

TouchDown for Android Installation and Configuration Guide



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Symantec Corporation
350 Ellis Street
Mountain View, CA 94043
<http://www.symantec.com>

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- Hardware information

- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

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- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
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Support agreement resources

If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Asia-Pacific and Japan customercare_apac@symantec.com

Europe, Middle-East, and Africa semea@symantec.com

North America and Latin America supportsolutions@symantec.com

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Chapter 1

Download and Install



This chapter describes how to download and install TouchDown™ for Android devices. It also includes how to activate your copy of TouchDown.

NOTE: TouchDown cannot be installed on an SD card and must be installed directly on the device.

Trial Version

When you install TouchDown for the first time, it enables full functionality for a period of 30 days from your installation time. The only option that is disabled during the 30 day trial is the ability to change your outgoing message signature. You can use this trial period to ensure that all the features work as expected with your Microsoft® Exchange server.

It is highly recommended that you use the trial version before purchasing a license. If you purchase from the Google Play Store, there is only a 15-minute return period, so please make sure the application works as expected before buying a license key.

Licensed Version

This is not a separately downloadable product. You activate the trial version and convert the installation to a licensed version by activating the product. Once activated, all the features are available for use.

Installing TouchDown

To install TouchDown from the Google Play Store,

- 1 On your device, go to the Google Play Store.**
- 2 Tap the Search button, type NitroDesk and Tap Search.**
- 3 Navigate to TouchDown for Smartphones or TouchDown HD (for ICS/JB) and select the version depending on your device.**

This will open the product information screen.

- 4 Tap Install and Tap Accept & Download to accept permissions.**

TouchDown will be downloaded and installed. When installation is complete, a notification on the top bar will indicate that it has finished.

TouchDown requires the following permissions:

STORAGE permission is required to modify/delete SD card contents. It allows an application to write to the SD card.

YOUR MESSAGES permission is used to receive SMS. It allows an application to receive and process SMS messages.

SYSTEMS TOOLS is used to change WI-FI state, network connectivity, prevent the device from sleeping and write synchronization settings. This enables automatic polling for new messages. It will not change your network configuration or attempt to roam. When polling for new messages, the device will wake up at scheduled intervals.

NETWORK COMMUNICATION is required to connect with your Microsoft® Exchange server over the internet.

PHONE CALLS permission is needed to read device state and identity.

YOUR ACCOUNTS allows the application to act as an account authenticator. This allows the application to use the account authentication capabilities of the Account Manager, including creating accounts and getting and setting their passwords. This is required to manage the accounts list that allows an application to perform operations like adding and removing accounts and deleting the password.

YOUR SOCIAL INFORMATION allows the application to read contact data and write contact data. This permission is required for TouchDown to modify your contacts, read call log and read your contacts.

Chapter 2

Configuring



This chapter describes how to configure TouchDown™. Before you can start using the program, you must configure it correctly to work with your server.

To start TouchDown, go to the home screen of the device and **Tap** the **TouchDown** icon.

You must confirm that you accept the End User License agreement before you can continue.

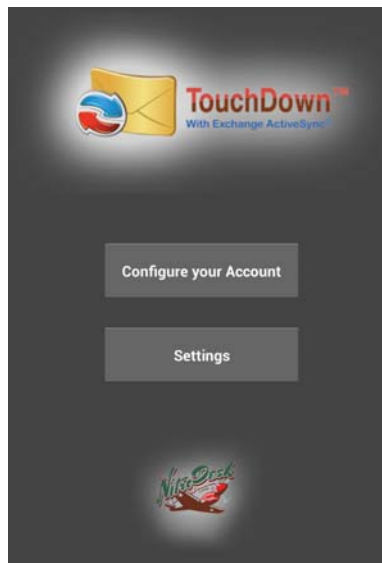
Quick Configuration

You must have the following information before you can configure TouchDown.

Item	Description
User ID	This is the User ID that you are expected to use on your mobile device. Your User ID will normally be in one of the following formats: <ul style="list-style-type: none">• DOMAIN\USERID• USER@COMPANY.COM• USERID

Item	Description
Password	This is the password you use to connect your mobile device to your Microsoft® Exchange server. Note that if your password changes or expires, it will not be updated automatically in TouchDown. You must manually update it in TouchDown.
Server Name	This is the name of the server that your mobile device connects to. For some organizations, this may be different from the Outlook Web Access server. Below is just an example: MOBILE.MYCOMPANY.COM
Client Certificates	Sometimes your administrator may require your device to provide a client certificate to be able to connect to the server. See “Setting the Client Certificate” on page 14.

When you launch TouchDown for the first time, the following screen will appear. **Tap “Configure Your Account”** if you want to perform quick configuration.

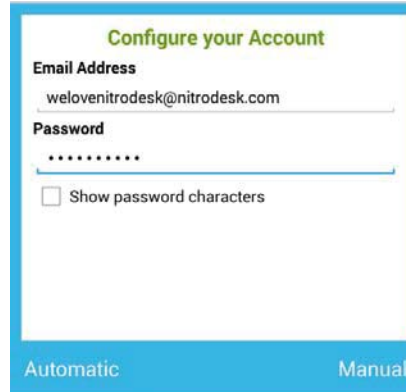


If your settings are already present in TouchDown, you can still perform a quick Configuration by tapping the “**Quick Configuration**” button in the Settings screen.

To access the Quick Configuration,

- 1 Open TouchDown.**
- 2 Tap the Menu button and select Settings.**
- 3 Tap Advanced.**
- 4 Tap Legacy Settings Screen**

Once you tap to start quick configuration, you will be prompted with the following screen.



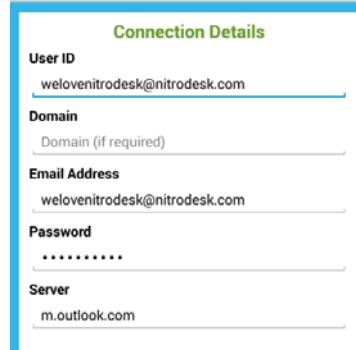
AutoDiscovery will only work in certain cases. You can safely skip this step, if you wish.

If AutoDiscovery was successful, you will receive the following message:

*AutoDiscovery succeeded. Please **Click the Next** button to review the discovered settings on each page and complete the configuration.*

- 5 Tap Next.**

The following screen will appear:



The screenshot shows a form titled "Connection Details" with the following fields and values:

- User ID:** welovenitrodesk@nitrodesk.com
- Domain:** Domain (if required)
- Email Address:** welovenitrodesk@nitrodesk.com
- Password:**
- Server:** m.outlook.com

Quick Configuration, Connection Details Screen

USER ID can be your alias (jsmith) or your email address, depending on the server configuration. If you do not know your User ID, you should check with your Administrator.

DOMAIN may be different than your company's web site domain. Again, check with your Administrator if you are uncertain what to enter here.

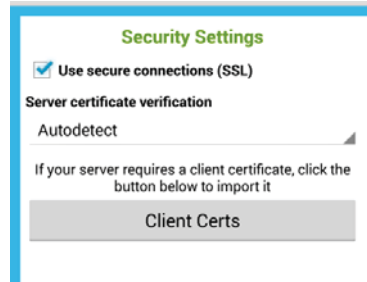
EMAIL ADDRESS is entered here if it is different from your User ID.

PASSWORD is entered here.

SERVER is the address of the Microsoft® Exchange server. Enter only the server name, as in mail.mycompany.com. You should enter the server name as you access it from outside your company network, from the internet. Typically these names end in .com, .net, .info etc. You may also enter an IP address here if that is accessible from the internet. You may suffix the server name with a port number as in mail.mycompany.com:8082

Tap Next. The Security Settings screen will be shown.

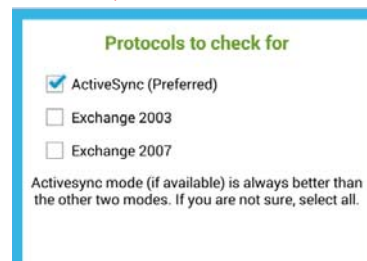
Quick Configuration, Security Settings



In this screen, you may leave the defaults if you are not sure if your server uses Secure Sockets Layer.

Tap Next. The Protocols to Check for Screen will be shown.

Quick Configuration, Protocols to Check for Screen



In this screen you select the protocols the program should look for. If you are uncertain what is available, it is advised to leave the defaults as they are.

Tap Next. The Start Configuration Screen will be shown.

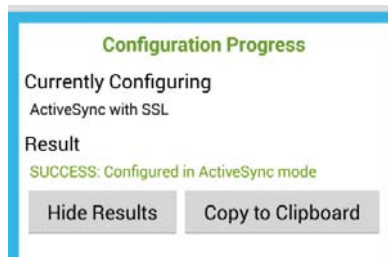
Configuration Progress: Connecting and Configuring

Tap Next on the Start Configuration screen if you are ready to start the configuration process.

WARNING Starting this process will delete and re-sync all existing data from TouchDown.



The following screen will appear after the configuration is completed. It will display the result of the configuration process. If the result does not show **SUCCESS**, it will show the reason for failure in the log below.



Once completed, you can **Tap** the **Next** button, which will take you to the **Options** screen. You can either configure your account options or **Tap Close** to keep the settings as they are and finish the configuration.

Quick Configuration, Options

On this screen you will have multiple options of how you would like your initial Touchdown configuration to run, as outlined below.

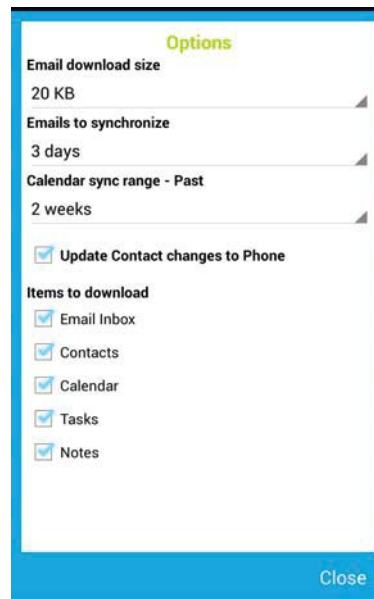
EMAIL DOWNLOAD SIZE is the size of the email messages to download from the server during synchronization. If the email being downloaded is larger than the value specified here, when viewing the email a new button at the bottom of the email view will let you download the remaining portion of the message.

EMAILS TO SYNCHRONIZE specifies how many days of past emails TouchDown keeps on the device. The default is 3 days. Setting too large a value can potentially slow down some operations if you have a lot of emails stored on the device.

CALENDAR SYNC RANGE - PAST specifies how many days of appointments TouchDown keeps on the device. The default is 2 weeks. Appointments from the past will only be visible after you've begun sync appointments with TouchDown. Selecting All for appointments, just as with emails, will cause your database to increase in size and can affect the speed and performance of the TouchDown application. We suggest leaving it at default initially.

UPDATE CONTACT CHANGES TO PHONE detects a contact change on the server and makes the change to the contact in the native phone book application on the device.

ITEMS TO DOWNLOAD is the basic list of folders that you can choose to sync. Note that Notes are only supported on 2010 servers when connecting in Activesync mode.



Once finished, **Tap Close** to complete the configuration.

NOTE: Depending on how much data you have, it may take a few minutes until TouchDown automatically updates the data to the device.

Your device will be configured at this time.

Manually Configuring TouchDown

NOTE: Microsoft® Exchange ActiveSync® does not support HTML Email on Microsoft® Exchange 2003 installations. This means you will only receive Email in plain text if you use this mode. Microsoft® Exchange 2007 or newer allows you to receive HTML email.

You must have the following information before you can configure TouchDown.

Item	Description
User ID	This is the User ID that you are expected to use on your mobile device. Your User ID will normally be in one of the following formats. <ul style="list-style-type: none">• DOMAIN\USERID• USER@COMPANY.COM• USERID
Password	This is the password you use to connect your mobile device to your Microsoft® Exchange server. Note that if your password changes or expires, it will not be updated automatically in TouchDown. You must manually update it in TouchDown.
Server Name	This is the name of the server to which your mobile device connects. For some organizations, this may be different from the Outlook Web Access server. Below is just an example MOBILE.MYCOMPANY.COM
Client Certificates	Sometimes your administrator may require your device to provide a client certificate to be able to connect to the server. See “Setting the Client Certificate” on page 14.

To configure TouchDown,

- 1 Open TouchDown.
- 2 Tap Menu button and select Settings.
- 3 Tap Account Information

Account Information

The following values should be entered:

USER ID can be your alias (jsmith) or your email address, depending on the server configuration. If you do not know your User ID, you should check with your Administrator.

DOMAIN may be different than your company's web site domain. Again, check with your Administrator if you are uncertain what to enter here.

EMAIL ADDRESS is entered here if it is different from your User ID.

PASSWORD is entered here.

SERVER NAME is the address of the Microsoft® Exchange server. Enter only the server name, as in mail.mycompany.com. You should enter the server name as you access it from outside your company network, from the internet. Typically these names end in .com, .net, .info etc.

USES SSL is normally used. If your server does not require HTTPS / SSL for connectivity, you should uncheck this.

TRUST ANY SERVER CERTIFICATE allows any server certificate to be accepted.

CLIENT CERTIFICATES lets you import a client certificate to the device, which will be used by TouchDown to authenticate with the server.

NOTE: This is only for digital client certificates and not for server certificates.

REPLY-TO ADDRESSES allows you to select a different reply-to email address for that message.

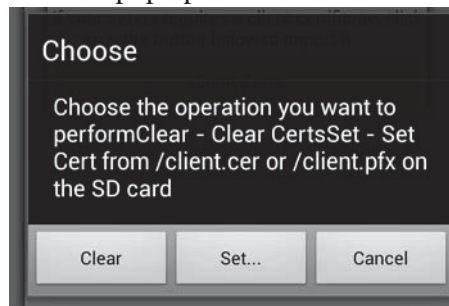
Setting the Client Certificate

Some organizations require a client certificate to be installed on the device for secure connection with the server. If that is your case, please follow the steps below to get the certificate on the device.

If your organization does not require the use of a client cert, you can skip this step.

- 1 Get the client certificate file (this will be a file with .cer or .pfx as the extension).**
- 2 On the computer rename it to client.cer (or client.pfx).**
- 3 Connect your device to the computer and mount the SD card on the computer.**
- 4 Copy the client.cer file to the top level directory of the SD card.**
- 5 Disconnect the device from the computer.**
- 6 Open TouchDown and go into Settings and Tap on Account Information.**
- 7 Tap on Client Certificates.**

The following screen will pop up.



- 8 Tap the Set... button.**

This will copy the client certificate to TouchDown. Once the process is completed, you should delete the Client.cer (or client.pfx) file from the SD card.

If the certificate was exported with a password, TouchDown will prompt you for the password before importing the certificate file.

Chapter 3


Activating



You can purchase a TouchDown license at any time. If you have paid apps enabled in your area, and if you are interested in a single copy for your own device, you can purchase directly from the device. If you wish to purchase licenses for multiple devices, you might want to consider purchasing from www.nitrodesk.com.

EXCHANGE BY TOUCHDOWN KEY is not the TouchDown application, but the application that unlocks the trial version of TouchDown. This application is purchased and run on the device to license TouchDown.

Purchasing from Your Device

To purchase a license from your device, **Tap** on the **Activate** button  on the main screen of TouchDown. This will open a window where you select the last option titled “I want to purchase a license”. When you do this, it will take you to the Google Play Store, to the product titled “Exchange by TouchDown Key”. You can follow the prompts in the Google Play Store to purchase that product. Once purchased, install the license product and run it once.

After you run “Exchange by TouchDown Key”, your main TouchDown program will be activated and will stay active as long as you have the license installed on the device. See “Activating on a Factory-Reset Device” on page 17 for more information on how to get your license when you change or reset your device.

NOTE: When you purchase a license from the device through the Google Play Store, you do not receive a serial number. This is because the Exchange by TouchDown Key contains your serial number and is designed to be portable without having to remember the serial number.

Purchasing from www.nitrodesk.com

If you do not have Paid Apps available on the Google Play Store, you can still purchase a serial number from www.nitrodesk.com that you can use to activate your copy of the product. For this, you must follow these steps.

- 1** Go to <http://nitrodesk.com/androidplatform.html> and select the “Purchase License Key from NitroDesk” button under the Ready to Purchase License Key section.
- 2** Check out the number of licenses you wish to purchase.
- 3** Once you confirm the purchase, and if the credit card verification is successful, you receive an email with an order confirmation that contains an 11 digit serial number. The serial number begins with a letter B.
- 4** Save the serial number for future reference, you will need it to reactivate the product if you reset the device.
- 5** On the TouchDown product, Tap on the Activate button on the main screen.
- 6** Select “I have a license key”.
- 7** Enter the serial number in the box. It is not case-sensitive.
- 8** Tap the Go! button.

Your copy of TouchDown will be activated.

Activating on a Factory-Reset Device

If you reset your device, you can reactivate your license on the device. Depending on how you originally purchased, follow the steps in the appropriate sections below.

If you purchased your original license from the Google Play Store, you can reactivate your license by following the steps below. Note that this will work only if you have used the same Google Email address when initializing the new device.

To activate on a new or factory reset device,

- 1 Go to the Play Store application on the device.**
- 2 Go to My Apps, All.**
- 3 Find and install the “Exchange by TouchDown Key” app (it may take up to 48 hours from the time you start using the device for you to be able to successfully download it).**
- 4 Once installed, run the application once.**

Your copy of TouchDown should now be activated.

Purchased from www.nitrodesk.com

If you purchased a serial number from www.nitrodesk.com, you can follow these steps to activate your copy on the new device,

- 1 On the TouchDown product, Tap on the Activate button on the main screen.**
- 2 Select “I have a license key”.**
- 3 Enter the serial number correctly in the box below.**
- 4 Tap the Go! button.**
- 5 Your copy of TouchDown will now be activated.**