



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

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## Objective

The aim of this document is to advise you on the Installation of OpenHand for Microsoft Exchange. Setting up Shared Mailboxes and Shared Calendars for individual users and the entire business alike.

Access to the Active directory Manager and the OpenHand Server Workstation are required to complete this task.

## Hardware requirements

A dedicated server/machine will need to be provided and prepared for the installation of the OpenHand Enterprise Server Software.

**IMPORTANT: DO NOT install on an existing Mail Server, a Primary Domain Controller (PDC) or a Backup Domain Controller (BDC). This ensures the DOMAIN security policy is NEVER changed.**

The OpenHand Enterprise Server will authenticate the against each user's network Primary Domain Controller, therefore the dedicated OpenHand server/machine must be part of the Network Domain or be part of a trusted network domain by the remote network domain. Ensure it is given a fixed internal IP address and the correct DNS address.

For servers where high availability is of concern we suggest ensuring that the server is built with redundancy in mind.

OpenHand Software recommends the following minimum dedicated server/machine specifications (IBM Compatible PC) and is based on concurrent connected users:

No.s of Users	Intel Pentium IV or Processor equivalent	RAM	Free Disk Space	Network Card
Up to 100	1 GHz	512 GB	500 MB	10/100 MB
100+	2 GHz	1 GB+	1 GB	100/1000 MB
500+	2 GHz	4 GB+	10 GB	1000 MB

**IMPORTANT:** *Ensure the minimum amount of RAM is installed, as OpenHand is memory intensive and if there is not enough memory, it does not have enough CPU time and will cause possible hanging of the system.*



## 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 2'.

## Java

Java is a requirement for the OpenHand Files service, if you are installing the 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.

**Microsoft .NET Framework v2.0 or v3.0**, plus any accompanying service packs.

## Checking for Microsoft .NET Framework

To check that the Microsoft .NET Framework is installed, select My Computer - Control Panel - Add and Remove Programs.

Ensure the Microsoft .NET Framework v2.0 or v3.0 program exists. (V3.0 is only supported on Windows 2003 SP1, Windows XP SP2 and Vista). If the program does not exist then you will need to install .NET Framework.

For v2.0:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=0856eacb-4362-4b0d-8edd-aab15c5e04f5&displaylang=en>

For v3.0:

<http://www.microsoft.com/downloads/details.aspx?familyid=10CC340B-F857-4A14-83F5-25634C3BF043&displaylang=en>

Ensure that the Active Directory and the Exchange Server itself is accessible.



## ***Network/Firewall Requirements***

OpenHand Enterprise Server will listen for incoming OpenHand client connections on port 10622, therefore the following permissions will need to be configured on the firewall router between the internet and LAN:

Allow inbound and outbound TCP connections through on Port 10622  
Apply a port-forwarding rule on 10622 to route these connections to the fixed internal IP address of the server/machine hosting the OpenHand Server Software.

The OpenHand Enterprise Server will connect through to the internal MS Exchange Server using CDO on ports 135, 1103 and 1114.

## ***OpenHand Service Account Setup***

OpenHand requires a Standard Active Directory Domain account with an Exchange Mailbox. This account is used to access the OpenHand Administration console and should NOT be removed. If your default domain accounts expire after x days it may be an idea to either allow this account to never auto expire or not change password after x days. If this account is disabled the OpenHand service will fail.

1) Create and add a Standard Domain User in Active Directory called 'OpenHand' and allow it to have its own mailbox.

**IMPORTANT: DO NOT use a Domain Admin Account or give the 'OpenHand' user Domain Admin rights. Ensure that it is only a member of 'Domain Users'**



## OpenHand Server Installation

To install OpenHand Enterprise Server on your Computer/Server please see the following instructions: Run the OpenHandEX-Installer.xx.exe to start the installation of the OpenHand Server for Exchange



Click 'Next', the OpenHand installer will then check to see whether .Net has been installed if not it will initiate a download of .Net, please follow on screen prompts to complete.



Microsoft Collaboration Data Objects will be checked and if not installed will take you through the process, please follow the on-screen prompts to complete this stage of the installation.



Once the CDO installer has completed fill in your fully qualified Domain name i.e. mydomain.local followed by the active directory user account created for OpenHand earlier, click 'Next'



The following stage will make the OpenHand account a member of the 'Local Administrators Group' denoted 'Administrators' on the Local machine that is running the OpenHand service.

During the installation the following 'Local Security Policy' permissions are granted on the OpenHand server, by adding the 'Administrators' group to:

*Log on locally*

*Log on as service*

*Create global objects*

*Create a token object*

*Impersonate a client after authentication*

*Act as part of the Operating System*

Once complete click 'OK'

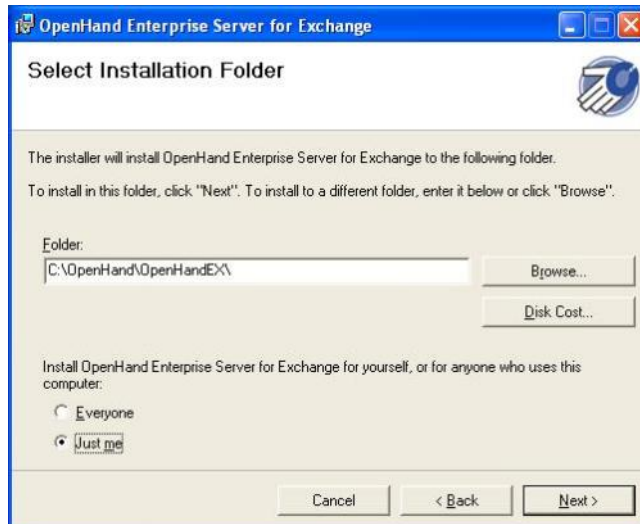


Click 'Next' to start the OpenHand installation, followed by 'Next' on the following page.



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

# OpenHand™



Select your installation folder – this should normally be C:\OpenHand\OpenHandEX

Select whether to Install OpenHand Enterprise Server for Everyone or Just the current logged in User. Click 'Next'

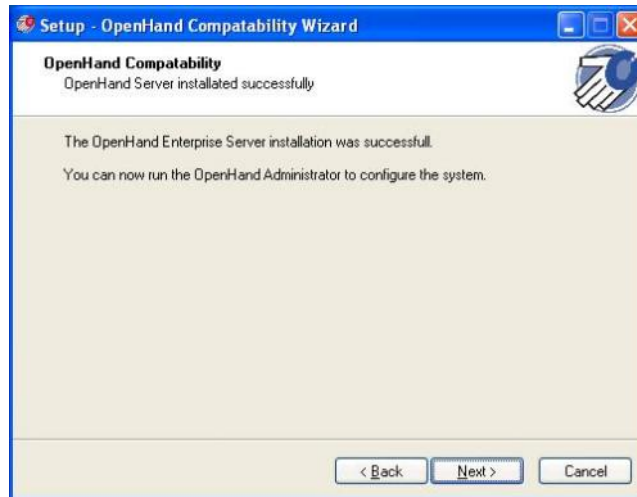
Click 'Next' on the following page to commence the Installation.



When requested enter your Domain\OpenHand Service Account username and password to run the OpenHand Enterprise Server service. Click 'OK'  
Click 'Close' once the installation has completed



Followed by 'OK' to confirm the OpenHand service has started successfully.



Click 'Next' followed by 'Finish' to complete the OpenHand Server for Exchange Installation.

### ***Installing the OpenHand Files Service***

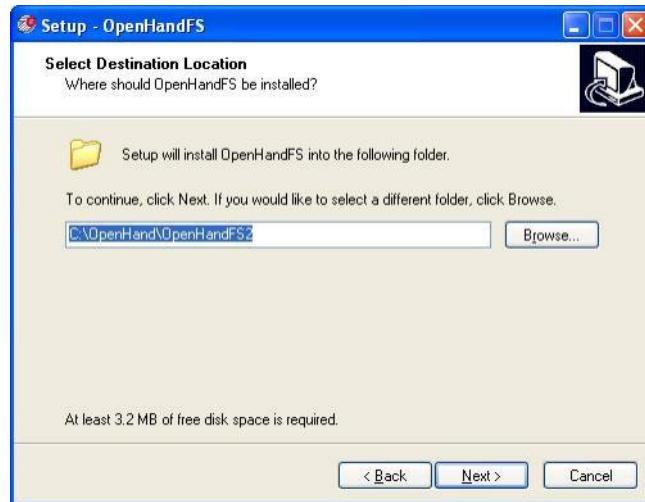
After the installation of the OpenHand Administration console you can install the OpenHand Files service if required. This addition will enable your users to access files from pc's internal to the network as long as the relevant Active Directory rights have been given for the user to see the folder. See the administration guide for more information.

Browse to C:\OpenHand\OpenHandEX\Extensions and run the installation file 'OpenHandfiles'

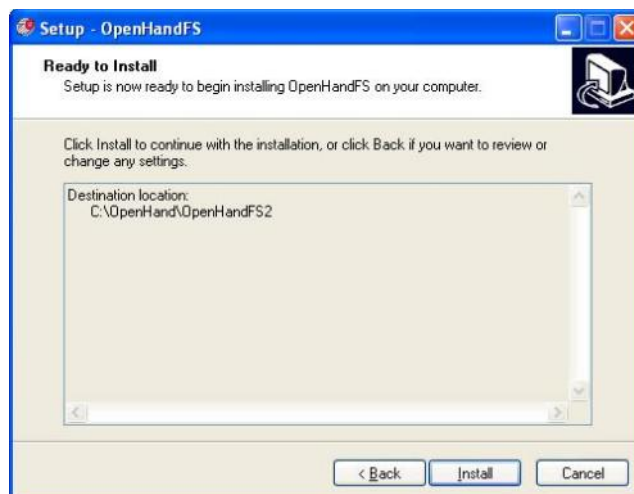


Click 'Next'

# OpenHand™



Change the installation directory if required, keeping the default is recommended, click 'Next'



Click 'Install' to start the installation.



Click 'Finish' to complete the installation.



Start the OpenHand Files Service from Start – Settings – Control Panel – Administrative Tools – Services – OpenHand Server for Files.

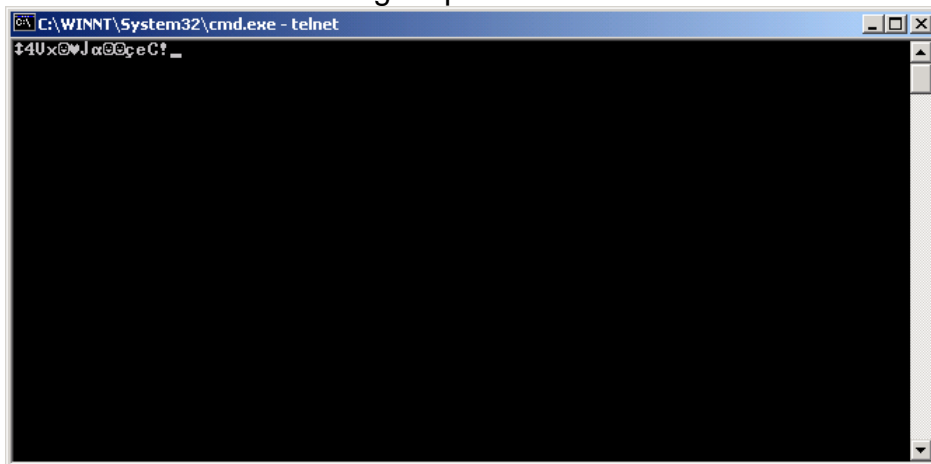
### ***Post Installation Checks***

1) To ensure that the service is installed correctly you can do a simple test using Telnet.

Select 'Run' from the 'Start Menu'

Type: 'telnet 127.0.0.1 10622' and press return.

You should receive the following response or similar.



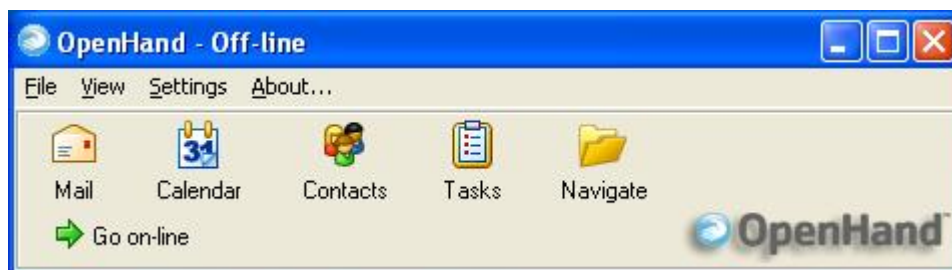
If this is not the case then please consult the trouble-shooting guide or contact the OpenHand Technical Support Team

To quit the window click 'X' (top right corner of the window).

2) To ensure that the OpenHand software is communicating with your Exchange Server, you can use the OpenHand Windows client to access the 'OpenHand' user's mail account.

Download the Windows Client from <http://www.openhand.info/> on to the dedicated server/machine.

Double click the OpenHand icon (blue) 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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