

Exchange 2003 – Mobile enhancements in Exchange 2003 SP2

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Abstract

In this article I will show you the mobile enhancements in Exchange Server 2003 SP2 to give you more flexibility to manage your mobile devices in your Exchange environment.

Mobile enhancements in Exchange Server 2003 SP2

There are several mobile messaging enhancements in Exchange Server 2003 SP2. One of the important changes is the Exchange Direct Push Technology which changes the way how mobile clients communicate with your Exchange Servers.

Exchange Direct Push Technology

Exchange Direct Push uses a HTTP connection to transfer messages and system notifications.

Before Exchange Server 2003 SP2 you can configure your ActiveSync enabled mobile devices to synchronize with your Exchange server mailbox at intervals from every five minutes. Because you cannot synchronize items at intervals less than five minutes, your device might not always contain the latest information. It takes also some network traffic for synchronization sessions even when no data is transferred.

You can configure the mobile clients (Windows Mobile 2003 and Smartphones) to use AUTD (Always Up-To-Date). AUTD enables you to configure your mobile devices to stay up-to-date with the Exchange server. AUTD uses an SMS message to notify the mobile device about new messages.

Because SMS notification is an expensive solution, Microsoft has changed the AUTD function in Exchange 2003 SP2:

- A standard data plan is the only subscription you need to synchronize with Exchange
- No need to deploy additional infrastructure in your Exchange environment
- No need for SMS notification or any other “out-of-band” schemes
- No special configuration on the device

As a result Microsoft has developed the Exchange Direct Push Technology.

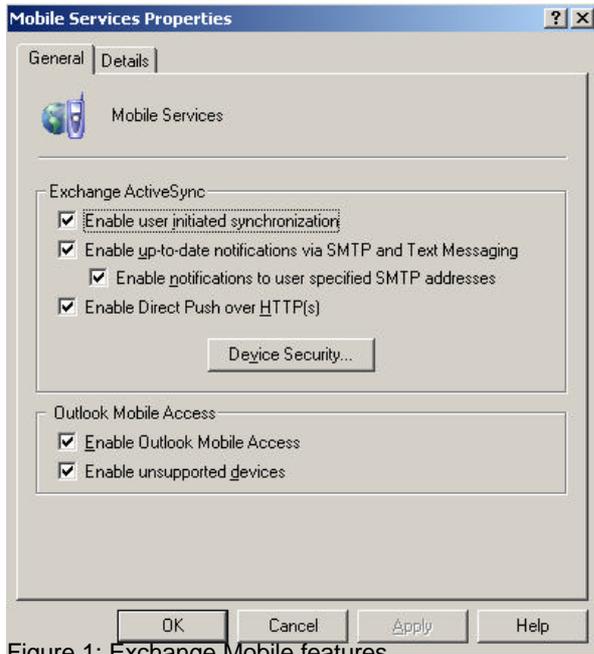


Figure 1: Exchange Mobile features

Exchange 2003 SP2 Direct Push Technology has many more new features that focus on the Exchange Administrator's needs to centrally manage his mobile devices.

Remote Wipe

Remote wipe is a new feature added in Exchange 2003 SP2 that enables administrators and helpdesk support staff to delete sensitive data from a lost or stolen mobile device. After the remote wipe has been completed, the administrator will receive a notification that the device has been wiped.

It is also possible to centrally enforce settings like password policies and password complexity and timeouts.



Figure 2: Enhanced Mobile features

Attention: You must enable the feature "Allow access to devices that do not support password settings" when not all of your mobile clients are Windows Mobile 5.0 clients.

Global Address List Lookup

With Exchange Server 2003 SP2, Administrators are able to receive contact properties for users in the Global Address List from your mobile device. You can search for a person based on name, telephone number and many more.

Windows Mobile 5.0 and the Messaging and Security Feature Pack

Windows Mobile 5.0 is an operating system that runs on mobile devices like Smartphones and Pocket PCs. For the new mobile features in Exchange Server 2003 SP2 you will need Windows Mobile 5.0. The Windows Mobile 5.0 Messaging and Security Feature Pack is an extension and update to the Windows Mobile 5.0 operating system. The feature pack requires a Windows Mobile 5.0 mobile device and Exchange Server 2003 SP2.

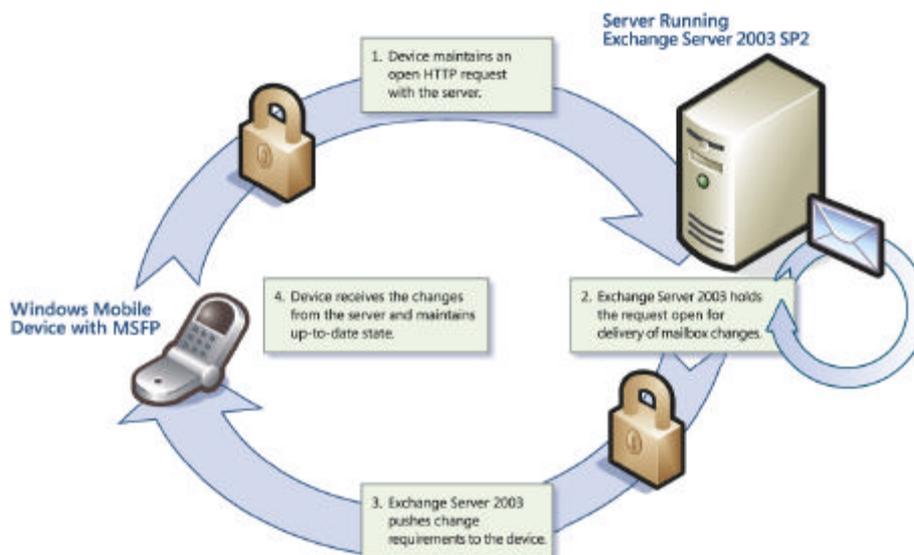


Figure 3: Mobile sync process (copied from the Microsoft Exchange SP2 Mobility feature whitepaper)

Exchange Server ActiveSync Web Administration Tool

The Microsoft Exchange Server ActiveSync Web Administration tool enables you to manage the process of remotely erasing lost or stolen mobile devices.

With the Exchange Server ActiveSync Web Administration Web tool, you can perform the following actions:

- View a list of all devices that are being used by your users
- Select the devices to be remotely erased
- View the status of pending remote erase requests for each device
- Display a transaction log that indicates which administrators have issued remote erase commands.



The Microsoft Exchange Server ActiveSync Web Administration Tool is designed for use With Exchange Server 2003 Service Pack 2 and compatible mobile devices

Figure 4: Exchange Active Sync tool installation

After installing the Microsoft Exchange Server Active Sync Web Administration Tool you can start your favourite web browser and navigate to <https://servername/mobileadmin/> to remotely wipe a mobile device or to display the transaction log.

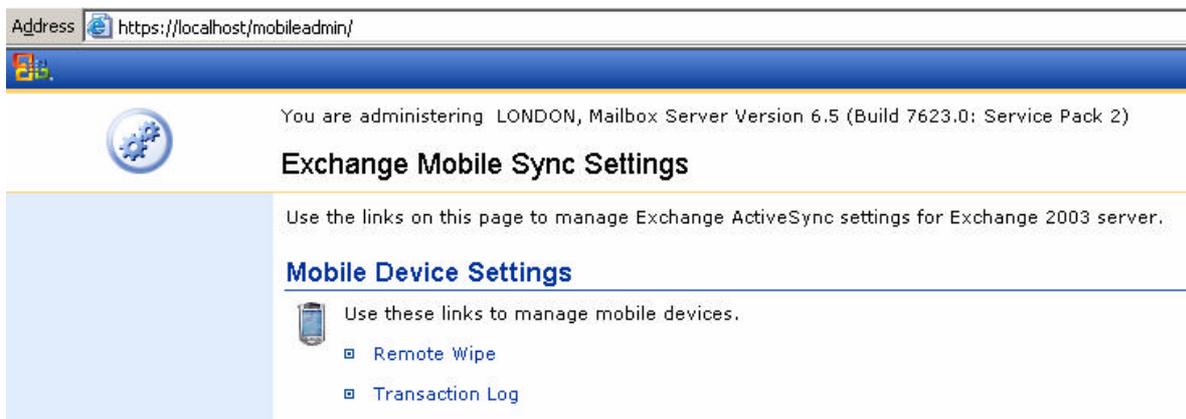


Figure 5: Exchange Active Sync tool

Conclusion

Microsoft has worked hard to give Exchange Server 2003 SP2 many new mobility feature enhancements to make your life as an Exchanged Administrator much easier. The only disadvantage at this time is that there are only a small number of mobile devices that supports Windows Mobile 5.0.

Related Links

Windows Mobile 5.0

<http://www.microsoft.com/windowsmobile/business/5/default.aspx>

Exchange 2003 SP2 Download

<http://www.microsoft.com/technet/prodtechnol/exchange/downloads/2003/sp2/download.ad.aspx>

What Exchange 2003 SP2 means for mobile messaging

http://searchexchange.techtarget.com/tip/1,289483,sid43_gci1133247,00.html

Microsoft Exchange Server ActiveSync Web Administration Tool

<http://www.microsoft.com/downloads/details.aspx?FamilyID=e6851d23-d145-4dbf-a2cc-e0b4c6301453&DisplayLang=en>

New Mobility Features in Exchange Server 2003 SP2 New Mobility Features in Exchange Server 2003 SP2

<http://www.microsoft.com/technet/prodtechnol/exchange/2003/sp2mobility.aspx>

Mobility in Exchange Server 2003

<http://www.microsoft.com/exchange/evaluation/features/mobility/default.aspx>