



SEVEN

SEVEN™ Always-On Mail Professional Edition

Release 5.0

Desktop Connector User Guide

Document version 1.8

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Patents

Patents pending.

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Preface

Welcome to SEVEN Always-On Mail, which offers a full range of mobile office applications to help you keep up with your important emails, calendar and contacts. Always-On Mail uses Push technology, so there is no need for synchronization and no delays in getting the latest information.

SEVEN provides secure, real-time, wireless access to enterprise applications through your mobile device. This guide provides information for managing and using the Professional Edition Desktop Connector.

This preface includes the following sections:

- *Audience*
- *Related Documentation*
- *Documentation Feedback*

Target Audience

This guide is intended for enterprise users accessing corporate applications and data using SEVEN Always-On Mail and a mobile device. It assumes that you have a mobile device with wireless access and that you are familiar with using this device.

Related Documentation

The SEVEN document set includes the following documentation:

- **SEVEN™ Always-On Mail 5.0 User Guide UIQ Client** - provides instructions on how to use Always-On Mail with Symbian UIQ devices, such as Ericsson and Motorola.
- **SEVEN™ Always-On Mail 5.0 User Guide S60 Client** - provides instructions on how to use Always-On Mail with Nokia Symbian Series 60 devices.
- **SEVEN™ Always-On Mail 5.0 User Guide S80 Client** - provides instructions on how to use Always-On Mail with Nokia Symbian Series 80 devices.
- **SEVEN™ Always-On Mail 5.0 User Guide SP Client** - provides instructions on how to use Always-On Mail with Microsoft Windows Mobile Smartphone devices.
- **SEVEN™ Always-On Mail 5.0 User Guide PPC Client** - provides instructions on how to use Always-On Mail with Microsoft Windows Mobile Pocket PC devices.

For further information, please visit www.seven.com.

Documentation Feedback

The SEVEN Technical Publications department welcomes your feedback. Please help us improve future releases of this document by sending your comments and suggestions to techdocs@seven.com.



Chapter 1: Introducing SEVEN Always-On Mail

Introduction

Welcome to SEVEN Always-On Mail, which offers you the chance to transfer the key features of Microsoft Outlook and Lotus Notes from your desktop straight to your phone. This allows you to move freely, but still keep up with all of your important email accounts, calendar appointments and contacts.

Professional Edition of SEVEN Always-On Mail is ideal for

- Individual business users
- Groups and departments within large enterprises
- Small enterprises with limited IT competence

This User Guide presents the setup process and basic functions of the software. Please read these instructions carefully before using SEVEN Always-On Mail.

Prerequisites for Installation

The table below specifies the overall system requirements and settings for installing and running the Desktop Connector.

PC for the Desktop Connector installation	<p>Hardware with 1-25 users (desktop PC recommended):</p> <ul style="list-style-type: none">• 600 MHz CPU• 256 MB RAM in organizations up to 50 000 employees, 512 MB RAM in organizations with more than 50 000 employees• 100 MB free disk space <p>Operating system:</p> <ul style="list-style-type: none">• Windows 2000 Professional Service Pack 3 or newer• Windows XP Service Pack 1 or newer
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	<p>Installed email client software:</p> <ul style="list-style-type: none"> • Outlook 2000, or • Outlook 2003, or • Lotus Notes 6.0.2 (or higher), or • Lotus Notes 6.5.x client <p>Terminal Server should not be running on the PC running the Desktop Connector.</p> <p>Desktop Connector must be running at the office LAN network all the time. It should not be installed on a machine that is frequently shut down or carried away from the office, because while it is disconnected from the LAN it cannot forward emails to your mobile device.</p>
Windows User Account	The Windows user account used to run the Desktop Connector service needs local administrator rights and log on as service rights to the computer where the Desktop Connector service is installed and run.
Connection to Email Server	<p>Used email server must be Microsoft Exchange (for Outlook clients) or Lotus Domino (for Notes clients).</p> <p>Network connection to email server must be fast (> 1 Mbps) and with small latency (< 100 ms). A typical LAN connection is sufficient. A fast connection over VPN works, too.</p> <p>NOTE! Connection to Exchange or Domino can not be POP or IMAP¹.</p>
Connectivity to Internet and Firewalls	<p>The PC machine running Desktop Connector must have constant access to Internet.</p> <p>Desktop Connector must be able to establish outbound TCP connections to Internet using destination port 443. Protocols that are used are HTTPS and TCP (push protocol).</p>

¹ In Outlook go to Tools/Email accounts/View or change existing email accounts/Next. If your connection shows Microsoft Exchange Server, the connection is correctly configured.



Chapter 2: Installation

Prerequisites for Installing the Desktop Connector

Important Prerequisites!

1. User privileges
Make sure that you are logged onto the Windows computer where you plan to install the Always-On Mail Desktop Connector with sufficient privileges to install software (as an administrator).
2. Log on as a service
Make sure that that you have **Log on as a service** rights.

Desktop Connector Installation

Always-On Mail Desktop Connector is installed as a service on its host computer. Once SEVEN Always-On Mail is installed, the Windows services manager will administer it and it will be started automatically each time the computer starts. Note that emails will only be pushed to your device when your computer is on. Thus, it is recommended to use a desktop computer that can be kept on and not for instance a laptop computer that is often for connector installation.

To install the Desktop Connector files, follow these steps:

1. Run the connector installation program (the **.msi** file)
2. If there are several languages in your install package you will be prompted for the language to use. Select the language and click **Ok**.
3. The InstallShield Wizard screen will appear. Click **Next**.
4. Once you have read and agreed to the license agreement, click **Next**.
5. An access configuration screen will appear with the currently logged on user. This user needs to have sufficient privileges to

install the system. Enter the password for the user and click **Next**.

6. The installer reads the name of the mail server and the IP address of the PC from the registry and displays them. If there are several mail servers they are displayed in the list. If you do not know which server to choose, select the one the installer proposes. The field can also be edited manually if required. The IP address is checked from your registry. Check that they are correct and press **Next**.
7. If you get a license screen, browse to the location of the license file you received when you purchased the software and click **Next**. If the license retrieval is automatic, this screen is not shown.
8. Click **Install** to begin the installation.
9. The Installing SEVEN Always-On Mail Professional Edition screen will appear.
10. When the installation is finished, you will be prompted to download the client software to your mobile device. This is easiest done by pointing your mobile device browser to the location indicated, e.g. www.smartner.com/help/peclients.html.
11. Next, the InstallShield Wizard Completed screen will appear.
12. Choose Launch Always-On Mail and Click **Finish** to complete the installation.
13. The Desktop Connector will launch and prompt you for an activation code. To get the activation code you need to download the Always-On Mail software onto your mobile device and install it and start the application. Enter the activation code shown on your device screen into the Desktop Connector dialog.

You are now ready to receive emails to your mobile device!

Chapter 3: Desktop Connector Functionality

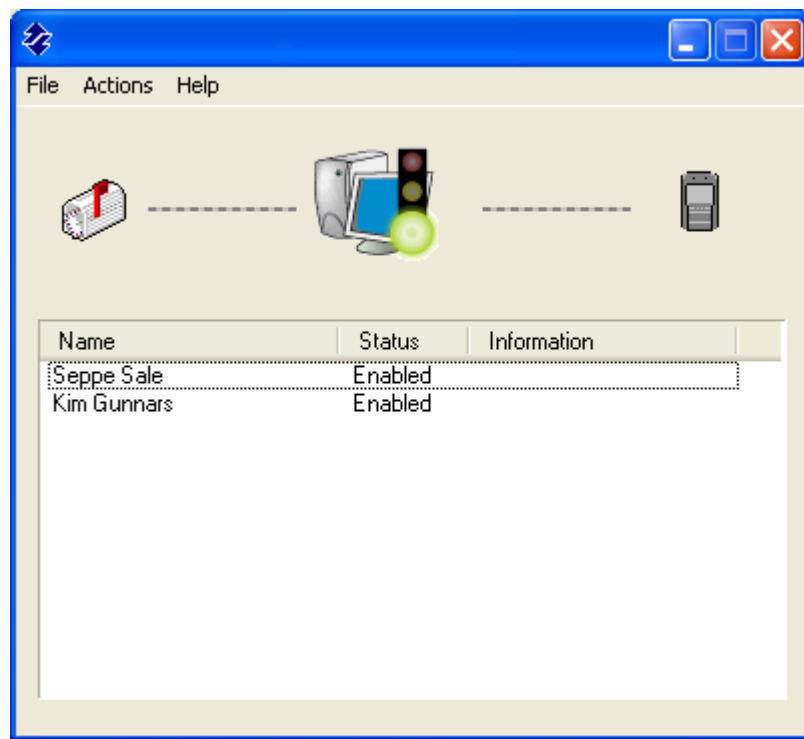


Figure 1. Desktop Connector main screen.

In the Desktop Connector you can perform actions such as adding and removing users and view user's properties. In this section the Desktop Connector functionality is explained. In single-user version only one user is shown and you cannot add more users.

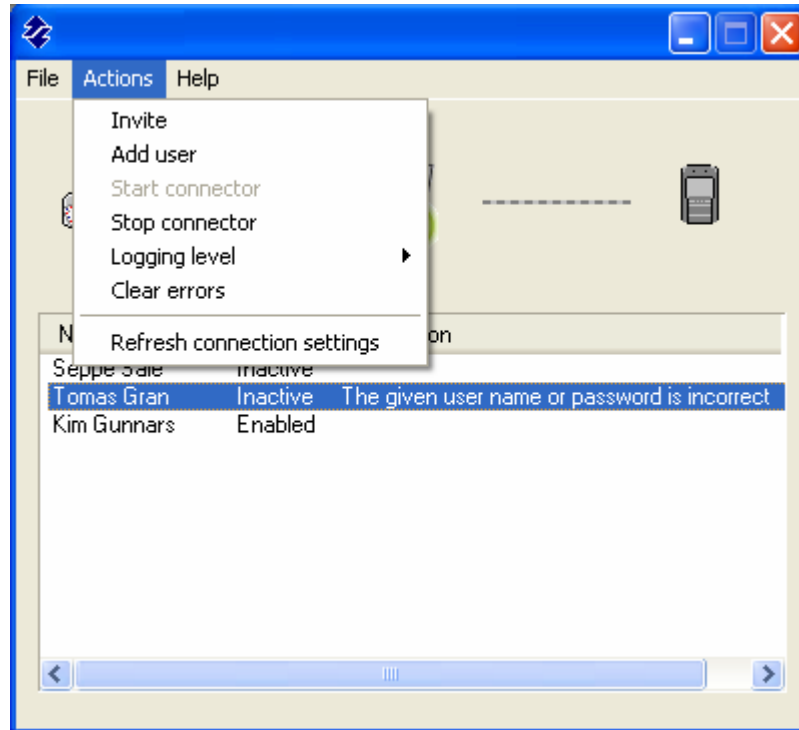


Figure 2. Desktop Connector Functionality: Actions menu.

The following actions are available:

File>Exit: Closes the program. The service will still run and emails and other data will be pushed to your device. An icon is also available on the quick launch bar.

Actions>Invite: Invites another user to Always-On Mail. An email with instructions is sent to the user prompting them to take the service into use. Taking the service into use requires the activation code to be entered at the Desktop Connector using the Add User option. The activation code is displayed at the end of the installation process when installing the client software on the mobile device. This feature is not available in single-user version.

Actions>Add user. Allows you to add a user and enter the activation code at the Desktop Connector. The easiest option is to perform the device installation while at the Desktop Connector. If this is not possible, the activation code should be provided in a secure way to someone who can enter it to the Desktop Connector. The purpose of the activation code is to establish a secure connection between the mobile device and the Desktop Connector. This feature is not available in single-user version.

Actions>Start Connector: Starts the service (when stopped).

Actions>**Stop Connector**: Stops the service (when started).

Logging level: This setting defines which events are written into the log file. The finer the log level the larger the number of events that are written. A fine level creates log files of significant size, consumes resources and slows down program operation because writing to the hard disk takes time. For this reason it is recommended to use the fine levels only when investigating problems. The following values are selectable:

- Fatal errors - events which stop the program from functioning or cause a permanent loss of data.
- Errors - events that may cause a loss of service
- Warnings - events that affect the user but do not cause any loss of service
- Information - events that are useful for an administrator or support person to know but is not a warning or an error
- Data dump - events that may be useful to an administrator and definitely useful to SEVEN Support: Data dump, UT packets, PEC data, MAPI/Notes
- Debug - events that are typically only useful to a developer
- Fine debug - finer granularity developer events
- Tick debug - This is the finest level of logging.

Help>**Remote help**: opens the online help.

Right-clicking on a user shows a popup menu with the following items:

Change password: Allows you to change a user's password for the service. If a user's network password (Windows password) is changed, the password for the Always-On Mail needs to be updated, too. If the password for the user who has installed the service is changed, the password of the service must be changed, too.

Remove user: Allows you to remove a user from the service. Data will no longer be pushed to the device. This feature is not available in single-user version.

Clear error: Allows you to clear an error for a user. Normally the system can recover automatically from errors, such as mail server being unavailable, but if an error persists, this function can be used.

Refresh connection settings: Reloads the connection settings. If the company's firewall or proxy settings change so that the internet connection goes via a different route, such as a different proxy server, the connection settings can be refreshed using this function. If the connection to the internet has changed so that no connection is available all users typically display red or yellow connection toward the device in the main window of the Desktop Connector or on the properties screen. In this situation refreshing the connection settings may help.

Properties: Opens the properties tab for a user. The properties display status information, options and information about the product version. This function is available as a button instead of a menu item in single-user version.

SEVEN Always-On Mail offers a full range of mobile office applications to help you keep up with your important emails, calendar and contacts. This chapter describes how to use SEVEN Always-On Mail.

Problem situations

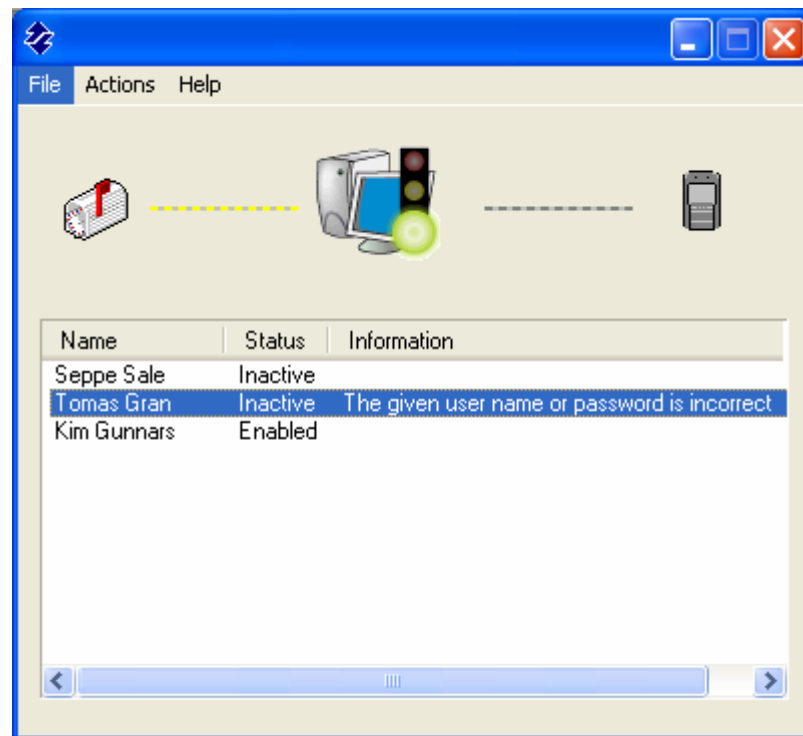


Figure 3. Connectivity issues. User's mail server password has been changed.

If there are problems with a user, this is indicated in the Desktop Connector as a red or yellow line, see Figure 3. The computer in the middle indicates the Desktop Connector and has traffic light symbols indicating its status. The mailbox signifies the mail server and the mobile phone indicates your mobile device. A grey line indicates that the connection is ok.

Properties.

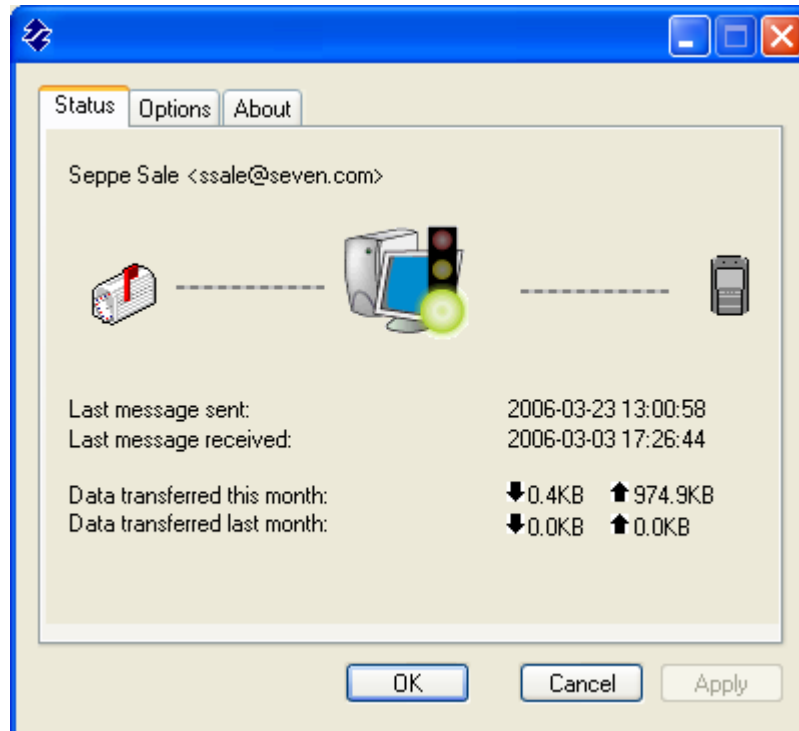


Figure 4. Properties. The properties are accessed by right-clicking a user and selecting Properties.

On the properties screen there is information available about the following:

- **Last message sent** indicates when the last message was sent from the device
- **Last message received** indicates when the device last received a message
- **Data transferred this month** shows the data from device to Connector and from Connector to device during this month.
- **Data transferred last month** shows the data from device to Connector and from Connector to device during the previous month.



Chapter 4: Upgrading Always-On Mail

This chapter describes how to upgrade the Desktop Connector if you have a previous version of 5.0 installed. Upgrading from one brand to another is not supported. If you are running an older version than 5.0, you must uninstall the old version first.

Steps to perform upgrade to 5.0 version of the Desktop Connector:

1. Login to the connector computer as the Windows user that is running the connector.
2. Make sure that the existing connector installation is running.
3. Close the Desktop Connector, but do not stop the processes!
4. Start the installation program of the SEVEN Always-On Mail version 5.0 Desktop Connector. Installation program will update all relevant components and keep existing users and settings.
5. Check that the upgraded connector services are up and running after the upgrade.



Chapter 5: Uninstalling Always-On Mail Desktop Connector

Uninstalling the Desktop Connector is done as follows:

1. Log on to the computer running the Desktop Connector with the same user that installed the Connector.
2. Do not stop the Connector if it is running!
3. Go to **Control Panel>Add or Remove Programs**.
4. Select **SEVEN Always-On Mail 5.0 Professional Edition**
5. Click on **Remove**. Accept the confirmation question.



Chapter 6: Troubleshooting and FAQ

Troubleshooting

The following tests help to verify if the service is running properly.

1. Check the status of the Desktop Connector.

- The status should indicate a green light. If this is not the case you can try to stop the connector and start the connector. If there are some errors indicated, try the 'Clear Error' function.

2. Check the status of the mobile client software

- The status screen should show 'Connected'

3. Pause and Resume the mobile client

- This test reconnects the mobile device to the server immediately. If there is some problem, the Always-On Mail status screen will display an error.

4. Reboot (soft reset) your mobile device

- This may help if your device has internal errors.

5. Send an email from the device to your own mailbox and check that it arrives to your device.

- This test easily shows if the mail is sent at all or if it arrives in the email server mailbox but not to the device. If it does not arrive in your device in 5 minutes, check if it has arrived to your desktop mailbox. If your corporate email system is congested, receiving mails may take some time.

6. If Always-On Mail has been paused or shut down for a long time, let the client run for some time to process all queued messages

- Always-On Mail needs to process all queued messages before it can receive any new ones. If the application is closed or paused for a long time there may be a big queue of messages on the server. Messages can be sent out immediately, but new ones can be received only after the whole queue has been processed.

Frequently Asked Questions

Q: I changed my network password and the service stopped working, what is the problem?

A: The password for the service needs to be changed when the network (Windows) password is changed. You can use the change password option to enter the new password.

Q: I cannot get a connection to the remote server at installation, what is the problem?

A: Check that you have an internet connection from the computer by opening a browser (such as Internet Explorer or Firefox). If you cannot connect to the internet, fix that problem first and retry.



Appendix 1

Establishing connection over proxy

The Professional Edition proxy connectivity solution supports manual as well as automatic proxy configuration schemes. Both automatic detection (DNS/DHCP advertised proxy) and automatic configuration scripts are supported. The configuration script must have a .pac extension.

The connectivity solution is as follows:

- An HTTP connection is established to remote server port 443 (this server runs the Always-On Mail Service)
- Direct TCP connection is attempted to ports on the remote server. The order depends on configuration done by your operator.
- Connection via proxy is attempted to the ports on the remote server. The order the ports are attempted is the same operator defined order as for direct connection. The proxy can be manually or automatically configured.

If proxy configuration changes while the software is running, the connection settings can be refreshed from the Desktop Connector Actions menu. The settings are also refreshed each time the software is started.

Manual proxy configuration can be done in Control Panel/Internet Options/Connections/LAN Settings by checking the **Use a proxy server for your LAN** box and setting proxy address. Note that these same settings are used by e.g. Internet Explorer.

Establishing the proxy connection to the service requires that the proxy responds **Ok** to the request to connect to the remote server. This means that the proxy server must not be configured to request other information such as username and password from the user.