

# CommonTime: mSuite

## *QUICK START GUIDE for iPhone*

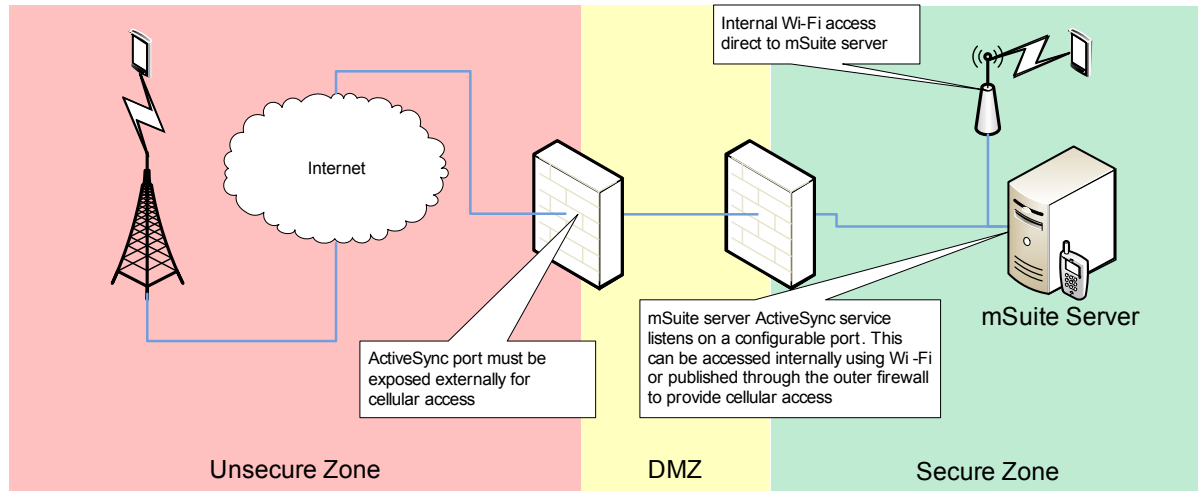
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## 1. Overview

mSuite supports iPhone by providing a service that presents Domino information in a format that can be used directly by the iPhone. This leverages the Microsoft Exchange™ support built into the device. There is no requirement to install any software on the device, just configure the device to access the mSuite server using connection information provided by your messaging support personnel.



## 2. Features

### 2.1 Mail

2 way Mail support.

- Mail can be synchronized on a schedule or on demand.
- Send and receive attachments
- Folder filing (you cannot create, rename or delete folders on the iPhone, this is a client limitation).

Note – the initial release does not support push mail collection, this is included in the first release, see below.

### 2.2 Contacts

- Supports 2 way synchronization of contact information.

Note - If you choose to synchronize contacts from Lotus Notes your existing iPhone contacts will be removed. So make sure that your personal contact information is included in your Domino contacts before enabling contact synchronization.

### 2.3 Other

- SSL support

Note – Certificate provided during mSuite installation can be used, or corporate generated certificate may be applied.

### 3. Limitations

Domino / Notes 7.02 and later

### 4. Pre-requisites

The beta is delivered as part of the mSuite Maintenance Release MR3 (5.07).

Install the iPhone Maintenance Release on Domino version 7.02 (Enterprise mode) and later server, or using Lotus Notes version 7.02 or later on the mSuite server (Workgroup mode).

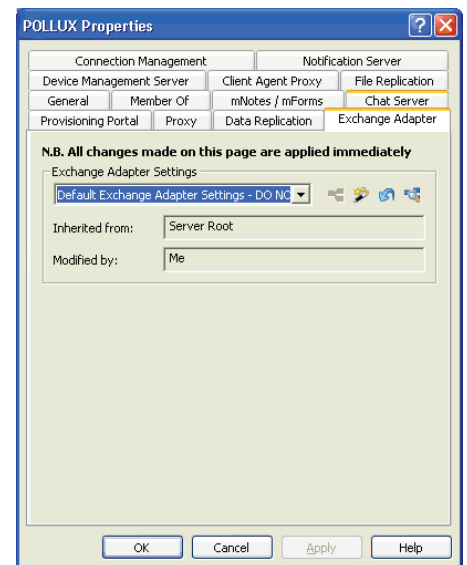
### 5. Upgrading

Download and run the mSuite Maintenance Release 3 (MR3) application from the Commontime website. The mSuite Maintenance Release (MR) installer will automatically apply a database patch to the mSuite repository. You must use an SQL administrator account to upgrade the database during the installation

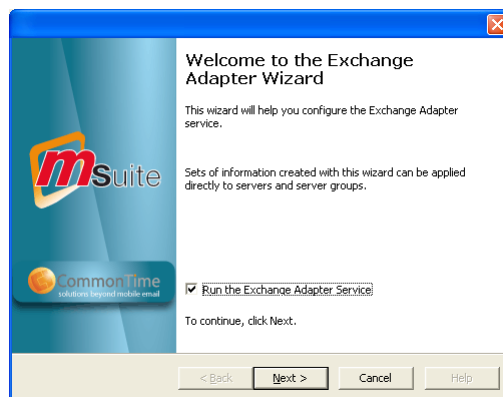
Note: the database upgrade script will fail if the SQL login used by the Configuration Server does not have “create table” access rights.

### 6. Configuring the Server

In the mSuite Admin Console expand the navigation tree and select Configuration\Server and Groups. In the action pane of the MMC you will see the name of the mSuite server, right mouse click this and choose properties. Select the Exchange Server tab as shown below.

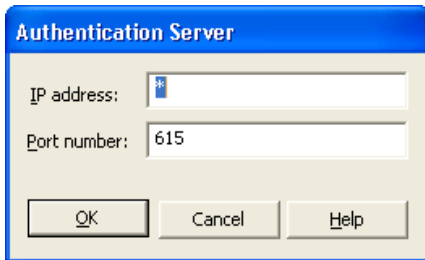


Now run the configuration wizard by clicking on the button with the wand.



Make sure that the check box “Run the Exchange Adapter Service” is ticked and then click Next.

Click Add to define an IP address and Port, and select the mSuite 5 CA certificate, or appropriate corporate certificate.

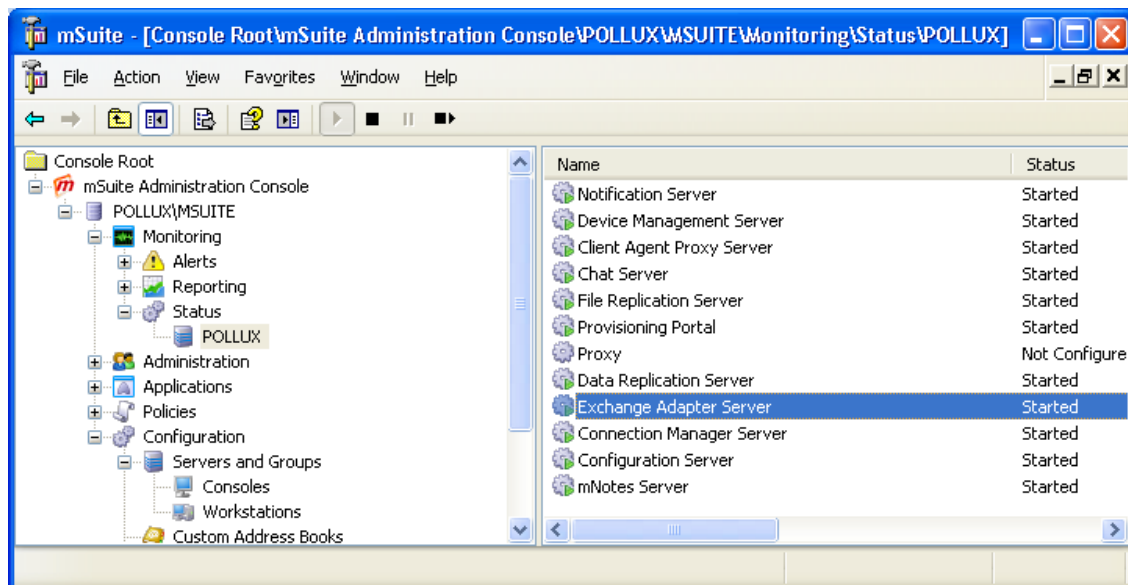


Enter the IP address that the mSuite server is using and the port to listen on. Normally you will use \* to indicate all machine interfaces. Host and port can be mapped through your firewalls if you want to use cellular access. Wi-Fi access from the secure zone will work directly to this host and port.

If you want your iPhone mail service to use SSL for over the air (OTA) security, select a certificate to use. This is the recommended configuration, if you do not use SSL your mail messages and credentials are sent in clear text. You can add a certificate issued by your enterprise CA or by a public CA by using the Add Certificate button, however normally you will use the self signed certificate generated by the mSuite or mNotes installation as shown above.

Click Next and complete the Wizard.

Now you can start the Exchange Adapter Server.



You are now ready to connect a device. Prior to doing this, make sure that the user account that you want to use for the client has been created in the Admin console and that you know the username and password. Also, if you are using the mSuite auto enroll feature, the account can be created automatically during the initial device setup.

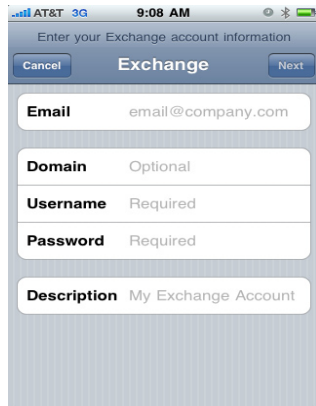
## 7. Wireless Access

The Exchange Adapter Service listens on a configurable port for connections from the iPhone. So if you are connecting from an internal wireless network you can use the hostname of the mSuite server and the configured port. If you want to connect from outside your organization using cellular or Wi-Fi a port must be published through the external firewall and this must accept incoming TCP connections.

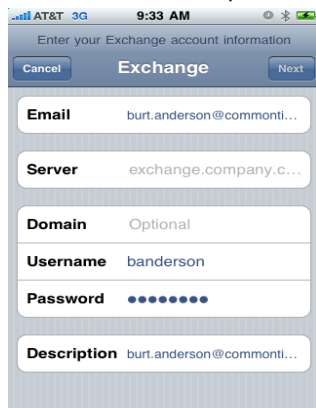
## 8. Configuring the iPhone

On the iPhone, go to "Settings" and then "Mail, Contacts, Calendar" and add a new "Microsoft Exchange" account.

1. The initial screen will allow you to enter your "Email" address, "Username" (mSuite username), "Password" (mSuite password/iNotes password) and "Description" (Ignore the "Domain" field)

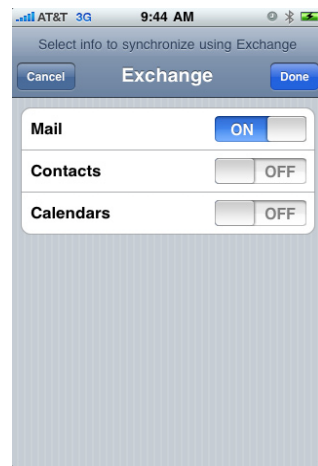


2. Enter the information in the appropriate fields and click "Next" (located at top, right).
3. When you click "Next" the device will try to Auto-Enroll, this will fail and you will be returned to "Mail Settings" screen and shown an additional "Server" field to complete.

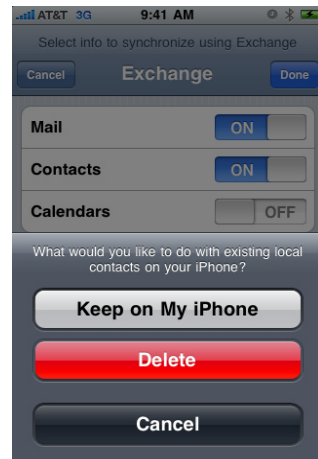


4. Enter the server information provided by your organization. For example: iphone.commontime.com:615 or 292.168.1.55:615, and select "Next"
5. Choose to "Save" account settings. Note – Account verification may fail at this point, but you can save the settings anyway for now. See "Troubleshooting" section at the end of this document.

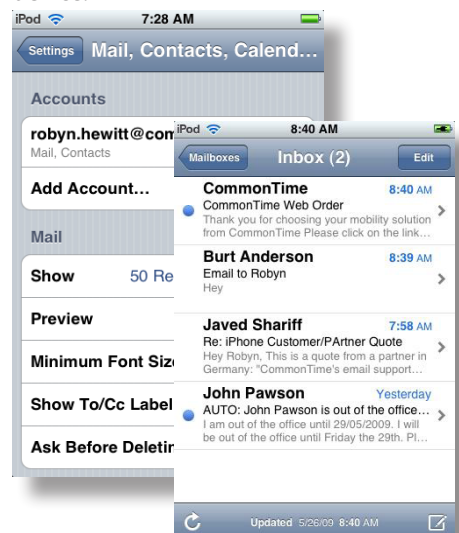
6. Also make sure that Contact and Mail are enabled and that calendar is disabled.



7. You will be warned that if you synchronize contacts, existing iPhone contacts will be lost.



8. Exit "Settings" and open "Mail" from the main iPhone applications screen. Choose the newly created account to begin synchronizing email and contacts to the device.



## 9. Troubleshooting

There are four main items that will cause the mSuite iPhone service to fail.

1. **The mSuite server patch, or maintenance release (MR3) will fail to install properly.**
  - a. When applying the maintenance release (MR3) to your mSuite server, the mSuite database will be updated. The database update must succeed for the new Exchange Adapter to be installed and configured properly (see Configuring Exchange Adapter, page 3). Once the initial Exchange Adapter configuration is completed, run the configuration wizard again and ensure that the settings are stored properly in configuration wizard. The Exchange Adapter cannot start unless it has a valid configuration. If the Exchange Adapter configuration fields are blank, then the database update probably failed.
  - b. Look in the Commontime mSuite installation folder (default location: C:\Program Files\Commontime\mSuite) for a file named "Patch.sql". This is the update script file that updates the mSuite database during the maintenance release application upgrade. When this script runs successfully, it deletes itself from the mSuite folder. If "Patch.sql" is still located in the mSuite folder, after the upgrade has completed, the database update failed. Most failures are caused due to
  - c. Verify that you are installing the maintenance release while logged in as an SQL administrator, or specifically run the "Patch.sql" file as an SQL administrator or as a user with the rights to "create tables" within the mSuite database.
2. **Network firewall settings are not allowing correct TCP traffic to pass though to the mSuite Exchange Adapter.**
  - a. If your current mSuite server uses the Commontime Switching Center (CSC) to route traffic to the mSuite server, then the appropriate TCP port must be opened on the corporate firewall, to the mSuite server (default port: 615). Verify this port is opened to allow TCP traffic from the internet to the mSuite server (corporate network)
3. **The device will fail to register with the mSuite service because the user has input invalid credential's.**
  - a. iPhone devices must be setup using the individual user account information. Default user information is Domino "Shortname" and "Internet Password" (iNotes password) mSuite administrators will know for certain what credentials each user will need to complete the initial setup and device sync.
4. **SSL will cause the iPhone to not register properly because of an invalid server certificate, or incorrect device setup.**
  - a. Choose a valid certificate that is installed on the mSuite server, during the installion of the maintenance release. The default certificate is "mSuite5 CA". However, any certificate published through a valid CA will work
  - b. If SSL is enabled on during the Exchange Adapter configuration, then users must use SSL when they are adding/configuring their iPhone to use the mSuite for iPhone service.