

## Guide for Administrators

This document describes the features of the *MailEnable ActiveSync Management* application and their usage for administering a MailEnable ActiveSync installation.

## 1 Overview

The application has six primary areas of functionality, accessible by tabs in the main interface:

- The *Licensing* tab presents information about the status of the ActiveSync license, and allows activation of a license.
- The *Postoffice Allocation* tab is used to restrict how many user licenses each postoffice may consume.
- The *Devices* tab lists and facilitates management of user devices which have synchronisation state with the server.
- Configuration of the AutoDiscover feature is facilitated by the *AutoDiscover* tab.
- The *Verification* tab can be used to check whether the ActiveSync service is functioning correctly.
- The *Advanced* tab contains configuration settings.

These tabs will be described in more detail in the following sections.

## 2 Licensing

### 2.1 License Status

The *License Status* section on the *Licensing* tab displays the current status of the license, and allows the administrator to activate a license for his server.

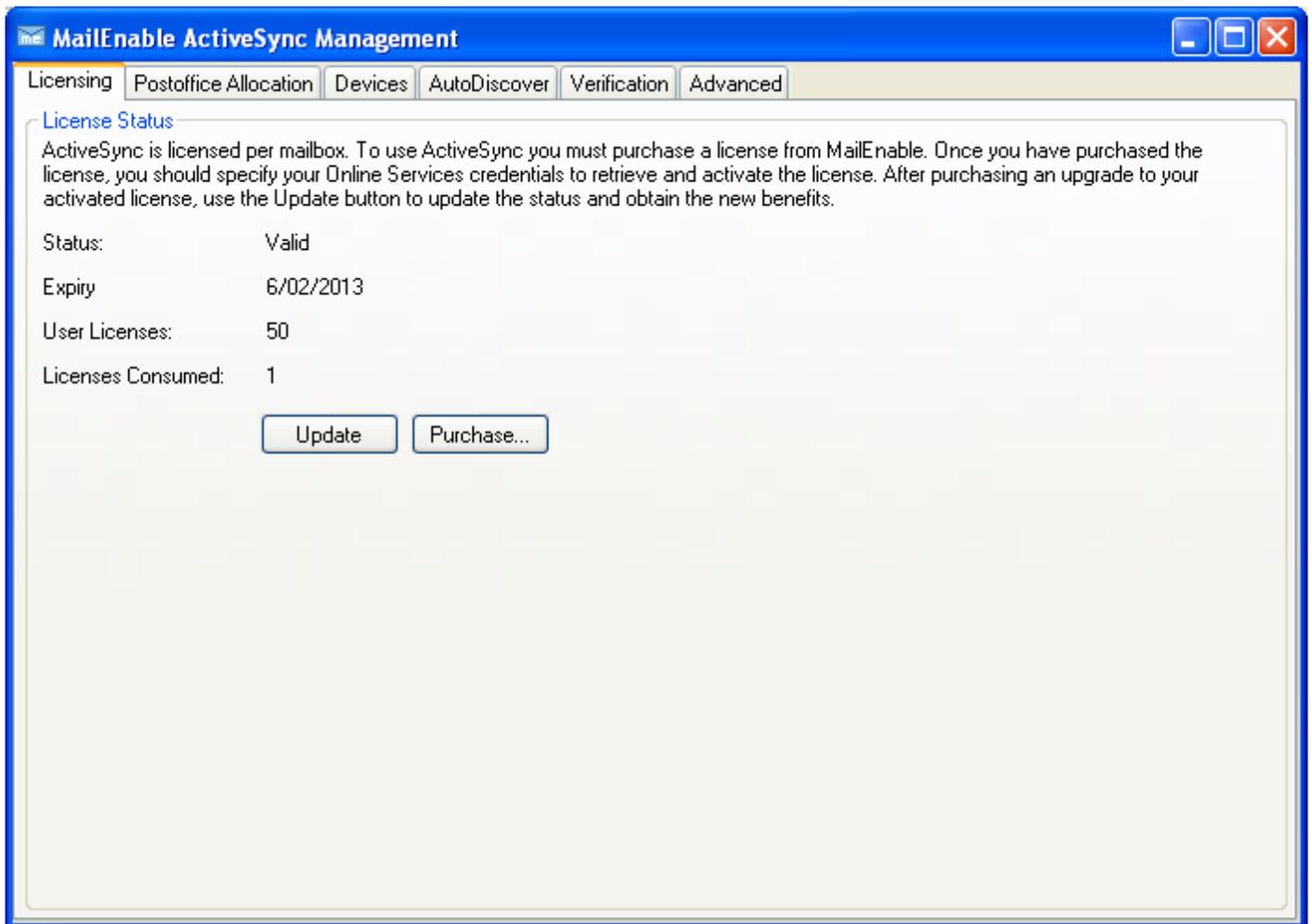


Figure 1 - The License Status section

## 2.1.1 Fields

### 2.1.1.1 Status

The *Status* field displays the current status of the license. The status will typically show one of the following values:

- **Not Activated.**
- **Valid.**
- A message indicating the reason for the invalidity of the license, such as **The license has expired.**

### 2.1.1.2 Expiry

The *Expiry* field displays the date on which the license will cease to be valid.

### 2.1.1.3 User Licenses

The *User Licenses* field displays the number of users to which the license is limited.

### 2.1.1.4 Licenses Consumed

The *Licenses Consumed* field displays the number of users which have consumed a user license. When this value reaches the value in the *User Licenses* field, the license will reject subsequent new users.

The value in this field is accurate at the time the *ActiveSync Management* application is first opened, but its accuracy is not maintained. The *Update* button can be used to update the license status at any time.

## 2.1.2 Actions

### 2.1.2.1 Activate License

After purchasing a license, it must be activated in the *ActiveSync Management* application.

Activating a license requires an internet connection.

To activate a license, click the *Activate* button in the *License Status* section on the *Licensing* tab. The *MailEnable ActiveSync License Activation Wizard* (2.2) will guide you through the activation process.

After the *MailEnable ActiveSync License Activation Wizard* is completed, the license information will be stored and validated with MailEnable, and its status will be reported in the various fields of the *License Status* section.

### 2.1.2.2 Update License

After purchasing a license renewal or license limit upgrade from MailEnable, the *License Status* section will not immediately display the updated license details until the next time the licensing system validates against MailEnable. To confirm the details of the purchase and gain the benefits, an early validation can be triggered to get the updated status information.

Updating the license requires an internet connection.

After a license has been activated, the *Activate* button will be replaced by the *Update* button. To update the license details, the administrator must click the *Update* button.

### 2.1.2.3 Purchase License

The *License Status* section contains a button for easy access to MailEnable Online Services for purchasing a license. Clicking the *Purchase* button will open MailEnable Online Services in your web browser.

### 2.1.2.4 Activate Evaluation License

The *Evaluate* button on the *License Status* section can be used once to claim and activate a limited evaluation license.

Claiming and activating an evaluation license requires an internet connection.

## 2.2 MailEnable ActiveSync License Activation Wizard

The *MailEnable ActiveSync License Activation Wizard* guides the administrator through the process of retrieving and activating a license which they have purchased using MailEnable Online Services. The license activation process may be aborted at any time by clicking the *Cancel* button at the bottom of the wizard.

Activating a license requires an internet connection.

### 2.2.1 Online Services Credentials

The *MailEnable ActiveSync License Activation Wizard* requires the administrator to authenticate using his MailEnable Online Services customer account credentials. After entering these credentials, the administrator must click the *Next* button at the bottom of the wizard to proceed.

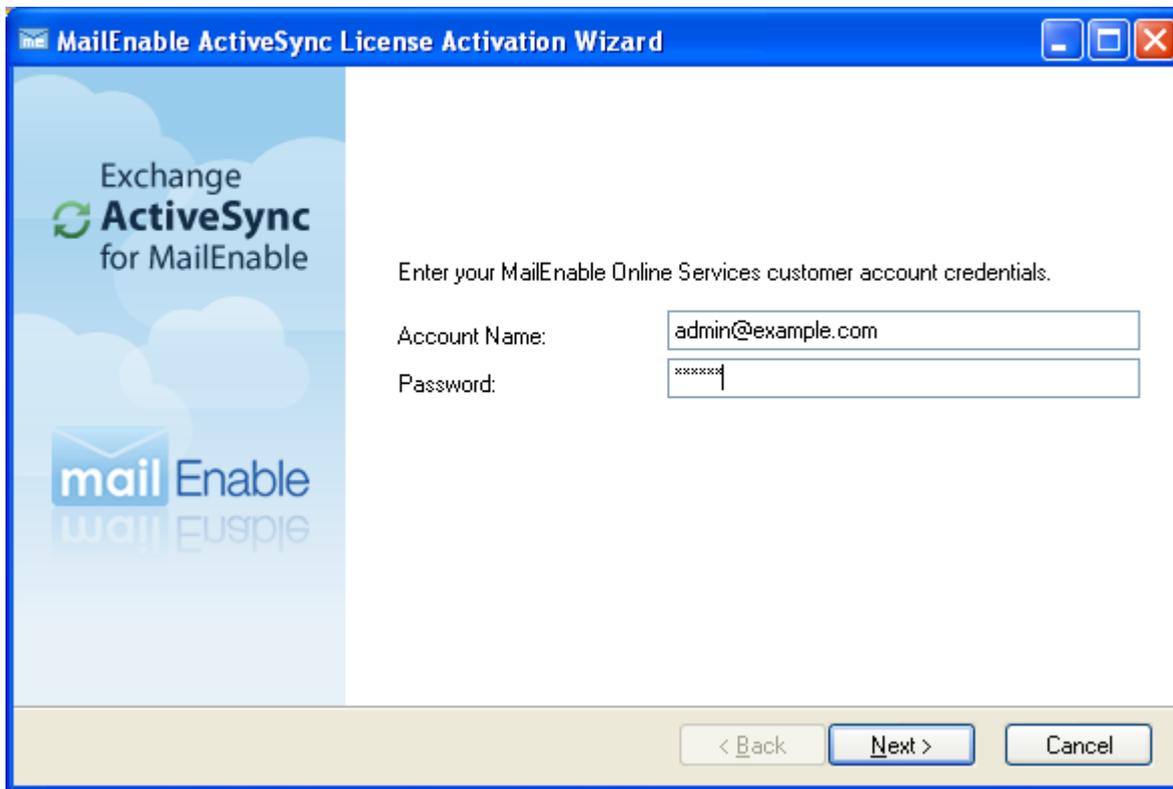


Figure 2 - The MailEnable ActiveSync License Activation Wizard prompts for customer account credentials

#### 2.2.1.1 Account Name

When activating a license, the customer must enter their MailEnable customer account credentials. These are the same credentials that grant access to MailEnable Online Services. The login name of the customer account must be entered into the *Account Name* field.

#### 2.2.1.2 Password

When activating a license, the customer must enter their MailEnable customer account credentials. These are the same credentials that grant access to MailEnable Online Services. The password which authenticates the customer account must be entered into the *Password* field.

#### 2.2.2 License Selection

After authenticating the administrator's MailEnable Online Services customer account credentials, the *MailEnable ActiveSync License Activation Wizard* displays a list of the licenses which are available for activation.

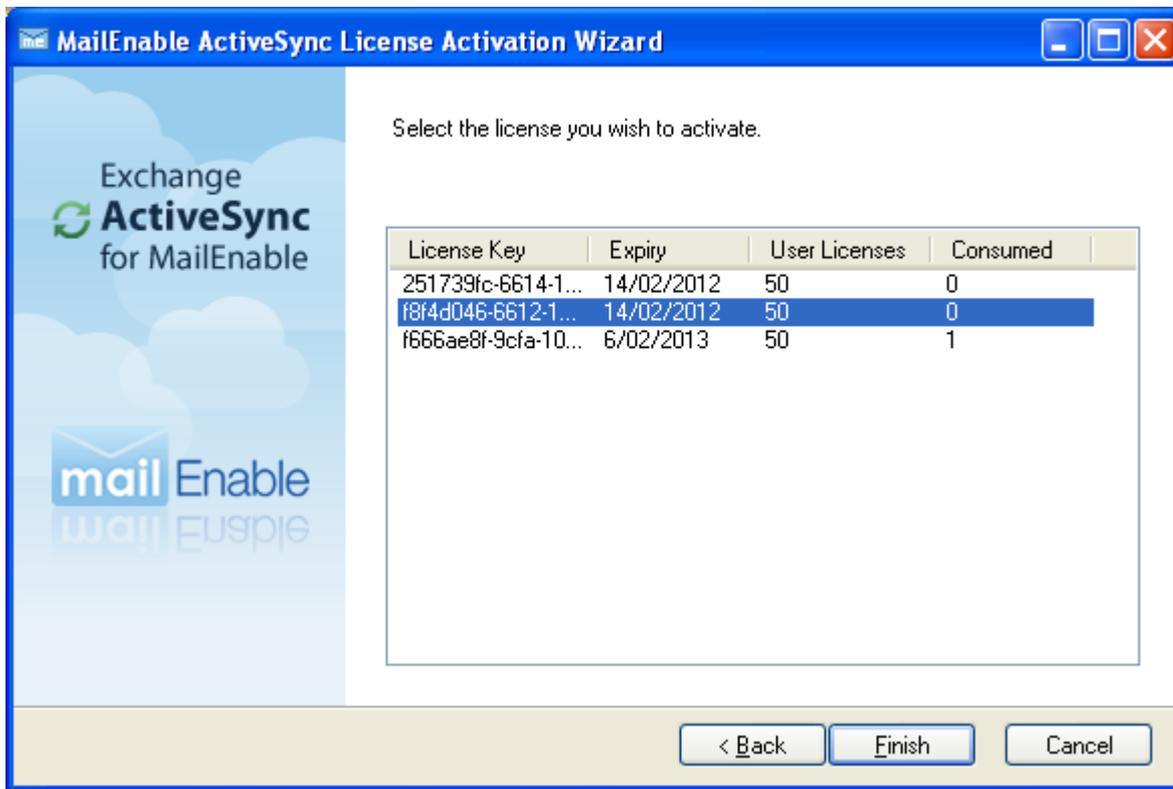


Figure 3 - Selecting a license for activation in the MailEnable ActiveSync License Activation Wizard

### 2.2.2.1 Available Licenses List

The *MailEnable ActiveSync License Activation Wizard* displays a list of the licenses which are available for activation. Each row in the list is an available license. The columns are described in the sections below.

The administrator must select which license he wishes to activate from the list, and then click the *Finish* button at the bottom of the wizard. The license will then be activated and validated, the wizard will close, and the *License Status* section will display the status of the activated license.

#### 2.2.2.1.1 License Key

The *License Key* column contains the unique identifier for the license.

#### 2.2.2.1.2 Expiry

The *Expiry* column displays the date on which the license will cease to be valid.

#### 2.2.2.1.3 User Licenses

The *User Licenses* column displays the number of users to which the license is limited.

## 3 Postoffice Allocation

### 3.1 Postoffice Allocation

The *Postoffice Allocation* section on the *Postoffice Allocation* tab allows the administrator to restrict usage of the limited user licenses by postoffice.

The controls in this section will not be enabled until a license has been activated.

Configuration changes made in this section must be applied by clicking the *Apply* button at the bottom of the section before they will take effect. When closing the *ActiveSync Management* application, any unapplied configuration changes made in this section will be lost.

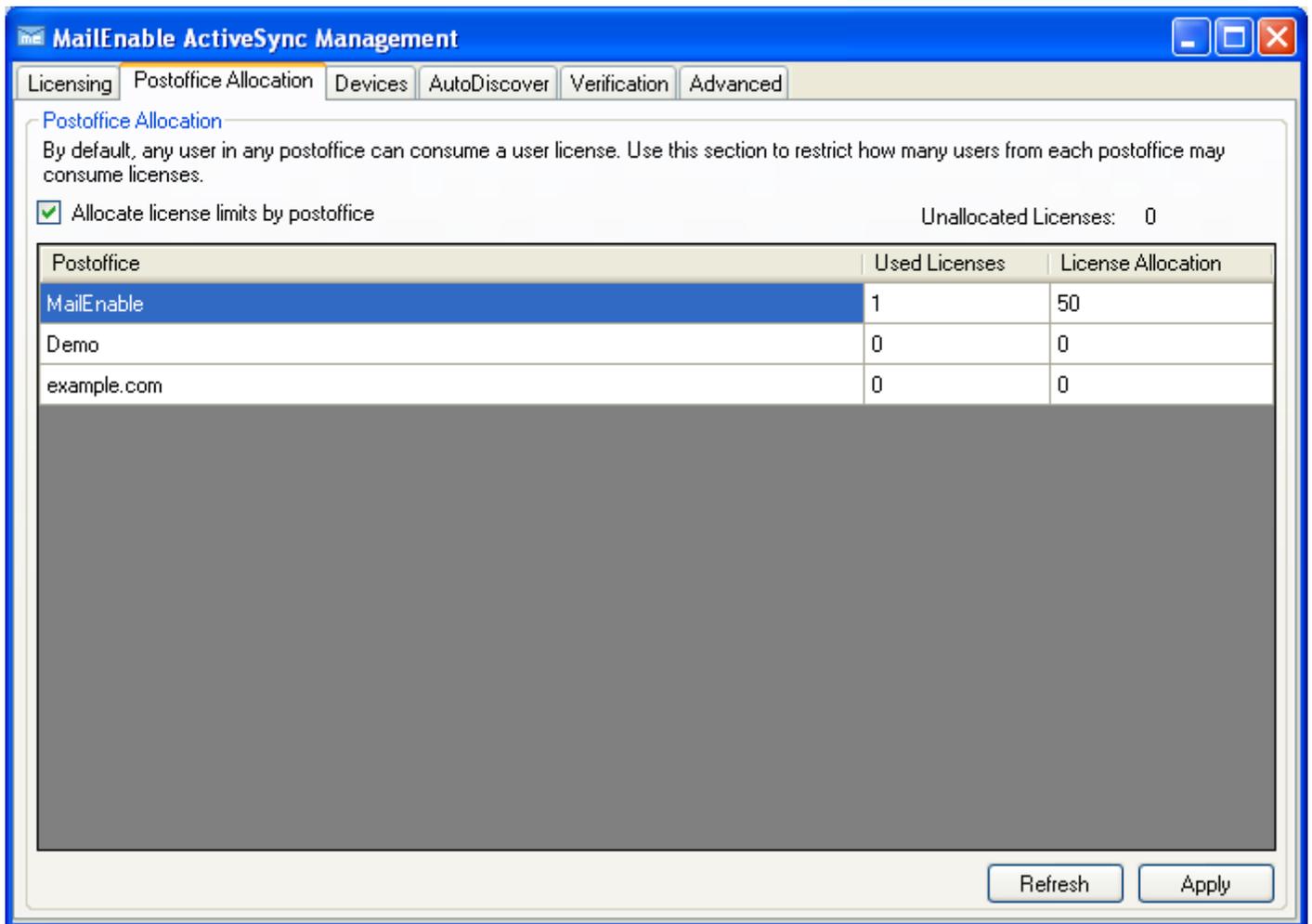


Figure 4 - The Postoffice Allocation section

### 3.1.1 Fields

#### 3.1.1.1 Allocate license limits by postoffice

The *Allocate license limits by postoffice* checkbox controls whether postoffices will be restricted in the amount of licenses they may consume from the total license limit.

When unchecked, any user from any postoffice may consume a user license, and the postoffice allocation table and associated buttons are disabled.

When checked, postoffice allocation is enabled and configurable in the postoffice allocation table.

#### 3.1.1.2 Unallocated Licenses

The *Unallocated Licenses* field displays the number of user licenses which have not been allocated to any postoffice. These licenses are unusable if the *Allocate license limits by postoffice* checkbox is checked.

#### 3.1.1.3 Postoffice Allocation Table

The postoffice allocation table is the main control in the *Postoffice Allocation* section. The rows in the table present the license usage and allocation for each of the postoffices defined in the MailEnable system. The columns are described in the following sections.

##### 3.1.1.3.1 Postoffice

The *Postoffice* column contains the name of the postoffice. This column is not modifiable.

##### 3.1.1.3.2 Used Licenses

The *Used Licenses* column displays the number of licenses which have been consumed by the postoffice. This column is not modifiable.

The values in this column are accurate at the time the *ActiveSync Management* application is first opened, but their accuracy is not maintained. The *Refresh* button at the bottom of the *Postoffice Allocation* section may be used to update the values at any time.

### 3.1.1.3.3 License Allocation

The *License Allocation* column shows, and allows the configuration of, the number of user licenses to which the postoffice is limited. When the value in the *Used Licenses* column for the postoffice row reaches this value, all further users from the postoffice will be denied a license.

Under-allocation and over-allocation are both prohibited. That is, if a value is entered in this column that is less than the value in the *Used Licenses* column of the row it will be set to that value, and if a value is entered that results in the sum of all values in this column exceeding the value in the *User Licenses* field (2.1.1.3) of the *License Status* section, it will be set such that the sum of all values in this column matches that value.

## 3.1.2 Actions

### 3.1.2.1 Enable and Configure Postoffice Allocation

By default, postoffice allocation is disabled. This means that any user from any postoffice may consume a user license. If the administrator wishes to limit access to the license by postoffice, he must employ the following procedure:

1. Check the *Allocation license limits by postoffice* checkbox. This enables the postoffice allocation table.
2. For each postoffice which should be allowed to consume user licenses, enter the desired limit into the *License Allocation* column for the relevant row of the postoffice allocation table. The *Unallocated Licenses* field will guide this step in the process. Note that it may be necessary to reduce the allocation of one postoffice to increase the allocation of another, as over-allocation of the total license limit is prohibited.
3. Click the *Apply* button at the bottom of the *Postoffice Allocation* section.

### 3.1.2.2 Disable Postoffice Allocation

To disable postoffice allocation, uncheck the *Allocate license limits by postoffice* checkbox and click the *Apply* button at the bottom of the *Postoffice Allocation* section.

### 3.1.2.3 Refresh Used Licenses Column

The values in the *Used Licenses* column are accurate at the time the *ActiveSync Management* application is first opened, but their accuracy is not maintained. To refresh the display of the number of users who have consumed licenses for each postoffice, the administrator can click the *Refresh* button at the bottom of the *Postoffice Allocation* section.

## 4 Devices

The *Devices* tab has just one section, for device management, described in the following section.

### 4.1 Device Management

The *Devices* tab lists and allows management of the devices for which the server has synchronisation data.

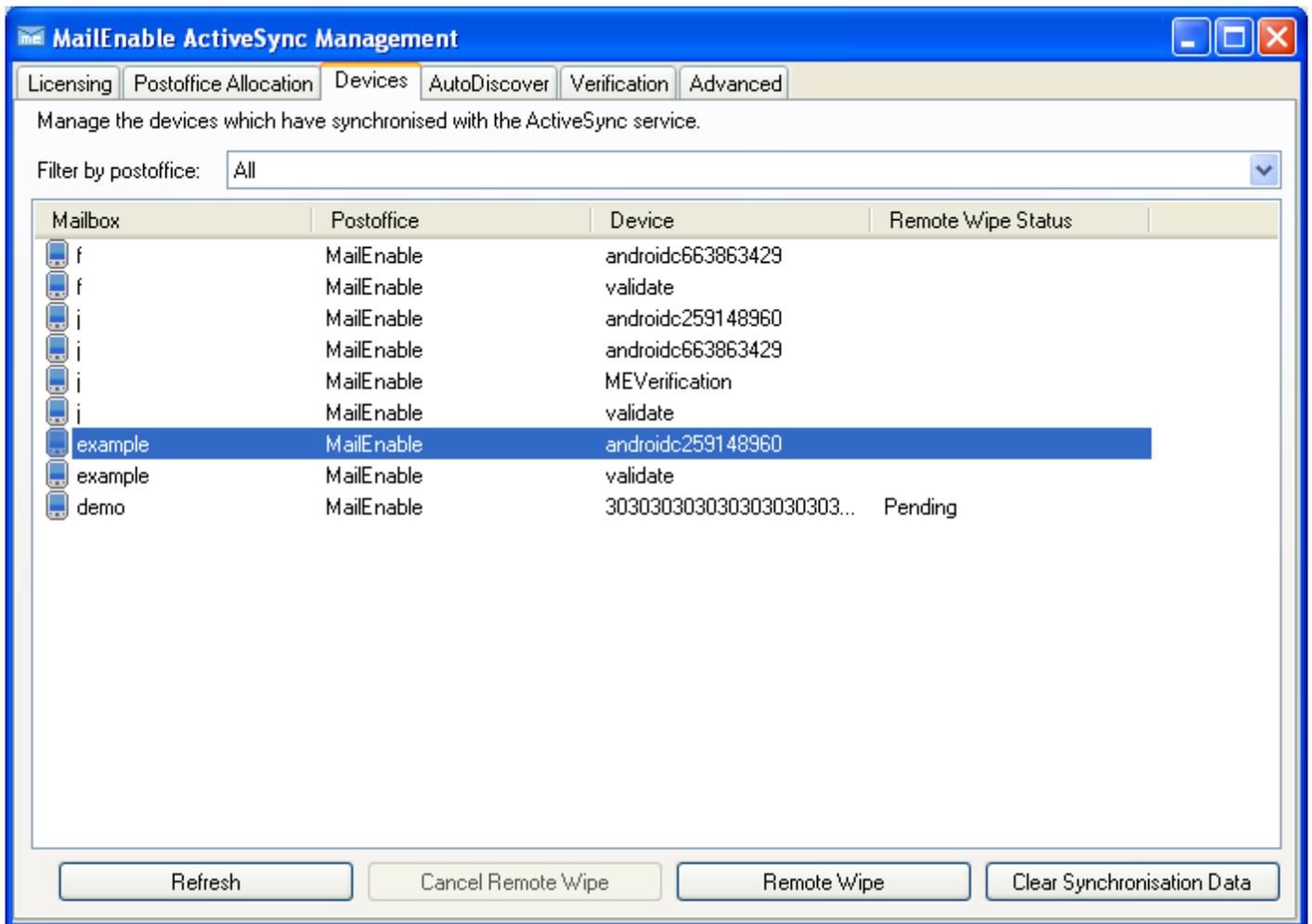


Figure 5 - The Devices tab displays the synchronised devices

## 4.1.1 Fields

### 4.1.1.1 Filter by postoffice

The *Filter by postoffice* drop down list at the top of the *Devices* tab allows filtering of the devices list to show results from a particular postoffice, or all postoffices.

### 4.1.1.2 Devices List

The devices list, the main element in the *Devices* tab, shows the users who have connected to the ActiveSync server, and the devices with which they have connected and for which the server has stored synchronisation state. Each row is a device connected to a mailbox. The columns are described in the sections below.

The data in the devices list is not automatically updated. The *Refresh* button at the bottom of the *Devices* tab can be used to update the data.

#### 4.1.1.2.1 Mailbox

The *Mailbox* column contains the name of the mailbox to which the device has connected.

#### 4.1.1.2.2 Postoffice

The *Postoffice* column contains the name of the postoffice of the mailbox to which the device has connected.

#### 4.1.1.2.3 Device

The *Device* column contains the identifier of the device.

#### 4.1.1.2.4 Remote Wipe Status

The *Remote Wipe Status* column contains the remote wipe status for the device. This column will generally be empty, indicating that the device is not scheduled for remote wipe, but it may contain one of the following values:

- **Pending**, which indicates that the device will be remotely wiped the next time it synchronises.
- **Requested**, which indicates that the remote wipe instruction has been delivered to the device. This status will be seen only rarely, as this stage of the procedure is generally short lived, and it will be replaced by one of the following two statuses.
- **Wiped**, which indicates that the remote wipe procedure has completed. This status will be seen very rarely, as when the remote wipe procedure completes, the synchronisation state for the device is immediately removed from the server.
- **Device does not support Remote Wipe**, which indicates that the remote wipe instruction has been delivered to the device, but it appears to have ignored it.

### 4.1.2 Actions

#### 4.1.2.1 Filter Devices List

The devices list can be filtered by postoffice. To find a device connected to a mailbox in a particular postoffice, the administrator may select the postoffice from the *Filter by postoffice* drop down list at the top of the *Devices* tab. The devices list will be restricted to show only the devices connected to mailboxes of the selected postoffice, making it easier to find the desired device.

To view all devices across all postoffices, select **All** from the *Filter by postoffice* drop down list.

#### 4.1.2.2 Refresh Devices List

The devices list is not automatically updated, so the data will get stale. To update the display to reflect the current state of the system, the administrator can click the *Refresh* button at the bottom of the *Devices* tab. This will refresh the list, respecting the currently applicable filter as specified in the *Filter by postoffice* drop down list.

#### 4.1.2.3 Schedule Device for Remote Wipe

To remotely wipe a device, the administrator must select the desired device in the devices list, and click the *Remove Wipe* button at the bottom of the *Devices* tab. The *Remote Wipe Status* column for the selected device will be set to **Pending**, which indicates that the device will be remotely wiped the next time it synchronises with the server. When the remote wipe procedure completes, the synchronisation state for the device will be removed from the server, and hence from the devices list (note that the devices list is not automatically updated as the remote wipe procedure progresses, however; the *Refresh* button at the bottom of the tab may be used to update the display). If the remote wipe procedure does not complete, other statuses may appear in the *Remote Wipe Status* column, as detailed in the section describing that column (4.1.1.2.4).

#### 4.1.2.4 Cancel Pending Remote Wipe

To cancel a remote wipe instruction that was previously issued, the administrator must select the desired device in the devices list, and click the *Cancel Remote Wipe* button at the bottom of the *Devices* tab. The *Remote Wipe Status* column will be cleared, and the pending remote wipe cancelled.

#### 4.1.2.5 Clear Device Synchronisation Data

To clear the synchronisation data which the server has stored for a device, the administrator must select the desired device in the devices list, and click the *Clear Synchronisation Data* button. The synchronisation state for the device will be discarded, and hence the device will be removed from the devices list.

## 5 AutoDiscover

The *AutoDiscover* tab contains configuration settings for the AutoDiscover feature.

## 5.1 AutoDiscover Configuration

The *AutoDiscover* section allows configuration of the URL which the AutoDiscover feature will report.



The screenshot shows the 'AutoDiscover' configuration section. It includes a title 'AutoDiscover', a descriptive paragraph, two checked checkboxes for 'Enabled' and 'Report SSL', a 'Domain Reporting Mode' dropdown menu set to 'Prefix user email address domain', and an adjacent text input field containing 'activesync'. Below these elements, there is a preview of the resulting URL: 'https://activesync.example.com/Microsoft-Server-ActiveSync'.

Figure 6 - The AutoDiscover configuration section

### 5.1.1 Fields

#### 5.1.1.1 Enabled

The *Enabled* checkbox in the *AutoDiscover* configuration section controls whether the AutoDiscover feature is active. When checked, the AutoDiscover feature is enabled; when unchecked, the feature will be inactive, and the other controls in the *AutoDiscover* configuration section will also be disabled.

#### 5.1.1.2 Report SSL

The *Report SSL* checkbox controls whether the URL which the AutoDiscover feature reports will be a secure URL. When checked, the AutoDiscover feature will report a URL beginning with **http://**. When unchecked, the AutoDiscover feature will report a URL beginning with **https://**.

#### 5.1.1.3 Domain Reporting Mode

The *Domain Reporting Mode* drop down list and associated text field configure the domain portion of the URL which the AutoDiscover feature will report. The available options are described in the following sections.

##### 5.1.1.3.1 User email address domain

When the **User email address domain** option is selected in the *Domain Reporting Mode* drop down list, the AutoDiscover feature will report a URL with the domain of the user's email address.

##### 5.1.1.3.2 Prefix user email address domain

When the **Prefix user email address domain** option is selected in the *Domain Reporting Mode* drop down list, an associated text field is displayed for entering the desired domain prefix. The value in the text field will be added to the domain of the user's email address as a sub-domain in the URL which the AutoDiscover feature reports.

##### 5.1.1.3.3 Fully specify domain

When the **Fully specify domain** option is selected in the *Domain Reporting Mode* drop down list, an associated text field is displayed for entering the desired domain. The value in the text field will be used as the domain of the URL which the AutoDiscover feature reports.

#### 5.1.1.4 Example AutoDiscover URL

At the bottom of the *AutoDiscover* section, an example URL is displayed that indicates how the AutoDiscover feature will use the currently selected options to construct the URL it reports for an example user. This will assist in setting up the configuration to produce the desired result.

## 5.2 AutoDiscover Configuration Change Actions

### 5.2.1 Actions

#### 5.2.1.1 Apply Configuration Changes

When making changes to the configuration sections on the *AutoDiscover* tab, there are two steps which must both be completed before the changes will take effect:

1. The changes must be applied by clicking the *Apply* button at the bottom of the *AutoDiscover* tab.

If the *ActiveSync Management* application is closed before clicking the *Apply* button at the bottom of the *AutoDiscover* tab, any unapplied changes will be lost, and the configuration will revert to its previously saved state.

2. The ActiveSync service must be restarted.

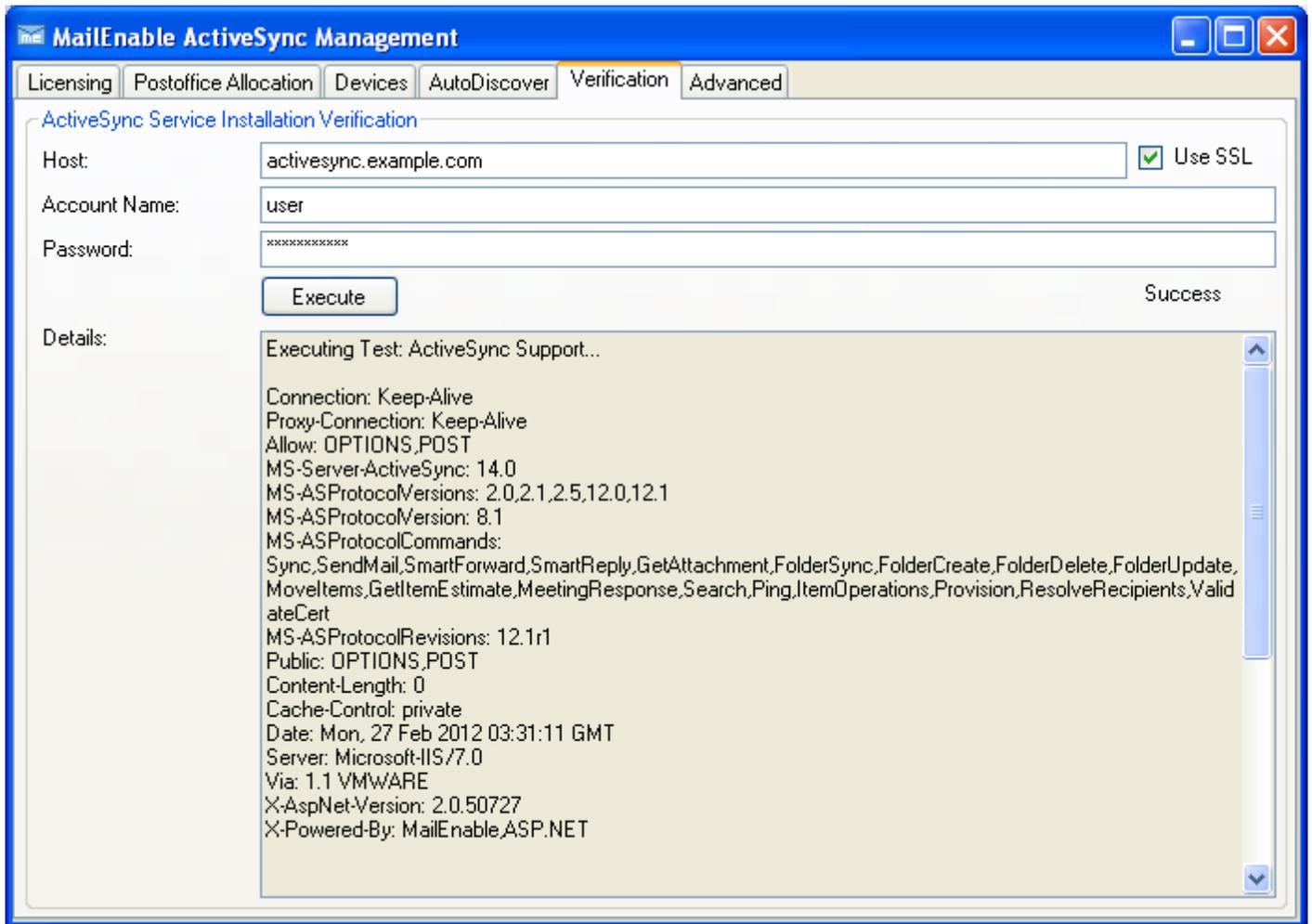
#### 5.2.1.2 Revert Unapplied Configuration Changes

When making changes to the configuration sections on the *AutoDiscover* tab, any changes which have not been applied can be reverted by clicking the *Undo* button at the bottom of the tab. When the *Undo* button is clicked, each configuration section will be reset to the currently active configuration state.

## 6 Verification

The Verification tab allows the administrator to confirm that the ActiveSync installation is functioning correctly. It performs some tests against the ActiveSync server, and reports any errors.

## 6.1 ActiveSync Service Installation Verification



**MailEnable ActiveSync Management**

Licensing | Postoffice Allocation | Devices | AutoDiscover | **Verification** | Advanced

**ActiveSync Service Installation Verification**

Host:   Use SSL

Account Name:

Password:

Success

Details:

```
Executing Test: ActiveSync Support...
Connection: Keep-Alive
Proxy-Connection: Keep-Alive
Allow: OPTIONS,POST
MS-Server-ActiveSync: 14.0
MS-ASProtocolVersions: 2.0,2.1,2.5,12.0,12.1
MS-ASProtocolVersion: 8.1
MS-ASProtocolCommands:
Sync,SendMail,SmartForward,SmartReply,GetAttachment,FolderSync,FolderCreate,FolderDelete,FolderUpdate,
MoveItems,GetItemEstimate,MeetingResponse,Search,Ping,ItemOperations,Provision,ResolveRecipients,Valid
ateCert
MS-ASProtocolRevisions: 12.1r1
Public: OPTIONS,POST
Content-Length: 0
Cache-Control: private
Date: Mon, 27 Feb 2012 03:31:11 GMT
Server: Microsoft-IIS/7.0
Via: 1.1 VMWARE
X-AspNet-Version: 2.0.50727
X-Powered-By: MailEnable,ASP.NET
```

Figure 7 - The ActiveSync Service Installation Verification section

### 6.1.1 Fields

#### 6.1.1.1 Host

The *Host* field in the *ActiveSync Service Installation Verification* section configures the address of the server hosting the ActiveSync service against which the verification tests will be executed.

#### 6.1.1.2 Use SSL

The *Use SSL* checkbox is used to control whether the verification tests will attempt to connect to the ActiveSync service using SSL.

#### 6.1.1.3 Account Name

The verification tests must authenticate using an account that exists on the target MailEnable server. The login name of a mail account on the target server must be entered into the *Account Name* field on the *ActiveSync Service Installation Verification* section prior to attempting to execute the verification tests.

#### 6.1.1.4 Password

The verification tests must authenticate using an account that exists on the target MailEnable server. The password for a mail account on the target server must be entered into the *Password* field on the *ActiveSync Service Installation Verification* section prior to attempting to execute the verification tests.

#### 6.1.1.5 Result Indication

To the right of the *Execute* button is an indication of the overall test result. It may contain any of the following values:

- **Verifying**, indicating that the verification tests are in progress.
- **Success**, which indicates that the verification tests were completely successful, and that the ActiveSync installation may be functioning correctly.
- **Failure**, which indicates that the tests revealed a problem with the ActiveSync installation, and that it is not function correctly.

Note that this indication is not visible until a verification test is attempted.

### 6.1.1.6 Details

Consuming the majority of the *ActiveSync Service Installation Verification* section, the *Details* display presents diagnostic information which may give some hints about the cause of a failed verification test.

## 6.1.2 Actions

### 6.1.2.1 Verify ActiveSync Service Installation

To verify that the ActiveSync installation is functioning correctly, the administrator must perform the following:

1. Enter the address of the server which is hosting the ActiveSync service in the *Host* field.
2. Select whether to test SSL with the *Use SSL* checkbox.
3. Enter the credentials of a mail account that exists on the target MailEnable server into the *Account Name* and *Password* fields.
4. Click the *Execute* button.

The verification tests will be executed, and the result displayed in the *Result Indication* to the right of the *Execute* button. In the case of a **Failure** result, the administrator should investigate the *Details* section for information which may assist in diagnosing the fault.

A **Success** result from the verification tests does not necessarily indicate that the ActiveSync service is ready for client devices to connect. The tests are performed by the *MailEnable ActiveSync Management* application, which will most likely have better access to the service than a client device, which must connect remotely through the internet, routers, firewalls, and other network infrastructure. You should verify your ActiveSync installation using the following URL:

<https://www.mailenable.com/tools/activesync/verification.asp>

## 7 Advanced

The *Advanced* tab contains sections for advanced configuration of the ActiveSync service.

Changes made to configuration settings on this tab must be applied by clicking the *Apply* button at the bottom of the tab. If the application is closed without clicking the *Apply* button, any unapplied configuration changes made on this tab will be lost.

### 7.1 ActiveSync Status

The *ActiveSync Status* section allows the ActiveSync service to be enabled or disabled.



Figure 8 - The ActiveSync Status configuration section

## 7.1.1 Fields

### 7.1.1.1 ActiveSync Enabled

The *ActiveSync Enabled* checkbox controls whether the ActiveSync service is enabled. When checked, the ActiveSync service will be available for devices to connect and synchronise; when unchecked, the ActiveSync service will be not be available, as though it was not installed.

## 7.2 Conversation Logging

The *Conversation Logging* section allows control of logging for troubleshooting. This should not be enabled unless requested by a MailEnable technician for diagnosing a technical issue.



Figure 9 - The Conversation Logging configuration section

## 7.2.1 Fields

### 7.2.1.1 Enabled

The *Enabled* checkbox in the *Conversation Logging* section controls whether the ActiveSync server will output logs of device activity.

### 7.2.1.2 Output Path

The *Output Path* field allows configuration of the location to which logs, if enabled, will be produced.

## 7.2.2 Actions

### 7.2.2.1 Clear Logs

To clear the logs which the ActiveSync service has produced, the administrator must click the *Clear Logs* button in the bottom right hand corner of the *Conversation Logging* section.

This will empty the location currently specified in the *Output Path* field, recursively deleting all files and directories.

## 7.3 Advanced Configuration Change Actions

## 7.3.1 Actions

### 7.3.1.1 Apply Configuration Changes

When making changes to the configuration sections on the *Advanced* tab, there are two steps which must both be completed before the changes will take effect:

1. The changes must be applied by clicking the *Apply* button at the bottom of the *Advanced* tab.

If the *ActiveSync Management* application is closed before clicking the *Apply* button at the bottom of the *Advanced* tab, any unapplied changes will be lost, and the configuration will revert to its previously saved state.

2. The ActiveSync service must be restarted.

### **7.3.1.2 Revert Unapplied Configuration Changes**

When making changes to the configuration sections on the *Advanced* tab, any changes which have not been applied can be reverted by clicking the *Undo* button at the bottom of the tab. When the *Undo* button is clicked, each configuration section will be reset to the currently active configuration state.