

Zarafa Mobile Compatibility – April 2012



BlackBerry Enterprise Server (BES)
ActiveSync compatibility (Z-Push)

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Introduction

Zarafa enables end users to work with mobile devices using different technologies. End users can use BlackBerry devices use the BlackBerry Enterprise Server (BES) and ActiveSync compatible devices over Z-Push (<http://z-push.sf.org>) for push mail and calendars.

BlackBerry

BlackBerry devices are integrated over RIM infrastructure using the BlackBerry Enterprise Server (BES) version 4 and 5, BlackBerry Professional Software (BPS) version 4 and BlackBerry Enterprise Server Express. See a brief overview of the supported versions below. Other informations and additional informations about the BlackBerry integration can be found in the [Zarafa wiki](#).

Please check the supported version list before installation:

Supported versions	
4.1.0 to 4.1.3	Unknown
4.1.4 to 4.1.6	Known to work
4.1.7	Does not work
5.0.1 to 5.0.2	Working with ZCP 6.30.15+, 6.40.x and 7.0
5.0.3	Working with ZCP 6.40.10 and 7.0.1 and later

BlackBerry functionality overview

Email

- Receive emails via push-service
- Reply, reply to all and forward emails
- Archive email to sub folders
- Add signatures to outgoing emails
- Check spelling on outgoing emails
- Search emails
- Send and receive attachments
- Folder redirection, to you synchronize sub folders
- Flagging of emails

Calendar

- Create and receive appointments on BB
- Send and receive meeting requests from Blackberry
- Create private appointments
- Create recurring appointments
- Reminders on upcoming appointments

Notes

- Create and access to your private notes
- Send notes as email attachment

Contacts

- Create contacts and access to your private contacts
- Create distribution groups
- Lookup Global Address Book users
- Add picture to contacts

Tasks

- Create and access your private tasks
- Use task status
- Reminders on tasks
- Add categories to tasks

Known limitations

- Freebusy lookup
- Set out of office message from BB device
- Configure wizard rules on BB device
- Save directly freebusy information after appointment is created on Blackberry
- Hard reconcile

ActiveSync

ActiveSync devices present a different level of compatibility, due to frequent releases and customized implementations from handheld vendors. The protocol of non-windows mobile handhelds often lack compatibility with e.g. MS Exchange, Lotus Domino and Zarafa servers. This table of the next page shows the status of several handhelds compared to Zarafa and Z-Push.

Z-Push Releases

Stable	Z-Push 1.5.9-1226	released 26.04.2012
Unstable	Z-Push 2 beta3-1223	released 19.04.2012

Z-Push 1.5 is licensed under AGPLv3, contains new backends (generic LDAP search, Kolab) and several other improvements (see changelog).

Z-Push 1.5.1 is specially interesting if you use iOS devices as the iPhone or if using Zarafa 7 beta. This version fixes an Apple issue with invitations and supports unicode characters.

Z-Push 1.5.2 contains two fixes regarding missing reminders and occurrences of recurring calendar items with a fixed end date.

Z-Push 1.5.3 contains fixes regarding up-to-date free/busy information of attendees. It also solves empty attachments sent from Nokia phones and also improves forwarding mail in the IMAP backend.

Z-Push 1.5.4 is interesting for ZCP users with Windows Mobile, Nokia and Android phones.

Z-Push 1.5.5 contains fixes regarding calendar synchronization in combination with ZCP 7.0 and performance improvements when having many Z-Push users with empty folders.

Z-Push 1.5.6 contains fixes regarding tasks visualization in the Outlook Today view and introduced a configurable timeout for Push connections.

Z-Push 1.5.7 contains fixes regarding high loads on apache caused by the conflict detection of emails, error messages with empty "cc" from Android and a higher value for Push connections to optimize the server load.

Z-Push 1.5.8 contains fixes regarding calendar and task folder creation on iOS5, Touchdown on Android with disabled provisioning and general calendaring with many attendees.

Z-Push 1.5.9 disallows the deletion of folders of iOS5 5, fixes incompatibilities with PHP 5.4 and fixes a bug preventing the conflict detection in the DiffBackend.

Z-Push 2 went through major changes and optimizations in the code and API. It is compatible with PHP 5.1 and higher and ZCP 6.40 and 7. It features several new functionalities. An overview can be found at: <http://community.zarafa.com/pg/plugins/release/6132/developer/sebastian/zpush>

Reported issues are always addressed first at the Z-Push public SVN trunk available at BerliOS.de: https://developer.berlios.de/svn/?group_id=8963

Depending on user experiences, these fixes are then merged into new releases. Check the bugtracker for latest information about open issues, release dates of new versions (menu item: Roadmap) and the latest changelogs.

The latest released version is Z-Push is available at <http://z-push.sf.net/download>.
Insight of the latest status of developments or to report issues <http://z-push.sf.net/tracker>.

ActiveSync device compatibility overview

category of Activesync compatibility	Vendor or Type	OS / ActiveSync Client	General Functionality ¹	Remote Wipe	Sub folder Push	Recurring Calendar	Multiple Folders ²	Meeting Requests	Application type	Comment or remarkable changes
1. Recommended	Windows Mobile	Windows Mobile 5-6.5	Em/Ca/Co/Ta	Full ROM	Yes	Yes	No	Inv / Resp	embedded	
		Windows Phone 7	Em/Ca/Co	Full ROM	Yes	Yes	No	Inv / Resp	embedded	Tasks not available.
		Windows Phone 7.5	Em/Ca/Co/Ta	Full ROM	Yes	Yes	unknown ⁴	Inv / Resp	embedded	Feedback requested.
	Apple	iOS 2.x, 3.x, 4.x	Em/Ca/Co	Full ROM	Yes	Partially ³	Yes	Inv / Resp	embedded	Tasks sync: Appstore "Moxier Tasks" .
		iOS 5.x	Em/Ca/Co/Ta	Full ROM	Yes	Partially ³	Yes	Inv / Resp	embedded	Issues with Contact pictures reported. Tasks only partially supported. See FAQ below.
	Android	Android 4.0.x (ICS)	Em/Ca/Co	Full ROM	Yes	Partially ³	unknown ⁴	Inv / Resp	embedded	Calendar issues with HTC One X/S/V, Evo 4G See FAQ below
		Android 2.x (2.2+)	Em/Ca/Co	Full ROM	No	Partially ³	No	Inv / Resp	embedded	Issues with HTC and 2.3.5 devices! See FAQ below
		Android 3	Em/Ca/Co	Full ROM	No	Partially ³	No	Inv / Resp	embedded	Known to be working. Detailed feedback requested.
Touchdown		Em/Ca/Co/Ta	Profile delete	Yes	Partially ³	Partially ³	Inv / Resp	commercial (30 days trial)	Not integrated with Android applications. Tasks and partial multi folder support.	
2. Good	Android	RoadSync	Em/Ca/Co/Ta	Profile delete	Yes	Yes	Yes	Inv ⁵ / Resp	commercial (15 days trial)	Known to be working
		Moxier Mail	Em/Ca/Co/Ta	Profile delete	Yes	Yes	Yes	Inv / Resp	commercial	Shows all mail folders in one view, syncs into own address book.
	Nokia	Nokia Mail 2 (E75) (build in Activesync)	Em/Ca/Co/Ta	Profile delete	No	Partially ³	No	Inv / Resp	embedded	FW 201.12.01 presents errors with HTML E-mails New firmware reported to fix issues.
	HP	PalmPre WebOS	Em/Ca/Co/Ta	No wipe	No	Yes	No	Inv / Resp	embedded	Latest Z-Push version recommended
3. Reasonable	Android	Android 2.0 & 2.1 internal client	Em/Co	No wipe	No	No	No	No	embedded	Requires the special configuration set to: <i>LOOSE PROVISIONING = true</i>
	Nokia	E/N-Series Mail4Exchange	Em/Ca/Co/Ta	Profile delete	Since MFE v. 3	Partially ³	No	Respond only ³	free application	Stability issues reported.
4. Limited	Samsung	Various – RoadSync	Em/Ca/Co/Ta	Profile delete	No	Partially ³	No	unknown ⁴	commercial	Known to be working. Feedback requested!
		Bada Wave 1.0 (e.g. GT-S 8500)	Em/Ca ⁴	unknown ⁴	No	unknown ⁴	Yes	No	unknown ⁴	Known to be working with Z-Push 1.5.
	Nokia	N900 - M4E on Linux	Em/Co ⁴	unknown ⁴	unknown ⁴	unknown ⁴	unknown ⁴	Limited	unknown ⁴	Compatible since firmware <i>Maemo 5 PR1.1</i>

¹E-Mail (Em), Contacts (Co), Calendar (Ca), Tasks (Ta) ²Additional Contact and Calendar folders ³Client limitation ⁴Detailed feedback requested ⁵No resources

Additional links

Nokia Mail4Exchange FAQ

<http://europe.nokia.com/support/download-software/mail-for-exchange/faq-for-mail-for-exchange>

Nokia Mail4Exchange 3 Release notes (include device limitations)

http://nds1.nokia.com/phones/files/guides/MailForExchange_3_0_50_Release_Notes.pdf

Nokia N900 Meeting Request limitations

<http://discussions.europe.nokia.com/t5/Maemo-Devices/Mail-for-Exchange-doesn-t-allow-meeting-requests-to-be-processed/td-p/620123>;

Known iPhone limitations

<http://iphoneexchange.uservoice.com/forums/7426-general>

<http://helpdesk.reformjudaism.org.uk/index.php>

option=com_maqmahelpdesk&Itemid=122&id_workgroup=1&task=kb_view&id=43

Debugging hints and FAQ

GENERAL

- **Repeatedly “Command denied: Retry after sending a PROVISIONING command” in log:**
Most probably your client doesn't support provisioning. Try to enable *LOOSE_PROVISIONING* in your configuration. If the messages continue, try to reconfigure your ActiveSync profile. If it doesn't help, disable *PROVISIONING* completely in your configuration file (disables provisioning for all users and devices).
- **I want to *remote wipe* users devices without installing the Webaccess plugin:**
Use the command line provisioning tool (for Zarafa systems): `z-push-admin`
- **Attendees of appointments created on the mobile do not show free/busy information:**
This issue was fixed in Z-Push 1.5.3.
- **Attachments of appointments are not available on the mobile:**
This is a limitation of ActiveSync and unfortunately not available.
More information at: <http://support.microsoft.com/kb/2503175>

iOS (iPhone, iPod, iPad)

- **Replying or Forwarding emails from an iPhone is not updating the Reply/Forward icon of the email in the Zarafa Webaccess or in Outlook with Z-Push 1.5.x:**
This is an issue of all iOS devices, as the so called “flags” are not correctly set over the ActiveSync 2.5 API . Other devices like Windows Mobile implement this functionality correctly. This issue is fixed in iOS in combination with Z-Push 2 (currently available as beta).
- **Setting a contact picture may not always work with iOS 5.0.x:**
In our tests we have observed that changing a contact picture does not always work. The mobile correctly displays the new picture, but the information is never sent to the server. Other modifications made afterwards are not synchronized anymore. Cases that the pictures got “switched” were also reported. We suspect that this is an iOS issue because there is not any communication with Z-Push involved.
- **iOS5 Tasks: after setting a reminder the task has start and due date at the same day:**

This is an issue of the iOS implementation. The mobile actually sends the same dates for reminder, start and due. Z-Push only saves this data. Hopefully this is fixed in future iOS versions.

- **iOS5 Tasks and Calendars: not possible to create additional folders**
This issue was addressed in Z-Push 1.5.8 and is also available in Z-Push 2.

Android

- **Android 2.2 Froyo “Corporate Account” can not connect to the server:**
There are known issues related to secure http connections (SSL) with self-signed certificates. Officially “by Android acknowledged certificates” are reported to be working in several Android related forums. It's NOT recommended to use the client without a secure connection in production environments!
- **Attachments broken on HD Desire HD with Android 2.2 and HTC Sense email, claiming “The file can not be opened because it is damaged”:**
This issue was reported on this device on the Z-Push forums. We do not have further information, but it was also reported that updating the device to Android 2.3 solved the issue.
- **Constant Contact synchronization from HTC Desire:**
Such behavior was reported on the forums. From the logs we've analyzed, the changes send by the device are valid and there are no errors. This was observed in combination with the Facebook App. After de-installing this app the Contact synchronization works normally.
- **Synchronization issues with Android 2.3.5 & HTC Sense 3.0 - Update for HTC Desire HD, Incredible S & Wildfire S:**
It was reported that this version has a very unreliable synchronization over ActiveSync. In some cases Calendar items are also deleted from the server. A down/upgrade to another version is highly recommended. More information at: <http://androidforums.com/htc-desire-s/440528-push-email-broken-since-2-3-5-sense-3-0-update.html> and <http://forums.zarafa.com/viewtopic.php?f=9&t=8135>
- **Synchronization issues with Android 4 on HTC One X/S/V or Evo 4G:**
We recently encountered issues especially synchronizing the Calendar to these devices. Generally the calendar stays empty and only shows appointments created on the phone. We are still investigating these problems. The progress can be visualized at: <https://jira.zarafa.com/browse/ZP-33>

Feedback

If you have additional feedback to the list, please contact the Zarafa support at zpush@zarafa.com. It is also possible to comment in the Zarafa forums in the Mobility section: <http://forums.zarafa.com/viewforum.php?f=14>

The Z-Push Team

Changelog (latest final versions)

Z-Push 1.5.9-1226 final (since 1.5.8) - stable

General

- fixed: PHP 5.4 has own implementation of hex2bin() (Mantis #633)
- fixed: SYNC_FILTERTIME_MAX is not always honoured (Mantis #632)

Zarafa/ICS

- fixed: iOS 5 allows deletion of Outbox folder (Mantis #621)

DiffBackend

- fixed: typo which prevented conflict detection in DiffBackend/DiffState (Mantis #637)

Z-Push 1.5.8-1187 final (since 1.5.7) - stable

General

- fixed: do not sent Provisioning command in OPTIONS if provisioning is disabled (Mantis #603)

Zarafa/ICS

- changed: only process max. 256 attendees of an appointment (Mantis #567)
- fixed: new tasks or calendar folders created with iOS 5 are of type email on the server (Mantis #607)
- fixed: PR_SEARCH_KEY is set to a wrong value (Mantis #570)

Z-Push 1.5.7-1101 final (since 1.5.6) - stable

General

- changed: Increase ping timeout by default (Mantis #536)
- fixed: New mail from android produces @localhost error in spooler and postfix logs. Do not parse an email address if it is set but empty. (Mantis #554)
- fixed: break while in PING case unknown tags are sent (Mantis #538)

Zarafa/ICS

- partly undone rev 775, as a conflict detection for read flags is not really necessary and may result in timeouts (Mantis #537)
- fixed: PHP Warning: Call-time pass-by-reference has been deprecated. It was deprecated in PHP 5.3 (Mantis #552)

Z-Push 1.5.6-954 final (since 1.5.5) - stable

General

- added: configurable \$timeout in HandlePing (Mantis #528)

Zarafa/ICS

- fixed: a task created on a mobile doesn't appear in Outlook Today view. (Mantis #525)

IMAP backend

- fixed: Sending an email the "from" Field in the maillog is and not real email address (Mantis #497)

Z-Push 1.5.5-790 final (since 1.5.4) - stable

General

- fixed: typo prevents LOOSE_PROVISIONING (Mantis #476) (thx to 'settel' for reporting)
- fixed: Synchronizing an empty folder an additional ICS exporter is registered on each request (Mantis #480)
- fixed: Moxier Tasks 1.1.1 on iOS presents errors (Mantis #490)
- fixed: Contacts Birthday not properly saved from Android (Mantis #487)
- fixed: No conflict detected for deleted or read flag changed messages (Mantis #489)

Zarafa/ICS

- fixed: Lazy conflict detection shows warnings and does not check conflicts (Mantis #481)
- fixed: Appointment is not synchronized after meeting invitation was accepted in the Webaccess of ZCP 7 (Mantis #475)
- fixed: Saving empty categories fails (Mantis #468)

- fixed: GAL search shows 'undefined offset of PR_ACCOUNT' warnings (Mantis #488)
- fixed: Meeting request responses can not be processed correctly (Mantis #485)
- fixed: Contacts created on Android phones present doubled names (Mantis #486)
- fixed: Changing a meeting request to all day event shows warnings (Mantis #491)

IMAP backend

- fixed: Folders with special chars break synchronisation (Mantis #463)

Z-Push 1.5.4-707 final (since 1.5.3) - stable

General

- fixed: Eurosign (€) gets scrambled when sending email from Windows Mobile (Mantis #456)
- fixed: patch to add forgotten licensing exception to LICENSE file (Mantis #462) (thx to Robert Scheck for reporting)
- fixed: Streamer and RFC822 class should not be executable by default while z-push-admin should be (Mantis #472) (thx to bencer from Zentyal for reporting)

Zarafa/ICS

- changed: GAL search returns not all values available in ADS (Mantis #469)
- fixed: body truncation not always correct (Mantis #467)
- fixed: HTML code in mails sent from Android 2.2 (Mantis #472)

IMAP backend

- fixed: body truncation not always correct (Mantis #467)
- fixed: no attachments on the mobile if Content-Disposition header is not set (Mantis #458)
- fixed: email is not quoted-printable encoded even if the header states it (Mantis #460)
- fixed: email can't be synchronised with certain date format in header (Mantis #454)

Z-Push 1.5.3-685 final (since 1.5.2) - stable

General:

- fixed: Sending attachments from Nokia may result in empty file at recipient (Mantis #451)

Zarafa/ICS

- fixed: Android 2.2 displays emails as priority low which have NO priority (Mantis #439)
- fixed: Sometimes no notification is sent to organizer if meeting request is accepted on iPhone (Mantis #447)
- fixed: Attendees are not looked up correctly (Mantis #432)

IMAP backend

- fixed: forwarded non multipart/alternative emails in imap backend might be unreadable(#436)
- fixed: German characters are broken in a forwarded email (Mantis #430)
- fixed: Multipart/alternative email is not forwarded properly (Mantis #431)