



**User Guide: Administration
Console for OpenHand
Enterprise Server for Exchange
v5.4.*
V1.0**



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Objective

The aim of this document is to advise you of the available options and settings that can be applied throughout the OpenHand administration console.

Setting up Shared Mailboxes and File Sharing for individual users and the entire business alike.

Access to the OpenHand Server/Workstation is required to complete this task.



Logging into the OpenHand Server Administration Console

To login in to the Administration Console start the Administration Console, this can be found on the desktop or from the Windows Start Menu, select:
Start -> Programs -> OpenHand -> OpenHand Server -> OpenHand Server
– Admin

The Login screen will be displayed.



Enter your Domain Name.

Enter the OpenHand Service account User Name (ID).

Enter the Password for the account

Click **Login**.

NOTE: When you log in to the Administration Console for the first time, the Server will set this user as the default OpenHand Administrator.

Change in Administrative Access to the OpenHand Console

If you have been locked out of the Administration Console or there has been a change in personnel and you need to gain access to the console, please contact OpenHand's Technical Support Team via the online support request:
[Http://www.OpenHand-Mobile.com/Support.php](http://www.OpenHand-Mobile.com/Support.php)

Connecting to the Server

By default the Administration Client connects to the Server using these settings: IP Address: 127.0.0.1
Port: 10623



Updating your Configuration

The first screen to be displayed after you have successfully logged in will be the Configuration screen, shown below. This screen allows the administrator to supply Configuration Details for the OpenHand Server.

The Configuration Options are explained as follows:

- **Mail Server:** Specifies the network name or IP address of the default MS Exchange® Server that the OpenHand users mailboxes reside
- **Default Domain:** The default domain name that most OpenHand users will be located on, when a default is provided the users need only supply their Username and Password when logging in to the OpenHand Server.
- **Administrators Email Address:** The email address of the main administrator of the OpenHand Server.
- **OpenHand Port:** Specifies the port number OpenHand clients must use to connect to the OpenHand Server. The default is 10622. Any changes to this port number will require that the OpenHand Server service be restarted before the changes will take effect.



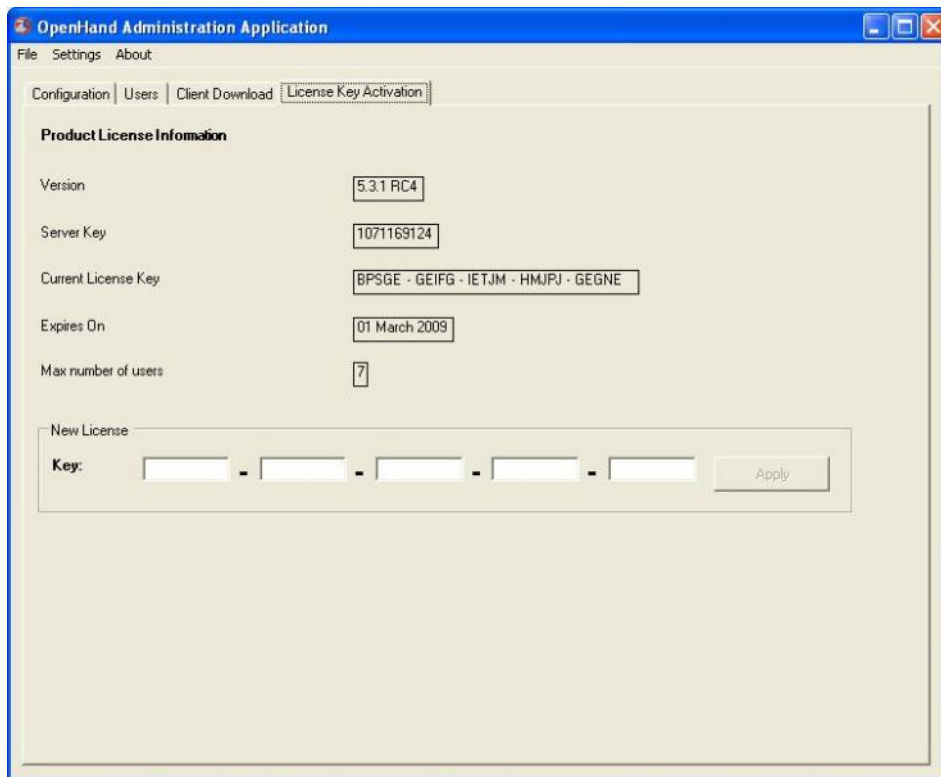
- **Administration Port:** Specifies the port number the OpenHand Administration Client must use to connect to the OpenHand Server. The default is 10623. Any changes to this port number will require that the OpenHand Server service be restarted before the changes will take effect.
- **Security Key:** The default server Security Key that OpenHand Clients software must use to connect to the OpenHand Server. The security key is used as part of the authentication hand-shake when an OpenHand client connects to the OpenHand Server. For Security reasons this key should be replaced with a unique key for your installation. (Please note each client connecting must have the same key entered as their security key also or their connection WILL fail)
- **Enable Cross Domain Authentication:** If you're OpenHand users will be members of more than one network domain then this option will need to be checked (enabled), or if you have installed the OpenHand Server on a MS Windows NT server.
- **License Mode:** The license mode that this OpenHand server is using, there are 3 licensing modes for the OpenHand Server (Standard, Mixed and Remote). The Mixed and Remote modes are only used when the OpenHand Central Administration Server is also installed as part of the OpenHand solution.
- **Logging Options:** Enable or disable various logging options. OpenHand can log events to a text file and the Windows EventLog. The log files maybe set for either daily/monthly creation or alternatively as a single file.

NOTE: After the required details have been updated, click on **Save** to apply the updated values. The **Log All Operations** and **Full Logging (Debug Mode)** can impact performance. It is advised that these options should only be selected when you are investigating a problem.

Updating your License Key

In order to activate the OpenHand Server you will need to insert your OpenHand Server Licence Key that will be issued directly by OpenHand Software technical team or via one of agents.

NOTE: Trial License Keys are supplied by OpenHand Software Limited or an agent and can be obtained by sending the OpenHand Server Key to licenses@openhand-mobile.com. The OpenHand Server Key is displayed on the License Key Activation tab of the Administration Console, as shown below. Please let us know the amount of users you would like to trial when sending the server key.



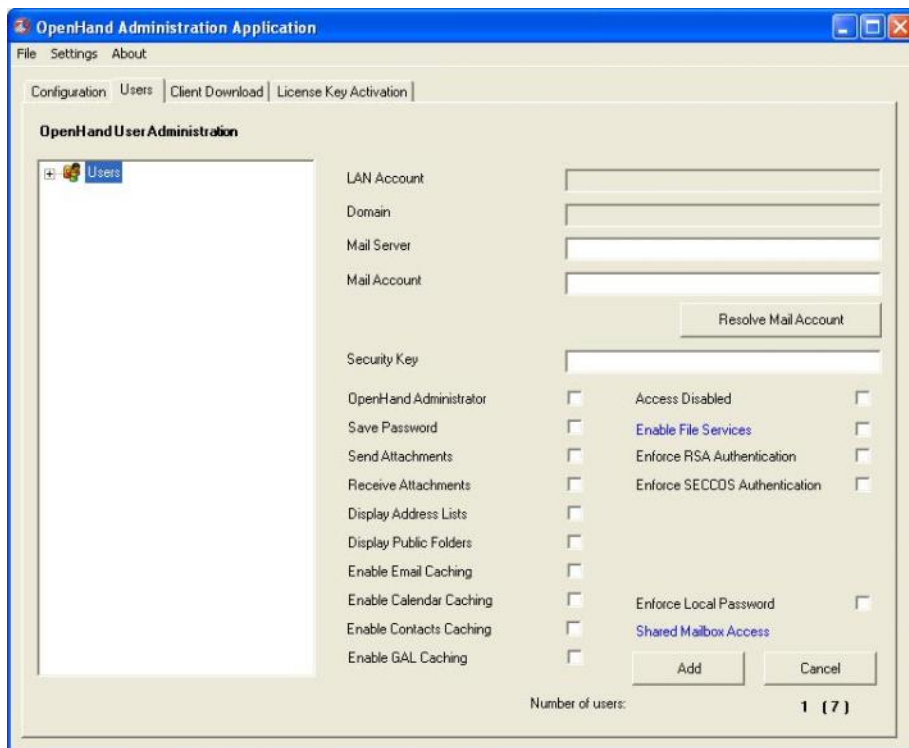
Once you have obtained your Licence Key you need to enter it into the 'New License' section

If your licence key is valid your OpenHand server will now be activated.

Managing Users

Under the 'Users' tab you can add/remove new users and setup other option like Shared Mailboxes and folders

Select the Users tab.



The User Configuration Options are explained as follows:

- **LAN Account:** The MS Windows LAN Account username of this user.
- **Domain:** The host network domain of this user.
- **Mail Server:** It is possible to specify a Mail Server on a per user basis. This option should only be supplied if it differs from the default Mail Server on the Configurations tab.
- **Mail Account:** This field should be pre-populated once you entered the details for the LAN Account. Enter the user's LAN Account in this box again, then you may click the Resolve Mail Account button to let the OpenHand Server identify the user's Mail Server account.
- **Resolve Mail Account:** In most instances this button will be greyed out as once you have entered the LAN Account the user will be automatically resolved against the AD/Exchange Servers.
- **Security Key:** It is possible to supply a Security Key on a per user basis. This option should only be supplied if the user's security key differs from the default Security Key on the Configurations tab.



The following options are available to set on one to one user basis

- **OpenHand Administrator:** Indicates if the user must be an OpenHand Administrator. OpenHand Administrators can log in to the Administration Console.
- **Save Password:** Indicates whether this user has the right to save their MS Windows password on the local OpenHand client device.
- **Send Attachments:** Indicates whether this user has the right to send attachments via the OpenHand Server.
- **Receive Attachments:** Indicates whether this user has the right to receive attachments via the OpenHand Server.
- **Display Address Lists:** Indicates whether the MS Exchange® Address Lists should be visible to the user.
- **Display Public Folders:** Indicates whether the MS Exchange® Public Folders should be visible to the user.
- **Enable Email Caching:** Indicates whether this user has the right to save data from the MS Exchange Server to the OpenHand client device.
- **Enable Calendar Caching:** Indicates whether this user has the right to save data from the MS Exchange Server to the OpenHand client device.
- **Enable Contacts Caching:** Indicates whether this user has the right to save data from the MS Exchange Server to the OpenHand client device.
- **Enable GAL Caching:** Indicates whether this user has the right to save data from the MS Exchange Server to the OpenHand client device.
- **Access Disabled:** Here you can disable the OpenHand account; if the user's device is lost/missing you can immediately stop the OpenHand service from connecting again.
- **Enable File Services:** Indicates whether the user has access to information/files held on a central file server see the Section on File services later in this document.
- **Enforce RSA Authentication:** Indicates whether there is connectivity to the corporate RSA server is required via the client software
- **Enforce SECCOS Authentication:** Indicates whether there is connectivity to the corporate SECCOS server is required via the client software
- **Enforce Local Password:** You can force the OpenHand client to enable the use of the Password feature on the client.
- **Shared Mailbox Access:** Allows you to setup individual access to others users Mailboxes, see the section later in this document titled Shared Mailbox Access.

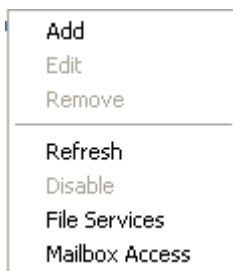


And of the course the numbers in the bottom right of the screen denote the amount of users enabled on the service and the max amount of users allowed connection.

Adding a New User

In order to add a new user you need to do the following:

Right click within the main panel the domain you would like the user created in, and the following will be displayed:



Select **'Add User'**, and then the right hand side of the panel the 'Domain Name' will automatically be entered. Enter the users Active Directory/Network login name. Clicking on 'Mail account' will automatically 'Resolve' the user's mailbox username.

Enter the required User Configuration Options.

Click **'Add'**.

A dialog box will display 'Settings have been updated'.

Editing a User

In order to edit the configuration details of a user, Right click on the user and select 'Edit'. The right hand side of the panel will reveal the User Configuration Options.

Edit the required User Configuration Options. Click Update.

A dialog box will display 'Settings have been updated'.

Removing a User

In order to remove a user right click on the user you want to remove and select 'Remove'.

The User will then be removed from OpenHand Server.

Disabling a User

In order to disable a users access for OpenHand only (Outlook and other email products will not be effected) right click the user and select 'Disable'

A dialog box will display 'Settings have been updated' and the user account will have a disable sign next to the username.



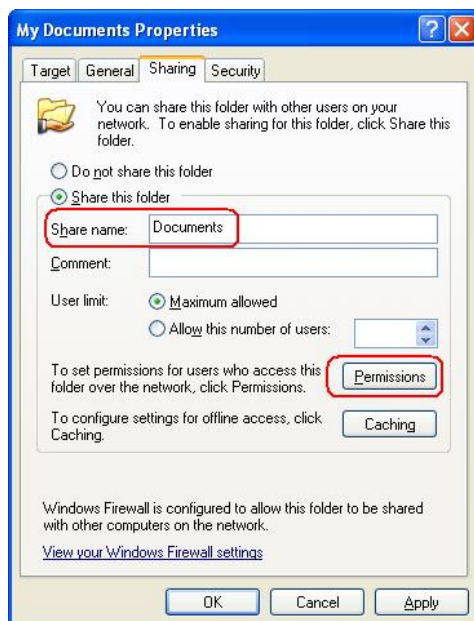
File Services

File service can be added in two ways this first option is to allow all the users access to a folder/folders or files that all users connected via an OpenHand client can access.

Any user you require to give Files Services to must have the relevant 'Enable File Services' ticked, right click the relevant user make the change so the user has 'Enabled Files Service' and 'Update the account'.

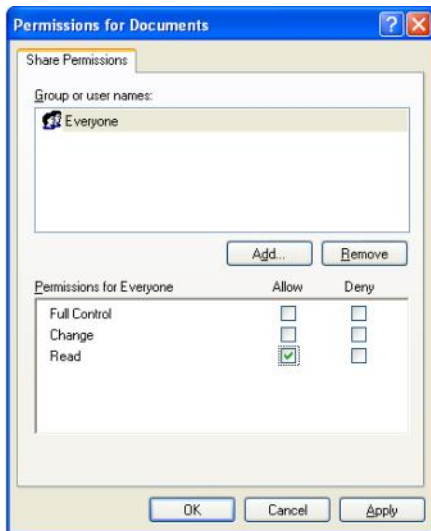
Sharing a folder for 'Files' access

Each user must be given access rights to the relevant folders/drives by right clicking the folder and selecting 'Properties' followed by the 'Sharing' tab

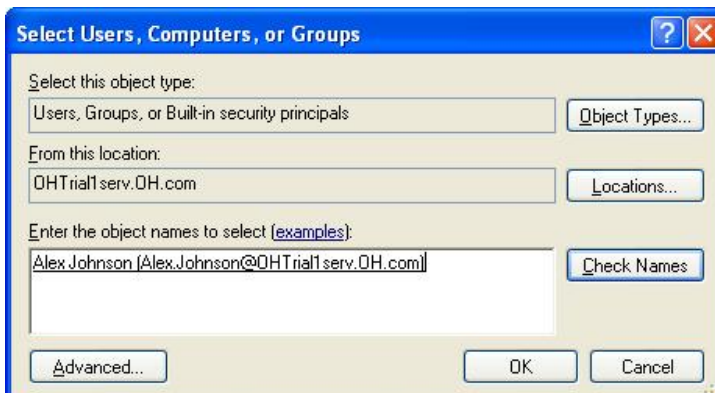


Enter the name you would like the share to be called then select 'Permissions'

If everyone requires access you can either leave as 'read' access or if you would like users to be able to make changes to files then give 'Change' or 'Full' access. Please note if you leave 'everyone' in the list with read access all users will be able to access this share! Also note users can map a drive/share from their pc to the shares you setup.



You can add people or groups by selecting 'Add', you then add users or if you have a specific group to give access to this share.

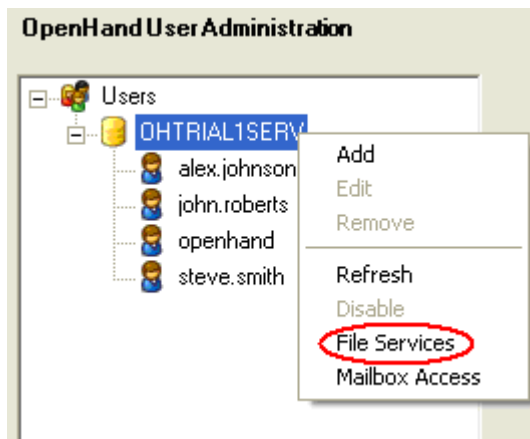


Next stage is to setup the user with access to the share via the OpenHand Administration client.

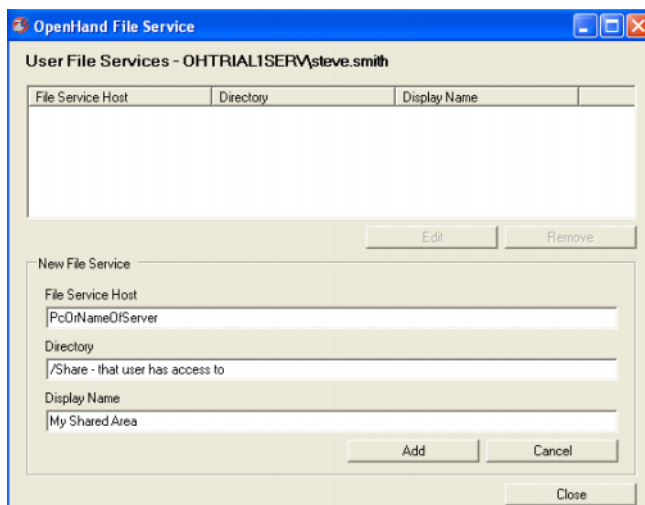
DOMAIN FILES ACCESS

Users must have the relevant view/edit rights to any folders given access to here or the user will not be able to see the files shared as authentication will be used when accessing folders.

Right click the Domain name and select 'File Services'



You will then be able to enter the details to share a folder on a pc or server that OpenHand can access via the network



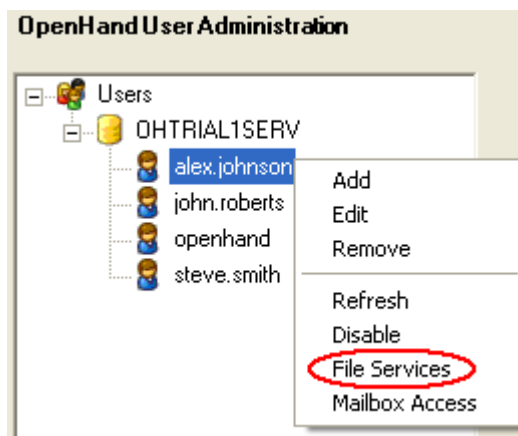
- **File Service Host:** Ip address or Host name of the PC that you would like to access a folder on
- **Directory:** the folder name on the PC that you would like to access via OpenHand, starting from the root of the directory path (e.g. /documents)
- **Display Name:** The name to call the shared folder, when accessed by an OpenHand client the folder will be visible as this name.

PER USER FILES ACCESS

You can also setup per user Files access, as long as the user has the correct rights and the share is accessible for the OpenHand server.

As mentioned previously the user must have the option 'Enable File Services' ticked.

Right click the User and select 'File Services'



Fill in the details as found on the previous page under 'Domain Files Access' to complete the setup for Files Services for this user.

Shared Mailbox Active Directory Setup

The aim of this section is to advise you on the setting up Shared Mailboxes for Exchange 2003 and 2007 within Microsoft 'Active Directory/Exchange Management Shell' Sharing Calendars are an excellent way of keeping in touch with appointments that have been added to a diary in the office.

Permission must be given to the relevant users who require access to the Calendar.

EXCHANGE 2007 – SETTING USER ACCESS RIGHTS

Access the 'Active Directory Exchange Management Shell' on your Exchange 2007 server.

We can add permission for a specific user to control the Resource Mailbox. We can do that using the cmdlet called Add-MailboxPermission with the following parameters:

Add-MailboxPermission -Identity <Resource-Mailbox> -User <user> -AccessRights <Access Allowed> -InheritanceType <Inheritance's Type>

In this case the full command for giving 'Steve Smith' access to 'Alex Johnsons' mailbox would be:

Add-MailboxPermission -Identity '**Steve Smith**' -User '**Alex Johnson**' -AccessRights **FullAccess** -InheritanceType **All**

Pressing 'Enter' will give the response:

Identity	User	AccessRights	IsInherited	Deny
OHTRial1serv.OH.c...	OHTRIAL1SERV\Alex...	{FullAccess}	False	False



```

Machine: ohtestadexc2007 | Scope: OHTrial1serv.OH.com

You may have to create the PSConfiguration folder and Microsoft.PowerShell_profile.ps1 file. After you've done that, you can add your favorite functions and aliases, which will be loaded every time that the Exchange Management Shell is opened.

[PS] C:\Documents and Settings\Administrator>Add-MailboxPermission -Identity 'Steve Smith' -User 'Alex Johnson' -AccessRights FullAccess -InheritanceType All

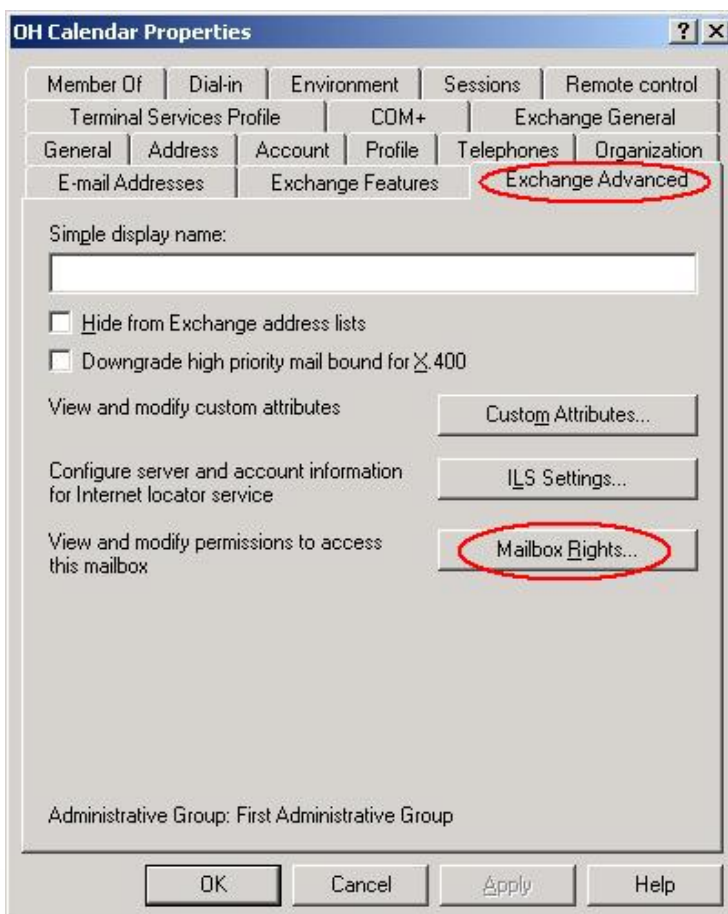
Identity          User              AccessRights      IsInherited Deny
-----          -
OHTrial1serv.OH.c... OHTRIAL1SERU\Alex... <FullAccess>     False       False
    
```

This completes the setup within Active Directory/Exchange 2007, see the relevant section relating to Group or Per User mailbox access within the OpenHand Administration Client.

EXCHANGE 2003 – SETTING USER ACCESS RIGHTS

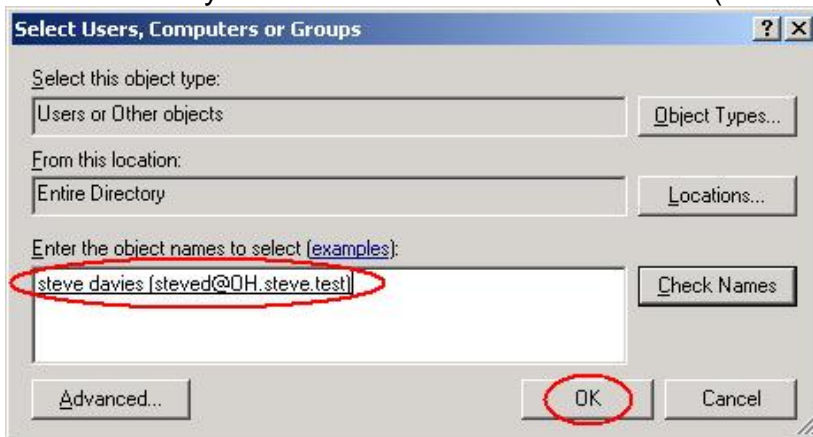
We are going to share the user account 'OH Calendar' with the account 'Stevd'

Access the 'Active Directory Users and Computers' and navigate to the users account (in this instance 'OH Calendar') that you wish to share and select the 'Exchange Advanced' tab followed by 'Mailbox Rights...'



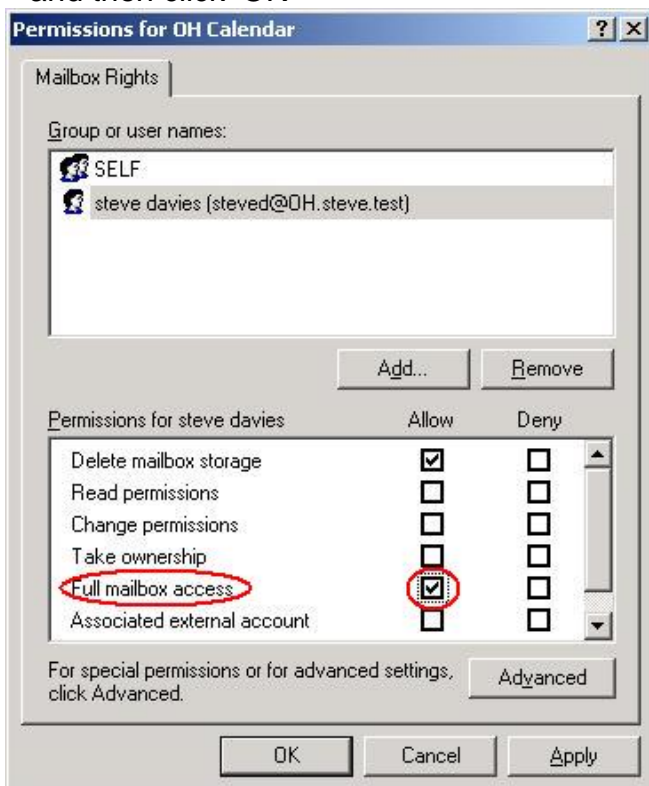


Once the mailbox rights list has opened select 'Add' and enter the name of the account you wish to share the calendar with (in this instance Steved)



Select 'OK' once the name has been confirmed by the underline.

You will then be required to give the user 'Full mailbox access' tick the box and then click 'OK'



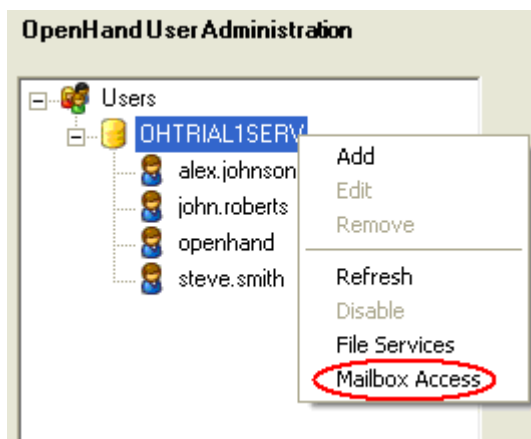
This completes the setup within Active Directory for Exchange 2003, see the relevant section relating to Group or Per User mailbox access setup within the OpenHand Administration Client.



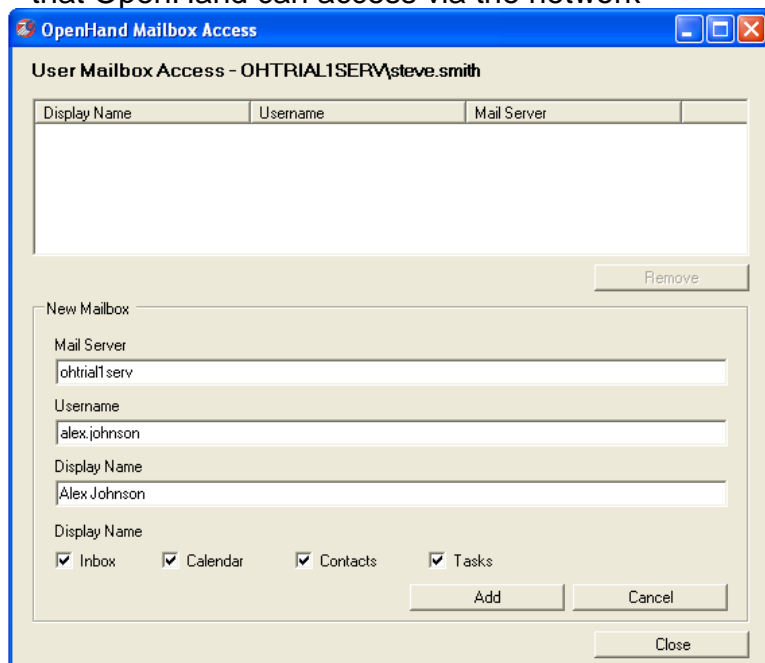
GROUP MAILBOX ACCESS

Users must have the relevant view/edit rights setup in Active Directory/Exchange to access the mailbox of these users. See the section previous to this 'Shared Mailbox Active Directory Setup' for instructions on setting up mailbox access in either Exchange 2003 or 2007.

Right click the Domain name and select 'Mailbox Access'



You will then be able to enter the details to share a folder on a pc or server that OpenHand can access via the network



- **Mail Server:** Enter the Exchange Server that the target Mailbox is held on.
- **Username:** The Active Directory Username that the user would log into their pc as. ('Alias' and not 'Display Name')

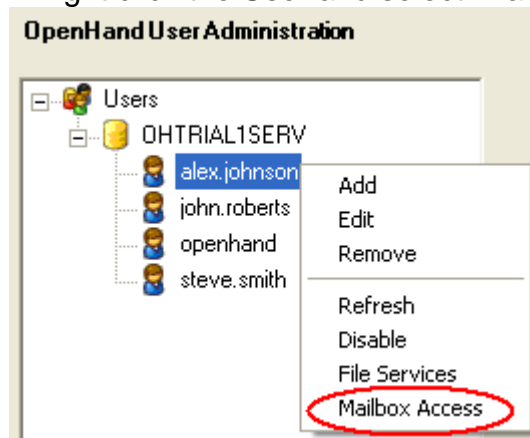


- **Display Name:** This section will be automatically filled, as when you move to this field the 'Username' will be checked in the Active directory to confirm the User exists.

PER USER MAILBOX ACCESS

Users must have the relevant view/edit rights setup in Active Directory/Exchange to access the mailbox of these users. See the section previous to this 'Shared Mailbox Active Directory Setup' for instructions on setting up mailbox access in either Exchange 2003 or 2007.

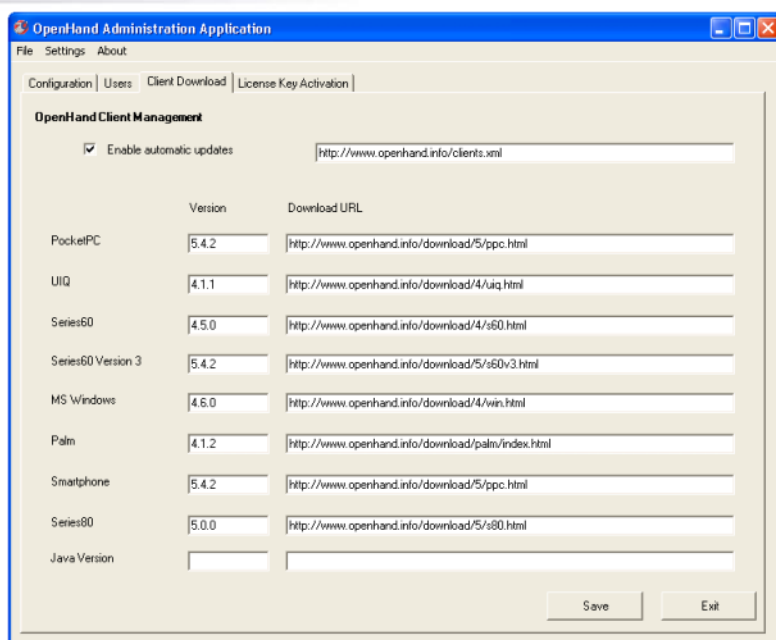
Right click the User and select 'Mailbox Access'



Fill in the details as explained in 'Group Mailbox Access' to complete the setup for 'Shared Mailbox Access' for this user.

Managing OpenHand Client Downloads

In order to manage the OpenHand clients available to your OpenHand users, you need to offer them some default versions and download URL's for the various software clients supported by the OpenHand Server.



The management of OpenHand client versions/url's may be automated by checking the 'Enable Auto Updates' option at the bottom of this management screen. If this option is selected the OpenHand Server will synchronize the stored version/url details stored on the OpenHand Server with those stored on the OpenHand Software website. This automated process only occurs once every 7 days.

The OpenHand Server does not download the latest software clients at the point of synchronisation, only the version and location details which will be displayed to registered OpenHand users. A registered OpenHand user will only be notified of a version change the next time they login if their device client version does not match that of the stored details on the OpenHand Server.

For Further Information and Support

For technical support, please contact OpenHand's Technical Support Team via the online support request:

<http://www.openhand-mobile.com/support.php>

Please ensure your request contains a description of the problem and any accompanying OpenHand server logs/screenshots.

In the event of any problems we recommend that you enable the 'FULL LOGGING (DEBUG MODE)' log options and attach these logs to your request. Once the problem has been resolved, then Full Logging can be disabled.

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