

# OneBridge Evaluation Guide

The OneBridge evaluation install allows a quick installation of a typical OneBridge configuration with minimal user interaction. This install will display fewer screens than a regular full install, using default values in place of user choices. Some of the behavior of the OneBridge evaluation install is dependent on the software that is already installed on the machine. For example, if a Lotus Notes client is installed on the machine, OneBridge will deduce that you wish to set up synchronization with Lotus Notes and configure a Notes adapter with Notes authentication and corresponding groupware synchronization actions. Likewise, if the proper CDO and Outlook versions are on the machine, OneBridge will assume you want to configure groupware synchronization using Exchange authentication and an Exchange adapter. Any decisions made by the OneBridge evaluation install can be reconfigured at a later time through the OneBridge Admin program or, in the case of installation components, through the Windows Add/Remove programs interface.

## Server and Device Requirements

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Before performing the OneBridge install, please review the server and device requirements listed below.

### Supported OneBridge Sync Server Operating Systems

- Windows 2003 with SP1 or greater

### Supported Desktop Operating Systems for Desktop Connector

- Windows 2000 with SP4 or greater
- Windows XP

### OneBridge Sync Server and Adapter Hardware Requirements

#### Up to 20 Evaluation Users

- Pentium 2 Processor of 233 MHz or greater
- 512 MB RAM or greater
- 250 MB free disk space
- TCP/IP LAN connection. 10 MB or greater connection to network recommended

## OneBridge Sync Server Software Requirements

- Internet Explorer 5.0 or greater

## Supported Groupware Servers

### **Microsoft Exchange 5.5, 2000, 2003**

- The OneBridge Sync Server Adapter and Listener require the Exchange CDO Libraries. Visit the [Microsoft](http://www.microsoft.com/downloads/details.aspx?FamilyID=e17e7f31-079a-43a9-bff2-0a110307611e&DisplayLang=en) web site (<http://www.microsoft.com/downloads/details.aspx?FamilyID=e17e7f31-079a-43a9-bff2-0a110307611e&DisplayLang=en>) to download and install the most current version of **MAPI and CDO**.

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**Important** For Exchange 2003 users, failure to use the proper CDO libraries may result in a CPU max-out condition on the server running OneBridge.

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### **Lotus Domino R6.5/R7/R8**

- The OneBridge Sync Server Lotus Notes Adapter and Lotus Notes Listener require Lotus Notes 6.5 or greater. Lotus Notes Client 7.0 or greater is recommended.

## Supported Mobile Device Operating Systems for OneBridge Client

OneBridge Sync Server supports mobile devices that use the following operating systems:

- Palm OS 3.5 or greater – Recommended device memory is 8 MB or more. Devices with less memory may not function properly for PIM synchronization or when using Bluetooth, IR, or GSM due to limited heap space. Device security functionality is only supported on Palm OS 4.0 or greater.
- Windows Mobile 2003/5.0/6 (Smartphone, Pocket PC Phone, Pocket PC) and Windows Mobile 2003 (Smartphone, Pocket PC Phone, Pocket PC)
- Symbian OS versions 7, 8, and 9. Device support includes Nokia, Series 60 (2nd and 3rd Edition), Series 80, Sony Ericsson, and UIQ 2.0, 2.1, and 3.0.

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**Note** For a list of currently supported devices, see the [OneBridge Mobile Groupware Device Compatibility](#) list at our web site [www.ianywhere.com](http://www.ianywhere.com).

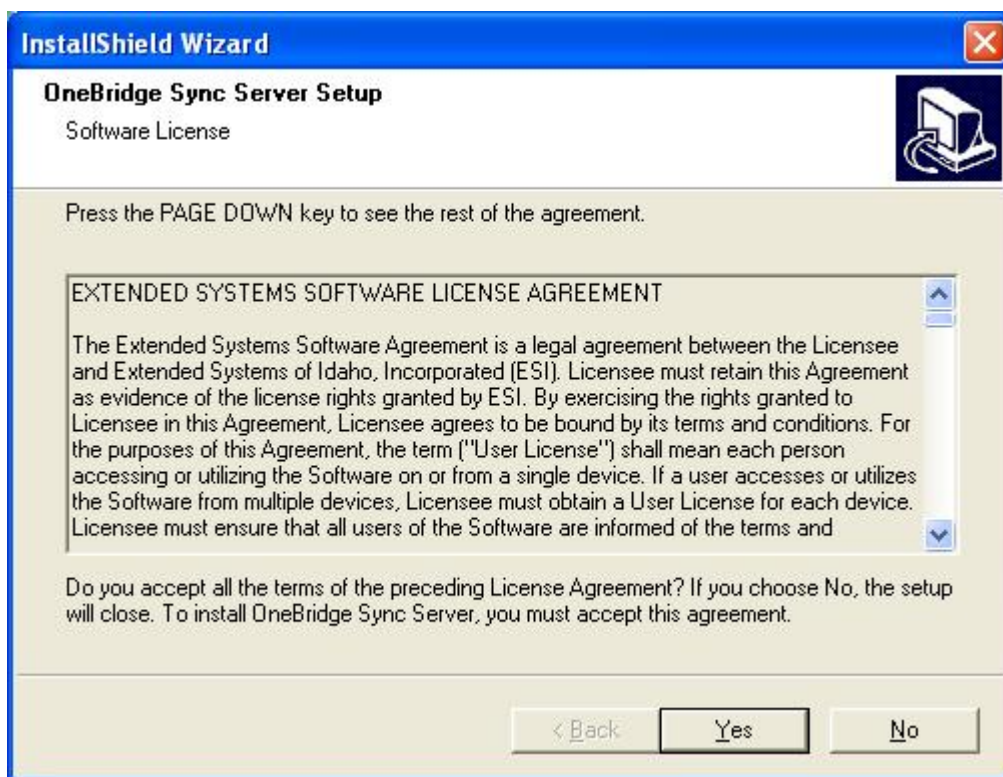
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## Installing OneBridge on the Server

**Note** The required OneBridge Proxy name, Serial number, Company ID, and Token value will be provided in the evaluation email.

**WARNING** If using Symantec/Norton AntiVirus software, the Lotus Notes Realtime Protection feature must **NOT** be used with OneBridge.

1. When the OneBridge evaluation is requested from the web site, an email is sent providing information required for the product install.
2. Download and run the OneBridge Evaluation Software package.
3. If Windows Installer 3.1 is not detected on the installation machine, you will be prompted to install it prior to beginning the OneBridge installation. Click **Yes** and proceed with the install.
4. If Microsoft .NET Framework 2.0 is not detected on the installation machine, you will be prompted to install it prior to beginning the OneBridge installation. Click **Yes** and proceed with the install.
5. Click **Yes** to accept the License Agreement.



6. OneBridge will attempt to detect which mail system is intended for use with the OneBridge install, Lotus Notes or Exchange. For Exchange, OneBridge will also detect the current version of CDO (Collaboration Data Objects) installed. Use the following scenarios to select and configure your mail system:
  - a. If Lotus Notes or Exchange (with the required version of CDO installed) is detected as a single mail system, the install will proceed to the Program Directory selection screen. Skip to step 7.

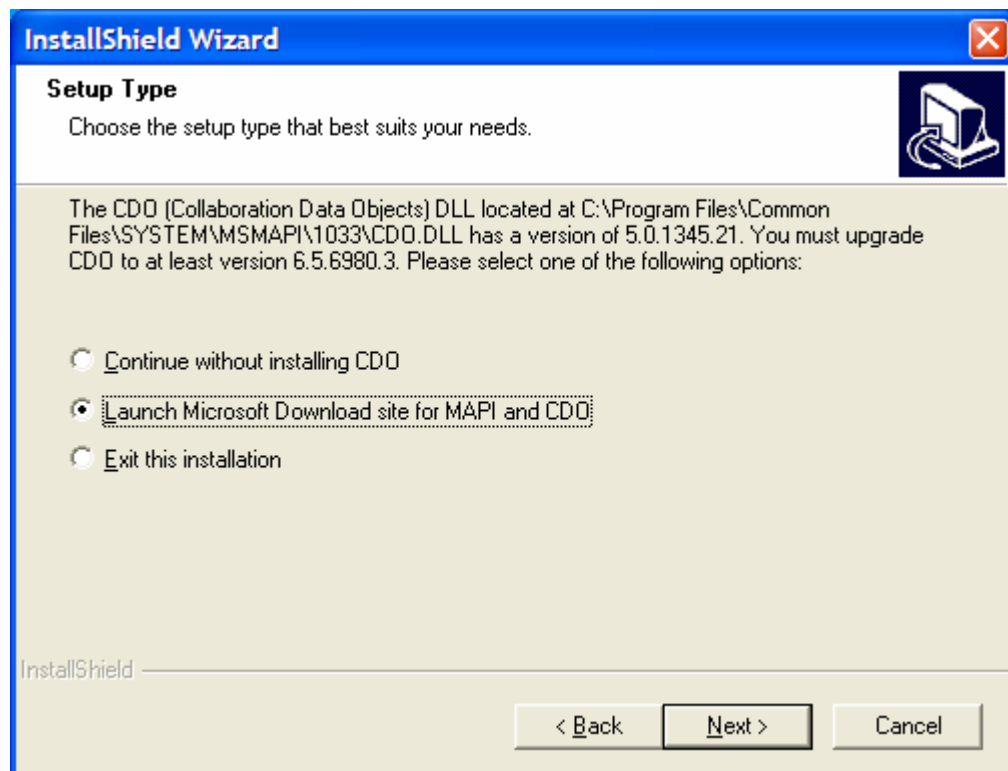
- b. If Exchange is detected as a single mail system, but CDO is not detected or the version detected does not fall within the OneBridge requirements, the Setup Type screen will provide a message requesting an install or update of CDO and the following options:
- **Continue without installing CDO** – Select this option if no mail client is required for evaluation (e.g., device management testing).
  - **Launch Microsoft Download site for MAPI and CDO** – Select this option and click **Next** to launch the link to the [Microsoft](#) download for the most current version of the MAPI Client and CDO. Follow the instructions provided to download and install MAPI and CDO. When the download is complete, the OneBridge install will continue with the Program Directory screen (step 7).

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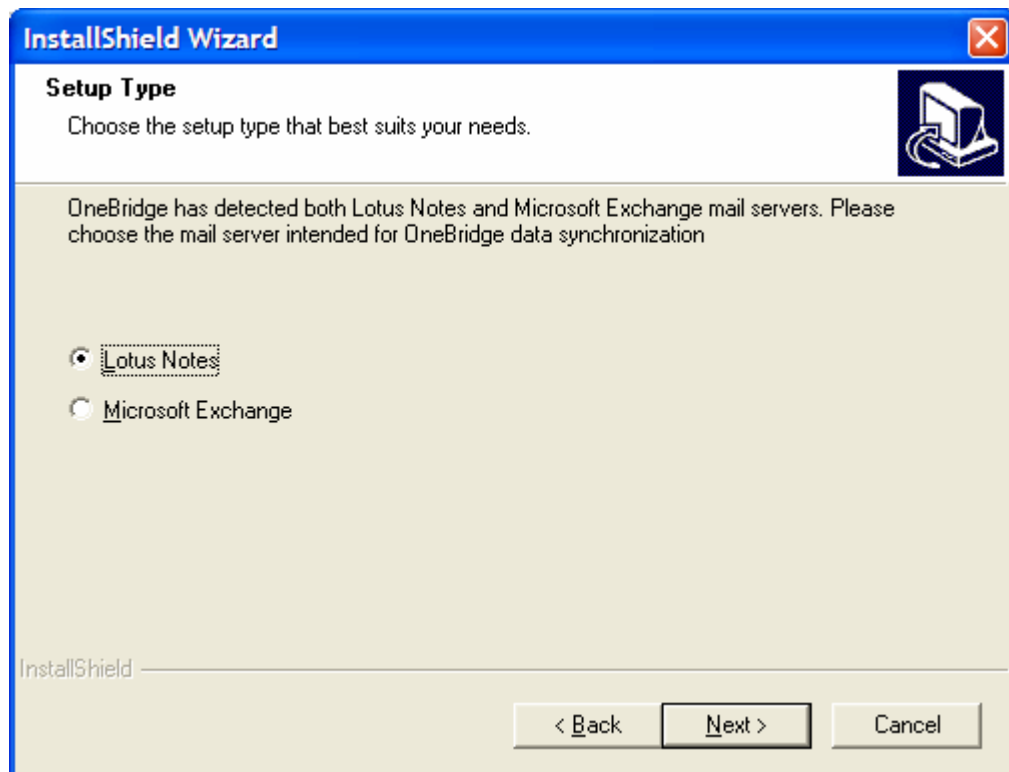
**WARNING** The Microsoft Exchange Server MAPI/CDO upgrade/install cannot run if Outlook is installed. Uninstall Outlook before attempting to install or upgrade MAPI/CDO.

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- **Exit this installation** – Select this option to cancel the install.



- c. If both Lotus Notes and Exchange mail systems are detected, the Setup Type screen will present options to select one of the mail system types. Make the desired selection and click **Next**.
- **Lotus Notes** – If Lotus Notes is selected, the install will proceed to the Program Directory selection screen. Skip to step 7.
  - **Microsoft Exchange** – If Microsoft Exchange is selected, OneBridge will detect the current version of CDO installed. If the correct version of CDO is detected, the install will proceed to the Program Directory selection screen (step 7). If CDO is not detected or the version detected does not fall within the OneBridge requirements, the Setup Type screen as described in step 6-b will be presented.



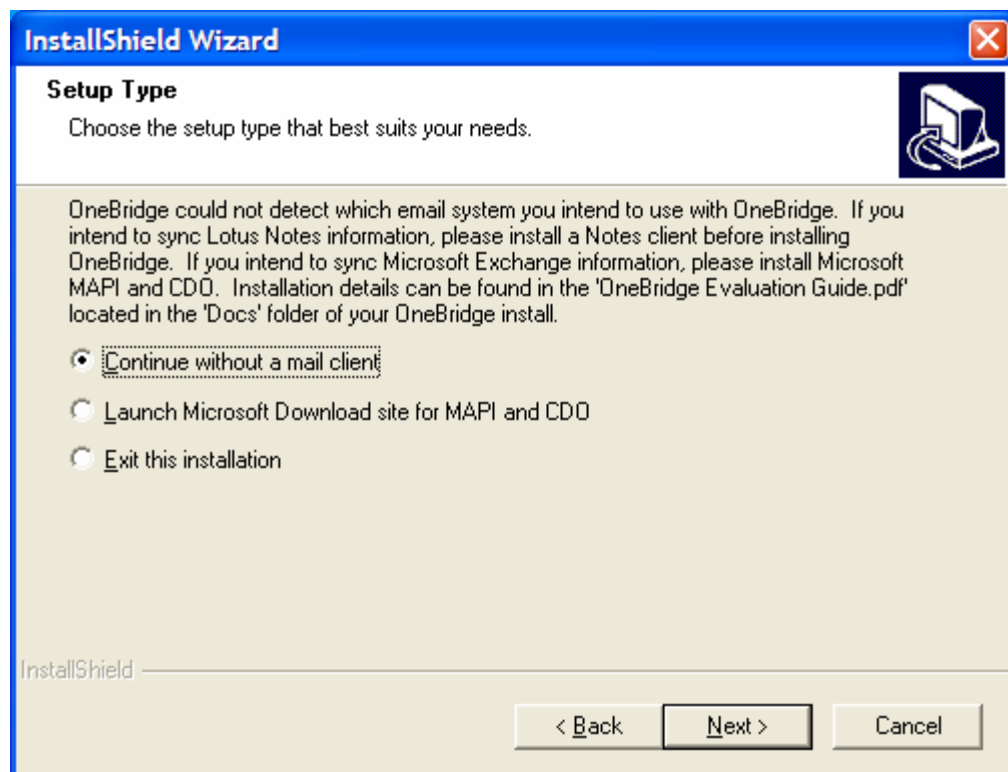
- d. If no mail system is detected, the Setup Type screen will provide the following information and options:
- **Continue without a mail client** – Select this option if no mail client is required for evaluation (e.g., device management testing).
  - **Launch Microsoft Download site for MAPI and CDO** – If Exchange is to be used as the connection mail system, select this option and click **Next** to launch the link to the [Microsoft](#) download for the MAPI Client and CDO. Follow the instructions provided to download and install MAPI and CDO. When the download is complete, the OneBridge install will continue with the Program Directory screen (step 7).

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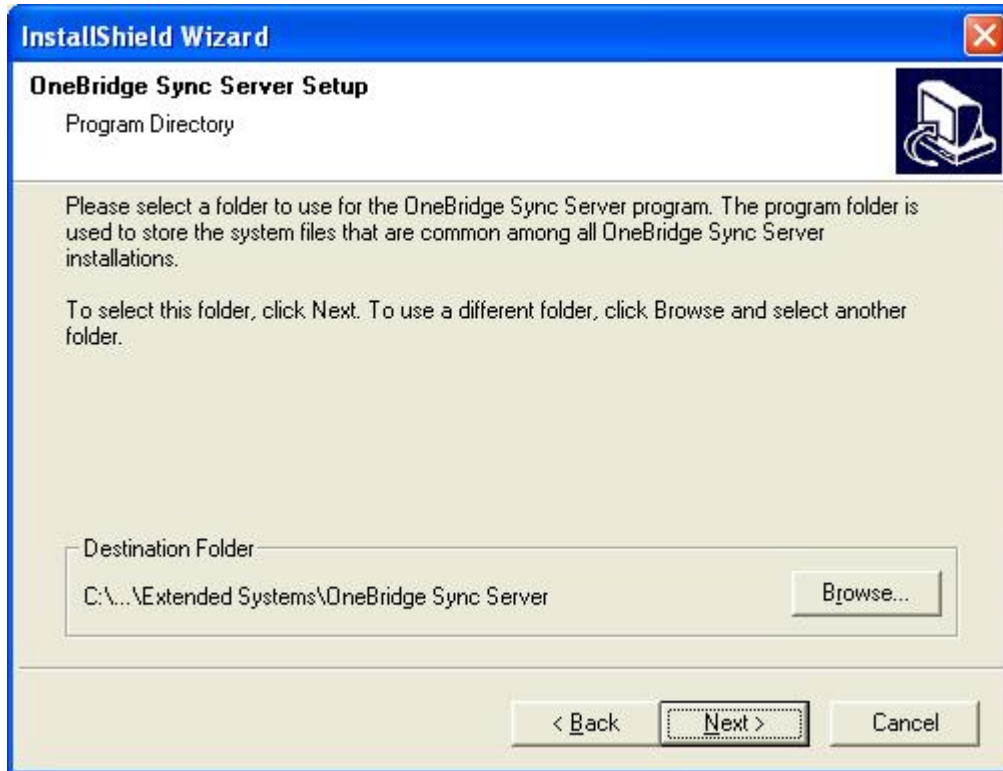
**WARNING** The Microsoft Exchange Server MAPI/CDO install cannot run if Outlook is installed. Download and install the required version of MAPI/CDO before installing Outlook.

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- **Exit this installation** – Select this option to cancel the install.



7. Choose the Program Directory for the installed components and click **Next**.



The OneBridge component install may take several minutes. When the install is complete, a configuration screen for the detected mail server adapter will appear.

8. Configure the OneBridge mail server adapter for the detected mail system:

**Note** The OneBridge evaluation install is configured to be fully functional for the individual (single) user performing this install. To allow multiple users to sync, a Manager ID for Notes or an Exchange Admin Account (or ID) is required.

- a. If a Lotus Notes mail system is detected on the machine, configuration screens for the Lotus Notes adapter will be displayed. Enter the appropriate Notes ID and password information. Click **Finish**.

**Notes Adapter Configuration - Login Information**

The primary ID file is used to lookup user account information:

Primary ID File:  ...

Primary ID Password:

Confirm Password:

Select the method for accessing user data:

Use the primary ID file.

Use individual user ID files:

File Formula:  ...

Use individual user ID files stored in a database:

Server:

Database:

Selection:

< Back   Finish   Cancel   Help

- b. If an Exchange mail system is detected on the machine, configuration screens for the Exchange adapter will be displayed. Individuals may use their own account information if completing the install as a single user. Otherwise, a Windows account with access to all desired mailboxes must be entered. Click **Finish**.

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**Note** The local machine must be in the same domain or trusted domain as the Exchange server.

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The image shows a Windows-style dialog box titled "Exchange Adapter Configuration - Resolver Account". On the left is a vertical banner with the OneBridge logo and the text "by iAnywhere" and "Anywhere". The main area contains the following text: "Exchange adapter requires an Exchange account with a mailbox for resolving account names. Please enter the account information below." Below this are six input fields: "NT Domain:" with "extendedsystems", "NT User:" with "bryanw", "NT Password:" with "\*\*\*\*\*", "Confirm Password:" with "\*\*\*\*\*", "Exchange Server:" with "NEMO", and "Exchange Mailbox:" with "bryanw". At the bottom are four buttons: "< Back", "Finish", "Cancel", and "Help".

9. Configure the OneBridge Service. Fields set to defaults will not be editable.
  - a. **Login Information:** Individuals may use their own account information if completing the install as a single user. Otherwise, a Windows account with access to all desired mailboxes must be entered. Click **Next**.

**Login Information**

The OneBridge Sync Server listens for mobile device connection requests by installing the OneBridge Service.

You may select from either the local system account or a Windows NT account.

Please select the account to run the OneBridge Service:

Local System account

Windows account

Account: Domain\Administrator

Password:

Confirm password:

< Back   Next >   Cancel   Help

- b. **Server Configuration:** Reference the evaluation email for the Proxy Name and Company ID to be entered. Leave default values in all other fields. Click **Finish**.

**Server Configuration**

Please specify the connection information that the OneBridge Service and Monitor Agent will use to process incoming requests.

Proxy Name: p##.obproxy.com

Company ID: f9b2

HTTP Port: 80   Monitor Agent Port: 5003

The HTTPS port can optionally be used for secure SSL communications between the server and adapter.

HTTPS support

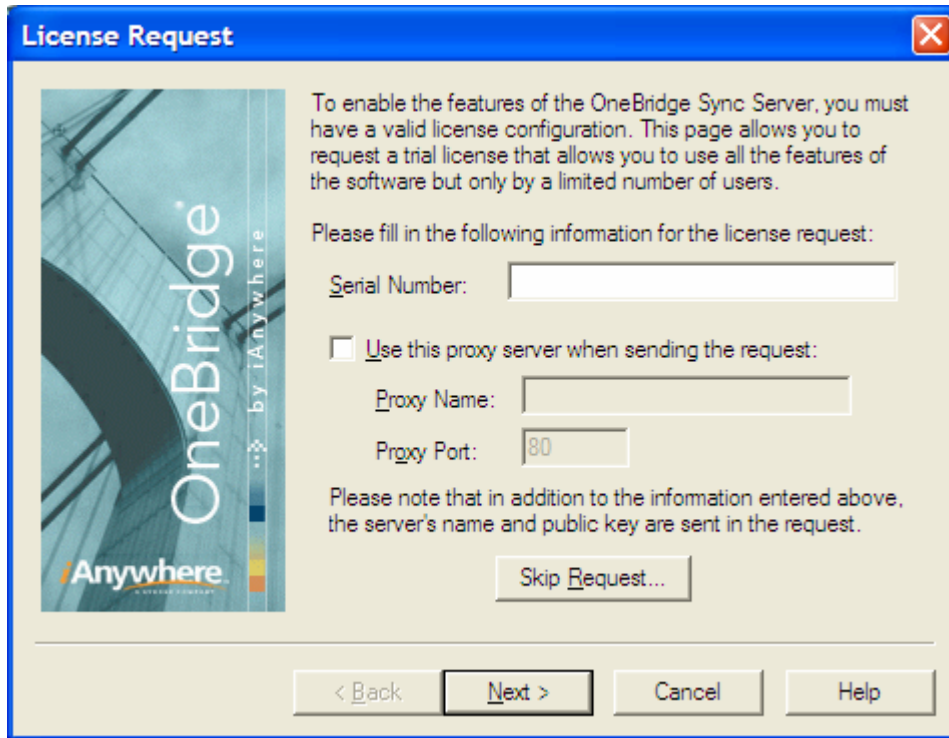
HTTPS Port: 443

SSL Certificate File: httpscert.pem

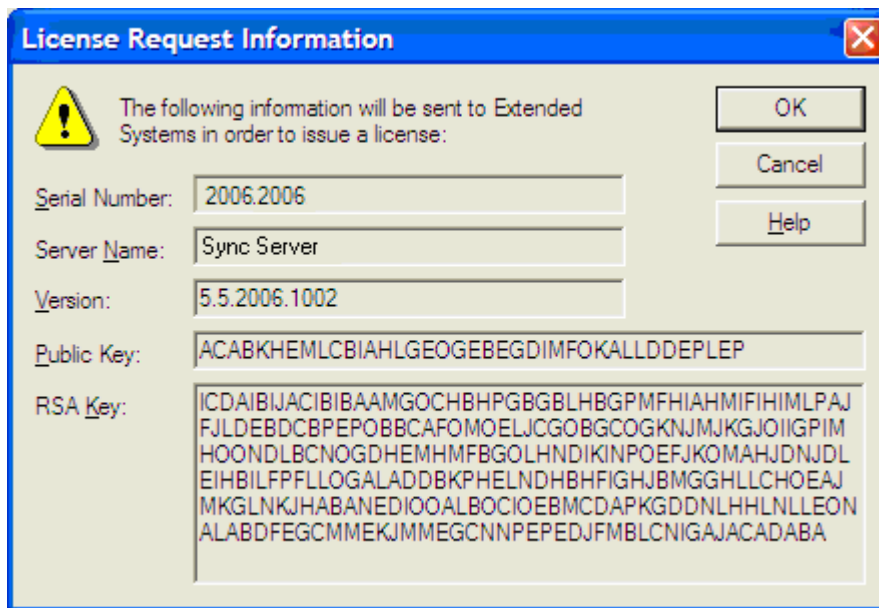
SSL Key File: httpskey.pem

< Back   Finish   Cancel   Help

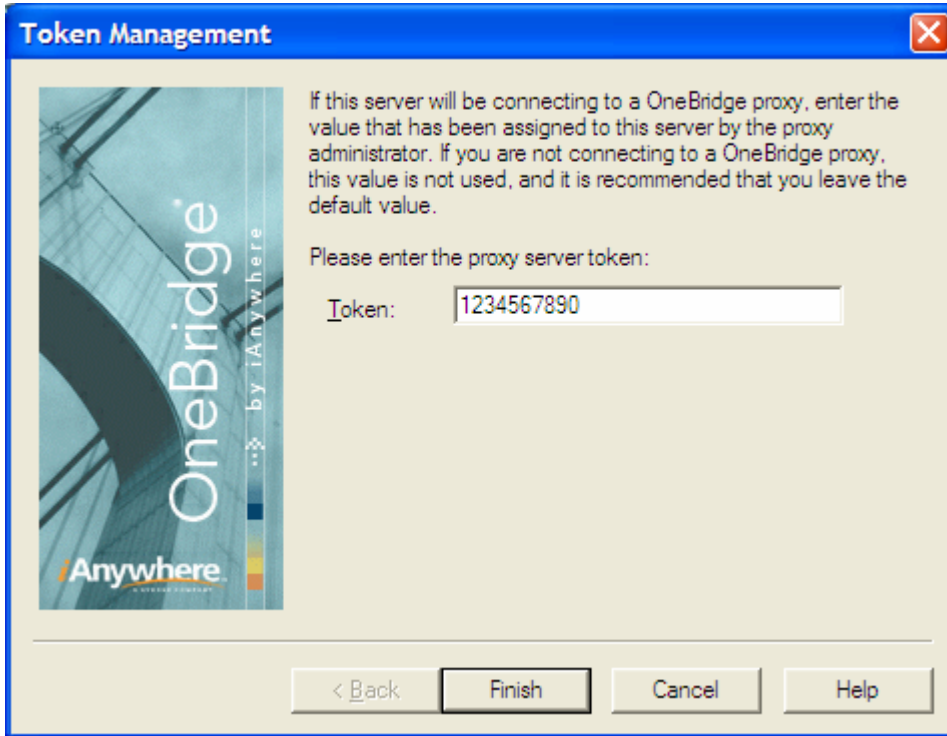
- On the License Request screen, enter the OneBridge **Serial Number** provided in the evaluation email. Click **Next**.



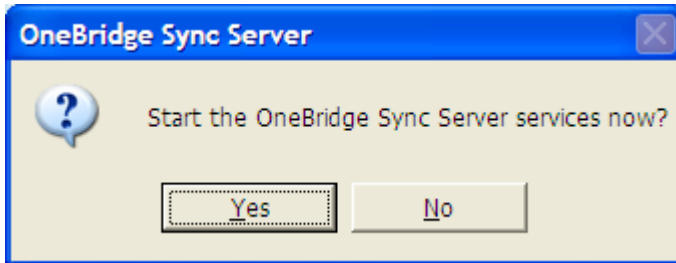
- On the License Request Information screen, review the information and click **OK** to send the request to iAnywhere.



- On the Token Management screen, enter the **Token** value (10-digit numeric value) provided in the evaluation email. Click **Finish**.



- Select **Yes** when prompted to start the OneBridge Sync Server services.



## Deploying the OneBridge Client

The OneBridge Client Software is a program that runs on the mobile device, making synchronization possible between OneBridge Sync Server and the client (the mobile device).

**CAUTION** End users must **not** use the desktop synchronization software (ActiveSync, HotSync, Nokia PC suite) that came with their mobile device when using OneBridge Sync Server to synchronize. Only one synchronization application should be used to manage each PIM application. All PIM applications managed through OneBridge should be disabled on desktop PCs where synchronization software is used. If the mobile device is synchronized to OneBridge Sync Server **and** to the desktop PC, duplicate entries may appear, or data may not be synchronized to both the server and desktop.

### To deploy the client:

1. On the mobile device, navigate to [www.getonebridge.com](http://www.getonebridge.com).
2. The download web site should correctly detect the device type you are using. If it does not, select your device type from the drop-down list and, if required, select the device operating system version.



3. Select the **Include Security Manager Client** option to download both the OneBridge Client and the Afaria Security Manager Client.

**CAUTION** Because all evaluators will have the ability to unlock a device from a public web site, the inclusion of the Security Manager client is to show integration and proof of concept only. A supplemental [Afaria Security Manager Client Evaluation Guide](#) has been created to assist with configuration of this product.

4. Select **Download Client** to download and install the OneBridge Client onto the device.
5. After the install is complete, locate the OneBridge Client on the device and click **Connect**.

6. Enter the following information:

- OneBridge Proxy Name – From the evaluation email
- Port Number – Default 80
- Company ID – From the evaluation email
- Username and Password –Your Exchange or Notes username and password

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**Important** After all OneBridge components have been installed, it is recommended that a single test sync, that includes all OneBridge components (proxies, servers, adapters, and listeners) and actions defined in the OneBridge Admin, be performed to initialize the system.

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**Note** For more information on using the OneBridge Client, refer to the Getting Started Guide End User.pdf located in the Docs folder of the OneBridge install.

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**T-Mobile User Note** It is possible that your wireless carrier is preventing your device from communicating with the Hosted OneBridge Proxy environment on Port 80. To verify that this is the issue connect your mobile device using a non-carrier based network (i.e., 802.11, LAN, etc.). If synchronization works, you have confirmed that your wireless carrier is preventing you from synchronizing on Port 80. Please contact an iAnywhere sales representative and a workaround will be made available.

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