

IBM



Everyplace Client

for Palm OS

First Edition (September 2004)

This edition applies to the Everyplace® Client version 5.0.1. This edition applies to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Getting started

To get started with Everyplace[®] Client, refer to the following topics:

- Supported components
- Prerequisites
- Completing installation tasks
- Verifying the installation

Supported components

The following list shows the supported components on the Palm device.

Note: Everyplace Client does not support synchronizing Email and PIM data to cradled Palm devices using HotSync. To enable your device to synchronize properly and receive the most recent data, use Everyplace Client to synchronize Email and PIM data. If you choose, you can use HotSync to install software and back up data on your device; however, HotSync is not supported to synchronize Email and PIM data.

- Email and PIM
- Database synchronization
- IBM[®] agent
- Everyplace Client User Interface
- Sametime[®] Connect
- Mobility Client for Palm OS

Prerequisites

Everyplace Client has specific system requirements and component prerequisites that need to be understood prior to installation. Refer to the following sections to verify that your environment meets the prerequisites:

- Desktop requirements
- Device requirements
- Device corequisites
- Server requirements

Desktop requirements

- Palm Desktop
- 100 MB of temporary space

Device requirements

- Supported Palm OS device
- 8 MB of memory
- Cradled connection is required to use the Everyplace Client installation program
- Network connection to WebSphere[®] Everyplace Access 5.0 server is required to use the Express Client Update application

Device corequisites

- DateBk5 version 5.1b.

Notes:

1. The Everyplace Client zip file includes the installation files for DateBk5.
 2. If you install DateBk5 before you install Everyplace Client, you might receive a message that indicates that your DateBk5 license is only valid for 45 days. The Everyplace Client installation process validates your DateBk5 license, and as a result, the 45 day trial period is no longer applicable.
- VersaMail version 2.5.1 for the Tungsten C, VersaMail version 2.5.2 for the Tungsten W, and VersaMail version 2.7 for the Treo 600.

Note: If you have not already acquired and installed VersaMail 2.7, refer to Appendix B, “Acquiring VersaMail” for information.

- m-Router.

Note: The Everyplace Client zip file includes the installation files for m-Router

Server requirements

Access to an IBM WebSphere Everyplace Access 5.0 server where your administrator has set up a user ID. You can find more information about the WebSphere Everyplace Access Server settings in the WebSphere Everyplace Access Information Center.

The following server and extensions are required to run Sametime Connect with Everyplace Client:

- Sametime Server 3.0 or Sametime Server 3.1

Note: You must use Sametime Server 3.1 if your server uses Lotus® Domino® 6.

- Sametime Server Extensions for Mobile Access

Completing installation tasks

Before you install Everyplace Client, HotSync your device with your desktop to create a Palm User Profile for your device. During the Everyplace Client installation, the installation program installs files in the Palm User Profile directory for your device.

Refer to Installing Everyplace Client to install Everyplace Client or refer to Installing Everyplace Client as a custom installation to complete a custom Everyplace Client installation.

Installing Everyplace Client

Refer to the following instructions to install Everyplace Client on your device.

Note: This installation is recommended for most users.

1. Unzip the Everyplace Client package (PalmOS_501.zip) on your desktop.
2. Browse to the directory where you unzipped the Everyplace Client package.
3. Double-click setup.exe to start the installation.
4. If you are installing a language other than English, you might be prompted to select the language for the installation. After you select the language, click **OK**.

5. On the **Everyplace Client for Palm** panel, click **Next**.
The Everyplace Client license agreement is displayed.
6. Review the license agreement and close the window.
7. Click **Yes** if you accept the terms of the license agreement or click **No** if you do not accept. If you click **No**, the installation will terminate.
8. Select the device you are using from the list and click **Next**.
9. Select the name of the Palm User Profile for which you want to install Everyplace Client or select **Select All** to select all of the users in the list. Click **Next**.

Note: If you only have one Palm User Profile, this panel will not be displayed.

10. Click **Next** to install Everyplace Client in the default location or click **Browse** to select the directory where you want to install Everyplace Client and then click **Next**.
11. Click **Next** to start copying files onto your desktop.
12. After the installation completes, tap **Finish**.
13. Soft reset your device and use HotSync to install Everyplace Client on your device.

Installing Everyplace Client as a custom installation

Refer to the following instructions to complete a custom installation of Everyplace Client.

Note: You should only use a custom installation if you are an advanced user or have been directed to do so by your administrator or technical support representative.

1. Unzip the Everyplace Client package (PalmOS_501.zip) on your desktop.
2. Browse to the directory where you unzipped the Everyplace Client package.
3. Double-click setup.exe to start the installation.
4. If you are installing a language other than English, you might be prompted to select the language for the installation. After you select the language, click **OK**.
5. On the **Everyplace Client for Palm** panel, click **Next**.
The Everyplace Client license agreement is displayed.
6. Review the license agreement and close the window.
7. Click **Yes** if you accept the terms of the license agreement or click **No** if you do not accept. If you click **No**, the installation will terminate.
8. Select **Custom Installation** and click **Next**.
9. Select the check boxes next to the components you want to install. By default, all of the components are selected. Then, click **Next**.

Note: You can select each component to display a description for that component. Use the descriptions to determine which components you want to install.

10. Select the name of the Palm User Profile for which you want to install Everyplace Client or select **Select All** to select all of the users in the list. Click **Next**.

Note: If you only have one Palm User Profile, this panel will not be displayed.

11. Click **Next** to install Everyplace Client in the default location or click **Browse** to select the directory where you want to install Everyplace Client and then click **Next**.
12. Click **Next** to start copying files onto your desktop.
13. After the installation completes, tap **Finish**.
14. Soft reset your device and use HotSync to install Everyplace Client on your device.

Verifying the installation

Each icon in the following list represents functionality that you installed. To determine whether your installation completed successfully, compare the icons in the list below with the icons on your device. Then, try to launch the each function by tapping on the icon. If all of the icons listed below exist on your device and you can launch them, the installation completed successfully.

If you do not have all of the icons listed below or if you cannot launch one of the functions, install the applications listed with each icon by repeating the steps in Installing Everyplace Client as a custom installation.

Note: If you cannot launch one of the following icons, you only need to install the applications that did not install correctly the first time you completed the installation.

Everyplace



- Invitation (EInvHndlr.prc)
- IBM Migration (ECMigration.prc)

Note: The first time you run IBMeau.prc, it removes this file.

- Everyplace Sync (ECSyncML.prc)
- Everyplace Timer (IBMeatm.prc)
- Everyplace (IBMeau.prc)
- PBSPkcs11 (PBSPkcs11.prc)
- Everyplace SSL (SSLlib.prc)
- Everyplace Timezone (tztool.prc)
- VMDbLib (VmDbLib.prc)

DB2eCLP, IBM Sync, and IBM Update



- DB2 Everyplace (config-isyn.pdb, DB2eCat.prc, DB2eCLI.prc, DB2eComp.prc, DB2eDMS.prc, and DB2eRunTime.prc)
- DB2eCryptoPlugin (CryptoPlugin.prc)
- DB2eCLP (DB2eCLP.prc)
- dsyagent (dsyagent.prc)
- imsaconfig (imsaconfig.prc)
- imsadb2e (imsadb2e.prc)

- imsafire (imsafire.prc)
- isynconf (isynconf.prc)
- isyncore (isyncore.prc)
- IBM Sync (isyncui.prc)
- isyncxpt (isyncxpt.prc)
- IBM Update (iUpgrade.prc)
- PBSPkcs11 (PBSPkcs11.prc)
- Everyplace SSL (SSLlib.prc)
- wbxmllib (wbxmllib.prc)

IBM agent



- IBM Agent (DMSAgentResources.pdb, PalmUpdate.prc, PvcPalm.prc)

Mobility Client



- WECM AES 128 (EWGAES128.prc)
- WECM WLP (EWGAlp.prc)
- Mobility (EWGClient.prc, EWGDefaultAcct.pdb, and EWGDefaultAdpt.pdb)
- WECM Compress (EWGCompress.prc)
- WECM Data Mgr 1 (EWGDataMgr1.prc)
- WECM Data Mgr 2 (EWGDataMgr2.prc)
- WECM Dev LAN (EWGDeviceLan.prc)
- WECM Dialer (EWGDialer.prc)
- WECM Hdr Reduct (EWGHdrReduct.prc)
- WECM Net IF 4 (EWGnetIF4.prc)
- WECM Net IF 5 (EWGNetIF5.prc)
- WECM Sys Log (EWGSysLog.prc)
- WECM Toolkit (WEGToolkit.prc)
- Mobility (EWGUpdater.prc)
- WECM Utils (EWGUtils.prc)
- WECM WLP (EWGViewer.prc)

Sametime Connect



- PBSPkcs11 (PBSPkcs.prc)
- Sametime (sametime.prc)

After you verify that the installation completed successfully, refer to Chapter 2, “Configuring your device to use Everyplace Client” to configure your device to use Everyplace Client.

Chapter 2. Configuring your device to use Everyplace Client

The following topics provide instructions to configure Everyplace Client on Palm OS devices. Complete the configurations in the order listed.

- Configuring VersaMail for Everyplace Client
- Configuring DateBk5 for Everyplace Client
- Configuring Everyplace Client network settings

Configuring VersaMail for Everyplace Client

Before you configure Everyplace Client, set up a VersaMail account. Then, refer to the following instructions to record your VersaMail account name so that you can configure VersaMail to work with Everyplace Client.

1. Tap the VersaMail icon on the Home screen on your device.
2. If this is the first time you have run VersaMail, record the account name on the initial screen for later use. If this is not the first time you have run VersaMail, record the account name that is displayed in the top left corner.
3. No additional configuration is necessary. Press the Home key to exit the configuration.

Configuring DateBk5 for Everyplace Client

Refer to the following instructions to configure DateBk5 to work with Everyplace Client.

1. Before you configure DateBk5, tap the **dbSetup** icon on the Home screen on your device.
2. Select the **World Timezones** check box, then tap **Install Checked Items**.
3. Tap the **DateBk5** icon on the Home screen on your device.
4. The first time you run DateBk5, you will be asked to set it as your default datebook. Tap **Yes**.
5. Configure your time zone information by tapping the top bar to view the menu.
6. Select **Options -> Preferences**.
7. Select the **Zones** tab.
8. Select the time zone you want to configure from the following options:

Notes:

- a. You must select an actual time zone for the **Home Zone**.
- b. Refer to the DateBk5 documentation for more detailed information about these settings.

Current Zone

The value you specify for this time zone indicates the time zone where the device is currently resides. The time of the event that is displayed in the calendar views is based on this setting. For example, if the display is 8:00 and the Current Zone is set to EST, that means that the event is at 8:00 in EST. This is the zone that you should adjust when you move from time zone to time zone. This time zone must match the time zone specified in the user's synchronization profile on the server.

Whenever one of these is changed, the user needs to change the other. If the Current Zone and the Network Settings do not match, the times of some events might not match.

Create Zone

The value you specify for this time zone indicates which zone to create the event in.

Home Zone

The value you specify for this time zone indicates the time zone where you devices usually resides. The Everyplace Client uses this as the default time zone for the device.

Note: Do not change the time zone value for the Home Zone unless you permanently relocate to another location. If you change the time zone value for the Home Zone, complete the steps in Replacing data to replace the data on your device and initialize your device to the correct home zone.

9. Tap OK.

Configuring Everyplace Client network settings

After you install Everyplace Client on your device, use the Network Settings wizard to configure and Everyplace Client profile. Refer to the following instructions for more information:

Note: You can tap the (i) icon on any screen in the Network settings wizard for more information about the fields in the panels.

1. Specify the name you want to use for the profile in the **Network profile name** field and tap the right arrow to move to the next panel.
2. On the second panel, specify the **User ID** and **Password** that you use to synchronize with the WebSphere Portal server. Everyplace Client supplies the Device ID for you. Tap the right arrow to move to the next panel.
3. On the third panel, complete the following information and tap the right arrow to move to the next panel:
 - Specify the host name or IP address for the Everyplace Access server you want to use for this network profile.
 - Select the **SameTime Server**, **DB2 Server**, and **DMS Server** check boxes if you those servers have the same hostname or IP address as the Everyplace Access server.
 - Configure **Advanced Settings** and **Tracing** if instructed to do so by your administrator or technical support representative.
4. On the fourth panel, tap the pick list next to **VersaMail Account** and select the email address you want to use. Tap the right arrow to move to the next panel.

Note: The VersaMail account that you specify should be the account name that you recorded in step 2 of Configuring VersaMail for Everyplace Client.

5. On the fifth panel, select the calendar application you want to use from the calendar application pick list. Tap the right arrow to advance to the next panel.
6. On the sixth panel, complete the following information and tap the right arrow to advance to the next panel:

- a. Specify the hostname or IP address of the Sametime server you want to connect to.
 - b. Everyplace Client populates the User ID and Password fields with your Everyplace Client User ID and Password. If you use a different User ID and Password for Sametime, then modify the User ID and Password fields to reflect the values you use to connect to the Sametime server.
 - c. Complete the information in the **Advanced Settings** if directed to do so by your administrator or technical support representative.
7. On the seventh panel, specify the hostname or IP address of the DB2 Everyplace server you want to access and tap the right arrow to move to the next panel.

Note: Only complete the fields in the **Advanced Settings** if instructed to do so by your administrator.

8. On the eighth panel, specify the hostname or IP address of the Device Manager Server (DMS) you want to access and tap the right arrow to move to the next panel.

Note: Only complete the fields in the **Advanced Settings** if instructed to do so by your administrator.

9. On the ninth panel, complete the following information:
 - a. Select the network profile you want to use for your connection to the WebSphere Everyplace Connection Manager from the pick list.
 - b. In the **Server** and **Port** fields, specify the IP address and the port number of the WebSphere Everyplace Connection Manager server for which you want to connect.

Note: This step is only necessary if you want to use the "Everyplace" profile.

- c. Select the **Use Everyplace Account** check box if the User ID and password values you specified for the Everyplace Client network profile are the same as your Mobility Client User ID and password. If the values are not the same, specify the User ID and password for your Mobility Client account in the **User ID** and **Password** fields.

Note: This step is only necessary if you want to use the "Everyplace" profile.

10. Tap **OK** to create your network profile.
11. Tap **Done**.

Chapter 3. Using Everyplace Client

Refer to the following topics to use Everyplace Client:

- Working with categories
- Personalizing shortcuts
- Synchronizing applications
- Replacing data
- Checking for software updates
- Working with invitations
- Using Sametime Connect
- Choosing a theme
- Working with network profiles

Working with categories

A category is a group of applications that you can synchronize at the same time. You can use the **Categories** settings panel in the Everyplace Client user interface to create a new category, edit a category, or delete a category.


Refer to the following topics for more information about working with categories:

- Creating a new category
- Editing a category
- Deleting a category

Creating a new category

You can create new categories to organize your applications.

Refer to the following steps to create a new category:


1. Press the **Menu** button.
2. Tap **Options->Categories**.
3. Tap the new category icon (.
4. Type your new category name into the **Category name** field.
5. Select the applications you want to include in the category.
6. Tap **OK** to save your changes, or tap **Cancel** to exit without saving your changes.
7. Tap the up and down arrow icons to change the order of the applications in the category.
8. Tap **Done**.

Editing a category

You can edit a category to modify the name, or you can modify the applications associated with an existing category.

Refer to the following steps to edit a category name:

1. Press the **Menu** button.
2. Tap **Options->Categories**.

3. Select the category you want to edit.
4. Tap the edit icon ().
5. Edit the name of category.
6. Tap **OK** to save your changes, or tap **Cancel** to exit without saving your changes.
7. Tap **Done**.


Refer to the following steps to edit the contents of a category:

1. Press the **Menu** button.
2. Tap **Options->Categories**.
3. Select the category you want to edit.
4. Tap the plus sign (+) icon to add applications to the category or tap the minus sign (-) icon to remove applications from the category.
5. Tap the up and down arrow icons to change the order of the applications in the category.
6. Tap **Done**.

Deleting a category

You can delete categories to make room for new categories or to reorganize your category list.

Refer to the following steps to delete a category:

1. Press the **Menu** button.
2. Tap **Options->Categories**.
3. Select the category you want to delete.
4. Tap the delete icon ().
5. Tap **Yes** to confirm that you want to delete the category, or tap **No** to keep the category.
6. Tap **Done**.

Personalizing shortcuts

Shortcuts enable you to launch an application from within the Everyplace Client user interface by tapping on the icon for that application once. The shortcuts bar resides in the lower left part of the screen. You can have a total of seven application shortcuts on your shortcuts bar.

Refer to the following topics for more information about working with application shortcuts:

- Adding shortcuts
- Removing shortcuts

Adding shortcuts

Refer to the following steps to add applications to your shortcuts bar:

1. Press the **Menu** button.
2. Tap **Options->Shortcuts**.
3. Select the applications you want to add to your shortcuts bar.

4. Tap **OK** to add the applications to the shortcut bar, or tap **Cancel** to exit without saving your changes.

You will see your new shortcuts in the shortcut bar the next time you open Everyplace Client to the main view panel.

Removing shortcuts

Refer to the following steps to remove applications from your shortcuts bar:

1. Press the **Menu** button.
2. Tap **Options->Shortcuts**.
3. Deselect the applications that you want to remove from the shortcuts bar.
4. Tap **OK** to remove the applications from the shortcuts bar, or tap **Cancel** to exit without saving your changes.

Synchronizing applications

Synchronize your applications to send or receive updated information from the server. There are three types of synchronizations:

- Category-level synchronization - Enables you to synchronize all of the applications you have assigned to a category.
- Application level synchronization - Enables you to synchronize individual applications.
- Scheduled - Enables you to select a set of applications to synchronize at a time interval you specify.

Refer to the following topics for information to synchronize your device:


- Performing category-level synchronizations
- Performing application-level synchronizations
- Configuring a scheduled synchronization
- Synchronizing DB2 Everyplace

Performing category-level synchronizations

Refer to the following steps to perform category-level synchronizations:

1. Press the **Menu** button.
2. Tap **Sync Category**.

OR

Tap the synchronization icon () in the bottom right corner of the screen.


Performing application-level synchronizations

Refer to the following steps to perform application-level synchronizations:

1. In the main view panel, select the application you want to synchronize.
2. Press the Menu button.
3. Tap **Sync-> Sync Selected**.

OR

1. In the main view panel, select the application you want to synchronize.

2. Tap the synchronization icon () next to the application you want to synchronize.



Configuring a scheduled synchronization

By configuring a scheduled synchronization, you can specify a set of applications you want to synchronize at a specific time interval. To configure a scheduled synchronization, complete the following steps:

1. Press the **Menu** button.
2. Tap **Sync->Sync Settings**.
3. Select **Scheduled** from the **Sync Method** pick list.
4. Select the checkboxes next to the days for which you want scheduled synchronizations to occur.
5. Specify how frequently you want to synchronize and the intervals in which you want to synchronize.
6. Specify the start and end times for the scheduled synchronizations to start and end.
7. Tap **Notifications Options** if you want to be notified when each synchronization occurs. On the **Sync Notification** panel, select the following and tap **OK**:
 - Select **Alarm Sound** if you want an alarm to sound when the synchronization starts.
 - Select **Show manual sync results** if you want to see the results of a manual synchronization.
 - Select **Show scheduled sync results** if you want to see the results of a scheduled synchronization.
8. Tap **Choose Apps** to select which applications will be synchronized during the scheduled synchronizations.
9. Tap **OK** to save your scheduled synchronization settings.

Synchronizing DB2 Everyplace

To synchronize DB2 Everyplace, do the following:

1. Launch **IBM Sync** ().
2. Tap  .

Replacing data

Replacing data enables you to replace existing Personal Information Management (PIM) and e-mail data on your device with the latest server-side data for the application you choose.

Note: Replacing data deletes all of the PIM and e-mail data you currently have on your device and replaces it with a server-side copy for the applications you choose. Any modifications you have made on your device that you have not synchronized to the server prior to replacing data will be lost.

Refer to the following steps to replace data:

1. Press the **Menu** button.
2. Tap **Sync->Replace Data**.

3. Select the applications for which you want to replace data.
4. Tap **Replace Data** to begin replacing the data on your device with the data on the server for the applications you choose.
5. Tap **Yes** to confirm that you want to replace data, or tap **No** to exit without replacing data.

Replacing data due to data corruption

In the event that the data on your device becomes corrupt or if the server detects a mismatch in data between the data on the server and the data on your device, the WebSphere Everyplace Access server will prompt you to replace the data on your device. Tap **Sync Now** to replace the data on your device, or tap **Cancel** to exit without replacing the data on your device.

Note: Contact your administrator or technical support representative for more information if the data on your device becomes corrupt or the server detects a data mismatch.

Checking for software updates

Check for software updates periodically to receive software updates from your technical support team.

Note: Before you check for software updates, ensure that you have specified a Device Management Server (DMS) address in your network profile.

Refer to the following steps to check for software updates:

1. Press the **Menu** button.
2. Tap **Options->Software Updates**.
3. Tap **Get updates**.

Note: Contact your technical support representative for more information about software updates.

Working with invitations

Everyplace Client enables you to receive invitations, reschedule notifications, and cancellations through e-mail messages in your inbox. An organizer, the person who invites you to an event, sends an invitation, reschedule notification, or a cancellation as an e-mail attachment. The following sections describe how you can view the invitation attachment and respond to the attachment. The remaining sections refer to these attachments as invitation attachments, regardless of whether the attachment is an invitation, reschedule notification, or cancellation.

Note: The e-mail message you receive from the organizer does not necessarily identify an invitation attachment differently than any other attachment. Therefore, you cannot determine whether an attachment is an invitation, reschedule notification, or cancellation until you open the attachment.

- Viewing invitation attachments
- Responding to invitations

Viewing invitation attachments

Complete the following steps to view an invitation attachment:

1. After you open an email that contains an attachment, tap the paperclip icon to open the invitation attachment.
2. In the Attachments dialog box, select the name of the attachment with an .eci extension that you want to open.
3. Tap **View** to open the attachment using the Invitation viewer and choose one of the options described in Responding to invitations.
4. After you have finished reviewing the invitation attachment, tap **Done**.

Note: To save the attachment to your memory card (instead of storing the attachment locally on your device), tap **Save To Card**.

Responding to invitations

If the invitation attachment you opened is an invitation or reschedule notification, choose one of the following options:

- Tap **Accept** if you want to accept the invitation or reschedule notification.
The Everyplace Client adds the invitation information to the calendar on your device and deletes the e-mail message that contains the invitation from your inbox. The Everyplace Client also stores an e-mail message that indicates that you accept the invitation in your outbox. The next time you synchronize your mail, the server sends your e-mail message to the organizer.
- Tap **Decline** if you want to decline the invitation or reschedule notification.
The Everyplace Client deletes the e-mail message that contains the invitation from your inbox and stores an e-mail message that indicates that you decline the invitation in your outbox. If your invitation is a reschedule notification, the Everyplace Client also deletes any previous calendar events you accepted that are related to this reschedule notification. The next time you synchronize your mail, the server sends your e-mail message to the organizer.
- Tap **Cancel** to close the invitation attachment.
The Everyplace Client closes the invitation attachment and does not complete any actions on the attachment. The invitation remains in the inbox until you respond to the invitation attachment or take any other actions on the e-mail message, such as deleting the message.

Note: After you accept or decline an invitation, synchronize your email to notify the organizer of your decision. Then, synchronize your calendar to update it with the invitation information.

If the invitation attachment you opened is a cancellation, choose one of the following options:

- Tap **Remove Event** to remove the invitation from your calendar.
The Everyplace Client removes the event from the calendar on your device and deletes the e-mail message that contains the invitation from your inbox.
- Tap **OK** to close the cancellation.
The Everyplace Client closes the cancellation, but does not remove the event from the calendar on your device. The cancellation will remain in the inbox until you respond to the invitation attachment or take any other actions on the e-mail message, such as deleting the message.

Using Sametime Connect

Sametime Connect allows you to maintain a list of your online friends and co-workers, enabling you to locate and securely communicate with them in realtime. Sametime Connect enables you to create a personal contact list. The list you create can contain groups defined in a public address book or personal groups that you define. When you are logged into Sametime Connect, you are notified when a contact in your list logs in to the network, allowing you to send them instant messages.

Refer to the following topics for more information about Sametime Connect:

- Sametime Connect terms
- Logging in to Sametime Connect
- Sending a message to another Sametime Connect user
- Managing people or groups
- Changing your online status
- Editing your current online status message

Sametime Connect terms

Refer to the following list of Sametime Connect terms for more information about Sametime Connect:

Message

A text message exchanged between two Sametime Connect users.

Groups

Sametime Connect enables you to organize a group of your contacts under a single group name. For example, you can create a group called **Work** and group all of your work contacts under your work group. There are two basic kinds of groups:

- **Public**—Public groups are groups defined by a company's public address book. The owner of the public address book controls and defines membership of the public group.
- **Personal**—Personal groups are groups of people that you define. You can add individuals to or remove individuals from your personal groups.

Online Status

Online status refers to the active status of a Sametime Connect user on the Sametime Connect Server. Sametime Connect enables you to choose one of the following status options or create your own custom status message:

- **Offline**—Sametime Connect user is not logged in and is unavailable for chat.
- **Active**—Sametime Connect user is logged in and is available for chat.
- **Away from the computer**—Sametime Connect user is logged in, but they are currently away from their computer.

Note: You can create and leave a custom away message. For more information on creating a custom away message, refer to Editing your current online status message.

- **Do not disturb me**—Sametime Connect user is logged in, but they do not wish to be disturbed.

Note: You can create and leave a custom away message. For more information on creating a custom away message, refer to Editing your current online status message.

If a Sametime Connect user sends you a message and you have set your status to **Away**, Sametime Connect displays the message on your screen and sends the user an automatic response with a message you create. If you set your status to **Do Not Disturb**, Sametime Connect sends an automatic response to the user notifying them that you do not want to be disturbed.

Logging in to Sametime Connect

After you launch Sametime Connect, the login panel is displayed.

Note: If your Sametime Connect client does not have the required settings, the settings panel opens.

Refer to the following steps to log in to Sametime Connect:

1. Enter your user name and password.
2. Optional—Select **Automatically log me on** to automatically log in to Sametime Connect when you start the application.

Note: This option will save your password on your device. You will not be prompted to enter your Sametime Connect password on startup.

3. Optional—Tap **Connectivity** to set your Sametime Connect connectivity preferences. You can edit your connectivity preferences when you are logged in to Sametime Connect.
4. Tap **Log on**.

Sending a message to another Sametime Connect user

To send a message to another user:

1. Tap a name in your group list that you want to send a message to.
2. Tap **Tools** —> **Chat**.

Or tap on the user and hold your focus on the user to display the context menu. Then, select **Chat** from the context menu.

3. Type your message in the text area.
4. Tap **Send**.

Managing people or groups

Your contact list contains the list of people who you want to maintain contact with and who you want to receive and send messages to. You can add and remove Sametime Connect users to your contact list, but must assign each person in your contact list to a group. When you add a Sametime Connect user to your contact list, you must select or create a personal group for that user. You can also use a public group from your company's public address book.

Note: The owner of the public group defines membership in the public address book. You cannot add or remove public group members.

You can place a Sametime Connect user in more than one group in your contact list. For example, someone who is a member of your **Work** group can also be a member of your **Friends** group.

Adding a Sametime Connect user

Refer to the following steps to add a Sametime Connect user to your contact list:

1. Tap **Tools->Add** to open the **Add Person** panel.
2. For **User Name**, enter the complete e-mail address for your contact.
3. Optional—Enter a nickname for the contact. This name will appear instead of the user name in your contact list only.
4. Assign the new contact to a group by selecting an existing personal group name. To create a new group, type the name of the new personal group.
5. Tap **Add**.

Removing a Sametime Connect user

Refer to the following steps to remove a Sametime Connect user from your contact list:

1. Tap on the person in your contact list that you want to remove.
2. Tap **Tools->Remove**.
3. Tap **OK** to confirm that you want to remove the contact from your list, or tap **Cancel** to exit without removing the contact from your list.

Changing your online status

Change your online status to notify other Sametime Connect users in your contact list that you are active, away, or do not want to be disturbed. You can define your status messages in the **Preferences** panel.

To change your online status:

1. Tap on the current online status message on the bottom of the Sametime Connect panel.
2. Select an online status by choosing one of the following options:
 - I Am Active
 - I Am Away
 - Do Not Disturb Me
 - Edit Online Status Message

Note: Editing your online status message enables you to create and display a custom online status message.

If a Sametime Connect user sends you a message and you have set your status to **Away**, Sametime Connect displays the message on your screen and sends the user an automatic response with a message you create. If you set your status to **Do Not Disturb**, Sametime Connect sends an automatic response to the user notifying them that you do not want to be disturbed.

Editing your current online status message

Refer to the following steps to edit your online status message:

Note: You can also define your online status messages in the **Preferences** panel. To open the **Preferences** panel, tap **Options—>Preferences**.

1. Tap the status selector at the top right.
2. Select **Options—>Edit Online Message Status Message**.
3. Select the message you want to display from the drop-down menu, or type a new message.

4. Tap **OK**.

Choosing a theme

Everyplace Client themes enable you to personalize the look of Everyplace Client based on the type of theme you choose.

Note: The default theme for Everyplace Client is called **WebSphere**. The appearance of theme icons may vary from the default theme icons for WebSphere.

Refer to the following steps to change the Everyplace Client theme:

1. Press the **Menu** button.
2. Tap **Options->Themes**.
3. Select the theme you want to use from the pick list.
4. Select **Show background image** if you want the theme image to display in the background.
5. Select **Draw rectangle frame** if you want each area to be enclosed in a rectangle.
6. Tap **OK** to save the theme you selected, or tap **Cancel** to exit without saving your changes.

Working with network profiles


Network profiles enable you to specify the server addresses you want to connect to when you synchronize. When you configured Everyplace Client, you created your network profile using the instructions in Configuring Everyplace Client network settings. However, you can edit the profile you created during the configuration or you can delete the profile when you no longer need it.

Refer to the following topics for more information about working with network profiles:

- Creating a network profile
- Editing a network profile
- Deleting a network profile


Creating a network profile

Refer to the following steps to create a new network profile:

1. Press the **Menu** button.
2. Tap **Options->Network Settings**.
3. Tap the new icon (.
4. Use the right and left arrow icons to move between panels and edit the panels as needed. Refer to the instructions in Configuring Everyplace Client network settings for more information about these panels or tap the (i) icon to access the online help for each panel.
5. Tap **OK** to save the changes you made, or tap **Cancel** to exit without saving your changes.


Editing a network profile

You can edit a network profile to modify any of the settings you specified when you created the profile. Refer to the following steps to edit an existing network profile:

1. Press the **Menu** button.
2. Tap **Options->Network Settings**.
3. Select the network profile you want to edit from the pick list.
4. Tap the edit icon ().
5. Use the right and left arrow icons to move between panels and edit the panels as needed. Refer to the instructions in Configuring Everyplace Client network settings for more information about these panels or tap the (i) icon to access the online help for each panel.
6. Tap **OK** to save the changes you made, or tap **Cancel** to exit without saving your changes.

Deleting a network profile

Delete profiles to remove obsolete network profiles from Everyplace Client. Refer to the following steps to delete an existing network profile:

1. Press the **Menu** button.
2. Tap **Options->Network Settings**.
3. Select the network profile you want to delete from the pick list.
4. Tap the delete icon ().
5. Tap **Yes** to confirm that you want to delete the profile, or tap **No** to keep the profile.

Chapter 4. Uninstalling

Refer to the following topics to uninstall Everyplace Client:

- Uninstalling Everyplace Client from your desktop
- Uninstalling Everyplace Client from your device

Uninstalling Everyplace Client from your desktop

Complete the following steps to uninstall Everyplace Client from your desktop:

1. Select **Start->Settings->Control panel**.
2. Select **Add/Remove Programs**.
3. Select **Everyplace Client for Palm**.
4. Select **Remove**.
5. Follow the instructions.

Uninstalling Everyplace Client from your device

Complete the following steps to uninstall Everyplace Client from your device:

1. Tap **Sync->Exit**.
2. Perform a "no extensions" reset to keep Everyplace Client from loading. To perform a "no extensions" reset, hold the up arrow key while you soft reset your device.
3. Press the Menu button.
4. Tap **App->Delete**.
5. Refer to the following list to determine which items to delete based on the functionality you want to uninstall from your device.

PIM and Email

To remove this functionality from your device, refer to the following list of applications to delete, the names of their Palm Resource files, and the size of each file.

- Invitation (ECInvHndlr.prc)
- IBM Migration (ECMigration.prc)

Note: The first time you run IBMeau.prc, it removes this file.

- Everyplace Sync (ECSyncML.prc)
- Everyplace Timer (IBMeatm.prc)
- Everyplace (IBMeau.prc)
- PBSPkcs11 (PBSPkcs11.prc)
- Everyplace SSL (SSLlib.prc)
- Everyplace Timezone (tztool.prc)
- VMDBLib (VmDbLib.prc)
- syncMLVmailDB (syncMLVmailDB.prc)

Sametime

To remove this functionality from your device, refer to the following list of applications to delete, the names of their Palm Resource files, and the size of each file.

- PBSPkcs11 (PBSPkcs.prc)
- Sametime (sametime.prc)

DB2e To remove this functionality from your device, refer to the following list of applications to delete, the names of their Palm Resource files, and the size of each file.

- DB2 Everyplace (config-isyn.pdb, DB2eCat.prc, DB2eCLI.prc, DB2eComp.prc, DB2eDMS.prc, and DB2eRunTime.prc)
- DB2eCryptoPlugin (CryptoPlugin.prc)
- DB2eCLP (DB2eCLP.prc)
- dsyagent (dsyagent.prc)
- imsaconfig (imsaconfig.prc)
- imsadb2e (imsadb2e.prc)
- imsafile (imsafile.prc)
- isynconf (isynconf.prc)
- isyncore (isyncore.prc)
- IBM Sync (isyncui.prc)
- isyncxpt (isyncxpt.prc)
- IBM Update (iUpgrade.prc)
- PBSPkcs11 (PBSPkcs11.prc)
- Everyplace SSL (SSLlib.prc)
- wbxmllib (wbxmllib.prc)

DM Agent

To remove this functionality from your device, refer to the following list of applications to delete, the names of their Palm Resource files, and the size of each file.

- IBM Agent (DMSAgentResources.pdb, PalmUpdate.prc, PvcPalm.prc)

Mobility Client

To remove this functionality from your device, refer to the following list of applications to delete, the names of their Palm Resource files, and the size of each file.

- WECM AES 128 (EWGAES128.prc)
- WECM WLP (EWGAlp.prc)
- Mobility (EWGClient.prc, EWGDefaultAcct.pdb, and EWGDefaultAdpt.pdb)
- WECM Compress (EWGCompress.prc)
- WECM Data Mgr 1 (EWGDataMgr1.prc)
- WECM Data Mgr 2 (EWGDataMgr2.prc)
- WECM Dev LAN (EWGDeviceLan.prc)
- WECM Dialer (EWGDialer.prc)
- WECM Hdr Reduct (EWGHdrReduct.prc)
- WECM Net IF 4 (EWGnetIF4.prc)
- WECM Net IF 5 (EWGNetIF5.prc)
- WECM Sys Log (EWGSysLog.prc)
- WECM Toolkit (WEGToolkit.prc)
- Mobility (EWGUpdater.prc)
- WECM Utils (EWGUtils.prc)

- WECM WLP (EWGViewer.prc)
6. Press the **Menu** button.
 7. Tap **Delete**.

Appendix A. Hints and tips

The following hints and tips might be helpful to you while using IBM Everyplace Client:

Choosing a language for IBM Agent

IBM Agent determines which language of the product to install based on the country you select during the installation. Therefore, when you install IBM Agent, select the country that speaks the language you want to use on your device. For example, if you are Canadian and you speak French, select France during the IBM Agent installation.

Updating invitation support

Complete the following steps to update the invitation support on your device and register the updated invitation support with the PalmOS Exchange Manager:

1. Unregister the existing invitation support on the device by doing a no extensions reset to prevent the current invitation support from loading on the device.
2. Delete the Invitation application so that you can install the latest version of the invitation support.
3. Soft reset the device again to load the extensions that you need to run IBM Software Update.
4. Run Software Updates to get the new invitation support.
5. After the invitation support downloaded to your device, soft reset the device manually so that the invitation support can register with the Exchange Manager again. The invitation support is not active until it is registered with the Exchange Manager.

Using DMS Inventory jobs

If you use Mobility Client and Secure Sockets Layer (SSL) for a DMS (Device Manager Server) Inventory job, the job might fail if you have Transmission Control Protocol (TCP) optimization enabled on the Connection Manager server and on the device. To enable your DMS Inventory job to complete successfully, disable TCP optimization on the Connection Manager server and on your device, and try to complete the job again.

Enabling SSL on your device

If you want to use IBM Agent and you do not want to configure IBM Agent using the Everyplace Client user interface, refer to the following tip to configure IBM Agent.

By default, the WebSphere Everyplace Access installer installs the sslon.pdb and ssloff.pdb Secure Sockets Layer (SSL) files on your computer and ssloff.pdb on your device. To enable the SSL connection for the device agent on your device, use HotSync to install sslon.pdb on your device.

Appendix B. Acquiring VersaMail

IBM has made arrangements with palmOne for palmOne to provide WebSphere Everyplace Access licensees with a copy of VersaMail 2.7, without charge, under the following conditions:

1. These copies of VersaMail 2.7 are for the exclusive use of WebSphere Everyplace Access licensees and only for use on palmOne Treo 600 Smartphones; and
2. palmOne will not provide support for VersaMail 2.7 on the Treo 600 Smartphones. You should not contact palmOne directly for support of VersaMail 2.7

Refer to the following instructions to obtain VersaMail 2.7:

1. Go to the following secure Palm Web site: <http://ps.palmone.com>.
2. Specify `ibm@palmone.com` as the username and `Ver$aTreo` as the password. (The password field is case sensitive.)
3. Select IBM VersaMail from the pull-down menu on the right side of the screen.
4. Click **Select Project**.
5. Click **VersaMail Client**.
6. Click **VersaMail 2.7 Archive** to begin the download.

In addition, palmOne intends to replace VersaMail 2.7 with a subsequent version of VersaMail and will make this planned new release available to WebSphere Everyplace Access licensees who had previously obtained VersaMail 2.7 through the secure Palm Web site mentioned above. palmOne will not charge for the license to the subsequent version of VersaMail. On release of this subsequent version of VersaMail, instructions on how to get a copy will be available at <http://ps.palmone.com>.

IBM, through an arrangement with palmOne, will provide WebSphere Everyplace Access licensees with such support for VersaMail 2.7 that is received from the palmOne secure Web site mentioned above but only until the earlier of (a) the release or the successor product to VersaMail 2.7, (b) the expiration of any support you may have been entitled to for WebSphere Everyplace Access or (c) December 31, 2004. This support can be obtained through the standard WebSphere Everyplace Access support channels. Once the subsequent release of VersaMail is available, support for VersaMail 2.7 will be discontinued, and support for the subsequent release must be obtained directly from PalmOne.

Appendix C. Troubleshooting

The following sections provide a list of error messages, their causes, and recommended user actions.

- WebSphere Everyplace Services error messages
- Mobility Client error messages

WebSphere Everyplace Services error messages

WebSphere Everyplace Services error messages reside in the rcp source file. The messages are formatted with common escape character sequences. Some messages also contain C/C++ formatting instructions for replaceable parameters and others contain PalmOS parameters. Messages with numeric error codes in parentheses are errors or warnings.

Refer to the following list of WebSphere Everyplace Services messages, causes, and user actions (if any).

Are you sure you want to exit?

Cause: Displays when the user taps **Sync->Exit**.

User action: A question panel displays that prompts the user to tap either **Yes** or **No**. When the user taps **Yes**, the Palm application launcher is restored for the **Home** key, the timers are terminated, and the program returns to the Palm application launcher.

Are you sure you want to discard your changes?

Cause: Displays in the Network settings panel when the user enters data, moves to the next panel, then taps **Cancel**.

User action: Since there is more than one panel of entered data (that is, the user has made changes that do not display on the current panel), and tapping **Cancel** will discard these changes, the user is asked to verify before these changes are discarded. A question panel displays prompting the user to tap either **Yes** or **No**.

Are you sure you want to replace data for the selected applications now?

Cause: Displays when the user taps **Replace Data** on the Reset panel.

User action: Since the results of this action can lead to loss of data, the user is given the chance to cancel the action. A question panel displays prompting the user to tap either **Yes** or **No**.

Are you sure you want to replace your data?

Cause: Not currently used.

User action: None.

Are you sure you want to replace your data (recently added or modified data will be preserved)?

Cause: Not currently used.

User action: None.

In order to use Everyplace, a Default Network Profile must be set up.\n\nThis wizard will collect the necessary information.

Cause: Displays when the program is started, and the active network profile does not have the userid, password, and Everyplace server configured.

User action: An information panel displays prompting the user to tap **OK**.

Your password has been changed.

Cause: Not currently used.

User action: None.

Due to a data mismatch, some device-side data will be replaced with a server copy. You might lose recently added or modified data. We recommend using your fastest available connection for this sync.

Cause: Not currently used.

User action: None.

[Message string]. (EAE000)

Cause: This string is used as the hard-coded default for loading other resource strings. In the case of a device that is severely memory-constrained, this message may appear in place of the correct string. It could also appear if the correct string was omitted from the build.

User action: The user should ensure there is at least 64 K of free space on the device. If there is adequate free space, then this error should be considered a build error and the user should contact the WebSphere Everyplace Services administrator.

Memory Allocation Error (EAE001)

Cause: Displays during any user-interface operation when there is not enough free memory to allocate buffers. This should be considered a severe error.

User action: An error panel displays prompting the user to tap **OK** to cancel the current operation. The user should delete applications and data to make more free space available, and then restart the operation.

System Version 4.0 or greater is required to run this application. (EAE002)

Cause: Displays for Palm operating systems versions prior to 4.0. The Palm operating system version is verified when the user interface is started.

User action: An error panel displays prompting the user to tap **OK** to cancel the operation of the user interface and return to the PalmOS launcher.

You can not select more than six shortcut applications. (EAE003)

Cause: Displays when the user selects more than six applications from the Shortcuts settings panel.

User action: An error panel displays prompting the user to tap **OK** to return to the Shortcut selection panel and remove the check box from some of the selected applications. Only six or fewer applications are supported at a time.

You must select at least one application. (EAE004)

Cause: Displays in the following situations:

- In the Category settings panel, the user selects the + icon (add sign) but does not select any applications to add, then taps **OK** (in the current implementation, this message is suppressed).

- In the Sync Mode settings panel, the user is asked to select the applications to synchronize in Scheduled more, and no applications are selected.
- In the Replace Data panel, the user is asked to select applications but selects none and taps **Replace Data**.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. The user should either select one or more applications before choosing to continue or tap **Cancel**.

Start time must occur before end time. (EAE005)

Cause: Displays when the user selects an end time that occurs before the start time in the Scheduled Sync settings panel.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. The user should choose a start time that occurs before the end time.

For scheduled sync, at least one day must be selected, and the retry interval must be between 10 minutes and 24 hours. (EAE006)

Cause: In the Scheduled Sync settings panel, the user has no “day” check boxes selected.

User action: An error panel displays prompting the user to tap **OK** to return the scheduled sync panel. On the Sync settings panel, the user should select at least one day before tapping **Choose Applications** or tap **Cancel**.

Category name is missing. (EAE007)

Cause: Displays in the following situations:

- In the Category Create panel, no text is entered in the **Category name** field
- In the Category Rename panel, no text is entered in the **Category name** field

User action: An error panel displays prompting the user to tap **OK** to return to the panel. On the panel, the user should enter text into the category name field, or tap **Cancel**.

At least one category must be defined. (EAE008)

Cause: In the Category settings panel, the user has deleted all categories and tapped **Done**.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. On the panel, the user should create a new category.

At least one network profile must be defined. (EAE009)

Cause: In the Network settings panel, the user has deleted all profiles and tapped **Done**.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. On the panel, the user should create a new network profile.

A field contains an invalid character. Commas, hash signs and control characters are not permitted. (EAE010)

Cause: All text fields including Category name, Profile name, userid, Everyplace server, Software Updates server, Sametime server, Mobility server, DB2 Server, and password are validated to ensure that no invalid characters have been entered.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. On the panel, the user should correct the invalid data or tap **Cancel**. Configured data cannot contain a comma because commas are used to manage the data internally. Newline and other control characters can cause data integrity problems as well as present display problems for the user.

Profile name is missing. (EAE011)

Cause: In the Network settings panel, the user has not entered data for the profile name either when creating or renaming a profile.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. On the panel, the user should enter a profile name or tap **Cancel**.

Required data is missing. Please fill in any missing text fields. (EAE012)

Cause: The user attempted to continue past the Security settings panel without entering a userid, server, or password.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. On the panel, the user should enter the missing data or tap **Cancel**.

This category name already exists. Please enter a unique name. (EAE013)

Cause: When creating or renaming a Category, the user selected a name that is already in use by another Category.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. On the panel, the user should enter a unique Category name or tap **Cancel**.

This network profile name already exists. Please enter a unique name. (EAE014)

Cause: When creating or renaming a Network Profile, the user selected a name that is already in use by another Profile.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. On the panel, the user should enter a unique Profile name or tap **Cancel**.

A maximum of 16 categories can be defined. (EAE015)

Cause: The user tapped the **New** icon in the Category settings panel after sixteen Categories had already been defined.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. On the panel, the user should delete a category in order to create a new one, rename an existing category, or tap **Done**.

A maximum of 16 network profiles can be defined. (EAE016)

Cause: The user tapped the **New** icon in the Network settings panel after sixteen Network Profiles had already been defined.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. On the panel, the user should delete a profile in order to create a new one, edit an existing profile, or tap **Done**.

The scheduled refresh interval must be between 10 minutes and 24 hours. (EAE017)

Cause: In the Scheduled Refresh settings panel, the user selected a time interval greater than 24 hours (1440 minutes) or less than 10 minutes.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. On the panel, the user should enter a valid value or tap **Cancel**.

There are no applications that support sync in this category. (EAE018)

Cause: The user tapped the **Category Sync** icon or selected the **Sync->Sync Category** menu item. The selected category does not contain any applications supported by Everyplace.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. On the previous panel, the user should select a different category (one that does contain applications that support sync), or add at least one application that supports sync to the selected category.

The Sync program is not installed. (EAE019)

Cause: The user tapped the **Category Sync** icon, one of the application sync icons, or a similar option from the menu when the Everyplace Sync program is not installed on the handheld device. The user may have inadvertently deleted Everyplace Sync.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. The user needs to reinstall the Everyplace Sync program or do a complete reinstall, if necessary.

The IBM Agent program is not installed. (EAE020)

Cause: The user tapped **Get Updates** on the Software Updates panel when the IBM Agent program is not installed on the handheld device. The user may have inadvertently deleted IBM Agent.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. The user needs to reinstall the IBM Agent program or do a complete reinstall, if necessary.

The DateBK5 program is not installed. (EAE021)

Cause: During the Network settings Calendar setup, the user selected DateBK5 for the Calendar application although it is not installed on the handheld device.

User action: An error panel displays prompting the user to tap **OK** to return to the panel where the default Palm Calendar application is selected by default. If the user wants to use DateBK5, the user needs to install it on the handheld device.

The VersaMail program is not installed. \n\nContinue anyway? (EAE022)

Cause: The user does not have VersaMail installed. Some Palm devices, such as the Treo 600, ship with no mail programs, so the user is given the choice to continue anyway. It is possible that the user does not have a supported mail application installed.

User action: A question panel displays prompting the user to tap either **Yes** or **No**. If the user taps **Yes**, the selected action (continue) is taken. If the user taps **No**, control returns to the panel.

Mobility Client error: *n.n* - *n.n* (EAE023)

n.n represents a decimal number.

Cause: Not currently used.

User action: None.

The Mobility Client program is not installed. (EAE024)

Cause: During the Network settings Mobility Client setup, the user elected to use the Mobility Client although it is not installed on the handheld device.

User action: An error panel displays prompting the user to tap **OK** to return to the panel where the default Mobility Client profile is set to **None**.

If the user wants to use the Mobility Client, the user needs to install it on this handheld device before attempting to configure it on the device.

Setup of the selected network profile is not complete. \n\nContinue anyway? (EAE025)

Cause: On the Network settings panel, the user tapped **Done** when the userid, password, or Everyplace server have not yet been configured.

User action: A question panel displays prompting the user to tap either **Yes** or **No**. If the user taps **Yes**, the data is saved, and the main form is displayed. Choosing **Yes** reduces program functionality, however. The user should ask the network administrator for the correct settings to configure properly Everyplace Access Services (go to **Options->Network settings**). If the user taps **No**, control returns to the panel.

At least one category must exist. (EAE026)

Cause: In the Category settings panel, there is only one category, which the user attempted to delete.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. On the panel, the user must leave one category selected.

At least one profile must exist. (EAE027)

Cause: In the Network Profile settings panel, only one profile has been defined, which the user attempted to delete.

User action: An error panel displays prompting the user to tap **OK** to return to the panel. On the panel, the user must leave one profile selected.

The selected VersaMail account does not exist. View the help for further instructions. \n\nContinue anyway? (EAE028)

Cause: In the E-mail account field on the Network settings panel, the user entered the name of a VersaMail profile that does not exist.

User action: A question panel displays prompting the user to tap either **Yes** or **No**. If the user taps **No**, control returns to the panel, where the user should enter the correct VersaMail account. If the user taps **Yes**, the selected action (continue) is taken. The "Yes" option allows the user to configure Everyplace Access Services before configuring VersaMail. This choice should only be used if the user will next configure VersaMail with the same account name as was entered on this panel.

An error occurred while initializing connection. A soft reset of your device may be required.

Cause: Synchronization failed while initializing the connection with the server.

User action: 1. Check the network connection and try again. 2. Reset the device and try again.

Error occurred while connecting to server. Please check server name and port.

Cause: The IP address or server name entered on the Server Preferences panel does not exist, is currently unavailable, or the port number field entered on this panel is incorrect.

User action: 1. Check that you have entered the correct IP address or server name, and the port number on the Server Preferences panel. Correct any errors and try again. 2. If you are using an SSL connection, make sure the SSL certificate (profile) is installed on the device. If the problem persists, contact your system administrator to check that the configured IP address or server name and port number are correct and the server is up.

Error occurred while sending data. Please retry.

Cause: The device was unable to send the synchronization data to server; most likely, this is caused by a network problem or the server going down.

User action: Retry. If the problem persists, contact the system administrator and the network service provider.

Timeout while sending data

Cause: The device could not send the sync data to server within the Sync Timeout set on the Advanced Configuration Server Preference panel. The network may be slow (for example, a network or server timeout), or you are out of range of the service area.

User action: 1. Increase the timeout on the device, and make sure that you are within the range of the service area and retry. If the problem persists, check with the administrator that server is up. 2. Ask the server administrator about increasing the timeout values. 3. Contact the service provider to resolve any network availability/reliability issues.

Timeout while receiving data

Cause: The device did not receive the sync data from the server within the Sync Timeout duration that is set on the Advanced Configuration panel. The network may be slow, or you may be out of range of the service area.

User action: 1. Increase the timeout on the device, and make sure that you are within the range of the service area, then retry. If the problem persists, check with the administrator that server is up. 2. Ask the server administrator about increasing the timeout values. 3. Contact the service provider to resolve any network availability and reliability issues.

Failed to receive reply

Cause: The device did not receive the message from server. This could be due to a network error or resource (socket) or server error.

User action: Reset the device and try again. If the problem persists, contact the system administrator.

Connection cannot be established. Please check the network settings or conditions and retry.

Cause: Everyplace Client could not load the system Network library required to establish a connection with the server.

User action: Reset and try again. If the problem persists, hard reset the device and hot sync and retry (to reinitialize the NetLib that comes with the OS). If the problem persists, contact the system administrator.

Failed to close Net library

Cause: This is an internal error.

User action: Reset the device and try again.

Disconnected by server while sending data. Please retry

Cause: The connection with the server is lost. This could be due to a network error or the server going down.

User action: 1. Retry. 2. Reset the device and try again. If the problem persists, contact the system administrator to make sure that the server is up and running.

Disconnected by server while receiving data. Please retry

Cause: The connection with the server is lost. This could be due to a network error or the server going down.

User action: 1. Retry. 2. Reset the device and try again. If the problem persists, contact the system administrator to make sure that the server is up and running.

Unknown network error

Cause: The connection with the server is lost. This could be due to unstable network conditions or the server going down.

User action: 1. Retry. 2. Make sure that you are in wireless service area. 3. Reset the device and try again. If the problem persists, contact the system administrator.

Package not received from server:

Cause: The device did not receive the sync data from the server. This could be due to the service going down temporarily, or a server error occurred while the device was waiting for the next data packet from server.

User action: Retry. If the problem persists, contact your system administrator and network service provider.

Invalid message. Message not sent to server:

Cause: Either the SyncML message header is greater than MaxMsgSize, or the message could not be constructed correctly

User action: 1. Increase MaxMsgSize. Currently, this function is not user configurable; you will need to make a change to the code. 2. Reset and try again.

Session interrupted before completion. Please check settings and re-synchronize.

Cause: This points to an error in the construction of the SyncML message to send to the server.

User action: Reset and try again.

Server authentication failed. Please check your user name and password.

Cause: The user ID and password entered are incorrectly on the SyncML Server Preferences panel.

User action: Make sure the following are correct on the Server Preferences panel: a) The user ID and password fields are not blank. b) The user ID and password are correct. c) The user ID and password do not exceed one line of characters. If the text field displays one line of text, but additional lines are hidden from view; scroll to find and delete them. If the problem persists, contact your system administrator.

Invalid parameter to build command.

Cause: This is an internal error.

User action: Reset the device and try again

Client cannot send the record which exceeds the size limitation.

Cause: Either the generated SyncML message is greater than MaxMsgSize, or the message could not be constructed correctly because one command exceeded the MaxMsgSize. This error appears after the second failed attempt.

User action: Increase the MaxMsgSize. Currently, this is not user configurable without a code change. 2. Reset and try again.

Invalid parameter for SyncML header.

Cause: This is an internal error.

User action: Reset the device and try again.

SyncML header exceeds max msg size. Cannot start session.

Cause: This is an internal error.

User action: Reset the device and try again.

Alert 222 command cannot be sent.

Cause: This is an internal error that occurs while building the 222 message, which asks the server for more data.

User action: Reset the device and try again.

Alert 222 command not received from server.

Cause: The server did not send the expected 222 Alert message, which asks for more data.

User action: 1. Reset the device and try again. 2. Contact the system administrator to check the server logs.

Map command cannot be sent.

Cause: This is an internal error that occurs while building a Map command to send to the server.

User action: Reset the device and try again.

Alert command cannot be sent.

Cause: This is an internal error that occurs while building an Alert command to send to the server.

User action: Reset the device and try again.

Put command cannot be sent.

Cause: This is an internal error that occurs while building a Put command to send to the server.

User action: Reset the device and try again.

Sync command cannot be sent.

Cause: This is an internal error that occurs while building a Sync tag and its associated command to send to the server.

User action: Reset the device and try again.

Delete command cannot be sent. UID:

Cause: This is an internal error that occurs while building a Delete command to send to the server.

User action: Reset the device and try again.

Add command cannot be sent. UID:

Cause: This is an internal error that occurs while building an Add or Move command to send to the server.

User action: Reset the device and try again.

Update command cannot be sent. UID:

Cause: This is an internal error that occurs while building a Replace command to send to the server.

User action: Reset the device and try again.

Cannot end Sync sequence.

Cause: This indicates that the sync did not complete normally. Currently, this is a debug only message and should not be seen in any released builds.

User action: Reset the device and try again.

User canceled session.

Cause: When the synchronization of one or more PIM items (Mail, Date Book, and so on) was in progress, the user tapped the **Stop Sync** button on the Synchronizing panel.

User action: Restart synchronization.

The server is busy. Please try to sync again later.

Cause: This may indicate that too many users are logged onto the server, or the server is synchronizing too much data for a user.

User action: Retry later. If the problem persists, contact your system administrator.

SyncML error code received from server. Session ended.

Cause: This is a server error.

User action: Contact the system administrator.

Missing/Error in status cmd from server.

Cause: This is a server error.

User action: Contact the system administrator.

Client is requested to initiate a slow sync with the server.

Cause: The server requested the client to do a complete sync with the server.

User action: None.

Sync protocol error.

Cause: The server went down when the sync was in progress, or a server error occurred while the sync was in progress.

User action: Retry. If the problem persists, contact the system administrator, and make sure that the server is up and there are no internal errors on the server.

Sync protocol error. Contact the system administrator.

Cause: The server went down when the sync was in progress, or a server error occurred while the sync was in progress.

User action: Retry. If the problem persists, contact the system administrator, and make sure that the server is up and there are no internal errors in the server.

Data could not be stored because your device memory is full. Please check free space and try again.

Cause: There is not enough memory on the device to receive data from server.

User action: Reduce the size of message, or clean some PIM data from device. Refer to the release documentation for the minimum required memory.

Error occurred on server. Contact the system administrator.

Cause: The server went down when the sync was in progress, or a server error occurred while the sync was in progress.

User action: Retry. If the problem persists, contact the system administrator, and make sure that the server is up and there are no internal errors in the server.

A timeout occurred while initializing the network. Please check your network connection and timeout interval before you retry.

Cause: Could not open socket connection in the timeout specified on Advance Preference panel.

User action: Retry.

A timeout occurred while connecting to the server. Please check your network connection and timeout interval before you retry.

Cause: The device could not connect to server within the timeout specified on Advance Preference panel.

User action: 1. The network is down or too slow. 2. Retry. If the problem persists, contact your system administrator.

A timeout occurred while sending data. Please check your network connection and timeout interval before you retry.

Cause: The device could not send the data to server within the timeout specified on Advanced Configuration Server Preference panel.

User action: 1. The network is down or too slow. 2. Retry. If the problem persists, contact your system administrator.

A timeout occurred while receiving data. Please check your network connection and timeout interval before you retry.

Cause: The device could not receive the data to server within the timeout specified on Advanced Configuration Server Preference panel.

User action: 1. The network is down or too slow. 2. Retry. If the problem persists, contact your system administrator.

Out of memory while receiving data. Please retry after a soft reset.

Cause: There is not enough memory on the device to receive data from server.

User action: 1. Reset and try again. 2. Clean some PIM data from device. Refer to the release documentation for the minimum required memory.

The client request could not be interpreted or required too much time. Please try again. **Cause:** HTTP 500 error code – general network error code. This is most often found when the server is not up at all, especially the Everyplace Synchronization Service Admin Server.

User action: Contact the system administrator to confirm that the server is up and running, then try again. If that does not work, reset the device and try again.

The server is busy or disconnected. Please retry later.

Cause: Either the server could not handle any more concurrent requests, or the server was not connected to the network.

User action: Retry. If the problem persists, contact your system administrator.

The specified PIM servlet cannot be found. Please check your server configuration and retry.

Cause: The PIM Servlet field on the Advanced Configuration Server Preference panel was incorrect.

User action: Check that the user did not change the default PIM Servlet or if changed, that it is correct. Correct and try again. If the problem persists, contact the system administrator, and make sure that the entered field is correct and it exists on the server.

Memory allocation error has occurred while preparing the outgoing data. The record will not be sent. Please check free space and retry. If problem persists, a soft reset of your device may be required.

Cause: There is not enough memory on the device to generate the sync data to send to server.

User action: Reduce the size of message, or clean some PIM data from device. Refer to the release documentation for the minimum required memory.

Invalid VersaMail account is specified.

Cause: VersaMail is not initialized for devices where VersaMail is installed (for example, Tungsten C, operating system 5.2).

User action: Do the following: 1. Tap the **VersaMail** icon, and set up the account name and other details. 2. Select "Network Settings" from WebSphere Everyplace Access sync panel. 3. Select "Configure Mail" and set the Account Name field to "VersaMail." 4. Save the settings. 5. Retry.

VersaMail library is not found.

Cause: VersaMail library error.

User action: None.

Invalid VersaMail library is found.

Cause: VersaMail library error.

User action: None.

VersaMail library error.

Cause: VMDbLib.prc was not installed or has been corrupted.

User action: 1. Install or reinstall the VMDbLib.lib from the WebSphere Everyplace Access Client install. 2. Reset the device and try again.

Failed to resolve server name. Please check your network connection and server name before you retry.

Cause: The server name or IP address of the synchronization server configured on the Network Settings panel is incorrect or does not exist.

User action: Correct the IP address or server name and try again. If the problem persists, contact your system administrator to verify that the above IP address or server name exists.

An invalid application setting has been found. You may need to check Server Preferences or Network Settings.

Cause: The Name field on the Server Preferences panel has multiple entries or the PIM Servlet field on the Advanced Configuration panel is blank.

User action: 1. Erase everything, including any spaces, from beginning to end of the name field. Reenter the name again and try again. 2. Set the PIM Servlet field with the correct name

A timeout occurred while resolving the server name. Please check your network connection and timeout interval before you retry.

Cause: The Server name field on the Server preference panel was set to the name of the server instead of to the IP address. This could be due to the "name server" running slow or going down, so that it was unable to resolve the IP address within the timeout period.

User action: Retry or use the IP address instead of server name, then try again. If the problem persists, contact your system administrator.

The client request could not be interpreted. You may need to check Server Preferences.

Cause: The PIM Servlet field on the Advanced Configuration panel is incorrect. For example, this error occurs when this field value is "SyncML" instead of "/ess/SyncML."

User action: Contact the system administrator, and correct this field.

Your initial sync may take an extended amount of time. We recommend using your fastest available connection for this sync. You can merge the data on your device with the server data or replace all device-side data with a server copy.

Cause: Currently there is no user data on the device, or this is the first sync.

User action: None.

VersaMail is not installed. You may need to install VersaMail.

Cause: Although WebSphere Everyplace Access supports VersaMail mail on devices like Tungsten W or Tungsten C, VersaMail is not installed on the device.

User action: Make sure VersaMail is installed on the device. Then configure the mail on the Network Settings panel. Retry. If the problem persists, contact the system administrator.

Failed to store data because a field in *string* record '*string*' has too much data. Please check the field and retry.

string represents a string value.

Cause: The field size of one or more fields in the received PIM item (Mail, Address book, Date book, Memo and To do) is greater than what WebSphere Everyplace Access currently supports.

User action: Change the size of the field noted in the error to the size supported; then, try again.

A memory allocation error has occurred. Please check free space and retry. If the problem persists, a soft reset of your device may be required.

Cause: There is not enough memory on the device to generate the synchronization data to send to server.

User action: Reduce the size of message, or reset the device and try again. Refer to the release documentation for the minimum required memory.

More than 10 attachments are attached to the mail coming from server. Some of the attachments are removed.

Cause: The number of attachments is limited to a max of 10, irrespective of size (total size restrictions still apply).

User action: Remove extra attachments so that the maximum number of attachments is less than or equal to 10.

No SSL certification.

Cause: PBSPkcs11 library for SSL connection could not be loaded. This is a part of the WebSphere Everyplace Access package.

User action: Check that the PKCS prc is installed. Contact the system administrator to load this library, if necessary.

Failed to establish an SSL login.

Cause: PBSPkcs11 library for SSL connection could not be initialized.

User action: Check that the PKCS prc is installed. Contact the system administrator if it is not.

The following PIM Database has not yet been initialized: Mail

Cause: This message might display in the following situations: a) VersaMail is installed on the device, b) the Account Name on the Configure Mail panel is blank.

User action: 1. Open and close the VersaMail application. 2. Configure the Account Name on the Configure Mail panel as “VersaMail” (or the account the user created in VersaMail if the default is not used).

Mobility Client error messages

Refer to the following list of Mobility Client messages, causes, and user actions (if any).

Failed to connect. The Mobility Client setup is not consistent or is incomplete. Please contact technical support. (ECE101)

Cause: This is a severe error and indicates an installation problem. The Mobility Client is either not installed or is partially installed, or there is a mix of PRCs that correspond to different versions of the program.

User action: The user should click **OK**, then reinstall the Mobility Client or contact the WebSphere Everyplace Connection Manager administrator for further troubleshooting information.

Failed to connect. Server and Mobility Client configuration are incompatible. Please contact technical support. (ECE102)

Cause: There is a mismatch between the Mobility Client configuration and the WebSphere Everyplace Connection Manager server configuration.

User action: The user can click **OK** or find more information in the log (click **View Log**) to identify where the mismatch is located and should contact the WebSphere Everyplace Connection Manager administrator with this information. For example, encryption, which is required by the server, may be set to “Off” on the client.

A connection cannot be established at this time. Would you like to review your settings? (ECE103)

Cause: The WebSphere Everyplace Connection Manager server IP is missing, or there was an error connecting to the server (for example, the connection timed out).

User action: A question panel displays prompting the user to tap either **Yes**, **No**, or **Retry**. The user should verify that the IP address is not missing (click **OK**) and contact the WebSphere Everyplace Connection Manager administrator for further troubleshooting information.

The connection failed because the selected profile is invalid or no longer exists. Switch profile? (ECE104)

Cause: The WebSphere Everyplace Connection Manager profile does not exist, or it exists but it is not consistent with the current installation (for example, encryption is on but the encryption PRC is not installed).

User action: A question panel displays prompting the user to tap either **Yes** or **No**. The user should contact the WebSphere Everyplace Connection Manager administrator or use the Mobility Client user interface to resolve the problem.

Failed to connect. The Mobility Client could not be started. Please contact technical support. (ECE105)

Cause: The Mobility Client returned an unknown error while attempting to establish the connection.

User action: The user can find more information in the log (click **View Log**) and should contact the WebSphere Everyplace Connection Manager administrator with this information. A WebSphere Everyplace Services popup message may display with additional information.

Appendix D. Copyright and trademarks

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Trademarks

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