

AXIGEN – The Easy and Effective Way to Mobile Email

Today's business world is fast-paced, highly versatile and mobile. Multiple branches, employees traveling from one city to another for weeks in a row, customers from multiple countries and time zones become commonplace, forcing companies to rely more and more on mobile devices to stay ahead. As instant access to information regardless of time and location becomes mission critical, it triggers the exponential growth of mobile email communication.

Quick access to one's inbox, appointments and tasks leads to increased productivity and efficiency, business-wise, and, on a personal level, allows road warriors and frequent travelers to stay in touch with their family and friends. Take a tour of [AXIGEN's](#) advanced mobile email and collaboration features to learn how to get the best of the high-end technology already at your fingertips.

1. Mobile Webmail

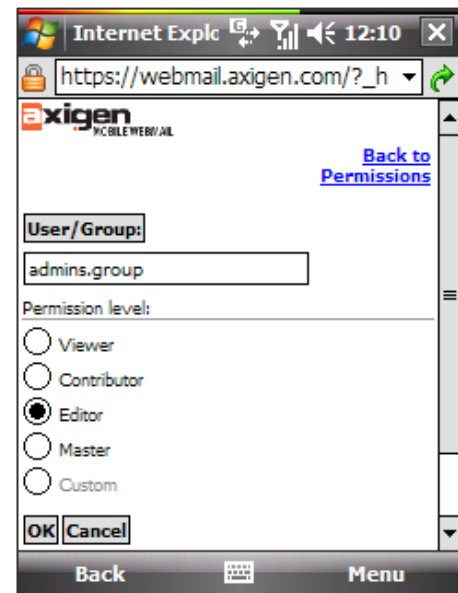
The AXIGEN messaging solution uses an advanced mobile webmail interface that supports all mobile web browsers compatible with the XHTML format for page rendering. The mobile webmail is integrated into the same server module and therefore provides seamless access to information to all users just like the regular webmail interface. When accessing the AXIGEN webmail interface, the end-user Mobile Browser ID String (User Agent ID) is identified and the mobile webmail is loaded and rendered automatically.

The AXIGEN mobile webmail interface provides access to the following features:

- Basic email access (read, write, reply etc.)
- Advanced email access (move, delete, attachments etc.)
- Folder management
- Public folder access
- Advanced email search
- Sharing and permissions management

Moreover, the new Mobile Browser ID String (User Agent ID) can be further added, therefore extending the integration capability of the AXIGEN mobile webmail with newer terminals.

The mobile webmail setup involves the activation of the webmail service from the web administration interface (WebAdmin) for users intended to have access to it and enabling the mobile capabilities for this service by checking the corresponding option on the service setup page. Once this simple procedure is completed any supported mobile terminal will have access to this feature.



For more information and details regarding the AXIGEN mobile webmail, visit this documentation page:

http://www.axigen.com/docs/en/Working-with-the-Mobile-WebMail-Interface_454.html

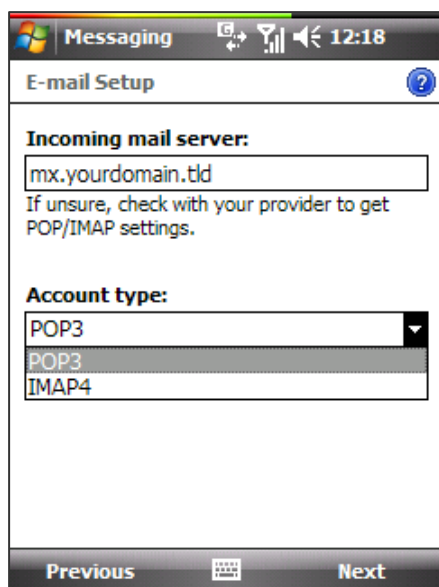
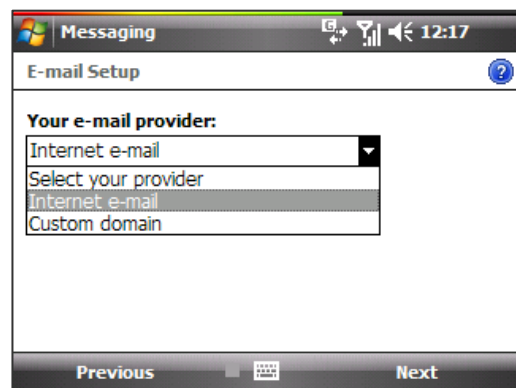
TRIAL: <http://www.axigen.com/mail-server/free-webmail.php>

2. IMAP/POP3 and SMTP Access

The majority of modern mobile terminals have now built-in email clients that can be used to connect to the AXIGEN Messaging Solution using the same settings that apply on the MUA (Mail User Agent / Email client) on the desktop systems. The same credentials are used for these mobile accounts, and from the server's perspective the same communication process takes place.

This method is very comfortable both from the user's perspective and from the network / system administrator's perspective. Because these email clients typically use standard protocols such as POP3, IMAP4 and SMTP, the configuration overhead is completely avoided. To allow users access to their mailbox content, no server-side configuration is required (given the desktop clients can access the mailboxes). The users need to configure the email clients according to specifications provided by the terminal manufacturer.

In most cases, email client software comes free of charge from terminal manufacturers, but may require a data plan from mobile operators.



On the server side, the AXIGEN Messaging Solution needs to have the following services activated and accessible from outside the LAN:

- The SMTP service for sending and receiving messages
- The IMAP or the POP3 service(s) for reading messages

In addition to this simple and convenient method to achieve email access on mobile terminals, the IMAP Idle feature can be used whenever the mobile terminal email client supports this feature. The IMAP Idle feature allows the client to poll the inbox regularly for new messages without having to transfer large amounts of data (during the authentication process and folder refresh) each time.

This helps reduce the data transferred and the time needed for notification in case new message arrivals. The IMAP Idle feature is built into the AXIGEN IMAP service and is enabled at all times. If a client supports and requests an IDLE command, the AXIGEN server will correctly interpret it.

The client mobile terminal needs to have the following settings configured:

- Username, password
- E-mail address and account type (IMAP/POP3)
- Incoming mail server address
- Outgoing mail server address (SMTP)

This set-up is very similar to the procedure required on desktop email clients, but the parameters may be located differently for different devices. For more details about desktop email clients settings please click here:

<http://www.axigen.com/knowledgebase/How-to-configure-Outlook-2003-to-work-with-AXIGEN-Mail-Server-IMAP-SMTP-30.html>

TRIAL: <http://www.axigen.com/mail-server/free-webmail.php>

➤ **How Push email works over IMAP IDLE:**

Traditional mobile mail clients may poll for new mail at frequent intervals, with or without downloading the mail to the client, thus providing a similar user experience as push e-mail.

IMAP in fact allows many notifications to be sent at any time, but not full message data. The IDLE command is often used to signal the ability of a client to process notifications sent outside of a command running, which effectively provides a user experience identical to push.

AXIGEN supports the IDLE command however, in order to use it for push email behavior, the mobile device itself has to also be compliant with IMAP IDLE (most high and mid-end devices offers this support).

IMAP IDLE activation comes with two major benefits on the user side:

- Inbox emails are notified instantly to the handset (as they come)
- The connection is kept alive so the retrieval time is significantly lower on each email read/write start-up session.

Usually the IMAP IDLE is activated in the device if the “Automatic Retrieval” method is activated and configured for a “Retrieval Interval” less than 30 minutes.

➤ **How to optimize retrieval through IMAP or IMAP (Idle):**

When using IMAP connections, the mobile device can be configured to synchronize any mailbox folder (by subscribing to the desired ones) including “other users’ folders”, “public folders”, “sent”, “calendar” or “contacts” folders, etc (make sure the device subscribes to such folders over IMAP).

However, the more folders are subscribed the longer the synchronization process takes. The synchronization process is also dependant on the number of items (emails) specified to be synchronized. Therefore, it is recommended to subscribe to the minimum number of folders needed and to set the “retrieval amount” to the minimum number of recent items (handset default is usually 30 emails per folder).

➤ **How to see PIM Folders and Items over IMAP:**

Using the AXIGEN mailbox over IMAP you will be able to retrieve all emails and you can also see your PIM records, as inline VCard or iCal items into PIM type emails that can be found in the specific folders (Calendar, Contacts, etc). Every time you synchronize with the server, the new items are retrieved into your handset and can be accessed for reading.

From there you can copy the details and add them to the default handset Address Book or Calendar manually but you will not be able to perform groupware actions on them. The groupware actions can be performed only through the standard AXIGEN Webmail interface or the Outlook email PC client (by using AXIGEN Outlook connector). Sharing abilities are also available through the AXIGEN Mobile Webmail interface.

➤ **How to use your mobile device PC suite software to synchronize PIM Items natively:**

Most email enabled handsets comes with the PC suite software that allows synchronization of PIM items with the PC or Laptop applications in a native manner (e.g. Outlook) or by import/export from or into CSV file format. By installing AXIGEN Outlook Connector on your PC you may synchronize regularly your PIM Items from the AXIGEN server mailbox, with the PIM Items from your mobile device by initiating a cable or Bluetooth data connection with the Outlook PC client.

➤ **Security recommendations:**

IMPORTANT: for a user-friendly mobile email experience, the AntiSpam and AntiVirus filtering has to be performed on the server side by using stand-alone gateway filtering products or by integrating the AXIGEN Server with one of the compliant AntiSpam and AntiVirus products (see list [here](#)).

In order to obtain a secure server set up the connectivity to the IMAP service should be available only through SSL/TLS protocol (make sure the device supports secure connection). Also the AXIGEN IMAP proxy service should be used in order to isolate behind the DMZ the AXIGEN mail server back-end from the AXIGEN front-end IMAP proxy server that will be open to the Internet.

3. Axigen push email and PIM synchronization mobile connector over ActiveSync (currently ongoing development and scheduled to be launched in Q1 of 2009)

Microsoft ActiveSync is a protocol that allows ActiveSync enabled terminals to synchronize email messages, calendar entries and contacts over the air.

The AXIGEN messaging solution will support ActiveSync in a way similar to Microsoft Exchange Server and will feature similar capabilities. ActiveSync is currently supported by the following terminals:

- Apple iPhone devices Microsoft Windows Mobile devices (through Pocket Outlook)
- Nokia SymbianOS devices (through "Nokia Mail for Exchange" software add-on)
- Other SymbianOS devices (through "Dataviz RoadSync" software client)
- Palm Treo and Centro



The Direct Push feature provides instant notifications and delivery of new messages. Users will get the latest information anywhere and anytime. Using push email technology, new email, meeting invitations, and event changes are immediately pushed over-the-air to the mobile device without having to wait for a manual or scheduled sync.

This concludes our whitepaper on AXIGEN Mail Server's mobile email and collaboration features ensuring full access to one's inbox from mobile devices, at any time, anywhere.

Author:

Ciprian Negrila, AXIGEN Professional Services Consultant

AXIGEN Copyright © 2009 Gecad Technologies SA [AXIGEN]. All rights reserved.

This material or parts of the information contained herein cannot be reproduced in any form or by any means without the prior written permission of AXIGEN. The product and the documentation that comes with the product are protected by AXIGEN copyright. AXIGEN reserves the right to revise and modify its products and documentation according to its own necessities, as well as this document content. This material describes a status, as it was in the moment this material was written and may not correctly describe the latest developments. For this reason, we recommend you to periodically check our website, <http://www.axigen.com/>.

AXIGEN cannot be held responsible for any special, collateral or accidental damages, related in any way to the use of this document. AXIGEN does not guarantee either implicitly or explicitly the suitability of this material for your specific needs. This material is provided on an "as-is" basis.

