



# Installation Guide - OpenHand Enterprise Server Upgrade for MS Exchange v5.4 V1.0

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## Objective

The aim of this document is to advise you on the Upgrade of their current installation of OpenHand for Microsoft Exchange.

## Software requirements

A version of Microsoft Windows Operating System, with the following service packs.

	Current Service Pack	Link
Windows 2000 Server	SP4	<a href="http://support.microsoft.com/kb/260910">http://support.microsoft.com/kb/260910</a>
Windows 2000 Pro	SP4	<a href="http://support.microsoft.com/kb/260910">http://support.microsoft.com/kb/260910</a>
Windows 2003	SP2	<a href="http://support.microsoft.com/kb/889100">http://support.microsoft.com/kb/889100</a>
Windows XP Pro	SP3	<a href="http://support.microsoft.com/kb/322389">http://support.microsoft.com/kb/322389</a>

To check whether your Windows Server has a Service Pack installed you need to:

Select and right click My Computer, then Properties.

Under the 'System:' heading you will see a reference to, in this example Windows 2003 'Service Pack 1'.

## Java

Java is a requirement for the OpenHand Files service, please confirm Java is installed, if not please download and install from here

<http://www.java.com/en/download/manual.jsp> before starting the Install for OpenHand for Exchange.



## OpenHand Server Upgrade Instructions

Updating the OpenHand Server application is a simple process, below are the quick instructions followed by more detailed information if required.

### ***Quick Install Instructions***

1. Confirm Java is installed (see Software requirements on the previous page for more information)
2. Download the server update from:  
[www.openhand.info/download/server/exchange](http://www.openhand.info/download/server/exchange) using the link 'To Upgrade'
3. Stop the 'OpenHand for Exchange' service and the if installed the 'OpenHand Server for Files' service
4. Confirm the OpenHand Administration console is closed
5. Run the update following the onscreen prompts
6. Start the 'OpenHand for Exchange' service
7. Followed by starting the 'OpenHand Server for Files' service

You can now access the administration console and the new options available. For more information see the document section here: [www.openhand.info/download/server/exchange](http://www.openhand.info/download/server/exchange) and the document 'OpenHand for Exchange Admin Guide'



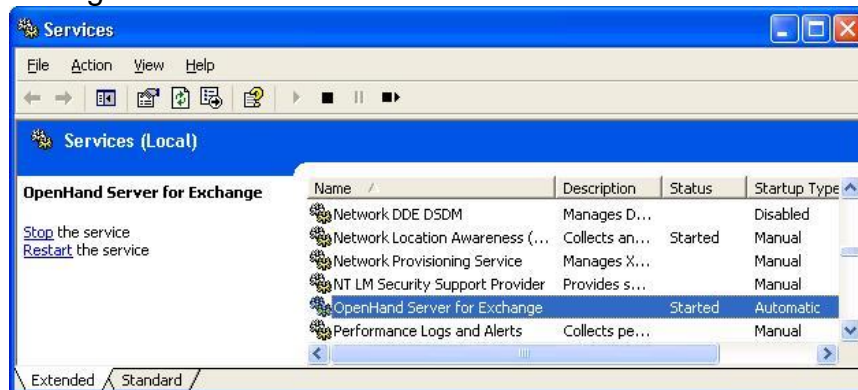
## Full Upgrade Instructions

Install Java from this location <http://www.java.com/en/download/manual.jsp> as mentioned in the 'Software Requirements section'.

Download the server update from: [www.openhand.info/download/server/exchange](http://www.openhand.info/download/server/exchange) using the link 'To Upgrade' and saving to the OpenHand server desktop.

Next the OpenHand service needs to be stopped.

Start – Settings – Control Panel – Administrative tools – Services



Highlight 'OpenHand Server for Exchange' and click on 'Stop' on the left hand side or right click and 'Stop'

Confirm the 'OpenHand Administration Console' is closed

Run the Upgrade setup file.



Click 'Next'



If you agree with the OpenHand Licence Terms click 'I Agree...' and click 'Next'

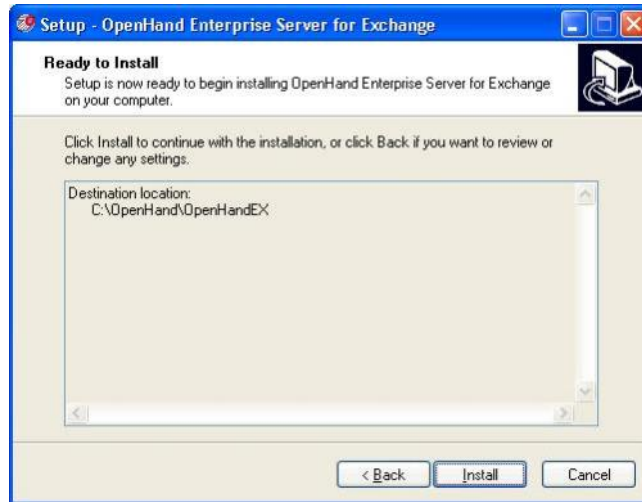


Confirm the Installation folder is that of the previous version installed, the default is C:\OpenHand\OpenHandEX



Select 'Yes'

# OpenHand™

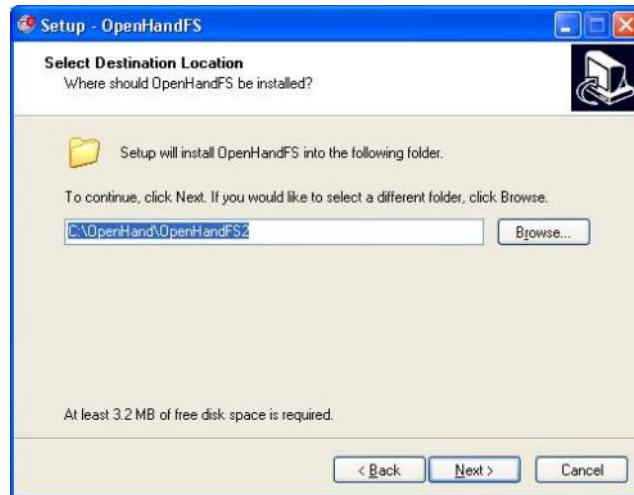


Click 'Install'

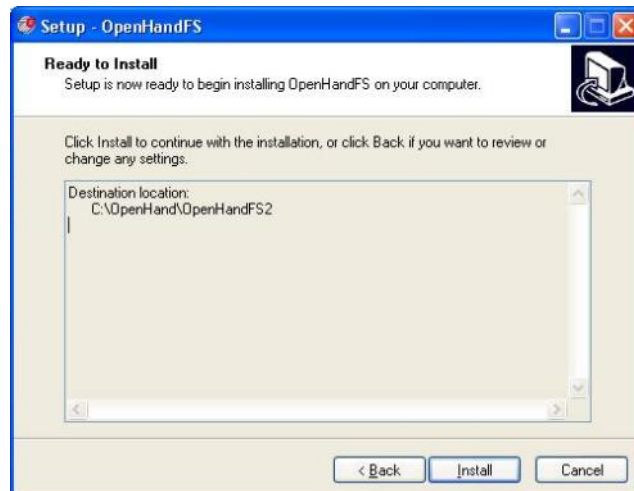


If you wish to install the OpenHand Files Service click 'Next' please be aware that Java must have been installed prior to installation, if you don't want to install the Files service click Cancel followed by 'Finish' see later in the document to start the OpenHand service to complete the update.

# OpenHand™



Either accept the default installation folder or change to another and click 'Next' to continue.



Click 'Install'



Click 'Finish' and 'Finish' again to complete the upgrade.



Start the Services manually from Start – Settings – Control Panel – Administrative Tools – Services. Right click and starting ‘OpenHand Server for Exchange’ and if installed ‘OpenHand Server for Files’ Service.

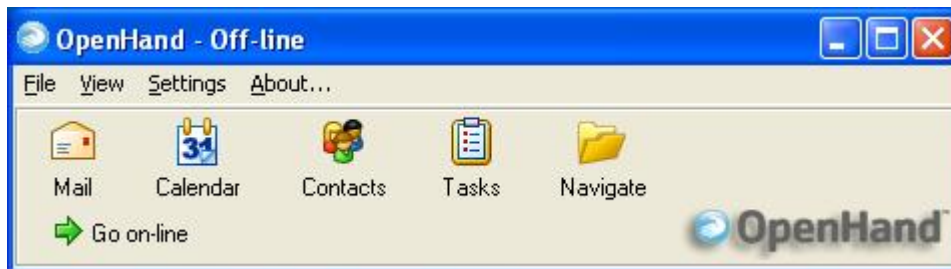
Please see the administration guide for more information on the use of new features found in the administration console.

### ***Post Installation Checks***

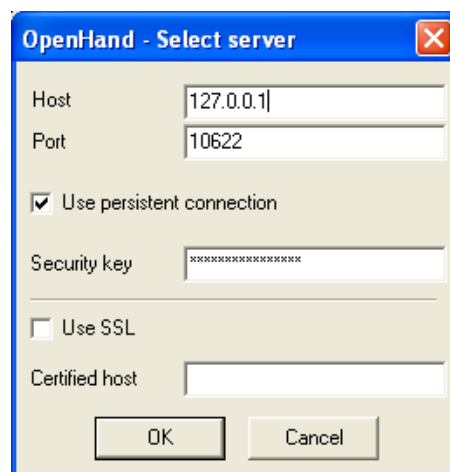
You then test that the OpenHand software is communicating with your Exchange Server using the OpenHand Windows client to access the ‘OpenHand’ user’s mail account (or your own if you have one).

If you don’t already have the Windows Client installed you can download it from <http://www.openhand.info/> onto the dedicated OpenHand server/machine.

Double click the OpenHand icon and you will be presented with the following view.



Go to ‘Settings’ followed by ‘Change Connections’



Change the ‘Host’ and ensure the above settings are inserted (127.0.0.1 can only be used on the OpenHand server running this from any other machine will require the local ip address of the OpenHand Server).



Click 'OK' and the 'Go-online' will change to 'Go-offline'. You are now connected and this confirms that OpenHand is working correctly.

### ***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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