

# Emoze for Enterprise User Guide for Administrators

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# Chapter 1 Overview

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The Emoze Enterprise Edition is designed to empower today's mobile workforce and to enable Enterprise to increase productivity while maintaining cost and efficiency.

Emoze for Enterprise provides a fully Telco grade integrated solution that is changing the way business operates. Emoze for Enterprise offers a totally secure solution that is simple for the IT department to deploy, maintain and control. The IT Administrator uses a smart, simple, user friendly GUI that provides a complete set of tools needed to enable the corporate IT to manage the information flow and to have control over data transfers while offering employees full functionality and choice. IT is able to set and enforce corporate policy with regard to mobile usage and protect sensitive data if a device is lost or stolen.

Emoze for Enterprise takes the complexity, risk, and cost out of staying connected. Emoze for Enterprise offers any business serious about increasing information access an award winning solution that offers the most flexibility along with the highest level of security and the lowest total cost of ownership.

## 1.1 Architecture

Emoze for Enterprise is a total solution that offers a smart, simple, and secure method enabling any company's mobile workforce to send and receive emails that are safe and protected.

Emoze for Enterprise offers true push email. Events are pushed directly from the data source to each user's mobile device instantly. There is no need to poll the server constantly in order to check for new events. With Emoze, the entire process is transparent and the user is notified each time a new email arrives to the mobile device. Emoze unique architecture provides safe efficient and economical data transfer. Emails and personal information are compressed by 90% using an efficient compression algorithm and encrypted using state-of-the-art AES encryption before being sent. In addition, Emoze does not use the traditional "store and forward" mechanism, therefore, no data is ever stored on a third party server. Since data is not stored, rather pushed when the mobile device can receive it, substantially less memory is needed reducing the cost of implementation. Emoze technology also optimizes both network and device resources for additional efficiency.

The Emoze Gateway servers work in conjunction with the existing corporate network. Messages are routed behind the corporate firewall to or from the Corporate Exchange Mail Server to the Emoze Central server, which then connects to either a cellular, WAP or Wi-Fi network allowing emails to be pushed to and from individual mobile devices safely.

## 1.2 End-To-End Information Security

The superior Emoze security scheme incorporates up-to-date AES encryption, authentication, and symmetrical keys. Keys are stored only on the mobile device itself and no key is ever stored on any server even Emoze employees are unable to access messages. These security standards ensure end-to-end security for all data.

## 1.3 Audience

Emoze for Enterprise has two distinct installation modes. The default mode is a MAPI impersonation, which is only suitable for small enterprises that have less than 50 employees. The installation for this mode is not included in this manual.

This manual describes the installation process for the Admin mode, which is suitable for 50 or more employees.

This guide is intended for use by IT department Administrators. Administrators are able to use the system's GUI, the Admin Console, to register and authorize users, control and maintain users and set policy according to corporate requirements.

## 1.4 In This Guide

Chapter 1: Introduction

Chapter 2: Getting Started

Chapter 3: Emoze for Enterprise Installation

Chapter 4: The Admin Console

Chapter 5: Technology

Chapter 6: Synchronization and Security

Appendix - Additional Functionality

## 1.5 Other Sources of Information:

**[www.emoze.com](http://www.emoze.com)**

**Emoze User Guide for Symbian**

**Emoze User Guide for iPhone**

# Chapter 2 Getting Started

---

## 2.1 System Requirements

Emoze for Enterprise needs the following for every 200 users:

Server CPU with 4 cores, which has a minimum of 4 GB RAM

Win2003 32 bit OS, 2 hard drives of 70 GB configured in RAID1 (mirror)

## 2.2 What You Get

The Emoze for Enterprise application can be downloaded from URL supplied by Emoze or from the Emoze website, <http://enterprise.emoze.com>.

When you register for the Emoze push email for enterprise, you receive a zip file containing:

PHP Installation software

Emoze for Enterprise Installation software for the Admin Console

The client applications for the Windows Mobile and Symbian operating systems can be downloaded from <http://ee.emoze.com>

The individual client software should be downloaded to a convenient network location by the Administrator, who can then distribute it to the users or allow users to access the software from this location.

Emoze for Enterprise supports the iPhone, however the installation is slightly different. The iPhone requires a configuration file. The installation is explained in Chapter 5: Technology in the section on iPhone Installation.

## 2.3 Important Notes Prior to Installation

Prior to installing the Emoze for Enterprise system, the local System Administrator should have MS Outlook installed. Once the MS Outlook is installed, the System Administrator should create an Administrative profile that entitles this user to full access to the mailbox of every user. An existing domain admin account can also be used. This account s added to the Emoze push mail service run as credentials.

The System Administrator logs onto MS Outlook as the Administrator in order to set up a default Outlook profile.


First, the System Administrator should run the installation with administrator rights. Once the installation and service configuration are finished, the Administrator will be able to log out as the admin and log in as a simple user with local administrator rights. In this case, an outlook profile needs to be created for this user as well.



**NOTE:** All mail notifications to end-users will be sent from this account.

## 2.4 Additional Software Required

In order to run the Emoze for Enterprise service, it is necessary to install Microsoft.NET Framework v3.5 and PHP v5.3. 1 engine.

 **NOTE:** The Microsoft .NET Framework version 3.5 (x86) redistributable package installs the .NET Framework runtime and associated files, which are required to run specific applications

The Microsoft .Net Framework application can be downloaded from [www.microsoft.com/downloads](http://www.microsoft.com/downloads).

Select Development Tools and install the application.

## 2.5 PHP Installation

The link to the PHP installation package is included in the zip file from Emoze.

Download the file and click on the installation icon.



Figure 1: PHP Installation Icon

This opens the installation file dialog.

The installation files will run automatically, however, if there are warning windows that state that the publisher or certificate cannot be verified, it is permissible to continue. Click Run to activate the program. When the installer package has been installed, the software installation wizard will run to install the PHP engine.



Figure 2: PHP installation dialog



Figure 3: PHP Setup Wizard

Click Next.

Read the End-User License Agreement (EULA).

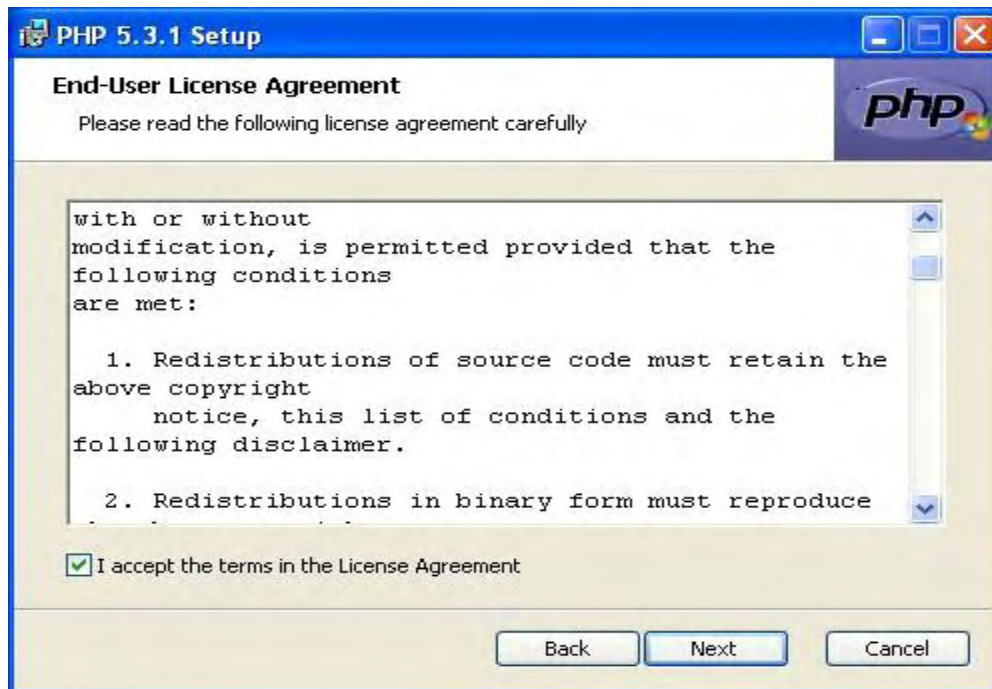


Figure 4: EULA

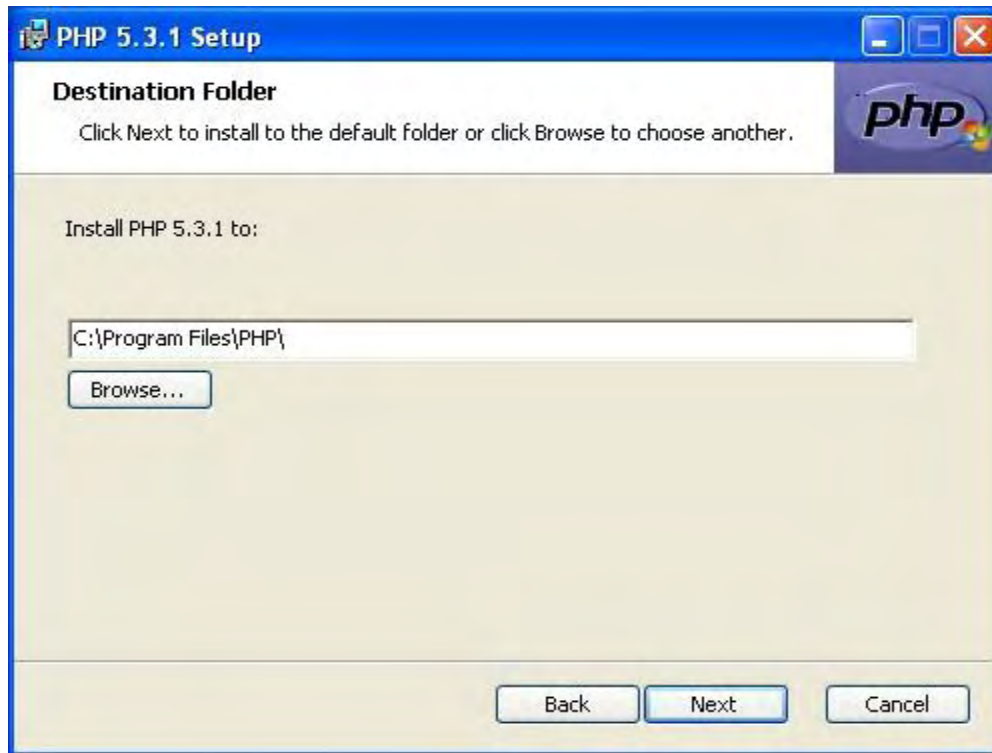


Figure 5: Destination Folder

Do not select anything.

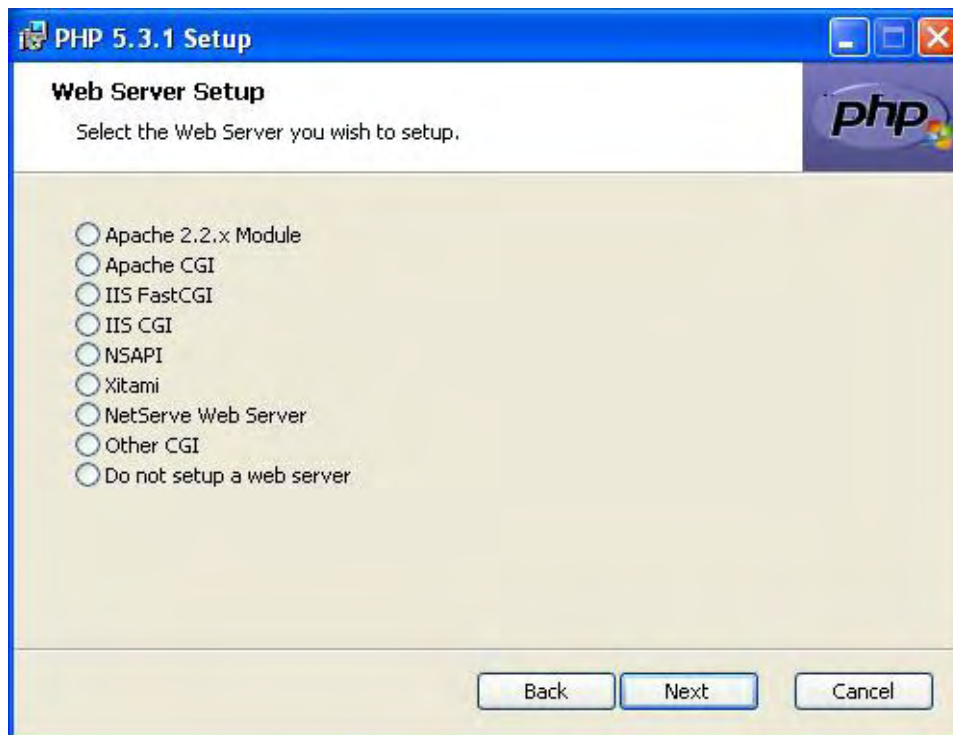


Figure 6: Web Server Setup

Click Next.

The only featured that needs to be installed is the Script Executable.

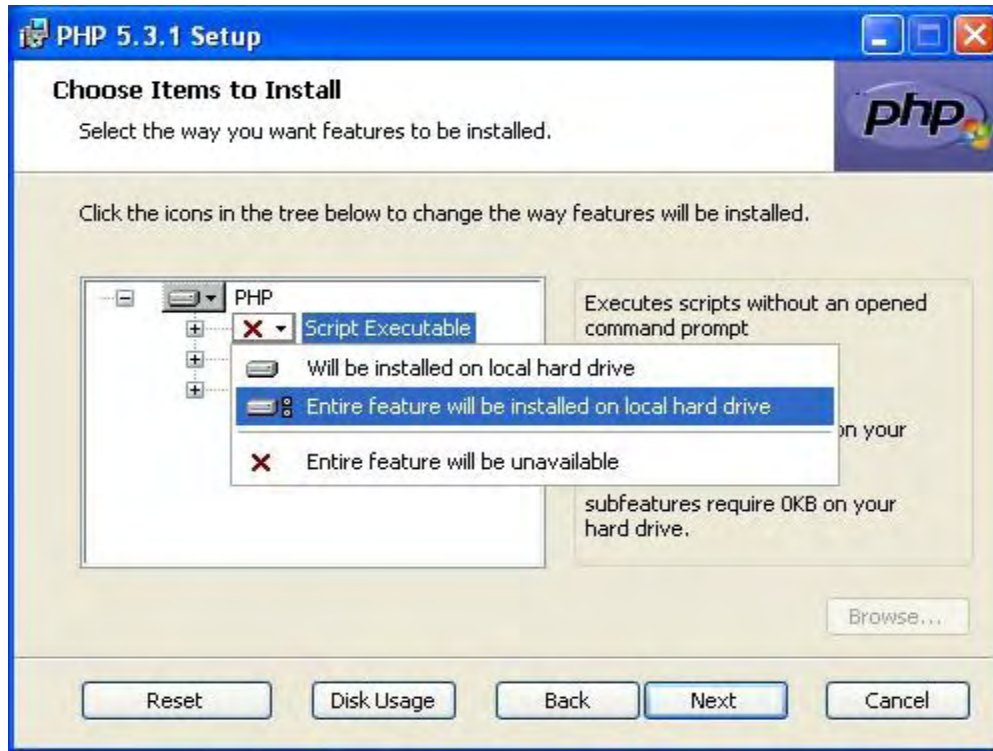


Figure 7: PHP Setup

Select the option "Entire feature will be installed on local hard drive".

Click Next.

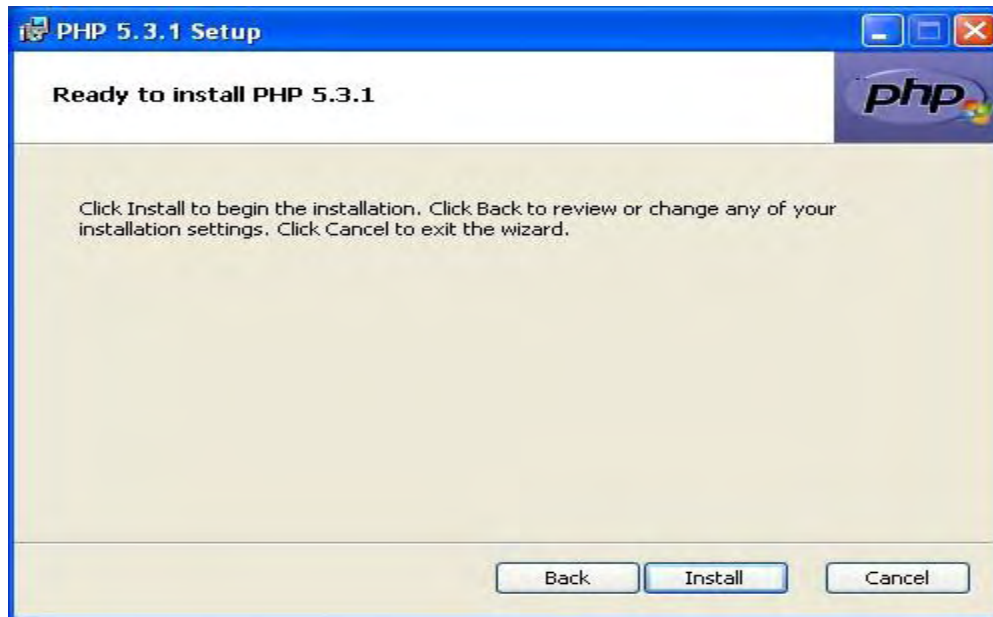


Figure 8: Ready to Install

Click Install.

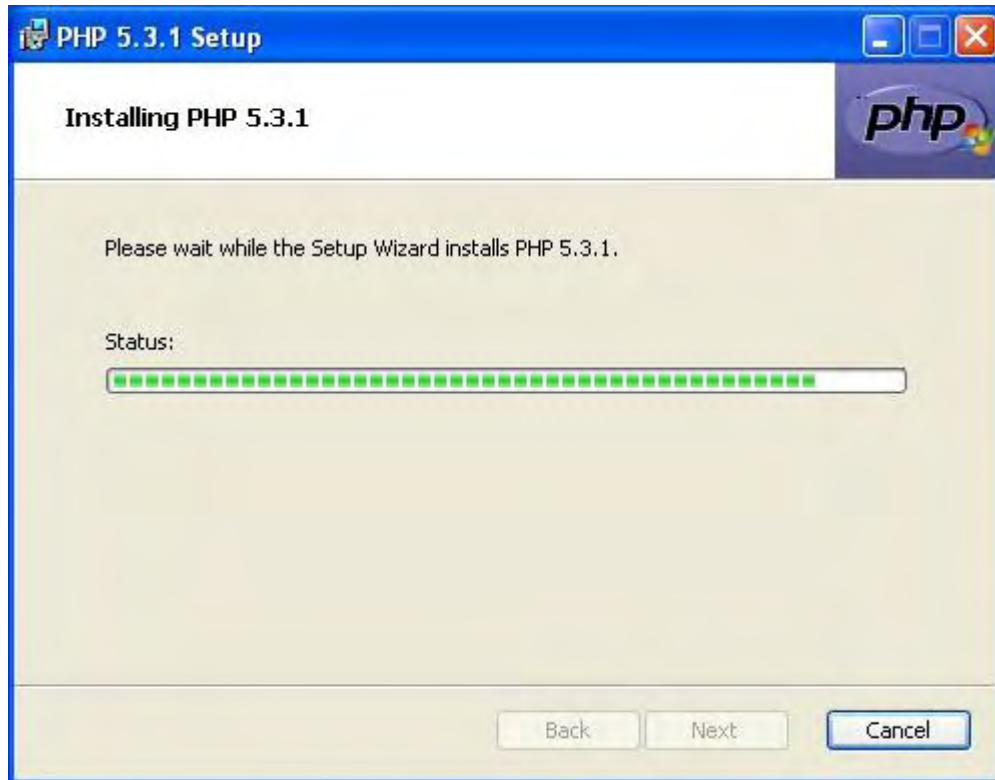


Figure 9: Installation Progress

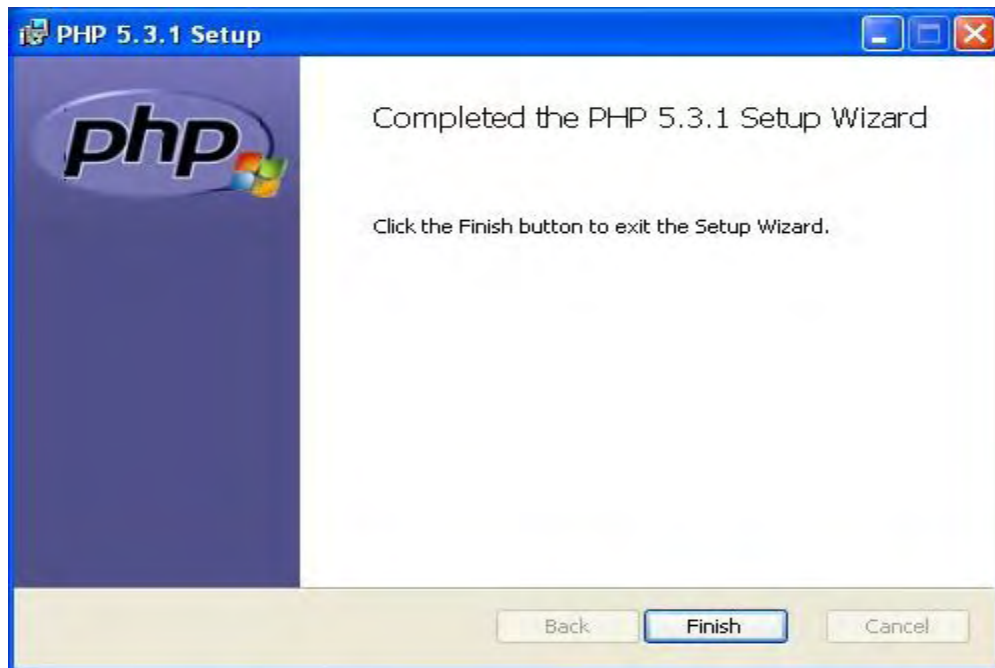


Figure 10: PHP Setup Wizard Complete

Click Finish.

### 3.1. Emoze for Enterprise Installation Overview

Be certain that all of the necessary implementations detail in the previous section on “Prior to Installation” have been completed successfully before installing the Emoze for Enterprise Admin console.

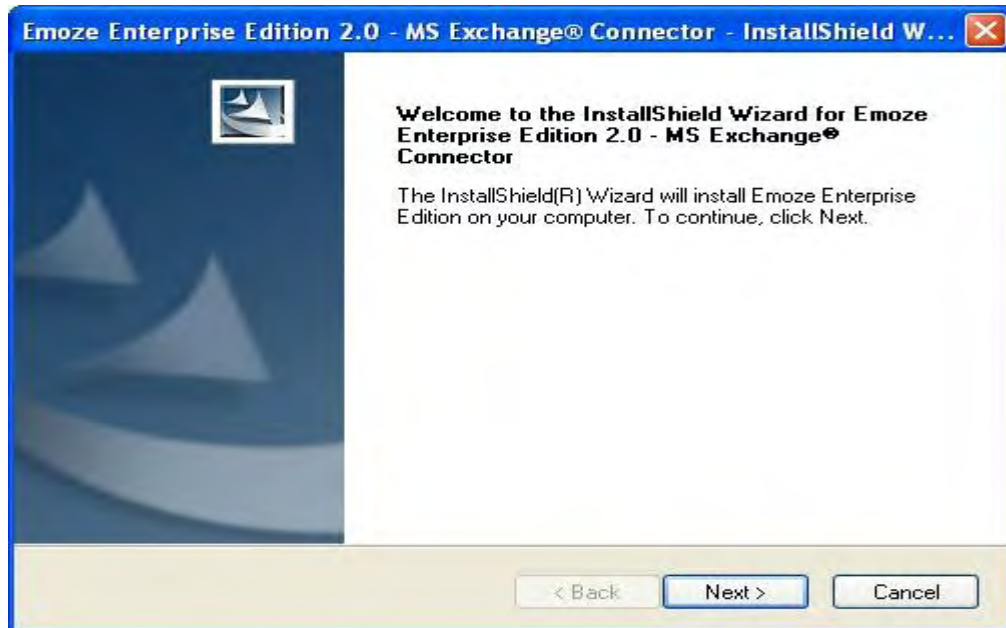


Figure 11: Emoze for Enterprise Installation Wizard

Read and Accept the End User License Agreement (EULA).

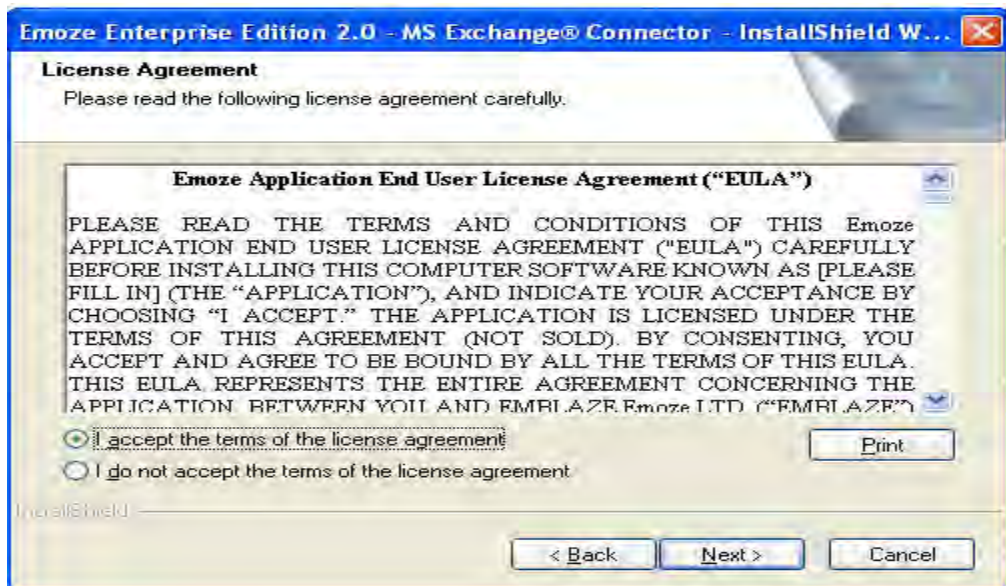


Figure 12: EULA

Click Next.

Accept the default destination or click “Change” to select a different destination.

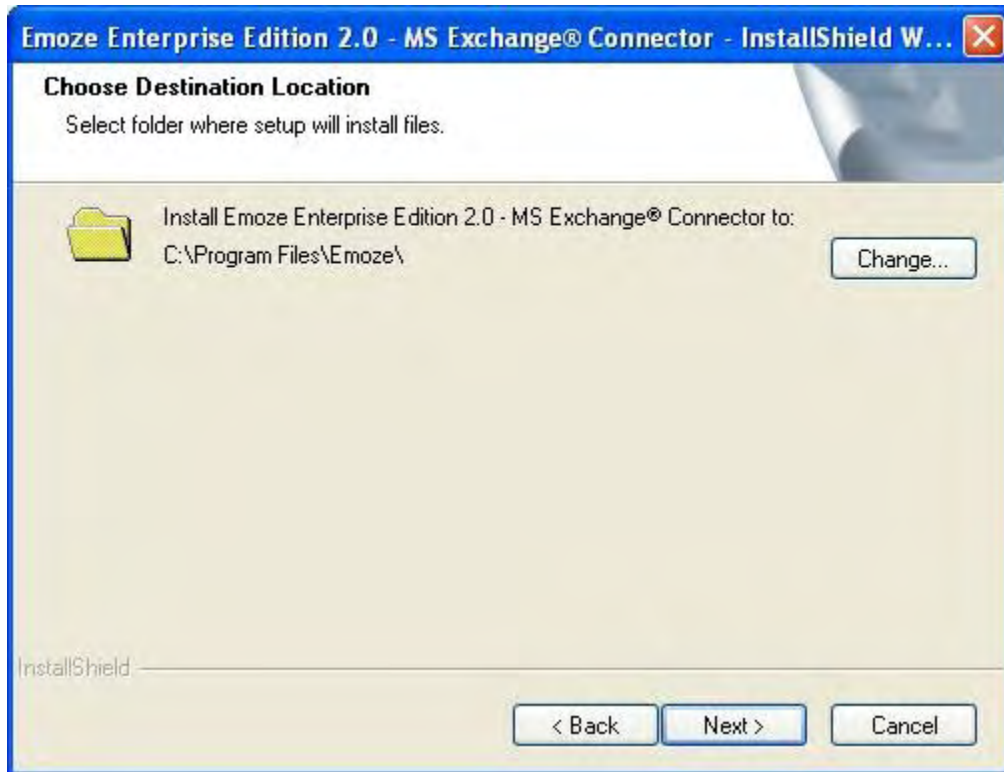


Figure 13: Installation Destination

Click Next.

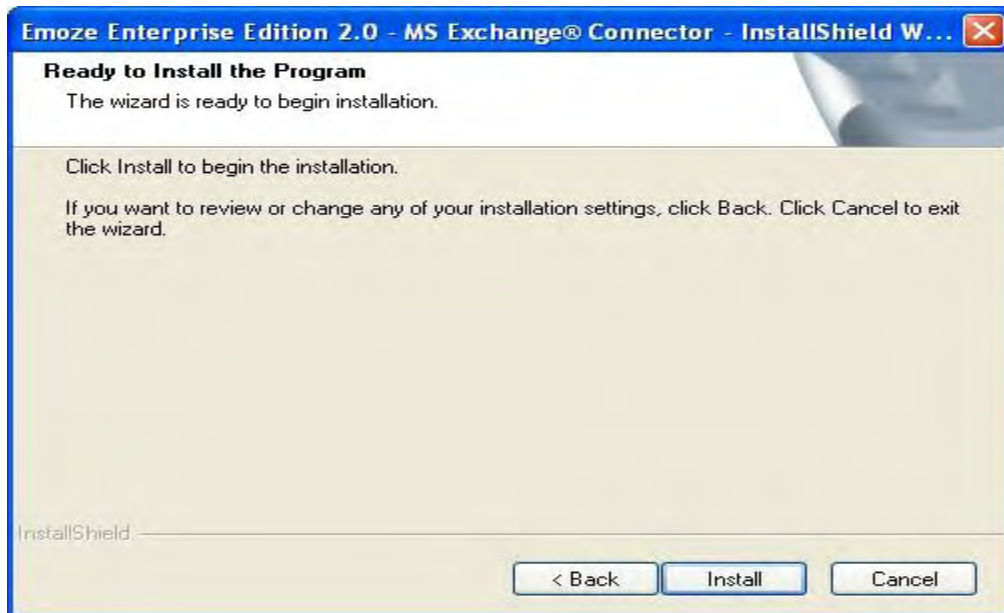


Figure 14: Install the Program

Click Install.

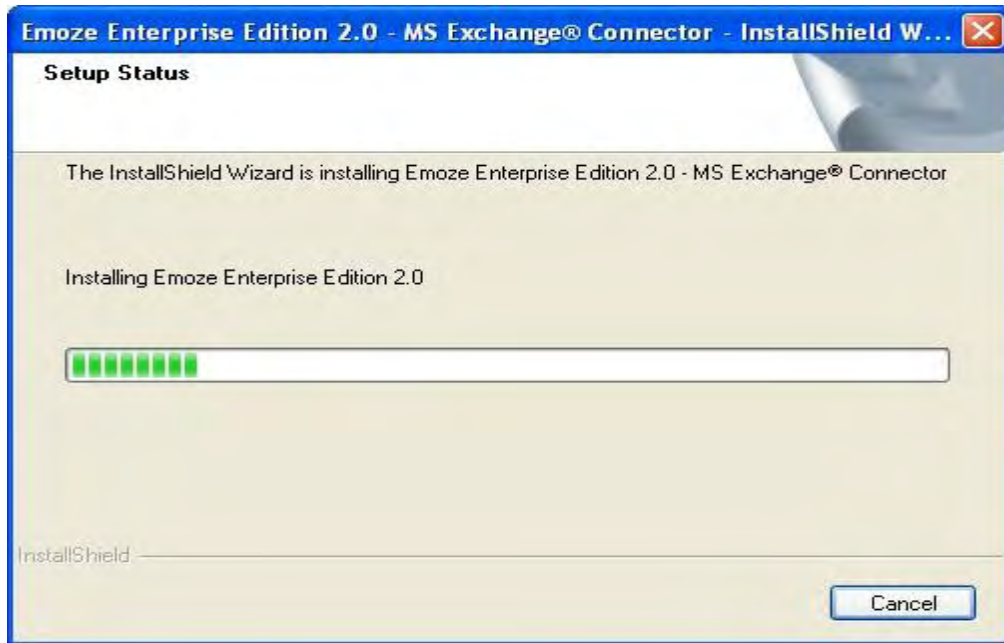


Figure 15: Installation Progress

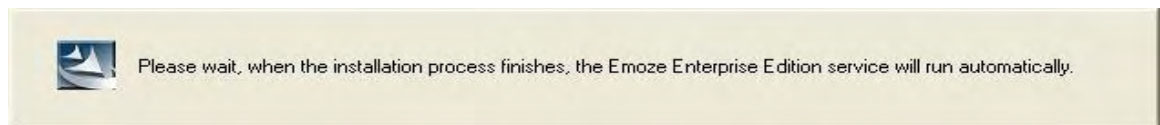


Figure 16: Installation Message

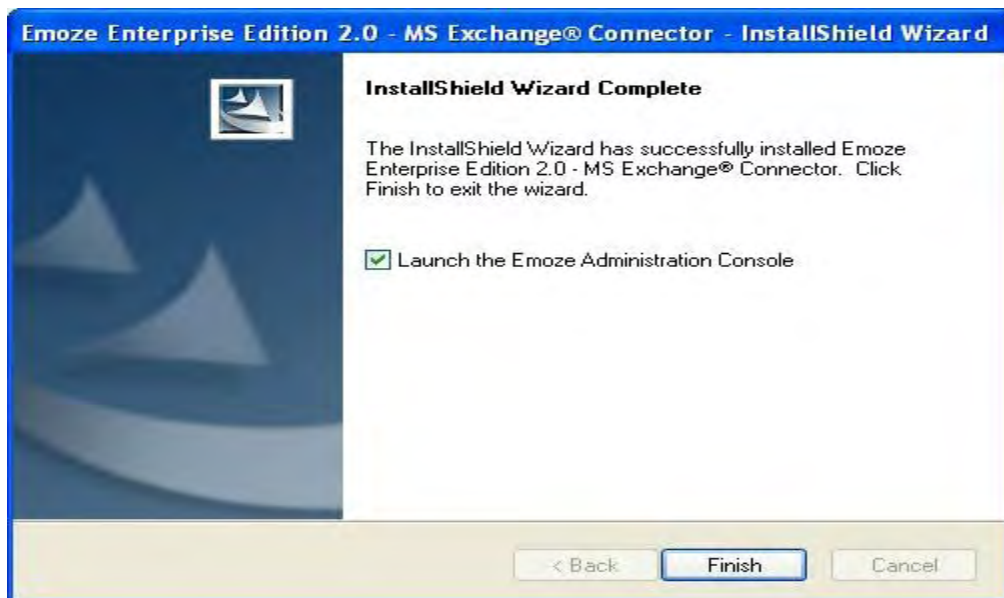


Figure 17: Installation Message

Click Finish.

## 3.2. Acquire the License Key

In order to run the Emoze for Enterprise application, it must be registered with a license key acquired from Emoze. In order to register for the trial version, go to <http://ee.emoze.com/en/register.asp>.

The trial version is valid for 30 days and enables you to register up to 10 mobile devices.

In order to receive the license key to register the Emoze for Enterprise system, complete the information requested.

## 2.6 Click Submit.



The image shows a registration form for Emoze Enterprise Edition. The form is titled "Registration" and includes a "30 Day Free Trial!" badge. The form is divided into several sections: Personal Information, Company Information, and Validation code. The Personal Information section includes fields for First Name, Last Name, Job Description, Department, Office Phone, Mobile Phone, Email, Confirm Email, Password, and Confirm Password. The Company Information section includes fields for Company Name, Country, State, Industry, and Company size. The Validation code section includes a CAPTCHA image showing the number "4796" and a text input field for the code. A "Submit" button is located at the bottom of the form. The footer of the page contains the text "Copyright © 2010 emoze Ltd. All rights reserved."

**EMOZE** Enterprise Edition  
Mobility Your Way

Login Get Enterprise Edition Contact Us

### Registration

**Personal Information:**

\*First Name:  \*Last Name:   
\*Job Description: --Select a Description-- \*Department: --Select a Department--  
Office Phone:  Mobile Phone:   
\*Email:  \*Confirm Email:   
\*Password:  \*Confirm Password:

**Company information:**

\*Company Name:   
\*Country: --Select a Country-- State: --Select a State--  
\*Industry: --Select an Industry-- \*Company size: --Select a Size--

**Validation code:**

  
\*   
(Case Sensitive)

Fields marked \* are mandatory.

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Figure 18: Installation Message

Once this form is submitted, an Emoze and password will be sent that will enable you to download the Emoze for Enterprise system.



Figure 19: Installation Message

Log in with the email and password sent by Emoze and receive the registration code.

To get more information, submit this form.

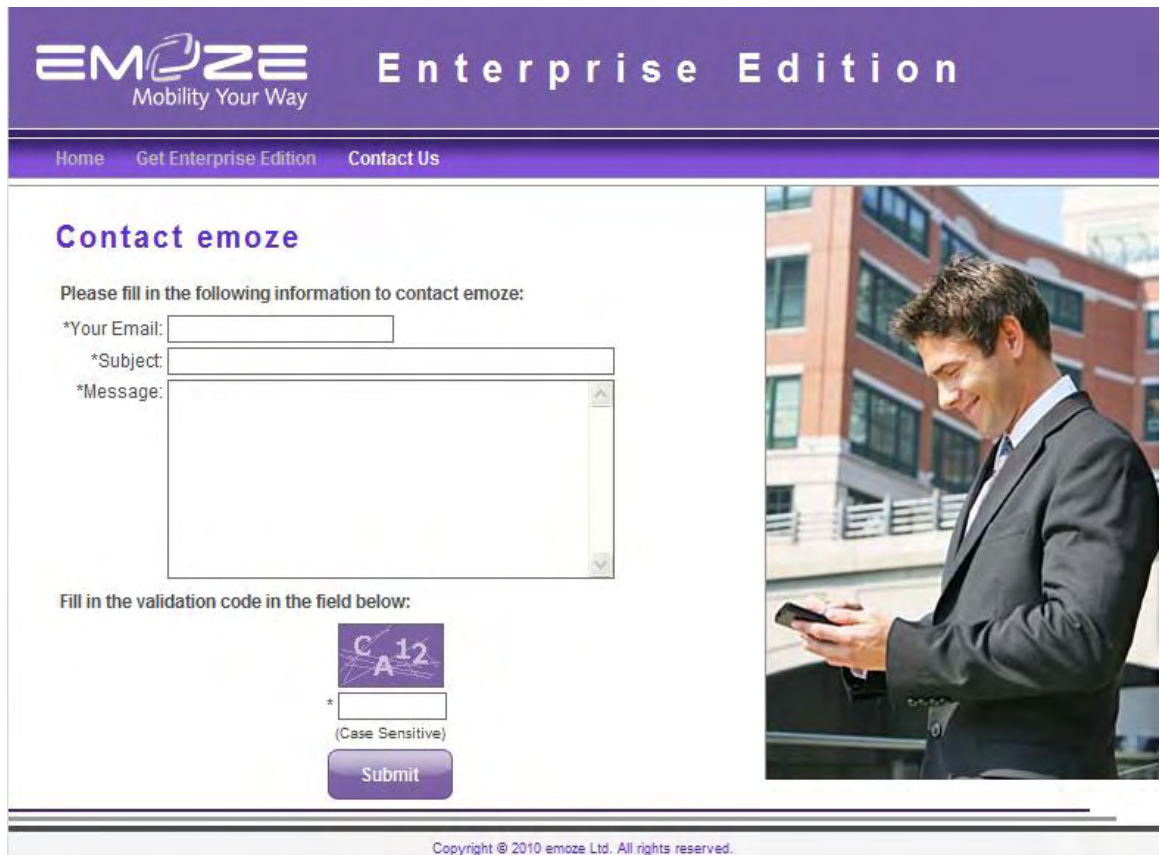


Figure 20: Installation Message

### 3.3. Register the Emoze for Enterprise Application

Complete this screen and click Register.



Figure 21: Registration Dialog

### 3.4. Switch to Admin Mode

The Emoze for Enterprise service starts automatically once it has been installed. However, it is necessary to manually switch to the Admin mode before adding any users.

In order to switch to Admin mode, the Emoze for Enterprise must be stopped.

Perform the following steps to switch to Admin Mode.

- Step 1. Open Control Panel > Administrative Tools>Services
- Step 2. Select Emoze Enterprise – a dialog box opens
- Step 3. From Service Status, click Stop (wait for the service to stop)
- Step 4. Click the Log On tab
- Step 5. Select This account
- Step 6. Enter the account name and password that was created in the previous chapter
- Step 7. Press OK

#### **DO NOT START THE SERVICE YET**

- Step 8. Open My Computer>Local Disk>Program Files
- Step 9. Open Emoze>Emoze for Enterprise
- Step 10. Open the curr\_sett.txt file
- Step 11. Find the line EEAdminMode NO and change the NO to YES

## Chapter 3 The Admin Console

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The Admin Console is the user-friendly GUI that the IT administrators use to deploy, manage, and control the mobile devices used by employees. This GUI provides a centralized management system that enables Administrators to manage the system easily.



*TIP: Minimum screen resolution is 1024X768*

The Admin Console is set up to give the system administrators the ability to control and manage the wide variety of mobile devices that employees want to use. There is no reason to select a proprietary handset when using Emoze for Enterprise. The administrator can perform many different functions from this console.

The Admin Console gives system administrators all the tools that are necessary to monitor system usage, to centrally manage the system users and to set preferences according to company policy.

The Admin Console GUI has three (3) tabs:

- User Control
  - Add users
  - Remove users
  - Disable or wipe a lost device
  - View synchronization statistics and user details
- Statistics
  - Server statistics
  - Uploaded and downloaded from device
- Preferences
  - Edit Welcome Message
  - Log settings
  - Default Rules Settings



*TIP: The Administrator should set the default rules setting on the Preference tab before adding any users. These settings apply to every new mobile device added to the Emoze for Enterprise system after the defaults are set. If changes are made to these default settings, the changes apply only to new users added after the change, and will not automatically apply to existing users. Changes to existing users must be made manually.*

The Online Statistics section shows the number of devices connected, uploads, downloads, and mails according to the date shown. This section is visible regardless of which tab is being viewed.

## User Control

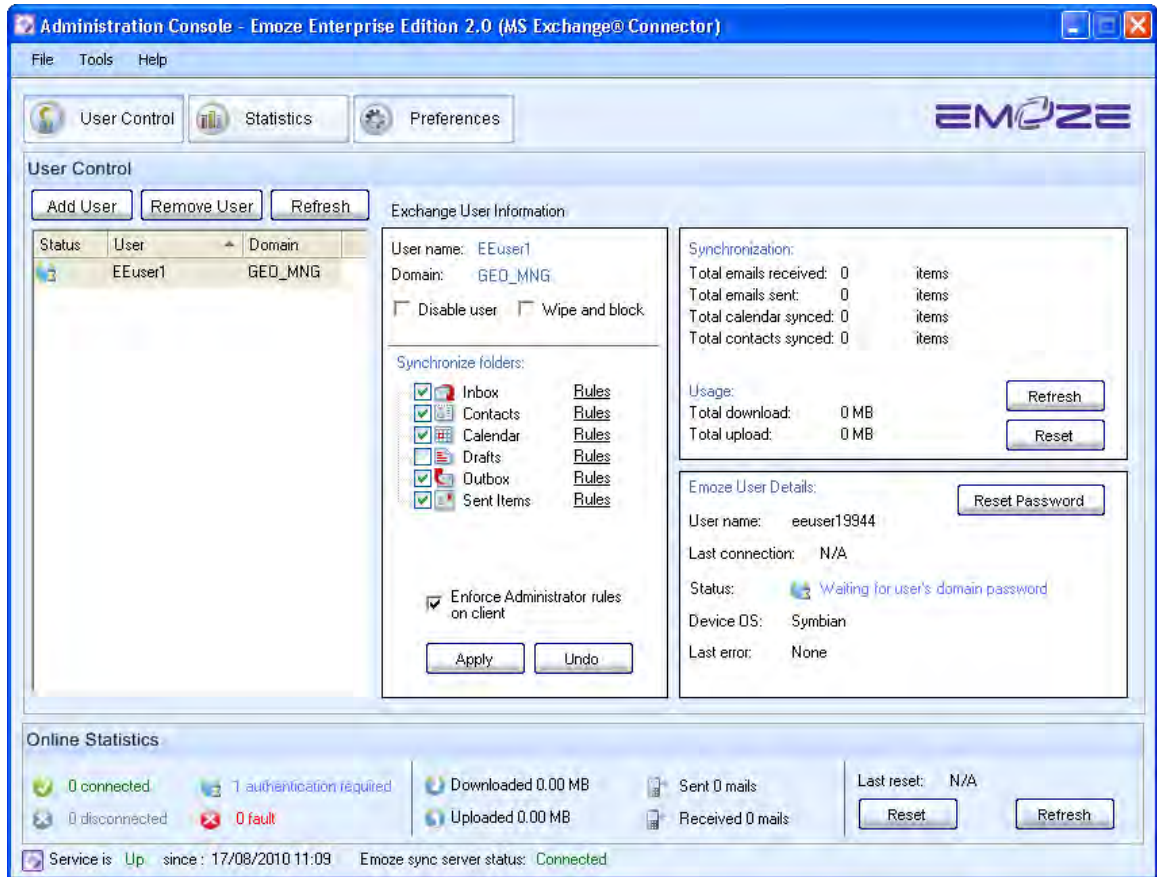


Figure 22: Admin Console – User Control

### 4.1.1. Add User

Click Add User.

Your company's global contact list that resides on your company's Exchange Mail server is displayed.

Select one or more users to add to the system.

 **NOTE:** When selecting users, the company address book is used as the default user list.

It is possible to add multiple users. However, it is best to only add multiple users with the same operating system. This enables the right installation profile can be created.

This is especially important when adding iPhone users.

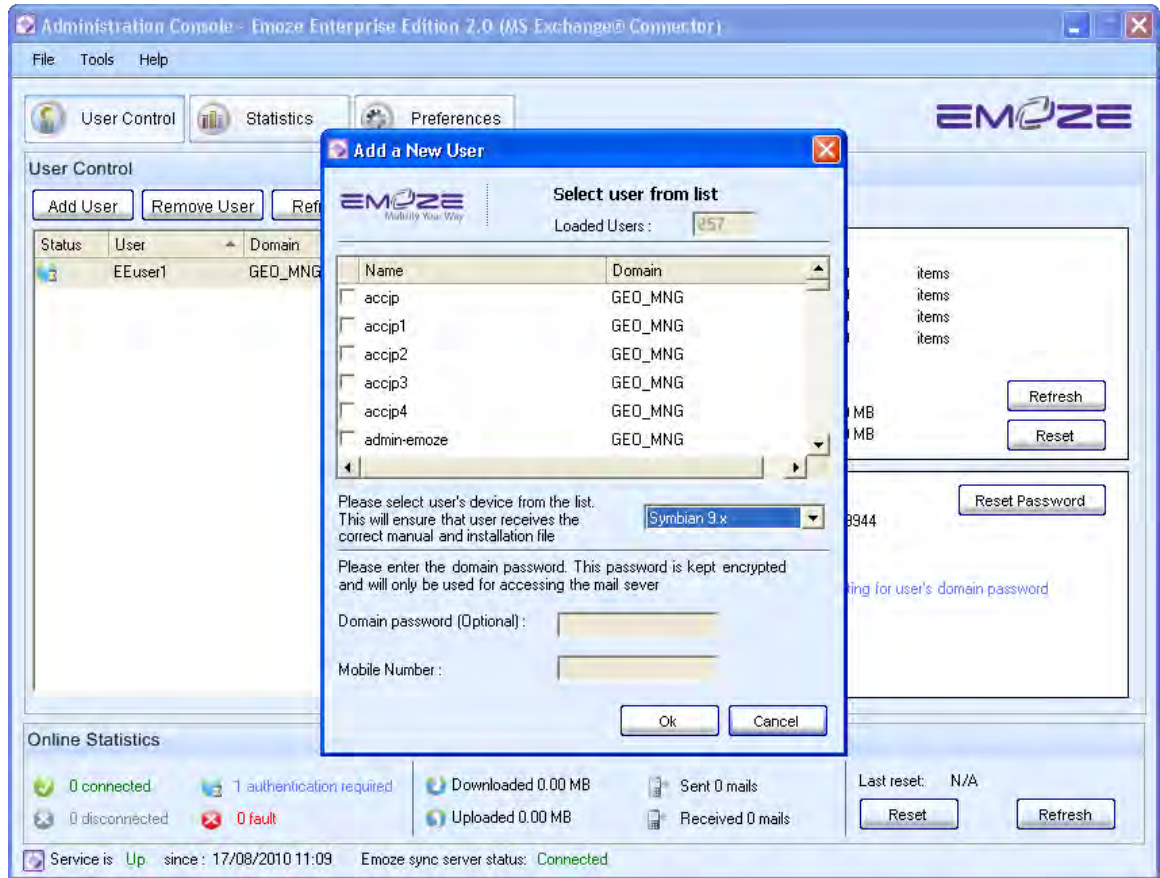


Figure 23: Admin Console – User Control

Select the appropriate operating system from the drop-down box.



**NOTE:** It is not necessary to add the domain or mobile number. However, in order to send the client via SMS, the Administrator must add each user separately and add the mobile number to this screen.

Click OK.

The users automatically appear in the window.

Click Refresh if the new users do not appear automatically.

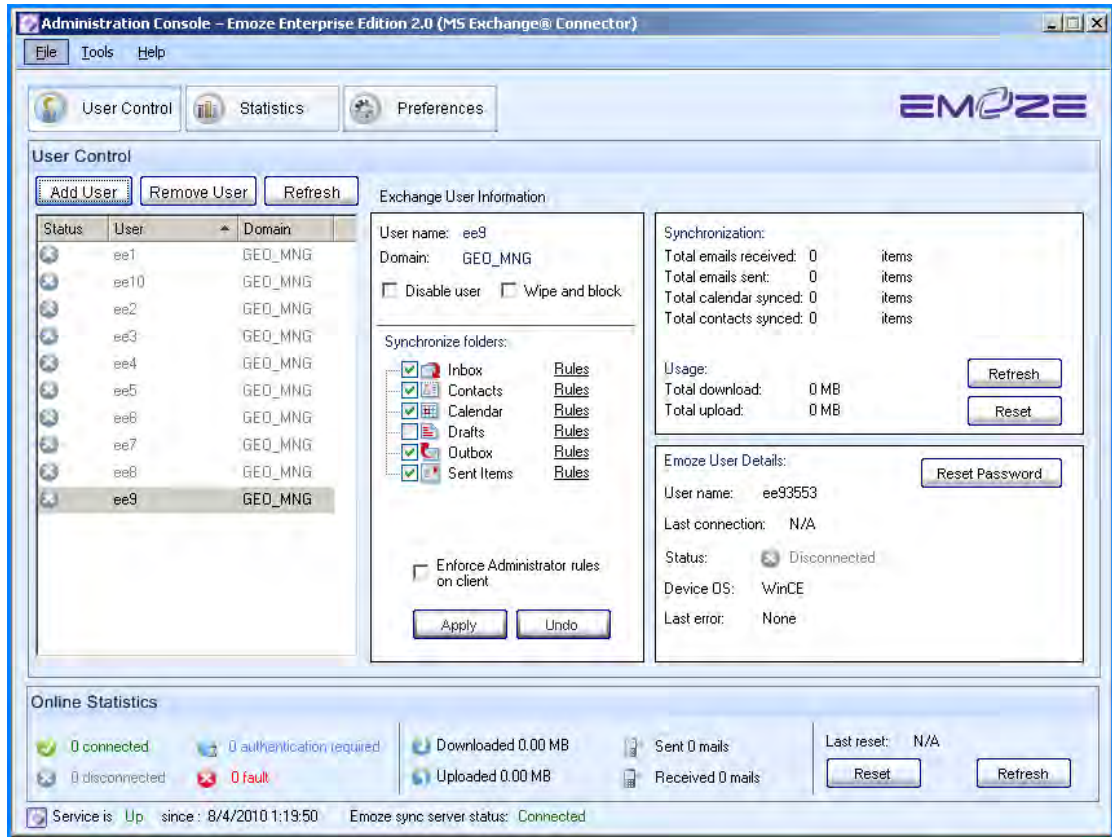


Figure 24: User Control Tab showing Users



 **NOTE** Each new user receives an email in their corporate inbox that includes the Emoze user name and password to enable them to use Emoze email on their mobile device. These email messages are configurable; please refer to Preferences Tab for more information.



Figure 25: Adding new user

 **TIP:** When adding a new user, you may see this message.

## 4.1.2.Remove User

Click to highlight the users to be removed. You may remove one or more users at the same time.

Click Remove User.

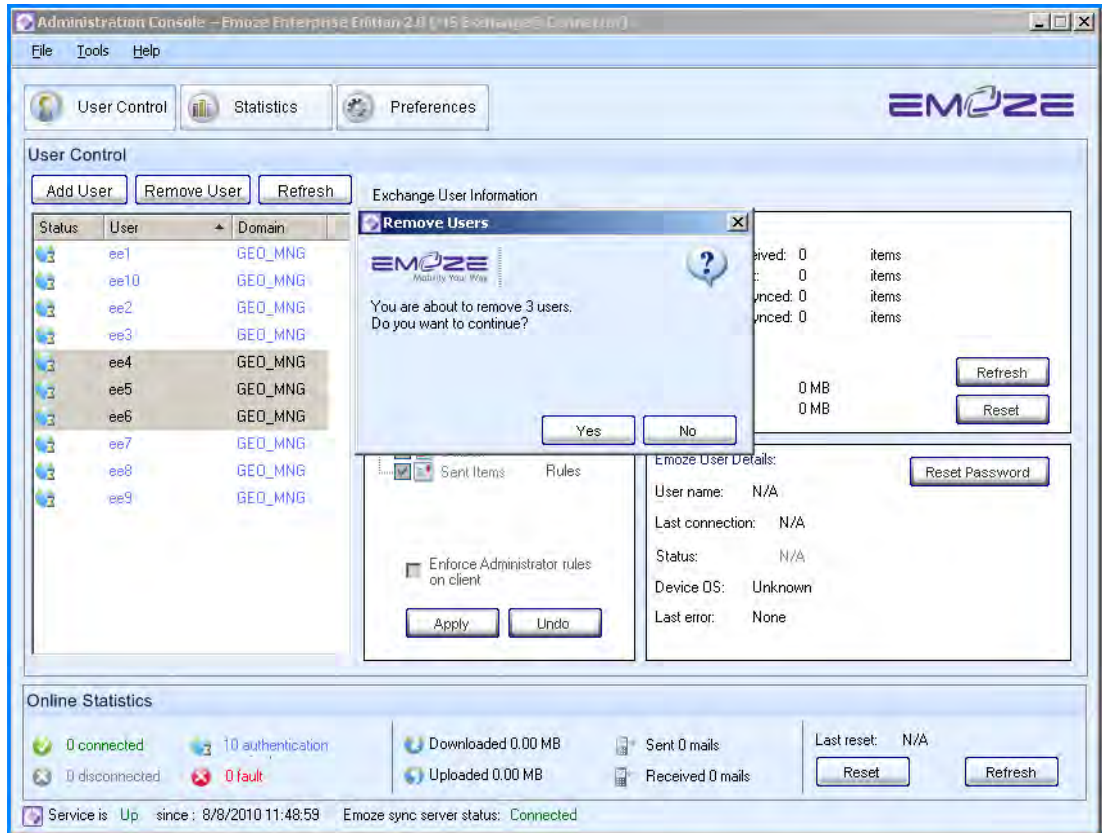


Figure 26: Remove multiple users

Click Yes in the dialog box to confirm you want to remove users.

Click No to return to the User Control Window without deleting the users.

Click Refresh to see that the users have been removed.



**TIP:** You may perform several actions via a shortcut menu. Right click on any name or group of highlighted names in the window and a context sensitive menu appears. The following tasks can be done via this menu.

- Remove user
- Reset User
- Reset Password
- Disable user
- Wipe and block

## Exchange User Information

The Exchange User Information enables the Administrator to manage and control individual mobile devices.

The Administrator can:

- Disable a user
- Wipe and block or disable a device
- Enable or disable folders
- Change the default rules on folders
- Enforce Administrator rules on client

The Administrator can select one or more users in the window by click on the name to highlight it. Use the shift key to select consecutive names. Use the control key to select names at random.

### 4.2.1. Disable User

The Administrator can check the "Disable User" radio box in order to prevent a device from sending or receiving messages. This prevents the device from sending or receiving messages even if the device is on and connected.

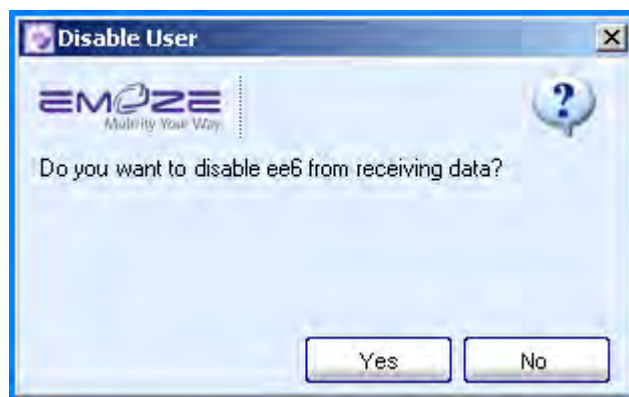


Figure 27: Disable User

Click Yes to disable user from receiving data.

Click No to cancel the action.

### 4.2.2. Wipe and Block

The Administrator can check the Wipe and block check box in order to prevent an unauthorized person from using the device or accessing information stored on the device. This is an essential feature if the device is lost or stolen.

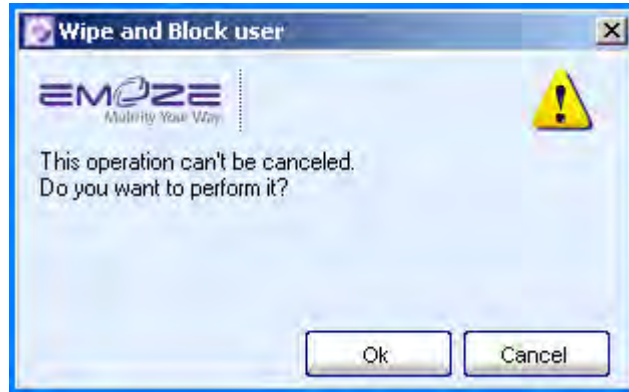




Figure 28: Wipe and block

Click OK.

 **NOTE:** The difference between Disable and Wipe is that when a device is disabled, it is reversible. When the Administrator selects Wipe and block, this is permanent and cannot be reversed. In addition, Wipe and block remotely deletes all emails, contacts and calendar events from the mobile device.

### 4.2.3. Synchronize Folders

The Administrator can select which folders can be synchronized with an individual mobile device.

 **NOTE** In general, the Administrator uses the Preference tab to set the default folder rules. In this screen, the Administrator can override the default rules for a single user or a group of users.

### 4.2.4. Enforce Administrator Rules on Client

The Administrator can check the box to force an individual mobile device to conform to the IT policy. When this box is checked, the user is not able to change the Folder rules settings. This action can be performed only on one user at a time.

Click Apply to execute the selected actions.

Click Undo to cancel.

## Synchronization

Information is provided here regarding the each individual's use of the Emoze for Enterprise service. The Administrator can select a user and see at a glance, how many mails were sent, how many received and the total use of bandwidth for both upload and download.

Select Refresh to ensure that all data is up-to-date.

This section can be reset to return to zero in order to measure from a specific period.

## Emoze User Details

This section shows the details for an individual user. It identifies the user name, as highlighted in the User List. It shows General information, such as the last connection, current status, and Device OS and Last error.

The current status shows if the device is currently connected. If the user is a newly added and has not entered the required information, it shows "waiting for domain password."

If the user has forgotten his/her password, the Administrator can reset the password.

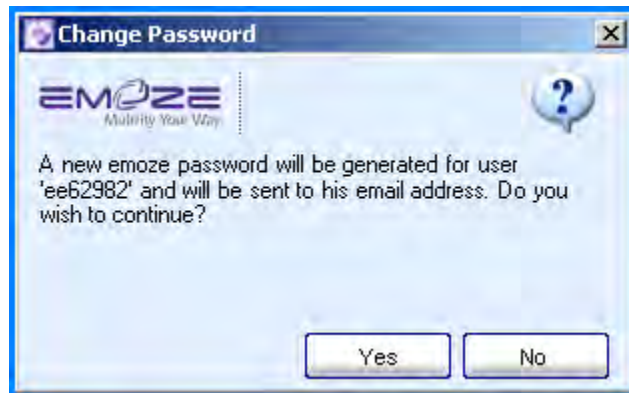


Figure 29: Reset Password

Click Yes to send the new password via email. Click No to return to the previous screen without sending an email.

The user receives an email with the new password, which is sent to his/her regular exchange account on the PC.

## Statistics

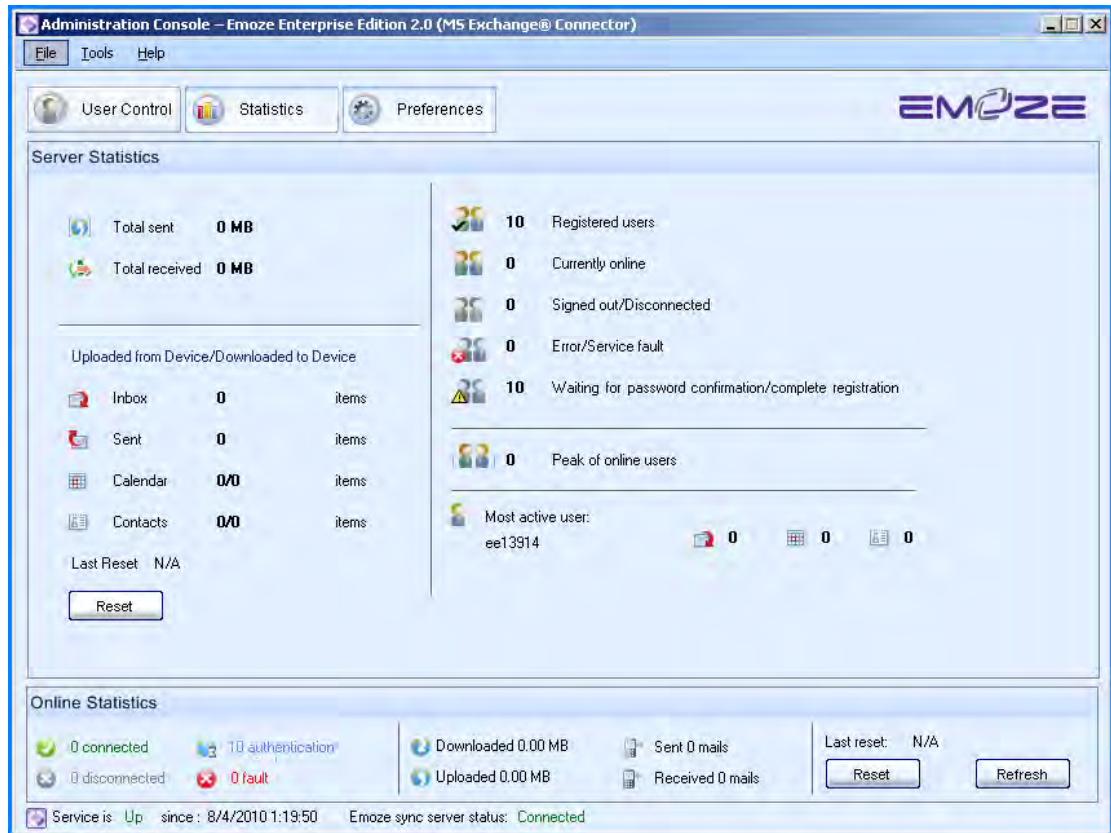


Figure 30: Statistics

The Administrator can see at a single glance a wide range of statistics on how the system is being used, such as how many MB are being sent and received.

### 4.5.1. Server Statistics

Uploaded/Downloaded from mobile device:

- Inbox
- Sent
- Calendar
- Contacts

General Information:

- Total number of registered users on the service
- Total number of users currently online
- Total number of users who signed out or disconnected
- Number of errors or faults in the system

- Total number of users who are waiting for password confirmation or need to complete their registration

Peak of online users

- The individual user who is most active

Click Reset to can update the information. The last reset date appears is shown.

## Preferences

This tab enables the Administrator to centralize management of all the devices in the system without having to manually configure each different mobile device.

The screenshot displays the 'Preferences' tab in the Emoze Administration Console. The window title is 'Administration Console - Emoze Enterprise Edition 2.0 (MS Exchange® Connector)'. The interface includes a menu bar (File, Tools, Help), navigation buttons (User Control, Statistics, Preferences), and the Emoze logo. The main content area is divided into 'Select Mobile Device' and 'Default Rules Settings'. 'Select Mobile Device' shows a table with columns 'Mobile OS' and 'Welcome Message'. 'Default Rules Settings' includes a sidebar for folders (Inbox, Contacts, Calendar, Drafts, Outbox, Sent Items, Tasks) and configuration options for email retrieval, sync, truncation, attachments, deletion policy, and automatic device cleanup. An 'Online Statistics' section at the bottom shows connection counts and a 'Reset' button.

Mobile OS	Welcome Message
Windows Mobile	Dear <EmozeUserName>, ...
Symbian 9.x	Dear <EmozeUserName>, ...
Java Client Application	Dear <EmozeUserName>, ...
iPhone	Dear <EmozeUserName>, ...

Log Settings

Log level: Disabled

Log cleanup period (days): 3

On fatal error send an email to: \_\_\_\_\_

Apply

Default Rules Settings

Inbox

Contacts

Calendar

Drafts

Outbox

Sent Items

Tasks

Get emails from: **Last day**

Inbox sync: **Read and unread**

Text truncation: **5000 chars**

Enable receiving attachments

Deletion policy

When deleted on mobile device, delete from: **Mobile only**

Automatic device cleanup

Keep recent: **500** messages

Cleanup older than: **One week**

Edit Rule

Online Statistics

0 connected 10 authentication

0 disconnected 0 fault

Downloaded 0.00 MB Sent 0 mails

Uploaded 0.00 MB Received 0 mails

Last reset: N/A

Reset Refresh

Service is Up since: 8/4/2010 1:19:50 Emoze sync server status: Connected

Figure 31: Preferences

### 4.6.1. Select Mobile Device

The Select Mobile Device shows the email that each new user receives according to the operating system of the mobile device.

The text of the email contains the Emoze user name and password that enables the user to log onto the Emoze Service.

The Administrator is able to change the default text and enter any message that the corporate IT would like to send to new users.

The default text is:

*Dear <EmozeUserName>,*

*Your system Administrator has enabled your Emoze push mail account.*

*Your Emoze username is: <EmozeUserName>*

*Your Emoze password is: <EmozeUserPassword>*

*Please save this mail for future reference.*

*If you have any problems, please refer to your system Administrator.*

*The Emoze Team.*



**NOTE:** The configuration method and text message for iPhone is different. Please refer to Chapter 4: Technology in the section iPhone Connection.

## 4.6.2. Log Settings

The logs are generally useful for Emoze and may not be of use to the Administrator.

## 4.6.3. Default Rule Settings

This section enables the Administrator to set default settings that apply to every mobile device in the Emoze for Enterprise system. These settings can be overridden on an individual basis; however, this is a centralized mechanism for defining the default policy for the entire company.



**NOTE:** It is important to understand that these default settings only apply to mobile devices added after the setting was made. The Administrator should set these preferences right after the installation and before any users are added.

The folders that can be defined include:

- Inbox
- Contacts
- Calendar
- Drafts
- Outbox
- Sent Items

Each folder has a set of rules that can be customized according by the Administrator according to company policy.

## Inbox

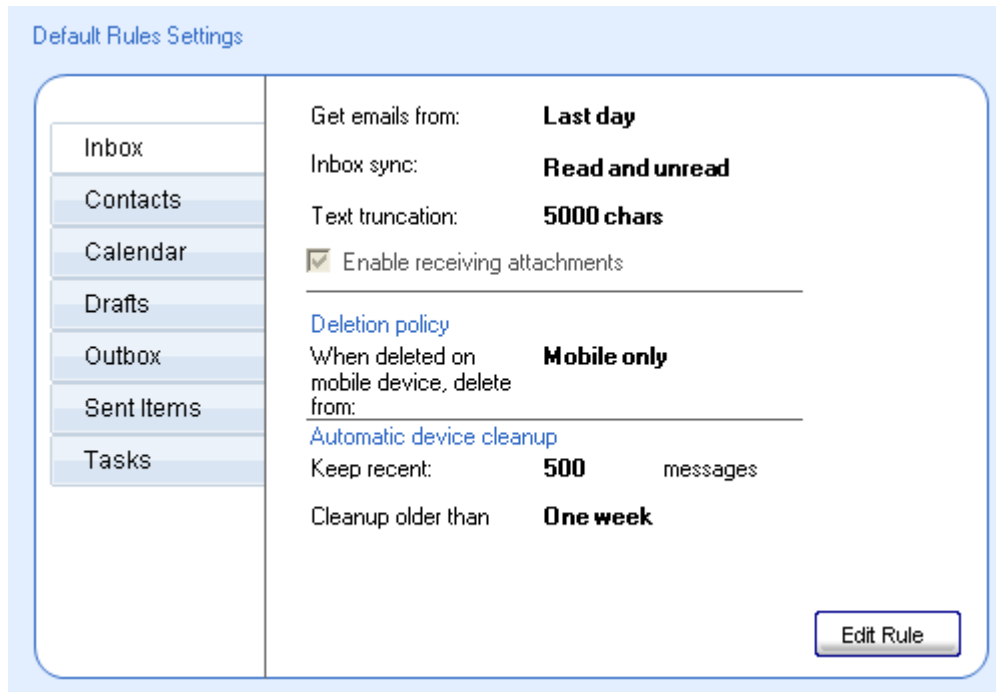


Figure 32: Inbox Rules change image

Click Edit Rule.

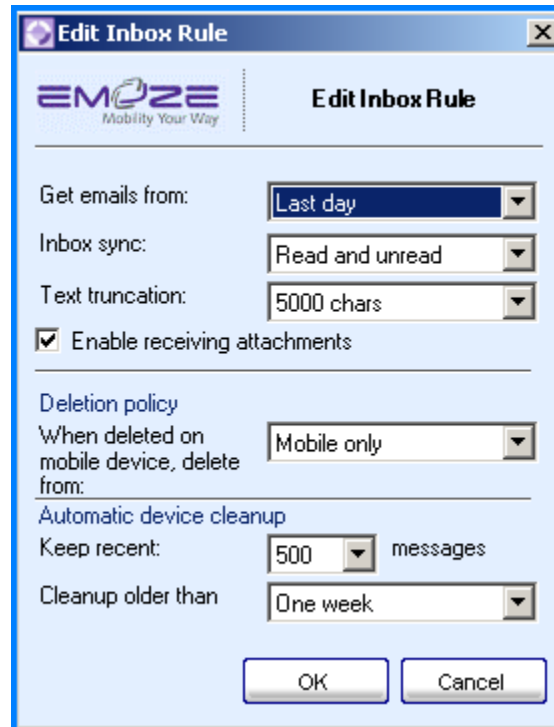


Figure 33: Edit Inbox Rules

Check the box Enable receiving attachments in order to allow the mobile device to receive attachments. Clear the box to prevent attachments.

Rule	Description of Choices
Mail date span	Last day, last 3 days, last week, last 2 weeks, last 3 weeks
Inbox sync	Read & Unread, Unread only
Test truncation	5000 characters, 8000 characters, Don't truncate
Deletion Policy	Mobile only or Mobile and PC
Automatic Device Cleanup	
Keep Recent	50, 100, 200, 500 messages
Cleanup older than	1-6 days, 1-3 weeks, None

## Contacts

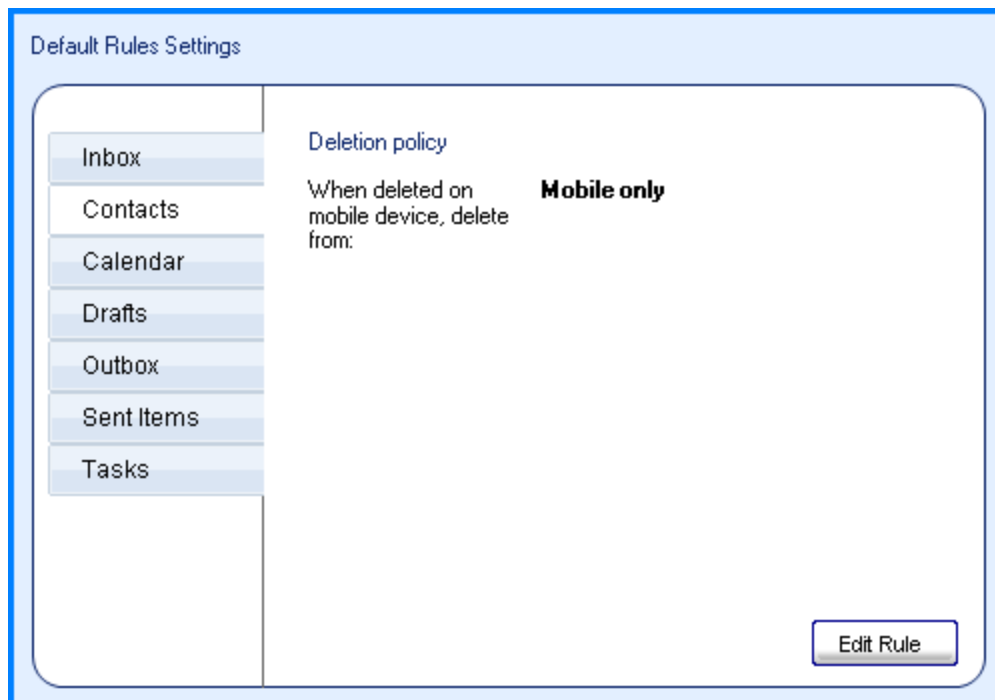


Figure 34: Contact Rules

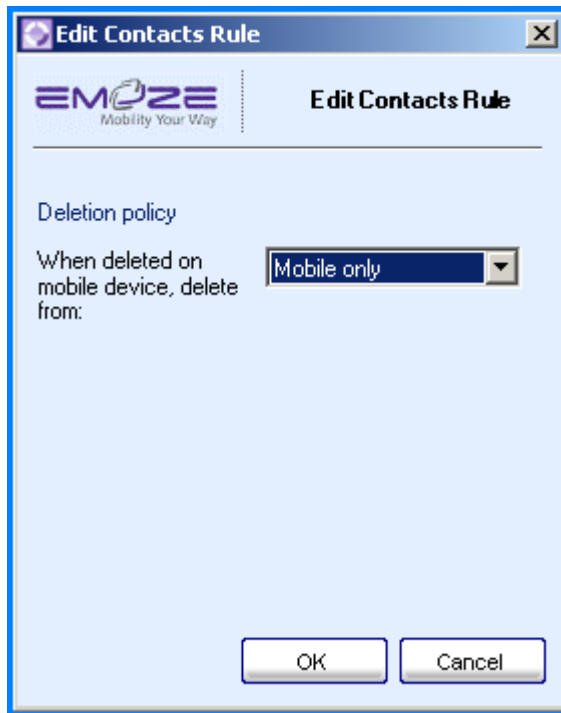


Figure 35: Edit Contact Rules

Rule	Description of Choices
When deleted on mobile device delete from	Mobile and PC, Mobile only

## Calendar

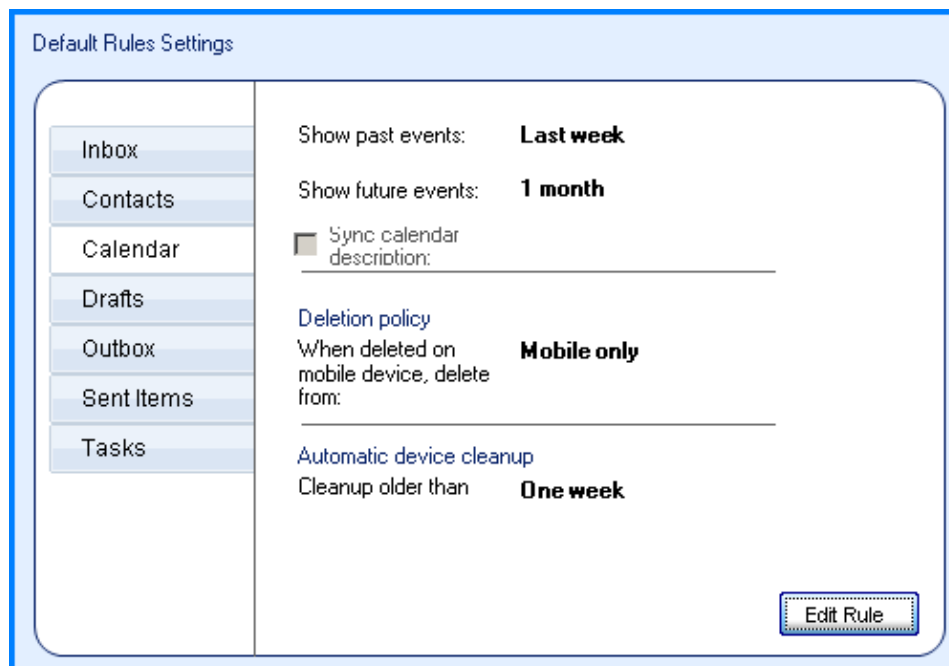


Figure 36: Edit Calendar Rules

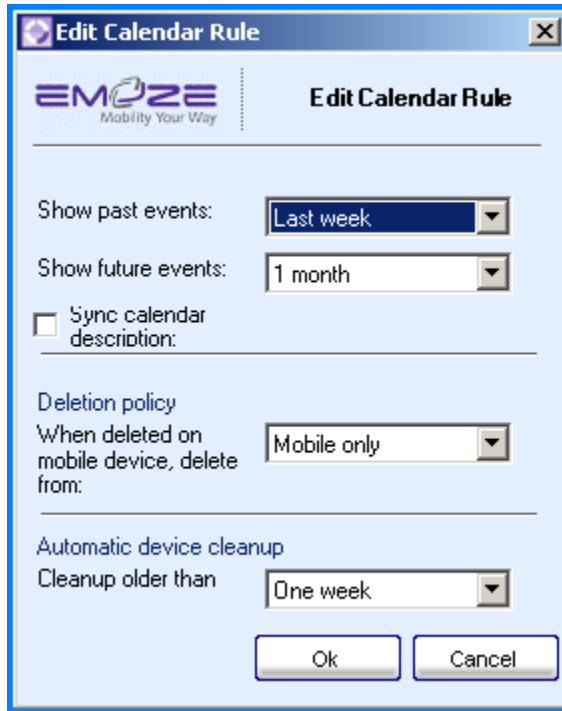
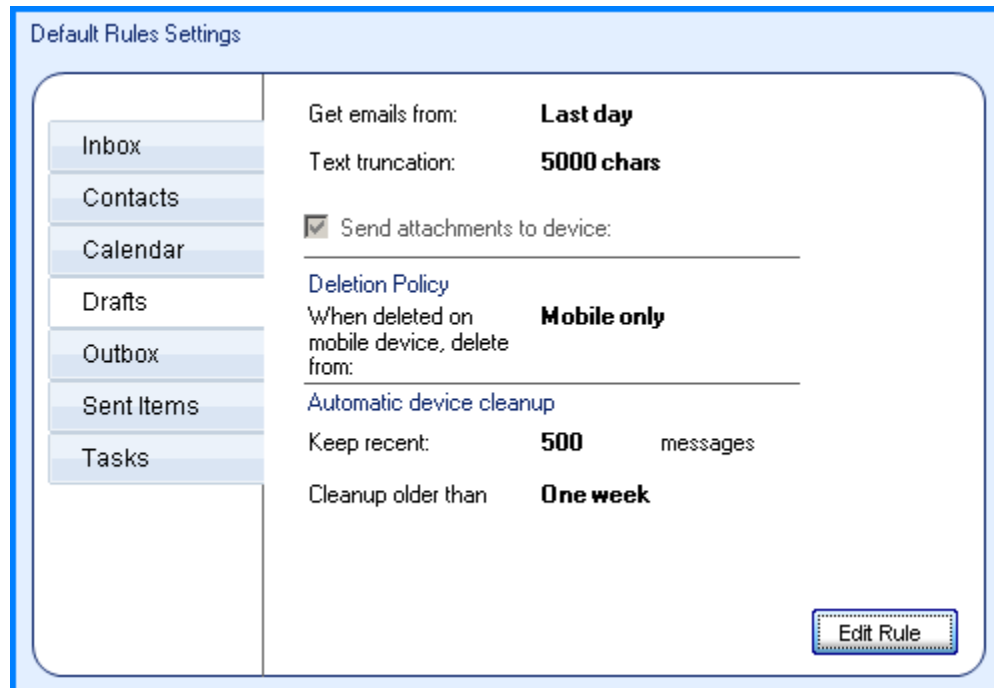


Figure 37: Edit Calendar Rules change image

Rule	Description of Choices
Show past events	Last week, None
Show future events	1 month up to 12 months by month
Sync calendar Notes	Mark/Unmark
Deletion Policy When deleted on mobile device delete from	Mobile only Mobile and PC
Automatic Device Cleanup	1-6 days, 1-3 weeks, None

## Drafts

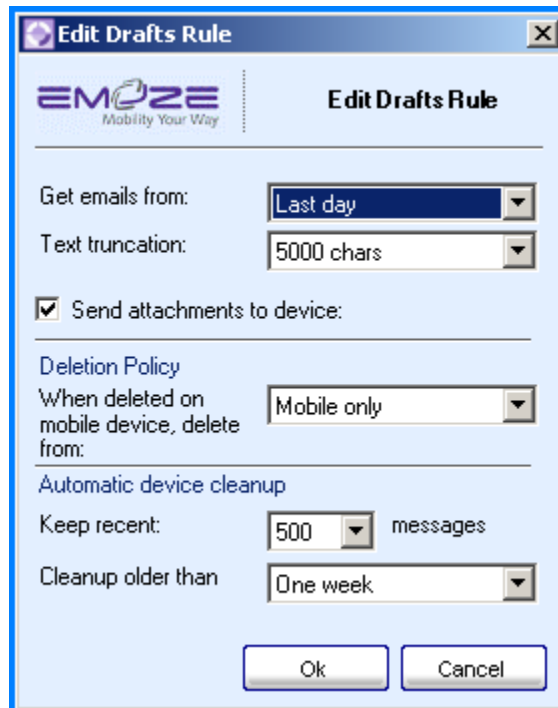


The screenshot shows the 'Default Rules Settings' window for Drafts. On the left is a sidebar with a list of folders: Inbox, Contacts, Calendar, Drafts (selected), Outbox, Sent Items, and Tasks. The main area contains the following settings:

- Get emails from: **Last day**
- Text truncation: **5000 chars**
- Send attachments to device:
- Deletion Policy: When deleted on mobile device, delete from: **Mobile only**
- Automatic device cleanup: Keep recent: **500** messages
- Cleanup older than: **One week**

An 'Edit Rule' button is located in the bottom right corner of the settings window.

Figure 38: Default Draft Rules



The screenshot shows the 'Edit Drafts Rule' dialog box. It features the EMOZE logo and the text 'Mobility Your Way' in the top left. The title bar reads 'Edit Drafts Rule'. The settings are identical to Figure 38 but are presented as interactive controls:

- Get emails from: **Last day** (dropdown menu)
- Text truncation: **5000 chars** (dropdown menu)
- Send attachments to device:
- Deletion Policy: When deleted on mobile device, delete from: **Mobile only** (dropdown menu)
- Automatic device cleanup: Keep recent: **500** messages (dropdown menu)
- Cleanup older than: **One week** (dropdown menu)

At the bottom, there are 'Ok' and 'Cancel' buttons.

Figure 39: Edit Draft Rules

Rule	Description of Choices
Mail Date Span	Last day, last 3 days, last week, last 2 weeks, last 3weeks
Attachment Size	Up to 100KB, 200KB, 500KB, 800kg, 1MB
Test truncation	5000 characters, 8000 characters, Don't truncate
Deletion Policy	Mobile only
When deleted on mobile device delete from	Mobile and PC
Automatic Device Cleanup	
<ul style="list-style-type: none"> <li>Keep Recent</li> </ul>	50, 100, 200, 500, 1000 messages
<ul style="list-style-type: none"> <li>Cleanup older than</li> </ul>	3 days, 1 week, 2 weeks, 1 month, 2 months, None

## Outbox

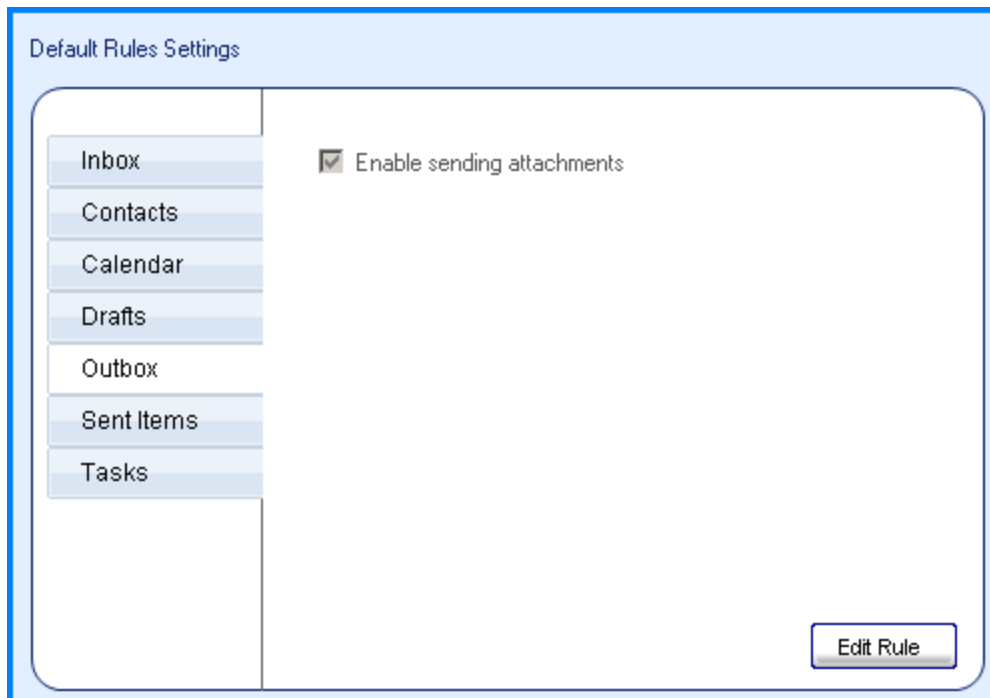


Figure 40: Default Outbox Rules

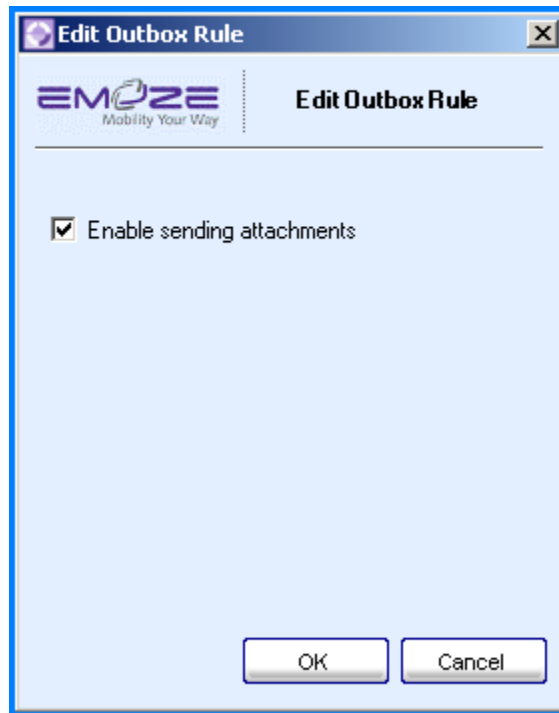


Figure 41: Edit Outbox Rules

Check the box Enable sending attachments.

Clear the box to disable attachment functionality.

## Sent Items

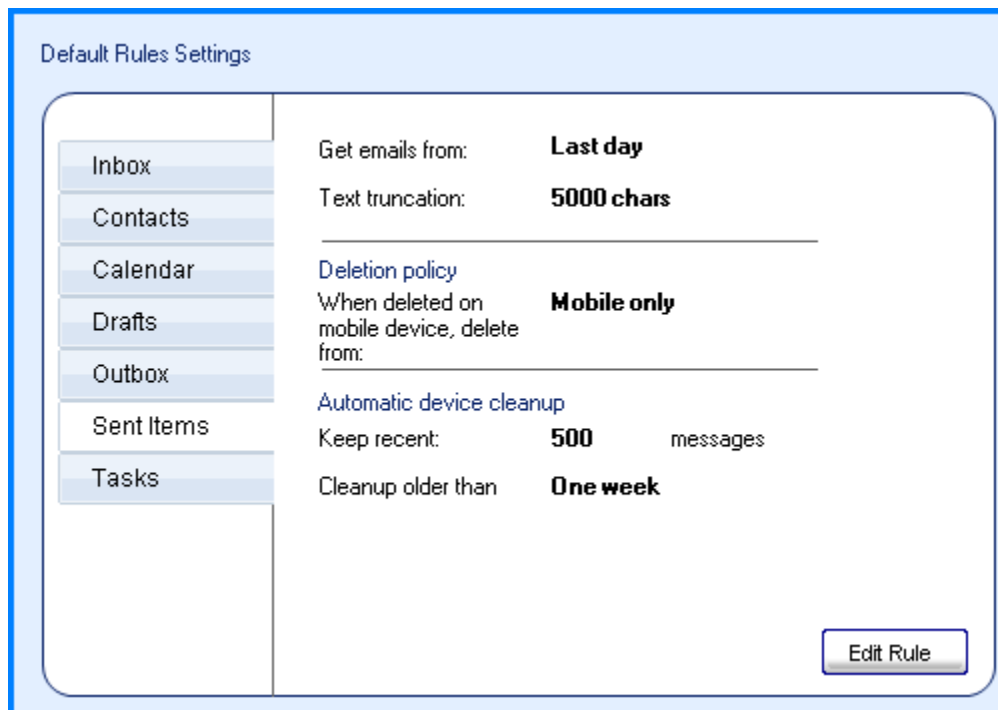


Figure 42: Default Sent Items

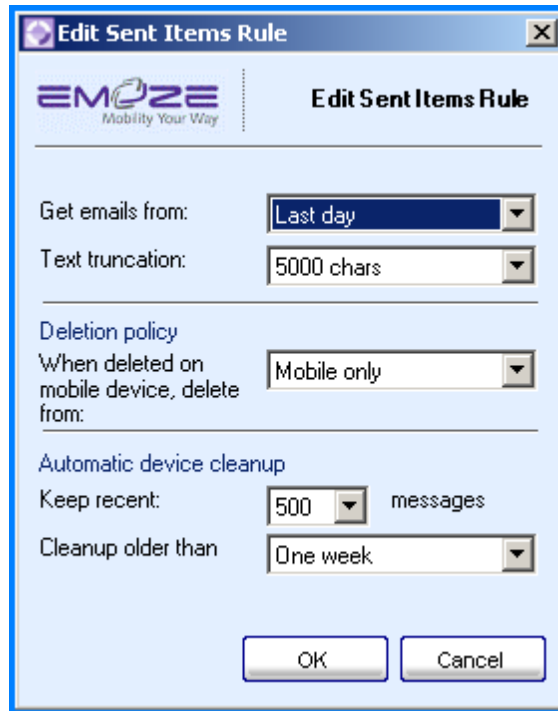


Figure 43: Edit Sent Items Rules

Rule	Description of Choices
Get mails from	Last day, last 3 days, last week, last 2 weeks, last 3weeks
Text truncation	5000 characters, 8000 characters, Don't truncate
Deletion Policy	Mobile only
When deleted on mobile device delete from	Mobile and PC
Automatic Device Cleanup	
Keep Recent	50, 100, 200, 500 messages
Cleanup older than	1-6 days, 1-3 weeks, None

## Online Statistics

Online Statistics is shown at the bottom of the admin console for all the tabs. It provides the Administrator with a clear view of how the system is being used at all times. It shows:

- Number of users connected

- Number of users disconnected
- Number of users awaiting confirmation
- Number of users having problems
- Total MB downloaded
- Total MB uploaded
- Number of emails sent
- Number of emails received
- Last reset (the statistics in this section are measured from this date)

The date that controls these statistics can be reset to zero or refreshed.

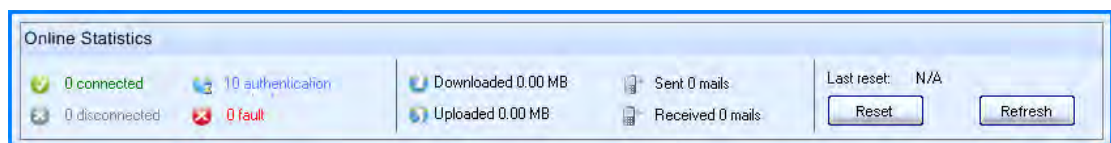


Figure 44: Online Statistics

## Chapter 4 Synchronization & Security

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With the convergence of internet and mobile networks, Emoze considers security and data protection to be a major issue. Emoze for Enterprise enables employees to keep the lines of communication open and work safely without risk because careful thought was given to the protection of the infrastructures and transmissions. Both the Emoze Enterprise Edition and the Emoze global gateway are highly secure, leveraging an efficient encryption mechanism, decryption and data compression technologies. The synchronization process is designed to synchronize personal information, such as inbox, calendars and contacts, over the wireless network so that the entries on the mobile device and the desktop email program are consistent allowing access to necessary content through corporate servers.

### 5.1. Synchronization

Emoze Enterprise Edition synchronizes all the transmitted data. Every change is synchronized on the company's corporate mail server. This means that when a user opens his/her mobile device all changes will be automatically pushed to their mobile device. It also means that when that same user opens their laptop or PC that these same changes will be automatically pushed to their mail client as well from the corporate mail server. There is no need for the user to leave their laptop connected to their mail server. The user is assured that all information updated on the PC or laptop is updated on the mobile device and all the updates on the mobile device are updated on the PC.

Emoze for Enterprise also ensures that all Inbox and PIM (personal information) supported changes made on the mobile device are replicated via the corporate mail server and that changes made on the PC/laptop are reflected on the mobile device. This includes emails and folder information according to the rules defined by IT via the Admin Console. The synchronization is automatic and continual. The changes are pushed only when the mobile device is open and receiving. Although the first synchronization may take a few minutes, after that synchronization is automatic and almost continual.

### 5.2. Security

The Emoze push email service is designed to protect the user's privacy all the time and to provide a secure environment in which to transfer data. Emoze implements end-to-end information security and maximum network and mobile defenses. This includes protecting both the internal network and the mobile device. All data is encrypted using AES PKU encryption. This is a third party security mechanism that is widely accepted as being very dependable. This encryption processes ensures that no one is able to intercept or read mail if they are not the authorized user. Not even Emoze technical personnel are able to read emails while they are in the Emoze system. Encryption keys are stored on the mobile device. Neither data nor encryption keys are accessible, at any point, over any public network, on any Emoze server or over any wireless network. The system is based on user name/password authentication. All messages are encrypted behind the data source firewall (for both personal and corporate networks), and can be decrypted only when they reach the intended mobile device or PC.

For users behind a firewall, the standard HTTP/HTTPS port is required to connect to the Wireless data center.

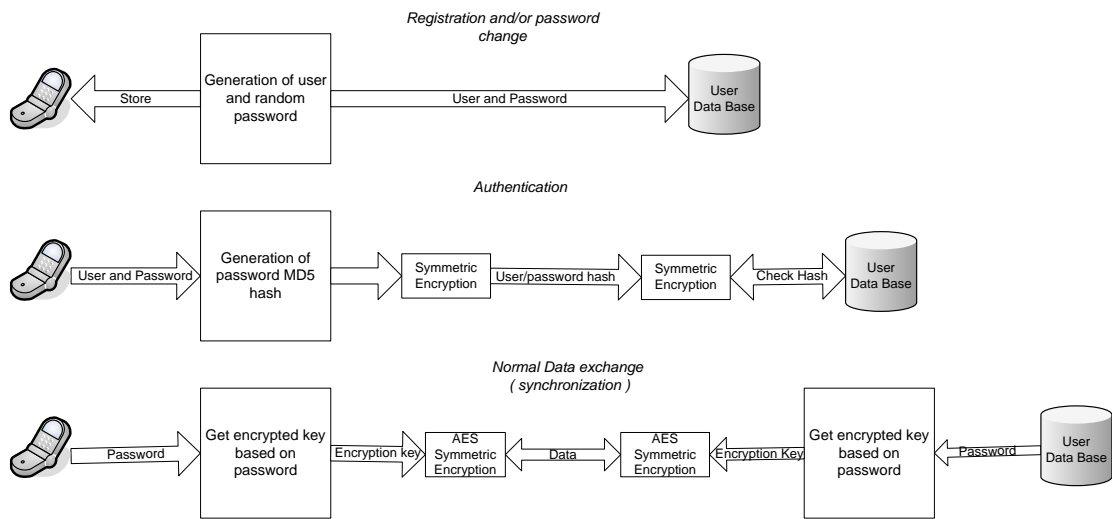


Figure 45 Client Acquisition and Password

In addition to encryption, the Emoze for Enterprise service compresses all data sent using a unique technology that enables text to be compressed up to 80%. All compression is bi-directional meaning that all data being as well as all data being received are compressed. Compression effectively protects the data and the network adding another layer that makes the data much more difficult to intercept or infect. In addition, compression reduces the time needed to transmit messaging, conserving battery life and reducing the costs for data transmissions.

The Emoze for Enterprise also secures information in the case of loss or theft of a mobile device. If a mobile device goes missing, the Administrator is able to either Disable or Wipe and Lock the device remotely via the Admin console. Disable stops the device from sending and receiving messages and is a reversible action. The device can be enabled with all its information intact.

Wipe and lock permanently disconnects the device and wipes the memory so that if someone gains access to the mobile device, they will not have access to the information stored on the device. If a device is "Wipe and Locked", it cannot be reversed.

# Appendix A: Additional Functionality

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## File Menu

### Stop Emoze Service

The Administrator is able to stop the Emoze service at the server level when necessary for any maintenance procedure, such as changing or upgrading the service.

To Stop Service:

Select File.

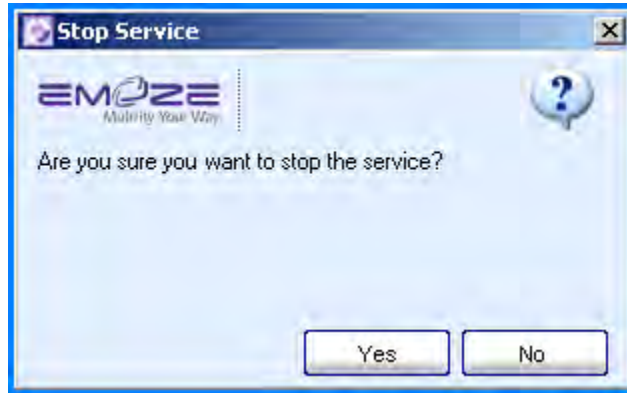


Figure 46: Stop the Emoze server

When the service has been stopped, the menu shows "Start Emoze Service".

## Tools Menu

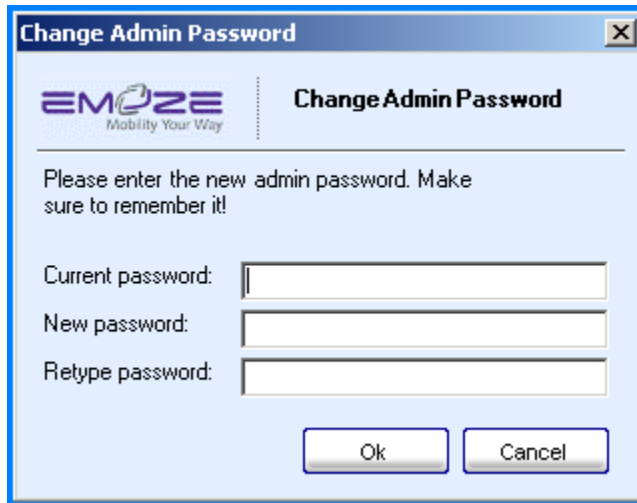
This menu enables the Administrator to perform tasks related to maintaining the system.

The tools menu includes the following:

- Change admin password
- Connection settings
- Reset User
- SMS settings

## Change Admin Password

The Administrator is able to change his/her password.



Change Admin Password

**EMOZE**  
Mobility Your Way

**Change Admin Password**

Please enter the new admin password. Make sure to remember it!

Current password:

New password:

Retype password:

Ok Cancel

Figure 47: Change the Admin Password

## Connection Settings

When working with a proxy server, select Tools> Connection Settings

This enables the Administrator to manually insert proxy setting when necessary.

If no proxy server is being used, mark the check box "Not Using Proxy Server"

To enable Emoze to work with the proxy server, mark the box "Configure proxy server manually" and enter the appropriate details.

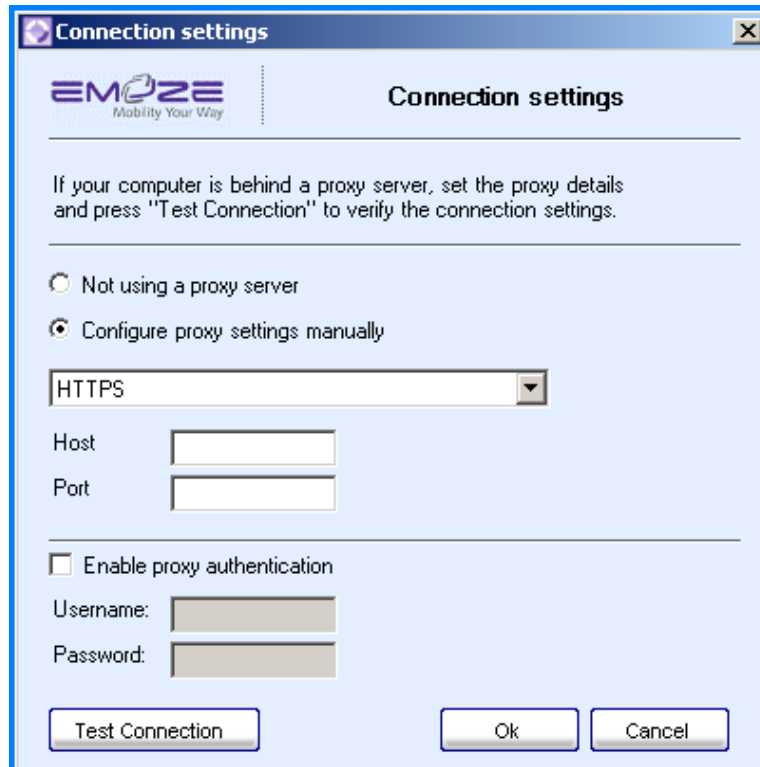


Figure 48: Proxy Settings

Once the details are entered, a test connection button is activated.

Click test connection to ensure that the connection works.

Click OK.

## Reset User

The Administrator is able to reset any specific user's setting to the original default settings. This deletes the original authorization files from the Emoze database and resynchronizes all the data existing on the mobile device. Data should not be lost or duplicated.

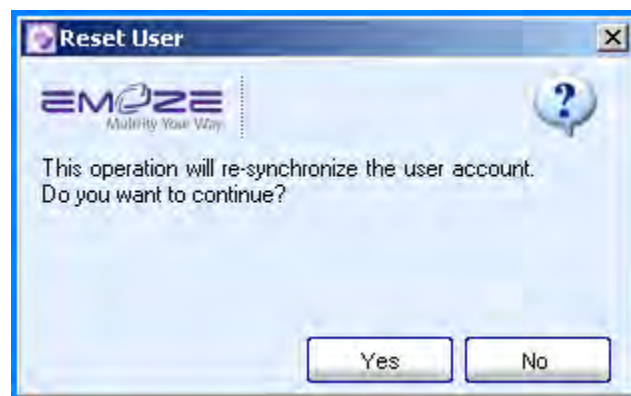


Figure 49: Reset User

## SMS Settings

Please refer to the section on iPhone installation.

## Help Menu

### Help

This provides a link to the Emoze for Enterprise documentation on the web.

### FAQ

This is a link to the web site showing updated frequently asked questions.

## About

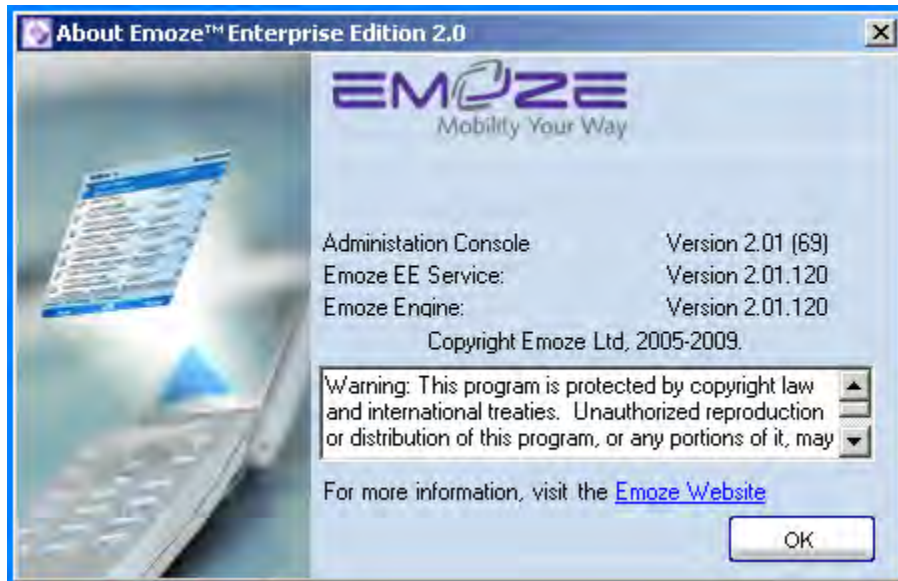


Figure 50: About Emoze

This window shows the standard information about the Emoze for Enterprise software including the version that is currently running.