



Synchronization

Help Documentation

Synchronization

Synchronization Overview

This feature is only available in SmarterMail Enterprise edition.

SmarterMail uses multiple data synchronization technologies to sync mailbox data with email clients and mobile devices:

- Microsoft Exchange ActiveSync is an optional add-on that syncs SmarterMail mailboxes with most smartphones.
- SmarterMail Sync is a desktop utility that syncs SmarterMail mailboxes with Outlook and Windows Mobile devices.
- SyncML is a platform-independent information synchronization standard that syncs SmarterMail mailboxes with Outlook, Thunderbird, and most smartphones.

In addition, the Add to Outlook button in the SmarterMail Webmail interface uses two-way synchronization technology to sync a SmarterMail mailbox with Outlook.

For more information regarding the different synchronization methods available for SmarterMail 6.x, please refer to the Collaboration, Synchronization, and Over-the-Air Mobile Communications with SmarterMail document on the Help and Documentation page of the SmarterTools website.

SmarterMail Sync

This feature is only available in SmarterMail Enterprise edition.

SmarterMail Sync is a desktop utility developed by SmarterTools that allows you to quickly and easily synchronize your calendars, contacts, tasks, and notes with Microsoft Outlook and Windows Mobile devices.

SmarterMail Sync uses port 80 (HTTP) to connect to your SmarterMail server, then uses internal methods to synchronize your data with Outlook and Windows Mobile devices. In most cases, this process is completely automatic. If a conflict occurs, you will be asked how to handle the conflict.

Installing SmarterMail Sync

The latest versions of SmarterMail Sync is available from within the SmarterMail interface. To view the available versions of SmarterMail Sync, log in to your SmarterMail account and click Settings in the main toolbar. Then click the Settings navigation pane and click SmarterMail Client Utilities in the left tree view. Download and install the appropriate version(s) of the utility.

In general, the Outlook connector of SmarterMail Sync will add about 10 MB of memory usage to what Outlook uses on your computer without SmarterMail Sync.

Microsoft Outlook Synchronization

Before you can synchronize any SmarterMail mailboxes with Outlook using SmarterMail Sync, you will need to configure your account for synchronization. For more information, please refer to the KB article [How To - Configure SmarterMail Accounts for Synchronization Using SmarterMail Sync](#).

For step-by-step instructions on synchronizing accounts using SmarterMail Sync, please refer to the KB article [How To - Synchronize SmarterMail Accounts with Outlook Using SmarterMail Sync](#). In the course of synchronizing accounts, conflicts may occur. For example, if you update a contact in Outlook and in SmarterMail, the changes may conflict with one another. In this case, SmarterMail Sync will ask you how the conflict should be handled.

SyncML

This feature is only available in SmarterMail Enterprise edition.

SyncML (Synchronization Markup Language), also referred to as Open Mobile Alliance Data Synchronization (OMA DS), is a platform-independent open standard for synchronization of information. It is most commonly used to synchronize and/or back up contacts and calendars between mobile phones and a network-based service or computer.

SmarterMail uses the Funambol SyncML plug-in for synchronizing calendars, contacts, tasks, and notes with Microsoft Outlook, Mozilla Thunderbird, and most smartphones.

Microsoft Outlook and Mobile Synchronization

Before you can synchronize any SmarterMail mailboxes with Outlook using SyncML, you will need to configure your account for synchronization. For more information, please refer to the KB article [How To - Configure SmarterMail Accounts for Synchronization Using SyncML](#).

For step-by-step instructions on synchronizing accounts with Microsoft Outlook using SyncML, please refer to the KB article [How To - Synchronize SmarterMail Accounts with Outlook Using SyncML](#).

For step-by-step instructions on synchronizing accounts with smartphones using SyncML, please refer to the KB article [How To - Synchronize SmarterMail Accounts with Mobile Devices Using SyncML](#).

Microsoft Exchange ActiveSync

This feature is only available in SmarterMail Enterprise edition.

Microsoft Exchange ActiveSync is a data synchronization protocol that enables over-the-air access to email, calendars, tasks, and notes from most mobile devices, including Blackberry, iPhone, Palm Pre, and Windows Mobile devices. In addition, Exchange ActiveSync enables SmarterMail users to have access their email, calendars, tasks, and notes while working offline.

Exchange ActiveSync is available as an optional add-on from SmarterTools and is associated to a single SmarterMail license key at the time of purchase. For more information, please refer to the SmarterMail Add-ons tab on the SmarterTools website.

Configuring Exchange ActiveSync

Once the Exchange ActiveSync add-on has been purchased, the system administrator will need to reactivate SmarterMail. For step-by-step instructions, please refer to the KB article [How To - Activate Microsoft Exchange ActiveSync](#). Then the system administrator will need to enable Exchange ActiveSync for your mailbox. For more information, please refer to the KB article [How To - Configure Microsoft Exchange ActiveSync for Email Accounts](#).

Mobile Synchronization

For step-by-step instructions on synchronizing a SmarterMail mailbox using Exchange ActiveSync, please refer to the KB article [How To - Synchronize SmarterMail Accounts with Mobile Devices using Exchange ActiveSync](#).