

Oracle® Calendar

Resource Kit,

Release 2 (9.0.4.2)

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Oracle Calendar Resource Kit, Release 2 (9.0.4.2)

Part No. B10894-04

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Oracle Calendar Resource Kit, Release 2 (9.0.4.2)

Part No. B10894-04

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Preface

This chapter contains the following topics:

- [Documentation Accessibility](#)
- [Related Documentation](#)

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Related Documentation

- Oracle Connector for Outlook Online Help
- Oracle Calendar Web Client Online Help
- Oracle Calendar Desktop Client for Windows Online Help
- Oracle Calendar Desktop Client for Macintosh Online Help
- Oracle Calendar Desktop Client for Linux Online Help
- Oracle Calendar Desktop Client for Solaris Online Help
- Oracle Calendar Sync for Palm (Windows) Online Help
- Oracle Calendar Sync for Palm (Macintosh) Online Help
- Oracle Calendar Sync for Pocket PC (Windows) Online Help

Welcome to the Oracle Calendar Resource Kit

Oracle Calendar is a feature-rich and intuitive time management solution that enables you to keep track of your schedule from anywhere, anytime. In addition to full integration with Microsoft Outlook, Oracle Calendar provides you with all the benefits of Oracle Collaboration Suite and an unbreakable software infrastructure.

This Resource Kit provides installation instructions, frequently asked questions and basic troubleshooting procedures for the Oracle Calendar clients and Oracle Sync Server. For detailed instructions on using Oracle Calendar, see the online help packaged with each Calendar client.

This chapter contains the following topics:

- [Key features](#)
- [Oracle Calendar clients](#)

Key features

This section describes the key features offered by Oracle Calendar and includes the following topics:

- [Personal time management](#)
- [Group and resource scheduling](#)
- [Real-time scheduling](#)
- [Recurring meetings](#)
- [Access rights](#)
- [Designate rights](#)
- [Synchronization](#)
- [Multi-platform support](#)
- [Cross-application scheduling](#)

Personal time management

Agenda views

Oracle Calendar offers several agenda views to facilitate navigation of information. The Oracle Calendar desktop client also offers an “In-Tray” view, which enables you to view, accept and reject new meetings and events. Oracle Connector for Outlook also

supports the use of the Microsoft “Outlook Today” view, giving you an overview of the day’s meetings, events and tasks, as well as quick access to new e-mails, voice mails and faxes.

Task management

You can manage and sort all your tasks by priority and completion status, set Reminders, add text details and attach documents to a task.

Notes and events

You can set daily notes and events to keep track of everything from colleagues who are out of the office, to statutory holidays, or even a family member’s birthday.

Configurable alerts

Oracle Calendar enables you to set reminders for agenda entries, as well as notifications of newly created, modified, and deleted entries in your agenda through e-mail, wireless and voice clients.

Address Book

The Oracle Calendar desktop client and Oracle Connector for Outlook Address Book provides you with an overview of all your contacts’ information, sorted by Business, Personal, or any other category you’d like to specify. You can also add notes to contacts if you want to be reminded of birthdays or other special events.

Group and resource scheduling

You can schedule meetings and events with other Calendar users, regardless of the platform or calendar client they are using.

Administrators can designate any shared property as a resource, available for all connected users to book on a first-come-first-serve basis. You can perform a search for a resource based on a set of parameters (i.e. location, size, resource type etc.) and “invite” the resource as you would any other user, thereby booking the resource and making it unavailable for other users to book during that time.

Oracle Calendar also supports the booking of resources that require approval from an administrator. If you book a resource that requires approval, an e-mail will be sent to the resource’s administrator who will then approve or reject your request.

Conflict checking

Oracle Calendar’s time-saving conflict checking and resolution capabilities are able to ease the process of scheduling meetings and decreases the likelihood of absent invitees. When scheduling a meeting using the Oracle Calendar Web client or desktop client, all you have to do is select the Check Conflicts button to get a display of any incompatibilities with invitees or resources. If a conflict is found, you can use the Suggest date and time feature to have the system suggest a series of available times for all parties, so that you don’t have to manually resolve the conflict by reviewing everyone’s availability to reschedule the meeting. The AutoPick feature included with Oracle Connector for Outlook offers similar functionality.

Group view

Before you create a meeting, you can use the Group View to quickly check what date and time best suits the schedules of the invitees, as well as verify that a particular meeting room will be available for your desired time slot. You can also view everyone’s agendas in a combined view that displays the time of the included users

and resources, with unavailable time marked in red and mutually free time clearly indicated.

Real-time scheduling

Oracle Calendar's real-time technology ensures all connected users are able to check the availability of other users with complete accuracy. This is because all requests are accessed directly from the calendar server, and do not require users to "publish" their information (i.e. accept/decline meetings) before their true availability is displayed. For example, Bob does not have access to his Calendar for a few hours because he's on a plane and during this time Allison and Peter attempt to schedule him for two separate meetings. Peter will never schedule Bob at the same time as Allison, because as soon as she creates her meeting invitation, Peter will see it when he opens Bob's agenda, even though Bob hasn't responded to Allison's invitation.

Recurring meetings

When creating a meeting, or modifying an existing meeting, you can choose to have the meeting recur using any number of intervals, including daily, weekly, bi-weekly, monthly or yearly. You can also set the meeting to recur on specific days by using the date editor.

Access rights

You can control how much of your agenda can be accessed by other users. For example, you can grant access rights John Smith to view all your agenda entries marked as Normal and at the same time, you can grant access rights to Jane Doe to view all your agenda entries marked as Normal and Personal. You do not have to grant access rights on a per user basis. You can choose to grant all users the same access rights.

Designate rights

You can grant designate rights to other users allowing them to create, modify, and reply to calendar events on your behalf. When granting designate rights, you can choose which type of calendar entries a particular designate has permission to create and modify. For example, you can grant John Smith rights to modify your meetings, notes, day events and tasks and grant Jane Doe rights to only modify your tasks.

Synchronization

Oracle Calendar provides two ways to synchronize your calendar and contact data. The first is Oracle Calendar Sync, a desktop-to-cradle solution that enables synchronization between the Oracle Calendar desktop client and Palm and Pocket PC devices. The second synchronization option is Oracle Sync Server, a solution that employs the SyncML protocol to synchronize application data such as calendar and contacts over the Internet. Oracle Sync Server synchronizes calendar data between all Oracle Calendar server and any SyncML-enabled device.

Multi-platform support

With a wide variety of access options both online and offline, including a Web client, Connector for Outlook, desktop clients for Windows, Macintosh, Linux and Solaris and integration with wireless and synchronization applications, you can maintain constant control over your calendar from anywhere, anytime.

Cross-application scheduling

Oracle Calendar's time management functionalities are integrated with other Oracle Collaboration Suite applications. For example, you can schedule and join a Web conference directly from Oracle Connector for Outlook and the Oracle Calendar Web client.

Oracle Calendar clients

Oracle Calendar is comprised of the calendar server, [Oracle Sync Server](#) and the following clients:

- [Oracle Connector for Outlook](#)
- [Oracle Calendar Web client](#)
- [Oracle Calendar desktop client](#)
- [Oracle Calendar Sync](#)

If you are not sure which Calendar client best suits your needs, see the Calendar client comparison table in [Which Calendar client should I use?](#)

Oracle Connector for Outlook

Oracle Connector for Outlook brings the Microsoft Outlook desktop client together with the powerful Oracle Collaboration Suite back end, offering the integrated e-mail, contact and task functionality that Outlook users are familiar with, and adds real-time calendaring, fax and voice mail, as well as access to Oracle Collaboration Suite's other features such as wireless & voice, file services, Web conferencing and search capabilities.

See [Oracle Connector for Outlook](#) for more information about the product, system requirements, installation instructions, frequently asked questions and troubleshooting information.

Oracle Calendar Web client

The Web client provides you with all the tools you need to effectively manage your time in an application you can access from anywhere through the Internet. Mobile users can use the Web client's intuitive interface to schedule meetings with other users, check for conflicts, book resources, create notes and manage tasks. Agendas can also be published for people without a calendar account, offering added functionalities such as sending a schedule to a partner or publishing resource availability for all employees

See [Oracle Calendar Web client](#) for more information about the product, system requirements, installation instructions, frequently asked questions and troubleshooting information.

Oracle Calendar desktop client

Oracle Calendar desktop client is an intuitive, full-featured thick client providing the quickest, most complete access to your calendar data, with extensive personal information management functionalities and unparalleled group and resource scheduling capabilities. With support for the latest Windows and Mac platforms, as well as Linux and Solaris, Oracle Calendar desktop client fits into any heterogeneous environment enabling users on different operating systems to schedule with each other seamlessly.

See [Oracle Calendar desktop client](#) for more information about the desktop client, system requirements, installation instructions, frequently asked questions and troubleshooting information.

Oracle Calendar Sync

Oracle Calendar includes Oracle Calendar Sync for Palm (for Windows and Macintosh) and Pocket PC. Oracle Calendar Sync enables you to synchronize your Oracle Calendar data with your PDA. You can synchronize meetings, daily notes, day events, contacts and tasks with your handheld, and updates can be uploaded back to Oracle Calendar through the device's synchronization process. Oracle Calendar Sync takes PDA functionality beyond personal information management, by allowing you to access information such as meeting attendees/resources and attendee status.

See [Oracle Calendar Sync](#) for more information about Oracle Calendar Sync, system requirements, installation instructions, frequently asked questions and troubleshooting information.

Which Calendar client should I use?

Not sure which Oracle Calendar client is right for you? The following table highlights important similarities and differences between Oracle Connector for Outlook, the Oracle Calendar Web client and the Oracle Calendar desktop client.

Table 1–1 Feature comparison between Oracle Calendar clients

| Feature | Oracle Calendar Web client | Oracle Calendar desktop client | Oracle Connector for Outlook |
|---|----------------------------|--------------------------------|------------------------------|
| Calendar | | | |
| Real-time access to information | Yes | Yes | Yes |
| Group scheduling | Yes | Yes | Yes |
| Create appointments and meeting | Yes | Yes | Yes |
| Create day events | Yes | Yes | Yes |
| Create tasks | Yes | Yes | Yes |
| Create contacts | No | Yes | Yes |
| Display free/busy time | Yes | Yes | Yes |
| Suggest common free time when inviting attendees | Yes | Yes | Yes |
| Open another user's Agenda | Yes | Yes | Yes |
| Act as a designate in another user's Agenda | Yes | Yes | Yes |
| Resource scheduling | Yes | Yes | Yes |
| Support for resources requiring approval | Yes | Yes | Yes |
| Access and manage journals and sticky notes | No | No | Yes |
| Add personal notes to calendar entries created by other users | No | No | Yes |
| Schedule Web conferences | Yes | No | Yes |
| Mail | | | |

Table 1–1 (Cont.) Feature comparison between Oracle Calendar clients

| Feature | Oracle Calendar Web client | Oracle Calendar desktop client | Oracle Connector for Outlook |
|---|-----------------------------------|---------------------------------------|-------------------------------------|
| Access and manage mail including server-side rules and an Out-of-Office assistant | No | No | Yes |
| Reminders | | | |
| Send e-mail reminders | Yes | Yes | Yes |
| Send wireless reminders | Yes | Yes | Yes |
| Tasks | | | |
| Set task categories | No | No | Yes |
| Set priorities for tasks | Yes | Yes | Yes |
| Manage tasks as a designate user | Yes | Yes | Yes |
| Categories | | | |
| Set meeting and event categories | No | No | Yes |
| Set contact categories | No | Yes | Yes |
| User preferences | | | |
| Enable automatic sign-in | Yes | Yes | Yes |
| Global calendar access | Yes | No | No |
| Other features | | | |
| Text searching | No | Yes | Yes |
| Work offline | No | Yes | Yes |
| Share contacts | No | Yes | No |

Oracle Sync Server

Oracle Sync Server offers direct two-way synchronization with the Oracle Calendar server over any standard Hypertext Transfer Protocol (HTTP) connection, opening up the calendar infrastructure to any SyncML-compliant device or application with Internet access.

See [Oracle Sync Server](#) for more information on Oracle Sync Server, device-specific considerations and instructions on how to configure your SyncML-enabled device.

Oracle Connector for Outlook

Oracle Connector for Outlook is a calendaring and messaging service provider that extends and improves Outlook's functionality with real-time calendaring, advanced group and resource scheduling capabilities and unified messaging functionality by providing one central Inbox for your e-mail, voice mail and fax messages.

A key advantage to using Oracle Connector for Outlook is that you can continue to use the familiar Outlook interface on your desktop while accessing Oracle's calendar server and e-mail server instead of Microsoft Exchange Server.

The Oracle Calendar server stores all users' calendars together in a single database. Each time you look at another user's free/busy time, you are viewing up-to-the-minute information about their schedules, including unconfirmed meetings. Similarly, each time you open a meeting in your Calendar folder, you are getting the latest version directly from Oracle's calendar server, instead of opening a copy of an e-mail describing a meeting that may have been moved or changed without your knowledge.

Calendaring with Microsoft Exchange Server, by contrast, is message-based: all meetings are created, stored, forwarded and retrieved as e-mail messages. There are a number of limitations with this method. For example, between the time you create the meeting and the time your co-worker accepts it, nobody else can know when that meeting exists by looking at your co-worker's calendar. In fact, nobody else can tell that the meeting exists at all, because it doesn't exist in your co-worker's Calendar folder until he or she accepts it.

- [Installation instructions](#)
- [Configuring Oracle Connector for Outlook](#)
- [Frequently asked questions](#)
- [Troubleshooting](#)

Installation instructions

This section contains the following topics.

- [System requirements](#)
- [Preinstallation Requirements for Oracle Connector for Outlook](#)
- [Disabling Outlook Add-ins](#)
- [Installing Oracle Connector for Outlook](#)
- [Upgrading Microsoft Outlook](#)

System requirements

Table 2–1 Oracle Connector for Outlook System Requirements

| Requirement | Value |
|----------------------------------|--|
| Operating system | <ul style="list-style-type: none"> Windows NT 4.0 Windows 98 Windows 2000 Windows XP Professional SP2 <p>Administrative privileges are required to install Oracle Connector for Outlook on Windows NT, 2000, and XP.</p> |
| Disk space | Free disk space equivalent to the approximate size of the user's IMAP4 mailbox |
| RAM | Refer to the RAM requirements of your Microsoft Outlook client. |
| Outlook | <ul style="list-style-type: none"> Outlook 98 Outlook 2000 Outlook 2002 Outlook 2003 Note: Native Language version or Multilingual User Interface Pack (MUI) is required for non-English version localization (see supported languages) |
| Calendar server | <ul style="list-style-type: none"> Oracle Calendar server 5.5 Oracle Calendar server 9.0.4 (required for most of the new Oracle Calendar functionality) |
| E-mail servers | <p>SMTP server for outgoing mail included with Oracle Connector for Outlook</p> <p>Oracle IMAP4 Server 9.0.3 and above</p> <p>Other e-mail servers whose implementations are based upon the open standards of SMTP and the IMAP4 reference implementations Cyrus and University of Washington.</p> |
| Conduits for PDA synchronization | <ul style="list-style-type: none"> PocketMirror 2.04 or 3.0 (3.0 recommended) PocketJournal Desktop To Go 2.5 Desktop To Go 2.509 (for Outlook 2002 only) PSIWIN 2.3 or 2.31 ActiveSync 3.0, 3.1, or 3.5. Note: Oracle Collaboration Suite Release 2 Patch Set 1 (9.0.4.2.0) supports ActiveSync versions up to 3.7.1 HotSync Manager 4.0 (for Windows XP only) |

Table 2–1 (Cont.) Oracle Connector for Outlook System Requirements

| Requirement | Value |
|-------------|---|
| Devices | <p>The following devices have been certified with Oracle Connector for Outlook. Similar devices may work but the end-user experience may vary.</p> <p>Pocket PC</p> <ul style="list-style-type: none"> ■ Compaq iPAQ Pocket PC 2002 - Model 3870 ■ Compaq iPAQ Pocket PC 2002 - Model 3970 ■ HP iPAQ Pocket PC 2003 - Model h 1945 <p>Palm</p> <ul style="list-style-type: none"> ■ Palm III (3Com) ■ Palm V Handheld <p>Blackberry 6710 - Wireless Handheld</p> |

Preinstallation Requirements for Oracle Connector for Outlook

- A supported Outlook version must be installed on a supported platform.
- To install Oracle Connector for Outlook on Windows NT, 2000, and XP, you must have administrative privileges.
- Outlook 98 and Outlook 2000 must be installed in Corporate/Workgroup mode. Verify the Outlook configuration by selecting **Options** from the **Tools** menu, then select **Mail Services**, and click **Reconfigure Mail Support**.
- To avoid losing information, Oracle Corporation recommends that you synchronize your offline folders before upgrading.

Installing Oracle Connector for Outlook

1. Exit all Windows applications before installing Oracle Connector for Outlook.
2. If you are upgrading from a previous version and want to add or change the languages installed, run `con_outlook_904x.exe` followed by the switch `/Lang`. Otherwise, just double-click the `con_outlook_904x.exe` file. Follow the on-screen installation instructions.

Note: To avoid conflict between POP3 and IMAP4 protocols, do not set up Microsoft's Internet Mail or Exchange service providers in the same profile as Oracle Connector for Outlook.

Disabling Outlook Add-ins

It is recommended that you disable Outlook Add-ins that are specific to Microsoft Exchange to avoid conflicts with Add-ins installed with Oracle Connector for Outlook. For details, see the **Configuring Add-ins** section of the Oracle Connector for Outlook online help.

Upgrading Microsoft Outlook

If you upgrade your Outlook installation, you must reinstall Oracle Connector for Outlook after the upgrade. See [Installing Oracle Connector for Outlook](#) for installation instructions.

Configuring Oracle Connector for Outlook

This section contains the following topics:

- [Managing your profiles using Outlook 98/2000](#)
- [Managing your profiles using Outlook 2002/2003](#)
- [Connecting to the calendar server](#)
- [Connecting to the IMAP mail server](#)
- [Connecting to the SMTP mail server](#)

Managing your profiles using Outlook 98/2000

This section contains the following topics:

- [Creating a new profile](#)
- [Adding Oracle Connector for Outlook to an existing profile](#)

Creating a new profile

When creating a new profile using the Oracle Connector for Outlook service, you will need to provide a variety of information to connect to your mail and calendar servers.

1. Close Outlook.
2. From the Windows **Start** button, select **Settings**.
3. Select **Control Panel** from the pop-up list, and double-click the **Mail** icon.
4. Click **Show Profiles**.
5. Click **Add**.
6. Select the **Use the following information services** option and select the **Oracle Connector for Outlook** check box.
7. Enter a name for the profile in the **Profile Name** field and click **Next**.

The Setup Wizard opens:

- On the first screen of the Oracle Connector for Outlook setup wizard, select the **Corporate** option to connect to your organization's calendar server over a LAN or VPN connection. Select the **ASP** option if your calendar and mail services are provided by a third-party reseller. Select the **I do not have an Oracle Calendar account yet** check box to skip configuring your calendar server connection and move on to your e-mail server connections. Click **Next** to proceed.
- If you selected the **Corporate** option, you will have to provide the network name or address of your server, followed by a comma, followed by the node-ID or alias of your calendar server node, in the **Server name** field. If you are using a master node configuration, enter the master node server name only. A node-ID is not required. Specify the user name and password of your calendar account in the other boxes of this screen. In a master node configuration, your user name must be

your user ID. Consult your system administrator for the necessary information. Click **Next** to proceed.

- If you selected the **ASP** option, you will have to provide the Domain ID used by your service provider to identify your company, as well as the host name or names of your provider's calendar domain service hosts. Your service provider contact should be able to provide you with this information. Enter the user name and password for your calendar account in the other boxes on this screen. Click **Next** to proceed.
- Configure your IMAP4 server connection for incoming mail. If you do not have an account or wish to skip this step, select the **I do not have an IMAP4 account yet** check box. Otherwise, enter the host name of your IMAP4 server in the **Server name** field. You can select the **Use same settings as my Oracle Calendar Server** check box if your mail and calendar accounts have the same user name and password. Click **Next** to proceed.
- If you did not select the **Use same settings as my Oracle Calendar Server** check box, you will have to enter the user name and password for your incoming e-mail account. Click **Next** to proceed.
- Configure your SMTP server connection for outgoing mail. If you do not have an account or wish to skip this step, select the **I do not have an SMTP account yet** check box. Otherwise, enter the host name of your SMTP server in the **Server name** field. If your outgoing e-mail server requires a user name and password, select the **The server requires authentication** check box. You can select the **Use same settings as my IMAP4 server** check box if your outgoing and incoming e-mail accounts have the same user name and password. Click **Next** to proceed.
- If you specified that your SMTP server requires authentication and not to use the same settings as your IMAP4 server, you will have to provide the user name and password for your SMTP server. Click **Next** to proceed.
- Enter the name and e-mail address that you want displayed in your outgoing e-mail. Click **Next** to proceed.
- If you want to enable the offline capabilities of Oracle Connector for Outlook, select the **I will use this computer while not connected to the network** check box. Select the **Choose a connection type next time you log on using this profile** check box to select at startup whether you want Outlook to connect to your mail and calendar servers or to work offline. Click **Next** to proceed.
- Confirm that all the information you have entered is correct, and click **Next** to proceed.
- Specify the location of your personal folder file, or choose a new location if you do not yet have a personal folders file. Click **Next** to proceed, and click **Finish** to complete your Oracle Connector for Outlook setup.

Adding Oracle Connector for Outlook to an existing profile

When adding Oracle Connector for Outlook to an existing profile, the setup wizard is not available. Instead, you will enter the information outlined earlier directly in the Oracle Connector for Outlook Profile Settings dialog box.

1. Close Outlook.
2. From the Windows **Start** button, select **Settings**.
3. Select **Control Panel** from the pop-up list, and double-click the **Mail** icon.
4. Click **Show Profiles**.

5. Select the appropriate profile and click **Properties**.
6. Select **Oracle Connector for Outlook** and click **Properties**. The Oracle Connector for Outlook Profile Settings dialog box opens.
7. Follow step 10 in [Creating a new profile](#) in the [Managing your profiles using Outlook 2002/2003](#) section .

Managing your profiles using Outlook 2002/2003

This section contains the following topics:

- [Creating a new profile](#)
- [Adding Oracle Connector for Outlook to an existing profile](#)

Creating a new profile

When you create a new profile using the Oracle Connector for Outlook service, you must use the Oracle Connector for Outlook Profile Settings dialog box to enter a variety of information to connect to your mail and calendar servers.

1. Close Outlook.
2. From the Windows **Start** button, select **Settings**.
3. Select **Control Panel** from the pop-up list, and double-click the **Mail** icon.
4. Click **Show Profiles**.
5. Click **Add**.
6. Enter a name for the profile you are creating and click **OK**.
7. Select the **Add a new e-mail account** option.
8. Select the **Additional Server Types** option.
9. Select **Oracle Connector for Outlook** from the **Additional Server Types** list and click **Next**.
10. Enter the following information in the Oracle Connector for Outlook Profile Settings dialog box:
 - If you do not have an Oracle Calendar account yet, select the **I do not have an Oracle Calendar account yet** check box on the **Calendar** tab to skip configuring your calendar server connection.
 - On the **Calendar** tab, enter the name or address of your server followed by a comma, followed by the node-ID or alias of your calendar server node, in the **Server name** field. If you are using a master node configuration, enter the master node server name only. A node-ID is not required. Specify the account name and password of your calendar account in the other boxes on **Calendar** tab. In a master node configuration, your user name must be your user ID.
 - If you do not have an IMAP4 account yet, select the **I do not have an IMAP4 account yet** check box on the **IMAP4** tab to skip configuring your IMAP4 server connection.
 - On the **IMAP4** tab, enter the host name of your IMAP4 server in the **Server name** field. You can select the **Use same settings as my Oracle Calendar server** check box if your mail and calendar accounts have the same account name and password. If they are not the same, enter your account name and password for the IMAP4 server.

- If you do not have an SMTP account yet, select the **I do not have an SMTP account yet** check box on the **SMTP** tab to skip configuring your SMTP server connection.
- On the **SMTP** tab, enter the host name of the SMTP server in the **Server name** field. If your outgoing e-mail server requires a user name and password, select the **The server requires authentication** check box. Click **Settings**. You can select the **Use same settings as my incoming mail server** check box if your outgoing and incoming e-mail accounts have the same account name and password. If they are not the same, enter your SMTP account name and password.
- If you want to enable the offline capabilities of Oracle Connector for Outlook, select the **Enable offline use** check box on the **Startup** tab. Select the **Choose a connection type** check box to select at startup whether you want Outlook to connect to your mail and calendar servers or to work offline.
- Click **OK** to create your profile.

Adding Oracle Connector for Outlook to an existing profile

The procedure for adding Oracle Connector for Outlook to an existing profile is very similar to creating a new profile. The only difference is that you must select an existing profile in the Oracle Connector for Outlook Profile Settings dialog box instead of adding a new one.

1. Close Outlook.
2. From the Windows **Start** button, select **Settings**.
3. Select **Control Panel** from the pop-up list, and double-click the **Mail** icon.
4. Click **Show Profiles**.
5. Select the appropriate profile and click **Properties**.
6. Click **E-mail Accounts**.
7. Select the **View or change existing e-mail accounts** option.
8. Click **Next**.
9. Select **Oracle Connector for Outlook** and click **Change**. The Oracle Connector for Outlook Profile Settings dialog box opens.
10. Follow step 10 in the [Creating a new profile](#) section.

Connecting to the calendar server

The calendar server provides Oracle Connector for Outlook with your calendar, tasks, contacts, notes and journals.

To configure a calendar server connection:

1. Select the **Calendar** tab on the Oracle Connector for Outlook Profile Settings dialog box.
2. Enter the following information:
 - You can select the **I do not have an Oracle Calendar account yet** check box to use Oracle Connector for Outlook for mail only.
 - You can specify your calendar server using either a Calendar Domain Service host name and Domain ID (for installations using a third-party service

provider) or a host name and Node-ID (for corporate installations). If you are using a master node configuration, enter the master node server name only. A node-ID is not required. Consult your system administrator for the necessary information.

- To use the third-party service provider (ASP) sign-in mode, click the **This server Requires a Domain Service** check box. Click **Settings** to specify a Domain ID and a list of Calendar Domain Service hosts.
- Clear the **This server Requires a Domain Service** check box to use the corporate sign-in mode. Specify your server host name and node-ID, separated by a comma, in the **Server name** field.
- Click the **Save this password in your password list** check box to avoid having to provide your calendar server password each time you connect.
- The **Advanced** button provides the ability to specify a port for your calendar server if required, and your preferred display format for the names of calendar server users. For details, see the **Choosing a name format** section of the Oracle Connector for Outlook online help.

Connecting to the IMAP mail server

The IMAP server receives and stores your incoming mail.

To configure an IMAP server connection:

1. Select the **IMAP4** tab on the Oracle Connector for Outlook Profile Settings dialog box.
2. Enter the following information:
 - You can select the **I do not have an IMAP4 account yet** check box to use Oracle Connector for Outlook without the ability to access incoming mail.
 - Specify the IMAP server name in the **Server Name** field.
 - Specify your account name and password in the fields provided. Click the **Use same settings as my Oracle Calendar Server** check box to use the same user name and password you provided for your calendar server. Click the **Save this password in your password list** check box to avoid having to provide the password each time you connect.
 - Click **Advanced** to provide a port number for the IMAP server or specify a Secure Sockets Layer (SSL) connection.

Note: If you specify that the server requires an SSL connection, the port is changed to the default SSL port.

If Transport Layer Security (TLS) is set up on your IMAP server, Oracle Connector for Outlook will take advantage of it automatically unless you specify an SSL connection. If you do, Oracle Connector for Outlook will use SSL instead of TLS.

Connecting to the SMTP mail server

The SMTP server sends your outgoing mail.

To configure an SMTP server connection:

1. Select the SMTP tab on the Oracle Connector for Outlook Profile Settings dialog box.
2. Enter the following information:
 - You can select the **I do not have an SMTP account yet** check box to use Oracle Connector for Outlook without the ability to send outgoing mail.
 - Specify the SMTP server name in the **Server Name** field.
 - If your SMTP server requires a user name and password, select the **The server requires authentication** check box. Click **Settings** to specify your user name and password. You can click the **Use same settings as my incoming mail server** check box to automatically use the same account name and password you provided for your IMAP server. Select the **Save this password in your password list** check box to avoid having to provide the password each time you connect.
 - Enter your display name and e-mail address. You may also specify an organization and a reply-to address you would like to include in your outgoing mail. These two fields are optional, and will not be prompted for if left blank.
 - Click **Advanced** to provide a port number for the SMTP server, specify a Secure Sockets Layer (SSL) connection, and configure how often the SMTP server will automatically attempt to resend undelivered messages for you.

Note: If you specify that the server requires an SSL connection, the port is changed to the default SSL port.

If Transport Layer Security (TLS) is set up on your SMTP server, Oracle Connector for Outlook will take advantage of it automatically unless you specify an SSL connection. If you do, Oracle Connector for Outlook will use SSL instead of TLS.

Oracle Connector for Outlook includes a number of other configuration options. See the Oracle Connector for Outlook online help for more information.

Frequently asked questions

- [How does Oracle Connector for Outlook change the Outlook user experience?](#)
- [What are the main differences between the desktop clients, Oracle Connector for Outlook and the Oracle Calendar Web client?](#)
- [Why are there two online help systems included with Oracle Connector for Outlook?](#)
- [How are server-side rules and client-side rules different?](#)
- [Can Oracle Connector for Outlook users schedule with other Oracle Calendar users?](#)
- [Using Oracle Connector for Outlook, can I use the Contacts I previously had in Outlook?](#)
- [How can I control the order in which Address Lists are searched?](#)
- [Why do meetings disappear from my Calendar after I decline invitations?](#)

- If I am using Oracle Connector for Outlook, can I use ActiveSync with my PocketPC device to synchronize with Oracle Calendar, as I was doing with Microsoft Exchange?
- Can I create recurring tasks and meetings?
- Can I respond to multiple meeting requests with a single command?
- How can I prevent my entire day from appearing busy when I accept all day events?
- Can I set my folder counts to automatically refresh?
- Can I schedule Oracle Web conferences using Oracle Connector for Outlook?
- Can I work offline using Oracle Connector for Outlook?
- How do I specify which folders I want available for offline use?

How does Oracle Connector for Outlook change the Outlook user experience?

Working with Oracle Connector for Outlook is very similar to working with Microsoft Outlook/Exchange. To benefit from the added functionality of the Oracle Calendar server, you must sometimes use new menu options and features that are documented in the Oracle Connector for Outlook online help. While the core functionality of Outlook is not affected, certain Outlook features like message recall, mail merge and setting send options are currently not supported.

What are the main differences between the desktop clients, Oracle Connector for Outlook and the Oracle Calendar Web client?

For an overview of similarities and differences between these three clients, see [Which Calendar client should I use?](#)

Why are there two online help systems included with Oracle Connector for Outlook?

Since Oracle Connector for Outlook does not change the core functionality of Microsoft Outlook, the procedures documented in Outlook's online help are still applicable to Oracle Connector for Outlook. Features that are specific to Oracle Connector for Outlook are documented in the Oracle Connector for Outlook online help.

How are server-side rules and client-side rules different?

Similar to the Client-Side Rules Wizard available in Outlook, Oracle Connector for Outlook enables you to set server-side rules. Server-side rules are performed directly on the server. Client-side rules are only performed when you are logged in to your mail client. The use of client-side rules often slows down the performance of Outlook.

Since server-side rules are performed on the server, the mail messages associated with rules you set are transferred into the appropriate folders before you even log in to Outlook.

Can Oracle Connector for Outlook users schedule with other Oracle Calendar users?

Yes. Oracle Connector for Outlook connects directly to Oracle calendar server's database so that you can schedule with other Oracle Calendar users and benefit from real-time calendaring. Outlook users gain all the benefits of the Oracle Calendar solution, including interoperability with the full range of Oracle Calendar clients (Windows, Mac, Unix, Linux and Web), wireless connectivity and PDA synchronization tools.

Using Oracle Connector for Outlook, can I use the Contacts I previously had in Outlook?

In order to use your previous Contacts you must add your Outlook Address Book to your Services.

Outlook 98/2000:

1. From the **Tools** menu, select **Services**.
2. From the **Services** tab, select **Outlook Address Book**.
3. Click **Add**.

Outlook XP/2003:

1. From the **Tools** menu, select **E-mail Accounts**. The E-mail Accounts dialog box opens.
2. Select the **Add a new directory or address book** option.
3. Click **Next**.
4. Select the **Additional Address Books** option.
5. Click **Next**.
6. Select **Outlook Address Book** from the list.
7. Click **Next**.

How can I control the order in which Address Lists are searched?

You can do the following to change the order in which Address Lists are searched:

1. From the **Tools** menu, select **Address Book**.
2. From the **Tools** menu, select **Options**. The available Address Lists are displayed in the **When sending mail, check names using the address lists in the following order** list.
3. Use the up and down arrows to change the order in which Address Lists are searched.

Why do meetings disappear from my Calendar after I decline invitations?

When you decline a meeting, Outlook automatically transfers the invitation to the Deleted Items folder. The Oracle Calendar desktop client handles declined meetings differently. You can set your preferences to show declined meetings in your agenda. If you do, these entries are displayed with the declined meeting icon.

If I am using Oracle Connector for Outlook, can I use ActiveSync with my PocketPC device to synchronize with Oracle Calendar, as I was doing with Microsoft Exchange?

Yes. Oracle Connector for Outlook synchronizes with a variety of PDAs through third-party conduit software. See [System requirements](#) for information on the sync conduits are certified with this release of Oracle Connector for Outlook.

Can I create recurring tasks and meetings?

You can create recurring meetings but you cannot create recurring tasks.

Can I respond to multiple meeting requests with a single command?

You can respond to multiple meeting requests with a single command if your response is the same for all of them. However, you can only respond to instances of recurring meetings one at a time.

Note: This feature is not available if you are using Outlook 98.

1. Select all the meeting requests you want to respond to.
2. Right-click any of the selected meeting requests and select **Respond to all**.
3. In the pop-up list, select **Accept**, **Decline** or **Tentative**.

How can I prevent my entire day from appearing busy when I accept all day events?

You can show time as free, tentative, busy or out of office for all day events and meetings in your calendar.

1. Right-click the Day Event in your calendar and select **Show Time As**.
2. In the pop-up list, select **Free**.

In addition to showing your time as free, you can also choose to show time as Tentative, Busy or, Out of office.

Can I set my folder counts to automatically refresh?

Yes, you can choose to have your mail folder counts automatically refreshed when you log in to Outlook. In addition, you can specify how often your mail folder counts should be refreshed during an Outlook session. You cannot set a refresh rate that is lower than five minutes. This information must be set in the **Other** tab of the Oracle Connector for Outlook Profile Settings dialog box.

See the Oracle Connector for Outlook online help for more detailed instructions on automatically refreshing your folder counts.

Can I schedule Oracle Web conferences using Oracle Connector for Outlook?

Yes, you can schedule and join Web conferences from Oracle Connector for Outlook. The Oracle Connector for Outlook online help describes how to perform these functions.

Can I work offline using Oracle Connector for Outlook?

Yes, you can configure Oracle Connector for Outlook to download specified mail and calendar folders to your hard drive so you can work with them when you are not connected to the mail and calendar servers. See the **Configuring offline support** section of the Oracle Connector for Outlook online help for step-by-step instructions.

How do I specify which folders I want available for offline use?

The **Offline synchronization and capabilities** section of the Oracle Connector for Outlook online help provides detailed instructions on selecting folders for offline use.

Troubleshooting

- [Why can't I install Oracle Connector for Outlook?](#)

- Why does the setup procedure fail when I attempt to install Oracle Connector for Outlook?
- I created a new profile but my previous settings and files (personal address book, local mail messages) are not included. How can I add them to this new profile?
- I have added my Outlook Address Book to my Services but many Contacts do not appear in my Contact list when I access it via the Address Book. What is the reason for this?
- Why aren't the personal notes I added to a meeting displayed?
- I cannot select the folders I want synchronized for offline use. Why are all the folders in the list are disabled?
- How do I optimize performance over slow network connections?
- The Slow Connection Detection dialog box appears when I launch Oracle Connector for Outlook. What should I do?
- How do I skip a server connection at log on?
- Why isn't my Out-of-Office reply working?
- Why can't I view attendee availability and response?

Why can't I install Oracle Connector for Outlook?

To install Oracle Connector for Outlook on Windows NT, 2000, XP or 2003, you must have administrative privileges on your computer.

Why does the setup procedure fail when I attempt to install Oracle Connector for Outlook?

Note: This issue applies only to Microsoft Outlook 98 or 2000.

This problem occurs because Microsoft Outlook was installed in Internet Only mode. To successfully install Oracle Connector for Outlook, you must install Microsoft Outlook in Corporate/Workgroup mode.

For Outlook 2000:

1. Start Outlook.
2. From the **Tools** menu, select **Options**.
3. Select the **Mail Delivery** tab.
4. Click **Reconfigure Mail Support**.
5. Select the **Corporate or Workgroup** option.
6. Follow the on-screen instructions.

Your e-mail configuration is now compatible with Oracle Connector for Outlook.

For Outlook 98:

You must re-run the Outlook setup program. Refer to the Outlook 98 documentation for further instructions.

Refer to [Installation instructions](#) for instructions on installing Oracle Connector for Outlook.

I created a new profile but my previous settings and files (personal address book, local mail messages) are not included. How can I add them to this new profile?

These items are stored locally and will be different for each profile you create. However, you can add your personal folders and address book to each profile. See Microsoft Outlook's online help for instructions on how to do this.

I have added my Outlook Address Book to my Services but many Contacts do not appear in my Contact list when I access it via the Address Book. What is the reason for this?

Contacts without e-mail addresses do not appear in your Address Book. You can only access those Contacts by selecting the Contacts folder.

Why aren't the personal notes I added to a meeting displayed?

If you added personal notes to a recurring meeting and that recurring meeting is rescheduled, your personal notes will be deleted.

I cannot select the folders I want synchronized for offline use. Why are all the folders in the list are disabled?

This issue is likely due to the fact that you have not enabled Oracle Connector for Outlook for offline use. See the **Configuring offline support** section of the Oracle Connector for Outlook online help for instructions on enabling Oracle Connector for Outlook for offline use.

How do I optimize performance over slow network connections?

To optimize performance over slow network connections, Oracle Connector for Outlook can disable certain features such as automatic folder refreshes, offline synchronization and client-side rules. For instructions on automatically detecting slow network connections, see the **Configuration** section of the Oracle Connector for Outlook online help.

The Slow Connection Detection dialog box appears when I launch Oracle Connector for Outlook. What should I do?

If you set Oracle Connector for Outlook to detect slow network connections and select the Prompt option, the Slow Connection Detection dialog box appears when a slow network is detected when the IMAP4 and calendar server are polled at startup.

If you click **Yes**, some features that require more bandwidth, such as automatic folder refreshes, synchronization on exit and client-side rules will be disabled.

You can set Oracle Connector for Outlook to detect slow network connections and disable network-intensive features without displaying the Slow Connection Detection dialog box at startup. See the **Configuration** section of the Oracle Connector for Outlook online help for instructions.

How do I skip a server connection at log on?

Skipping server connections at log on enables you to avoid connecting to a server you do not have an account for, or that is unavailable. Click Skip when the server name appears in the sign-in dialog box.

Note: The dialog box that enables you to skip a server connection will only be displayed if you enter an incorrect user name or password, or if a server is unavailable.

Why isn't my Out-of-Office reply working?

When you set an Out-of-Office reply, you must specify an expiry date. Verify that the expiry date you set hasn't already passed (From the **Tools** menu, select **Out of Office Assistant**). You can extend your Out-of-Office reply by changing the expiry date in the Out of Office dialog box.

Why can't I view attendee availability and response?

If you cannot view attendee availability or attendee response (for meetings and events that you have created), it is possible that the Oracle Calendar Appointment Form is not correctly installed.

For instructions on installing the Oracle Calendar Appointment form, see the Oracle Connector for Outlook online help.

See also:

- [Welcome to the Oracle Calendar Resource Kit](#)
- [Oracle Calendar Web client](#)
- [Oracle Calendar desktop client](#)
- [Oracle Sync Server](#)
- [Oracle Calendar Sync](#)

Oracle Calendar Web client

The Oracle Calendar Web client provides you with all the tools you need to effectively manage your time, in an application you can access from anywhere through the Internet. Using the Web client's intuitive interface, you can schedule meetings with other users, schedule and join Web conferences, check for conflicts, book resources, assign designate rights, create notes and manage tasks. Agendas can also be published for people without a calendar account, offering added functionalities such as sending a schedule to a partner or publishing resource availability for all employees. The Web client connects directly to the calendar server so all your changes are updated in real time.

The Oracle Calendar Web client is closely integrated with Oracle Collaboration Suite, further extending the collaborative corporate environment. With Single Sign On, you only need to authenticate once to access your calendar, e-mail, files, wireless preferences and other Oracle Collaboration Suite applications.

The Oracle Calendar Web client works across multiple browsers and platforms.

This chapter contains the following topics:

- [System requirements](#)
- [Installing the Oracle Calendar Web client](#)
- [Frequently asked questions](#)
- [Troubleshooting](#)

System requirements

Supported browsers:

- Internet Explorer 5.x, 6.x (Windows)
- Internet Explorer 5.x (Macintosh)
- Netscape 6.x, 7.x (Linux, Macintosh, Windows)
- Mozilla (Linux, Macintosh, Windows)
- Safari (Macintosh)

Installing the Oracle Calendar Web client

The Oracle Calendar Web client is installed during the Oracle Collaboration Suite installation process. Your calendar administrator will provide you with the Oracle Calendar Web client URL.

Frequently asked questions

- [How is the Web client different from the other Oracle Calendar clients?](#)
- [Can I use multiple Oracle Calendar clients with the same account?](#)
- [Can I make my Agenda available to people who are not using Oracle Calendar?](#)
- [Can I schedule people who are not using Oracle Calendar for a meeting?](#)
- [Can I schedule Oracle Web conferences from the Web client?](#)
- [Can I assign a task to another Calendar user?](#)
- [Can I modify one occurrence of a repeating entry, or do modifications apply to all occurrences of a repeating entry?](#)
- [Can I prevent certain users from inviting me to entries?](#)
- [What is the maximum size allowed for Oracle Calendar meeting and task attachments?](#)
- [What is the maximum number of occurrences allowed for repeating meetings, daily notes, or day events?](#)
- [Why can't I delete certain agenda entries from my calendar?](#)
- [What is accessibility mode?](#)
- [How can I create Holiday entries using Oracle Calendar?](#)

How is the Web client different from the other Oracle Calendar clients?

Unlike the other Calendar clients, the Web client can be made available both from within your organization's firewall as well as outside of it, giving you access to your information from anywhere. The Web client supports the same calendar functionality as the desktop client including designate access and the resource scheduler. The only exception is the Address Book. As part of the Oracle Collaboration Suite portal, the Web client enables you to access to the Oracle Internet Directory (OID) where you can create and store your own set of contacts. These contacts will be available to you throughout the portal. The desktop client and Oracle Connector for Outlook store Address Book information on the Calendar server. Currently this information can only be shared between those two clients.

For an overview of similarities and differences between the Web client, desktop client and Oracle Connector for Outlook, see [Which Calendar client should I use?](#)

Can I use multiple Oracle Calendar clients with the same account?

Since you are always modifying your calendar data directly on the server, you can use multiple clients to access it. For example, you can run both the Web client and Oracle Connector for Outlook at the same time, using the Web client for group scheduling and Oracle Connector for Outlook to manage your tasks and contacts.

Can I make my Agenda available to people who are not using Oracle Calendar?

The Oracle Calendar Web client includes a feature that enables you to e-mail a link to your Agenda to anyone with Internet access. Those who receive a link to your Agenda can view your Agenda entries that are set as **Public** but cannot modify them. Check with your system administrator to make sure that this feature is activated.

Can I schedule people who are not using Oracle Calendar for a meeting?

Only Oracle Calendar users can be scheduled for meetings. However, you can send e-mail messages to external users who are not on your calendar network with an

iCalendar or vCalendar attachment that contains the meeting information. See the Oracle Calendar Web client online help for detailed instructions on how to do this.

Can I schedule Oracle Web conferences from the Web client?

Yes, you can schedule and join Web conferences using the Web client. The Web client online help describes how to do this.

Can I assign a task to another Calendar user?

This release of Oracle Calendar does not support assigning tasks to other users.

Can I modify one occurrence of a repeating entry, or do modifications apply to all occurrences of a repeating entry?

You can choose to modify one occurrence or you can modify all occurrences of a repeating entry. However, some fields cannot be modified on a per-occurrence basis. They are as follows:

- Description
- Importance level
- Access level
- Attachment

Any modifications you make to the above fields will automatically apply to all occurrences of a repeating entry.

Can I prevent certain users from inviting me to entries?

Yes, you can specify that certain users cannot invite you to meetings, daily notes and day events. The **Editing access rights** section of the Oracle Calendar Web client online help provides instructions on how to do this.

What is the maximum size allowed for Oracle Calendar meeting and task attachments?

The maximum size for meeting and task attachments is determined by the calendar system administrator. You can only attach one file per meeting or task.

What is the maximum number of occurrences allowed for repeating meetings, daily notes, or day events?

The maximum number of occurrences allowed for repeating entries is determined by the calendar system administrator.

Why can't I delete certain agenda entries from my calendar?

You cannot delete agenda entries that you do not own. You can, however, set your preferences to hide entries that you have declined. See the Oracle Calendar Web client online help for information on setting your Agenda preferences.

What is accessibility mode?

Accessibility mode provides the same functionality as Standard mode but it is intended for users of assistive technology. If you normally use Standard mode and notice that parts of the Web client user interface look different, you may have accidentally switched to Accessibility mode. You can click the **Accessibility** icon on the Calendar toolbar to switch back to Standard mode. The **Accessibility** icon enables you to toggle between Standard and Accessibility mode.

How can I create Holiday entries using Oracle Calendar?

Only users who are granted the appropriate privileges can create Holiday entries using Oracle Calendar.

Troubleshooting

- [What is a MIME-encoded attachment?](#)
- [I attached a file to an Agenda entry I created but when I view the entry, I can't download the attachment.](#)

What is a MIME-encoded attachment?

If a user creates a calendar entry using Oracle Connector for Outlook and attaches multiple files to the entry, a file named Mime-Encoded-Attachment.txt is attached to the entry in the Oracle Calendar Web client instead of the files that were attached by the entry owner because currently, the Web client supports only one attachment per entry. You can, however, view the files without any problems if you open the entry in Oracle Connector for Outlook.

I attached a file to an Agenda entry I created but when I view the entry, I can't download the attachment.

The Web client enables you to upload any type of file to an entry. However, you can only download file types set by the calendar system administrator. Generally these include:

- .wav
- .gif
- .jpg
- .jpeg
- .htm
- .html
- .txt
- .doc
- .xls
- .zip
- .bmp
- .png

If you want to download an attachment that is not supported by the Web client, you can open the Agenda entry the file is attached to using the Oracle Calendar desktop client or Oracle Connector for Outlook.

See also:

- [Welcome to the Oracle Calendar Resource Kit](#)
- [Oracle Connector for Outlook](#)
- [Oracle Calendar desktop client](#)
- [Oracle Sync Server](#)
- [Oracle Calendar Sync](#)

Oracle Calendar desktop client

Using the Oracle Calendar desktop client, you can create and manage meetings, daily notes, day events, and tasks. If you have been granted designate rights by another user, you can create Agenda entries on that user's behalf. You can easily compare schedules or verify other users' availability using a convenient combined group view, and check scheduling conflicts before creating meetings. The Oracle Calendar desktop client includes an online Address Book enabling you to keep track of your contacts and classify them according to configurable categories.

The Oracle Calendar desktop client is available for Windows, Macintosh, Linux and Solaris.

This chapter contains the following topics:

- [Installation instructions for Windows](#)
- [Installation instructions for Macintosh](#)
- [Installation instructions for Linux](#)
- [Frequently asked questions](#)
- [Troubleshooting](#)

Installation instructions for Windows

This section contains the following topics:

- [System requirements](#)
- [Installing the Oracle Calendar desktop client for Windows](#)

System requirements

Table 4–1 Oracle Calendar desktop client for Windows system requirements

| Requirement | Value |
|------------------|---|
| Operating system | <ul style="list-style-type: none"> ■ Windows 98 ■ Windows ME ■ Windows NT ■ Windows 2000 ■ Windows XP Home ■ Windows XP Professional <p>If you are installing Oracle Calendar desktop client for Windows on a Windows NT computer, you must install Microsoft Windows Service Pack 6 or later.</p> <p>Administrative privileges are required to install Oracle Calendar desktop client for Windows on Windows NT, 2000, and XP.</p> |
| Disk space | 25 MB |
| RAM | 20 MB minimum |
| Calendar server | <ul style="list-style-type: none"> ■ Oracle CorporateTime server 5.4 ■ Oracle Calendar server 5.5 ■ Oracle Calendar server 9.0.4.x |

Installing the Oracle Calendar desktop client for Windows

1. Log in with administrative privileges if you are installing on Windows NT, 2000, or XP.
2. Run the self-extracting executable `cal_win_904x.exe` and follow the on-screen instructions.

Installation instructions for Macintosh

This section contains the following topics:

- [System requirements](#)
- [Installing the Oracle Calendar desktop client for Macintosh](#)

System requirements

Table 4–2 Oracle Calendar desktop client for Macintosh System Requirements

| Requirement | Value |
|------------------|---|
| Operating system | Mac OS 9.x (with CarbonLib 1.6), Mac OS X 10.1.4 to 10.3 |
| Disk space | 20 MB minimum |
| RAM | 12 MB |
| Calendar server | <ul style="list-style-type: none"> ■ Oracle CorporateTime server 5.4 ■ Oracle Calendar server 5.5 ■ Oracle Calendar server 9.0.4.x |

Installing the Oracle Calendar desktop client for Macintosh

Mac OS 9.x

This section describes how to install Oracle Calendar desktop client for Macintosh for Mac OS 9.x.

1. Verify that you have administrative privileges.
2. Ensure that the `CarbonLib` file is installed in the `Extensions` folder of your active System Folder to run the installer.
3. Double-click `cal_mac_OS9_904x.hqx` and follow the on-screen instructions.

The installer extracts the application and copies the `Readme.htm` file into the destination folder you have selected. It also extracts all shared libraries to the `Extensions` folder and Oracle Calendar Help to the `Help` folder of your active System Folder.

If your `CarbonLib` file is prior to version 1.6, it is updated. Restart the computer for the new file version to take effect.

Mac OS X

This section describes how to install Oracle Calendar desktop client for Macintosh for Mac OS X.

1. Verify that you have administrative privileges.
2. Double-click `cal_mac_OSX_904x.hqx` and follow the on-screen instructions.

The installer extracts the application and copies the `Readme.htm` file into a destination folder you select. It also extracts all shared libraries to the `/Library/CFMSupport/` folder and the Oracle Calendar Help folder to the `/Library/Documentation/Help/` folder.

Installation instructions for Linux

This section contains the following topics:

- [System requirements](#)
- [Installing the Oracle Calendar desktop client for Linux](#)

System requirements

Table 4–3 Oracle Calendar desktop client for Linux system requirements

| Requirement | Value |
|------------------|---|
| Operating system | <ul style="list-style-type: none"> ■ Red Hat Linux 7.x, to 9.0 ■ SuSE Linux 7.1 ■ Linux x86 with kernel 2.4.x or later |
| Disk space | 33 MB |
| RAM | 15 to 20 MB |
| Calendar server | <ul style="list-style-type: none"> ■ Oracle CorporateTime server 5.4 ■ Oracle Calendar server 5.5 ■ Oracle Calendar server 9.0.4.x |

Installing the Oracle Calendar desktop client for Linux

This section describes how to install Oracle Calendar desktop client for Linux.

1. Unpack the distribution archive in a temporary directory. `/tmp` is the sample directory used in the following instructions.

```
cd /tmp
gtar zxvf /tmp/cal_linux_904x.tar.gz
```

2. Change to the `OracleCalendar_inst` directory.

```
cd OracleCalendar_inst
```

3. To install using a full graphical interface, run `gui_install.sh`. To install using a text mode interface, run `text_install.sh`. You will be prompted for installation and shortcut directories.

System Requirements

Table 4–4 Oracle Calendar desktop client for Solaris system requirements

| Requirement | Value |
|------------------|--|
| Operating system | Solaris 8, 9 (SPARC only) Netscape Navigator or Netscape Communicator release 4.0 or later is required to use the Oracle Calendar desktop client online Help. The directory that contains the Netscape executable must be set in your path. |
| Disk space | 40 MB |
| RAM | 20 to 25 MB |
| Calendar server | <ul style="list-style-type: none">■ Oracle CorporateTime server 5.4■ Oracle Calendar server 5.5■ Oracle Calendar server 9.0.4.x |

Installing Oracle Calendar desktop client for Solaris

This section describes how to install the Oracle Calendar desktop client for Solaris.

1. Untar the distribution archive into a temporary directory. `/tmp` is the sample directory used in the following commands.

```
cd /tmp
gtar zxvf /tmp/cal_sun_os_904x.tar.gz
```

2. Change to the `OracleCalendar_inst` directory.

```
cd OracleCalendar_inst
```

3. To install using a full graphical interface, run `gui_install.sh`. To install using a text mode interface, run `text_install.sh`. You will be prompted for installation and shortcut directories.

Frequently asked questions

- [What are the main differences between the Oracle Calendar desktop client, Oracle Connector for Outlook and the Oracle Calendar Web client?](#)
- [Can I schedule people who are not using Oracle Calendar for a meeting?](#)

- [Can I schedule Oracle Web conferences using the Oracle Calendar desktop client?](#)
- [Can I assign a task to another Calendar user?](#)
- [Can I prevent certain users from inviting me to entries?](#)
- [Can I prevent users from sending me e-mail notifications when they invite me to entries?](#)
- [How can I verify that I have booked a resource?](#)
- [What is the maximum size allowed for Oracle Calendar meeting and task attachments?](#)
- [What is the maximum number of occurrences allowed for repeating meetings, daily notes, or day events?](#)
- [Can I modify one occurrence of a repeating entry or do modifications apply to all occurrences of a repeating entry?](#)
- [Can I prevent the In-tray from appearing every time I open my Agenda?](#)
- [Can I open the Oracle Calendar desktop client without having to sign in each time?](#)
- [Why can't I delete certain Agenda entries from my calendar?](#)
- [How do I know if meetings exist outside the range of displayed hours in my Agenda?](#)
- [My online password has been changed. How do I reconcile my offline password with my new online password?](#)
- [How can I create holiday entries using Oracle Calendar?](#)

What are the main differences between the Oracle Calendar desktop client, Oracle Connector for Outlook and the Oracle Calendar Web client?

For a detailed comparison see [Which Calendar client should I use?](#).

Can I schedule people who are not using Oracle Calendar for a meeting?

Only Oracle Calendar users can be scheduled for meetings. However, you can send e-mail messages to external users who are not on your calendar network with an iCalendar or vCalendar attachment that contains the meeting information. See the Oracle Calendar desktop client online help for detailed instructions on how to do this.

Can I schedule Oracle Web conferences using the Oracle Calendar desktop client?

This release of the Oracle Calendar desktop client does not support scheduling or joining Web conferences. However, you can use the Oracle Calendar Web client or Oracle Connector for Outlook to schedule Web conferences.

Can I assign a task to another Calendar user?

This release of Oracle Calendar does not support assigning tasks to other users.

Can I prevent certain users from inviting me to entries?

Yes, you can specify that certain users cannot invite you to meetings, daily notes and day events. The **Managing your access rights** section of the Oracle Calendar desktop client online help provides instructions on how to do this.

Can I prevent users from sending me e-mail notifications when they invite me to entries?

You can set your scheduling preferences so that your name will not be included in the default list of attendees receiving e-mail notification. However, users can bypass this by entering your name in the distribution list.

How can I verify that I have booked a resource?

If the resource is booked for a meeting, it appears in the list of meeting attendees with a checkmark beside it.

What is the maximum size allowed for Oracle Calendar meeting and task attachments?

The maximum size for meeting and task attachments is determined by the calendar system administrator.

What is the maximum number of occurrences allowed for repeating meetings, daily notes, or day events?

The maximum number of occurrences allowed for repeating entries is determined by the calendar system administrator.

Can I modify one occurrence of a repeating entry or do modifications apply to all occurrences of a repeating entry?

You can choose to modify one occurrence or you can modify all occurrences of a repeating entry. However, some fields cannot be modified on a per-occurrence basis. They are as follows:

- Description
- Access level
- Importance level
- Attachment

Any modifications you make to the above fields will automatically apply to all occurrences of the repeating entry.

Can I prevent the In-tray from appearing every time I open my Agenda?

Yes, you can choose to not display the In-tray when you open your Agenda. See the **Setting general preferences** section of the Oracle Calendar desktop client online help for instructions.

Can I open the Oracle Calendar desktop client without having to sign in each time?

Yes, you can enable the automatic sign-in feature which enables you to launch Oracle Calendar without having to manually sign in each time. See the Managing server connections section of the Oracle Calendar desktop client online help for detailed instructions.

Why can't I delete certain Agenda entries from my calendar?

You cannot delete Agenda entries that you do not own. You can, however, set your preferences to hide entries that you have declined. See the **Setting Agenda display options** section of the Oracle Calendar desktop client online help for more information.

How do I know if meetings exist outside the range of displayed hours in my Agenda?

The following arrows appear on the extreme left of your Date Control Bar as well as on the day when there are meetings outside the range:

- No arrows: All meetings fall within the time period that is currently visible on-screen.
- Upward arrow [More Above]: There are meetings earlier in the time period that are not currently visible on-screen.
- Downward arrow [More Below]: There are meetings later in the time period that are not currently visible on-screen.
- Upward and downward arrow [More Above & Below]: There are meetings earlier and later in the time period that are not currently visible on-screen.

My online password has been changed. How do I reconcile my offline password with my new online password?

You can log in to your offline Agenda and change your offline password to match your online password. Or, you can use the Password Reconciliation dialog box to replace your offline password with your online password. The Password Reconciliation dialog box opens when you try to download information from your online Agenda to your offline Agenda.

How can I create holiday entries using Oracle Calendar?

Only users who are granted the appropriate privileges can create Holiday entries using Oracle Calendar. See the Oracle Calendar desktop client online help for instructions on creating Holiday entries.

Troubleshooting

- [Why does the "Server unavailable" error message appear?](#)
- [Why do I encounter problems connecting to the server?](#)
- [What is a MIME-encoded attachment?](#)
- [Why do I receive scrambled text or no output when I print from the Oracle Calendar desktop client? \(Linux and Solaris only\)](#)
- [Why do I get an error message when I click the Search button from the Sign-in dialog box?](#)

Why does the "Server unavailable" error message appear?

The Oracle Calendar desktop client requires a persistent connection to the network when working online. If the connection is lost, the "Server unavailable" message will appear and the application will close. To resolve this issue, you must maintain a persistent network connection when working online.

Why do I encounter problems connecting to the server?

Each of the following may result in problems connecting to the server:

- The server is down.
- The password you entered is incorrect.
- Your authentication mechanism isn't ready. (See your calendar administrator for more information.)

- You didn't specify a server connection using the Connection Manager. (See the **Managing server connections** section of the online help.)
- You aren't on the node specified when setting your server connection. (See the **Managing server connections** section of the online help.)

What is a MIME-encoded attachment?

If a user creates a calendar entry using Oracle Connector for Outlook and attaches multiple files to the entry, a file named `Mime-Encoded-Attachment.txt` is attached to the entry in the Oracle Calendar desktop client instead of the files that were attached by the entry owner because currently, the desktop client supports only one attachment per entry. You can, however, view the files without any problems if you open the entry in Oracle Connector for Outlook.

Why do I receive scrambled text or no output when I print from the Oracle Calendar desktop client? (Linux and Solaris only)

The Linux and Solaris clients only support postscript-compatible printers. The printer you use must be configured to interpret data in postscript format. Some printer setups interpret data as a text file, and then wrap the file in a postscript header. The result is several pages of printed postscript source code. As a workaround, you can print to file, and then use a postscript viewer to view and print the .ps file. Contact your calendar administrator for more information.

Why do I get an error message when I click the Search button from the Sign-in dialog box?

You cannot perform a directory search using the **Search** button (magnifying glass) from the Sign-In dialog box. The "Directory searches are not allowed while configuring a connection on the server" error message appears when the magnifying glass is selected.

This issue is caused by a default server-side parameter that restricts directory searches before a user logs in.

See also:

- [Welcome to the Oracle Calendar Resource Kit](#)
- [Oracle Connector for Outlook](#)
- [Oracle Calendar Web client](#)
- [Oracle Sync Server](#)
- [Oracle Calendar Sync](#)

Oracle Sync Server

Oracle Sync Server takes advantage of the SyncML protocol to deliver true remote synchronization of data with a wide range of SyncML-enabled devices. This alternative to the Desktop-to-PDA synchronization allows you the freedom to be anywhere while having the most up-to-the-second information.

Oracle Sync Server offers direct two-way synchronization with Oracle Calendar server over any standard Hypertext Transfer Protocol (HTTP) connection. This means that you have access to the calendar infrastructure from a variety of SyncML-compliant devices with Internet access. With Oracle Sync Server you are no longer tied to your desktop for synchronization.

The behavior of SyncML devices is largely dependent on the device model and the wireless carrier you are using. Because of this, many different situations can arise when synchronizing your device, and it is therefore important to understand as much as possible about your device and how it works with Oracle Sync Server. This chapter explains important information about the SyncML devices that Oracle supports.

This chapter contains the following topics:

- [Supported devices](#)
- [General considerations for all devices](#)
- [Customizing synchronization](#)
- [Traveling across time zones and working with Daylight Savings](#)
- [Safely resetting data on your device](#)
- [Device-specific considerations](#)
- [Configuring devices for Oracle Sync Server](#)
- [Troubleshooting and frequently asked questions](#)

Supported devices

This section contains the following topics:

- [All supported devices](#)
- [Devices that support secure connections](#)

All supported devices

The following SyncML-compliant devices are supported for use with Oracle Sync Server:

- Nokia 3650, 6600, 6800, 6810, 6820, 7250, 7650, 92xx
- Ericsson R520m, T39, T68
- Sony Ericsson T68i, P800, P900 (with firmware R4A06), T610/T616, T630
- Siemens M55, S55

This release provides support for version 2.1.0.x of the Synthesis SyncML clients used on Palm and PocketPC devices with Oracle Sync Server.

Note: Devices supported by the Synthesis SyncML clients are listed on Synthesis's Web site at <http://www.synthesis.ch>.

To certify Synthesis SyncML clients, Oracle tested the following devices:

- PocketPC:
 - HP IPAQ H5550
 - Dell Axim X5 (PocketPC 2002 and 2003 versions)
 - Siemens SX56
- Palm:
 - Sony Clie TG50
 - Palm Tungsten W
 - Palm Tungsten T3

This release also provides support for Blackberry devices used with Oracle Sync Server and Consilient's Consilient2 wireless solution.

Devices that support secure connections

Ideally, you should synchronize over secure (SSL) connections (for example, https://sync_server_host_address). Otherwise, you risk having your data intercepted whenever you synchronize. Of the devices supported by Oracle Sync Server, only the following support secure connections. If Oracle Sync Server is configured to accept secure connections and you are using one of these devices, you should synchronize using a secure connection.

- Nokia 3650, 6600, 92xx
- All Ericsson devices
- All Sony Ericsson devices
- All PocketPC devices with version 2.1.0.1 **PRO** of the Synthesis SyncML client
- Palm Tungsten T3 devices with version 2.1.0.3 **PRO** of the Synthesis SyncML client

General considerations for all devices

This section describes common configuration issues for devices used with Oracle Sync Server. Please see the [Customizing synchronization](#), [Traveling across time zones and working with Daylight Savings](#), [Safely resetting data on your device](#) and [Device-specific considerations](#) sections for other behaviors you should be aware of.

This section contains the following topics:

- [Setup requirements](#)

- [Task priority mappings](#)
- [Alarm behavior](#)
- [Class mapping support](#)
- [Long summary and description support](#)

Setup requirements

Before you try to synchronize your device with Oracle Sync Server, make sure that you have:

- **The necessary software to connect to a SyncML server:** Your device may already include SyncML software, or you may have to install it from the manufacture's CD or by downloading it from the Internet. For example, on the Nokia 3650, 7650 and 92xx, you may need to download and install an appropriate version of the software, "Remote Sync."
- **An appropriate network connection set up on your device:** Depending on your organization, you may be able to connect to the Sync Server through, for example, a GPRS Internet connection, or you may have to dial in to a corporate intranet behind a firewall. You may need to configure your SyncML software to use the right connection.
- **Your sign-in information:** You will need your Calendar user name, password and Sync Server URL and port number. You must configure your device's SyncML software with this information in order to sign in to your account.

Note: If Oracle Sync Server is configured to accept secure connections and you are using a device that supports this, you should synchronize using a secure ([HTTPS](#)) connection. For more information, see [Devices that support secure connections](#).

- **The appropriate patch and firmware for Sony Ericsson P800 and P900 devices:** Limitations with the Sony Ericsson P800 and P900 can result in discrepancies between the Calendar server and your device, including meetings that are shifted, duplicated, or incorrectly reported as deleted. To prevent this from happening, make sure you have the appropriate firmware installed on your Sony Ericsson P900 device, and the proper patch installed on your P800 or P900 device, before you set up your device for use with Oracle Sync Server.

For instructions on upgrading your firmware and installing the patch, see the [Sony Ericsson P800 / P900](#) section of [Configuring devices for Oracle Sync Server](#).

For more device configuration information, see the [Configuring devices for Oracle Sync Server](#) section or consult the documentation included with your device.

Task priority mappings

Devices differ in how they handle priority levels for tasks; for instance, Palm devices using the Synthesis SyncML client support priority levels one through five, while the Sony Ericsson T series of devices uses priority levels High, Normal and Low. Meanwhile, the Calendar server supports priority levels one through nine.

With all these different priority levels, further complicated by the use of different desktop clients, it is difficult to keep track of how priority levels are mapped to each

other when synchronization occurs. The following tables document how task priorities are mapped from clients to the server, and vice versa.

Table 5–1 Task priority mappings from clients to the Calendar server

| Client / device | Device priority levels | Mapped values to store on Calendar server |
|--|------------------------|---|
| Oracle Connector for Outlook | High / Normal / Low | 1 / 5 / 9 |
| Oracle Calendar desktop clients and Web client | 1 through 9 | 1 through 9 |
| Nokia | High / Normal / Low | 1 / 5 / 9 |
| Siemens | 1 through 5 | 1 through 5 |
| Sony Ericsson T series | High / Normal / Low | 1 / 5 / 9 |
| Sony Ericsson P series | 1 through 9 | 1 through 9 |
| Synthesis client for Palm | 1 through 5 | 1 through 5 |
| Synthesis client for PocketPC | High / Normal / Low | 1 / 5 / 9 |

Table 5–2 Task priority mappings from the Calendar server to clients

| Client / device | Server priority levels | Mapped values to store on device |
|--|------------------------|----------------------------------|
| Oracle Connector for Outlook | 1 - 3 / 4 - 6 / 7 - 9 | High / Normal / Low |
| Oracle Calendar desktop clients and Web client | 1 through 9 | 1 through 9 |
| Nokia | 1 - 3 / 4 - 6 / 7 - 9 | High / Normal / Low |
| Siemens | 1 - 5 / 6 - 9 | 1 - 5 / 5 |
| Sony Ericsson T series | 1 - 3 / 4 - 6 / 7 - 9 | High / Normal / Low |
| Sony Ericsson P series | 1 through 9 | 1 through 9 |
| Synthesis client for Palm | 1 - 5 / 6 - 9 | 1 - 5 / 5 |
| Synthesis client for PocketPC | 1 - 3 / 4 - 6 / 7 - 9 | High / Normal / Low |

Alarm behavior

Alarm settings on mobile devices are preserved. If you change an existing event's reminder settings on the server, the modification does not get propagated to your device the next time you synchronize, and vice versa.

Class mapping support

Devices that do not support the vCalendar or iCalendar CLASS property value of "CONFIDENTIAL" are supported as best as possible. For example, CONFIDENTIAL will be mapped to PRIVATE when an event is sent to a device that lacks this support, such as with Nokia, Ericsson and Sony Ericsson products. Also, CONFIDENTIAL events will remain confidential on the calendar server even when a device attempts to change them to PRIVATE.

Long summary and description support

Ericsson, Sony Ericsson, Nokia 9210 and 9290 devices now support 160 character event and task titles. Ericsson and Sony Ericsson devices also support LOCATION and

DESCRIPTION properties for events and, in the case of the T68i, tasks. There is a 32-character limit on the LOCATION field of all tested Ericsson and Sony Ericsson phones.

Customizing synchronization

This section describes how to customize the way your device synchronizes information. Because SyncML is a new, developing technology, there is not as of yet a "user-friendly," standardized graphical interface for making changes like this on your device. Unless otherwise specified, make these customizations by appending ? to the appropriate URL or URI field in your device, followed by the parameters or settings you want to add. If you want to add multiple parameters to these fields, the ? need only appear once, followed by all parameters collectively.

Note: Whenever you make changes to any URI field on a device, a slow synchronization occurs the next time you synchronize.

This section contains the following topics:

- [Working with tasks and events](#)
- [Specifying date ranges](#)
- [Working with contact categories](#)
- [Triggering a slow synchronization](#)
- [Setting a maximum message size](#)
- [Setting the maximum number of deletions](#)
- [Synchronizing refused entries](#)
- [Customizing conflict resolution](#)

Working with tasks and events

Some devices allow you to separately specify whether or not you want to synchronize events and tasks. For example, to synchronize tasks and events on the Sony Ericsson T68i, select **8 - Connect**, **4 - Synchronization**, **3 - Options**, **1 - Remote Settings**, **2 - Applications**, **2 - Calendar**, then enter the following URIs:

```
./Calendar/Events
./Calendar/Tasks
```

Devices that do not allow you to synchronize events and tasks separately only have one Calendar URI field, in which you simply enter:

```
./Calendar
```

The next time you synchronize with the server, both tasks and events will be synchronized. If you leave the field blank, neither tasks nor events will be synchronized.

The Ericsson, R520m, T39 and T68 do not support task synchronization; for these devices, you must enter

```
./Calendar/Events
```

Events will be synchronized, but tasks will not.

Specifying date ranges

When you synchronize your device with Oracle Sync Server, events and tasks that are outside of the server-defined, device-specific, date range (for example, seven days in the past to 30 days ahead), are not sent to the device, by default. Accordingly, any events or tasks outside of this range that are synchronized **to the server** by the device are archived on the server and deleted from the device. Both of these behaviors can be overridden with device settings.

To override the server's date range with your device, append `/dr(-x,y)` to the Calendar URI on your device, with `x` being the number of days in the past, and `y` being the number of days in the future. For example:

- `./Calendar?/dr(-7,14)`: Synchronizes events and tasks seven days in the past to 14 days in the future.
- `./Calendar/Events?/dr(-30,60)`: Synchronizes events 30 days in the past to 60 days in the future.
- `./Calendar/Tasks?/dr(0,7)`: Synchronizes tasks from today to seven days in the future.

To control whether or not entries outside this range are removed from the device, append the text `/del(x)` to the Calendar URI on your device, with `x` being `true` or `false`. For example:

- `./Calendar/Tasks?/dr(-30,60)/del(false)`: Synchronizes tasks from 30 days in the past to 60 days in the future, but does not remove tasks outside this range from the device.
- `./Calendar/Events?/dr(-30,60)/del(true)`: Synchronizes events 30 days in the past to 60 days in the future, and removes events outside this range from the device.

Working with contact categories

Normally, to synchronize all contacts with the server, you must enter `./contacts` into the appropriate URI field in your device. However, you may want to save space on your device by selecting specific categories to synchronize. While most devices do not actually support contact categories, it is possible to choose which categories you want to synchronize from the server to the device. To do this, simply append the category name or names to the URI; for example:

```
./contacts/business  
./contacts/business+personal
```

All contacts in those categories on the server will be synchronized to your device.

Notes:

- You do not need to precede category names with `?`. If you need to enter other custom synchronization parameters, append `?` to the category names, followed by the parameters.
 - Category names you enter on the device can only contain alphanumeric characters, and the characters `-_ . ! ~ * ()`. Category names cannot contain spaces.
-
-

If you specify categories to be synchronized, keep in mind the following the next time you synchronize with the server:

- For devices that **do not** support contact categories — which at this time includes all devices except the PocketPC with Synthesis SyncML — contacts you create on the device are stored on the server using the first category specified in the URI. For example, if `./contacts/business+personal` is specified on the device, a new contact created on the device will be stored on the server in the category "business."
- For devices that **do** support contact categories — at this time, only the PocketPC with Synthesis SyncML — contacts in the categories specified in the URI are synchronized, while contacts in all other categories are stored on the server under the appropriate category, and removed from the device.
- The Calendar server can store multiple categories for a contact; these will be maintained even if you make changes to the contact on your device (for example, if you change the contact's telephone number). The server will store the new information while maintaining its list of categories for the contact.
- If you change the categories to be synchronized, a full synchronization will occur. Also, any contacts previously synchronized between the device and the server that are **not** in the new list of categories will be deleted from the device (but maintained on the server).

Triggering a slow synchronization

Occasionally, you may want to do a slow synchronization after deleting or cleaning up data on your device, as described later in this document in [Safely resetting data on your device](#). Since it is not easy to trigger a slow synchronization on some devices, Oracle Sync Server is designed to recognize a "reset" parameter that you can enter into the Calendar URI of your device.

To trigger a slow synchronization, add the text `/reset(true)` to the URI for which you want to reset data. After you synchronize, make sure to set the parameter to `false` so that a slow synchronization does not occur every time you synchronize.

Some examples of use:

- `./Calendar?/reset(true)`: Forces a slow synchronization the next time you synchronize. All calendar data on the client will be refreshed.
- `./Calendar/Events?/reset(true)`: Forces a slow synchronization the next time you synchronize. All events on the client will be refreshed.
- `./Calendar/Tasks?/reset(true)`: Forces a slow synchronization the next time you synchronize. All tasks on the client will be refreshed.
- `./Contacts?/reset(true)`: Forces a slow synchronization the next time you synchronize. All contacts on the client will be refreshed.

Setting a maximum message size

Devices synchronize data by breaking it up into pieces and transmitting these pieces to the server. The size of these pieces of data is determined by the device's default setting. Occasionally, phone carriers will halt synchronization if these pieces of data exceed their predetermined limits. To avoid this, you can set a custom limit, known as a "maximum message size," on pieces of information to synchronize. The device will break data up into manageable pieces that do not exceed this size limit.

To set the maximum message size, append the text `/msgsize(x)` to the Sync Server URL on the device, where `x` is the maximum message size in bytes. For example:

```
http://sync_server_host_address?/msgsize(4000)
```

The following table lists some default message sizes and suggested alternatives to avoid problems.

Table 5–3 *Message size default and suggested values in bytes*

| SyncML Client | Default Message Size | Suggested Alternative |
|------------------------|----------------------|-----------------------|
| Synthesis | 10000 | 7000 |
| Sony Ericsson T series | 2500 | 2000 |
| Sony Ericsson P Series | 40000 | 10000 |
| Nokia | 4000 | 3000 |

Setting the maximum number of deletions

If a large number of data has been deleted from your device, and you do not want this data to be deleted from the server when you synchronize, you can set a limit at which to safeguard your server data. This is particularly useful for the Sony Ericsson P900, which sometimes flags records as deleted even though they are not. In fact, as a general rule for all devices, it is a good idea to limit the number of deletions on the server that can be initiated by the device during one synchronization.

To set the maximum number of deletions, append `/maxdel(x)` to the appropriate URI, where *x* is the maximum number of deletes you want to allow. Any other deletes will be blocked. For example:

- `./Calendar?/maxdel(5)`: Allows up to five event and task deletions coming from the client per synchronization session.
- `./Calendar?/maxdel(-1)`: Allows **all** event and task deletions coming from the client per synchronization session.
- `./Calendar/Events?/maxdel(5)`: Allows up to five **event** deletions coming from the client per synchronization session.
- `./Calendar/Tasks?/maxdel(5)`: Allows up to five **task** deletions coming from the client per synchronization session.
- `./Contacts?/maxdel(5)`: Allows up to five **contact** deletions coming from the client per synchronization session.

Deleted records that exceed this limit are archived on the server and deleted from the device. These records will only be synchronized back to the device if they are modified by another client, such as a desktop client or the Web client.

Synchronizing refused entries

By default, refused entries are not synchronized to devices. However, you may want to see refused entries on your device and have the option to attend an event that was previously declined. To do this, append the text `/ref(x)` to the Calendar URI on your device, where *x* is `true` or `false`. For example:

- `./Calendar?/ref(true)`: Synchronizes all events (including refused events) and tasks.
- `./Calendar?/dr(-7,14)/ref(true)`: Synchronizes all events (including refused events) and tasks seven days in the past and 14 days in the future.
- `./Calendar/Events?/ref(false)`: Synchronizes only accepted and unconfirmed events.

Customizing conflict resolution

By default, if an entry has been modified on both the server and the device, the server entry overwrites the device entry. To configure your device to overwrite an entry on the server in the case of a conflict, append the text `/cr(x)` to the appropriate URI on your device. Set `x` to 2 to have the entry on the device prevail, or set `x` to 1 to have the entry on the server prevail. For example:

- `./Calendar?/cr(2)`: Modified events or tasks on the device overwrite modified events or tasks on the server.
- `./Calendar/Events?/cr(1)`: Modified events on the server overwrite modified events on the device.
- `./Calendar/Tasks?/cr(2)`: Modified tasks on the device overwrite modified tasks on the server.
- `./Calendar/Contacts?/cr(2)`: Modified contacts on the device overwrite modified contacts on the server.

Traveling across time zones and working with Daylight Savings

Synchronizing mobile devices across time zones can be a complex and tricky process. This section explains important information on what to do, and not do, with your device when traveling across time zones or when a Daylight Savings clock change occurs.

This section includes the following topics:

- [Devices that support time change](#)
- [Devices that do not support time change](#)
- [Devices that partially support time change](#)

Devices that support time change

All PocketPC and Blackberry devices

These devices fully support time change. If you travel to a different time zone, your device displays your events in that time zone and synchronizes data properly. You do not need to make any special configuration changes. Daylight Savings clock changes are supported.

Devices that do not support time change

All Nokia and Palm devices, Sony Ericsson P800 and P900

These devices do not support traveling across time zones. When you travel, you must view your events in your usual time zone. For example, if you live in New York and travel to Paris, an event scheduled for 3 p.m. New York time still appears as occurring at 3 p.m., even though in Paris it is 9 p.m. when the event occurs.

When traveling, do not attempt to change the time zone on these devices or on the Calendar server. You must keep both the device and server set to your regular time zone in order to synchronize. If you change the time zone on your device or on the server, do **not** synchronize.

These devices **do** support Daylight Savings clock changes.

Devices that partially support time change

Ericsson R520m, T39 and T68, Sony Ericsson T68i and T610/616/630, Siemens M55 and S55

These devices do not fully support time zone or Daylight Savings change. The workarounds for this are documented here, but they are not simple and should only be done if absolutely necessary. You must synchronize the device, delete all Calendar data from the device, then do a full synchronization in the new time zone, or after the clock change.

Use the appropriate workaround for your device, as described in the following procedures.

Workaround for Ericsson R520m, T39 and T68, Sony Ericsson T68i and T610/616

Follow this procedure to synchronize data correctly in a different time zone or after a Daylight Savings clock change. These steps may differ slightly from model to model. You must start this procedure **before** you travel or **before** the time change occurs.

1. Synchronize your device before you travel, or before a Daylight Savings clock change occurs.
2. From the **Organizer** menu on your device, select **Calendar**, select **Advanced**, then select **Delete all**.
3. Select **Yes** to confirm. This will delete all Calendar data from your device and force a full synchronization the next time you synchronize.
4. **After** the Daylight Savings clock change has occurred, or **after** you have travelled to a different time zone, check that the time on the device is correct. If it is not, set the correct time.
5. If you are traveling, use an Oracle Calendar client to set your Calendar account to the new time zone.
6. From the **Settings** menu on your device, select **Time and Date**, then select **Advanced**.
7. Set the following options:
 - **Time Zone:** Select the correct time zone for your location; for example:
 - Pacific time: **GMT-8.00h**
 - Eastern Time: **GMT-5.00h**
 - Most of Europe: **GMT+1.00h**
 - **Daylight-saving:** For most parts of North America, this should be set to **1h summertime**. This depends on how Daylight Savings is observed in your geographic area.
 - **Auto time zone:** You must set this to **Off**.
8. Check once more that the time on the device is correct. If it is not, set the correct time.
9. Synchronize your device. A full synchronization occurs. Your events are set to the correct time.
10. If you are traveling, repeat this procedure when it is time to return, or when you leave for another time zone.

Workaround for Siemens M55 and S55

Follow this procedure to synchronize data correctly in a different time zone or after a Daylight Savings clock change. These steps may differ slightly from model to model. You must start this procedure **before** you travel or **before** the time change occurs.

1. Synchronize your device.
2. On your device, select **Menu**, select **Organizer**, then select **Appointments**.
3. Highlight an entry and select **Options**.
4. Select **Delete all**.
5. Select **Yes** to confirm. This will delete all appointments from your device.
6. Repeat steps 2 to 5, but select **Tasks** instead of **Appointments**. This will delete all tasks from your device.
7. If you are traveling, use an Oracle Calendar client to set your Calendar account to the new time zone.
8. **After** the Daylight Savings clock change has occurred, or after you have travelled to a different time zone, select **Menu** on your device, then select **Setup**, **Clock**, and **Time zones**.
9. Set the appropriate option:
 - If you are traveling, choose the appropriate time zone and select **Set**.
 - If a Daylight Savings clock change has occurred, select your time zone, select **Options**, select **DST**, then select **Change**.
10. On your device, select **Menu**, select **Extras**, select **Remote sync**, then select **Setup**.
11. Select the account you are using, then select **Options**.
12. Select **Change sett**, then select **Server sett**.
13. Set **Sync mode** to **Slow**, then select **Save**. This means your device will do a slow (full) synchronization the next time you synchronize.
14. Synchronize the device.
15. If you are traveling, repeat this procedure when it is time to return, or when you leave for another time zone.

Safely resetting data on your device

Occasionally, data on your device may become lost, duplicated, or corrupt. This can happen if a slow sync is interrupted, or if you have traveled and returned from a different time zone without following the instructions described in [Traveling across time zones and working with Daylight Savings](#). To return your device to a "clean" state, you must carry out two basic steps:

1. If there is extraneous or incorrect data on your device, you must delete it; in some cases, it is easier just to clear all data from the device. If, however, you are simply missing some information, deleting data from the device is not necessary.
2. Perform a "slow" synchronization with the server. A slow synchronization differs from a regular synchronization in that, instead of synchronizing only those records marked as changed, **all** records are synchronized. This returns device data to a "clean" state.

While the preceding steps might seem simple at first glance, they can actually be quite tricky. If they are not done properly, severe problems — such as data loss — can occur,

so it is very important to follow the instructions described in this section, based on the type of device you use.

This section includes the following topics:

- [Devices that fully support resetting data](#)
- [Devices that do not support resetting data](#)
- [Devices that require workarounds to reset data](#)

Devices that fully support resetting data

Ericsson R520m, T39 and T68, Sony Ericsson T68i and T610/616

It is easy to reset data on these devices. These steps may differ slightly from model to model.

1. From the **Organizer** menu on your device, select **Calendar**, select **Advanced**, then select **Delete all**.
2. Select **Yes** to confirm. This will delete all Calendar data from your device and force a full synchronization the next time you synchronize.
3. Repeat steps 1 to 2 and select **Phonebook** to delete all contact information from the device. This also forces a full synchronization the next time you synchronize.

Note: Data you delete from your device will **not** be deleted from your Calendar account on the server when you synchronize.

4. Synchronize your device. A slow synchronization occurs. Data is synchronized from your account on the Calendar server to your device.

Devices that do not support resetting data

All Nokia devices, Sony Ericsson P800 and P900

Caution: Do not try to manually delete data and perform a manual slow synchronization with these devices. If you do, data you have deleted from the device will be deleted from your account on the Calendar server.

If you absolutely must reset data on one of these devices, do the following:

1. Configure the device to force a slow synchronization with the server, as described in [Triggering a slow synchronization](#).
2. Delete duplicate or incorrect data from your device.
3. Synchronize. A slow synchronization occurs, and your data is reset.
4. Re-configure the device so that it does **not** force another slow synchronization, as described in [Triggering a slow synchronization](#).

Devices that require workarounds to reset data

Palm, PocketPC, Siemens M55 and S55

You can reset the data on these devices, but you must do so very carefully, using the instructions described in this section.

This section contains the following topics:

- [Resetting data on Palm devices](#)
- [Resetting data on PocketPC devices](#)
- [Resetting data on Siemens devices](#)

Resetting data on Palm devices

This section describes how to delete all events from Palm devices, then do a slow synchronization.

Note: If your device is simply missing information, you do not need to delete data. Proceed to the steps describing how to do a slow synchronization.

Caution: If you delete data from the device and then do a regular synchronization instead of a slow synchronization, data will be deleted from your Calendar account on the server. You must be sure to do a slow synchronization after deleting data on your device, as described in this section.

Delete all events from a Palm device as follows.

1. Go to your Palm "Home."
2. Select **All** to view all applications, then select **Prefs**.
3. Under **Set Date**, change the date to a date far in the future.
4. Open the Date Book.
5. Open the menu and select **Record**, then select **Purge**.
6. Under **Delete events older than**, select **1 Week**.
7. Clear the **Save archive copy on PC** check box.
8. Select **OK**.
9. Repeat steps 1 to 3, setting the date back to today's date.

Note: If you have incorrect task or contact entries, you must delete them manually.

To do a slow synchronization with a Palm device:

1. Run the Synthesis SyncML Client.
2. Go to your Palm "Home."
3. Select **All** to view all applications, then select **SyncML**.
4. Open the menu and select **Options**, then select **Profile Settings**.
5. Select the uppermost **More** button.

6. Next to **Contacts, Events and Tasks**, select **Slow** from the drop-down menu.
7. Synchronize your device. A slow synchronization occurs. Data is synchronized from your account on the Calendar server to your device.

Resetting data on PocketPC devices

To reset PocketPC devices, you must **manually** delete all incorrect data from the device, then do a slow synchronization.

Note: If your device is simply missing information, you do not need to delete data. Just perform a slow synchronization, as described in the following procedure.

Caution: If you delete data from the device and then do a regular synchronization instead of a slow synchronization, data will be deleted from your Calendar account on the server. You must be sure to do a slow synchronization after deleting data on your device, as described in this section.

After you have manually deleted incorrect data from your PocketPC, do a slow synchronization as follows:

1. Run the Synthesis SyncML Client.
2. Select **Extras**, then select **Profile Settings**.
3. Select the Organizer tab.
4. Select **Slow** for the **Sync Mode** for **Contacts, Events, and Tasks**.
5. Synchronize your device. A slow synchronization occurs. Data is synchronized from your account on the Calendar server to your device.

Resetting data on Siemens devices

Follow this procedure to reset data on Siemens M55 and S55 devices.

Note: Steps 1 to 5, which describe how to delete data from your device, are only necessary if you have extraneous or incorrect information on your device. If you are simply missing information on your device, proceed to step 6 and perform a slow synchronization.

1. On your device, select **Menu**, select **Organizer**, then select **Appointments**.
2. Highlight an entry and select **Options**.
3. Select **Delete all**.
4. Select **Yes** to confirm. This will delete all appointments from your device.
5. Repeat steps 2 to 5 for **Tasks** and **Contacts**. This will delete all tasks and contacts from your device.
6. On your device, select **Menu**, select **Extras**, select **Remote sync**, then select **Setup**.
7. Select the account you are using, then select **Options**.
8. Select **Change sett**, then select **Server sett**.

9. Set **Sync mode** to **Slow**, then select **Save**. This means your device will do a slow synchronization the next time you synchronize.

Caution: If you delete data from the device and then do a regular synchronization instead of a slow synchronization, data will be deleted from your Calendar account on the server. You must be sure to configure your device to do a slow synchronization, as described in the preceding step.

10. Synchronize the device.

Device-specific considerations

This section describes issues encountered by Oracle Sync Server due to the SyncML behavior of the following devices:

- [Nokia](#)
- [Ericsson and Sony Ericsson](#)
- [Siemens](#)
- [Devices using Synthesis SyncML clients](#)

Nokia

The following table summarizes known issues of Nokia devices. The word "Applies" indicates that an issue applies to the model listed in the corresponding column heading.

Table 5–4 *Nokia SyncML Behavior Issues*

| Issue | 3650 | 6600 | 6800 / 6810 / 6820 | 7250 | 7650 | 92xx |
|---|----------------|----------------|--------------------------|----------------|----------------|----------------|
| Nokia devices do not support traveling across time zones. For details, see Devices that do not support time change . | Applies | Applies | Applies | Applies | Applies | Applies |
| Do not try to manually delete data and perform a manual slow synchronization with these devices. If you must reset data on one of these devices, contact your Sync Server administrator, as described in Safely resetting data on your device . | Applies | Applies | Applies | Applies | Applies | Applies |
| Some Nokia devices do not support SSL (HTTPS) connections. These devices therefore cannot be used with Oracle Sync Server if it is set up to only accept SSL connections. | Does not apply | Does not apply | Applies | Applies | Applies | Does not apply |
| The SyncML client always assigns a due date for tasks. When tasks with no due date on the server are synchronized to the device, they will be given the current date as the due date. | Applies | Applies | Does not apply | Does not apply | Does not apply | Does not apply |

Table 5–4 (Cont.) Nokia SyncML Behavior Issues

| Issue | 3650 | 6600 | 6800 / 6810 / 6820 | 7250 | 7650 | 92xx |
|--|----------------|----------------|-----------------------------------|----------------|----------------|----------------|
| Tasks created using the Oracle Calendar desktop client may not synchronize with the phone device. Phones that synchronize tasks and events using the same phone database MUST use <code>./Calendar</code> as the server URI. However, phones that synchronize them separately MUST use <code>./Calendar/Events</code> and <code>./Calendar/Tasks</code> as the respective URIs for the device's events and tasks databases. | Applies | Applies | Does not apply | Does not apply | Does not apply | Does not apply |
| Changes to an entry's Access Level on the server are not synchronized to the device. However, a new entry's Access Level will be correctly synchronized from the server to the device the first time. | Applies | Does not apply | Does not apply | Does not apply | Does not apply | Applies |
| Business and Home addresses cannot be synchronized from the Oracle Calendar desktop client to the phone device. | Applies | Does not apply | Does not apply | Does not apply | Does not apply | Applies |
| E-mail addresses synchronized from the server to the device get reversed; that is, E-mail address 1 becomes E-mail Address 2, and vice versa. | Applies | Applies | Does not apply | Does not apply | Does not apply | Applies |
| The "completed" property for tasks is not supported. Tasks marked as completed on the server cannot be marked as completed on the device. | Applies | Does not apply | Does not apply | Does not apply | Applies | Applies |
| Modifying a "BDAY" and then synchronizing causes device failure. | Does not apply | Does not apply | Applies | Applies | Does not apply | Does not apply |
| Unable to synchronize with the Nokia 9210 and 9290 devices when <code>KeepAlive</code> is set to ON in in <code>httpd.conf</code> or <code>apache.conf</code> . (This is the default Collaboration Suite installation value.) To solve this problem, turn <code>KeepAlive</code> off, or upgrade to the 9210i RemoteSync client. This upgrade can be done on either device. To download the upgrade, go to http://www.nokia.com and open the product page for the 9210i. Open the Software page, select More Software, and look for "SyncML." | Does not apply | Does not apply | Does not apply | Does not apply | Does not apply | Applies |
| After synchronizing your Address Book with the Nokia 9290 phone device, invalid characters are inserted in the Company and Department fields. | Does not apply | Does not apply | Does not apply | Does not apply | Does not apply | Applies |

Ericsson and Sony Ericsson

The following table summarizes known issues of Ericsson and Sony Ericsson devices. The word "Applies" indicates that the issue applies to the model listed in the corresponding column heading.

Table 5–5 Ericsson and Sony Ericsson SyncML Behavior Issues

| Issue | R520m | T39 | T68 | T68i | P800 | P900 | T610 / T616 / T630 |
|--|----------------|----------------|----------------|----------------|----------------|----------------|--------------------------|
| You must install firmware R4A06 or later (for example, R4B03) before you can use the P900 with Oracle Sync Server. For details, see Updating firmware (P900 devices only) . | Does not apply | Does not apply | Does not apply | Does not apply | Does not apply | Applies | Does not apply |
| These devices do not fully support time change due to travel or Daylight Savings. For details, see Devices that partially support time change . | Applies | Applies | Applies | Applies | Does not apply | Does not apply | Applies |
| These devices do not support traveling across time zones. For details, see Devices that do not support time change . | Does not apply | Does not apply | Does not apply | Does not apply | Applies | Applies | Does not apply |
| Do not try to manually delete data and perform a manual slow synchronization with these devices. If you must reset data on one of these devices, carefully follow the instructions described in Triggering a slow synchronization . | Does not apply | Does not apply | Does not apply | Does not apply | Applies | Applies | Does not apply |
| Missing resource names: When the attendeesindetails parameter on the server is set to "short," resource names and statuses in event details are not synchronized to a device. This is because truncated resource names are not meaningful to users. Resources are only added to event details when attendeesindetails is set to full. | Applies | Applies | Applies | Applies | Does not apply | Does not apply | Applies |
| Missing dash in phone number: The device does not store formatted phone numbers. All non-numeric characters other than "#" are removed when phone numbers are stored on the device. | Applies | Applies | Applies | Applies | Does not apply | Does not apply | Applies |
| Missing or modified e-mail addresses: The device can store one e-mail address for a contact, while the server can store two. If a contact's e-mail address is modified on the device and synchronized to the server, it is possible that the wrong address on the server will be updated. This is because there is no way at this time for the server to detect which address is supposed to be updated. | Applies | Applies | Applies | Applies | Does not apply | Does not apply | Applies |
| Missing organization field: The device can store one organization field for a contact, while the server can store two. If a contact's organization field is modified on the device and synchronized to the server, the information in both server fields is discarded in favor of the field synchronized from the device. | Applies | Applies | Applies | Applies | Does not apply | Does not apply | Applies |
| Contact's full name becomes a last name: The correct way to enter contact names on the device is "Lastname, Firstname". Names entered on, or synchronized to, the device without a comma will be stored on the device as last names only. | Applies | Applies | Applies | Applies | Does not apply | Does not apply | Applies |

Table 5–5 (Cont.) Ericsson and Sony Ericsson SyncML Behavior Issues

| Issue | R520m | T39 | T68 | T68i | P800 | P900 | T610 / T616 / T630 |
|---|----------------|----------------|----------------|----------------|----------------|----------------|--------------------------|
| The "completed" property for tasks is not supported. Tasks marked as completed on the server cannot be marked as completed on the device. | Does not apply | Does not apply | Does not apply | Applies | Does not apply | Does not apply | Does not apply |
| Task synchronization is not supported. | Applies | Applies | Applies | Does not apply | Does not apply | Does not apply | Does not apply |
| The Ericsson r520m has a limit of 150 characters in its event details field. Attendee information that exceeds 150 characters is not added to the details field. It is best to use the default server parameter of <code>AddAttendeesInDetails = short</code> with this device. | Applies | Does not apply | Does not apply | Does not apply | Does not apply | Does not apply | Does not apply |
| When you create an untimed event using the device, the Daylight Savings time change can cause it to be displayed as a Meeting with a duration of 1 minute on the Oracle Calendar desktop client. | Applies | Does not apply | Does not apply | Does not apply | Does not apply | Does not apply | Does not apply |
| When a contact's e-mail address is modified using the phone device and contains special characters, it appears to be corrupt on the Oracle Calendar desktop client. This occurs because the phone device does not return the EMAIL vcard property in the appropriate format. | Does not apply | Does not apply | Does not apply | Applies | Does not apply | Does not apply | Does not apply |

Siemens

The following are known issues of the SyncML software on Siemens M55 and S55 devices.

- Siemens devices do not support the use of SyncML through SSL (HTTPS) connections. Siemens devices therefore cannot be used with Oracle Sync Server if it is set up to only accept SSL connections.
- These devices do not fully support time change due to travel or Daylight Savings. For details, see [Devices that partially support time change](#).
- These devices do not fully support resetting data using slow synchronization. For details, see [Devices that require workarounds to reset data](#).
- Memos created on the device synchronize as Daily Notes on the server. (Other phone devices synchronize Memos as Day Events.)
- Yearly recurring events created on the phone are not synchronized to the server.
- Contact categories are not synchronized.
- Home fax numbers are synchronized to the device as home phone numbers.

Devices using Synthesis SyncML clients

The following are known issues of devices using Synthesis SyncML clients.

- Only PocketPC devices with version 2.1.0.1 PRO of the Synthesis SyncML client support secure (SSL) connections. All Palm devices, and any devices using the

standard version of the Synthesis SyncML client, do not support secure connections.

- Palm devices do not support traveling across time zones. For details, see [Devices that do not support time change](#).
- These devices do not fully support resetting data using slow synchronization. For details, see [Devices that require workarounds to reset data](#).
- Categories do not synchronize from or to Palm devices.
- Contact addresses synchronize from the server to Palm devices, but not from Palm devices to the server.
- Fax numbers synchronize from the server to Palm devices as "Other", and not at all from Palm devices to the server.
- Some new fields supported by Palm devices and Oracle Sync Server are not yet supported by Synthesis and do not get synchronized. Specifically, "Home Address," "Web Site," and "Birthday" are not synchronized.
- Synchronization of monthly and yearly recurring events is not supported.
- E-mail addresses and phone numbers synchronized to PocketPC devices may get reversed; for example, E-mail address 1 may become E-mail address 2, Phone number 1 may become Phone number 2, and vice versa.

Configuring devices for Oracle Sync Server

This section contains instructions on how to configure the following SyncML clients:

- [Nokia 3650 / 7650](#)
- [Nokia 6600](#)
- [Nokia 6800 / 7250](#)
- [Nokia 6810 / 6820](#)
- [Nokia 9210 / 9210i / 9290 Communicator](#)
- [Siemens M55 / S55](#)
- [Ericsson T39m](#)
- [Sony Ericsson P800 / P900](#)
- [Sony Ericsson T68 / T68i](#)
- [Sony Ericsson T610 / T616 / T630](#)
- [Synthesis SyncML client for Palm](#)
- [Synthesis SyncML client for PocketPC](#)

Nokia 3650 / 7650

The following sections describe the steps for configuring and synchronizing your Nokia 3650 or 7650 device.

Configuring RemoteSync

1. Press the **Menu** button for the main menu.
2. Select the **RemoteSync** icon, press **Options** and select **Open**.

3. Select **Options**, then select **New Sync Profile**. If the **Copy Values From** dialog box appears, select **No**.
4. Enter the following details:
 - Profile Name: **My_Profile_Name**
 - Bearer type: **Internet**
 - Access point: [select a valid Internet Access Point]
 - Host Address
 - Port: **8090**
 - Username
 - Password
 - Calendar: **Yes**
 - Calendar File: **c:\System\Data\Calendar**
 - Remote Calendar: **./Calendar**
 - Contacts: **Yes**
 - Contacts File: **c:\System\Data\Contacts.cdb**
 - Remote Contacts: **./Contacts**
 - HTTP authentication: **No**
 - HTTP username: **<leave blank>**
 - HTTP password: **<leave blank>**

Synchronizing

1. Press the **Menu** button for the main menu.
2. Select the **RemoteSync** icon, press **Options** and select **Open**.
3. Select **My_Profile_Name** from the profile list.
4. Press **Options**, then select **Sync** to begin the synchronization.

Note: Nokia devices do not support traveling across time zones. For details, see [Devices that do not support time change](#).

Nokia 6600

The following sections describe the steps for configuring and synchronizing your Nokia 6600 device.

Configuring RemoteSync

1. Press the **Menu** button for the main menu.
2. Select the **Connect** icon.
3. Select the **Sync** icon.
4. Select the **Options** menu item and select **New Sync Profile**.
5. Enter the following details in the first tab:
 - Sync profile name

- Access point
 - Host address: **http://calsync.oracle.com/syncml**
 - Port: **80**
 - User name
 - Password
 - Data to be synchronized:
 - Press **Select**.
 - Select the **Contacts** menu item and press **Mark** (if it is already marked, the button will be called **Unmark** and nothing needs to be done).
 - Select the **Calendar** menu item and press **Mark**.
 - Press **Done**.
6. Enter the following details in the second tab:
- Select **Contacts**
 - Click **Yes**
 - Remote database: **./Contacts**
 - Synchronization Type: **Normal**
 - Click **Back**.
 - Select **Calendar**.
 - Click **Yes**.
 - Remote database: **./Calendar**
 - Synchronization Type: **Normal**
 - Click **Back**.
 - Click **Back**.

Synchronizing

1. Press the **Menu** button for the main menu.
2. Select the **Connect** icon.
3. Select the **Sync** icon.
4. Select the **Options** menu item and select **Synchronize**.

Note: Nokia devices do not support traveling across time zones. For details, see [Devices that do not support time change](#).

Nokia 6800 / 7250

The following section describes the steps for configuring and synchronizing your Nokia 6800 or 7250 device.

Configuring RemoteSync

1. Press the **Menu** button for the main menu.
2. Select the **Extras** icon (**Connectivity** on the 6800) and press **Select**.

3. Select the **Synchronize** menu item and press **Select**.
4. Select the **Settings** menu item and press **Select**.
5. The Nokia 7250 can have up to four different profiles stored for synchronization. You can change which of the four profiles is active by selecting the **Active Internet sync. Settings** menu item and pressing the **Select** button. After choosing a profile, select the **Edit** active Internet sync settings menu item and press the **Select** button.
6. Enter the following details:
 - Settings Name: **My_Profile_Name**
 - Data to be synchronized:
 - Press **Select**.
 - Select the **Phone book** menu item and press **Mark** (if it is already marked, the button will be called **Unmark** and nothing needs to be done).
 - Select the **Calendar** menu item and press **Mark**.
 - Press **Done**.
 - When the **Save Changes?** dialog box appears, press **Yes**.
 - Database address:
 - Press **Select**.
 - Select the **Phone book database** menu item and press **Select**.
 - Enter the following information: **./Contacts**
 - Press **OK**.
 - Select the **Calendar** database menu item and press **Select**.
 - Enter the following information: **./Calendar**
 - Press **OK**.
 - Press **Back**.
 - Username:
 - Password:
 - Synchronization server:
7. Press **Back** when all of the settings have been made.

Synchronizing

1. Press the **Menu** button for the main menu.
2. Select the **Extras** icon and press **Select**.
3. Select the **Synchronize** menu item and press **Select**.
4. Select the **Synchronize** menu item (there should be both **Synchronize** and **Settings** menu options from this menu) and press **Select**.
5. When the **Synchronize selected data** dialog box appears, press **OK** to begin synchronizing.

Notes:

- The SyncML client on the Nokia 7250 phone will use the Active service as configured in the **Services** menu.
 - Nokia devices do not support traveling across time zones. For details, see [Devices that do not support time change](#).
-

Nokia 6810 / 6820

The following sections describe the steps for configuring and synchronizing your Nokia 6810 or 6820 device.

Configuring RemoteSync

1. Press the **Menu** button for the main menu.
2. Select the **Organizer** icon and press **Select**.
3. Select the **Synchronization** menu item and press **Select**.
4. Select the **Settings** menu item and press **Select**.
5. The Nokia 6820 can have up to 10 different profiles stored for synchronization. You can change which of the 10 profiles is active by selecting the **Active Internet sync. Settings** menu item and pressing the **Select** button. After choosing a profile, select the **Custom. active Internet sync settings** menu item and press the **Select** button.
6. Enter the following details:
 - Settings Name: **My_Settings_Name**
 - Data to be synchronized:
 - Press **Select**
 - Select the **Contacts** menu item and press **Mark** (if it is already marked, the button will be called **Unmark** and nothing needs to be done).
 - Select the **Calendar** menu item and press **Mark**.
 - Press **Done**.
 - Database address:
 - Press **Select**.
 - Select the **Contacts** database menu item and press **Select**.
 - Enter the following information: **./Contacts**
 - Press **OK**.
 - Select the **Calendar** database menu item and press **Select**.
 - Enter the following information: **./Calendar**
 - Press **OK**.
 - Press **Back**.
 - User name:
 - Password:
 - Synchronization server: **http://calsync.oracle.com/syncml**

- Connection Settings

7. Press **Back** when all of the settings have been made.

Synchronizing

1. Press the **Menu** button for the main menu.
2. Select the **Organizer** icon and press **Select**.
3. Select the **Synchronization** menu item and press **Select**.
4. Select the **Synchronize** menu item (there should be both **Synchronize** and **Settings** menu options in this menu) and press **Select**.
5. When the **Synchronize selected data** dialog appears, press **OK** to begin synchronizing.

Note: Nokia devices do not support traveling across time zones. For details, see [Devices that do not support time change](#).

Nokia 9210 / 9210i / 9290 Communicator

The SyncML client is called **RemoteSync** and is located in the **Extras** folder.

Installing RemoteSync

1. Download `RemoteSync1.10_9210dev.sis` (Remote Synchronization Software) to your desktop.
2. Double-click `RemoteSync1.10_9210dev.sis` to install it on the device.

Configuring RemoteSync

1. Press the **Extras** key.
2. Select **RemoteSync**.
3. Select **Profile settings**.
4. Select **New** to create Synchronization profiles.
5. Select the General tab in Sync profile settings and enter the following details:
 - Default profile: Yes
 - Profile Name: **My_Profile_Name**
 - Use: Internet
 - Internet access: PPP
 - Host address:
 - Port:
 - Username:
 - Password:
 - HTTP authentication: No
6. Select the **Data** tab in Sync profile settings and enter the following:
 - Calendar: **Yes**
7. Select **Calendar**.

8. Select **Settings**.
9. For **Calendar synchronization settings**, enter the following details:
 - Calendar file: **C:\System\Data\Calendar**
 - Remote calendar: **./Calendar/Events**
10. Select **Close**.
11. For **Contact synchronization settings**, enter the following details:
 - Contacts: **Yes**
 - Remote Contacts: **./Contacts**
12. Click **Close**.

Synchronizing

1. Press the **Extras** button on the device.
2. Select the icon labeled **RemoteSync** and press **Open**.
3. Press **Sync** to synchronize with the sync server.

Note: Nokia devices do not support traveling across time zones. For details, see [Devices that do not support time change](#).

Siemens M55 / S55

The following sections describe the steps for configuring and synchronizing your Siemens M55 or S55 device.

Note: Siemens devices do not support the use of SyncML through SSL (HTTPS) connections. Siemens devices therefore cannot be used with Oracle Sync Server if it is set up to only accept SSL connections.

Setting up SyncML

1. Press the **Menu** button for the main menu.
2. Select the **Extras** icon and press the **Select** button.
3. Select the **Remote sync.** menu item and press the **Select** button.
4. Press the **Setup** button.
5. The Siemens M55/S55 can have up to five different profiles stored for synchronization. You can change which of the five profiles is active by selecting the profile and pressing the **Activate** button. After choosing a profile, press the **Options** button.
6. Select the **Change sett.** menu option and press the **Select** button.
7. Select the **Server sett.** menu option and press the **Select** button.
8. Enter the following details:
 - Sync mode: **Slow** (Note that subsequent synchronization sessions will automatically use the **Fast Sync** mode.)
 - Provider:

- Homepage:
 - Port:
 - Login Name:
 - Password:
 - Calendar path: **./Calendar/Events**
 - Contacts path: **./Contacts**
 - Task Path: **./Calendar/Tasks**
 - HTTP Authent: **No**
9. Press the **Save** button.
 10. Make sure that **Calendar**, **Contacts** and **Tasks** have check marks next to them. Use the **Change** button to update these options.

Synchronizing

1. Press the **Menu** button for the main menu.
2. Select the **Extras** icon and press the **Select** button.
3. Select the **Remote sync.** menu item and press the **Select** button.
4. Press the **Start** button to begin synchronization.

Notes:

- The M55 and S55 do not fully support time change due to travel or Daylight Savings. For details, see [Devices that partially support time change](#).
 - If you are using GPRS, ensure that you are using an APN that is capable of full Internet connectivity, not just WAP service. Many service providers have separate APN's for WAP and Internet service.
-
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Ericsson T39m

The following sections describe the steps for configuring and synchronizing your Sony Ericsson T39m device.

Configuring Internet calendar synchronization

1. From the main menu, select **Extras** and press **Yes**.
2. Select **Synchronization** and press **Yes**.
3. Select **Server** settings and press **Yes**.
4. Select **WAP profile** and press **Yes**.
5. Select **Remote login** and press **Yes**.
6. Select **WAP profile** and press **Yes**.
7. Select **Select**, press **Yes** and select the appropriate WAP profile to connect to the sync server.
8. Press **No** once to return to the **Remote Login** screen.

9. Select **Sync Server** and press **Yes**.
10. Enter your calendar server user name and password.
11. Enter the host URL.
12. Select **Save?** and press **Yes** when finished.
13. Press **No** once to return to the **Remote Settings** screen.
14. Select **Applications** and press **Yes**.
15. Select **Phone book** and press **Yes**.
16. Enter **./Contacts** in the **Database:** field.
17. Leave the **User ID** and **PWD** fields blank and select **Save?** and press **Yes**.
18. Select **Calendar** and press **Yes**.
19. Select **Appointments** and press **Yes**.
20. Enter **./Calendar/Events** in the **Database** field.
21. Leave the **User ID** and **PWD** fields blank and select **Save?** and press **Yes**.
22. Select **Tasks** and press **Yes**.
23. Enter **./Calendar/Tasks** in the **Database** field.
24. Leave the **User ID** and **PWD** fields blank and select **Save?** and press **Yes**.
25. Press **No** until you have returned to the main menu. The synchronization client is now configured and ready for use.
26. Press **No** four times to return to the **Synchronization** menu.
27. Select **RemoteSync** and press **Yes**.
28. Select **Applications** and press **Yes**.
29. To toggle a selection, select either **Phone book** or **Calendar** and press the * (asterisk) key to enable or disable either option.
30. Press **No**. If you have made changes, the **Changes made. Save?** dialog box will appear. Press **Yes** to save the changes.
31. Press **No** until you have returned to the main menu. The synchronization client is now configured and ready for use.

Notes:

- This device does not fully support time change due to travel or Daylight Savings. For details, see [Devices that partially support time change](#).
 - It is possible to soft delete all of the calendar (events and tasks) data from the phone. Performing this operation will cause all of the data that exists on the server to be resent to the phone during the next synchronization session. To perform a soft delete for the calendar, select **Calendar** from the **Organizer** menu. Next, select **Advanced**, then **Delete all**.
-

Sony Ericsson P800 / P900

The following sections describe how to configure and synchronize your Sony Ericsson P800 or P900 device. This section contains the following topics:

- [Updating firmware \(P900 devices only\)](#)
- [Applying the time zone patch for P800 and P900 devices](#)
- [Configuring RemoteSync](#)
- [Synchronizing](#)

Updating firmware (P900 devices only)

The Sony Ericsson P900 must have firmware R4A06 or later (for example, R4B03) installed to work with Oracle Sync Server.

To check which firmware version you have:

1. Click **Applications** in the top right corner of the device screen.
2. On the P800, select **View**; on the P900, select **Edit**.
3. Select **System Information**.
4. Use the arrows to browse to **Organiser** and see the numbers below it. The firmware version is the second number; for example:

Organiser:
CXC162021 **R1A05**

(R1A05 is the firmware version.)

5. If your firmware is not up to date, browse to the CDA version and write it down. You will need it when you upgrade your firmware, as described in the next procedure.

If the device does not have up-to-date firmware, you must upgrade it as follows:

1. Open a browser on your computer and go to:
<http://www.sonyericsson.com/updateservice/P900/frameset.htm>
2. Click **Get started now**.
3. Select **Manual verification mode (recommended)** and click **Next**.
4. Enter your CDA version and click **Next**.
5. Click **Next**.
6. Check each requirements point and then click **Next**.
7. Click **Yes** on the "Backup or synchronize your device" page.
8. Select I want to make a backup.

Note: If you do not perform a backup, you will lose any applications you have installed (such as the time zone patch) and all data (including GPRS and Sync Server settings). Even by performing a backup, you will still lose some information, such as voice commands. The Sony Ericsson Web page contains more information on what data will be lost.

Applying the time zone patch for P800 and P900 devices

These devices require a patch to avoid time offset problems. Without this patch, event times may be incorrectly shifted whenever you synchronize. Installing this patch ensures that event times in your device match event times in your calendar. The "Sony Ericsson P800 and P900 SyncML Client Patch" is available from <http://otn.oracle.com> on the Client Download page. Install it as you would other device software, using the Sony Ericsson CD that came with your device. For the P900, make sure you have the proper firmware version installed before installing this patch.

Configuring RemoteSync

1. Press the **Menu** button for the main menu.
2. Select the **RemoteSync** application.
3. Select the **Preferences** option from the **Edit** menu.
4. Enter the following details:
 - Server Address:
 - Username:
 - Password:
5. Press **Done**.
6. Select the **Calendar** item under **Sync Task** and enter the following information:
 - Enable task (this item should have a check mark next to it)
 - Task Name: **Calendar**
 - Server database: **./Calendar**
7. Press **Done**.
8. Select the **Contacts** item under **Sync Task** and enter the following information:
 - Enable task (this item should have a check mark next to it)
 - Task Name: **Contacts**
 - Server database: **./Contacts**
9. Click **Done**.

Synchronizing

1. Press the **Menu** button for the main menu.
2. Select the **RemoteSync** application.
3. Press the **Sync** button in the lower left hand corner.

Notes:

- The SyncML client on the Sony Ericsson P800 / P900 will be able to synchronize through the cradle if the host PC has network connectivity to the sync server and the Sony Ericsson P800 / P900 software suite has been installed and configured on the host PC.
 - If the P800 / P900 device is not in the cradle (or the USB cable is not attached to a host PC), then the SyncML client will use the Preferred internet connection as configured in the Internet Accounts setup.
 - If you are using GPRS, ensure that you are using an APN that is capable of full internet connectivity, not just WAP service. Many service providers have separate APN's for WAP and internet service.
 - The P800 and P900 do not support traveling across time zones. For details, see [Devices that do not support time change](#).
-

Sony Ericsson T68 / T68i

The following sections describe the steps for configuring and synchronizing your Sony Ericsson T68 or T68i device.

Configuring Internet synchronization

1. From the main menu, select **Connect** and press **Yes**.
2. Select **Synchronization** and press **Yes**.
3. Select **Options** and press **Yes**.
4. Select **Remote Settings** and press **Yes**.
5. Select **Remote login** and press **Yes**.
6. Select **WAP profile** and press **Yes**.
7. Select **Select**, press **Yes** and select the appropriate WAP profile to connect to the sync server.
8. Press **No** once to return to the **Remote Login** screen.
9. Select **Sync Server** and press **Yes**.
10. Enter your calendar server user name and password.
11. Enter the host URL.
12. Select **Save?** and press **Yes**.
13. Press **No** twice to return to the **Remote Settings** screen.
14. Select **Applications** and press **Yes**.
15. Select **Phone book** and press **Yes**.
16. Enter **./Contacts** in the Database: field.
17. Leave the **User ID** and **PWD** fields blank and select **Save?** and press **Yes**.
18. Select **Calendar** and press **Yes**.
19. Select **Appointments** and press **Yes**.

20. Enter **./Calendar/Events** in the **Database** field.
21. Leave the **User ID** and **PWD** fields blank and select **Save?** and press **Yes**.
22. Select **Tasks** and press **Yes**.
23. Enter **./Calendar/Tasks** in the **Database** field.
24. Leave the **User ID** and **PWD** fields blank and select **Save?** and press **Yes**.
25. Press **No** four times to return to the **Synchronization** menu.
26. Select **RemoteSync** and press **Yes**.
27. Select **Applications** and press **Yes**.
28. To toggle a selection, select either **Phone book** or **Calendar** and press the * (asterisk) key to enable or disable either option.
29. Press **No**. If you have made changes, the **Changes made. Save?** dialog box will appear. Press **Yes** to save the changes.
30. Press **No** until you have returned to the main menu. The synchronization client is now configured and ready for use.

Notes:

- The T68 does not synchronize tasks.
 - The T68 does not fully support time change due to travel or Daylight Savings. For details, see [Devices that partially support time change](#).
 - It is possible to soft delete all of the calendar (events and tasks) data from the phone. Performing this operation will cause all of the data that exists on the server to be resent to the phone during the next synchronization session. To perform a soft delete for the calendar, select **Calendar** from the **Organizer** menu. Next, select **Advanced**, then **Delete all**.
-

Sony Ericsson T610 / T616 / T630

The following sections describe the steps for configuring and synchronizing your Sony Ericsson T610, T616 or T630 device.

Configuring synchronization

1. From the main menu, select **Connect (Connectivity)** on the T630) and press **Select**.
2. Select **Synchronization** and press **Select**.
3. Select **Options** and press **Select**.
4. Select **Remote Settings** and press **Select**.
5. Select **Remote login** and press **Select**.
6. Select **WAP profile** and press **Select**.
7. Select the **Select** menu option, press **Select** and select the appropriate WAP profile to connect to the Sync Server.
8. Press the Return key (return arrow symbol) once to return to the **Remote Login** screen.

9. Select **Sync Server** and press **Select**.
10. Enter your calendar server user name and SSO password.
11. Enter `http://calsync.oracle.com/syncml` as the **URL**.
12. Press **Select** to save the options and return to the **Remote Login** screen.
13. Press the Return key (return arrow symbol) once to return to the **Remote Settings** screen.
14. Select **Applications** and press **Select**.
15. Select **Phone book** and press **Select**.
16. Enter `./Contacts` in the **Database:** field.
17. Leave the user id and pwd fields blank and press **Save** to return to the **Applications** screen.
18. Select **Calendar** and press **Select**.
19. Select **Appointments** and press **Select**.
20. Enter `./Calendar/Events` in the **Database** field.
21. Leave the user id and pwd fields blank and press **Select** to return to the **Calendar** screen.
22. Select **Tasks** and press **Select**.
23. Enter `./Calendar/Tasks` in the **Database** field.
24. Leave the **user id** and **pwd** fields blank and press **Select** to return to the **Calendar** screen.
25. Press the **Return** key (return arrow symbol) four times to return to the **Synchronization** screen.
26. Select **Remote sync.** and press **Select**.
27. Select **Applications** and press **Select**.
28. To toggle a selection, select either **Phone book** or **Calendar** and press the * (asterisk) key to enable or disable either option.
29. Press **Save** to return to the **Remote Sync.** screen.
30. Press the Return key (return arrow symbol) until you have returned to the main menu. The synchronization client is now configured and ready for use.

Performing a normal synchronization

To perform a normal synchronization once the phone has been configured, follow these steps:

1. From the main menu, select **Connect** (**Connectivity** on the T630) and press **Select**.
2. Select **Synchronization** and press **Select**.
3. Select **Remote Sync.** and press **Select**.
4. Select **Start** and press **Select**.

The synchronization session will now start. When it is complete, the **Remote Sync.** will return.

Notes:

- The T610/T616 does not fully support time change due to travel or Daylight Savings. For details, see [Devices that partially support time change](#).
 - It is possible to soft delete all of the calendar (events and tasks) data from the phone. Performing this operation will cause all of the data that exists on the server to be resent to the phone during the next synchronization session. To perform a soft delete for the calendar, select **Calendar** from the **Organizer** menu. Next, select **Advanced**, then **Delete all**.
-

Synthesis SyncML client for Palm

Oracle Sync Server is certified for the Synthesis SyncML client for Palm version 2.1.0.1.

Configuration

1. Select **Edit Profile Settings...** from the menu.
2. SyncML Server URL = http://<host>:<port>/ocst-bin/ocas.fcgi
 - User = <userID>
 - Passwd = <password>
3. Click **more...** next to the Address, Calendar, ToDo
 - Addresses Server Path = **./Contacts**
 - Calendar Server Path = **./Calendar/Events**
 - ToDo Server Path = **./Calendar/Tasks**

Note: Palm devices do not support traveling across time zones. For details, see [Devices that do not support time change](#).

Synthesis SyncML client for PocketPC

Oracle Sync Server is certified for the Synthesis SyncML client for PocketPC version 2.1.0.1.

Configuration

1. Select **Extras**, then **Profile Settings...** from the menu.
2. Select the **General** tab and enter the following details:
 - SyncML Server Address (URL) = http://<host>:<port>/ocst-bin/ocas.fcgi
 - Username = <userID>
 - Password = <password>
3. Select the **Organizer** tab and enter the following details:
 - Contacts Server Path = **./Contacts**
 - Events Server Path = **./Calendar/Events**
 - Tasks Server Path = **./Calendar/Tasks**

Troubleshooting and frequently asked questions

This section contains the following topics:

- [Troubleshooting](#)
- [Frequently asked questions](#)

Troubleshooting

- [Is your device SyncML-enabled?](#)
- [Are you using a certified device?](#)
- [If you are synchronizing wirelessly, is your device data-enabled, and does your wireless account support this?](#)
- [Can you access Web pages with your device?](#)
- [If you are synchronizing wirelessly, are you using a valid connection profile?](#)
- [Are your SyncML Settings correct?](#)

Is your device SyncML-enabled?

In order to synchronize with Oracle Sync Server, you must have a SyncML-enabled device running a standard SyncML client. For a list of supported devices, see [Supported devices](#). If you are using a Palm or PocketPC device, make sure you install the appropriate Synthesis SyncML client. If you are synchronizing wirelessly, you will need to subscribe to data services from your wireless service provider.

Are you using a certified device?

Oracle has a list of certified SyncML devices that have been tested and certified to work with Oracle Sync Server. These devices are listed in the [Supported devices](#) section.

Other devices that are SyncML-compliant and adhere faithfully to the SyncML standard may work with Oracle Sync Server, but Oracle cannot guarantee this, nor can Oracle offer support for these devices at this time.

If you are synchronizing wirelessly, is your device data-enabled, and does your wireless account support this?

In order to perform wireless synchronizations using a SyncML-compliant device, your wireless account must support the exchange of data (in other words, Web pages) through wireless HTTP. Your device must also be configured to support this — this is commonly referred to as being "data-enabled," "data-capable," "Web-enabled" or something similar. Note that this is not always the case by default, nor is it the same as simply setting up a Web-browsing profile on your device. You must specifically configure the device to be capable of exchanging HTTP data. See [Configuring devices for Oracle Sync Server](#) for information on setting up your device. For further details, consult the device manufacturer, your wireless provider and any relevant documentation.

Can you access Web pages with your device?

Through wireless connections: Once your device is data-enabled, you need to configure at least one account or profile for using wireless HTTP to connect to your wireless provider's server and view Web pages. Your wireless provider can give you the information needed to do this, such as user name, password, server address and setup instructions. This account or profile will be used by your device to connect to the

SyncML server and perform synchronizations. This can be done on GSM or GPRS networks.

Through non-wireless connections: Like wireless devices, your device must be configured to exchange HTTP data. See [Configuring devices for Oracle Sync Server](#) for more information. For Palm devices that use a computer's Internet connection to exchange information with Oracle Sync Server, you must download and install connection software that establishes a PPP connection through the USB cable of your Palm; for example, Softick PPP, available at <http://www.softick.com/ppp/>.

If you are synchronizing wirelessly, are you using a valid connection profile?

When you configure wireless SyncML settings on your device, you must choose a valid connection profile through which to synchronize your data (as described in the preceding issue). Many wireless devices support multiple connection profiles, which is convenient if you travel often and need different ways to connect. Wherever you are, make sure your SyncML settings specify an appropriate working profile to use to synchronize data wirelessly.

Are your SyncML Settings correct?

Make sure you have the correct settings to connect to the SyncML server. You will need to enter the SyncML server's URL and port number in the device, along with your Calendar user name and password. The administrator of the SyncML server should be able to provide this information for you. For more instructions on setting up SyncML on your device, see the [Configuring devices for Oracle Sync Server](#) section, or consult the manufacturer's documentation.

Frequently asked questions

- [What is SyncML?](#)
- [What is Oracle Sync Server?](#)
- [What are the benefits of using Oracle Sync Server?](#)
- [Why would I choose Oracle Sync Server instead of Oracle Calendar Sync?](#)
- [What kind of device do I need to access Sync Server?](#)
- [Can I use my Palm or PocketPC with Sync Server?](#)
- [Do I need a wireless device?](#)
- [Does my device require special certification or special software?](#)
- [Do I need to subscribe to a special service or special operator?](#)
- [Do I need to modify my device settings?](#)
- [What data types can I synchronize with Sync Server?](#)
- [Can I synchronize my e-mail?](#)
- [What if I have more questions?](#)

What is SyncML?

SyncML is the protocol for synchronizing devices and applications over the Internet. SyncML is based on the Extensible Markup Language (XML) protocol, employing standards such as iCal, vCal and vCard for data representation. The first data types supported for remote synchronization were calendar, task and contact data, but SyncML will soon support the synchronization of files, e-mail and other enterprise data.

What is Oracle Sync Server?

Oracle Sync Server, incorporated into Oracle's Collaboration Suite product portfolio, delivers remote synchronization of data stored in Oracle Collaboration Suite — including Calendar events, tasks and contacts — with any SyncML-enabled device or application. Users connect their device to Oracle Sync Server through the Internet, using any standard Hypertext Transfer Protocol (HTTP) connection. This can be done with a device cradle or by using wireless technologies such as GPRS, Bluetooth and WiFi, depending on the device.

What are the benefits of using Oracle Sync Server?

With Oracle Sync Server, there are no more desktop dependencies for synchronization; mobile workers simply connect to the Internet to synchronize with corporate networks, enabling greater efficiency with anywhere, anytime access to information that is always up-to-date. Users no longer require conduits from PDAs to PCs, and corporations need no longer worry about device-specific or platform-specific software installations on devices or PCs. Dependencies on connections to the data server over a Local Area Network (LAN) or Virtual Private Network (VPN) are also no longer necessary. End-users maintain the flexibility to choose the SyncML-compliant device that best suits their needs, with the assurance that they will not lose any synchronization functionality. For calendar users, Sync Server is a complete solution, offering full two-way synchronization of events, tasks and contacts, including meeting recurrence rules and respect of meeting ownership.

Why would I choose Oracle Sync Server instead of Oracle Calendar Sync?

Although they both use the same synchronization engine, Oracle Sync Server and Oracle Calendar Sync differ in their transportability. Oracle Calendar Sync requires a physical connection from the cradle to your corporate network, while Oracle Sync Server has no dependency on wired connections or corporate networks. Oracle Calendar Sync desktop PDA software replaces your device's sync conduits, allowing you to synchronize your PDA with the Calendar server through a physical connection to a LAN or VPN network. Oracle Sync Server synchronizes over any HTTP connection, removing dependency on physical connections and allowing full synchronization wherever an HTTP connection is available — whether physical or wireless. If you are a very mobile worker and would benefit from anywhere, anytime synchronization, Oracle Sync Server may be your preferred option.

What kind of device do I need to access Sync Server?

You must have a SyncML-enabled device running a standard SyncML client. For a list of supported devices, see [Supported devices](#). You will also need to subscribe to data services from your wireless service provider.

Do I need a wireless device?

No. Synchronizing with Sync Server can be achieved through any connection to the Internet — whether wireless or physical. This means non-wireless PDA users can connect to Sync Server using a device cradle and an established Internet connection, as long as they are running a SyncML client on the device.

Does my device require special certification or special software?

Oracle has a list of certified SyncML devices that it supports, as described in [Supported devices](#). Many of these devices have supported SyncML software built in, but in the case of legacy PDAs like Palm and PocketPC, you must install the appropriate Synthesis SyncML client.

Can I use my Palm or PocketPC with Sync Server?

Yes. Users of legacy PDAs can take advantage of Sync Server by installing the appropriate Synthesis SyncML client on their Palm or PocketPC devices. With this third-party SyncML client, Palm and PocketPC users can now use Sync Server synchronization alongside the newer crop of SyncML-enabled devices. Even non-wireless Palm and PocketPC devices can be used, as long as they can connect to the Internet through a device cradle. In the case of Palm devices, you will need software to establish a PPP connection through your USB cable, as Palm does not support this capability "out of the box."

Do I need to subscribe to a special service or special operator?

Once you have a SyncML-enabled device running a standard SyncML client, or have installed SyncML client software from a third-party vendor (in the case of Palm and PocketPC users), you must then ensure that you are subscribed to data services from your wireless service provider. In the case of legacy PDAs that allow you to connect to the Internet through a cradle, wireless data services are not required.

Do I need to modify my device settings?

To set up your device and configure it to work with Sync Server, read the [Configuring devices for Oracle Sync Server](#) section of this document. As an emerging technology, SyncML today can sometimes lead to a variety of minor frustrations that can take away from its benefits. These limitations are generally caused by inconsistent and problematic implementations of SyncML clients by device manufacturers, or by limitations in data representation. Reviewing this Resource Kit will help you avoid these issues and get the most out of Sync Server.

What data types can I synchronize with Sync Server?

Today, Sync Server supports synchronization of Calendar events, tasks and contacts.

Can I synchronize my e-mail?

Not yet. Support for e-mail synchronization and other key business data types beyond calendar and contact data will follow with the release of SyncML 1.2 specifications, scheduled for Fall 2004.

Is Sync Server secure?

Oracle Sync Server can be deployed to accept secure (SSL) connections. This means all your connections are encrypted, providing secure transmission of data from your device to the Sync Server. Without SSL, meetings, contacts and tasks can be intercepted and read. To see which devices support secure synchronization, see [Devices that support secure connections](#).

What if I have more questions?

Please subscribe and address questions to syncml_help_ww@oracle.com.

Oracle Calendar Sync

Oracle Calendar Sync synchronizes Oracle Calendar data with PDA devices using either Palm OS for Windows and Macintosh, or Windows CE. This enables you to download meetings, contacts, daily notes, day events, holidays and tasks to your handheld, and updates can be uploaded back to Oracle Calendar through the device's synchronization process. This takes Personal Digital Assistant functionality one step further, allowing direct synchronization with the data on the server rather than the data on the desktop.

Oracle Calendar Sync replaces the desktop application with a conduit directly linked to the calendar store. Oracle Calendar Sync's Preferences menu enables you to customize the amount of information that is synchronized, as well as download attendee lists and meeting details.

This chapter contains the following topics:

- [Installation instructions for Oracle Calendar Sync for Palm \(Windows\)](#)
- [Installation instructions for Oracle Calendar Sync for Palm \(Macintosh\)](#)
- [Installation instructions for Oracle Calendar Sync for Pocket PC](#)
- [Frequently asked questions](#)
- [Troubleshooting](#)

Installation instructions for Oracle Calendar Sync for Palm (Windows)

This section contains the following topics:

- [System requirements](#)
- [Installing Oracle Calendar Sync for Palm \(Windows\)](#)

System requirements

Table 6–1 Oracle Calendar Sync for Palm for Windows system requirements

| Requirement | Value |
|------------------|--|
| Operating system | <ul style="list-style-type: none">■ Windows 98■ Windows 2000■ Windows ME■ Windows XP■ Windows NT 4.0 |
| Disk space | 75 MB |

Table 6–1 (Cont.) Oracle Calendar Sync for Palm for Windows system requirements

| Requirement | Value |
|-----------------|--|
| RAM | 64 MB |
| Calendar server | <ul style="list-style-type: none"> CorporateTime server 5.4 Oracle Calendar server 5.5 Oracle Calendar server 9.0.4 |
| Palm Desktop | Palm Desktop 3.1 to 4.1 |
| Device | <ul style="list-style-type: none"> Palm m100, m500, m505, III, IIIx, V, Vx, Tungsten T, Tungsten W Handspring Visor |

Installing Oracle Calendar Sync for Palm (Windows)

If you have a previous version of Oracle Calendar Sync (CorporateSync) installed, Oracle Corporation recommends that you perform a synchronization before you install Oracle Calendar Sync for Palm for Windows.

1. Ensure HotSync is installed on your computer.
2. Run the `cal_syncpalm_win_904x.exe` setup program provided with the distribution package and follow the on-screen InstallShield instructions.
3. Choose an installation type. If you choose **Custom**, there is no difference between **This feature will be installed on local hard drive** and **This feature, and all subfeatures, will be installed on your local hard drive**. Select the conduits you want to install.
4. Enter your user information, including user name, password, calendar server, and node ID.
5. Follow the rest of the on-screen instructions to complete the installation.
6. Ensure that your device is in its cradle, then perform a synchronization. The first time you do this after installation, a full synchronization will take place.

Installation instructions for Oracle Calendar Sync for Palm (Macintosh)

This section contains the following topics:

- [System requirements](#)
- [Installing Oracle Calendar Sync for Palm \(Macintosh\)](#)

System requirements

Table 6–2 Oracle Calendar Sync for Palm for Macintosh system requirement

| Requirement | Value |
|------------------|--|
| Operating system | Mac OS 9 or Mac OS X 10.1.4 to 10.2.6. Note: Oracle Collaboration Suite Release 2 Patch Set 1 (9.0.4.2.0) supports Mac OS 9.22 to OS 10.3. |
| Disk space | 15 MB. If the Oracle Calendar desktop client for Macintosh is already installed, only 5 MB of disk space is required. |
| RAM | 8 MB (64 MB is recommended) |

Table 6–2 (Cont.) Oracle Calendar Sync for Palm for Macintosh system requirement

| Requirement | Value |
|-----------------|---|
| Calendar server | <ul style="list-style-type: none"> ■ Oracle CorporateTime Server 5.4 ■ Oracle Calendar server 5.5 ■ Oracle Calendar server 9.0.4.x |
| Palm | Palm Desktop version 4.0 |
| Device | Any Palm compatible device running Palm OS 3.3 to 3.5x, Palm OS 4 or Palm OS 5 |

Installing Oracle Calendar Sync for Palm (Macintosh)

1. Double-click the `cal_syncpalm_macOS9_904.hqx` (`cal_syncpalm_macOSX_904.hqx` if you are using Mac OS X) file. This creates the Oracle Calendar Sync installer.
2. Double-click **Oracle Calendar Sync Install**. The installer checks for existing Sync files and installs the program. Depending on your setup, this may take several minutes. Some error messages may be generated and saved to the install log; you can ignore these messages.
3. Copy `Oracle Calendar Sync.prc` from the `/Applications/Palm/Add-on/` directory to the `/Users/user/Documents/Palm/Users/user/Files to Install/` directory. *user* is the name of the relevant Mac user.

If you have recently installed Palm Desktop and the Files to Install folder does not exist, create this folder manually.

Note: The installer will move the Datebook and ToDo conduits to a folder entitled Disabled Conduits.

4. Turn on the Palm organizer and place it in its cradle.
5. Press the **HotSync** button on the front of the Palm organizer cradle. The Oracle Calendar Sync application will be installed on your Palm organizer.

Note: You may get error messages in the HotSync log saying that Oracle Calendar Sync cannot be located. Ignore these messages.

6. If the HotSync Manager is running, the installer will ask if you want to close it. Click **Yes** to exit the HotSync Manager.
7. Click the **HotSync** icon in your HotSync folder and select **HotSync Manager**.
8. From the HotSync menu, choose **Conduit Settings**. A list of synchronizable items appears. Choose how you want Oracle Calendar Events and Tasks to be synchronized by double-clicking each item. A dialog box appears with the following choices:
 - **Synchronize the files:** Synchronizes all information that exists on both your Palm organizer and in Oracle Calendar
 - **Macintosh overwrites hand-held:** Information in your Oracle Calendar Agenda overwrites Events, Tasks, or Addresses on the Palm organizer
 - **Do Nothing:** The specified Entry type is not synchronized

9. Select a user name from the top of the Conduit Settings dialog box. If there is only one user name, it is selected automatically.
10. Open Oracle Calendar Sync on your Palm organizer and enter your Oracle Calendar user name, password, server and node ID. If you do not know this information, ask your Network Administrator.

Oracle Calendar Sync is now installed but no Entry information has been synchronized.

Installation instructions for Oracle Calendar Sync for Pocket PC

This section contains the following topics:

- [System requirements](#)
- [Installing Oracle Calendar Sync for Pocket PC](#)

System requirements

Table 6–3 Oracle Calendar Sync for Pocket PC

| Requirement | Value |
|------------------|---|
| Operating system | <ul style="list-style-type: none">■ Windows 98■ Windows 2000■ Windows ME■ Windows XP■ Windows NT 4.0 |
| Disk space | 75 MB |
| RAM | 64 MB |
| Calendar server | <ul style="list-style-type: none">■ CorporateTime server 5.4■ Oracle Calendar server 5.5■ Oracle Calendar server 9.0.4 |
| Pocket PC | Pocket PC (Windows CE 3.0) with MIPS, SH3, ARM or XScale processor |
| ActiveSync | Version 3.0 to 3.7, as appropriate for your device. If you are running an older version of Microsoft ActiveSync, check your manufacturer's site for updates. |
| Device | <ul style="list-style-type: none">■ HPC 2000■ Compaq iPAQ■ HP iPAQ H1910■ HP Jornada 500 series■ HP Jornada 700 series■ Handheld PC■ Pocket PC 2002 |

Installing Oracle Calendar Sync for Pocket PC

If you have a previous version of Oracle Calendar Sync (CorporateSync) installed, Oracle Corporation recommends that you perform a synchronization before you install Oracle Calendar Sync for Pocket PC.

1. Ensure that ActiveSync is installed on your computer.
2. Run the `cal_syncppc_win_904x.exe` setup program provided with the distribution package and follow the on-screen InstallShield instructions.
3. Choose an installation type. If you choose **Custom**, there is no difference between **This feature will be installed on local hard drive** and **This feature, and all subfeatures, will be installed on your local hard drive**. Select the conduits you want to install.
4. Ensure that you install Oracle Calendar Sync Helper files when prompted by the application. Your device must be connected to install these files.

Note: To connect at a later time and install the files, from the Windows **Start** button, select **Programs**, then select **Oracle Calendar Sync for Pocket PC**, and **Install Device Files**.

5. Enter your user information, including user name, password, calendar server, and node ID.
6. Follow the rest of the on-screen instructions to complete the installation.
7. Remove your device from its cradle.
8. If you are upgrading from a previous version, from the **File** menu, select **Delete Partnership**.
9. Return your device to the cradle. The ActiveSync Partnership Wizard starts.
10. Follow the on-screen instructions to create a new ActiveSync Partnership. Select **Oracle Calendar** as your plug-in for Calendar, Tasks and Contacts.
11. Open Microsoft ActiveSync if it does not open automatically.
12. Click **Sync** if synchronization is not automatically initiated. The first time you synchronize, a full synchronization will occur.

Frequently asked questions

- [Does Oracle Calendar Sync use Oracle Sync Server?](#)
- [What data can I synchronize with Oracle Calendar Sync?](#)
- [Is conflict resolution performed when events are modified on both my PDA and the calendar server? \(Windows only\)](#)
- [After installing Oracle Calendar Sync, there are symbols \(+, -, ?, *\) next to my calendar entries on my PDA. What do these symbols represent?](#)
- [How do I select the conduits with which to synchronize using Oracle Calendar Sync for Palm \(Windows\)?](#)
- [Why are events rescheduled in my PDA after I synchronize?](#)
- [Can I synchronize my offline agenda with Oracle Calendar Sync? \(Windows only\)](#)
- [When should a full synchronization be performed? \(Windows only\)](#)
- [Can I keep my mobile device synchronized with two desktop computers?](#)
- [Can I view a full report on my synchronization? \(Windows only\)](#)

Does Oracle Calendar Sync use Oracle Sync Server?

No. Although they both use the same synchronization engine, Oracle Calendar Sync and Oracle Sync Server are two separate components serving two different purposes.

Oracle Calendar Sync replaces your PDA device's sync conduits. Using your PDA desktop software, you can now synchronize your PDA with the data on the Calendar Server.

Oracle Sync Server uses the SyncML standard to synchronize calendar information between Oracle Calendar server and other SyncML-compliant clients/servers/devices over any HTTP connection (physical connection or wireless). This removes any dependency on additional components, allowing full synchronization wherever an HTTP connection is available.

What data can I synchronize with Oracle Calendar Sync?

You can use Oracle Calendar Sync to synchronize:

- Meetings (including location, attendee list, attendee status and details)
- Daily Notes (including location, attendee list, attendee status and details)
- Day Events (including location, attendee list, attendee status and details)
- Tasks (including details)
- Contacts
- Holidays

Is conflict resolution performed when events are modified on both my PDA and the calendar server? (Windows only)

Yes, you can set rules to resolve conflicts when synchronizing items you own that have been modified on both the calendar server and your PDA. You can either replace the calendar server item with the PDA item, or replace the PDA item with the calendar server item.

The exception to this is if an attendee is added or removed from the list on the calendar server. Oracle Calendar Sync will always retain those changes during synchronization. If you have enabled the Add Attendee Names to Notes feature, Oracle Calendar Sync will update the list of attendees in the **Notes** section of your event accordingly.

In addition, unlike many synchronization solutions, Oracle's synchronization solution uses intelligent conflict resolution, determining who owns the event, and who is permitted to modify it. This means that you cannot delete or modify events that you do not own. If you modify one of these events in your PDA, it will be returned to its original state once you synchronize with the Calendar Server.

After installing Oracle Calendar Sync, there are symbols (+, -, ?, *) next to my calendar entries on my PDA. What do these symbols represent?

The symbols indicate ownership as well as attendance status. The list below provides an explanation of the symbols

- [+] - An event you own and are attending
- [-] - An event you own but are not attending
- [?] - An event you own but for which you have not yet confirmed your attendance status
- [*+] - An event you do not own and are attending

- [-] - An event you do not own and are not attending
- [?] - An event you do not own and for which you have not yet confirmed your attendance status

How do I select the conduits with which to synchronize using Oracle Calendar Sync for Palm (Windows)?

If you want to choose which conduits you want to synchronize with Oracle Calendar Sync, you must perform a Custom installation of Oracle Calendar Sync.

If you need to re-install Oracle Calendar Sync so that you can select the Custom installation option, do the following:

1. Uninstall Oracle Calendar Sync for Palm (Windows).
 - Double-click **Add/Remove Programs** from the Windows Control Panel.
 - Choose **Oracle Calendar Sync 9.0.4 for Palm** and click **Add/Remove**.
2. Follow the installation instructions in [Installation instructions for Oracle Calendar Sync for Palm \(Windows\)](#) and select **Custom** as the installation type. You can then choose which conduits you want to install.

Why are events rescheduled in my PDA after I synchronize?

The time zones on your PDA and Oracle Calendar client must correspond.

Can I synchronize my offline agenda with Oracle Calendar Sync? (Windows only)

No, Oracle Calendar Sync is strictly available for online synchronization – you must have a network connection to the Oracle Calendar server in order to synchronize.

When should a full synchronization be performed? (Windows only)

A full synchronization should be performed under the following circumstances:

- You have deleted old data (before your specified date range) on your device to free up space and you **do not** want Oracle Calendar Sync to purge that data from the Calendar server during synchronization.
- You have deleted current data (within your specified date range) on your device accidentally and you **do** want Oracle Calendar Sync to restore that data on your device during synchronization.
- If you are planning on using Oracle Calendar Sync with more than one desktop computer, it is important to perform a Full Synchronization on the originating desktop computer before synchronizing with another desktop. In addition, your first synchronization on the other desktop should be a Full Synchronization.

Can I keep my mobile device synchronized with two desktop computers?

If you want to synchronize with two desktop computers, make sure you perform a Full Synchronization of all your data types when you switch from one machine to another. For example, you have a mobile device which you want to keep synchronized with Computer A, your workstation, and Computer B, your home computer. You perform a Full Synchronization of your mobile device with Computer A once, and then work normally. At home that night, you perform a Full Synchronization of your mobile device with Computer B once, and then proceed to work as usual. When you return to Computer A the next day, you perform a Full Synchronization once, and then proceed to work as usual.

Can I view a full report on my synchronization? (Windows only)

Oracle Calendar Sync for Palm (Windows):

From the Windows **Start** button, select **Programs**, then select **Oracle Calendar Sync for Palm**, and select **View Log**. Oracle Calendar Sync for Palm archives the last five logs for each Entry type.

Oracle Calendar Sync for Pocket PC:

From the Windows **Start** button, select **Programs**, then select **Oracle Calendar Sync for Pocket PC**, and select **View Log**. Oracle Calendar Sync for Pocket PC archives the last five logs for each Entry type.

Note: Synchronization logs provide a full status report on every entry processed during synchronization, while message logs report any warnings or errors that may have occurred. A successful synchronization will produce a blank message log and a checkmark next to every entry in the Synchronization log.

Troubleshooting

Oracle Calendar Sync for Palm (Windows)

- [When trying to install Oracle Calendar Sync the installer returns the following message: "You must install Palm Desktop prior to installing this application".](#)
- [I just installed Oracle Calendar Sync for Palm. Why can't I synchronize Palm Desktop with my Palm device?](#)
- [Why can't I establish a connection between my mobile device and the calendar server?](#)
- [Why is it taking so long to perform a synchronization?](#)
- [Why are some Palm items not displayed in my Oracle Calendar client after synchronization?](#)
- [Why are some entries not displayed on my Palm after synchronization?](#)
- [After synchronizing, why are untitled meetings created with my Palm not visible in Oracle Calendar?](#)
- [Why is my Palm device not able to establish a connection with my computer?](#)

When trying to install Oracle Calendar Sync the installer returns the following message: "You must install Palm Desktop prior to installing this application".

The Oracle Calendar installer cannot find Palm Desktop on your desktop computer, possibly because Palm Desktop was not installed, or an unsupported version of Palm Desktop was installed. You must install Palm Desktop prior to installing Oracle Calendar Sync.

Reinstall Palm Desktop or revert to a supported version of Palm Desktop. Note that Oracle Calendar Sync supports Palm Desktop 3.1 to 4.1.

I just installed Oracle Calendar Sync for Palm. Why can't I synchronize Palm Desktop with my Palm device?

Oracle Calendar Sync software replaces Palm conduits with Oracle Calendar conduits. Palm **Address**, **Date Book** and **To Do** conduits are replaced with Oracle Calendar

Address Book, Oracle Calendar Events, and Oracle Calendar Tasks. As a result, only Oracle Calendar entries can be synchronized with your Palm device.

Why can't I establish a connection between my mobile device and the calendar server?

- Make sure your mobile device is properly placed in its cradle, and that the cradle is connected to your computer.
- If you are connecting through a port, make sure no other programs are using the same port as your mobile device.
- Close the HotSync Manager and then open it again.
- Make sure that you are using the right HotSync option in the HotSync application (Network vs. Modem Sync).
- Consult the documentation included with HotSync.

Note: The calendar server may temporarily be down.

Why is it taking so long to perform a synchronization?

- If you are performing a Full Synchronization, the process will take longer than normal. See the Performing a Full Synchronization for a Conduit section in the Oracle Calendar Sync for Palm (Windows) online help for more information.
- Narrow the date range and the size of details included during synchronization.
- Select **Delete entries outside of sync range** from device to help reduce the time needed for synchronization.

Why are some Palm items not displayed in my Oracle Calendar client after synchronization?

- Because Oracle Calendar Sync for Palm synchronizes your data with the calendar server, you may have to refresh your desktop calendaring application (Oracle Calendar desktop client or Oracle Connector for Outlook) or refresh the Web page you are viewing (in Oracle Calendar Web client) to view the changes.
- Make sure you own the entry. If you do not own the entry and attempt to modify it, Oracle Calendar Sync for Palm will discard your modifications during synchronization.
- Make sure you are running Oracle Calendar desktop client in online mode. If you are offline, you will not be able to view the changes to your calendar until you reconcile your offline calendar with the calendar server.
- Make sure you have not already changed the mobile device entry on the calendar server, and that you have not given priority to the calendar server when resolving entries that have been modified in both locations (see the Setting Synchronization Rules section of the Oracle Calendar Sync for Palm (Windows) online help for more information).

Why are some entries not displayed on my Palm after synchronization?

- Make sure the entries in question are within the date range you specified.
- Make sure your mobile device and cradle are properly connected.

After synchronizing, why are untitled meetings created with my Palm not visible in Oracle Calendar?

It is a known limitation that either a Note, or Location must be specified to create an untitled meeting. Otherwise, the untitled meeting will not be created.

Why is my Palm device not able to establish a connection with my computer?

It is possible that Oracle Calendar Sync cannot establish a connection with your computer due to a disconnected serial cable, or an unavailable serial port. Verify that the serial cable leading from your cradle is properly connected to a serial port on your computer.

Oracle Calendar Sync for Pocket PC (Windows)

- [When trying to install Oracle Calendar Sync the installer returns the following message: "You must install ActiveSync prior to installing this application".](#)
- [Why can't I establish a connection between my mobile device and the calendar server?](#)
- [Why is it taking so long to perform a synchronization?](#)
- [Why are some Pocket PC items not displayed in my Oracle Calendar client after synchronization?](#)
- [Why are some entries not displayed on my Pocket PC after synchronization?](#)
- [After synchronizing, why are untitled meetings created with my Pocket PC not visible in Oracle Calendar?](#)
- [Why is my Pocket PC not able to establish a connection with my computer?](#)

When trying to install Oracle Calendar Sync the installer returns the following message: "You must install ActiveSync prior to installing this application".

The Oracle Calendar installer cannot find ActiveSync on your desktop computer, possibly because ActiveSync was not installed, or an unsupported version of ActiveSync was installed. You must install ActiveSync prior to installing Oracle Calendar Sync.

Reinstall ActiveSync or revert to a supported version of ActiveSync. Note that Oracle Calendar Sync supports ActiveSync 3.0 to 3.6.

Why can't I establish a connection between my mobile device and the calendar server?

- Make sure your mobile device is properly placed in its cradle, and that the cradle is connected to your computer.
- If you are connecting through a port, make sure no other programs are using the same port as your mobile device.
- Consult the documentation included with ActiveSync.

Note: The calendar server may temporarily be down or not running properly.

Why is it taking so long to perform a synchronization?

- If you are performing a Full Synchronization, the process will take longer than normal. See Performing a Full Synchronization for a Plug-in section in the Oracle Calendar Sync for Pocket PC online help for more information.

- Narrow the date range and the size of details included during synchronization.
- Select **Delete entries outside of sync range** from device to help reduce the time needed for synchronization.

Why are some Pocket PC items not displayed in my Oracle Calendar client after synchronization?

- Because Oracle Calendar Sync for Pocket PC synchronizes your data with the calendar server, you may have to refresh your desktop calendaring application (Oracle Calendar desktop client or Oracle Connector for Outlook) or refresh the Web page you are viewing (in Oracle Calendar Web client) to view the changes.
- Make sure you own the entry. If you do not own the entry and attempt to modify it, Oracle Calendar Sync for Pocket PC will discard your modifications during synchronization.
- Make sure you are running Oracle Calendar desktop client in on-line mode. If you are off-line, you will not be able to view the changes to your calendar until you reconcile your off-line calendar with the calendar server.
- Make sure you have not already changed the mobile device entry on the calendar server, and that you have not given priority to the calendar server when resolving entries that have been modified in both locations (see the Setting Synchronization Rules section in the Oracle Calendar Sync for Pocket PC online help for more information).

Why are some entries not displayed on my Pocket PC after synchronization?

- Make sure the Entries in question are within the date range you specified.
- Make sure your mobile device and cradle are properly connected.

After synchronizing, why are untitled meetings created with my Pocket PC not visible in Oracle Calendar?

It is a known limitation that either a Note, or Location must be specified to create an untitled meeting. Otherwise, the untitled meeting will not be created.

Why is my Pocket PC not able to establish a connection with my computer?

It is possible that Oracle Calendar Sync cannot establish a connection with your computer due to a disconnected serial cable, or an unavailable serial port. Verify that the serial cable leading from your cradle is properly connected to a serial port on your computer.

Oracle Calendar Sync for Palm (Macintosh)

- [Why do I have problems connecting to the server?](#)
- [What do I do if the synchronization is taking too long?](#)
- [Why are some Palm items not displayed in my Oracle Calendar client after synchronization?](#)
- [Why are some entries not displayed on my Palm after synchronization?](#)
- [Why can't I synchronize my Address Book with Oracle Calendar Sync?](#)
- [I changed a timed event into an untimed event \(or vice versa\) in my Palm but the change was lost when I performed a HotSync. What should I do?](#)
- [Why does only the first instance of a repeating entry get synchronized?](#)

- [What happens to an entry that has been modified in both the calendar application and the Palm when I perform a HotSync?](#)

Why do I have problems connecting to the server?

- Make sure your Palm is properly placed in its cradle, and that the cradle is connected to your computer.
- Make sure your computer's HotSync Manager is on.
- Close all HotSync windows on your computer (e.g. HotSync Log, Custom menu).
- Open Oracle Calendar Sync on your Palm and verify the accuracy of your user name, password, server and node settings.
- Verify the port settings using the Setup dialog box (opened from HotSync manager). Verify that no other applications are using the same port as HotSync.
- Close the HotSync Manager and then open it again.
- Consult the documentation included with HotSync.

What do I do if the synchronization is taking too long?

Narrow the date range and the size of details included during synchronization.

Why are some Palm items not displayed in my Oracle Calendar client after synchronization?

- Check if the desktop application was open while you performed your synchronization. If it was, close it and redo the synchronization.
- Because Calendar Sync synchronizes your data with the calendar server, you may have to refresh your desktop calendaring application (the Oracle Calendar desktop client) or refresh the Web page you are viewing (in the Oracle Calendar Web client) to view the changes.

Why are some entries not displayed on my Palm after synchronization?

- Verify that the entries in question are within the date range you specified.
- Verify that your Palm and cradle are properly connected.

Why can't I synchronize my Address Book with Oracle Calendar Sync?

Each of the following may be the cause of this problem:

- The Palm Address Book name does not correspond to the name under which you are logged in. To change the Palm Address Book name:
 - Tap the **Oracle Calendar** application icon on your Palm device.
 - Tap the down arrow located at the top right hand corner.
 - Select the **Addresses** option.
 - Enter the name of your Oracle Calendar Address Book.
- The Oracle Calendar client is running while attempting to synchronize.
- The **Palm User** field may be incorrectly specified as the short name (JOHNS) rather than the full name (John Smith).

I changed a timed event into an untimed event (or vice versa) in my Palm but the change was lost when I performed a HotSync. What should I do?

The calendar application does not support this kind of change. You must delete the event and then create a new one for the calendar application to recognize it after the next HotSync.

Why does only the first instance of a repeating entry get synchronized?

This is a limitation in this release of Oracle Calendar Sync for Palm (Macintosh).

What happens to an entry that has been modified in both the calendar application and the Palm when I perform a HotSync?

When a HotSync is done and the Custom menu setting for the calendar application is "Synchronize the files", the entry is duplicated (for more information about the duplication, open the HotSync Log). Simply delete the unwanted entry (either on your Palm or in the calendar application) and HotSync again.

See also:

- [Welcome to the Oracle Calendar Resource Kit](#)
- [Oracle Connector for Outlook](#)
- [Oracle Calendar Web client](#)
- [Oracle Calendar desktop client](#)
- [Oracle Sync Server](#)

