

TouchDown

FAQ &

Troubleshooting Guide

TOUCHDOWN

FAQ and Troubleshooting Guide

Version 5.0 and above

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Introduction

Installation and configuration of TouchDown is covered in a separate document. Please refer to the Configuration guide for more information. This document assumes that you have TouchDown installed, configured and activated for full operation.

This document describes certain common support scenarios for the TouchDown Exchange client for Android devices. It is intended as a guide to understanding the different issues which may arise when your users start using TouchDown and ways to correct/troubleshoot such issues. This is not an exhaustive list of all the bugs and issues with the current TouchDown version, and may be revised from time to time when more common issues are identified.

TouchDown Versions

Trial Editions (5 Day full-feature trial)

When you install TouchDown for the very first time, it enables full functionality for a period of 5 days from your installation time. ***The only option that is disabled during the 5 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 you expect with your exchange server. At the end of the 5 day trial period, if you still haven't purchased a license and activated the product, it will switch to the Free Edition with limited functionality. (See the configuration guide for more information on purchasing and activating the product)

The following are the different flavors of TouchDown available currently in the Android Market

EXCHANGE BY TOUCHDOWN (NON CUPCAKE)

This version is intended to be used on Android devices which are running Android 1.1 operating system. Most devices currently in the market are not running this system, but this will work on all platforms. This product will be discontinued eventually, and we encourage all users to move on to the other versions.

EXCHANGE BY TOUCHDOWN

This is the version of TouchDown that should be installed on devices which are running Android 1.5 and 1.6 versions of the operating system. It adds the capability to create shortcuts and widgets on the main touchdown screen.

EXCHANGE FOR ANDROID 2.0/2.1

This is the version of touchdown that should be installed on devices running Android 2.0 and above. It enables smoother contact syncing with the device phone book as well adds the ability to speak out emails and dictate emails.

The following is a summary of feature differences between the three different downloads

Feature	Exchange by TouchDown (Non-Cupcake)	Exchange by TouchDown	Exchange for Android 2.0/2.1
Android version	1.1	1.5, 1.6	2.0, 2.01, 2.1
Shortcuts on desktop	No	Yes	Yes
Desktop Widgets	No	Yes	Yes
Separate account in native phone book	No	No	Yes
Speak Emails	No	No	Yes
Dictate emails	No	No	Yes

Free Mode

This mode enables all the free features of TouchDown. Touchdown applications enter this mode after the trial period expires. There are limitations to this version. Using this version, you can get new messages in your inbox for the recent 24 hours. You can also view your contacts and calendar using this version. The following is a partial list of limitations of this edition.

- **No support for ActiveSync Mode** or Push Email
- Email view supports only the ability to receive email
- Contacts View supports only the ability to view the contacts
- Calendar View supports only the ability to view your calendar

TOUCHDOWN USERS GUIDE

- No alerts on New Email
- No appointment alerts
- No ability to check for email periodically

Licensed Edition

This is not a separately downloadable product. You can activate the product and convert the same installation to a licensed edition by activating the product. Once activated, all the features are available for use. (See section below on Purchasing and Activating)

EXCHANGE BY TOUCHDOWN KEY

This is really not the touchdown application, but the application that unlocks any version of TouchDown. This application is typically purchased by end users and run on the device once to unlock the main TouchDown applications.

It is highly recommended that you try out the Trial version for a few days before purchasing a License to the Commercial Version.

Frequently Asked Questions

Introduction

What is TouchDown?

TouchDown is an Android application which helps you connect to an Exchange server (or another compatible ActiveSync-supported server) and retrieving your emails, contacts, calendars and Tasks.

What phones do TouchDown run on?

TouchDown runs on any Android device that runs Android version 1.1 or later. (As far as we know every android device available in the market can currently run touchdown)

If you are running the Motorola Droid or another Android 2.0 device, you may choose to use the version we have custom built for it (<http://groups.google.com/group/nitrodesk/web/droid-edition>)

Can I use TouchDown with my Gmail/Hotmail/Yahoo/POP3/IMAP account?

No, TouchDown will not work with any type of accounts that are not hosted on a Microsoft Exchange server (or a compatible ActiveSync Server).

Can I use TouchDown to connect directly with Outlook on my PC?

There is an experimental effort towards this which is described here :
<http://groups.google.com/group/nitrodesk/web/psst-usb-syncing>

This should work with Outlook 2003 and Outlook 2007, but NOT Outlook Express.

But this is unsupported and something you might use at your own risk.

I have ActiveSync installed on my Desktop PC to connect to PDAs, Can TouchDown connect to it over USB cable?

No - Desktop ActiveSync and Exchange ActiveSync are not the same.

Purchasing & Activating

I purchased from the android market, but did not receive a serial number.

When you purchase a license from the android market, you don't need or get a serial number. The Key application you purchase contains the serial number inside it. To activate the main touchdown application, please install the Exchange by TouchDown Key application and run it once on the device. As long as you have that application installed on the device, your main touchdown application will be licensed. In this case, you can also ignore the License Key field in touchdown configuration empty.

How much does TouchDown cost?

The regular price is 19.99 USD, a one-time purchase with no recurring payments.

How can i get a refund?

TouchDown provides a 5 day trial period where most functions are available to try (the only limitation is that the signature cannot be edited). You should not purchase touchdown key without making sure that the program works for your server. Once purchased, the Android market gives you about 48 hours to change your mind and request a refund. We are unable to refund purchases ourselves if you are past the 48 hour period.

How can i purchase TouchDown?

You can purchase TouchDown from the Android Market directly. If paid applications are not available in the market, you can purchase a serial number from our site directly at http://www.nitrodesk.com/dk_touchdownPurchase.aspx

How long is the license valid for?

The license is valid for as long as you use it.

Do i have to pay monthly/yearly fees?

No, it is a one-time cost.

If i reset the phone or replace the phone, do i have to purchase it again?

No, as long as you are the user of the device, and that you are not using touchdown on multiple devices at the same time, you don't have to purchase touchdown for the device again. Please see here for a full description <http://groups.google.com/group/nitrodesk/web/switching-devices>

I purchased and activated the license from the Android Market. Later I reset/replaced my phone. How do i get the license back?

For this, you must make sure you are activating the new device with the same google ID that you used for the older phone. In that case, you should open Android Market and under Downloads, find your purchased license and re-download it.

I purchased the TouchDown License Key from the market, but i don't see any emails etc, or see any configuration options. Why?

The TouchDown License Key should be purchased ONLY after you have installed the main TouchDown application and configured and verified that it works for your account. Please read here for more information on the exact process: <http://groups.google.com/group/nitrodesk/web/getting-started>

I purchased the TouchDown License Key, but why does the main application still showing Demo Mode?

Simply purchasing the application is not enough. You must install the purchased License Key application and run it once on the device. this will make sure the main touchdown application is licensed.

TouchDown Features

What does Defer Server Updates option do?

This option tells TouchDown to not immediately update the server when you perform certain operations such as marking items as read, Deleting items, moving items between folders etc. Such changes will be actually sent to the server in a batch when the next update happens. Next update happens mean the next time touchdown contacts the server for operations like receiving a push update, sending a message, next poll time etc.

This option was created to reduce sluggishness from repeated server updates as you keep moving between mails.

Can i use touchdown with multiple exchange server accounts?

Yes you can. But only one account will be active at anytime (pushing or polling). To create new profile, please click Menu/More/Profiles on the main screen, and add a new profile. Long press on any profile to see options such as moving its data to SD card etc. Once you create a new profile, a new button in the home screen (looks like a filing cabinet) will let you quickly switch profiles.

Can i move my data to SD card?

Yes you can. But note this is highly risky since if you tether the phone to a computer and start browsing files, you could corrupt and reset the touchdown database. To move the data to SD card, click Menu/More/Profiles, and long-press on the profile in the profiles list to see the option to move the database to SD card (and back if your data is already on the SD card).

I can't see my folders

In order to see messages from your folders, you must select them for synchronizing. For this, please open touchdown settings, go to the last tab there, and click the CHoose Folders button. This will pop up a folder list, where you should tap on the folders you wish to synchronize. pressing any folder once will enable that folder for syncing, and pressing it again will disable it for syncing. Once you change the folder selection, press OK. The folders will be synchronized when the next refresh happens.

What is Push?

Push is a feature which is available only if you have a server which provides ActiveSync services (and is configured correctly). When push is activated, TouchDown will receive emails on the device as soon as they are received on the server. To enable push, first make sure that you have configured your device in ActiveSync mode (ideally using quick configuration). On the home screen of touchdown, you can tap te indicator at the bottom right to toggle push.

I do a Reply-All but i get added to the list of recipients

This is because you did not specify your own email address correctly in the first tab of settings. If your login id is not the same as the email address, you should uncheck "User ID same as Email" option above it, and enter your correct email address separately below the user id.

I cannot edit the signature that is placed in the outbound emails. Why?

The trial version does not let you edit the signature. This is the only limitation we placed on it. Once purchased and activated, you should be able to change the signature in the last tab of settings.

Does TouchDown support Notes?

No, TouchDown does not support Notes syncing since Exchange Servers prior to 2010 do not support this. However, NitroDesk has a separate product which handles Notes and lets you synchronize them over the USB to the device. More information on this can be found at <http://groups.google.com/group/nitrodesk/web/nitronote-notes-syncing?hl=en>. TouchDown itself will support notes only in a future version which will add 2010 extensions. Work on this has not yet started, and we don't have an ETA for that..

I don't get the caller id information for contacts which are in TouchDown

This is because TouchDown maintains a separate database where contacts are stored, and the information in TouchDown database has not been populated into the native contacts list in Android. Please refer to this document for information on how to copy contacts from TouchDown to the native phone book and how to make sure changes made in Exchange are automatically synced to the phone book.

<http://groups.google.com/group/nitrodesk/web/syncing-with-phone-book?hl=en>

How do i change the notifications that i receive on TouchDown?

The alerts you receive when you get a new email or a new appointment can be changed or customized by pressing the "Email Alerts" or "Appointment Alerts" button on the third tab of settings. This will pop up a dialog which will let you suppress notifications, use the system notification settings, or customize the notifications.

Common Installation Issues

Before you can start using TouchDown, you must first install the application on your device. Instructions for downloading TouchDown are given in the Configuration Guide, but there are some issues faced by users even before the program is installed on the device. Note that NitroDesk has no control over any of these issues.

Downloading not completing from the Android Market

If you are trying to download the TouchDown application from the Android market, and the download never completes, it could be because of connectivity issues or transient/temporary problems with the Android Market itself. The following are potential resolutions for this.

- If you are on a Wi-Fi connection, switch to your carrier's data network and try again
- Try restarting the device.
- Retry the download after some time.

Stuck on Credit Card Authorization

If your transaction is stuck at authorizing credit card when purchasing the Key application, it could be because of a couple of possible reasons. NitroDesk cannot directly help with any of these conditions, since this is a transaction between you and Google.

Here are the possible reasons. In any event, you can see the status of your order by either checking your Google email, or by logging on to <https://checkout.google.com>

Authorization failure

Google has failed to authorize your credit card. You might have entered wrong card information. Google will send you an email to the Gmail address you used to activate the phone. Please login to that email address and see if you have any messages from Google.

Authorization delay

Google is taking longer to validate your credit card. It is not unusual for Google to take a few hours to validate your credit card. Please login to the Android Market after a few hours to check if the authorization completed. If it did and was successful, you should see the application you purchased in the “Downloads” section of the Android Market. You should be able to click on it and download and install it.

Troubleshooting Hints

The following are some hints and tips on performing trouble shooting and also items to watch out for to detect possible reasons for failure.

Status lines

Typical errors manifest themselves as messages that may show up on the main TouchDown screen, on the status lines at the bottom.

Keeping an eye on what appears on the bottom status line can usually give a clue as to what the system may be thinking and doing.

The following are common warning signs of trouble.

Authentication Failure, Check your credentials

This typically happens in two cases.

PASSWORD CHANGED/RESET

Your password has changed or reset on the server. You should update the right password in the device configuration.

DIRECT PUSH

Your server may be returning this error when your device requests PUSH email. This can happen if your server is not enabled for “Enable Direct Push over HTTP”. Only your Exchange administrator may be able to help you with this.

Error Renewing Subscription

This can happen only if your connection mode is configured as Exchange 2007. The two primary reasons for this are

1. Your password changed on the server and it was not updated to the device

2. Your server was updated with a patch which prohibits connections in Exchange 2007 mode. The only workaround to this is to run the Quick Configuration and attempt to connect in ActiveSync mode.

Internal Server Error

There are several reasons for this, mostly server side, and hence we cannot assist much in this front. here are a couple links which describe some causes and resolutions

http://www.petri.co.il/problems_with_forms_based_authentication_and_ssl_in_activesync.htm

<http://support.microsoft.com/Default.aspx?kbid=817379>

<http://support.microsoft.com/kb/330463>

Diagnostic Log

TouchDown can generate a diagnostic log which may help identify potential issues with the synchronization or initialization.

To view the log, press the Menu button on the main touchdown screen and select the Diagnostics option.

By default the diagnostic log will show you information about the current setup and the folders selected for syncing. You can additionally request logging to be performed for each operation by checking ON the “Log Next Operation” check box. Toggling the Log Next operation check box will reset the current log.

Typically when you generate diagnostics, the following are the steps to take.

1. Go to the Diagnostics screen by pressing Menu/Diagnostics on the main TouchDown screen.
2. Turn ON the “Log Next Operation” checkbox.
3. Perform the offending operation (quick configuration, send email etc)
4. Go back to the Diagnostics screen
5. Copy the log to clip board by long-pressing on the log window and selecting Copy All option.
6. Send the log to YOURSELF by pasting it into an email message (you can perhaps use Gmail if TouchDown does not work)
7. Once you receive the message, blank out all sensitive information before forwarding it to NitroDesk Support.

NOTE: If you use Exchange 2003 connection mode in quick configuration or otherwise, note that your

password will appear in a URL in the log. Please mask it out before forwarding your log to support.

Common Configuration Issues

The recommended way to configure TouchDown is to follow the Quick Configuration process described in the Configuration Guide. However, there may be some issues that users may face when performing this configuration.

When performing a quick configuration as described in the Configuration guide, if the configuration was successful, the last screen of the configuration will display a result as “Success configuring in XXXX mode”, where XXX can be one of ActiveSync, Exchange 2007 or Exchange 2003. This indicates the mode which has been automatically picked by touchdown. This does not mean that other modes are not available, or that the selected mode is the ideal way to connect to your server.

If the configuration fails, the log box underneath the result indication contains a log of the actual configuration process and typically contains the error which caused the configuration to fail.

The following are commonly found strings in the log and the typical reasons for that to happen.

Authentication Failure, Check your credentials

This can happen for four possible reasons

User entered a wrong User ID

The user ID required for ActiveSync may vary from server to server depending on configuration. It may not necessarily match the format that the user has used when logging in through Outlook Web Access. The two possible formats are USERID or EMAILADDRESS.

User entered a wrong Domain

Depending on how the server is configured, the domain field in the quick configuration may be left blank, or filled with a valid NT Domain name which may be required for the server. If the user does not enter this domain name, he/she may face this error, or an error 403.

User mistyped the password

When getting used to the new on-screen as well as hardware keyboards on the device, users tend to mistype certain characters, causing this issue. This happens to be the most common situation, but usually the last thing to be checked.

Client Cert required

If the server requires the client to provide a Client Certificate for login, and if the certificate is not already set in the configuration as described in the Configuration Guide, this error can happen. This does not apply to root certificates which the device may require.

Host is unresolved

If you see this message, it may mean that the application is unable to reach the server whose name you provided in the first screen. This error usually happens when you don't have data coverage, you are connected to a network from where your server is not reachable.

This has also been noticed in some cases where the user gives an intranet address of a server and tries to connect to it from the carrier wireless network. Ideally the user must use an internet-reachable server name.

Error 403

If this error code appears in the configuration log, it can be due to the following reasons

Domain name not entered correctly

Depending on how the server is configured, the domain field in the quick configuration may be left blank, or filled with a valid NT Domain name which may be required for the server. If the user does not enter this domain name, he/she may face this error.

ActiveSync not enabled for server/user

This error can arise if the exchange server is not enabled for mobile device connections. The administrator should make sure that the exchange server enables ActiveSync, and that the users account is enabled for activesync.

Error Refreshing folders

If this message appears immediately after a message "Refreshing AS folders", this is due to an internal server error (HTTP 500). This is a slightly harder issue to solve since it may require intervention on the server side and investigation of the cause which can be different for different servers. See section on HTTP error 500

Exception fetching certificate: Illegal character in authority

This error is caused when the user has mistyped the server name. This error can occur when there are illegal characters such as spaces in the server name

Top Issues

The following are the current most frequently encountered support issues on TouchDown. These do not include issues which have been fixed in the live or the current beta version.

To get the latest list of fixes, please refer to the document at

<http://spreadsheets.google.com/pub?key=d7i3co1Kmlpv6v8qH-OvFw&output=html>

Disable PIN prompting

Users typically ask us to disable the prompt for a PIN which appears occasionally when you open TouchDown. This is not possible at all. The requirement for the PIN is set by your administrator on the server policies and we will not be compliant with your companies security policy if we disable it.

TouchDown configuration settings reset

We have received reports of TouchDown resetting its configuration frequently. This seems to happen due to an Out Of Memory situation which happens on the device after heavy use. We are working on a solution for this, and the latest beta version has gone a long way to prevent this for many users. You can to some extent avoid this by making sure that you do not set Max Email Download size in the last tab of settings to something like 20Kb.

The next version is expected to handle this more gracefully.

One other reason for this error could be that you moved the database to the SD card and while TouchDown was active or listening to messages, connected the phone to the PC and mounted the SD card to the PC. If you are storing your database on the SD card, you should never mount the phone to the PC.

Push Throttled

When you leave TouchDown on its main screen, it eventually says “Push Throttled”. This can happen for a variety of reasons. The number one reason for this is a problem with the server where it refuses to let you

connect due to a large message box. One way to prevent this would be to archive older messages off using Outlooks archiving functionality.

Contacts not appearing in Phone book

Contacts in TouchDown are maintained in a database that is separate from the phone's native phone book. This means your exchange contacts are not recognized by the phone book and the other applications like dialer. This prevents functions like Caller ID to not function.

To overcome this problem you must copy the contacts from TouchDown to the native phone book on the device. Please see here for more information on this process

<http://groups.google.com/group/nitrodesk/web/syncing-with-phone-book>

Cannot view folders other than inbox

By default, when you run the quick configuration, TouchDown selects Inbox, Contacts, Calendar and Tasks for synchronization. (If you don't run Quick Configuration, only Inbox is selected). To be able to view messages from additional folders, you must go to the last tab in TouchDown settings, click the Choose Folders button and select the folders you want to synchronize. At the next possible refresh, TouchDown should start synchronizing the selected folders.

Cannot see beyond 3 days of past email

By default TouchDown sets the maximum history of retained and retrieved emails to 3 days. To change this, please go to the last tab in settings and change the "Max History" to the number of days into history you want to retrieve emails for. Once this is done, please disable and re-enable PUSH to get messages from the period you specified.

Note that this is applicable only if you are connecting in ActiveSync mode. Other connection modes will fetch emails from the time of the very first refresh.

Attachment list is blank

This can happen if your administrator has set a policy to do one of the following

- Disable Attachments
- Disable the use of SD card
- Require encryption of the SD card.

If you have any of these policies active, you will see a blank attachment list.

