RoadSync for Android

User Manual

10/12/2010

Secure, Wireless and Direct Push Synchronization with Microsoft Exchange.

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General Product Information

What is RoadSync®?

Using Microsoft® Exchange ActiveSync®, RoadSync provides secure, wireless and direct push synchronization of corporate e-mail, calendar, contacts & attachments - all in one affordable, scalable and easy to manage package. In addition to significantly enhancing end-user productivity, RoadSync simultaneously lowers IT costs by providing an easy to implement mobility strategy which eliminates the need for middleware servers and subscription fees.

With RoadSync, you can now delete spam, reply to urgent messages, accept meeting requests, update contacts and tasks and conveniently access your critical data anytime, anywhere! Better yet, all changes made on the mobile handset will automatically sync with the Microsoft® Exchange Server and be up-to-date when you open Microsoft® Office Outlook® on your desktop.

As the first independent software vendor to license the Exchange ActiveSync protocol, DataViz is committed to extending this technology to reach the world's most popular smartphones and mobile handsets. Install a free trial today at www.dataviz.com/demo

Why Choose RoadSync?

• Direct Connection to Exchange Server 2003, 2007 & 2010
• No Middleware Server
• No Service or Subscription Fees
• No Desktop Sync Software or Cradle

System Requirements

Device Requirements

• Supported Android mobile device
• Wireless data plan through mobile operator
• Exchange user name, password, and server information

Office Environment Requirements

• Exchange Server 2003, 2007 or 2010
• Mobile access enabled (on by default)

***An up-to-date complete list of supported devices is available online at www.dataviz.com/rsdevices

***Your Exchange Server user name and server settings are typically the same as the ones you use to log-on to your computer, use for Outlook Web Access (OWA) or on a Windows Mobile device. If you do not know these, please ask your IT administrator.

Advantages for Mobile Workers & IT Administrators

Lowest Total Cost of Ownership on the Market
A one-time software licensing purchase of RoadSync provides a mobile Exchange ActiveSync client that directly communicates with Exchange Server 2003, 2007 & 2010, thus eliminating the need for a middleware server, a desktop redirector or typical set up and service fees commonly associated with today's alternatives. Not only does RoadSync help to enable new devices, but it offers a standardized way to extend and maximize existing device and Exchange Server investments.

Simple Installation & Deployment
With over-the-air distribution, end-users and IT departments can install RoadSync without any desktop interaction by entering a few settings on the mobile handset. For IT administrators, there is no additional software to install on the server and enabling mobile access is simply a matter of checking a few boxes on the Exchange Server. For corporate wide deployments, a Mass Configuration Tool is available to configure multiple handsets simultaneously.

Secure Transmission of Sensitive Data
RoadSync supports industry-standard SSL (Secure Socket Layer) connections over port 443, so all sensitive data will be kept safe when transmitted over-the-air using the same level of encryption trusted for online banking. In addition, IT managers can enforce device passwords and wipe all Exchange data from the mobile handset in the event it is lost or stolen.

Works with the World's Most Popular Mobile Devices
With support for today's most popular mobile device platforms and hundreds of devices, RoadSync provides a choice when it comes to hardware as well as the flexibility to mobilize employees who may already own a personal device. Storing data locally in the phone's built-in applications helps to increase online and offline productivity while maintaining a familiar user experience with a low learning curve.

Support for the Latest Exchange Server Enhancements
As Microsoft continues to improve the built-in mobile functionality of the Exchange Server, the RoadSync client is also optimized to take advantage of these new enhancements. With the introduction of Exchange 2003 SP2, key features like Direct Push and Remote Wipe were introduced, while Exchange 2007 is now adding options like HTML email, and e-mail flags. Our latest update includes support for Exchange 2010 ensuring compatibility across multiple Exchange servers.

Installation and Getting Started Guide

Registering & Activating Your Trial

RoadSync when downloaded from the Android Market will install as a 14-day fully functional trial which can be activated permanently at any time. To do so, please visit www.dataviz.com/buyRoadSync. After purchasing the software, you will be provided with a Key to install. After having done this, RoadSync should be activated and ready to use. If RoadSync came bundled with your device or if your obtained a registration number and activation key through one of our worldwide resellers, please register with DataViz at www.dataviz.com/register to take advantage of product update notifications, special offers on other DataViz and partner products, access to support resources and more...

Installing RoadSync

RoadSync for Android is available exclusively from the Android Market. To install RoadSync, simply follow the steps below to download the application on your Android device:

Step 1.	**Step 2.**	**Step 3.**	**Step 4.**
Launch the Market app on your Android phone.	Select the Search menu.	Search for "RoadSync".	Try the free Demo, or purchase the Full Version.

## First-Use Wizard & Initial Setup:

1. Locate the RoadSync application typically located in the "Installations," "Applications" or "My Own" folder. Click on the RoadSync application icon (displayed on the right) and complete the first-use wizard and setup. Click Next.
2. You will see an option to view new features, if you'd like to review

them select yes, if not, select no and continue to the next screen.
3. An explanation of what phone features RoadSync utilizes is displayed. Click Next.
4. The License Agreement will appear. Please Accept to continue.
5. You will be prompted to register the software, enter in the requested information and continue to the next step.
6. a) *Auto-Discovery* (requires Exchange 2007 or higher, pictured right): You have the option of entering just your email address and password, and having RoadSync detect the rest of the settings automatically.

   b) Choose *Manual Settings* (pictured to the left) to skip over this and enter setting manually.
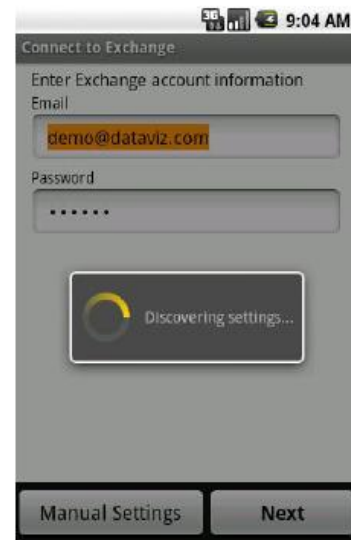
Enter the following information: (Please consult your IT staff if you are uncertain about the settings below)

User name - This is the user name you use to connect to your Exchange account. It is typically the same as your Windows login user name.

Password - This is the password you use to connect to your Exchange account. It is typically the same as your Windows login password.

Server Name - This is the publicly accessible server name (this name should not include http:// or /, but be in the form of exchange.mycompany.com).

Domain - This is the domain you belong to in your corporate network.

SSL is enabled by default. To disable this feature, uncheck the box.

7. Once your settings are entered click Verify Settings to ensure that you can successfully connect to the Exchange Server.
8. You will be asked to connect to the network. Click OK.
9. You will then be prompted to select an Access Point to establish an appropriate network connection. Click Select.
   ***If you receive an error when trying to verify your settings or establish a network connection please check the following:
   - *Verify your settings with your IT staff.*
   - *Your password may be case sensitive.*
   - *A data connection is available and you can access the internet on your phone.*
   - *The appropriate SSL certificate is installed on the device and trusted.*
   For additional steps, please review the Troubleshooting Tips at the end of this manual

10. You can now adjust your synchronization settings or you can select "Back" and complete your first synchronization. If you would like further information about adjusting the default synchronization settings, please see the "Settings" section further in this manual. After adjusting your synchronization settings or to continue,

   select the button, and begin your first sync. An icon will appear in your notification bar as RoadSync connects to the server, checks for new data, downloads new data, and updates the data on your wireless device. When the sync is complete, the RoadSync icon in the notification bar will stop spinning and you can access all your synchronized data.

Detailed Functionality

RoadSync Application

The RoadSync settings application (pictured below to the left) is the 'brains' or engine that powers the wireless synchronization of your e-mail, calendar, contacts and attachments. All of your synchronization settings, preferences, status information and options are contained within the main application.
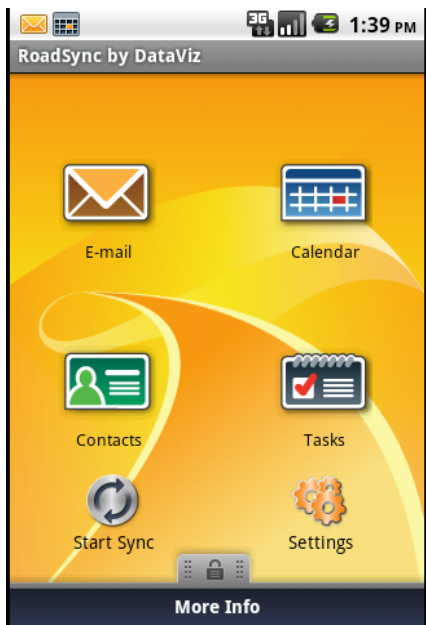
- Access the E-mail, Calendar, Contacts and Tasks applications
- Configure application with user name, password and server information
- Enable Direct Push (requires Exchange Server 2003 SP2 or higher)
- Set scheduled sync intervals or manually initiate a sync
- Control Peak, Off-Peak and Roaming options
- Define e-mail settings, date ranges, message sizes and signatures
- Define calendar date range settings
- Connect securely via SSL (over port 443)
- Assign and reset access points for GPRS or WLAN data connections
- Access advanced logging tools and info for troubleshooting

E-mail

A RoadSync mailbox application will be created on your device. Features include:

- Home screen mailbox widget for easy access
- Read, reply, reply to all, smart-reply, forward, smart-forward, create and delete messages
- Accept & decline meeting requests
- Mark messages for follow-up action with e-mail flags
- Cut, copy, paste, select all and undo
- View and set e-mail priority (high, normal, low)
- Automatically assign signatures to outgoing messages
- Quickly download the remainder of large messages

Attachments
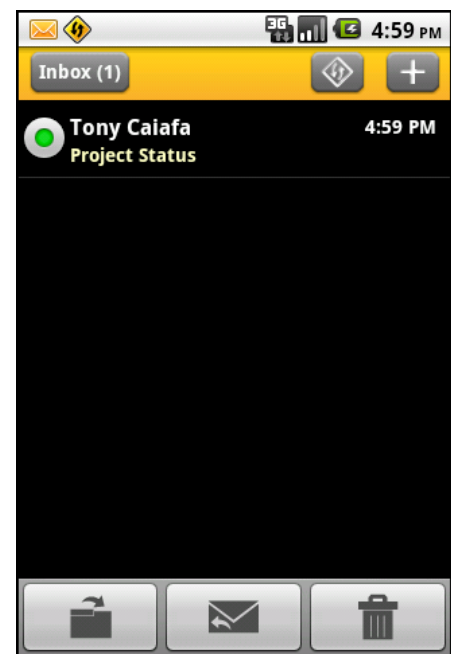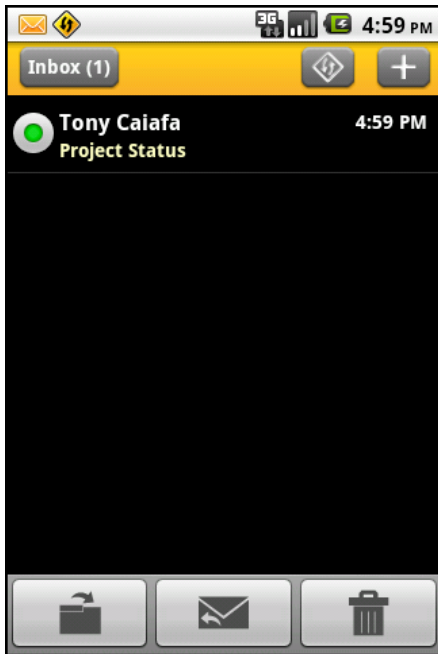
RoadSync supports the ability to download and use native attachments on-demand utilizing programs on the device to open, edit and view the respective file types, such as DataViz's Documents To Go

- View attachment type and size before download
- Download attachment over GPRS or WLAN connection
- Save attachments to the phone's internal or expansion card memory
- Insert and send new and updated attachments
- Download only selected file or download all at once
- Save your attached e-mail messages
- Delete attachments locally to free up space while keeping the message in the inbox

Subfolders

RoadSync supports the ability to synchronize subfolders from your Exchange mailbox. By default, the Inbox is set to synchronize (and cannot be disabled). Folders that are disabled are denoted by a greyed-out sync icon. Folders that are currently enabled for synchronization are bright and contain an orange outline. Tapping on a greyed-out sync icon will enable that folder for synchronization.

Folders that are expandable and contain children will have a plus symbol (+) embedded in the folder icon. If you tap on the folder with the plus symbol, the folder structure will expand and display said folder's children.

Conversely, folders that are collapsible (as displayed in the screenshot) will have a minus symbol (-) embedded in the folder icon. If you tap on the folder, the folder structure will collapse and hide the folder's children.

The number in brackets on the right (for example [7]) alerts the user as to the number of unread messages in that folder.

The asterisk symbol located at the top right corner of a folder indicates that a new message has been delivered to that folder which the user has not yet seen.

To access the subfolders dialog, tap on the "Inbox" button at the top of the RoadSync Mail application.
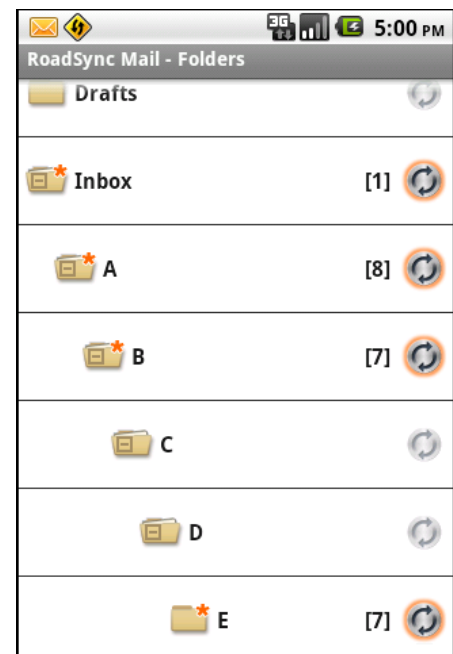
There are also several ways to move messages between one folder to another folder. Moving messages on the phone will move the messages on the server during the next synchronization.

To move a message from the Message List, you can mark the radio button(s) (as shown above), then choose the bottom-leftmost icon in the toolbar to bring up a move dialog. Note: You can move a message to a folder that you do not have set to synchronize on the handheld; the move will still take place on the server after the next successful synchronization. You can also move several marked messages at once.

You can also move messages while viewing a message. While viewing a message, if you press the menu button, a Move option will appear in the toolbar at the bottom of the screen.

Lastly, you can move a message by using the Contextual Menu option. If you tap and hold on a message in the email message list, a Move option appears, allowing you to move the selected message to a subfolder.

Calendar

RoadSync will synchronize your calendar data stored on the Exchange Server with the RoadSync Calendar application. Basic 'month' view including available menu options can be seen in the screenshot to the right .   Features include:
  • Home screen calendar widget for easy access
  • Multiple calendar viewing options and zoom levels
  • Synchronize, update and create new calendar appointments and events
  • Accept and decline meeting requests (through the RoadSync messaging application)
  • View and set description, location, date, time and meeting notes
  • Set alarms, flags and recurrences
  • Set a date range for syncing calendar items (through the RoadSync settings application)
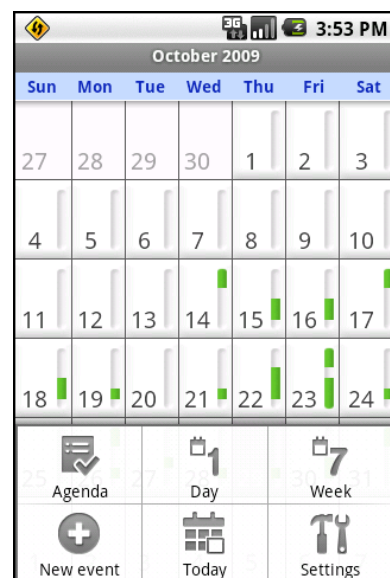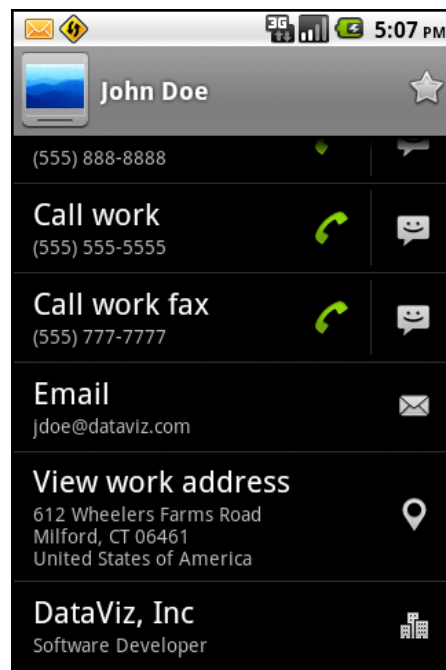
Contacts

RoadSync will synchronize your Contact data stored on the Exchange Server with the phone's built-in Contact application; therefore, the features and functionality are mostly provided by the device. An "Exchange Contacts" group will be created. Here are some features:

- Multiple contact viewing, search and look-up options
- Synchronize, update and add new contacts and notes
- Support for multiple e-mail addresses
- Support for multiple home, business and mobile phone & fax numbers and addresses
- Support for speed dial and caller-id
- Integrates with Google Maps

***When EDITING or CREATING an Exchange contact on the device, be sure to choose the "RoadSync contact" option rather than the plain "contact" option (pictured to the right). **This is important**. Exchange contacts that have not been created with the "Create contact" option will NOT sync back to the server. Likewise changes made to contacts via the "Edit contact" option will not sync back to the server.
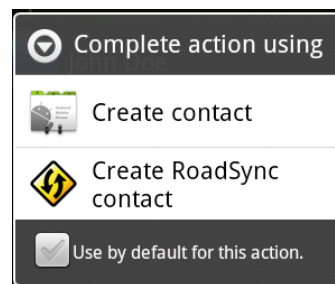
Tasks

The Tasks component of RoadSync allows you to quickly jot down your important action items and cross them off as you go using the Tasks application and widget. Sync your task data originally created on your desktop to this handy new component. Features include:

- Filter your tasks priority, past due, due today, all and completed tasks
- Select your note to be marked private
- Easily add tasks through your main screen widget/main application or synchronize your tasks already created in your Exchange account
- Check off your task when completed and your task is seen as crossed out
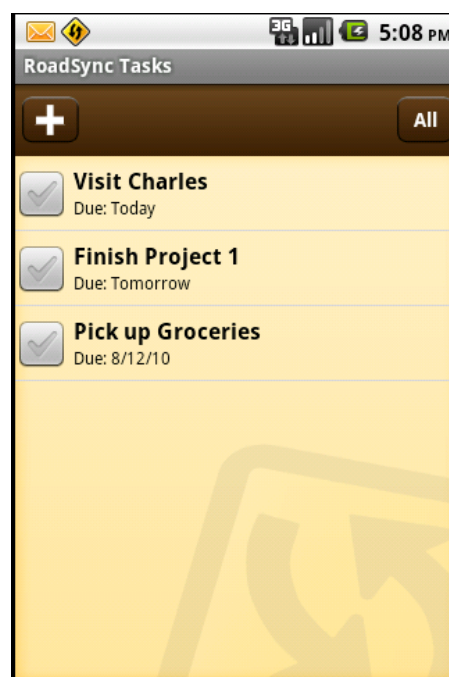
Synchronization

RoadSync allows you to manually start and stop the synchronization of your data.

Settings

RoadSync is capable of various settings that will enhance your wireless synchronization experience (available through the preferences screen pictured to the right).

Server Settings
This is the same set of options encountered during the initial setup (screenshot on previous page).

Data Sync Settings
This option allows you to determine which data types you would like RoadSync to synchronize between your device and Exchange server.

### Sync Schedule
You can have RoadSync automatically push information to and from your phone or synchronize at a defined time interval. By default, push is enabled. To take advantage of push or sync scheduling, please complete these steps on your wireless phone:

1. Open RoadSync
2. Choose Settings
3. Select Sync Schedule
4. Set your Peak and Off-Peak schedule types and scheduled sync times
5. If you are using Scheduled Sync, select a time interval and data from the list provided
6. Define your peak days, starting and ending times
7. Enable or Disable Sync while Roaming

***Push and Scheduled Sync will continue as long as the phone is turned on. It will remain enabled after turning the phone off and then turning it on again. If the phone is in use during a push or scheduled sync, the sync will be skipped and attempted again at a later time.

*** Push will be enabled by default if you are using Exchange Server 2003 Service Pack 2 (SP2) or higher. For further information about Direct Push and Exchange SP2, please refer to FAQ section at the end of this manual.
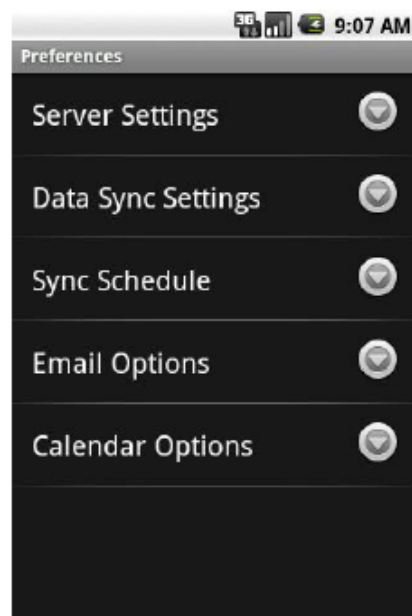
*** The "Sync While Roaming" option is available in an effort to prevent unexpected or excessive data charges. The roaming information is provided by system data on the phone but may not always be an accurate reflection of your service plan or operator agreement.

E-mail Options

You can adjust RoadSync to filter the e-mail synchronized to your device. Adjustments can be made by date range, download size, storage of sent items, auto-download, signatures and e-mail storage. Other settings includes status bar, selection of ringtone, vibrate and a LED indicator. Complete these steps to adjust e-mail filtering:
1. Open RoadSync
2. Choose Settings
3. Select E-mail Options
4. Select a date range from the list provided
5. Select an e-mail download size limit from the list provided
6. Select to enable or disable the auto-download feature
7. Select to enable or disable the reply with history
8. Edit your signature
9. Select your e-mail storage location
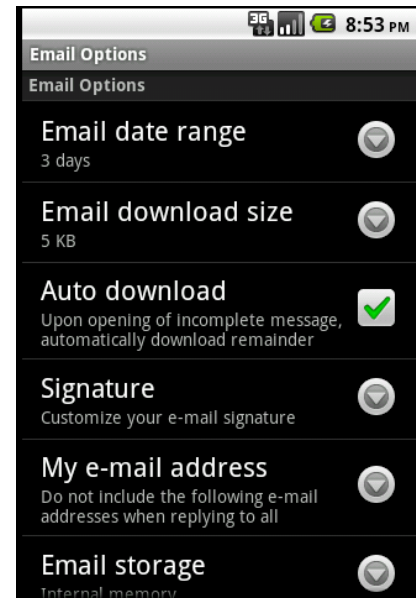
*** By default, e-mail is limited to the inbox, the past three (3) days, one (1) kilobyte in size, and sent items are stored for 2 weeks.

Calendar Options

RoadSync allows you to synchronize your calendar on the Exchange Server with your wireless device. This feature allows for viewing, editing, and creating calendar events on your device.
1. Open RoadSync.
2. Choose Settings.
3. Select Calendar Options.
4. Select a date range from the list provided.
5. Set preferences for alerts & notifications
6. Select a ringtone
7. Enable or disable vibrate
8. Set time for default reminders
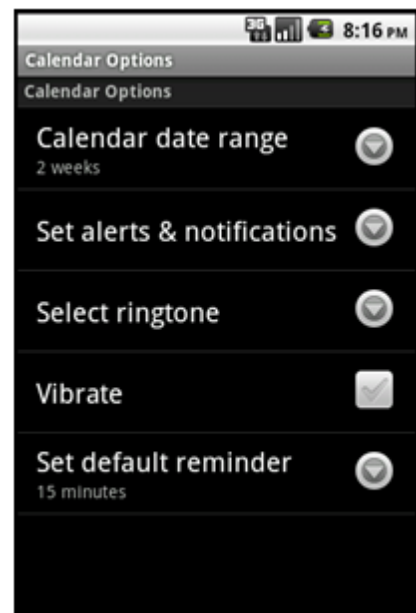
Menu Options

There are also settings and operations accessible by pressing the Menu button in the RoadSync Settings application (pictured to the right).

- *Check For Updates*: Check the DataViz website for updates to the RoadSync software
- *Give us feedback*: Submit your feedback, comments and recommendations to the DataViz!
- *Reset Data*: Remove all the applicable Exchange data from the   handset. On the next sync, it will be re-downloaded and restored from the Exchange Server.
- *View log*: View sync log (see next section for more on this)
- *Help*: View help documentation
- *About RoadSync*: This screen will show you your registration number, version number, and other information regarding the products' make.
- Press the Back button to exit the menu
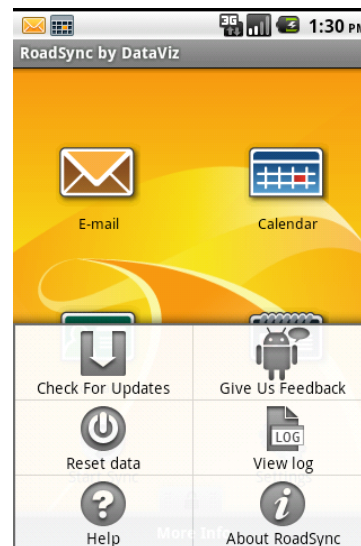
Log Files

The RoadSync Log (pictured right) provides useful information regarding your synchronization history and current status. When troubleshooting sync issues, the log often offers hints as to whether it is a server, data service or a handset related issue. To access the log, please complete the following steps:

2. Open the RoadSync application
3. Select your Menu button
4. Select "View Log" from the menu.
5. Scroll up and down to review the sync history and status.

If you need to forward the log to an IT administrator or support representative, there are a few different options.

1. In the log, press the Menu button and select "Save". This will save a log file named "RoadSync_Log.html" in a folder called "roadsync" on the SD card.
2. Connect the device to a computer using its USB cable.
3. On the phone, slide down the Status Bar from the top of the   screen.
4. Select the "USB connected" notification, then select the Mount button.
5. On the computer, if you are asked about what to do, select "Open folder to view files".
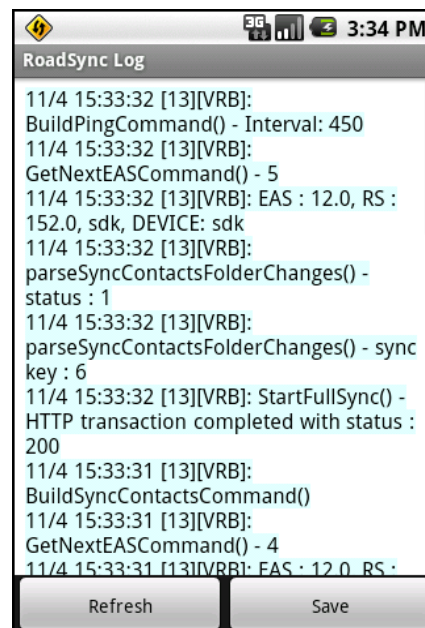
6. If the SD card folder does not appear, go to My Computer and find it under Removable Storage.
7. Open the "roadsync" folder and copy the RoadSync_Log.html file to your computer.

*** In most cases the verbose log is more helpful than the standard log. For more efficient troubleshooting, it is recommended to "Enable Verbose Logging," (accessible via the menu while viewing the log) then manually initiating a full synchronization, and then send the file in for review.

Widgets

RoadSync allows users to add two different widgets to your home screen. The calendar widget allows the user to see the current or next appointment in your calendar. Tapping on the widget will also launch RoadSync Calendar application.

The Tasks widget allows the user to view their tasks in a small to-do window. Tapping on the widget will launch the RoadSync Tasks application, and tapping on the plus symbol will create a new task.

Notifications

You will also notice in the screenshots two icons in the notification area at the top of the screen. The envelope icon will appear if you have unread messages. The calendar icon will appear if you have new meeting notifications. The RoadSync symbol will appear whenever Direct Push is active. If the sync fails, this icon will disappear. While a sync is taking place, the arrows on the RoadSync symbol will be animated.

Please note: some of the features listed above, for all the RoadSync applications, may require Exchange 2003 SP2 or 2007. All changes made on the mobile device will sync with the Exchange Server and be up-to-date when you open Microsoft® Office Outlook® on your desktop.
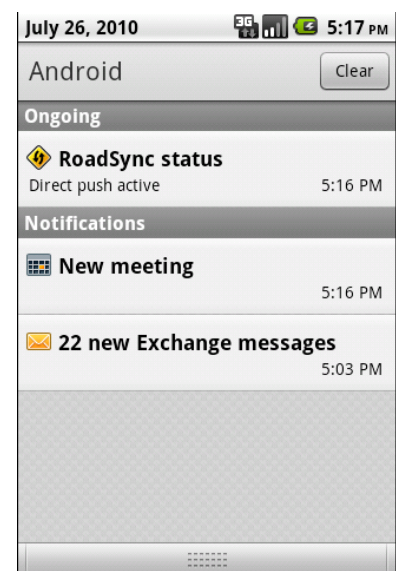
IT Policies (FroYo only)

If you are using an Android device that has FroYo (OS 2.2) or newer installed, and your IT Administrator has IT Policies enforced on the server, you will be required to meet the conditions of the minimum password policy provisioned by the server. During your first synchronization with RoadSync, you will notice a dialog that looks similar to the screenshots shown here.
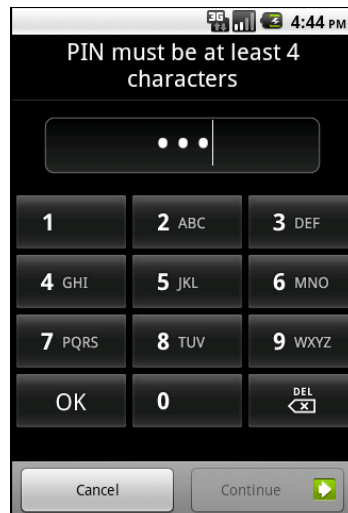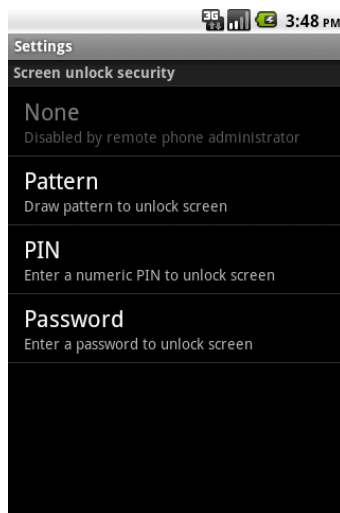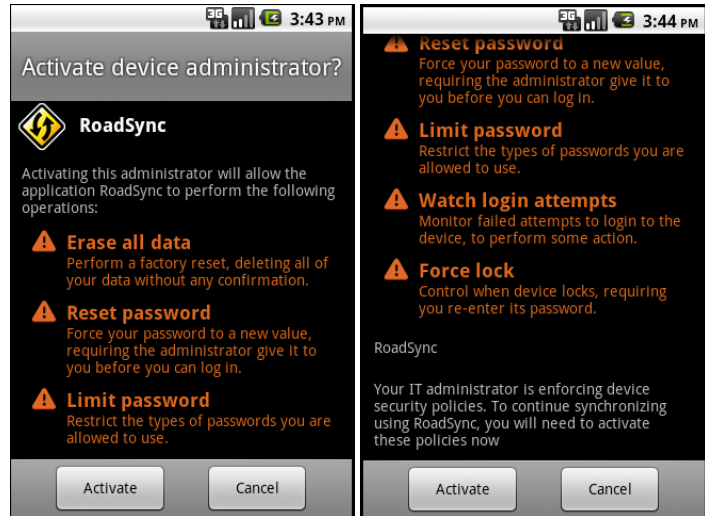
If you cancel policy enforcement, you will not be able to synchronize. If you activate policies, you might see a dialog similar to the one shown on the left. Depending on the level of password strength required by your administrator, some options may or may not be available to you. For example, if the administrator requires an alphanumeric password, you will not be able to select the pattern or PIN options.
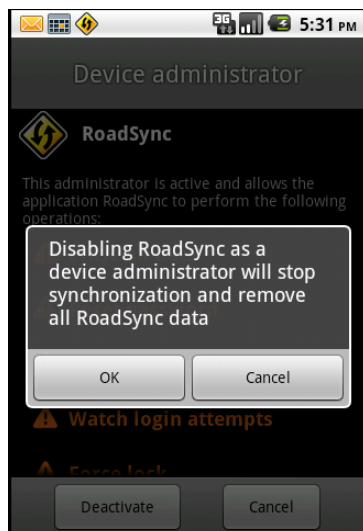
To disable RoadSync as a device administrator, you will need to option the system Settings application > Location & Security > Select Device Administrators. Unchecking the RoadSync option will disable RoadSync and remove all the data from the phone (this does not have an effect on your server data).
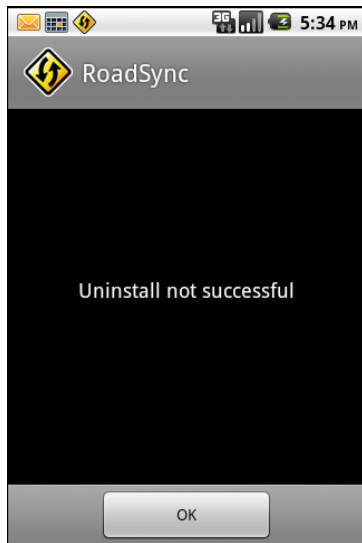
Please note: You will NOT be able to uninstall RoadSync without first disabling RoadSync as a device administrator.

An error message similar to the one on the left will appear if you try to uninstall RoadSync without first disabling RoadSync as a device administrator. The steps to disable RoadSync as a device administrator can be found in the screenshot and text above.

RoadSync Exchange 2003, 2007 & 2010 Administrator's Guide

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 backend 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.

Optional - 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.

*** RoadSync supports both SSL (recommended) and non-SSL connections. This can be direct to the Exchange Server, through a front-end server or through a proxy server. VPN connections are also supported but may require an additional client application on the handset. For additional information regarding server configurations, user settings and all supported devices, please visit www.dataviz.com/roadsync

Enabling Mobile Access for Exchange Server 2003 (SP2) Users with Direct Push

Please verify the settings in the diagrams to ensure Exchange Server 2003 SP2 is configured for mobile access and direct push 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 further details: www.microsoft.com/exchange/support

How to access Mobile Services Properties:
1. On the server go to Start/ Programs/ MS Exchange/System Manager.
2. Go to the exchange server/ Global Settings/ Mobile Services.
3. Right-click on Mobile Services and choose Properties.

How to access User Properties:

1. On the server go to Start/ Programs/ MS Exchange/Active Directory.
2. Go to the domain/ Users folder.
3. Double-click on the user.
4. Go to the Exchange Features tab.

Enabling Mobile Access for Exchange Server 2007

Microsoft Exchange ActiveSync should be enabled by default, when you install the Client Access server role on the computer that is running Exchange Server 2007. Please verify the settings in the diagrams to ensure Exchange Server 2007 is configured for mobile access and direct push via RoadSync.

To use IIS Manager to enable Exchange 2007 ActiveSync
1. Login to the Client Access server as the Administrator
2. Click Start, click Administrative Tools, and then click Internet Information Services (IIS) Manager.
3. Double-click to expand the server name, and then double-click to expand the Application Pools folder.
4. Right-click MSExchangeSyncAppPool, and then click Start to enable Exchange ActiveSync.

*** If the Start command is unavailable, Exchange ActiveSync is already enabled on this server.

How to enable a User for Exchange ActiveSync using the Exchange Management Console:
1. Launch the Exchange 2007 Management Console.
2. Go to Recipient Configuration Mailbox
3. Right-click on the user's mailbox and select Properties
4. Click the Client Access tab.
5. Select User Initiated Sync, and then click enable.
6. Click OK.

*** Please refer to Microsoft's Exchange Server 2007 support for further details:
www.microsoft.com/exchange/support

Enabling Mobile Access for Exchange Server 2010

You can enable Microsoft ActiveSync. By default, ActiveSync is enabled when you install the Client Access server role on the computer that's running Microsoft Exchange Server 2010
To use IIS Manager to enable Exchange 2010 Active Sync:
1. The Internet Information Services (IIS) component ASP.NET is installed.

2. The ASP.NET Web service extension status is **Allowed**, not **Prohibited**.
3. You can verify the status of the ASP.NET Web service extension in IIS Manager by expanding the server name and then clicking **Web Service Extensions**.
4. If the **ASP.NET** Web service extension isn't set to **Allowed**, right-click the Web service extension to change the status.

Remote Wipe for Exchange 2003 SP2

Remote Wipe is an Exchange Server 2003 Service Pack 2 feature that allows IT administrators to remotely erase sensitive data from mobile devices that may have been stolen or lost. To utilize this feature please follow the steps below:

1. Make sure Exchange Server SP2 is installed.
2. Download and Install "Microsoft Exchange Server ActiveSync Web Administration Tool" on your exchange server. http://www.microsoft.com/downloads
3. Once everything is installed and setup, go to the website:
   a. From server - https://localhost/mobileadmin
   b. From remote machine - https://exchange.mycompany.com/mobileadmin
4. Enter username and password.
5. Choose Remote Wipe.
6. Enter the mailbox name you would like to initiate wipe.
7. The devices that this mailbox has synced to will be listed.
8. Match the Device ID with the Type "RoadSyncClient" that you would like to wipe.
9. Choose Wipe by clicking the link for that device.
10. The Status for the device will change to "Wipe Initiated".
11. The wipe will occur the next time a sync takes place on the device. This depends on how RoadSync is setup:
    a. Push enabled: as long as the data connection is available on the device this will occur immediately.
    b. Scheduled Sync Time Interval: the next interval when a data connection is available.
    c. Scheduled Sync Manual: the wipe will only occur when the sync is forced manually on the device.
12. Once the device is wiped it will be confirmed on the screen.

*** When installing Microsoft Exchange Server ActiveSync Web Administration Tool please follow requirements on Microsoft's website. For further information about Exchange Service Pack 2 please refer to the FAQ at the end of this manual.

Remote Wipe for Exchange 2007

Remote Wipe is a feature that remotely erases sensitive data from mobile devices that may have been stolen or lost. In Exchange 2007, this feature has now been incorporated directly in the Exchange Management Console for administrators as well as in Outlook Web Access for users.
To utilize this feature, please follow the steps below:

Remote Wipe via the Exchange Management Console:
1. Launch the Exchange 2007 Management Console.
2. Go to Recipient Configuration ‡ Mailbox
3. Right-click on the user's mailbox and select Manage Mobile Devices

4. Select the action "Perform a remote wipe to clear mobile device data."
5. Follow the prompts to send the wipe command to the device.
6. Wait to receive the confirmation status.

Remote Wipe via Outlook Web Access (OWA):
1. Login to OWA by entering the appropriate username and password.
2. Click on "Options" in the top right-hand corner of the browser.
3. On the following screen, select "Mobile Devices" on the left-hand column.
4. Highlight the mobile device that has been lost or stolen.
5. Click "Wipe all data from the device..."
6. Wait to receive the confirmation status.

*** The wipe will occur the next time a sync takes place on the
device. This depends on how RoadSync is setup and that the data connection is available:
- Push enabled: wipe will occur immediately
- Scheduled Sync: wipe will occur during the next scheduled interval.
- Manual: wipe will occur once a manual sync is initiated.

*** After a wipe has been completed, it is recommended to remove
the mobile device partnership.

Remote Wipe for Exchange 2010

Microsoft Exchange Server 2010 enables you to send a command to a mobile phone that will perform a wipe of that phone. This process, known as a remote device wipe, clears all Exchange information that's stored on the mobile phone. You can use the EMC or the Shell to perform a remote wipe on a mobile phone.

To use Exchange Management Console to perform a remote wipe on a mobile phone:

You need to be assigned permissions before you can perform this procedure.

1. In the console tree, navigate to **Recipient Configuration** > **Mailbox**.
2. Select the user from the **Mailbox** window.
3. In the action pane, click **Manage mobile device**, or right-click the user's mailbox, and then click **Manage mobile device**.
4. Select the mobile phone you want to clear all data from.
5. In the **Actions** section, click **Clear**.
6. Click **Clear** again.

To use Outlook Web App to perform a remote wipe on a mobile phone:

You need to be assigned permissions before you can perform this procedure. To see what permissions you need, see the "Exchange ActiveSync device settings" entry in the Client Access Permissions topic.

1. Open Outlook Web App.
2. Sign in to the device owner's mailbox.
3. Click **Options**.
4. In the Navigation Pane, select **Phone**.
5. Click the **Mobile Phones** tab.
6. Select the ID of the mobile phone that you want to wipe and remove from the list.
7. Click **Wipe device**.
8. Click **OK**.
9. Click **Remove Device**.

Help

Frequently Asked Questions

Does RoadSync require the installation of a server or additional software on the Microsoft Exchange Server?

No. RoadSync is not middleware and does not require the installation of additional servers or software on the Microsoft Exchange Server. RoadSync is a client application that installs on the handset and directly communicates with the Exchange Server via the Exchange ActiveSync
protocol over a secure HTTP/S connection. Some specific features may require the latest service packs or versions of Exchange to be installed, but these are provided by Microsoft and not DataViz.

What is Exchange ActiveSync?

Microsoft Exchange ActiveSync is a protocol developed by Microsoft and licensed by DataViz. It allows the RoadSync client application to securely,
wirelessly and directly talk to the Exchange Server without any additional middleware server or desktop redirector.

How can I take advantage of Direct Push and Remote Wipe?

Direct Push and Remote Wipe are part of Service Pack 2 for Exchange Server 2003, which has been announced by Microsoft and is now available. To download Service Pack 2 for Exchange Server 2003, please visit: http://www.dataviz.com/microsoftSP2

Where can I find more info about the latest Exchange Server enhancements?

For more information about the latest service packs, features and functionality provided by Exchange, please visit www.dataviz.com/MSExchange.

What's new in RoadSync?

A complete list of the latest features and fixes can be found at:
http://support.dataviz.com/support.srch?docid=14411

What devices are supported by RoadSync?

A complete list of supported devices can be found at www.dataviz.com/RSdevices

Why should I choose RoadSync over other solutions?

There are many reasons to choose RoadSync over similar products, but here are three of the most important:
1. RoadSync requires no middleware servers or subscription fees.
2. RoadSync is a standardized client application that supports the world's most popular mobile devices and platforms including Symbian S60, S80, UIQ, Windows Mobile 2003, Palm OS and Java. One client to support, one company to contact.

3. RoadSync for S60 is a premium client offering key productivity features such as Global Address List Lookup, Meeting Accept/Decline, Subfolders and Exchange 2007 enhancements.

How does RoadSync deal with SSL/Root Certificates?
The device includes a series of Certificate Authority (CA) root certificates issued by various companies. A CA root certificate provides a trusted "third-party" to verify the ownership of SSL certificates issued to companies and websites. When syncing RoadSync via SSL, the root certificate on the server must match a trusted root certificate on the phone in order to synchronize without asking for user permission to make a connection. It is not recommended to enable Direct Push synchronization without having a matching set of root certificates on the server and phone. When using a root certificate on the server that does not exist in the list of trusted root certificates on the phone, the certificate should be installed on the phone manually.

*** RoadSync supports Basic Server Authentication. RoadSync will be unable to synchronize if your server requires Client Based Authentication.
*** RoadSync can synchronize with invalid, self-signed, or expired server certificates. Please check with your IT Administrator before enabling this option during your first synchronization (a dialog box will pop up if you are attempting to sync using such a certificate).

For more detailed information regarding certificates, please visit
www.dataviz.com/certificates

Does RoadSync support syncing over WLAN (WiFi) connections?
Yes. Users can quickly toggle between cellular data connections and WLAN network connections by simply clicking the reset access point button in the Advanced Options of the RoadSync main application. During the next sync, you will be prompted to select the new access point.

Troubleshooting Tips

Tip 1 - If you receive an error when trying to verify your settings during the installation:

- Verify that you have correctly entered your password (case-sensitive.)
- Verify that a data connection is available and that you can access the internet on your phone.
- Verify that you have the appropriate SSL certificate installed and trusted on the handset.
- Verify your settings with your IT staff.

Tip 2 - If you are experiencing a problem with the RoadSync application you may find that turning your phone off and then back on. We know, this is basic, but often effective. Consider it the smartphone equivalent for restarting your computer. In some cases, you may need to remove and then reinsert the battery.

Tip 3 - If turning your phone on and off does not resolve the issue, it is usually helpful to try resetting your data and start fresh. You can start by resetting specific portions of your data (a.k.a. inbox only) or reset all (a.k.a. inbox, calendar, and contacts.) To reset your data, go to the RoadSync Settings application and click settings. Scroll down to the corresponding reset data type option or select "reset all data" from the menu in the RoadSync Settings application.

Tip 4 - If the phone is in use during a push or scheduled sync, the sync will be skipped and attempted again at a later time. RoadSync displays: "Lost connection" try the sync again. These errors may be more common than you think as data service availability varies depending on your location and signal strength, but be patient and RoadSync will automatically try again in a few minutes. If you are growing restless and you can see that service is available, feel free to manually initiate a new sync to get things back up and running.

Tip 5 - If you are receiving an error during the sync, we first recommend checking the log file, which provides useful information regarding your synchronization history and current status. The log typically lists a specific error message and troubleshooting steps. To learn how to access these log files and enable verbose logging, please see the "Log Files" section on page XX of this manual.

Error messages and fixes.

Error 500 - Internal Server Error: This error is caused by an incorrect setting on the Exchange server. Unfortunately, this is a generic error response that only indicates a request failure within the server. Please refer to the Microsoft documentation to correct this error: http://support.microsoft.com/?id=829167

Error 403 - Forbidden: This error can be caused by an incorrect setting in the Exchange Server. Please contact your IT staff to confirm the following Exchange Server settings:
1. First, contact your IT staff to confirm the Exchange server uses "Integrated Windows Login"
1. (see Microsoft documentation: http://support.microsoft.com/?id=817379).
2. Also, please confirm with your IT staff that your account is enabled for ActiveSync.
3. Next, contact your IT staff to confirm that device security settings on the server allow access to devices that do not fully support password settings.

***This option is available in: Exchange System Manager > Global Settings > Mobile Services > Device Security. If this checkbox was unchecked, you will get a 403 error with RoadSync, although a Win Mobile device would still sync properly.

Important: In the Device Security Settings, if the first option "Enforce password on device" is unchecked, the settings below it are not applicable and won't affect RoadSync. If the "Allow access to devices..." box is unchecked and then checked, it will take approximately 15 minutes for the system to update and for RoadSync to begin to sync properly.

***A complete and up-to-date list of known issues can be found at the following URL: http://www.dataviz.com/rsSyncError (This guide is intended as an overview to begin the troubleshooting process. Should you need more details or have further questions, please contact your IT staff.)

About DataViz, Inc

DataViz is an industry leader in developing and marketing Office compatibility and productivity solutions across a variety of platforms including Palm OS, Symbian OS, Windows Mobile, BlackBerry, Java, Windows and Macintosh. Founded in 1984, DataViz began its business developing file conversion software and has since expanded its expertise to providing solutions that meet the increasing demands of the handheld and mobile markets. With solutions that include its award-winning mobile Office suite, Documents To Go, and Exchange ActiveSync client, RoadSync, DataViz is committed to providing premium solutions that mobilize 'Microsoft Office' for today's knowledge workers and provide instant access to critical files and

business data. DataViz is a member of the BlackBerry ISV Alliance Program, MOTODEV, Nokia Forum Pro, Palm's Developer Network, Sony Ericsson Core+ developer's program and is a Microsoft Gold Certified Partner, a UIQ Alliance member, Symbian Platinum Partner and Orange Partner Premium member. In addition, the company has developed strategic partnerships with Microsoft, Palm, Motorola, Sony, Apple, Sony Ericsson, Nokia and other industry leaders both domestically and abroad.

For information on pricing, site licensing and pilot programs, please contact the DataViz Enterprise Sales team at: +1.203.874.0085.

Further Information and Support
You can find out more about RoadSync on our web site at:
http://www.dataviz.com/roadsync

For RoadSync support, please visit:
http://support.dataviz.com/
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