
Release Notes – iAnywhere Mobile Office 5.7

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iAnywhere Mobile Office – The component specifically designed for customers using either IBM's Lotus Domino or Microsoft Exchange messaging system. This component supports connections from the latest wireless devices, such as Windows Mobile 5/6/6.1, Nokia S60 3rd and 5th Edition, Sony Ericsson UIQ 3.0 and iPhone OS over "always-on" networks of all major global carriers. It combines fully integrated wireless email and PIM data with on-device security and business process mobilization.

Supported Windows Server Operating Systems

Windows Server 2003 R2 Standard Edition or higher Service Packs

Windows Server 2003 R2 Enterprise Edition or higher Service Packs

Note: Only 32-bit operating systems are supported.

What's New in This Release

Installation Changes

The following are differences in the installation for this release:

- IMAP/POP3 servers are now supported as a backend option, in addition to Domino and Exchange.
- The iAnywhere Mobile Office Server can be installed without any backend groupware components, to support customers who are mobilizing business processes into existing groupware deployments from other vendors.

iPhone Enhancements

This release of Mobile Office supports the following enhancements for the iPhone:

- *Email Push Notification*
Users are now notified of new PIM items while the iAnywhere Office application does not have the focus. To signal the notification, the user may select any combination of sound, vibrate, iPhone alert, and badge update.
- *Workflow Functionality*
iAnywhere Mobile Office client now supports Workflow functionality on Apple iPhone and iPod Touch 3.0 or higher devices.
- *Inbox Search*
Searching the iAnywhere Mobile Office email device inbox is supported. User can limit the search scope to the To, From, or Subject fields, or specify All for a full text search of all fields and the message body.
- *Attachment Icon*
In List view, a paperclip icon indicates that the message has an attachment.
- *Priority Icons*
In List view, icons show the message priority as high, low, or normal.
- *Exit and Lock Button*
Within the application, the Exit and Lock button allows a user to require his/her password to be entered to return to the application. This immediately invokes the same security that is provided automatically after a period of inactivity.
- *Previous and Next Buttons*
In the detailed email view, Previous and Next buttons allow the user to go to the previous or next message without returning to the List view.
- *Configurable Security*
The iPhone password requirements can now be set to three different levels:

- None – no password is required.
- Medium – requires a 4-digit password, with a 10-minute timeout and clear data after 99 failed attempts.
- High – requires a 6-digit password, with a 0-minute timeout and clear data after 10 failed attempts
- Custom – allows the administrator to specify password length, timeout value, uniqueness, and number of failed entries before clearing data

Support for Nokia Series 60 5th Edition

iAnywhere Mobile Office Symbian client now supports Nokia Series 60 5th Edition devices.

Client UI Provided in Additional Languages

Simplified Chinese, Japanese, German, and French are added to the client UI in addition to the existing English language.

Support for Domino 8.5

iAnywhere Mobile Office now supports IBM Domino Server version 8.5.

Support for IMAP/POP3

In addition to support for IBM Lotus Domino and Microsoft Exchange, iAnywhere Mobile Office supports IMAP/POP3 with SMTP for sending emails from the devices. Features of the IMAP/POP3-based system are as follows:

- **Authentication and Provisioning**

The IMAP/POP3 mail server is configured during initial registration of a device, and appropriate functionality and UI for the users is provided. Required additional new configuration values, such as mail server type (IMAP/POP3), server address, and SMTP address and ports as well as the necessary credentials for those systems are stored within the settings of a particular user. These configuration values can be set by either the administrator during initial provisioning or the user, and they are available in the template settings.

- **Supported Data Stores**

For IMAP/POP3 installations, iAnywhere Mobile Office supports the data exchange between a device and the main personal data stores of the user associated with that device; these data stores are Inbox and Outbox.

- **Only Inbox and Outbox Settings Visible on the Client UI**

While using IMAP/POP3, only the Inbox and Outbox PIM icons are visible on the client.

- **Corporate Directory and Workflow Client UI**

Corporate Directory is not supported in IMAP/POP3. By default, this setting is disabled in the Features category of the device settings property list in the administration console. Workflow packages are supported in IMAP/POP3 mode, and the Features setting in the template defaults to True.

- **SSL support**

iAnywhere Mobile Office allows the configuration for SSL to secure the communication between server and the attached email backend.

SMS Push Notification

This update provides support for SMS-based push notifications to initiate a data exchange between the device and the server. The SMS-based push overcomes CDMA-network issues with always-on data connectivity and battery life consumption on 3G networks. Configured registered users can receive SMS notifications in addition to the default IP-based push.

The SMS is delivered to a per product installation configurable Push/Proxy Gateway server address. The functionality is configurable (Enabled/Disabled) on a per device basis on the server and the device. On the server, the default template contains the Message Notification (SMS) setting that can be enabled or disabled, and on the device, the Advanced setting in iAnywhere Office Settings allows users to switch from IP Push to SMS Push on demand.

Web Services for Administrative Tasks

The Admin Web Services interfaces support new administrative tasks, including queue management. The following methods have been added:

- **AddAdminUser** – Adds a new administrator user account.
- **DeleteAdminUser** – Deletes an existing administrator user account.
- **GetAdminUserList** – Returns a list of administrator user accounts.
- **GetGroupwareType** – Returns groupware type configured for this server instance.
- **GetSubfolderList** – Returns a list of subfolders available for a specific device.
- **GetSubfolderSettings** – Returns subfolder settings for a given device.
- **KillDevices** – Sends a remote request to specified clients to initiate deletion of client-side data.
- **RequestTraceFilesFromDevices** – Sends a remote request to specified clients to initiate transfer of client-side trace files.
- **SendUpgradeToDevices** – Sends a retry request to specified devices to perform upgrade of client applications.
- **SetSubfolderSettings** – Set subfolder settings for a registered device.

Server Enhancements for Workflow Packages

The following are the server enhancements for Workflow packages for this release:

- *Queue Monitoring in the Administration Console*
The transformer and responder queue can be inspected from the administration console, enabling the following activities from within the Workflow tab of the administration console:
 - Identification of blocked queues
 - Viewing queued Workflow messages
 - Removing a queued message
- *Responder and Transformer Provide Retry Capabilities*
An exception type, ResponseRetryException, is added to the Responder plugin that mimics the usage and behavior of the TransformRetryException for the Transformer plugin. The Mobile Office Server now automatically retries items that are timed out during the plugin calls. The retry interval for a timed-out plugin is double the timeout interval. The default timeout and retry intervals can be overridden via registry values.
- *The Transformer Plugins Provide Two New Exception Types*
Two new exception types, TransformIgnoreException and TransformDropException are added to the Transformer plugin. When TransformIgnoreException is thrown by the Transformer plugin, the Mobile Office Server converts the currently processed message back to a regular email message and delivers it as if it were not a Workflow message. When a TransformDropException is thrown by the Transformer plugin, the Mobile Office Server discards the email and does not deliver it to the device.
- *Credentials Cache Support for Workflow Client*
The iAnywhere Mobile Office Workflow client now supports caching of user credentials, so that a user can interact with the backend system after initially providing valid credentials. The same user credentials can be leveraged across multiple Workflow processes.
- *External Component Can Inject or Delete a Message within the Workflow Framework*
Components external to iAnywhere Mobile Office can directly inject emails into the system, which are handled by Mobile Office like any other email. The external component can also call a method to delete a previously injected message from the device. A call to this method results in a deletion of the message that uses the same code as a server delete of a normal groupware email message.

Client Enhancements for Workflow Packages

- *iPhone Support*
iAnywhere Mobile Office client now supports Apple iPhone and iPod Touch 3.0 or higher.
- *Client Functionality Co-exists with Exchange ActiveSync*
Installed with the no groupware option, iAnywhere Mobile Office installs the Workflow functionality on a Windows Mobile device that is using Exchange ActiveSync for Groupware. Workflow messages are delivered in Pocket Outlook.
- *Support for Execution of Online Requests*
Within a Workflow form, server data can be dynamically retrieved through the execution of a remote server call.
- *Workflow Processing Supports More Custom Message Icons*
A larger set of predefined icons are available for use as Workflow message icons beyond the 18 icons provided in the previous release.
- *Workflow Processing Supports “Mark Message as Processed” and “Delete Message After Processing”*
A Workflow package can specify in its manifest file that it supports Workflow messages being marked as processed. A Workflow package can also specify in the manifest file that the Workflow message should be deleted from the mobile device's Inbox after the message has been processed.
- *Support for Local Credential Cache*
Cache credentials are available per backend on the device and are encrypted using the auth public key of the Mobile Office Server. Every time a Workflow form is launched, it first checks the credentials cache to see if it has expired credentials, and if so, displays the screen to prompt for new credentials. If no credentials are present and a Workflow form is executed by a user, the credentials are captured first. If credentials for the requested backend are present in the cache, they are delivered separate from the actual Workflow data payload with every message from the device to the server. The responder plugin has access to the credentials.
- *Support for On Submit Message Box*
Workflow processing supports a message box and its text to display when a Submit action is performed.
- *Server Workflow Message Can Define a Screen to Display*
An server Workflow message sent to a user can specify the first screen to be displayed to the user.

Support for Prevent Copying

iAnywhere Mobile Office supports the Prevent Copying option for emails sent from a Notes client. Emails from a Notes client that are flagged with Prevent Copying cannot be replied to or forwarded to other recipients.

Support for Remote Administration on Windows Vista

The iAnywhere Mobile Office Server Remote Administration Console can now be installed on workstation running the Microsoft Windows Vista operating system.

Administrator Notes

iAnywhere Mobile Office

The iAnywhere Mobile Office component must be installed directly on a server running Lotus Domino Server, or in a Microsoft Exchange environment, on a server separate from the Microsoft Exchange server itself. For Lotus Domino environments, it is recommended that you install this component on a server separate from the mail server. Details about installation requirements can be found in the documentation.

OneBridge Mobile Groupware

The iAnywhere Mobile Office Server supports migrating OneBridge Mobile Groupware clients—the Mobile Office client can seamlessly transform a OneBridge device into a Mobile Office device.

The OneBridge Proxy component continues to exist as a shared component between the Mobile Office product and the OneBridge products.

Afaria Security Manager Stand Alone

Starting from version 5.6, a standalone version of the Afaria Security Manager application is packaged with iAnywhere Mobile Office. The clients with pre-canned non-configurable policies can be found in the Clients directory on the installation CD image. SM_1_XX files contain the medium policy settings; SM_2_XX files contain the high policy settings. Details about the policy settings can be found in the documentation.

Optimizing Mobile Office for High Utilization

Our Load Testing Lab recommends the following environment optimizations for customers running a high number of clients under heavy load (more than 500 users per server):

- Increase the proxy throttle to 400 (Proxy Environment Only) – To prevent the Proxy Server from running out of free channels to communicate with the iAnywhere Mobile Office Server under high concurrency the proxy session throttle needs to be increased on the Mobile Office Server. To do this, modify the C:\Program Files\iAnywhere Mobile Office\Bin\HttpConfig.xml file. Change the setting `<proxysessionthrottle>40</proxysessionthrottle>` to `<proxysessionthrottle>400</proxysessionthrottle>` on the Mobile Office Server.
- Increase the sync server session throttle to 10,000 (Proxy Environment Only) – So that clients do not get rejected under heavy concurrency, the server session throttle needs to be increased on the iAnywhere Mobile Office Server. To do this, modify the HKEY_LOCAL_MACHINE\SOFTWARE\Extended Systems\OneBridge Sync Server\Server\SessionThrottle value, changing it from the default 400 to 10,000 (Decimal).

CDO Install Required for Microsoft Exchange support

The iAnywhere Mobile Office component for Exchange requires the most current version of the Exchange CDO Libraries. The Exchange CDO and MAPI files do not ship with iAnywhere Mobile Office. 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.

Known Issues

The following are known issues for iAnywhere® Mobile Office:

- Bug 30689 and 30688 – On Symbian and iPhone devices, a workflow package can not be deployed to device when it has "workflow" as the opening or ending tag in the workflow XML.
- Bug 30012 – Tasks created on the device synchronize unread on the server.
- Bug 29894 – Increasing the Past Days setting on the device causes Sent Items to synchronize even if synchronization of Sent Items is disabled.
- Bug 29836 – Device Subtype in the Device Info section of the Administration Console displays a connected S60 5th Edition device as S60_3.0.
- Bug 29310 – When specific instances of a recurring meeting are deleted from Notes server they are not deleted on the device.
- Bug 29240 – Changing one instance of a recurring Notes calendar item to an all-day event after changing the time zone on the device does not work correctly.
- Bug 29172 – An e-mail message that exceeds the Inbox preview size may be changed to e-mail with attachment.
- Bug 29168 – When two separate instances of a recurring calendar item are deleted on the Notes server, only the first instance is deleted on the device.
- Bug 29068 – Workflow package that can not be invoked on the device is not closed after activation.
- Bug 29011 – Changing the device time zone and then modifying one instance of a recurring appointment modifies other instances on the Notes server.
- Bug 28933 – Daily recurring appointment created on Notes server on standard time, and synchronized to device on daylight savings time, shows incorrect time on device.
- Bug 28906 – When daily recurring appointments have more than 140 modify exceptions, not all exceptions synchronize to the device.
- Bug 28776 – Recurring tasks created from Notes 8 server show wrong due dates on iPhone.
- Bug 28769 – iAnywhere Office Mail under the Messaging view can show one message when no messages exist.
- Bug 28765 – Tasks created on the device with a due date of the current date always have overdue status on the server.
- Bug 28575 – Workflow process stalls when form links to screen that does not exist.
- Bug 28509 – Tasks created on iPhone appear on the server with incomplete "Mark as Private" flag in Domino 8.5.
- Bug 27572 – Soft delete bundle may not be delivered to server, resulting in mismatched server and device record IDs.
- Bug 27461 – RA hangs indefinitely when Relay Server is not working correctly.

- Bug 27410 – Web Services DeleteAdminUser method deletes the device registration.
- Bug 27097 – An Exchange 2007 Anniversary calendar event does not synchronize as an all day event on iPhone devices.
- Bug 26951 – E=mail messages created on the server with large body and attachments sometimes synchronized to device missing the body, and other times a "get rest of message" appended contents of attached .txt file to body.
- Bug 26881 – On Symbian device, settings exchange can fail leaving to incomplete device record on server.
- Bug 26836 – The Workflow XML form is not always refreshed properly.
- Bug 26712 - Thousands of misleading error messages are generated in trace during load test on resetting unread Notes baseline.
- Bug 26682 and 26677 – Performing Remote Administration connection concurrently through different machines may be blocked by a misleading "Given ValCode is not for this device" error. The problem is actually a server connection failure.
- Bug 26637 - User name and Activation Code are missing from the "Lockable" Admin Console, Device Settings screen, Locked View list of connection settings.
- Bug 26569 - Installing Mbile Office in "E:\Program Files\iAnywhere Mobile Office" creates a file "Install5.6.2009.116.log" in "C:\Program Files\iAnywhere Mobile Office\Bin".
- Bug 26512 – User may be unable to synchronize 2 KB increments from a very large Notes .nsf file.
- Bug 26507 – When a Contact Name is updated on device, the corresponding File As and Full Name properties on Exchange server are not updated.
- Bug 26455 – Recurring Exchange meeting that is off by one hour when server is on daylight savings time and device is on standard time
- Bug 26231 – A recurring Notes appointment that was originally created in the past never synchronizes, even if its date is modified to be in the future.
- Bug 25953 – Under some circumstances, the device battery may be rapidly drained.
- Bug 25894 – Partial match search for registered users on Mobile Office Server may not display the full list.
- Bug 25596 – If user is prompted to to reboot the machine after an install or uninstall and does not do so, future installs fail to register COM objects properly.
- Bug 25558 – When a ClientError callback does not exist for a queue item, the fact that it could not be called is still reported in the log.
- Bug 25281 - Recurring Notes Calendar items are off by one hour when server is on daylight savings time and device is on standard time.
- Bug 25076 and 25059 - On Symbian devices, when an attendee accepts meeting request the device does not send acceptance confirmation notice to the Chair.

- Bug 24327 - Removing canceled meeting in Outlook does not remove the meeting from the device.
- Bug 24043 - When switching between databases in the Admin Console, data refreshed on device does not reflect changes in all databases.
- Bug 23926 – When a Notes contact has multiple e-mail addresses, only one email address comes down to the device in synchronization.
- Bug 22497 – Upgrade installation continues and locks up if user answers "No" to prompt stop Advantage services.
- Bug 20266 – SIM card contact is not synchronized to server from the device.

Note: For information on the most recent list of known issues for iAnywhere Mobile Office, please contact Technical Support.

Technical Support

For product-specific technical information, visit the iAnywhere Technical Support site at <http://frontline.sybase.com/support/>.

NOTE: Register at our technical support site for the latest information for your product. This site is available only to customers with a valid maintenance contract.

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