



RoadSync Administrator's Guide

Mobilizing 'Microsoft Office Life' for Businesses & Professionals Around the World

Introduction

RoadSync provides secure, wireless, and *direct* synchronization with Exchange Server 2003 via Microsoft's Exchange ActiveSync protocol. This software gives companies and IT departments an affordable way to easily implement wireless connectivity without the need for an expensive middleware server or desktop redirector. With RoadSync, users can always access their critical Outlook e-mail and data on today's most popular mobile handsets, such as the Sony Ericsson P-series, Motorola A1000, palmOne Treo, Motorola RAZR, Nokia 9300 and others, *anytime, anywhere*.

What you can do with Exchange ActiveSync and RoadSync*

General

- Directly change the Exchange message store information
- Schedule synchronization at regular time intervals or sync manually
- Connect securely via Secure Socket Layer (SSL) (over port 443)
- Synchronize more than one device to the same Exchange account

E-mail

- Synchronize e-mail directly and wirelessly
- Synchronize attachments to your wireless device
- Create and send new e-mail from your wireless device
- Reply, reply to all, and forward from your wireless device
- Review e-mail and attachments offline after synchronizing
- View and set e-mail priority status
- Mark messages as read / unread from your wireless device
- Move messages directly to your Deleted Items folder
- Set a date range for syncing e-mail
- Set a size limit for syncing e-mail
- Download the remainder of large e-mails

Calendar

- Synchronize calendar events directly and wirelessly
- Create new calendar events on your wireless device
- Accept, tentatively accept, and decline meeting requests wirelessly
- Update calendar events from your wireless device
- Set a date range for syncing calendar items
- Review calendar events offline after synchronizing

Contacts

- Synchronize contacts directly and wirelessly
- Add new contacts on your wireless device
- Update contacts from your wireless device
- Access contact information offline after synchronizing

* NOTE: Not all features are available on all platforms at this time. See <http://www.dataviz.com/roadsync> for details.

RoadSync Requirements

Server Requirements

- Exchange Server 2003 mailbox server
 - Exchange Server 2003 servers must run on either Windows 2000 Server or Microsoft Windows Server 2003 OS.
- Publicly accessible domain name for front-end Exchange Server 2003 server
- Mobile services enabled for each user (default setting is “Enabled”)

Optional Server Configurations

- Exchange Server 2003 front-end server (optional, but recommended for accessing multiple back-end mailbox servers)
- SSL encryption (enabled on port 443) with a certificate supported by wireless device
- Virtual Private Network (VPN)

Wireless Device Requirements

- Wireless device (see <http://www.dataviz.com/roadsync> for details)
- VPN client (optional, depending on server configuration)
- SSL certificate (optional, common certificates are included with the OS, however, the OS does not support all certificates available for SSL)

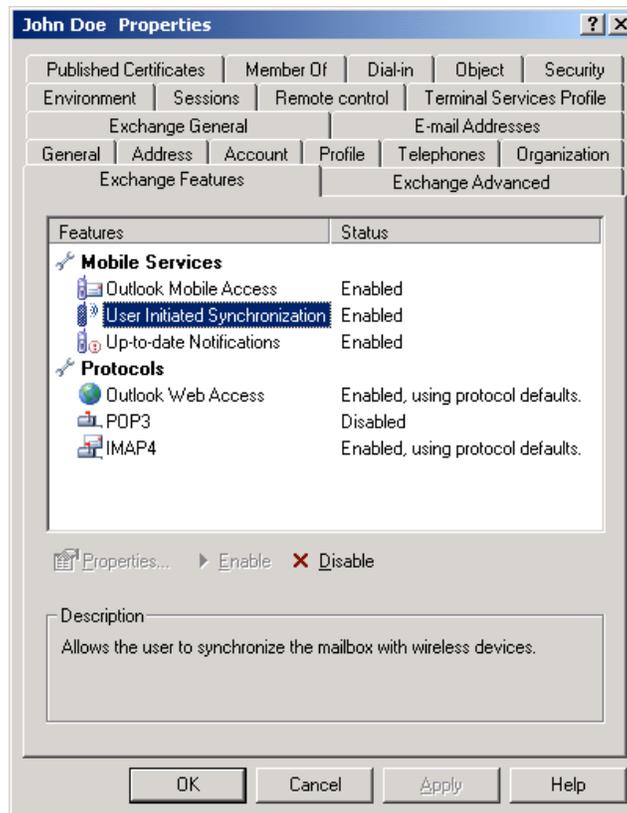
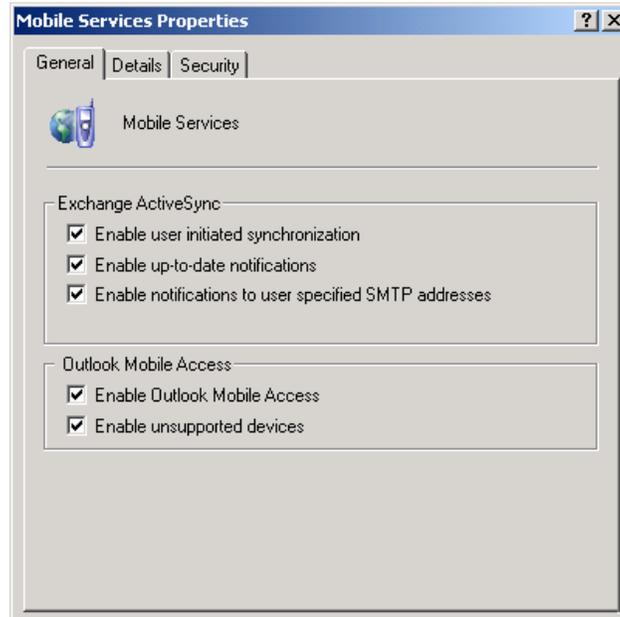
Connectivity Requirements

- Wireless data plan (through a wireless carrier network)

Exchange Server 2003 Configuration

Please verify the settings in these diagrams to ensure Exchange Server 2003 is configured for mobile access via RoadSync. Settings are applied at the user level.

- *These features are enabled by default.*
- Please refer to Microsoft's Exchange Server 2003 support for details:
<http://www.microsoft.com/exchange/support/>



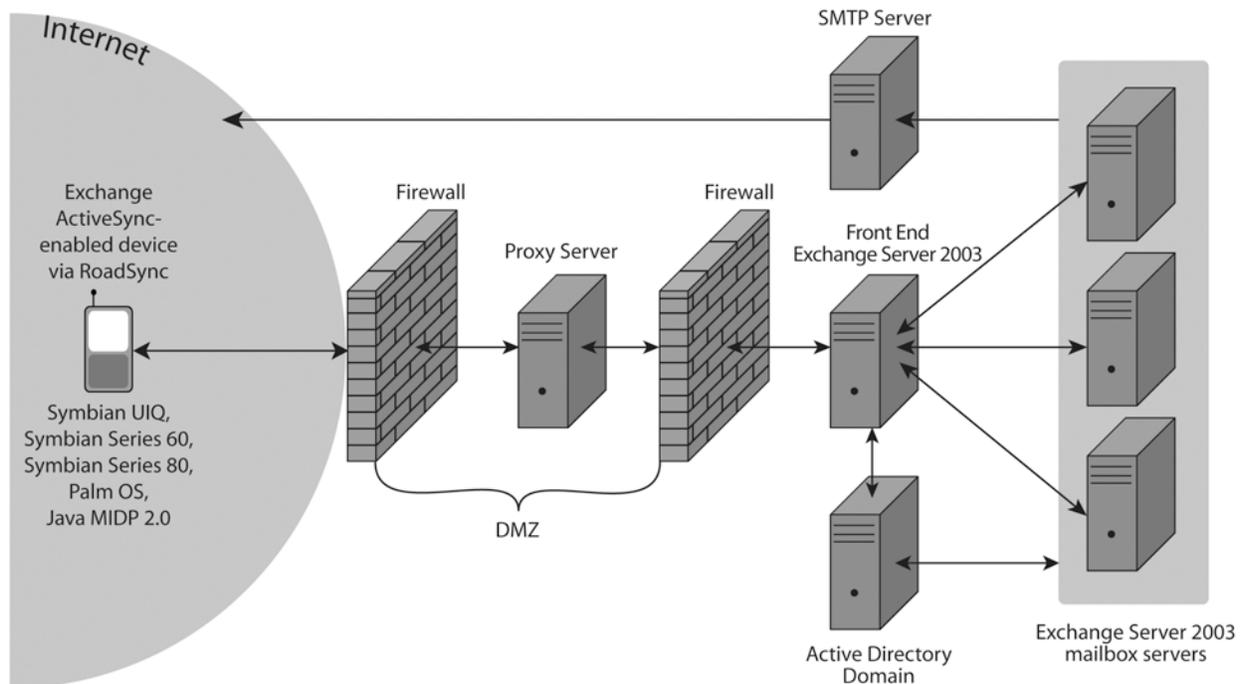
Typical Network Configurations

SSL (Secure Socket Layer) connection to Exchange account

This type of connection secures the mobile client via SSL over port 443. The connection must be passed through the external firewall on this port, however it can be routed through the rest of the backend using any port-forwarding that is currently in place.

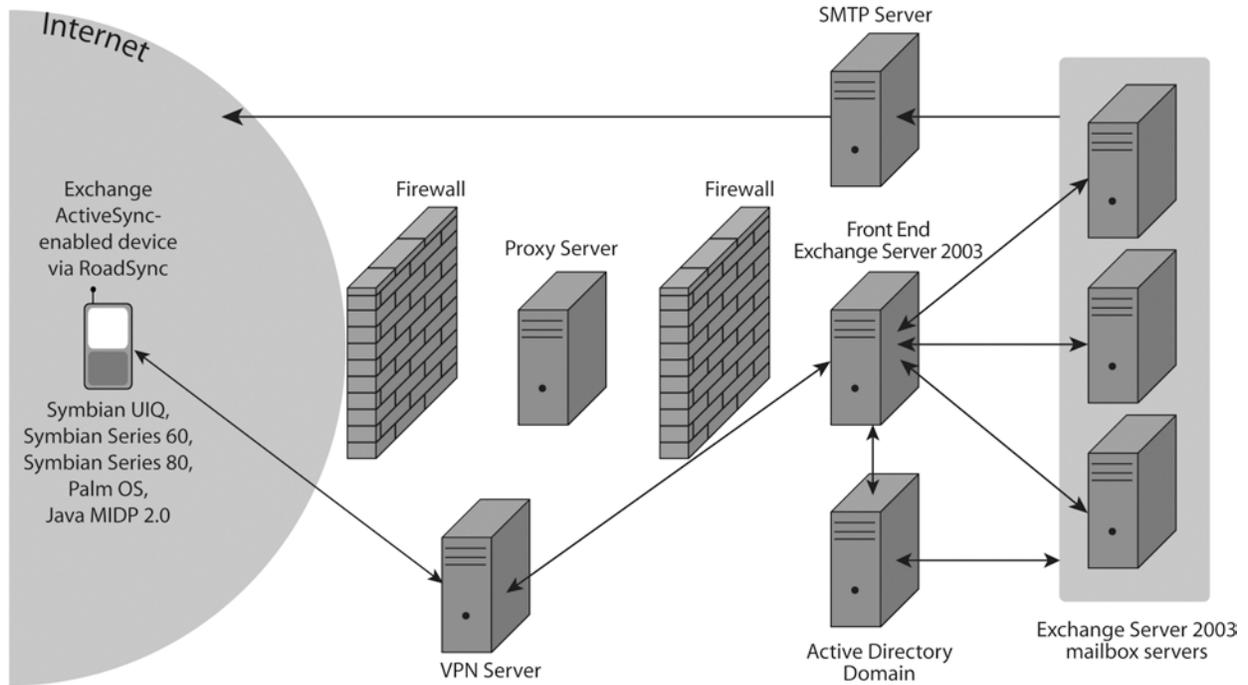
In this diagram, several of the servers are not necessary, but recommended for security and connecting to more than one back-end Exchange mailbox.

- The proxy server refers to any intermediate server such as an ISA or load-balancing server.
- The front-end server may not be necessary if there is only one Exchange server in the network.
- The SMTP server may not be necessary if the Exchange server is configured for outgoing mail.



VPN (Virtual Private Networking) connection to Exchange account

This type of connection secures the mobile client via VPN. Once connected to the VPN server, traffic can be passed over port 443 (SSL) or port 80, depending on the configuration of the internal network. In a VPN configuration, a separate VPN software package is required for the mobile device. The VPN connection must be established before RoadSync begins synchronization.



Troubleshooting

If you encounter an error while configuring RoadSync, we have several support options available. If you received RoadSync from a DataViz volume sales representative, they can provide you with technical support via your volume license agreement. The DataViz support web site at <http://support.dataviz.com/> provides additional troubleshooting including errors, server settings, and commonly asked questions.

Below is a brief guide to a list of errors and known causes. This guide is intended as an overview to begin the troubleshooting process. Should you have more details or further questions, please contact your IT staff. If needed, you can reach DataViz via the methods outlined above.

Log Error	Meaning	Steps
400	Bad Request	Please verify that the correct server name and domain entered in the RoadSync settings. Also, please verify that the server is Exchange Server 2003 server (prior server versions will not work with RoadSync as they do not support ActiveSync). If the server is Exchange Server 2003 and the settings are correct, please try to reset RoadSync from the Advanced settings.
401	Unauthorized	This error indicates that the user name or password is incorrect. Please note that your password is case-sensitive.
403	Forbidden	Please confirm the Exchange server uses "Integrated Windows Login" (see Microsoft documentation: http://support.microsoft.com/?id=817379). Also, please confirm that the account is enabled for ActiveSync.
405	Method Not Allowed	Please confirm the correct server name and domain entered in the RoadSync settings. Also, please verify the server is Exchange Server 2003 server (prior server versions will not work with RoadSync as they do not support ActiveSync). If the server is Exchange Server 2003 and the settings are correct, please try to reset RoadSync from the Advanced settings.
411	Length Required	This error was corrected in version 1.003. Please download the latest version of RoadSync. http://www.dataviz.com/downloads/redownloads/index.html
500	Internal Server Error	This error occurs when the server is communicating with another part of your server environment. It is a generic error response that only indicates a request failed within the server. Microsoft has additional documentation here: http://support.microsoft.com/?id=829167 http://support.microsoft.com/?id=817379
501	Not Implemented	A command that RoadSync needs to function is not available on the server. Please review the rest of this document to confirm that all necessary commands are supported for ActiveSync.
507	Insufficient Disk Space	This error indicates that the mailbox store is full. Because of this condition, ActiveSync is unable to synchronize the data. Please remove some of the Exchange data (either archive it locally or delete it from the server) and then try syncing again. If the error persists, please reset RoadSync from the Advanced settings and try syncing again. If the same error message continues to appear, please review the size of the Exchange mailbox and verify the data store is below the maximum limit.