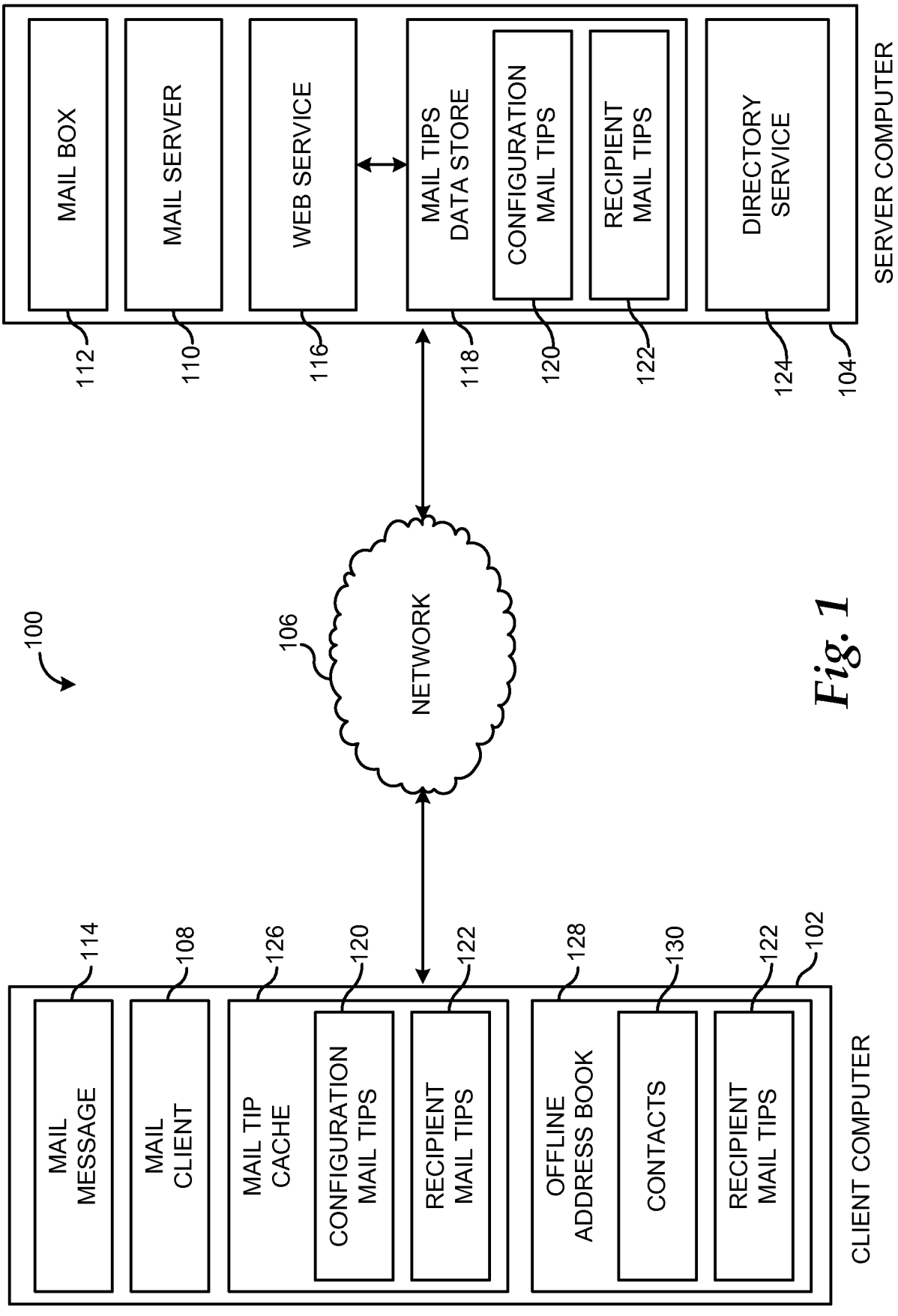

MAIL BOX
MAIL SERVER
WEB SERVICE
MAIL TIPS DATA STORE
CONFIGURATION MAIL TIPS
RECIPIENT MAIL TIPS
DIRECTORY SERVICE
SERVER COMPUTER
112
110
116
118
120
122
124
104
100
106
NETWORK
MAIL MESSAGE
MAIL CLIENT
MAIL TIP CACHE
CONFIGURATION MAIL TIPS
RECIPIENT MAIL TIPS
OFFLINE ADDRESS BOOK
CONTACTS
RECIPIENT MAIL TIPS
CLIENT COMPUTER
114
108
126
120
122
128
130
122
102

Fig. 1

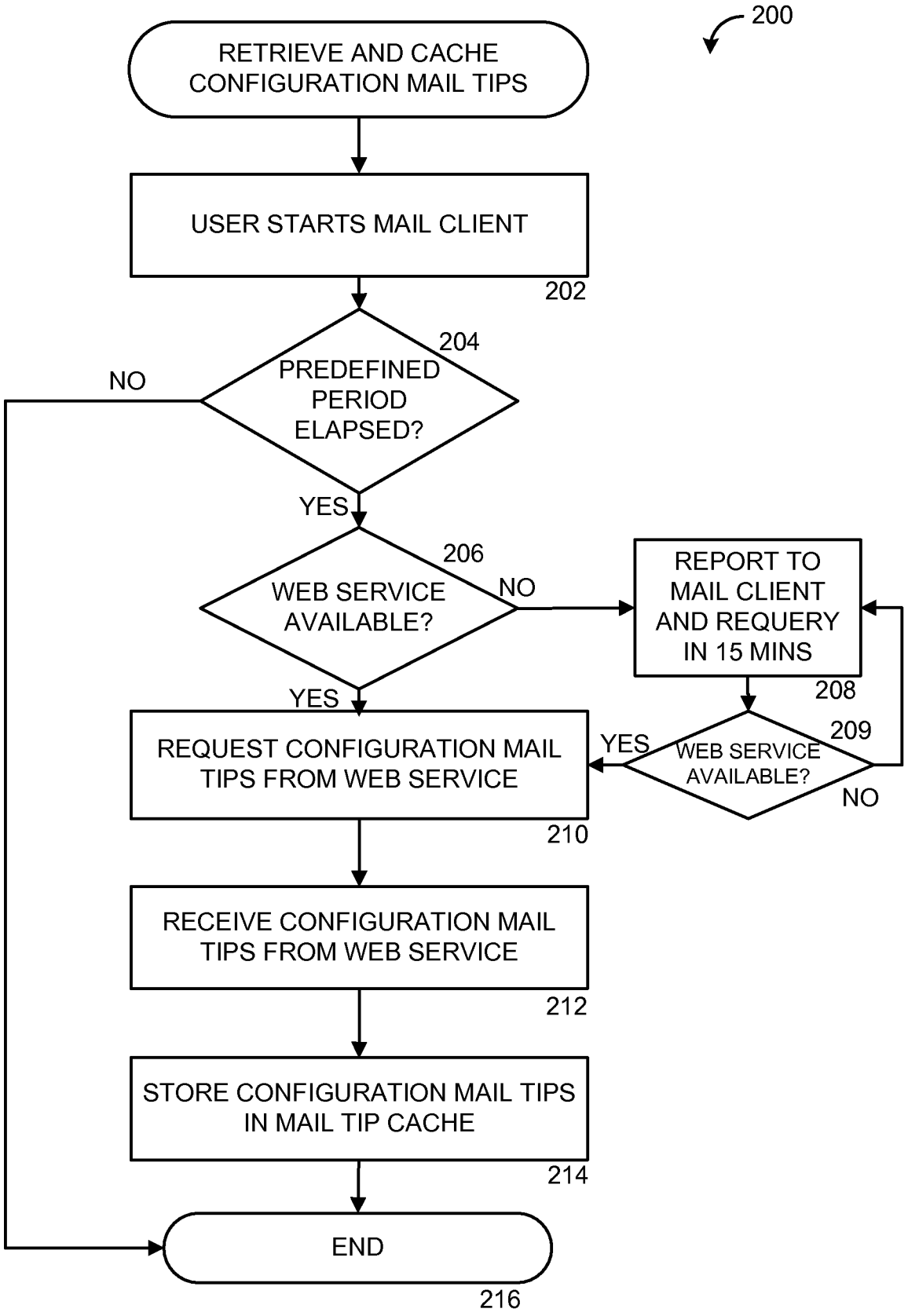

200
RETRIEVE AND CACHE CONFIGURATION MAIL TIPS
USER STARTS MAIL CLIENT
202
204
PREDEFINED PERIOD ELAPSED?
NO
YES
206
WEB SERVICE AVAILABLE?
NO
REPORT TO MAIL CLIENT AND REQUERY IN 15 MINS
208
YES
209
WEB SERVICE AVAILABLE?
YES
NO
REQUEST CONFIGURATION MAIL TIPS FROM WEB SERVICE
210
RECEIVE CONFIGURATION MAIL TIPS FROM WEB SERVICE
212
STORE CONFIGURATION MAIL TIPS IN MAIL TIP CACHE
214
END
216

Fig. 2

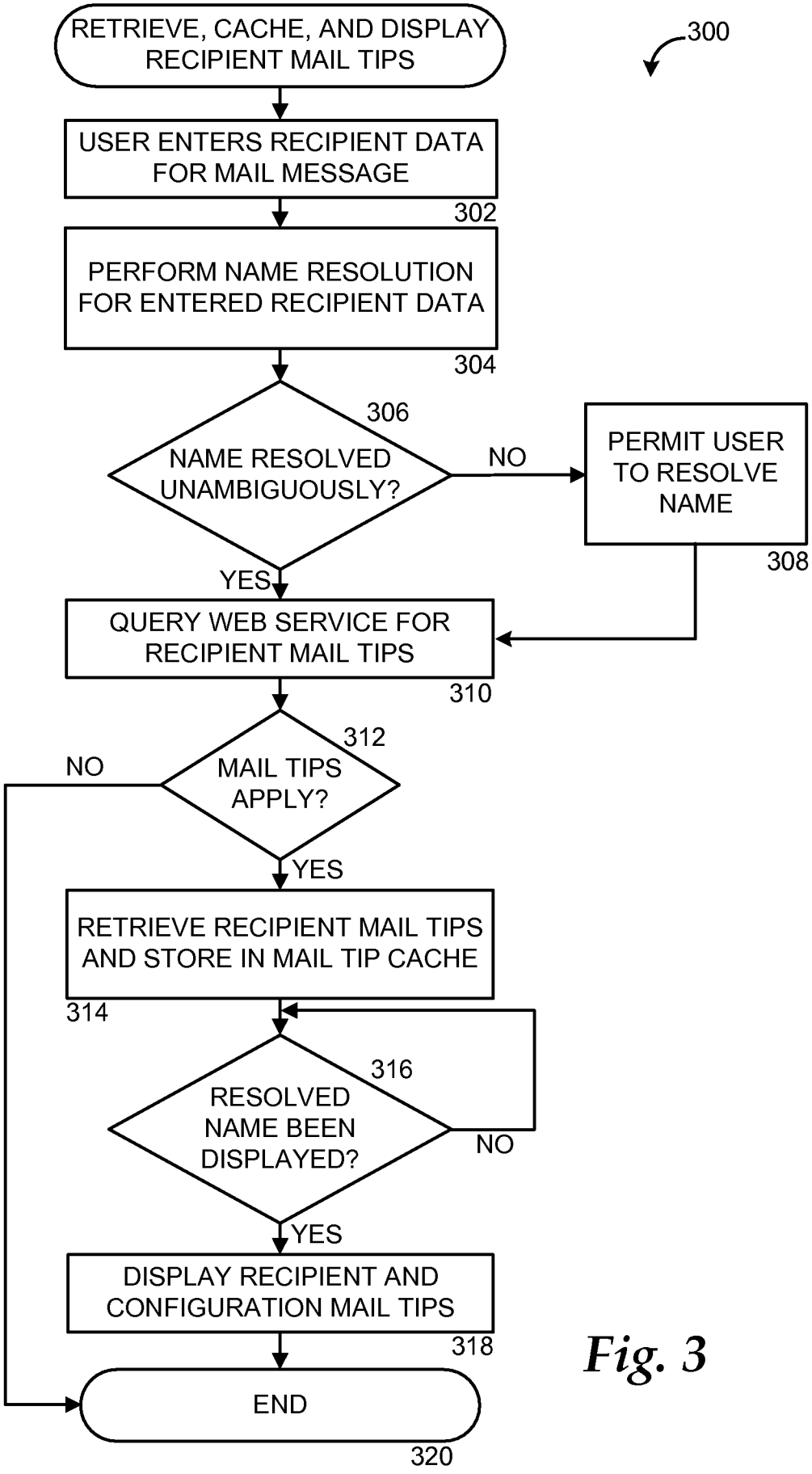

RETRIEVE, CACHE, AND DISPLAY RECIPIENT MAIL TIPS
300
USER ENTERS RECIPIENT DATA FOR MAIL MESSAGE
302
PERFORM NAME RESOLUTION FOR ENTERED RECIPIENT DATA
304
306
NAME RESOLVED UNAMBIGUOUSLY?
NO
PERMIT USER TO RESOLVE NAME
308
YES
QUERY WEB SERVICE FOR RECIPIENT MAIL TIPS
310
312
MAIL TIPS APPLY?
NO
YES
RETRIEVE RECIPIENT MAIL TIPS AND STORE IN MAIL TIP CACHE
314
316
RESOLVED NAME BEEN DISPLAYED?
NO
YES
DISPLAY RECIPIENT AND CONFIGURATION MAIL TIPS
318
END
320

Fig. 3

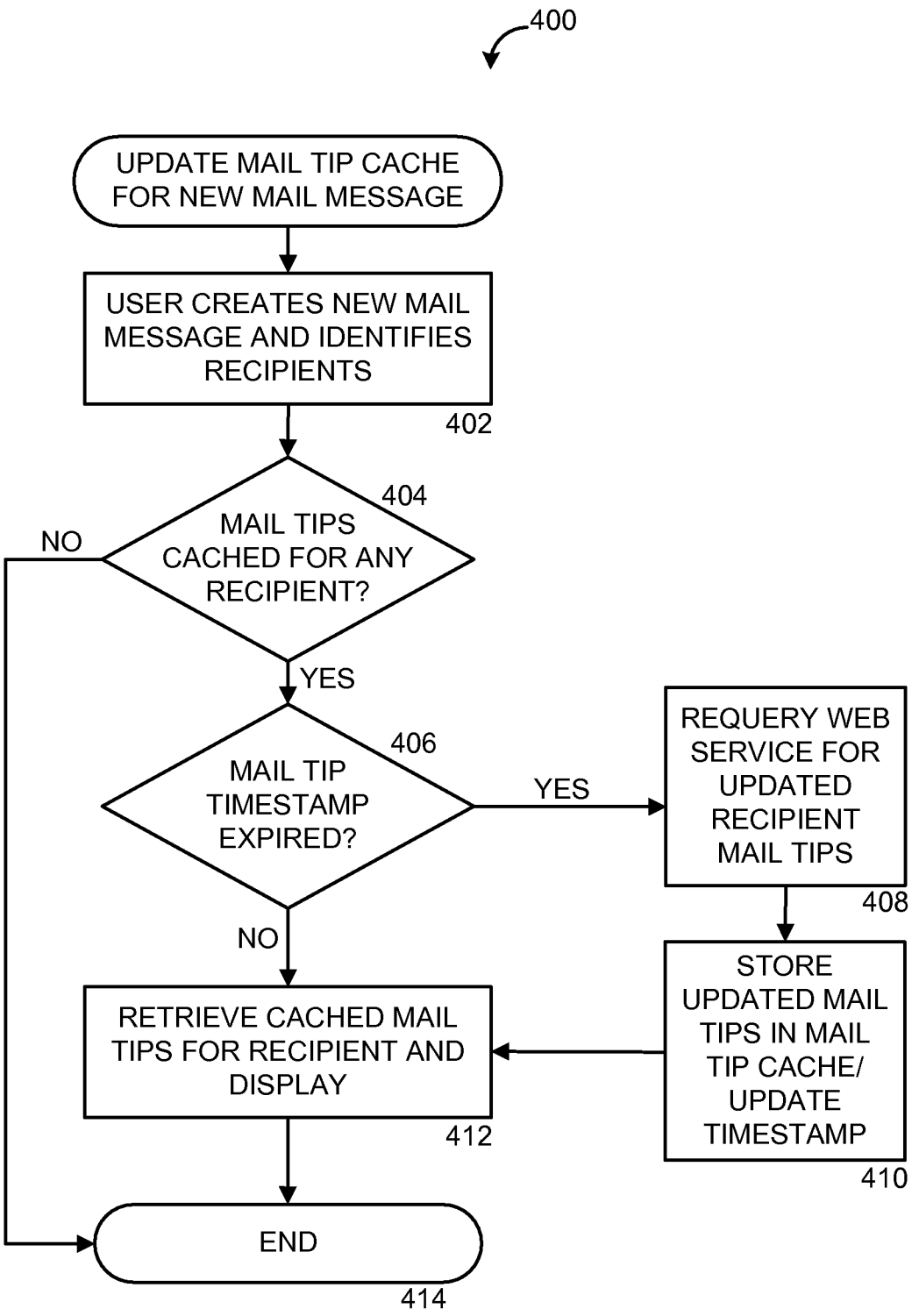

400
UPDATE MAIL TIP CACHE FOR NEW MAIL MESSAGE
USER CREATES NEW MAIL MESSAGE AND IDENTIFIES RECIPIENTS
402
404
MAIL TIPS CACHED FOR ANY RECIPIENT?
NO
YES
406
MAIL TIP TIMESTAMP EXPIRED?
YES
REQUERY WEB SERVICE FOR UPDATED RECIPIENT MAIL TIPS
408
NO
STORE UPDATED MAIL TIPS IN MAIL TIP CACHE/ UPDATE TIMESTAMP
410
RETRIEVE CACHED MAIL TIPS FOR RECIPIENT AND DISPLAY
412
END
414

Fig. 4

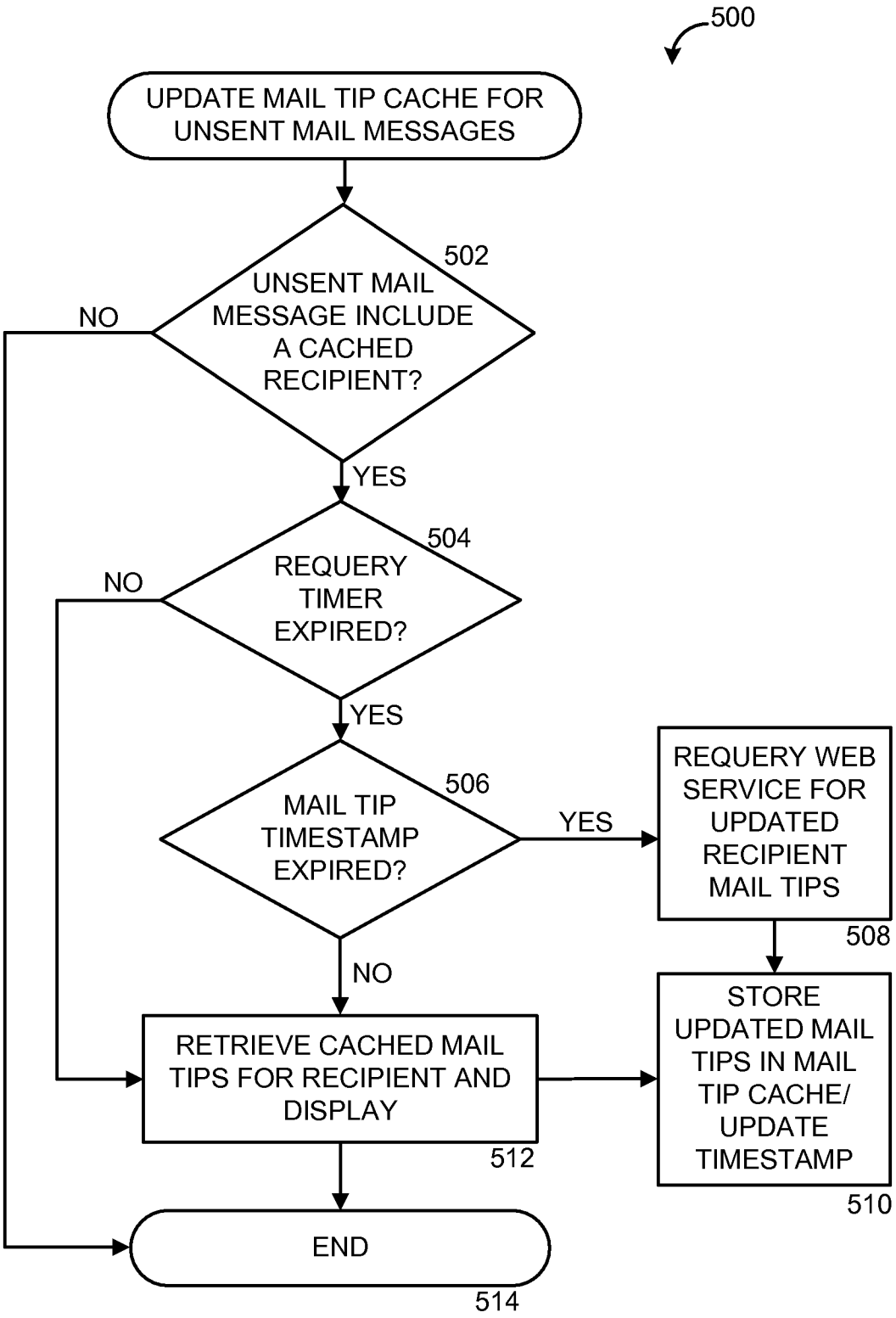

500
UPDATE MAIL TIP CACHE FOR UNSENT MAIL MESSAGES
502
UNSENT MAIL MESSAGE INCLUDE A CACHED RECIPIENT?
NO
YES
504
REQUERY TIMER EXPIRED?
NO
YES
506
MAIL TIP TIMESTAMP EXPIRED?
YES
NO
REQUERY WEB SERVICE FOR UPDATED RECIPIENT MAIL TIPS
508
STORE UPDATED MAIL TIPS IN MAIL TIP CACHE/ UPDATE TIMESTAMP
510
RETRIEVE CACHED MAIL TIPS FOR RECIPIENT AND DISPLAY
512
END
514

Fig. 5

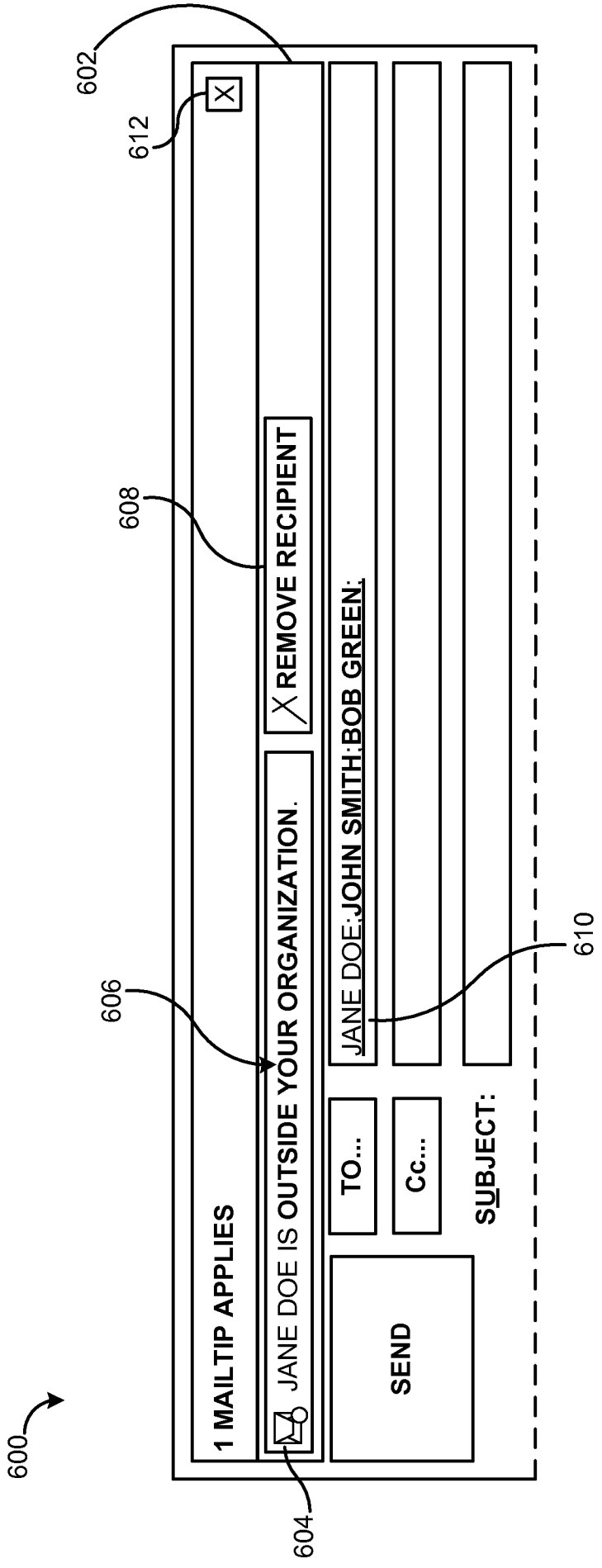

600
602
604
606
608
610
612
1 MAILTIP APPLIES
JANE DOE IS OUTSIDE YOUR ORGANIZATION.
REMOVE RECIPIENT
SEND
TO...
Cc...
SUBJECT:
JANE DOE;JOHN SMITH;BOB GREEN;

Fig. 6

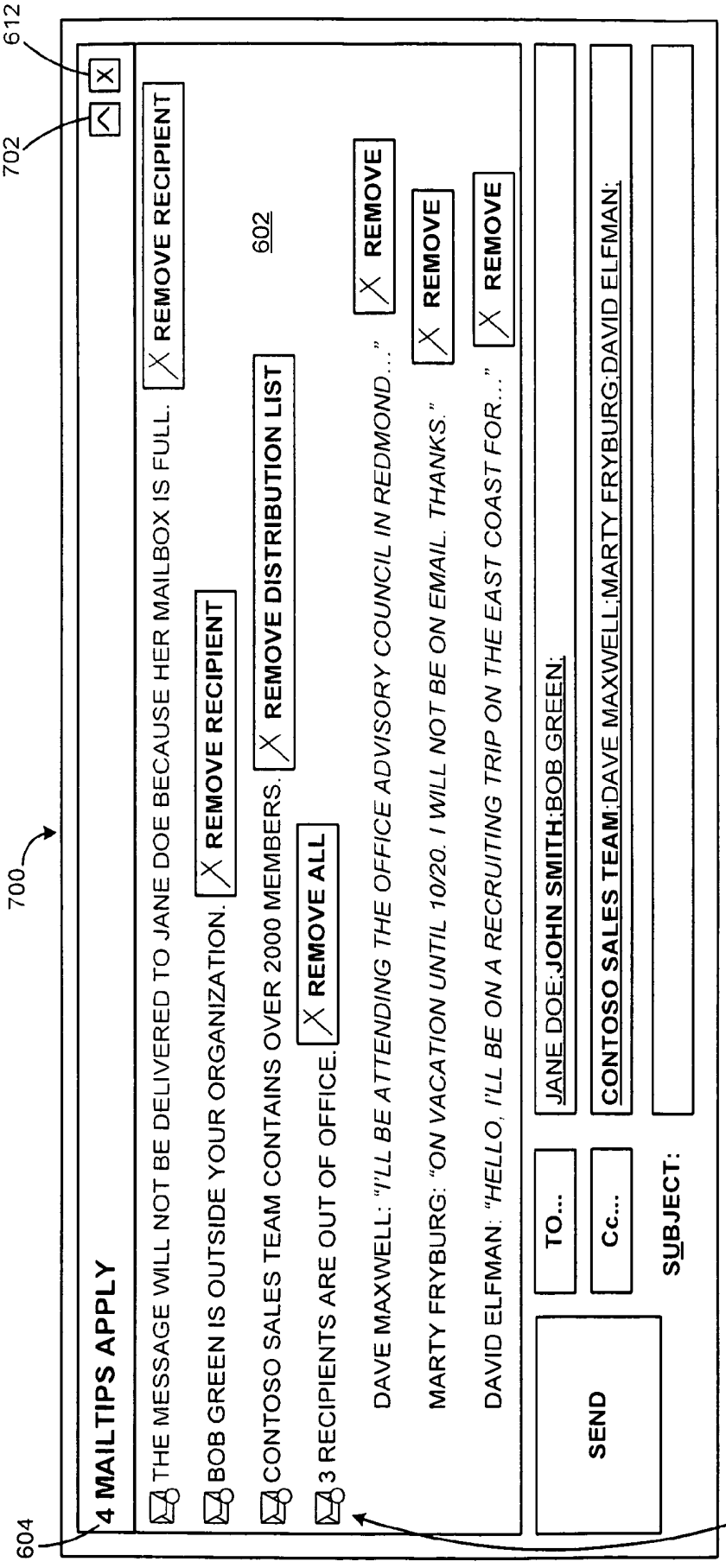
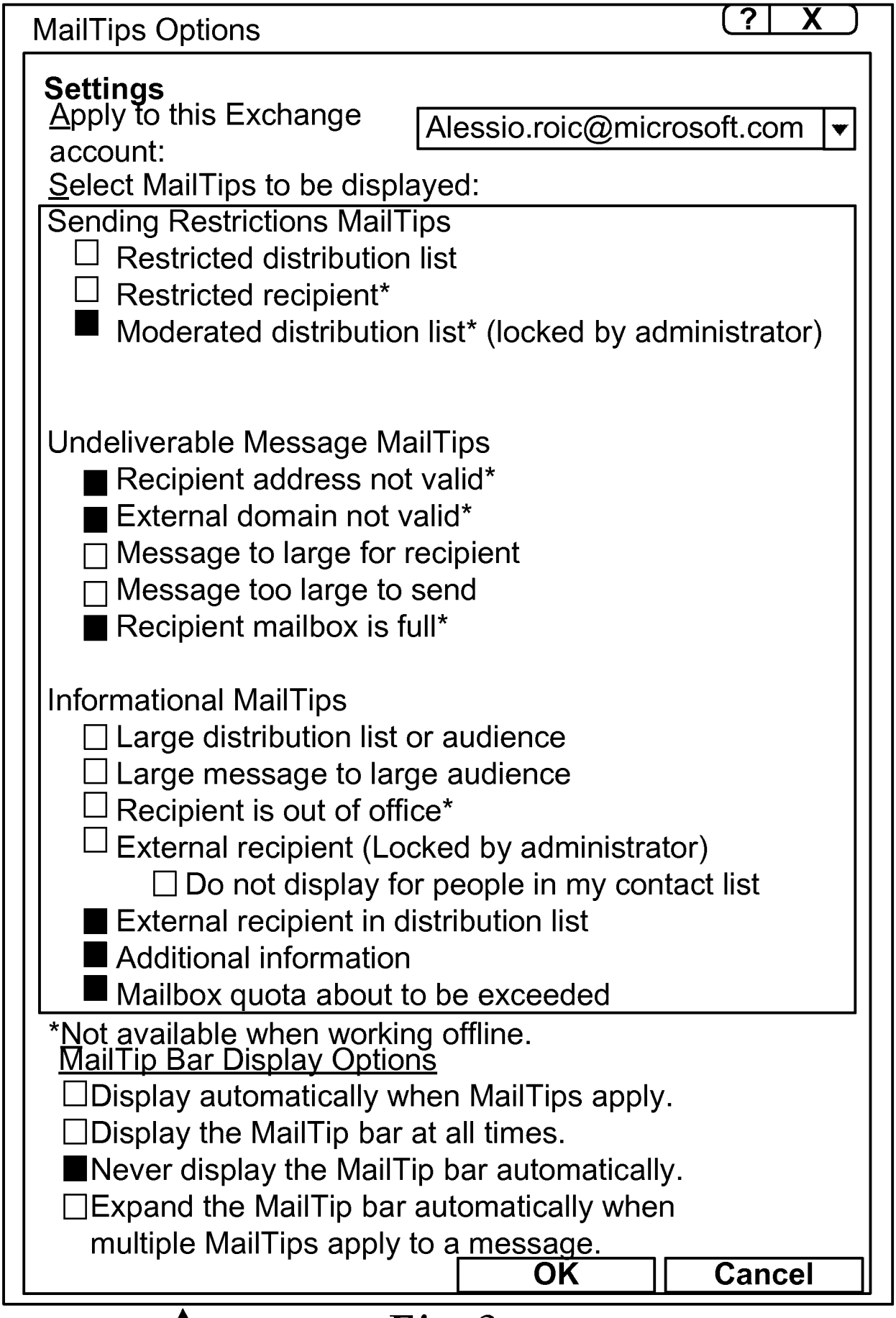

612
702
700
604
4 MAILTIPS APPLY
THE MESSAGE WILL NOT BE DELIVERED TO JANE DOE BECAUSE HER MAILBOX IS FULL.
REMOVE RECIPIENT
BOB GREEN IS OUTSIDE YOUR ORGANIZATION.
REMOVE RECIPIENT
CONTOSO SALES TEAM CONTAINS OVER 2000 MEMBERS.
REMOVE DISTRIBUTION LIST
602
3 RECIPIENTS ARE OUT OF OFFICE.
REMOVE ALL
DAVE MAXWELL: "I'LL BE ATTENDING THE OFFICE ADVISORY COUNCIL IN REDMOND..."
REMOVE
MARTY FRYBURG: "ON VACATION UNTIL 10/20. I WILL NOT BE ON EMAIL. THANKS."
REMOVE
DAVID ELFMAN: "HELLO, I'LL BE ON A RECRUITING TRIP ON THE EAST COAST FOR..."
REMOVE
SEND
TO...
JANE DOE;JOHN SMITH;BOB GREEN;
Cc...
CONTOSO SALES TEAM;DAVE MAXWELL;MARTY FRYBURG;DAVID ELFMAN;
SUBJECT:
704

Fig. 7


MailTips Options
?
X
Settings
Apply to this Exchange account:
Alessio.roic@microsoft.com
Select MailTips to be displayed:
Sending Restrictions MailTips
Restricted distribution list
Restricted recipient*
Moderated distribution list* (locked by administrator)
Undeliverable Message MailTips
Recipient address not valid*
External domain not valid*
Message to large for recipient
Message too large to send
Recipient mailbox is full*
Informational MailTips
Large distribution list or audience
Large message to large audience
Recipient is out of office*
External recipient (Locked by administrator)
Do not display for people in my contact list
External recipient in distribution list
Additional information
Mailbox quota about to be exceeded
*Not available when working offline.
MailTip Bar Display Options
Display automatically when MailTips apply.
Display the MailTip bar at all times.
Never display the MailTip bar automatically.
Expand the MailTip bar automatically when multiple MailTips apply to a message.
OK
Cancel

800

Fig. 8

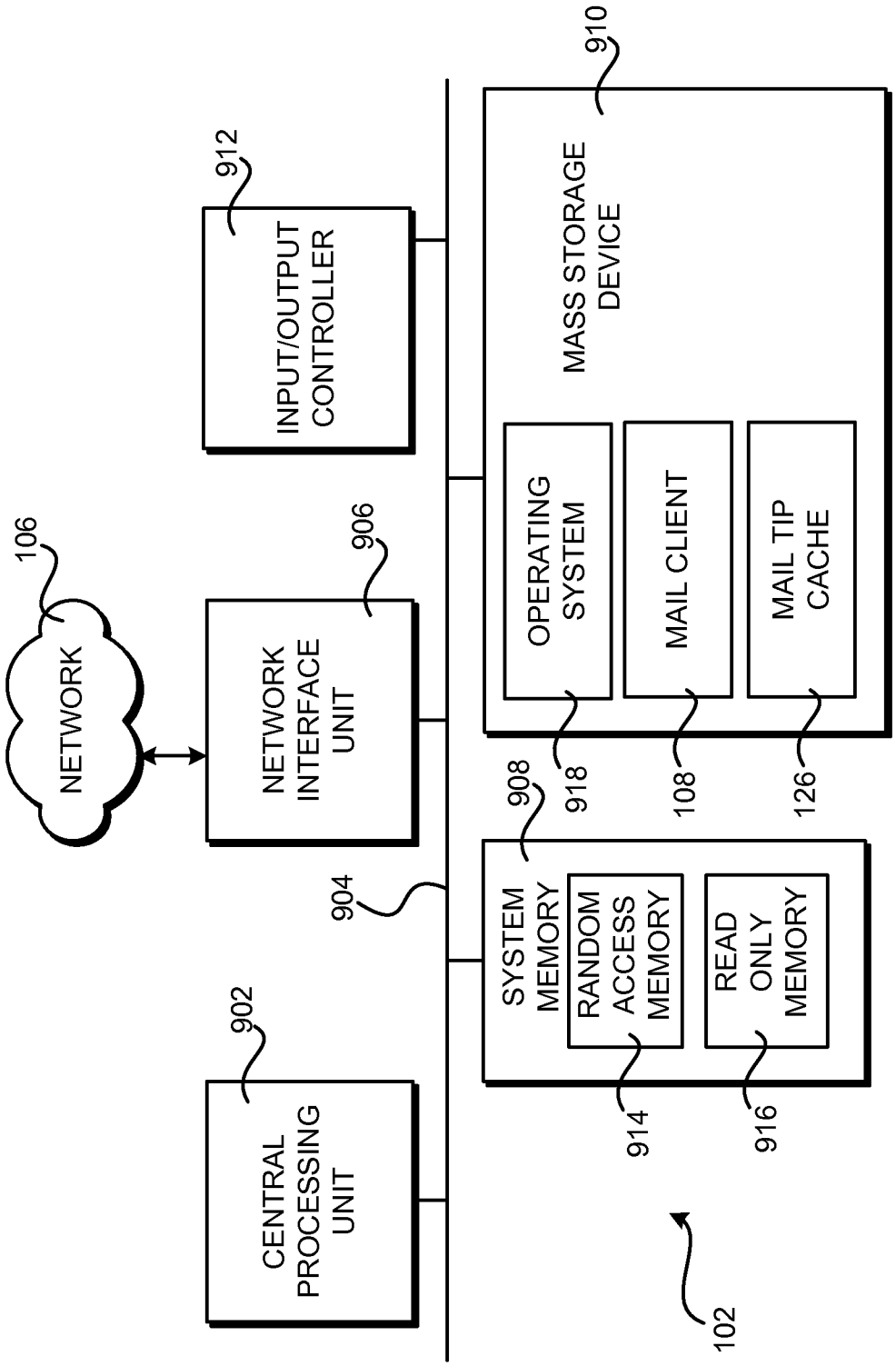

102
CENTRAL PROCESSING UNIT
902
904
SYSTEM MEMORY
RANDOM ACCESS MEMORY
READ ONLY MEMORY
908
914
916
NETWORK INTERFACE UNIT
906
NETWORK
106
INPUT/OUTPUT CONTROLLER
912
MASS STORAGE DEVICE
910
OPERATING SYSTEM
MAIL CLIENT
MAIL TIP CACHE
918
108
126

Fig. 9