

Corporate Configuration

Introduction

This document describes how to use two methods for configuring TouchDown on an enterprise wide basis.

CONFIGURATION FILE Administrators can use the NitroDesk Server Side Configuration feature to set security policies and application preferences for TouchDown when users connect to a Microsoft Exchange server. Administrators can control how TouchDown performs when connected to the server by creating a TouchDown folder on the Internet Information Services (IIS) server that hosts Microsoft ActiveSync and placing the TDPreferences.xml file in that folder.

PCF FILE Administrators can take a successfully configured device containing initial configuration settings and suppressions and export the settings on that device to a preferences configuration file (pcf) to send to end users to configure their device.

NOTE: This document does not cover using a Mobile Device Management (MDM) console.

Configuration File

The configuration file is an Extensible Markup Language (XML) file which has the following nodes:

NOTE: The file is not expected to be editable by the end user. The content of the file is in plain text, making it easier for an administrator to edit.

```
<TDPreferences>
  <PreferenceFilePolicies>
    <PreferenceRefreshIntervalHours>1</PreferenceRefreshIntervalHours>
  </PreferenceFilePolicies>
  <Policies>
    <Policy name="" value=""/>
    ....
  </Policies>
  <UserPreferences>
    <Policy name="" value="" onlyonce=""/>
    ....
  </UserPreferences>
</TDPreferences>
```

Policy Names and Descriptions

This following sections list the policies with descriptions for the TDPreferences.xml file. This file should be placed in <https://<company.com>/touchdown/TDPreferences.xml>. This file is checked on first provisioning or if the user attempts to initialize TouchDown using Microsoft Exchange 2003 or

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2007. If the file is found, TouchDown will allow configuration only in ActiveSync mode. The contents are retrieved and placed in the policy settings database. The preference file is checked again after the specified PreferenceRefreshIntervalHours elapses. When the new preference are read after the first time, only those policies which are not marked with `onlyonce='1'` are acted upon. This applies only to the policies in the UserPreferences section.

NOTE: The following policies will be applied only if no other MDM solution is found.

Preference Policies

Administrators can use the following policies to set the device to look for TouchDown updates.

Policy name	Option	Description
PreferenceRefreshIntervalHours		Set this value to ensure that preferences are refreshed periodically. Set to 0 to disable. The lowest value is 1 hour.
ApplicationUpdates	onceonly	True = Notifies the user of an update only the first time a new version is detected. False = Notifies the user of an update at the specified refresh interval when a new version is detected.
	notify	Set the value to true to have a notification appear on the phone.
	enabled	Set the value to true to enable the user to install updates.
Package	infourl	Creates a <i>More Information</i> button that takes the user to a web site where details of the update or other important company information can be read.
	url	Location of where to download the package
	versionnumber	Version number of the latest available version
	versionname	Version name of the latest available version
	name	Name of the TouchDown package that the update is available. Possible options are: TouchDown for Android 2.x = com.nitrodesk.droid20.nitroid TouchDown for Honeycomb devices (tablets) = com.nitrodesk.honey.nitroid TouchDown for Android 1.x devices = com.nitrodesk.nitroid

Table 1: Preference Policies

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```

</PreferenceFilePolicies>
  <PreferenceRefreshIntervalHours>1</PreferenceRefreshIntervalHours>
  -<ApplicationUpdates onceonly="false" notify="true" enabled="true">
    <Package infourl="http://www.nitrodesk.com" url="http://nitrodesk.com/
      tddownloads/nitroidbeta-droid.apk" versionnumber="60050050"
      versionname="6.5.0050" name="com.nitrodesk.droid20.nitroid"/>
    <Package infourl="http://www.nitrodesk.com" url="http://nitrodesk.com/
      tddownloads/nitroid-honey.apk" versionnumber="60050050"
      versionname="6.5.0050" name="com.nitrodesk.honey.nitroid"/>
    <Package infourl="http://www.nitrodesk.com" url="http://nitrodesk.com/
      tddownloads/nitroidbeta.apk" versionnumber="60050050"
      versionname="6.5.0050" name="com.nitrodesk.nitroid"/>
  </ApplicationUpdates>

```

Security Policies

Security policies define the security parameters which the client must honor. These policies will not be honored if TouchDown is already connected and configured in conjunction with an MDM solution. These policies include settings for PIN prompting, data encryption or S/MIME handling. Security policies are always enforced, with no way for end users to override them.

WARNING If you are using an MDM solution to set policies, you should never place policies here which conflict with the MDM provided values. Either source may overwrite the other for the same policies.

Policy name	Type	Description and Value
ResetPolicies	None	This policy does not require a value attribute. When this policy is encountered, TouchDown will clear all existing policies. This is best placed at the beginning of the policy list.
DevicePasswordEnabled	Boolean	If this field is not present, TouchDown will honor the PIN policies that EAS sends. If this field is present: 1 = Enable PIN prompting 0 = TouchDown will not prompt for PIN (even if EAS policies require it)
AlphaNumericDevicePasswordRequired	Boolean	
AttachmentsEnabled	Boolean	
MinDevicePasswordLength	Int	
MaxInactivityTimeDeviceLock	Int	
MaxDevicePasswordFailedAttempts	Int	
MaxAttachmentSize	Int	

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Policy name	Type	Description and Value
AllowSimpleDevicePassword	Boolean	
DevicePasswordHistoryCount	Int	0 = No history
DevicePasswordExpirationDays	Int	0 = No expire
AllowStorageCard	Boolean	
RequireStorageCardEncryption	Boolean	
RequireDeviceEncryption	Boolean	
MinDevicePasswordComplexCharacters	Int	
RequireManualSyncWhenRoaming	Boolean	
MaxCalendarAgeFilter	Int	Integer specifying maximum range of past events to sync. Valid values here are: 0 = unlimited 4 = 2 weeks 5 = 1 month 6 = 3 months 7 = 6 months This will not impact the currently set values by the user if the current values are more restrictive than this value.
AllowHTMLEmail	Boolean	
MaxEmailAgeFilter	Int	Integer specifying maximum range of past emails to sync. Valid values here are: 0 = unlimited 1 = 1 day 2 = 3 days 3 = 1 week 4 = 2 weeks 5 = 1 month This will not impact the currently set values by the user if the current values are more restrictive than this value.
MaxEmailBodyTruncationSize	Int	
MaxEmailHTMLBodyTruncationSize	Int	Not currently implemented in TouchDown
RequireSignedSMIMEMessages		Not currently implemented in TouchDown
RequireEncryptedSMIMEMessages		Not currently implemented in TouchDown
RequireSignedSMIMEAlgorithm		Not currently implemented in TouchDown
RequireEncryptionSMIMEAlgorithm		Not currently implemented in TouchDown

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Policy name	Type	Description and Value
AllowSMIMESoftCerts		Not currently implemented in TouchDown
DisableCopyToPhoneBook	Boolean	If 1 this will cause TouchDown to never copy contacts to the device phone book.
PhoneBookCopyFields	String	List of fields that can be copied to phone book. The following fields can be entered in this string, delimited by commas, without any spaces: org photo note title location dept wphone wphone2 hphone hphone2 mphone ofax hfax assistantphone radiophone carphone pager compphone email1 email2 email3 homeaddress workaddress otheraddress
DisableEmailWidget	Boolean	1 if widgets should not show data
DisableCalendarWidget	Boolean	1 if widgets should not show data
DisableTaskWidget	Boolean	1 if widgets should not show data
DisableUniversalWidget	Boolean	1 if widgets should not show data
HideWidgetDataWhenLocked	Boolean	1 if PIN Lock should hide data in widgets
HideEmailInfoOnNotificationBar	Boolean	If 1 notifications should not show email data
HideCalendarInfoOnNotificationBar	Boolean	If 1 notifications should not show calendar data indicating which appointment is approaching
DisableSpeechNotification		
HideTaskInfoOnNotificationBar	Boolean	If 1 notifications should not show data on tasks
SuppressNewMailPopup		

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Policy name	Type	Description and Value
DisableChangeSignature	Boolean	Suppress signature line changing
MinPINChangeInterval		
FailedPINDelay		
DisableEasyPINRecovery	Boolean	If 1 user can't use PIN reset by entering the exchange account password
LockOnSleep		
DisableDatabaseBackup	Int	If 1 user cannot backup data to SD card
DisableSettingsBackup	Int	If 1 users cannot backup settings to SD card
DisableReconfiguration	Int	Reconfiguration is disabled except through the MDM client
DisableCleanup	Int	User cannot wipe configuration from settings
DisableExportTo3rdPartyWidgets	Boolean	If 1 external content providers won't work
SetSignature	String	Set the signature on the application
SetPlainTextSignature		
SetSuppressions	String	<p>The list of suppression codes to apply to TouchDown to prevent TouchDown from displaying certain options to the end user. See "Suppression Codes" on page 14.</p> <p>The list of codes should be comma separated, with at least one comma in the string.</p>
EmailHistory		
CalendarHistory		
LicenseKey	String	The license key to apply to this device to unlock TouchDown.
SuppressApplicationPIN	Boolean	If set to 1 the application will not show a PIN prompt if you don't want EAS PIN to be enforced by TouchDown. This is useful if the MDM decides to enforce a device level PIN.
DisableCopyPaste	Boolean	If set to 1, user will not be able to copy data from email or paste data into email when composing messages.

Table 2: Security Preferences

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Application Preferences

Application preferences specify the values for standard user application configuration such as notifications, options for updating contacts to the phone book and signatures.

Application preferences will be initialized only if a configuration file is found. The preferences can specify the fields that the user can view and change. You can also specify a maximum refresh interval defining how often these settings should be refreshed. TouchDown checks for the presence of the configuration file when the defined maximum time elapses. This will ensure that settings are kept up to date.

If there is no initial configuration file, TouchDown will not look for the configuration file again. This is to prevent unnecessary requests which can overload servers that do not have the configuration file in place.

NOTE: These preferences will be applied even if there is another MDM configured.

Policy Name	Description
Suppressions	These are comma separated codes which will specify which fields to suppress.
PushEnabled	Enable Push Email.
PollingFrequency	Defines the frequency to check for changes from the server. An ideal value is 15 minutes. Smaller polling intervals can increase battery drain. This only applies if Push is not enabled.
PollAtOffPeak	When set to True TouchDown will periodically poll for changes even during off peak times.
OffPeakPollInterval	Defines off-peak polling interval.
EmailSyncHistory	Defines date range of emails to synchronize. Default is 14 days.
CalendarSyncHistory	Defines date range of appointments to synchronize. 4 = 2 Weeks 5 = 1 Month 6 = 3 Months 7 = 6 Months 1 = All
DeviceTypeString	Default is Android. Once set this value should not be changed.
EmailBodyStyle	Specifies different fonts, sizes, colors and styles to be used when composing new messages in HTML mode.
NotifySuccessfulPolling	Sends a notification when a successful refresh of data is received.
NotifyFailedPolling	Sends a notification when a periodic refresh of data fails.

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Policy Name	Description
NotifyPasswordFailure	Sends a notification when password is incorrect.
NotifyNewEmail	Sends a notification when new messages are received.
NotifyAppointments	Shows a notification for reminders.
ShowEmailsOnStartup	TouchDown will always open displaying your Email list.
EnableHTMLEmail	When this option is selected, TouchDown will attempt to download and display emails in HTML format. If this is turned off, emails will be retrieved as plain text. If using a non Exchange server, this option is not recommended.
NoDeleteOnServer	Deleting emails on the device will not remove them from the server.
NoMarkReadOnServer	Reading emails or marking them as read/unread on the device will not mark them as read/unread on the server.
UpdateContactChangesToPhone	Updates contact information on the device when detected on the server.
DeferServerUpdates	Selected changes are deferred and batched changes to the server. This is selected by default and improves response time of the application as well as reduce the number of server updates.
DisableSmartReplies	This option should only be selected if the server does not allow SmartReplies and SmartForwards. If forwards and replies are not working turn this option ON to see if it works.
AlwaysBCCSelf	Sends a copy of all outgoing emails to configured email address.
ManualSyncWhenRoaming	Suppresses push and polling when on roaming network.
NormalizePhoneNumbers	Changes contact phone numbers as follows: X and x, and extension will be replaced by a ; P and p will be replaced with a ; W and w will be replaced with a ,
ExcludeAttachmentsFromGallery	Ensures that media files are not are not scanned by the Android Gallery application when it scans the SD card for media files.
AppointmentRemindersAtNonPeakTime	Reminds user of all appointments even if the appointment occurs during off hours or if the reminder is set to occur during off hours.
IncludePhoneContactsInPickList	Lists contacts from the Android Phone Book as contact options for new email or SMS items.

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Policy Name	Description
CleanSDCardOnRemoteWipe	Removes any attachments TouchDown has downloaded to the SD card.
FilteredTasksOnHomeScreenAndWidgets	Displays tasks on the home screen window and on the task widget as they are viewed on the TouchDown Tasks Screen.
DisableTabletMode	Disables tablet mode even if it has detected that the user is working on a tablet. This option is specifically for tablet users who prefer the classic TouchDown view.
HonorBackgroundDataSetting	Honors the user's preference in the Android operating system if user has decided to turn off Background Data in device settings under the Accounts & Sync heading.
EmailTextViewSize	Select the text size to use when viewing email messages. This can be set to 1 of 5 levels; smallest, smaller, normal, larger or largest.
EmailDownloadSize	<p>Defines the download size of the email messages from the server during synchronization. Zimbra users should set this to a value less than or equal to 10 KB.</p> <p>1 = 4 KB 2 = 5 KB 3 = 7 KB 4 =10 KB 5 = 20 KB 6 = 50 KB 7 = 100 KB 8 = Full 10 = No body</p>
CopyToPhoneNameFormat	<p>Defines how to copy TouchDown Exchange contacts to the phone book as First Last name or as Last First name.</p> <p>0 = First Middle Initial Last 1 = Last First Middle Initial 2 = File As</p>
ReminderRepeat	<p>0 = No repeat reminders X>0 = repeat after X minutes X<0 = Repeat X minutes before appointment</p>

Table 3: User Preferences

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Policy Name	Description
EmailMultiSelectors	If this is selected, each email message in the email list view will show a circle on the right side. The user can place a check mark against each message by tapping the circle. Once selected the user could perform operations like Delete, Mark as Read, Mark as Unread and Move to Folder on all the selected items at once by pressing the Menu button on the device and selecting the option from the menu that opens up.
EmailShowSummary	Displays email summary.
EmailHighlightSender	Makes the name of the sender of any email item larger and bold as opposed to the subject (highlighted by default).
EmailSearchAsYouType	When the user searches for messages using the Menu/Search option in the email list view, the messages are filtered according to the search string as typed. If this is off, the user must press the green arrow next to the search string to perform the search.
EmailFetchEmbeddedImages	If using ActiveSync connection mode and have HTML emails enabled, embedded images within emails will automatically be downloaded and displayed. Note that this may cause some refreshing of the email message after each image is fetched and shown.
EmailMoveToAny	When the user selects to move email messages to other folders, they will be able to move messages to folders that have not been selected for synchronization. If this is off, the user can only move emails to folders that have already synchronized.
EmailHighlightUnread	Any read items in the email list will appear grey, without subject or sender in bold, leaving only unread items fully lit and bold.
EmailPreviewAttachments	View a sample thumbnail of attachments after download but before opened with an attachment viewer.
EmailAlwaysExpandFolders	When the user opens choose folders or taps the email folder bar to change folders, the folder tree will always appear uncollapsed until the user manually collapses them.
EmailConfirmDeletes	Prompts a popup each time the user deletes an email to confirm that the email should be deleted.

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Policy Name	Description
EmailToolbarMode	<p>Select how to display the toolbar.</p> <p>0 = Always show 1 = Hide 2 = Toggle on shake</p> <p>By default the toolbar that appears at the bottom when viewing an email message.</p>
EmailAfterDeleteGoto	<p>This option lets the user select the behavior when viewing a message and selecting to delete the message. The following choices are available:</p> <p>Email List: Go to the email list</p> <p>Next email: Open the next email in the list. If none, go back to the email list view</p> <p>Previous email: Go to the previous email in the list. If none, go back to the email list view.</p>

Table 4: Email Options

Policy Name	Description
CalendarLightTheme	The Day and Week Views will be shown with a light theme.
CalendarAllDayEventsAt12	No longer applies to current versions of TouchDown and will be removed in future versions.
CalendarAllDayInWidget	This option will show all-day events in the TouchDown Calendar Widget.
CalendarShowUpcomingOnly	In the TouchDown Agenda view, only current appointments that have not already passed for the current day are shown.
CalendarCustomWeekView	This option gives two additional options: Week starts on and Week ends on. Using these options the user can change the “Week starts on” and “Week ends on” options to select the start and end dates for the week. Selecting a custom week start and end days will change the way the week view is shown. It will not affect the month view unless your Week start day is before the weekend day (Monday to Saturday).

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Policy Name	Description
CalendarEnableResources	Gives the ability to specify a resource field when creating new meetings. The user may use the resources field to specify non-attendees such as conference room resources or equipment which are available using an email address.
CalendarTasksInAgenda	Shows the calendar tasks in the agenda.
CalendarOverdueTasksInAgenda	Shows overdue tasks in the agenda.
CalendarDefaultReminder	Automatically places the same reminder length for each new event unless otherwise specified by the user.
CalendarDefaultPrivacy	Automatically places the same privacy status for each new event unless otherwise specified by the user.
CalendarDefaultStatus	Automatically places the same availability status for each new event unless otherwise specified by the user.
CalendarZoom	Shows the Day and Week views in larger size and fonts. A good recommended zoom size for high resolution devices is 150%.
CalendarWorkStart CalendarWorkEnd	Specify the start and end of the work day. The only effect of this option is to change the display in day and week views where the working times are shown in a slightly different color. <!-- HH:MM -->
CalendarFirstWeekday	Specify the first day of the week to show in the calendar.
CalendarLastWeekday	Specify the last day of the week to show in the calendar.

Table 5: Calendar Options

Preferences Configuration File (PCF)

Administrators can export the settings on successfully configured sample device to a preferences configuration file (PCF) to send to end users to automatically configure their device.

When a user configures with a PCF file, all requests from the user to the server will contain the following HTTP header:

```
Header name is "TD-Info", and header value will be "<NAME_OF_TOUCHDOWN_PACKAGE>/<TouchDown_Version> /<PCF_KEY>/"
```

```
For Example: com.nitrodesk.droid20.nitroid/6.5.0002/PCF0001/
```

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This information can be used by administrators to configure server side or ISA filters that can be used to prevent users from connecting with a non-compliant PCF or non PCF file.

Header Value	Description
Name_of_TouchDown_Package	Name of TouchDown package depends on the Android version used: Android 1.x version = com.nitrodesk.nitroid Android 2.x version = com.nitrodesk.droid20.nitroid Android Honeycomb version = com.nitrodesk.honey.nitroid Other builds of TouchDown may have different package names
TouchDown_Version	Current version number of TouchDown
PCF_Key	The export key specified (it can be any alpha numeric string) when exporting the PCF, of NON-PCF if the user configured without a PCF file.

Table 6: PCF HTTP Header

To save and send a PCF file to end users to automatically configure their device,

- 1 On the correctly configured device, go to the Advanced Settings menu, click on the Export Settings button.**
- 2 Click Yes to continue.**
- 3 Type the Export Key and click OK.**

This will create a file named settings.pcf in the /nitrodesk/exports folder on the SD card. This file can then be copied from the SD card and renamed if necessary.

NOTE: Do not change the extension name (.pcf) of the file.

- 4 Upload the PCF file to a web server.**

The web server can be an intranet site or an external facing site. The users should have an easy way to access this file through their device browser.

- 5 The end user installs TouchDown on their device through the Market or from another source.**
- 6 User accesses the PCF file through their device browser.**

You can have the user navigate to the site or send the user an SMS or personal email with a link to the PCF file.

- 7 User taps the file to and enters the following information:**

- User ID
- Email Address (if different)
- Domain
- Password

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8 User presses Next.

TouchDown will immediately combine the user specific configuration with the template configuration extracted from the PCF file, run the setup process, configure the device and perform a resynchronization of the data.

Settings Suppression Configuration

Before publishing the PCF file to end users, administrators can specify suppression entries in the file by editing the file and creating a new <Suppressions> node to suppress specific fields in TouchDown settings.

To add suppression codes,

- 1 **Open the PCF file in a text editor. Create a new node after the AccountParameters start element as shown below**

```
<?xml version='1.0' encoding='utf?8'?> <Settings><AccountParameters>  
<Suppressions></Suppressions>  
<AccountID>....
```

- 2 **Enter one or more suppression codes. The codes should be separated by commas. See “Suppression Codes” on page 14.**

Suppression Codes

Administrators can add suppression codes to prevent TouchDown from displaying certain options to the end user. The list of codes should be comma separated, with at least one comma in the string.

Field to Suppress	Code
Quick Configuration Button	101
Connection Mode	102
User ID, Domain and Email Address	103
Language	104
Server Information	150
ISA Flags Settings	151
Email Alias Setting for Exchange™ 2003 Connection Mode	152
Push and Polling settings	200
Email History	201
Device Type String	202
Signature	203

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Field to Suppress	Code
Body Style	204
Notify on Success Flag	205
Notify on Failure Flag	206
Notify on Email	207
Notify on Appointment Reminders	208
Enable HTML	209
Don't Delete on Server	210
Don't Mark as Read on Server	211
Update Contact to Phone	212
Defer Server Updates	213
Disable SmartReplies and SmartForwards	214
Always BCC Self	215
Manual Sync on Roaming	216
Normalize Phone Numbers	217
Exclude Attachments From Gallery	218
Set Text Size	219
Set Max Download Size	220
Folder Selection Options	221
Email Alert Configuration	222
Appointment Alert Configuration	223
Repeating Reminders	224
Client Certificate Setting	225
Peak Times Setting	226
Manage Rules	227
Manage Categories	228
View Security Policies	229
Backup Settings	230
Restore Settings	231
Export Settings	232
Out of Office	233

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Field to Suppress	Code
Show Emails on Startup Flag	234
Enable Poll at Non-Peak	235
Reminders at Non-Peak	236
Include Phone Contacts in Email Pick List	237
Configure Name Format When Copying Contacts to Phone	238
Filtered Tasks on Widgets and Home Screen	239
User Configured Remote Kill Switch	240
Notify on Password Fail	241
Disable Tablet Mode (tablet devices only)	242
Use System Background Data Setting	243
Enable SMS Syncing (Microsoft Exchange™ 2010 only)	244
S/MIME Certs Option	245
Appointments to Synchronize	246
Backup Database (menu option)	300
Restore Database (menu option)	301
Wipe Data (menu option)	302
Wipe SD Card on Remote Wipe	303

Table 7: Suppression Codes

The following example would suppress the User ID/domain/email address selections as well as the quick configuration option from the user.

```
<Suppressions>101,103</Suppressions>
```