that Office installs is in the .mpkg format. Office Installer is compatible with Apple Remote Desktop, and the installation programs are AppleScript ready.</p>
<p>Advantages</p> <ul style="list-style-type: none"> • Easier for smaller IT departments to implement. • Network share and network access are the only infrastructure requirements. • Flexibility — allows users to initiate the installation on an as-needed basis. 	<p>Advantages</p> <ul style="list-style-type: none"> • Applications are deployed to thousands of workstations in a short period of time. Managed deployment systems can first push the installation bits to the targeted workstations over a specified period of time (such as one week), which helps distribute the load to the network and allows for a quick deployment once the installation bits are on the targeted workstations. • Makes network bandwidth management easier. • Centralizes control, monitoring, reporting, and issue resolution of deployment. • Reduces the need for sending Help Desk personnel to workstations for troubleshooting.
<p>Limitations</p> <ul style="list-style-type: none"> • Difficult to control and monitor who installs Office. • Difficult to manage installation times by end users and consequent effects on network infrastructure. 	<p>Limitations</p> <ul style="list-style-type: none"> • Requires supporting infrastructure. • Requires expertise to manage the change and configuration management software.

Network share**Recommendations**

Using network file and folder sharing for installing Office 2011 can be a good alternative for smaller organizations that lack supporting infrastructure, such as Active Directory Domain Services (AD DS), or available technical knowledge, such as scripting.

Managed deployments with Apple Remote Desktop**Recommendations**

- Use managed deployment systems when applications are deployed to thousands of workstations in a short period of time.
- Plan, test, and validate before rolling out to production.
- Roll out in a phased manner, especially for unattended installs. The most common issues occur when people create/configure an unattended install experience that is not valid.
- Schedule deployments for minimum network utilization times, such as evenings and weekends.

For detailed information about how to create an installation image and customize preferences, see the [Deploying Office for Mac 2011](#) section.

Deploy Office for Mac 2011

You can use one of the following methods to deploy Office for Mac 2011 to users' computers.

- Apple Remote Desktop
- NetBoot image
- File server

Prepare a user's computer for installation of Office for Mac 2011

1. Turn off virus protection software, and quit any applications that are running.
2. (Optional) Remove all previous versions of Office by creating a script that moves the following folders into the Trash:
 - `/Applications/Microsoft Office <version#>`
 - `/Users/username/Library/Preferences/Microsoft/Office <version#>/Microsoft Office <version#> settings.plist`

 **Note** You can install Office for Mac 2011 side-by-side with a previous version of Office. However, if you want your users to use only Office for Mac 2011, remove the previous versions.

Install Office 2011 by using Apple Remote Desktop

1. We recommend that you write an AppleScript script to perform the steps for preparing the users' computers at the beginning of the installation process. For more information, see [Prepare a user's computer for installation of Office for Mac 2011](#).

If you do not use a script to perform all the steps that are required to prepare users' computers, you will need to provide instructions for users to prepare their own computers immediately before Office for Mac 2011 is installed.

2. Copy **Office Installer** to a writable volume.
3. Set up Apple Remote Desktop to deploy Office for Mac 2011 to users' computers.

As an added security measure, we strongly recommend that you lock the screens of the client computers before you deploy. If you use Apple Remote Desktop 3 or later to deploy Office for Mac 2011, you can choose the options that lock the screens during installation.

You may want to instruct users to leave their computers on overnight so that you can schedule the distribution during non-working hours.

4. Select one or more computers in the Apple Remote Desktop window, and then click **Install**. Click **Add**  to add the package to install, and then click **Install**.

This step installs new software automatically and without user intervention by remotely installing installer packages (.pkg or .mpkg files) to one or more remote clients. Apple Remote Desktop installs the package to the computers you choose, runs the installer with no visible window or user interaction required, and then erases the installer files on completion.

5. After the installation finishes, restart the client computers.

For an introduction to Apple Remote Desktop, see [Apple Remote Desktop 3](#)  on the Apple Web site (www.apple.com/remotedesktop). For detailed information, see the [Apple Remote Desktop Administrator's Guide](#)  documentation available for download from the Resources page in the same area of the Apple Web site.

Install from a NetBoot image

 **Note** We recommend that you use a NetBoot image with Apple Remote Desktop installed and configured. Otherwise, it is not possible to administer the client computers by using Apple Remote Desktop after they start up from NetBoot.

- To install from a NetBoot image, include the installation image as part of the NetBoot image. Office for Mac 2011 is then automatically made available to users when they start or restart their computers. For more information about creating a NetBoot image, see your server documentation.

Install from a file server

If you want to deploy Office for Mac 2011 from a file server, copy the disk image (.dmg) to the shared location on the file server. You can then ask users to copy the .dmg from the shared location and install Office on their local computers.

1. Copy the .dmg file to a shared location on the network.
2. We recommend that you write an AppleScript to perform the steps for preparing the users' computers before deploying the installation image.

If you do not use a script to perform all the steps that are required to prepare users' computers, you will need to provide instructions for users to prepare their own computers immediately before Office for Mac 2011 is installed.

3. Users should drag the .dmg file from the shared location to their desktops, open it, and then follow the Office Installer instructions.

Important

Installation under a volume license does not require that you enter a Product ID.

4. At the end of the installation process, users can apply all available service and security releases and updates to the installation image by running Microsoft AutoUpdate for Mac.

Users also can run AutoUpdate at any time by opening any Office application, and then on the **Help** menu, clicking **Check for Updates**. The other option is to download updates from the [Downloads](#)  page of the Microsoft Web site (www.microsoft.com/mac).

Customize and deploy Office for Mac Standard 2011

The following example uses PackageMaker (an Apple tool that helps create installer packages) to create the new Office for Mac 2011 package.

 **Note** PackageMaker is included in the Apple Developer Tools and is located in `/Developer/Applications`. Depending on the version that you are using, the PackageMaker user interface will differ.

The following procedure uses PackageMaker 3.0.4 to create a customized version of the Office for Mac 2011 installer package. The custom package file excludes the following applications: Messenger, Remote Desktop Connection Client for Mac, and Document Connection for Mac.

1. Open PackageMaker, and then in the **Install Properties** dialog box, specify the **Organization** and **Minimum Target**.

Organization (Provider identifier) Identifies the entity responsible for the package's contents. PackageMaker uses the provider identifier to generate default package identifiers for the component packages.

Minimum Target (Target OS) The earliest Mac OS X release on which you intend the package to be installed. For Office for Mac 2011, select **Mac OS X v10.5 Leopard**.
2. To define your Office package's payload (product files), locate the Office for Mac 2011 components to be included in the package, and then add them to the **Contents** pane in the project window of PackageMaker. If you are using PackageMaker 3.0.4, we recommend that you include the Office folder, Additional Tools folder, Microsoft Fonts folder, Automator, and the different applications as individual components before you create the metapackage. Including the whole Office for Mac 2011 folder as one component could cause PackageMaker to stop responding.

Drag the following files and folders into PackageMaker:

- `/Applications/Microsoft Office 2011/Additional Tools`
- `/Applications/Microsoft Office 2011/Office`
- `/Applications/Microsoft Office 2011/Microsoft Outlook.app`
- `/Applications/Microsoft Office 2011/Microsoft Excel.app`
- `/Applications/Microsoft Office 2011/Microsoft PowerPoint.app`
- `/Applications/Microsoft Office 2011/Microsoft Word.app`
- `/Applications/Microsoft Communicator.app`

- /Applications/Microsoft Office 2011/Read Me.html
 - /Library/Automator
 - /Library/Application Support/Microsoft
 - /Library/Fonts/Microsoft
 - /Library/Preferences/com.microsoft.office.licensing.plist
 - /Library/LaunchDaemons/com.microsoft.office.licensing.helper.plist
 - /Library/PrivilegedHelperTools/com.microsoft.office.licensing.helper
3. On the **Configuration** tab, specify the following Install and Destination paths.

Office for Mac

2011 component	Install	Destination
Additional Tools	/Applications/Microsoft Office 2011/ Additional Tools	/Applications/Microsoft Office 2011/
Office folder	/Applications/Microsoft Office 2011/ Office	/Applications/Microsoft Office 2011/
Outlook	/Applications/Microsoft Office 2011/ Microsoft Outlook.app	/Applications/Microsoft Office 2011/
Excel	/Applications/Microsoft Office 2011/ Microsoft Excel.app	/Applications/Microsoft Office 2011/
PowerPoint	/Applications/Microsoft Office 2011/ Microsoft PowerPoint.app	/Applications/Microsoft Office 2011/
Word	/Applications/Microsoft Office 2011/ Microsoft Word.app	/Applications/Microsoft Office 2011/
Communicator	/Applications/ Microsoft Communicator.app	/Applications/
Read Me.html	/Applications/Microsoft Office 2011/ Read Me.html	/Applications/Microsoft Office 2011/
Automator	/Library/Automator	/Library/
Application Support	/Library/Application Support/Microsoft	/Library/Application Support/

Office for Mac 2011 component	Install	Destination
Fonts	/Library/Fonts/Microsoft	/Library/Fonts/
Licensing Helper Property List File	/Library/LaunchDaemons/ com.microsoft.office.licensing.helper.pl ist	/Library/LaunchDaemons/
Licensing Helper Daemon	/Library/PrivilegedHelperTools/ com.microsoft.office.licensing.helper	/Library/ PrivilegedHelperTools/
Licensing Property List File	/Library/Preferences/ com.microsoft.office.licensing.plist	/Library/Preferences/

4. Select the product package in the package list, and then on the **Configuration** tab, do the following:
 - Define the product's packaging details, such as **Title** and **Description**.
 - Add other installation information, such as which type of install the user can perform on the product package: easy, custom, or both.
 - Specify the locations where the user can install the product: any volume, the system volume, or the user's home directory.



5. To build the package for distribution, click **Build**.
6. In the **Save As** field, assign a name to the package file, and then click **Save**.
7. After you create the .pkg with all the updates for Office for Mac 2011, copy it to a shared location on the network.

 **Note** For detailed information about how to create installer packages by using the PackageMaker, see the [PackageMaker User Guide](#) .

8. You can now deploy Office for Mac 2011 applications to users from this installation point by using Apple Remote Desktop.

When you configure Office as part of the NetBoot image, Office is made available to users automatically when they start or restart their computers.

 **Note** We recommend that you use a NetBoot image with Apple Remote Desktop installed and configured. Otherwise, it is not possible to administer the client computers by using Apple Remote Desktop after they start up from NetBoot.

Deploy Office for Mac 2011 updates

Microsoft regularly publishes software updates to improve performance or security, or to update features. These updates are released either as an incremental release or a combo release.

An incremental release includes only the files that differ from the last updated release. A combo release includes fixes from all the incremental releases since the last combo release.

 **Note** For Office for Mac 2011, a combo release includes updates only from a Service Pack release.

To deploy Office 2011 incremental release updates to client computers from a central location, create your own Office for Mac 2011 image with the latest updates installed. Then deploy this image to the users in the network.

For more information about the different methods that you can use to deploy Office for Mac 2011 to your user environment, see [Deploy Office for Mac 2011](#) in the Deploying Office for Mac 2011 section.

The following steps provide guidance on how to create your own Office 2011 image with updates and how to deploy it to client computers:

▶ 1. Create a network installation point

1. If the computer is currently running the Classic environment (Mac OS 9), switch to Mac OS X, and then quit the Classic environment.
2. Verify that your computer meets minimum system requirements. For more information, see the [Office for Mac 2011 system requirements](#) in the Overview and Evaluation section.
3. Turn off virus protection software, and quit any applications that are running.
4. Log on to Mac OS X with a user account that has administrator access credentials.

▶ 2. Install Office for Mac 2011

1. Insert the Office for Mac 2011 DVD into your DVD drive.
2. Double-click the **Office Installer** icon, and then follow the instructions on the screen.
3. Follow the instructions in the **Office Setup Assistant** to complete the setup process.

▶ 3. Install the latest updates

1. To install updates, on the **Help** menu in any Office for Mac 2011 application, click **Check for Updates**.
2. Under **How would you like to check for software updates**, click **Manually**, and then click **Check for Updates**. You can now manually select the updates that you want.

 **Note** Microsoft AutoUpdate for Mac, which is included with Office, can keep Microsoft software up to date. When AutoUpdate is set to check for updates automatically on a daily, weekly, or monthly basis, you do not have to search for critical updates and information; AutoUpdate delivers them directly to your computer.

▶ 4. Package the new image

The following example uses PackageMaker (a tool that helps create installer packages) to create the new Office for Mac 2011 metapackage.

 **Note** PackageMaker is included in the Apple Developer Tools and is located in `/Developer/Applications`. The PackageMaker user interface will differ depending on the version that you are using.

1. To define your Office package's payload (product files), locate the Office for Mac 2011 components to be included in the package and add them to the Contents pane in the project window of the PackageMaker. If you are using PackageMaker 3.0.4, we recommend that you include the Office folder, Additional Tools folder, Fonts folder, Automator, and the different applications as individual components before you create the metapackage. Including the whole Office for Mac 2011 folder as one component could cause PackageMaker to stop responding.

Drag the following files and folders into the PackageMaker:

- /Applications/Microsoft Office 2011/Additional Tools
- /Applications/Microsoft Office 2011/Office
- /Applications/Microsoft Office 2011/Microsoft Outlook.app
- /Applications/Microsoft Office 2011/Microsoft Excel.app
- /Applications/Microsoft Office 2011/Microsoft PowerPoint.app
- /Applications/Microsoft Office 2011/Microsoft Word.app
- /Applications/Microsoft Communicator.app
- /Applications/Microsoft Office 2011/Read Me.html
- /Library/Automator
- /Library/Application Support/Microsoft
- /Library/Fonts/Microsoft

2. On the **Configuration** tab, specify the following Install and Destination paths.

Office for Mac 2011 component	Install	Destination
Additional Tools	/Applications/Microsoft Office 2011/Additional Tools	/Applications/Microsoft Office 2011/
Office folder	/Applications/Microsoft Office 2011/Office	/Applications/Microsoft Office 2011/
Microsoft Outlook	/Applications/Microsoft Office 2011/Microsoft Outlook.app	/Applications/Microsoft Office 2011/
Microsoft Excel	/Applications/Microsoft Office 2011/Microsoft Excel.app	/Applications/Microsoft Office 2011/
Microsoft PowerPoint	/Applications/Microsoft Office 2011/Microsoft PowerPoint.app	/Applications/Microsoft Office 2011/
Microsoft Word	/Applications/Microsoft Office 2011/Microsoft Word.app	/Applications/Microsoft Office 2011/
Microsoft Communicator	/Applications/Microsoft Communicator.app	/Applications/

Office for Mac 2011 component	Install	Destination
Read Me.HTML	/Applications/Microsoft Office 2011/Read Me.html	/Applications/Microsoft Office 2011/
Automator	/Library/Automator	/Library/
Application Support	/Library/Application Support/Microsoft	/Library/Application Support/
Fonts	/Library/Fonts/Microsoft	/Library/Fonts/

3. Save your project file and build it to create the metapackage for distribution.

For more information about how to create installer packages by using the PackageMaker, see the [PackageMaker User Guide](#).

▶ 5. Copy the new image to a shared location

- After you create the .mpkg with all the updates for Office 2011, copy it to a shared location on the network.

▶ 6. Deploy the updated image of Office for Mac 2011

You can now deploy Office 2011 applications to users from this installation point. For more information about how to deploy Office 2011, see [Deploy Office for Mac 2011](#) in the Deploying Office for Mac 2011 section.

Remove Office for Mac 2011

To remove Office for Mac 2011, create a script that moves the following folders to the Trash:

- /Applications/Microsoft Office 2011/
- /Applications/Remote Desktop Connection
- /Applications/Microsoft Communicator
- /Applications/Microsoft Messenger
- /Users/*username*/Library/Preferences/Microsoft/Office 2011/
- /Users/*username*/Library/Logs/<Communicator logs>
- /Users/*username*/Library/Application Support/Microsoft/
- /Users/*username*/Documents/Microsoft User Data/

- /Library/Automator
- /Library/Application Support/Microsoft/MAU2.0/
- /Library/Application Support/Microsoft/MERP2.0/
- /Library/Fonts/Microsoft
- /Library/Preferences/com.microsoft.office.licensing.plist
- /Library/LaunchDaemons/com.microsoft.office.licensing.helper.plist
- /Library/PrivilegedHelperTools/com.microsoft.office.licensing.helper
- /Library/Internet Plug-Ins/<all SharePoint files>
- /Library/Receipts/<all Office 2011 files> on Mac OS X v10.5 (Leopard)
- /var/db/receipts/com.microsoft.office.* on Mac OS X v10.6 (Snow Leopard)

 **Note** You can install Office for Mac 2011 side by side with an earlier version of Office. However, if you want users to use only Office for Mac 2011, remove the earlier version.

Deploy Office for Mac 2011 preferences

If you customize Office for Mac 2011 preferences, you can choose one of the methods described below to deploy the preferences to users on the network. Before you deploy the preferences, users must quit all Office applications. The preference setting changes are applied when users restart their computers.

▶ Deploying preferences by using Workgroup Manager

You can use Workgroup Manager to deploy preferences and define privileges by user, by group, or by computer and to perform a broad range of other workgroup management functions. Workgroup Manager is well suited for deploying preferences either before or after users begin to work with Office for Mac 2011 because you can manage individual preferences in a .plist file without disrupting other settings in the same file. Workgroup Manager does not deploy entire .plist files; instead, it updates .plist files on users' computers by writing an individual *key/value pair*.

When you customize preferences, the customized .plist files are stored in the home folder of the administrator account that you used to log in for that session. When you are ready to deploy these customized preferences, you must log in with that same administrator account because Workgroup Manager deploys the preference settings of the administrator who is currently logged in.

There are some limitations in the way that Office for Mac 2011 works with Workgroup Manager:

- Office for Mac 2011 preferences and settings that are not stored in .plist files cannot be managed by using Workgroup Manager. In particular, Workgroup Manager cannot deploy many of the Outlook preferences because most of them are stored in the Outlook database for each identity instead of in .plist files.
- Office for Mac 2011 does not provide preference manifest (.manifest) files; therefore, it cannot use Workgroup Manager functionality that requires this type of file.

For information about Workgroup Manager, see [Client Management](#)  in the Mac OS X Server area of the Apple Web site (www.apple.com/server). For detailed information about managing preferences with Workgroup Manager, see the [Mac OS X Server User Management](#)  documentation available for download on the Apple Web site (www.apple.com/server/documentation).

▶ Deploying preferences using Apple Remote Desktop

You can create a special .pkg file specifically for deploying preferences. You deploy this .pkg file to the home folders on users' computers by using Apple Remote Desktop or by making the file available for users to copy from a file server.

For information about Apple Remote Desktop, see [Apple Remote Desktop Administrator's Guide](#)  on the Apple Web site at <http://www.apple.com/remotedesktop>.

Caution

When you deploy a preference file to a user's computer, the file overwrites all older files in the target location, including all preference settings in those files. This could change user preferences that you did not intend to standardize, and it could be disruptive to a user's work. Therefore, we recommend that you deploy customized preference files before users begin to work with Office for Mac 2011, or you should deploy only those .plist files that govern settings for which you want to retain control (for example, the preference files for [CEIP](#), [MERP](#), or AutoUpdate). On computers with multiple user accounts, you must deploy preferences to the home folder of each user who has a separate Mac OS X login account.

Some settings, such as the mail server name, are stored in the Outlook database. You can make changes to many of the Outlook database settings by using AppleScript and then deploying the script to users. You deploy the script by using Apple Remote Desktop. To see the specific Outlook settings that can be modified by using AppleScript, in the **Finder**, drop the Outlook application icon that is located in the Office for Mac 2011 folder onto the Script Editor icon that is located in the `/Applications/AppleScript` folder.

 **Note** Some Outlook preferences cannot be changed by using a script. You also cannot change preference settings by deploying the database with new settings to an existing Outlook user identity because the new database will override the existing local data for that user.

Post-Installation: Configuring Exchange accounts in Outlook for Mac 2011

Users can set up Microsoft Exchange accounts automatically or by manually by typing in the account information. For users of Update Rollup 4 for Exchange Server 2007 Service Pack 1 (KB952580) or later and Outlook for Mac 2011, the *Autodiscover service*, which supports automatic discovery of account settings, makes it easier for users to configure Exchange accounts in Outlook for Mac.

▶ Preparing the infrastructure

Before you provide your users with instructions to set up a Microsoft Exchange account, you must understand the different server and server roles that Outlook for Mac connects to in your organization's Microsoft Exchange Server environment. For information about Exchange server requirements, see [Outlook for Mac 2011 features supported by different versions of Exchange Server](#) in the Planning for Office for Mac 2011 section.

- Microsoft Exchange Server, Mailbox server, and Client Access server must be running Update Rollup 4 for Exchange Server 2007 Service Pack 1 (KB952580) or later.
- Users must have valid e-mail addresses. The Autodiscover service uses the e-mail addresses to automatically configure the user profiles on the Exchange server.
- When a user configures an account, Outlook for Mac queries the DNS server to locate a domain controller. Next, it finds the Exchange server that hosts the user's mailbox and then connects to the server to begin synchronization. The mailbox contains private data that belongs to an individual user and contains mailbox folders that are generated when a new mailbox is created for that user. For more information about the mailbox server, see the [Exchange Server](#)  page on the Microsoft TechNet Web site (technet.microsoft.com).

To perform the DNS Server query, Outlook for Mac uses a DNS server that is configured in Mac OS X System Preferences under Network. It is important that the user's network settings are properly configured with the appropriate search domains and DNS server because Outlook for Mac uses this information to find servers on a network.

- Outlook for Mac connects to an [LDAP](#) server, which is the Global Catalog server in an Active Directory-based environment. The Global Catalog server is a distributed data repository in an Active Directory environment that hosts the Global Address List (GAL) of your Exchange server organization.
- Outlook for Mac uses the Client Access server as the connection point to connect to the Exchange 2007 server. In addition to being the connection point for client applications, the Client Access server supports the following Exchange 2007 [Web Services](#): Autodiscover service and Availability service. The Autodiscover service enables automatic detection of client profiles during the Microsoft Exchange account setup in Outlook for Mac. The Availability service retrieves free/busy information.

When connected to an Exchange 2007 SP1 Client Access server, Outlook for Mac also supports the delegate management service.

 **Note** Outlook for Mac uses Port 80 (without SSL) or 443 (with SSL) depending on the related configuration of the Exchange 2007 Client Access server. For more information on the default port requirements for Outlook for Mac, see [Default ports for Outlook for Mac 2011](#) in the Office for Mac 2011 Planning section.

- If you enable Secure Sockets Layer (SSL) in Outlook for Mac for a server that is associated with a Microsoft Exchange account, all Outlook for Mac communications with the SSL-enabled server are encrypted.

For more information about how to configure SSL on Exchange 2007, see the [Exchange Server page](#)  on the Microsoft TechNet Web site (technet.microsoft.com).

- Outlook for Mac supports [Kerberos protocol](#) as a method of authentication with Exchange Server and standalone LDAP accounts. For more information about Kerberos authentication in Outlook for Mac, see [Using Outlook for Mac with Kerberos authentication](#) in the Office for Mac 2011 Planning section.

► Configuring an Exchange account in Outlook for Mac

Users can set up their Exchange accounts automatically by performing the following steps.

 **Note** To set up a Microsoft Exchange account automatically, users must know their Exchange account e-mail address.

1. On the **Tools** menu, click **Accounts**.
2. In the lower-left corner of the **Accounts** dialog box, click **Add** , and then click **Exchange**.
3. Enter your e-mail address.

4. On the **Method** pop-up menu, do one of the following:

To authenticate with	Do this
User name and password	Click User Name and Password , and then enter your credentials.
Kerberos authentication	Click Kerberos , and then select an ID on the Kerberos ID pop-up menu. To create a new ID, click Create a New ID .

5. Do one of the following:

To	Do this
Have Outlook try to automatically detect your Exchange server	Click Username and Password , and then enter your credentials.
Enter your Exchange server address manually	Clear the Configure automatically check box, enter the server address, and then click Add Account .

6. When the process of adding the account is completed, the account appears in the left pane of the **Accounts** dialog box, and Outlook begins downloading your messages and other items. A green indicator next to the account name shows that the account is connected.



 **Tips**

- Your user name is usually your domain name followed by a backslash and your account ID. For example, if your domain name is "example" and your account ID is "someone," you type `example\someone`. However, for some accounts, your user name is your complete e-mail address.
- To enter additional settings for the server, delegates, or security, click **Advanced**, and then click the tab that you want.

- To add a client certificate for *two-factor authentication*, click **Advanced**, click the **Security** tab, and then under **Certificate authentication**, select the certificate. If your authentication certificate is located on a smart card, make sure that the card is inserted into the reader.
- To delete an account, in the left pane of the **Accounts** dialog box, select an account, and then click . Be aware that if you delete an account, you will lose any account information that is not synced with the server.

Maintaining Office for Mac 2011

Turn logging on or off in Outlook for Mac 2011

Outlook for Mac provides the option to turn on logging for certain features, such as the following:

- Autodiscover service
- Microsoft Exchange (folder and *item* synchronization)
- Microsoft Exchange Calendar
- *LDAP* transactions

When you send the log file, Microsoft Customer Service and Support uses it to identify issues. If you are a messaging server administrator, you can use the information in the log file to diagnose issues that can help you troubleshoot.

The log file contains the following information:

- Issues when sending or receiving e-mail messages, calendar items, notes, tasks, and meeting requests
- Type or severity of errors, if known

 **Note** The log file may also contain user information, including user name, sender and receiver's e-mail addresses, and the contents of user's e-mail messages, notes, tasks, calendar, and contacts. Microsoft does not use this information to contact users without their consent. If users are concerned that their data file contains sensitive or confidential information, they may review the contents of the data file by using text-editing software, and remove the information from the file before sending the data file to support professionals.

▶ Turn on logging

1. On the **Window** menu, click **Error Log**.
2. In the **Errors** window, click **Settings** .
3. Select the **Turn on logging for troubleshooting** check box, and then click **OK**.

Notes

- Data files that have the name Microsoft Outlook_Troubleshooting_0.log are written to the desktop.
- Outlook does not include authentication information in the data files.
- Outlook appends new log entries to the data file until the file is either moved or deleted.

▶ Turn off logging for individual features

As described earlier, Outlook logs events for the following features: Autodiscover service, Exchange (folder and item synchronization), Exchange Calendar, and LDAP transactions between Outlook and Microsoft Exchange Server. If you are troubleshooting calendar issues, you can turn off logging for the other features in the `/Users/username/Library/Preferences/com.microsoft.outlook.psslogging.plist` file. By default, this file is not generated. You must create this file and then set the value to false for the specific feature that you want to turn off. The following table lists the Outlook logging features and the command to disable logging for each feature.

Features	.plist file
Autodiscover service	In the Terminal window, type defaults write <code>~/Library/Preferences/com.microsoft.outlook.psslogging outlook.exchange.autoconfigure -dict enabled -bool false "detail level" -int 4</code>
Exchange (folder and item synchronization)	In the Terminal window, type defaults write <code>~/Library/Preferences/com.microsoft.outlook.psslogging outlook.exchange.EWS -dict enabled -bool false "detail level" -int 4</code>
Exchange Calendar	In the Terminal window, type defaults write <code>~/Library/Preferences/com.microsoft.outlook.psslogging outlook.calendar -dict enabled -bool false "detail level" -int 4</code>
LDAP transactions	In the Terminal window, type defaults write <code>~/Library/Preferences/com.microsoft.outlook.psslogging outlook.network.Idap -dict enabled -bool false "detail level" -int 4</code>

 **Note** Setting the enabled flag to false for all the .plist entries will stop all logging operations.

▶ View the log file

When you turn on logging in Outlook, a log file is created on the desktop. The log file opens in the Console and you can view it while Outlook is running. Each entry has a name that identifies the feature that is being logged. The following table lists the label for each feature.

Features	Label that identifies the feature in the log file
Autodiscover service	Outlook Exchange Auto Configure
Exchange (folder and item synchronization)	Outlook Exchange Web Services
Exchange Calendar	Outlook Calendar
LDAP transactions	Outlook LDAP

Backing up the Outlook for Mac 2011 database

Outlook for Mac stores messages and other items, such as calendar events, contacts, tasks, and notes, as individual files. This allows you to back up your Outlook data by using Time Machine. If you turn on Time Machine, it automatically makes copies of every file on your computer on a regular basis. If a file gets damaged or lost, you can use Time Machine to browse through the backups and recover the copy of the file.

The first time that you open Outlook after restoring a Time Machine backup, Outlook rebuilds its database to accommodate the restored items. If you have a very large database, rebuilding the database might take a long time. If you want, you can exclude Outlook data from your Time Machine backups. You can set this option in Time Machine preferences by adding the `/Users/username/Documents/Microsoft User Data/Office 2011 Identities/` folder to the list of items to be excluded from backups.

Managing Mac OS X system preferences

We recommend that you centrally manage the Mac OS X settings that affect the operation of Office for Mac 2011 or the security of users' computers. Some preferences are stored in the form of Mac OS X system preferences; other settings are in the form of mechanisms such as the Keychain Access application.

▶ System Preference Settings in Mac OS X v10.5 (Leopard)

System preference setting	Description
Search Domains on the TCP/IP tab	Domain information for completing user-entered URLs that are not fully qualified
DNS Servers on the TCP/IP tab	Preferred Domain Name System servers
The proxy settings on the Proxies tab	Proxy server port settings

To access these settings, on the **Apple** menu, click **System Preferences**, and then under **Internet & Network**, click **Network**. On the **Show** pop-up menu, click the interface that you are configuring.

► System Preference Settings in Mac OS X v10.6 (Snow Leopard)

System preference setting	Description
Search Domains on the DNS tab	Domain information for completing user-entered URLs that are not fully qualified
DNS Servers on the DNS tab	Preferred Domain Name System servers
The proxy settings on the Proxies tab	Proxy server port settings

To access these settings, on the **Apple** menu, click **System Preferences**, and then under **Internet & Wireless**, click **Network**. In the **Network** dialog box, click **Advanced**. Click the tab for the interface that you are configuring.

Several tools are available that can be used to set system preferences on users' computers:

- Apple Workgroup Manager
- Apple Remote Desktop command-line interface
- AppleScript written to control the Mac OS X Terminal utility and deployed by using Apple Remote Desktop. Terminal is located in /Applications/Utilities.

For information about Workgroup Manager, see [Client Management](#)  in the Mac OS X Server area of the Apple Web site (www.apple.com/server). For detailed information about managing preferences with Workgroup Manager, see the [Mac OS X Server User Management](#)  documentation available for download on the Apple Web site (www.apple.com/server/documentation).

For an introduction to Apple Remote Desktop, see [Apple Remote Desktop 3](#)  on the Apple Web site (www.apple.com/remotedesktop). For detailed information, see the [Apple Remote Desktop Administrator's Guide](#)  documentation available for download from the Resources page in the same area of the Apple Web site.

For information about the Terminal utility, see Terminal Help.

Security in Office for Mac 2011

Understanding security threats

To establish a secure computing environment, you must make sure that your applications and data are not vulnerable to malicious attacks. By using the security options in Office for Mac 2011, you can establish a security-enhanced environment by limiting the possible avenues of attack.

This guide presents many different methods to help you limit direct attacks on data from external and internal sources. An important part of implementing these methods is training users about how to protect themselves and the company from attack. Such training can build user awareness of security issues, and establish ownership of the data that users want to protect. For example, you can educate your users to distinguish between low-risk files and high-risk files. Low-risk files can be internal documents that may not contain malicious content, such as documents from colleagues or business partners. High-risk files are documents from unknown people or documents that pass through an unsecured Internet connection. It is important that users know how to evaluate risks and mitigate potential security threats. Users should treat low-risk and high-risk files differently.

Caution

There are no administrative settings that allow you to enforce security preferences that you specify. Even if you set and deploy security preferences, users can change these preferences at a later time. Therefore, if you are deploying security settings as part of your organization's policy, you must educate your users about the risks associated with changing default settings. Without proper training, users can expose an organization to unauthorized or malicious use of its data. Establishing a corporate policy for how files are distributed and handled helps mitigate security vulnerabilities caused by untrained users.

Before you plan and implement a security-enhanced environment, it is important to understand the types of potential security threats in today's computing environment. The rest of the Security in Office for Mac 2011 section addresses how to plan for a secure computing environment and how you can configure the security options in Office 2011 to help address security concerns.

► Privacy threats

Many documents contain metadata that should be protected, including text marked as "hidden", author name, and tracked changes. This metadata is useful because it enables users to track document property data. However, in some cases users might not want to expose the metadata when the document is distributed. By exposing the metadata, users become vulnerable to privacy threats. Privacy threats include any threat agent that discloses or reveals personal or private information without the user's consent or knowledge. Word 2011, Excel 2011, and PowerPoint 2011 allow users to strip out sensitive metadata when the file is saved. With Outlook for Mac 2011, you can use Internet-standard S/MIME security extensions. S/MIME allows users to digitally sign and encrypt e-mail messages and attachments to help protect them against tampering or eavesdropping.

For more information about planning and configuring security options that mitigate privacy threats, see the following topics:

- [Configure privacy options in Office for Mac 2011](#) in the Security in Office for Mac 2011 section
- [How users manage digital certificates in Outlook for Mac 2011](#) in the Planning for Office for Mac 2011 section

► Document threats

If your organization allows users to send and receive documents over the Internet, or if you believe there are potential risks to users' documents from any unauthorized source, you should take the necessary precautions against document threats. When intruders or attackers gain access to proprietary information, it might result in the loss of confidentiality or document data. Users can mitigate document threats if they use the password protection feature to encrypt documents in Excel 2011 and Word 2011.

 **Note** There are no administrative settings that enable you to force users to encrypt documents.

For more information about configuring document protection settings that mitigate document threats, see [Configure document protection settings in Office for Mac 2011](#) in the Security in Office for Mac 2011 section.

▶ Code threats

If you connect to the Internet or allow others to use your computer, it is important that you take the necessary steps to protect your system from harm, including attacks from malicious software. Code and application threats pose a potential risk if your organization allows users to:

- Run macros or add-ins.
- Receive e-mail attachments.
- Share documents across a public network, such as the Internet.
- Open documents from sources outside your organization, such as clients, vendors, or partners.

Excel 2011, Word 2011, and Outlook for Mac 2011 allow the use of strong encryption to help protect the contents of documents so that they're unreadable by unauthorized people.

For information about configuring security settings for macros, see [Configure security settings for macros in Excel for Mac 2011](#) in the Security in Office for Mac 2011 section.

Best practices for a security-enhanced environment

The following table lists some best practices for enhancing the security of the computing environment in your organization.

Best practice	Consideration
Educate and train users about the security settings that are available to protect their documents.	There are no administrative settings that allow you to enforce security preferences that you specify. Even if you set and deploy security preferences, users can change these preferences at a later time. Therefore, if you are deploying security settings as part of your organization's policy, you must educate your users about the risks associated with changing default settings.
Install all available updates.	Turn on AutoUpdate to receive security patches or updates. To check for software updates automatically, on the Help menu in any Office 2011 application, click Check for Updates , and then click Automatically . For information about deploying updates to user computers, see Deploy Office for Mac 2011 updates .

Best practice	Consideration
Preset security preferences.	<p>You can preset security preferences and deploy these settings.</p> <p>For more information about the security preferences that you can configure, see the following topics in the Security in Office for Mac 2011 section:</p> <ul style="list-style-type: none"> • Configure privacy options in Office for Mac 2011 • Configure document protection settings in Office for Mac 2011 • Configure security settings for macros in Excel for Mac 2011 <p>For more information about how to deploy your security preferences, see Deploy Office for Mac 2011 security preferences in the Office for Mac 2011 Security section.</p>
Download files only from trusted sources.	When you download a file from a Web site, make sure that you know the source. When in doubt, don't download the file.
Install software only from authentic CDs/DVDs.	For example, all Microsoft CDs/DVDs have holograms to prove their authenticity. In general, installing software from authentic, commercially distributed CDs/DVDs is the safest method.
Don't open suspicious e-mail messages or files.	Even though the Outlook junk e-mail filter helps protect your Inbox from spam and phishing messages, it is a good idea to avoid opening any attachment in a message that you did not expect to receive, especially if the message is from an unknown source.
Reduce the access of external network connections to open ports on your local network.	<p>Knowing which ports are open can help you assess the security of your system or troubleshoot any connection issues. You should close the ports that you do not use.</p> <p>For more information about the ports that are used by Outlook for Mac, see Default ports for Outlook for Mac 2011 in the Office for Mac 2011 Planning section.</p>

Best practice	Consideration
Implement password-controlled access to the network.	For more information about security in Mac OS X, see the following topics in the Office for Mac 2011 Security section: <ul style="list-style-type: none"><li data-bbox="626 520 911 546">• Mac OS X passwords<li data-bbox="626 571 873 596">• Mac OS X firewall
Use the password protection features in Office for Mac 2011 to control access to documents.	Word 2011 and Excel 2011 provide password protection features. For more information about how to use the password protection features in Word 2011 and Excel 2011, see Configure document protection settings in Office for Mac 2011 in the Office for Mac 2011 Security section.
Use Information Rights Management (IRM) to define access rights on your documents.	IRM helps protect valuable digital information — such as financial reports, product specifications, customer data, and e-mail messages — from unauthorized users. By using IRM, users can choose from different permission policies to define who can open, change, print, forward, and take other actions with the information. For more information about IRM, download the guide from Information Rights Management in Office for Mac 2011 Deployment Guide 
Use executable files with valid signatures.	Executable files purchased from software manufacturers should always have a valid digital signature as part of a certificate obtained from a certification authority. If a product does not have a valid certificate of trust, we recommend that you do not install it. However, if that is not an option, evaluate the product before you distribute it to users to make sure that it performs only as expected and does not intentionally or unintentionally distribute a virus.

Information Rights Management in Office for Mac 2011

Information Rights Management (IRM) is an information protection technology that helps protect valuable digital information — such as financial reports, product specifications, customer data, and e-mail messages — from unauthorized users. By using IRM, users can choose from different permission policies to define who can open, change, print, forward, and take other actions with the information.

The Information Rights Management in Office for Mac 2011 deployment guide describes the steps to set up Active Directory Rights Management Service (AD RMS) on Windows Server 2008 R2 in a test environment, configure this server to work with the Mac clients, and use IRM with Office for Mac 2011. This document is for IT managers, system administrators, or other people who are responsible for testing IRM implementation in Office for Mac 2011.

To download this guide, go to [Information Rights Management in Office for Mac 2011 Deployment Guide](#) .

Configure privacy options in Office for Mac 2011

Preference settings can help you mitigate privacy threats and control the disclosure of personal information. For example, document metadata may contain the author's name and contact information. To help ensure a high level of privacy, we recommend that users edit or remove any author and contact information that is associated with documents.

Important

There are no administrative settings that allow you to enforce security preferences that you specify. Even if you set and deploy security preferences, users can change these preferences at a later time. Therefore, if you are deploying security settings as part of your organization's policy, you must educate your users about the risks associated with changing default settings.

Configure privacy options as recommended in the following table:

Privacy option	Description
Customer Experience Improvement Program	<p>If you choose to participate in the Customer Experience Improvement Program (CEIP), which is a recommended best practice, Microsoft collects anonymous feedback, including application usage patterns and the hardware configuration of the user's system. By default, users are not enrolled in CEIP and they are not required to participate in the program.</p> <p> Note Microsoft does not collect your name, address, or any other personally identifiable information when you participate in CEIP.</p>
Document metadata that contains user information	<p>If users share copies of an Excel workbook or a Word document, they should review any personal and hidden information and decide whether it is appropriate to include. Users can configure personal information removal in the Office for Mac 2011 Preference settings.</p> <p> Note Removing personal information affects the following areas:</p> <ul style="list-style-type: none"> • Documents sent in e-mail. • Word 2011 comments and tracked changes.

► Maximize protection for private and personal information in Office 2011

By default, users are not enrolled in the Customer Experience Improvement Program (CEIP). When users run the Office Setup Assistant, the default selection on the CEIP page is **No, I don't want to participate at this time**. They can choose to leave the option selected. Users can also specify the preference settings for CEIP from any one of the Office 2011 applications.

Configure preference settings for CEIP

1. Open Word 2011, Excel 2011, PowerPoint 2011, or Outlook for Mac 2011.
2. On the **Word**, **Excel**, **Powerpoint**, or **Outlook** menu, click **Preferences**.
3. Do one of the following:

To	Do this
Word	Under Personal Settings , click Feedback .
Excel	Under Sharing and Privacy , click Feedback .
PowerPoint	Click Feedback .
Outlook	Under Other , click Feedback .

4. Click **No, I don't want to participate at this time**.

▶ Maximize protection for private and personal information in Word 2011

Users can edit or remove any of the author and contact information that is associated with Office documents to help maintain the level of privacy that they want. The author and contact information that users specify appears automatically in all their Office documents, including those that they share with others, unless they remove their personal information from a document.

In Word 2011, users can also set options to receive warnings before printing, saving, or sending a file with tracked changes or comments.

Set privacy options in Word 2011

1. On the **Word** menu, click **Preferences**.
2. Under **Personal Settings**, click **Security**.
3. Under **Privacy options**, do any of the following:

To	Do this
Avoid unintentionally distributing information about the document author or the names associated with comments or tracked changes	Select the Remove personal information from this file on save check box.
Receive warnings before printing, saving, or sending a file that contains tracked changes or comments	Select the Warn before printing, saving, or sending a file that contains tracked changes or comments check box.

▶ Maximize protection for private and personal information in Excel 2011

Users can edit or remove any of the author and contact information that is associated with Office documents to help maintain the level of privacy that they want. The author and contact information that users specify appears automatically in all their Office documents, including those that they share with others, unless they remove their personal information from a document.

Set privacy options in Excel 2011

1. On the **Excel** menu, click **Preferences**.
2. Under **Sharing and Privacy**, click **Security**.
3. Under **Privacy options**, select the **Remove personal information from this file on save** check box.

▶ Maximize protection for private and personal information in PowerPoint 2011

Users can edit or remove any of the author and contact information that is associated with Office documents to help maintain the level of privacy that they want. The author and contact information that users specify appears automatically in all their Office documents, including those that they share with others, unless they remove their personal information from a document.

Set privacy options in PowerPoint 2011

1. On the **PowerPoint** menu, click **Preferences**.
2. Click **Advanced**, and then under **User information**, clear the **Name** field.

You should also clear the user information from the document properties.

1. On the **File** menu, click **Properties**, and then click the **Summary** tab.
2. Clear the fields that contain information you do not want to share.

Configure document protection settings in Office for Mac 2011

You can restrict access to documents by using Information Rights Management (IRM) for Outlook 2011, Excel 2011, Word 2011, and PowerPoint 2011.

You can also use password protection features in Word and Excel to prevent unauthorized users from opening or modifying your documents. Review these features with users who send sensitive documents outside the organization or who want to manage document content in a collaborative environment.

► **IRM in Office for Mac 2011**

IRM allows authors to restrict permission for documents, workbooks, presentations, and e-mail messages on a per-person or per-group basis. IRM provides three permission levels: Read, Change, and Full Control. For more information, download the [Information Rights Management in Office for Mac 2011 Deployment Guide](#) . This guide describes the steps to set up Active Directory Rights Management Services server on Windows Server 2008 R2 in a test environment, configure this server to work with the Mac clients, and use IRM with Office for Mac 2011.

For information about how end users can set the permission levels for their documents, see the Excel 2011, Word 2011, PowerPoint 2011, and Outlook 2011 Help.

► **Password protection features in Word for Mac 2011 and Excel for Mac 2011**

Users can prevent unauthorized users from opening and modifying documents by password protecting their documents. In this case, the user needs to share the password with other users who are authorized to open or modify the document. Passwords are case-sensitive, so users must type a password exactly as it was created by the document owner.

In Word, users can help prevent unauthorized users from opening a document or from modifying a document even if they have permission to open it. For more information about securing Word documents by using password protection features, see Security and Privacy in Word Help.

In Excel, users can protect specific elements in a sheet, protect an entire sheet, or protect an entire workbook. They can also use passwords to restrict access to an entire workbook or to restrict users to read-only access to a workbook. For more information about securing Excel workbooks and other Excel elements, see Security and Privacy in Excel Help.

 **Note** Users should store Excel workbooks and sheets in locations that are available only to authorized users. Hidden or locked data is not encrypted in a workbook. Given sufficient time and knowledge, any user can obtain and modify any data in any workbook he or she has access to. To help prevent this, and to help protect confidential information, store workbooks and sheets in secure locations.

Configure security settings for macros in Excel for Mac 2011

Excel 2011 includes specific settings that help you control how users are notified about potentially unsafe macros. You cannot enable or disable macros or prevent encrypted macros from being scanned for viruses. You can only set notification options that will warn users about macros.

After you configure notification options for macros in Excel Preferences, you can deploy the settings to user computers. However, you should warn users about the risks associated with changing any default security settings because their changes may override the settings that you have specified.

Configure security settings for macros

You can use the following procedure to configure the default security setting for macros.

1. On the Excel menu, click Preferences.
2. Under **Sharing and Privacy**, click **Security**, and then select the **Warn before opening a file that contains macros** check box.

Deploy Office for Mac 2011 security preferences

You can deploy the privacy options, document protection settings, and security settings for macros by using Workgroup Manager or as part of a .pkg file. For more information about how to deploy security preferences, see [Deploy Office for Mac 2011 preferences](#) in the Deploying Office for Mac 2011 section of this guide.

Important

There are no administrative settings that allow you to enforce security preferences that you specify. Even if you set and deploy security preferences, users can change these preferences at a later time. Therefore, if you are deploying security settings as part of your organization's policy, you must educate your users about the risks associated with changing default settings.

Mac OS X passwords

In order to ensure a more secure computing environment, it is important to secure your computer by choosing a good password for your user account. Mac OS X provides different types of passwords, such as User account passwords, Administrator passwords, master passwords, and the keychain passwords. For more information about Mac OS X passwords, see your server documentation.

Mac OS X firewall

You can configure the Mac OS X firewall to permit or deny incoming network communications. To use the Mac OS X services, such as file sharing, Windows Sharing, or File Transfer Protocol (FTP) access, you must open specific ports to enable network communication for that service. For more information about the Mac OS X firewall, see your server documentation.

Troubleshooting Office for Mac 2011

I can't download the volume license version of Office for Mac 2011 by using Safari

Cause: The Download Manager option on the Microsoft volume licensing site does not allow you to download when the pop-up blocker in Safari is enabled.

Solution: Disable the pop-up blockers in Safari, and then on the **Download Settings** page on the Microsoft Volume Licensing Web site, use the **Download Manager** option when downloading Office for Mac 2011. If you do not want to disable the pop-up blocker, then use the **Web Browser** option instead of the **Download Manager** option.

Select Download Settings

Product: Office for Mac 2011
 Version: 2011
 Part Number: 000-00000
 Language: English
 Operating System Type: Mac OS X
 Total Download Size: 459 MB
 Estimated Download Time: @ T1 (1.5M) - 41 minutes

Select Download Method
 Select a download method for a download component and click Download. Use the Download Manager for easy installation, time-saving features, and automatic restarting if the download process is interrupted. Add to favorites to download later.

Download Part Name	Part Number	File Size	Download Format	(Recommended) Download Manager	Web Browser
Office for Mac 2011	000-0000	459 MB	DMG	Download	Download
Communicator for Mac 2011	000-0000	15 MB	DMG	Download	Download

About Download Manager: Microsoft recommends the Download Manager for ease and convenience. To use the Download Manager you may be prompted to accept a signed ActiveX control or Java applet in your browser. To learn more, go to [How to Download](#)