



OpenHand Exchange Install Troubleshooting Guide

Acronyms

Abbreviation of OpenHand to OH thought this document.

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Testing the installation

Logging into the OpenHand Console

Confirm the OH Service is running, if this fails the OHservice uses the OH Domain account to login, confirm the account username and password is correct and that it is not locked out.

Note: Do not 'Restart' the OpenHand Service, 'Stop' it wait 30 seconds and then 'Start' Confirm the OH Domain account is part of the 'Local Administrators Group' on the OH Server/PC.

Admin Console

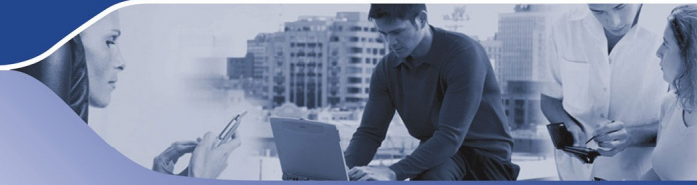
Confirm the following details have been set in the OH Admin Console:

Configuration

'Mail server' has the IP/Name of your exchange server, 'Default Domain' is correct and the 'Security Key', if changed matches that as found on the OH client you are trying to connect.

License Key Activation

'Max number of users' is the amount of user +1 the extra account is for the OH Admin account and should NOT be removed.



Users

Add Users confirming you have the correct details for the 'Lan Account' and 'Mail Account' and 'Resolve', if this fails you will be advised.

Windows FireWall

Confirm Windows firewall is either disabled, not setup to allow an exception for port 10662 TCP

Testing with a client

Download and install the OpenHand Windows client to the OH Server/PC from www.OpenHand.Info select 'Windows'

Change the 'Settings' – 'Change Connections' set the 'Host' to 127.0.0.1 leaving all other options default unless you have changed the 'Security key' in the OpenHand Admin console this setting must be identical.

Login as the OpenHand domain account to confirm connection. Connect as a User, if this fails check users details in admin console. The 'Lan Account' and 'Mail account' are not always the same! Confirm the password is correct and that the account is not locked.

Testing the Firewall (for external access via mobile)

If you can access the network internally but using a phone i.e. external ip/name fails, test that the Firewall has been configured correctly using the following method.

Access the internet Browser to <http://partner.openhand-mobile.com/> select 'OpenHand Server Check', enter your Dealer code i.e. GJ889. Enter the 'Host' Name or IP (Internet facing name/IP) confirm the 'Port number' is correct and 'Submit'. If this fails but you are working internally, i.e. via Windows client the Network firewall is not allowing Port 10662 (default for OH) through correctly. The firewall must be enabled to allow Port 10622 inbound and outbound to the OH Server.

Checking the CDO version on the OH Server/PC by Right click the CDO.dll at this location C:\Windows\System32\CDO.dll confirm the version is NOT 6.5.7888.0

Contacting Support

If you are still experiencing problems ideally zip up the following directory C:\OpenHand\OpenHandEX\Logos and email to support@openhand-mobile.com and please call 0845 8800024