

# Oracle® Calendar

Resource Kit

Release 2 (9.0.4)

**Part No. B10894-02**

August 2003

Oracle Calendar Resource Kit Release 2 (9.0.4)

Part No. B10894-02

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Primary Author: Tanya Correia

Contributing Authors: Steve Carbone, Michel Rouse, Stephen Schleifer, David Wood

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# Send Us Your Comments

## Oracle Calendar Resource Kit Release 2 (9.0.4)

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# Preface

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## Related Documentation

- Oracle Connector for Outlook Online Help
- Oracle Calendar Web Client Online Help
- Oracle Calendar Desktop Client for Windows Online Help
- Oracle Calendar Desktop Client for Macintosh Online Help
- Oracle Calendar Desktop Client for Linux Online Help

- [Oracle Calendar Desktop Client for Solaris Online Help](#)
- [Oracle Calendar Sync for Palm \(Windows\) Online Help](#)
- [Oracle Calendar Sync for Palm \(Macintosh\) Online Help](#)
- [Oracle Calendar Sync for Pocket PC \(Windows\) Online Help](#)

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# Welcome to the Oracle Calendar Resource Kit

Oracle Calendar is a feature-rich and intuitive time management solution that enables you to keep track of your schedule from anywhere, anytime. In addition to full integration with Microsoft Outlook, Oracle Calendar provides you with all the benefits of Oracle Collaboration Suite and an unbreakable software infrastructure.

This Resource Kit is designed to provide you with an introduction to the Oracle Calendar clients, installation instructions, frequently asked questions and basic troubleshooting procedures. For detailed instructions on using Oracle Calendar see the online help packaged with each Calendar client.

- [Key features](#)
  - [Personal time management](#)
  - [Group and resource scheduling](#)
  - [Real-time scheduling](#)
  - [Recurring meetings](#)
  - [Access rights](#)
  - [Designate rights](#)
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- [Oracle Calendar synchronization tools](#)
- [Which Oracle Calendar client should I use?](#)

## Key features

### Personal time management

**Agenda views** Oracle Calendar offers several agenda views to facilitate navigation of information. The Oracle Calendar desktop client also offers an “In-Tray” view, which enables you to view, accept and reject new meetings and events. Oracle Connector for Outlook also supports the use of Microsoft’s “Outlook Today” view, giving you an overview of the day’s meetings, events and tasks, as well as quick access to new e-mails, voice mails and faxes.

**Task management** You can manage and sort all your tasks by priority and completion status, set Reminders, add text details and attach documents to a task.

**Notes and events** You can set daily notes and events to keep track of everything from colleagues who are out of the office, to statutory holidays, or even a family member’s birthday.

**Configurable alerts** Oracle Calendar enables you to set reminders for agenda entries, as well as notifications of newly created, modified, and deleted entries in your agenda through e-mail, wireless and voice clients.

**Address book** The Oracle Calendar desktop client and Oracle Connector for Outlook Address Book provides you with an overview of all your contacts’ information, sorted by Business, Personal, or any other category you’d like to specify. You can also add notes to contacts if you want to be reminded of birthdays or other special events.

### Group and resource scheduling

You can schedule meetings and events with other Calendar users, regardless of the platform or calendar client they are using.

Administrators can designate any shared property as a resource, available for all connected users to book on a first-come-first-serve basis. You can perform a search

for a resource based on a set of parameters (i.e. location, size, resource type etc.) and "invite" the resource as you would any other user, thereby booking the resource and making it unavailable for other users to book during that time.

Oracle Calendar also supports the booking of resources that require approval from an administrator. If you book a resource that requires approval, an e-mail will be sent to the resource's administrator who will then approve or reject your request.

**Conflict checking** Oracle Calendar's time-saving conflict checking and resolution capabilities are able to ease the process of scheduling meetings and decreases the likelihood of absent invitees. When scheduling a meeting using the Oracle Calendar Web client or desktop client, all you have to do is select the Check Conflicts button to get a display of any incompatibilities with invitees or resources. If a conflict is found, you can use the Suggest date and time feature to have the system suggest a series of available times for all parties, so that you don't have to manually resolve the conflict by reviewing everyone's availability to reschedule the meeting. The AutoPick feature included with Oracle Connector for Outlook offers similar functionality.

**Group view** Before you create a meeting, you can use the Group View to quickly check what date and time best suits the schedules of the invitees, as well as verify that a particular meeting room will be available for your desired time slot. You can also view everyone's agendas in a combined view that displays the time of the included users and resources, with unavailable time marked in red and mutually free time clearly indicated.

## Real-time scheduling

Oracle Calendar's real-time technology ensures all connected users are able to check the availability of other users with complete accuracy. This is because all requests are accessed directly from the calendar server, and do not require users to "publish" their information (i.e. accept/decline meetings) before their true availability is displayed. For example, Bob does not have access to his Calendar for a few hours because he's on a plane and during this time Allison and Peter attempt to schedule him for two separate meetings. Peter will never schedule Bob at the same time as Allison, because as soon as she creates her meeting invitation, Peter will see it when he opens Bob's agenda, even though Bob hasn't responded to Allison's invitation.

## Recurring meetings

When creating a meeting, or modifying an existing meeting, you can choose to have the meeting recur using any number of intervals, including daily, weekly,

bi-weekly, monthly or yearly. You can also set the meeting to recur on specific days by using the date picker.

### Access rights

You can control how much of your agenda can be accessed by other users. For example, you can grant access rights John Smith to view all your agenda entries marked as Normal and at the same time, you can grant access rights to Jane Doe to view all your agenda entries marked as Normal **and** Personal. You do not have to grant access rights on a per user basis. You can choose to grant all users the same access rights.

### Designate rights

You can grant designate rights to other users allowing them to create, modify, and reply to calendar events on your behalf. When granting designate rights, you can choose which type of calendar entries a particular designate has permission to create and modify. For example, you can grant John Smith rights to modify your meetings, notes, day events and tasks and grant Jane Doe rights to only modify your tasks.

### Synchronization

Oracle Calendar provides two ways to synchronize your calendar and contact data. The first is Oracle Calendar Sync, a desktop-to-cradle solution that enables synchronization between the Oracle Calendar desktop client and Palm and Pocket PC devices. The second synchronization option is Oracle Sync Server, a solution that employs the SyncML protocol to synchronize application data such as calendar and contacts over the Internet. Oracle Sync Server synchronizes calendar data between all Oracle Calendar server and any SyncML-enabled device.

### Multi-platform support

With a wide variety of access options both online and offline, including a Web client, Connector for Outlook, desktop clients for Windows, Macintosh, Linux and Solaris and integration with wireless and synchronization applications, you can maintain constant control over your calendar from anywhere, anytime.

## Cross-application scheduling

Oracle Calendar's time management functionalities are integrated with other Oracle Collaboration Suite applications. For example, you can schedule and join a Web conference directly from Oracle Connector for Outlook and the Oracle Calendar Web client.

## Oracle Calendar clients

Oracle Calendar is comprised of the calendar server and the following clients:

### Oracle Connector for Outlook

Oracle Connector for Outlook brings the Microsoft Outlook desktop client together with the powerful Oracle Collaboration Suite back end, offering the integrated e-mail, contact and task functionality that Outlook users are familiar with, and adds real-time calendaring, fax and voice mail, as well as access to Oracle Collaboration Suite's other features such as wireless & voice, file services, Web conferencing and search capabilities.

See [Oracle Connector for Outlook](#) for more information about the product, system requirements, installation instructions, frequently asked questions and troubleshooting information.

### Oracle Calendar Web client

The Web client provides you with all the tools you need to effectively manage your time in an application you can access from anywhere through the Internet. Mobile users can use the Web client's intuitive interface to schedule meetings with other users, check for conflicts, book resources, create notes and manage tasks. Agendas can also be published for people without a calendar account, offering added functionalities such as sending a schedule to a partner or publishing resource availability for all employees.

See [Oracle Calendar Web Client](#) for more information about the product, system requirements, installation instructions, frequently asked questions and troubleshooting information.

### Oracle Calendar desktop client

Oracle Calendar desktop client is an intuitive, full-featured thick client providing the quickest, most complete access to your calendar data, with extensive personal

information management functionalities and unparalleled group and resource scheduling capabilities. With support for the latest Windows and Mac platforms, as well as Linux and Solaris, Oracle Calendar desktop client fits into any heterogeneous environment enabling users on different operating systems to schedule with each other seamlessly.

See [Oracle Calendar Desktop Client](#) for more information about the desktop client, system requirements, installation instructions, frequently asked questions and troubleshooting information.

## Oracle Calendar synchronization tools

Oracle Calendar includes Oracle Calendar Sync for Palm and Pocket PC and Oracle Sync Server. Oracle Calendar Sync enables you to synchronize your Oracle Calendar data with your PDA. You can synchronize meetings, daily notes, day events, contacts and tasks with your handheld, and updates can be uploaded back to Oracle Calendar through the device's synchronization process. Oracle Calendar Sync takes PDA functionality beyond personal information management, by allowing you to access information such as meeting attendees/resources and attendee status.

Oracle Sync Server offers direct two-way synchronization with the Oracle Calendar server over any standard Hypertext Transfer Protocol (HTTP) connection, opening up the calendar infrastructure to any SyncML-compliant device or application with Internet access.

See [Oracle Calendar Synchronization Tools](#) for more information about Oracle Calendar Sync and Oracle Sync Server, system requirements, installation instructions, frequently asked questions and troubleshooting information.

## Which Oracle Calendar client should I use?

Not sure which Oracle Calendar client is right for you? The following table highlights important similarities and differences between Oracle Connector for Outlook, the Oracle Calendar Web client and the Oracle Calendar desktop client.

**Table 1** *Feature comparison between Oracle Calendar clients*

Features	Oracle Calendar Web client	Oracle Calendar desktop client	Oracle Connector for Outlook
<b>Calendar features</b>			
Real-time access to information	Yes	Yes	Yes

**Table 1 Feature comparison between Oracle Calendar clients**

<b>Features</b>	<b>Oracle Calendar Web client</b>	<b>Oracle Calendar desktop client</b>	<b>Oracle Connector for Outlook</b>
Group scheduling	Yes	Yes	Yes
Create appointments and meetings	Yes	Yes	Yes
Create day events	Yes	Yes	Yes
Create tasks	Yes	Yes	Yes
Create contacts	No	Yes	Yes
Display free/busy time	Yes	Yes	Yes
Suggest common free time when inviting attendees	Yes	Yes	Yes
Open another user's Agenda	Yes	Yes	Yes
Act as a designate in another user's Agenda	Yes	Yes	Yes
Resource scheduling	Yes	Yes	Yes
Support for resources requiring approval	Yes	Yes	Yes
Access and manage journals and sticky notes	No	No	Yes
<b>Mail features</b>			
Access and manage mail including server-side rules and an Out-of-Office Assistant	No	No	Yes
<b>Reminders</b>			
Send e-mail reminders	Yes	Yes	Yes
Send wireless reminders	Yes	Yes	Yes
<b>Tasks</b>			
Set task categories	No	No	Yes
Set priorities for tasks	Yes	Yes	Yes
Manage tasks as a designate user	Yes	Yes	Yes
Share contacts	No	Yes	No
<b>Categories</b>			

**Table 1** *Feature comparison between Oracle Calendar clients*

<b>Features</b>	<b>Oracle Calendar Web client</b>	<b>Oracle Calendar desktop client</b>	<b>Oracle Connector for Outlook</b>
Set meeting and event categories	No	No	Yes
Set contact categories	No	Yes	Yes
<b>User preferences</b>			
Enable automatic sign-in	Yes	Yes	Yes
Global calendar access	Yes	No	No
<b>Other features</b>			
Schedule Web conferences	Yes	No	Yes
Text searching	No	Yes	Yes
Work offline	No	Yes	Yes

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# Oracle Connector for Outlook

Oracle Connector for Outlook is a calendaring and messaging service provider that extends and improves Outlook's functionality with real-time calendaring, advanced group and resource scheduling capabilities and unified messaging functionality by providing one central Inbox for your e-mail, voice mail and fax messages.

A key advantage to using Oracle Connector for Outlook is that you can continue to use the familiar Outlook interface on your desktop while accessing Oracle's calendar server and e-mail server instead of Microsoft Exchange Server.

Oracle's calendar server stores all users' calendars together in a single database. Each time you look at another user's free/busy time, you are seeing up-to-the-minute information about their schedules, including unconfirmed meetings. Likewise, each time you open a meeting in your Calendar folder, you are getting the latest version directly from Oracle's calendar server, instead of opening a copy of an e-mail describing a meeting that may have been moved or changed without your knowledge.

Calendaring with Microsoft Exchange Server, by contrast, is message-based: all meetings are created, stored, forwarded and retrieved as e-mail messages. There are a number of limitations with this method. For example, between the time you create the meeting and the time your co-worker accepts it, nobody else can know when that meeting exists by looking at your co-worker's calendar. In fact, nobody else can tell that the meeting exists at all, because it doesn't exist in your co-worker's Calendar folder until he or she accepts it.

- [Installation instructions](#)
  - [System requirements](#)
  - [Installing Oracle Connector for Outlook](#)
- [Configuring Oracle Connector for Outlook](#)

- [Managing your profiles using Outlook 98/2000](#)
- [Managing your profiles using Outlook 2002](#)
- [Connecting to the calendar server](#)
- [Connecting to the IMAP mail server](#)
- [Connecting to the SMTP mail server](#)
- [Frequently asked questions](#)
- [Troubleshooting](#)

## Installation instructions

### System requirements

**Table 2–1** *System requirements for Oracle Connector for Outlook*

Requirement	Values
Operating system	<ul style="list-style-type: none"><li>■ Windows NT</li><li>■ Windows 98</li><li>■ Windows 2000</li><li>■ Windows XP Professional</li></ul> <p><b>NOTE:</b> You must have administrative privileges to install Oracle Connector for Outlook on Windows NT, 2000 and XP.</p>
Microsoft Outlook	<ul style="list-style-type: none"><li>■ Outlook 98</li><li>■ Outlook 2000</li><li>■ Outlook 2002</li></ul>
Calendar server	Oracle Calendar server 5.4 or later

**Table 2–1 System requirements for Oracle Connector for Outlook**

Requirement	Values
Conduits for PDA synchronization	<ul style="list-style-type: none"> <li>■ PocketMirror 2.0.4 or 3.0 (3.0 is recommended)</li> <li>■ PocketJournal</li> <li>■ Desktop To Go 2.5</li> <li>■ Desktop To Go 2.509 (for Outlook 2002 only)</li> <li>■ PSIWIN 2.3 or 2.31</li> <li>■ ActiveSync 3.0, 3.1 or 3.5</li> <li>■ HotSync Manager 4.0 (for Windows XP only)</li> </ul>

## Installing Oracle Connector for Outlook

Installing Oracle Connector for Outlook is quick and easy. All you have to do is launch the Oracle Connector for Outlook executable file and follow the instructions provided by the Installation Wizard.

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**NOTE:** Outlook 98 and 2000 must be installed in **Corporate/Workgroup** mode. Verify your Outlook configuration before installing Oracle Connector for Outlook See the following for more information:

Outlook 98: <http://support.microsoft.com/?kbid=184029>

Outlook 2000: <http://support.microsoft.com/?kbid=196041>

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1. Exit all Windows applications before starting the Oracle Connector for Outlook installation process.
2. Double-click the `con_outlook_904x.exe` file.
3. Follow the on-screen instructions.

## Configuring Oracle Connector for Outlook

### Managing your profiles using Outlook 98/2000

#### Creating a new profile

When creating a new profile using the Oracle Connector for Outlook service, you will need to provide a variety of information for connecting to your mail and calendar servers.

1. Close Outlook.
2. Click the Windows **Start** button, and select **Settings**.
3. Select **Control Panel** from the pop-up list, and double-click the **Mail** icon.
4. Click **Show Profiles**.
5. Click **Add**.
6. Select the **Use the following information services** option and select the **Oracle Connector for Outlook** check box.
7. Enter a name for the profile in the **Profile Name** field and click **Next**.

The setup wizard opens:

- On the first screen of the Oracle Connector for Outlook setup wizard, select the **Corporate** radio button to connect to your organization's calendar server over a LAN or VPN connection. Select the **ASP** radio button if your calendar and mail services are provided by a third-party reseller. Select the **I do not have an Oracle Calendar account yet** check box to skip configuring your calendar server connection and move on to your e-mail server connections. Click **Next** to proceed.
- If you selected the **Corporate** radio button, you will have to provide the network name or address of your server, followed by a comma, followed by the node-ID or alias of your calendar server node, in the **Server name** box. If you are using a master node configuration, enter the master node server name only. A node-ID is not required. Specify the user name and password of your calendar account in the other boxes of this screen. In a master node configuration, your user name must be your user ID. Consult your system administrator for the necessary information. Click **Next** to proceed.
- If you selected the **ASP** radio button, you will have to provide the Domain ID used by your service provider to identify your company, as well as the

host name or names of your provider's calendar domain service hosts. Your service provider contact should be able to provide you with this information. Enter the user name and password for your calendar account in the other boxes on this screen. Click **Next** to proceed.

- Configure your IMAP4 server connection for incoming mail. If you do not have an account or wish to skip this step, select the **I do not have an IMAP4 account yet** check box. Otherwise, enter the host name of your IMAP4 server in the **Server name** box. You can select the **Use same settings as my Oracle Calendar Server** check box if your mail and calendar accounts have the same user name and password. Click **Next** to proceed.
- If you did not select the **Use same settings as my Oracle Calendar Server** check box, you will have to enter the user name and password for your incoming e-mail account. Click **Next** to proceed.
- Configure your SMTP server connection for outgoing mail. If you do not have an account or wish to skip this step, select the **I do not have an SMTP account yet** check box. Otherwise, enter the host name of your SMTP server in the **Server name** box. If your outgoing e-mail server requires a user name and password, select the **The server requires authentication** check box. You can select the **Use same settings as my IMAP4 server** check box if your outgoing and incoming e-mail accounts have the same user name and password. Click **Next** to proceed.
- If you specified that your SMTP server requires authentication and not to use the same settings as your IMAP4 server, you will have to provide the user name and password for your SMTP server. Click **Next** to proceed.
- Enter the name and e-mail address that you want displayed in your outgoing e-mail. Click **Next** to proceed.
- If you want to enable the offline capabilities of Oracle Connector for Outlook, select the **I will use this computer while not connected to the network** check box. Select the **Choose a connection type next time you log on using this profile** check box to select at startup whether you want Outlook to connect to your mail and calendar servers or to work offline. Click **Next** to proceed.
- Confirm that all the information you have entered is correct, and click **Next** to proceed.
- Specify the location of your personal folder file, or choose a new location if you do not yet have a personal folders file. Click **Next** to proceed, and click **Finish** to complete your Oracle Connector for Outlook setup.

### **Adding Oracle Connector for Outlook to an existing profile**

When adding Oracle Connector for Outlook to an existing profile, the setup wizard is not available. Instead, you will enter the information outlined earlier directly in the Oracle Connector for Outlook Profile Settings dialog box.

1. Close Outlook.
2. Click the Windows **Start** button, and select **Settings**.
3. Select **Control Panel** from the pop-up list, and double-click the **Mail** icon.
4. Click **Show Profiles**.
5. Select the appropriate profile and click **Properties**.
6. Select **Oracle Connector for Outlook** and click **Properties**. The Oracle Connector for Outlook Profile Settings dialog box opens.
7. Follow step 10 in [Creating a new profile](#) in the [Managing your profiles using Outlook 2002](#) section .

### **Disabling Outlook Add-ins**

It is recommended that you disable Outlook Add-ins that are specific to Microsoft Exchange to avoid conflicts with Add-ins installed with Oracle Connector for Outlook. For details, see the **Configuring Add-ins** section of the Oracle Connector for Outlook online help.

## **Managing your profiles using Outlook 2002**

### **Creating a new profile**

When you create a new profile using the Oracle Connector for Outlook service, you must use the Oracle Connector for Outlook Profile Settings dialog box to enter a variety of information to connect to your mail and calendar servers.

1. Close Outlook.
2. Click the Windows **Start** button, and select **Settings**.
3. Select **Control Panel** from the pop-up list, and double-click the **Mail** icon.
4. Click **Show Profiles**.
5. Click **Add**.
6. Enter a name for the profile you are creating and click **OK**.

7. Select the **Add a new e-mail account** option.
8. Select the **Additional Server Types** option.
9. Select **Oracle Connector for Outlook** from the Additional Server Types list box and click **Next**.
10. Enter the following information in the Oracle Connector for Outlook Profile Settings dialog box:
  - If you do not have an Oracle Calendar account yet, select the **I do not have an Oracle Calendar account yet** check box on the **Calendar** tab to skip configuring your calendar server connection.
  - On the **Calendar** tab, enter the name or address of your server followed by a comma, followed by the node-ID or alias of your calendar server node, in the **Server name** box. If you are using a master node configuration, enter the master node server name only. A node-ID is not required. Specify the account name and password of your calendar account in the other boxes on **Calendar** tab. In a master node configuration, your user name must be your user ID.
  - If you do not have an IMAP4 account yet, select the **I do not have an IMAP4 account yet** check box on the **IMAP4** tab to skip configuring your IMAP4 server connection.
  - On the **IMAP4** tab, enter the host name of your IMAP4 server in the **Server name** box. You can select the **Use same settings as my Oracle Calendar server** check box if your mail and calendar accounts have the same account name and password. If they are not the same, enter your account name and password for the IMAP4 server.
  - If you do not have an SMTP account yet, select the **I do not have an SMTP account yet** check box on the **SMTP** tab to skip configuring your SMTP server connection.
  - On the **SMTP** tab, enter the host name of the SMTP server in the **Server name** box. If your outgoing e-mail server requires a user name and password, select the **The server requires authentication** check box. Click **Settings**. You can select the **Use same settings as my incoming mail server** check box if your outgoing and incoming e-mail accounts have the same account name and password. If they are not the same, enter your SMTP account name and password.
  - If you want to enable the offline capabilities of Oracle Connector for Outlook, select the **Enable offline use** check box on the **Startup** tab. Select

the **Choose a connection type** check box to select at startup whether you want Outlook to connect to your mail and calendar servers or to work offline.

- Click **OK** to create your profile.

### **Adding Oracle Connector for Outlook to an existing profile**

The procedure for adding Oracle Connector for Outlook to an existing profile is very similar to creating a new profile. The only difference is that you must select an existing profile in the Oracle Connector for Outlook Profile Settings dialog box instead of adding a new one.

1. Close Outlook.
2. Click the Windows **Start** button, and select **Settings**.
3. Select **Control Panel** from the pop-up list, and double-click the **Mail** icon.
4. Click **Show Profiles**.
5. Select the appropriate profile and click **Properties**.
6. Click **E-mail Accounts**.
7. Select the **View or change existing e-mail accounts** option.
8. Click **Next**.
9. Select **Oracle Connector for Outlook** and click **Change**. The Oracle Connector for Outlook Profile Settings dialog box opens.
10. Follow step 10 in the [Creating a new profile](#) section.

### **Disabling Outlook Add-ins**

It is recommended that you disable Outlook Add-ins that are specific to Microsoft Exchange to avoid conflicts with Add-ins installed with Oracle Connector for Outlook. For details, see the Configuring Add-ins section of the Oracle Connector for Outlook online help.

## **Connecting to the calendar server**

The calendar server provides Oracle Connector for Outlook with your calendar, tasks, contacts, notes and journals.

**To configure a calendar server connection:**

1. Click the **Calendar** tab on the Oracle Connector for Outlook Profile Settings dialog box.
2. Fill out the fields provided:
  - You can select the **I do not have an Oracle Calendar account yet** check box to use Oracle Connector for Outlook for mail only.
  - You can specify your calendar server using either a Calendar Domain Service host name and Domain ID (for installations using a third-party service provider) or a host name and Node-ID (for corporate installations). If you are using a master node configuration, enter the master node server name only. A node-ID is not required. Consult your system administrator for the necessary information.
  - To use the third-party service provider (ASP) sign-in mode, click the **This server Requires a Domain Service** check box. Click **Settings** to specify a Domain ID and a list of Calendar Domain Service hosts.
  - Clear the **This server Requires a Domain Service** check box to use the corporate sign-in mode. Specify your server host name and node-ID, separated by a comma, in the **Server name** box.
  - Click the **Save this password in your password list** check box to avoid having to provide your calendar server password each time you connect.
  - The **Advanced** button provides the ability to specify a port for your calendar server if required, and your preferred display format for the names of calendar server users. For details, see the **Choosing a name format** section of the Oracle Connector for Outlook online help.

## Connecting to the IMAP mail server

The IMAP server receives and stores your incoming mail.

**To configure an IMAP server connection:**

1. Click the **IMAP4** tab on the Oracle Connector for Outlook Profile Settings dialog box.
2. Fill out the fields provided.
  - You can select the **I do not have an IMAP4 account yet** check box to use Oracle Connector for Outlook without the ability to access incoming mail.
  - Specify the IMAP server name in the **Server Name** box.

- Specify your account name and password in the fields provided. Click the **Use same settings as my Oracle Calendar Server** check box to use the same user name and password you provided for your calendar server. Click the **Save this password in your password list** check box to avoid having to provide the password each time you connect.
- Click **Advanced** to provide a port number for the IMAP server or specify a Secure Sockets Layer (SSL) connection.

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**NOTE:** If you specify that the server requires an SSL connection, the port is changed to the default SSL port.

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If Transport Layer Security (TLS) is set up on your IMAP server, Oracle Connector for Outlook will take advantage of it automatically unless you specify an SSL connection. If you do, Oracle Connector for Outlook will use SSL instead of TLS.

## Connecting to the SMTP mail server

The SMTP server sends your outgoing mail.

### To configure an SMTP server connection:

1. Click the **SMTP** tab on the Oracle Connector for Outlook Profile Settings dialog box.
2. Fill out the fields provided.
  - You can select the **I do not have an SMTP account yet** check box to use Oracle Connector for Outlook without the ability to send outgoing mail.
  - Specify the SMTP server name in the **Server Name** box.
  - If your SMTP server requires a user name and password, click the **The server requires authentication** check box. Click **Settings** to specify your user name and password. You can click the **Use same settings as my incoming mail server** check box to automatically use the same account name and password you provided for your IMAP server. Click the **Save this password in your password list** check box to avoid having to provide the password each time you connect.
  - Enter your display name and e-mail address. You may also specify an organization and a reply-to address you would like to include in your outgoing mail. These two fields are optional, and will not be prompted for if left blank.

- Click **Advanced** to provide a port number for the SMTP server, specify a Secure Sockets Layer (SSL) connection, and configure how often the SMTP server will automatically attempt to resend undelivered messages for you.

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**NOTE:** If you specify that the server requires an SSL connection, the port is changed to the default SSL port.

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If Transport Layer Security (TLS) is set up on your SMTP server, Oracle Connector for Outlook will take advantage of it automatically unless you specify an SSL connection. If you do, Oracle Connector for Outlook will use SSL instead of TLS.

Oracle Connector for Outlook includes a number of other configuration options. See the Oracle Connector for Outlook online help for more information.

## Frequently asked questions

- [How does Oracle Connector for Outlook change the Outlook user experience?](#)
- [What are the main differences between the desktop clients, Oracle Connector for Outlook and the Oracle Calendar Web client?](#)
- [Why are there two online help systems included with Oracle Connector for Outlook?](#)
- [How are server-side rules and client-side rules different?](#)
- [Can Oracle Connector for Outlook users schedule with other Oracle Calendar users?](#)
- [Why do meetings disappear from my Calendar after I decline invitations?](#)
- [If I am using Oracle Connector for Outlook, can I use ActiveSync with my PocketPC device to synchronize with Oracle Calendar, as I was doing with Microsoft Exchange?](#)
- [Can I create recurring tasks and meetings?](#)
- [Can I respond to multiple meeting requests with a single command?](#)
- [How can I prevent my entire day from appearing busy when I accept all day events?](#)
- [Can I set my folder counts to automatically refresh?](#)
- [Can I schedule Oracle Web conferences using Oracle Connector for Outlook?](#)

**How does Oracle Connector for Outlook change the Outlook user experience?**

Working with Oracle Connector for Outlook is very similar to working with Microsoft Outlook/Exchange. To benefit from the added functionality of the Oracle Calendar server, you must sometimes use new menu options and features that are documented in the Oracle Connector for Outlook online help. While the core functionality of Outlook is not affected, certain Outlook features like message recall, mail merge and setting send options are currently not supported.

**What are the main differences between the desktop clients, Oracle Connector for Outlook and the Oracle Calendar Web client?**

For an overview of similarities and differences between these three clients, see [Which Oracle Calendar client should I use?](#)

**Why are there two online help systems included with Oracle Connector for Outlook?**

Since Oracle Connector for Outlook does not change the core functionality of Microsoft Outlook, the procedures documented in Outlook's online help are still applicable to Oracle Connector for Outlook. Features that are specific to Oracle Connector for Outlook are documented in the Oracle Connector for Outlook online help.

**How are server-side rules and client-side rules different?**

Similar to the Client-Side Rules Wizard available in Outlook, Oracle Connector for Outlook enables you to set server-side rules. Server-side rules are performed directly on the server. Client-side rules are only performed when you are logged in to your mail client. The use of client-side rules often slows down the performance of Outlook.

Since server-side rules are performed on the server, the mail messages associated with rules you set are transferred into the appropriate folders before you even log in to Outlook.

**Can Oracle Connector for Outlook users schedule with other Oracle Calendar users?**

Yes. Oracle Oracle Connector for Outlook connects directly to Oracle calendar server's database so that you can schedule with other Oracle Calendar users and benefit from real-time calendaring. Outlook users gain all the benefits of the Oracle Calendar solution, including interoperability with the full range of Oracle Calendar clients (Windows, Mac, Unix, Linux and Web), wireless connectivity and PDA synchronization tools.

**Why do meetings disappear from my Calendar after I decline invitations?**

When you decline a meeting, Outlook automatically transfers the invitation to the Deleted Items folder. The Oracle Calendar desktop client handles declined meetings differently. You can set your preferences to show declined meetings in your agenda. If you do, these entries are displayed with the declined meeting icon.

**If I am using Oracle Connector for Outlook, can I use ActiveSync with my PocketPC device to synchronize with Oracle Calendar, as I was doing with Microsoft Exchange?**

Yes. Oracle Connector for Outlook synchronizes with a variety of PDAs through third-party conduit software. The following sync conduits have been certified for Oracle Connector for Outlook, Release 2 (9.0.4):

- PocketMirror 2.0.4 or 3.0 (3.0 is recommended)
- PocketJournal
- Desktop To Go 2.5
- Desktop To Go 2.509 (for Outlook 2002 only)
- PSIWIN 2.3 or 2.31
- ActiveSync 3.0, 3.1 or 3.5
- HotSync Manager 4.0 (for Windows XP only)

**Can I create recurring tasks and meetings?**

You can create recurring meetings but you cannot create recurring tasks.

**Can I respond to multiple meeting requests with a single command?**

You can respond to multiple meeting requests with a single command if your response is the same for all of them. However, you can only respond to instances of recurring meetings one at a time.

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**NOTE:** This feature is not available if you are using Outlook 98.

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1. Select all the meeting requests you want to respond to.
2. Right-click any of the selected meeting requests and select **Respond to all**.
3. In the pop-up list, select **Accept**, **Decline** or **Tentative**.

**How can I prevent my entire day from appearing busy when I accept all day events?**

You can show time as free, tentative, busy or out of office for all day events and meetings in your calendar.

1. Right-click the Day Event in your calendar and select **Show Time As**.
2. In the pop-up list, select **Free**.

In addition to showing your time as free, you can also choose to show time as tentative, busy or out of office.

**Can I set my folder counts to automatically refresh?**

Yes, you can choose to have your mail folder counts automatically refreshed when you log in to Outlook. In addition, you can specify how often your mail folder counts should be refreshed during an Outlook session. This information must be set in the **Other** tab of the Oracle Connector for Outlook Profile Settings dialog box. See the Oracle Connector for Outlook online help for more detailed instructions on automatically refreshing your folder counts.

**Can I schedule Oracle Web conferences using Oracle Connector for Outlook?**

Yes, you can schedule and join Web conferences from Oracle Connector for Outlook. The Oracle Connector for Outlook online help describes how to perform these functions.

## Troubleshooting

- [Why can't I install Oracle Connector for Outlook on Windows NT, 2000 and XP?](#)
- [Why does the setup procedure fail when I attempt to install Oracle Connector for Outlook?](#)
- [I've created a new profile but my previous settings and files \(personal address book, local mail messages\) are not included. How can I add them to this new profile?](#)
- [How do I optimize performance over slow network connections?](#)
- [The Slow Connection Detection dialog box appears when I launch Oracle Connector for Outlook. What should I do?](#)
- [How do I skip a server connection at log on?](#)
- [Why isn't my Out-of-Office reply working?](#)

- [Why can't I view attendee availability and response?](#)

### **Why can't I install Oracle Connector for Outlook on Windows NT, 2000 and XP?**

In order to install Oracle Connector for Outlook on Windows NT, 2000 or XP, you must have administrative privileges on your computer.

### **Why does the setup procedure fail when I attempt to install Oracle Connector for Outlook?**

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**NOTE:** This issue applies only to Microsoft Outlook 98 or 2000.

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This problem occurs because Microsoft Outlook was installed in **Internet Only** mode. To successfully install Oracle Connector for Outlook, you must install Microsoft Outlook in **Corporate/Workgroup** mode.

#### **For Outlook 2000:**

1. Start Outlook.
2. On the **Tools** menu, click **Options**.
3. Click the **Mail Delivery** tab.
4. Click **Reconfigure Mail Support**.
5. Select the **Corporate or Workgroup** option.
6. Follow the on-screen instructions.

Your e-mail configuration is now compatible with Oracle Connector for Outlook.

#### **For Outlook 98:**

You must re-run the Outlook setup program. Refer to the Outlook 98 documentation for further instructions.

Refer to [Installing Oracle Connector for Outlook](#) for installation instructions.

**I've created a new profile but my previous settings and files (personal address book, local mail messages) are not included. How can I add them to this new profile?**

These items are stored locally and will be different for each profile you create. However, you can add your personal folders and address book to each profile. See Microsoft Outlook's online help for instructions on how to do this.

**How do I optimize performance over slow network connections?**

To optimize performance over slow network connections, Oracle Connector for Outlook can disable certain features such as automatic folder refreshes, offline synchronization and client-side rules. For instructions on automatically detecting slow network connections, see the Oracle Connector for Outlook online help.

**The Slow Connection Detection dialog box appears when I launch Oracle Connector for Outlook. What should I do?**

If you set Oracle Connector for Outlook to detect slow network connections and select the Prompt option, the Slow Connection Detection dialog box appears when a slow network is detected when the IMAP4 and calendar server are polled at startup.

If you click **Yes**, some features that require more bandwidth, such as automatic folder refreshes, synchronization on exit and client-side rules will be disabled.

You can set Oracle Connector for Outlook to detect slow network connections and disable network-intensive features without displaying the Slow Connection Detection dialog box at startup. See the Oracle Connector for Outlook online help for instructions.

**How do I skip a server connection at log on?**

Skipping server connections at log on enables you to avoid connecting to a server you do not have an account for, or that is unavailable. Click **Skip** when the server name appears in the sign-in dialog box.

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**NOTE:** The dialog box that enables you to skip a server connection will only be displayed if you enter an incorrect user name or password, or if a server is unavailable.

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**Why isn't my Out-of-Office reply working?**

When you set an Out-of-Office reply, you must specify an expiry date. Verify that the expiry date you set hasn't already passed (**Tools > Out of Office Assistant**).

You can extend your Out-of-Office reply by changing the expiry date in the Out of Office dialog box.

**Why can't I view attendee availability and response?**

If you cannot view attendee availability or attendee response (for meetings and events that you have created), it is possible that the Oracle Calendar Appointment Form is not correctly installed.

For instructions on installing the Oracle Calendar Appointment form, see the Oracle Connector for Outlook online help.

**See also:**

[Welcome to the Oracle Calendar Resource Kit](#)

[Oracle Calendar Web Client](#)

[Oracle Calendar Desktop Client](#)

[Oracle Calendar Synchronization Tools](#)



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# Oracle Calendar Web Client

The Oracle Calendar Web client provides you with all the tools you need to effectively manage your time, in an application you can access from anywhere through the Internet. Using the Web client's intuitive interface, you can schedule meetings with other users, schedule and join Web conferences, check for conflicts, book resources, assign designate rights, create notes and manage tasks. Agendas can also be published for people without a calendar account, offering added functionalities such as sending a schedule to a partner or publishing resource availability for all employees. The Web client connects directly to the calendar server so all your changes are updated in real time.

The Oracle Calendar Web client is closely integrated with Oracle Collaboration Suite, further extending the collaborative corporate environment. With Single Sign On, you only need to authenticate once to access your calendar, e-mail, files, wireless preferences and other Oracle Collaboration Suite applications.

The Oracle Calendar Web client works across all browsers and platforms.

## Oracle Calendar Web Client system requirements

### Supported browsers:

- Internet Explorer 5.x, 6.x (Windows)
- Internet Explorer 5.x (Macintosh)
- Netscape 6.x, 7.x (Linux, Macintosh, Windows)
- Mozilla (Linux, Macintosh, Windows)
- Safari (Macintosh)

## Installing the Oracle Calendar Web Client

Oracle Calendar Web client is installed during the Oracle Collaboration Suite installation process. Your calendar administrator will provide you with the Oracle Calendar Web client URL.

### Frequently asked questions

- [How is the Web client different from the other Oracle Calendar clients?](#)
- [Can I use multiple Oracle Calendar clients with the same account?](#)
- [Can I make my Agenda available to people who are not using Oracle Calendar?](#)
- [Can I schedule people who are not using Oracle Calendar for a meeting?](#)
- [Can I schedule Oracle Web conferences from the Web client?](#)
- [Can I assign a task to another Calendar user?](#)
- [Can I modify one occurrence of a repeating entry or do modifications apply to all occurrences of a repeating entry?](#)
- [Can I prevent certain users from inviting me to entries?](#)
- [What is the maximum size allowed for Oracle Calendar meeting and task attachments?](#)
- [What is the maximum number of occurrences allowed for repeating meetings, daily notes, or day events?](#)
- [Why can't I delete certain agenda entries from my calendar?](#)
- [What is accessibility mode?](#)

#### **How is the Web client different from the other Oracle Calendar clients?**

Unlike the other Calendar clients, the Web client can be made available both from within your organization's firewall as well as outside of it, giving you access to your information from anywhere. The Web client supports the same calendar functionality as the desktop client including designate access and the resource scheduler. The only exception is the Address Book. As part of the Oracle Collaboration Suite portal, the Web client enables you to access to the Oracle Internet Directory (OID) where you can create and store your own set of contacts. These contacts will be available to you throughout the portal. The desktop client and Oracle Connector for Outlook store Address Book information on the Calendar server. Currently this information can only be shared between those two clients.

For an overview of similarities and differences between the Web client, desktop client and Oracle Connector for Outlook, see [Which Oracle Calendar client should I use?](#).

**Can I use multiple Oracle Calendar clients with the same account?**

Since you are always modifying your calendar data directly on the server, you can use multiple clients to access it. For example, you run both the Web client and Oracle Connector for Outlook at the same time, using the Web client for group scheduling and Oracle Connector for Outlook to manage your tasks and contacts.

**Can I make my Agenda available to people who are not using Oracle Calendar?**

The Oracle Calendar Web client includes a feature that enables you to e-mail a link to your Agenda to anyone with Internet access. Those who receive a link to your Agenda can view your Agenda entries that are set as **Public** but cannot modify them. Check with your system administrator to make sure that this feature is activated.

**Can I schedule people who are not using Oracle Calendar for a meeting?**

Only Oracle Calendar users can be scheduled for meetings. However, you can send e-mail messages to external users who are not on your calendar network with an iCalendar or vCalendar attachment that contains the meeting information. See the Oracle Calendar Web client online help for detailed instructions on how to do this.

**Can I schedule Oracle Web conferences from the Web client?**

Yes, you can schedule and join Web conferences using the Web client. The Web client online help describes how to do this.

**Can I assign a task to another Calendar user?**

This release of Oracle Calendar does not support assigning tasks to other users.

**Can I modify one occurrence of a repeating entry or do modifications apply to all occurrences of a repeating entry?**

You can choose to modify one occurrence or you can modify all occurrences of a repeating entry. However, some fields cannot be modified on a per-occurrence basis. They are as follows:

- Description
- Importance level

- Access level
- Attachment

Any modifications you make to the above fields will automatically apply to all occurrences of a repeating entry.

### **Can I prevent certain users from inviting me to entries?**

Yes, you can specify that certain users cannot invite you to meetings, daily notes and day events. The **Editing access rights** section of the Oracle Calendar Web client online help provides instructions on how to do this.

### **What is the maximum size allowed for Oracle Calendar meeting and task attachments?**

The maximum size for meeting and task attachments is determined by the calendar system administrator. You can only attach one file per meeting or task.

### **What is the maximum number of occurrences allowed for repeating meetings, daily notes, or day events?**

The maximum number of occurrences allowed for repeating entries is determined by the calendar system administrator.

### **Why can't I delete certain agenda entries from my calendar?**

You cannot delete agenda entries that you do not own. You can, however, set your preferences to hide entries that you have declined. See the Oracle Calendar Web client online help for information on setting your Agenda preferences.

### **What is accessibility mode?**

Accessibility mode provides the same functionality as Standard mode but it is intended for users of assistive technology. If you normally use Standard mode and you notice that parts of the Web client user interface look different, you may have accidentally switched to Accessibility mode. You can click the **Accessibility** icon on the Calendar toolbar to switch back to Standard mode. The **Accessibility** icon enables you to toggle between Standard and Accessibility mode.

## Troubleshooting

- [What is a MIME-encoded attachment?](#)
- [I attached a file to an Agenda entry I created but when I view the entry, I can't download the attachment.](#)

**What is a MIME-encoded attachment?**

If a user creates a calendar entry using Oracle Connector for Outlook and attaches multiple files to the entry, a file named `Mime-Encoded-Attachment.txt` is attached to the entry in the Oracle Calendar Web client instead of the files that were attached by the entry owner because currently, the Web client supports only one attachment per entry. You can, however, view the files without any problems if you open the entry in Oracle Connector for Outlook.

**I attached a file to an Agenda entry I created but when I view the entry, I can't download the attachment.**

The Web client enables you to upload any type of file to an entry. However, you can only download the following file types:

- .wav
- .gif
- .jpg
- .jpeg
- .htm
- .html
- .txt
- .doc
- .xls

If you want to download an attachment that is not supported by the Web client, you can open the Agenda entry the file is attached to using the Oracle Calendar desktop client or Oracle Connector for Outlook.

**See also:**

[Welcome to the Oracle Calendar Resource Kit](#)

[Oracle Connector for Outlook](#)

[Oracle Calendar Desktop Client](#)

[Oracle Calendar Synchronization Tools](#)



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# Oracle Calendar Desktop Client

Using the Oracle Calendar desktop client, you can create and manage meetings, daily notes, day events, and tasks. If you have been granted designate rights by another user, you can create Agenda entries on that user's behalf. You can easily compare schedules or verify other users' availability using a convenient combined group view, and check scheduling conflicts before creating meetings. The Oracle Calendar desktop client includes an online Address Book enabling you to keep track of your contacts and classify them according to configurable categories.

The Oracle Calendar desktop client is available for Windows, Macintosh, Linux and Solaris.

- [Installation instructions for Windows](#)
  - [System requirements](#)
  - [Installing Oracle Calendar desktop client for Windows](#)
- [Installation instructions for Macintosh](#)
  - [System requirements](#)
  - [Installing Oracle Calendar desktop client for Macintosh](#)
- [Installation instructions for Linux](#)
  - [System requirements](#)
  - [Installing Oracle Calendar desktop client for Linux](#)
- [Installation instructions for Solaris](#)
  - [System requirements](#)
  - [Installing Oracle Calendar Desktop Client for Solaris](#)
- [Frequently asked questions](#)

- [Troubleshooting](#)

## Installation instructions for Windows

### System requirements

**Table 4–1 System requirements for the Oracle Calendar desktop client for Windows**

Requirement	Values
Operating system	<ul style="list-style-type: none"> <li>■ Windows 98</li> <li>■ Windows ME</li> <li>■ Windows NT</li> <li>■ Windows 2000</li> <li>■ Windows XP Home</li> <li>■ Windows XP Professional</li> </ul> <p>If you are installing Oracle Calendar desktop client on a Windows NT computer, you must install Microsoft Windows Service Pack 6 or later.</p> <p>You must have administrative privileges to install Oracle Calendar desktop client on Windows NT, 2000 and XP.</p>
Disk space	25 MB
RAM	30 MB
Calendar server	Oracle Calendar server 5.4 or later

### Installing Oracle Calendar desktop client for Windows

1. Log in with administrative privileges if you are installing on Windows NT, 2000, or XP.
2. Run the self-extracting executable `cal_win_904x.exe` and follow the on-screen instructions.

## Installation instructions for Macintosh

### System requirements

**Table 4–2 System requirements for the Oracle Calendar desktop client for Macintosh**

Requirement	Values
Operating system	<ul style="list-style-type: none"> <li>■ Mac OS 9.1 (with CarbonLib 1.6)</li> <li>■ Mac OS X 10.1.4 to 10.2.6</li> </ul>
Disk space	20 MB
RAM	12 MB
Calendar server	Oracle Calendar server 5.4 or later

### Installing Oracle Calendar desktop client for Macintosh

#### Mac OS X

1. Ensure that you have administrative privileges.
2. Double-click `cal_mac_OSX_904x.hqx` and follow the on-screen instructions.

The installer extracts the application and copies the `Readme.htm` file into the destination folder you have selected. It also extracts all shared libraries to the `/Library/CFMSupport/` folder and the Oracle Calendar Help folder to the `/Library/Documentation/Help/` folder.

3. Double-click the Oracle Calendar desktop client icon to start the application once installation is complete.

#### Mac OS 9.x

1. Ensure that you have administrative privileges.
2. Ensure that the `CarbonLib` file is installed in the `Extensions` folder of your active System Folder to run the installer.
3. Double-click `cal_mac_OS9_904x.hqx` and follow the on-screen instructions.

The installer extracts the application and copies the `Readme.htm` file into the destination folder you have selected. It also extracts all shared libraries to the `Extensions` folder and Oracle Calendar Help to the `Help` folder of your active System Folder.

If your `CarbonLib` file is prior to version 1.6, it is updated. Restart the computer for the new file version to take effect.

4. Double-click the Oracle Calendar desktop client icon to start the application once installation is complete.

## Installation instructions for Linux

### System requirements

**Table 4–3** System requirements for the Oracle Calendar desktop client for Linux

Requirement	Values
Operating system	<ul style="list-style-type: none"><li>■ Red Hat Linux 7.x to 9.0</li><li>■ Linux x86 with kernel 2.4.x or later</li><li>■ Linux SuSE 7.1</li></ul>
Disk space	33 MB
RAM	15 to 20 MB
Calendar server	Oracle Calendar server 5.4 or later

### Installing Oracle Calendar desktop client for Linux

1. Unpack the distribution archive in a directory. `/usr/local` is the sample directory used in the following instructions.

```
cd /tmp
gtar zxvf /tmp/cal_linux_904x.tar.gz
```

2. Change to the `OracleCalendar_inst` directory.

```
cd OracleCalendar_inst
```

3. To install using a full graphical interface, run `gui_install.sh`. To install using a text mode interface, run `text_install.sh`. You will be prompted for installation and shortcut directories.

## Installation instructions for Solaris

### System requirements

**Table 4–4 System requirements for the Oracle Calendar desktop client for Solaris**

Requirement	Values
Operating Systems	Solaris 8, 9 (SPARC only) Netscape Navigator or Netscape Communicator release 4.0 or later is required to use the Oracle Calendar desktop client online help. The directory that contains the Netscape executable must be set in your path.
Disk Space	40 MB
RAM	20 to 25 MB

### Installing Oracle Calendar Desktop Client for Solaris

1. Unpack the distribution archive in a temporary directory. `/tmp` is the sample directory used in the following instructions.

```
cd /tmp
gtar zxvf /tmp/cal_sun_os_904x.tar.gz
```

2. Change to the `OracleCalendar_inst` directory.

```
cd OracleCalendar_inst
```

3. To install using a full graphical interface, run `gui_install.sh`. To install using a text mode interface, run `text_install.sh`. You will be prompted for installation and shortcut directories.

## Frequently asked questions

- [What are the main differences between the Oracle Calendar desktop client, Oracle Connector for Outlook and the Oracle Calendar Web client?](#)
- [Can I schedule people who are not using Oracle Calendar for a meeting?](#)
- [Can I schedule Oracle Web conferences using the Oracle Calendar desktop client?](#)
- [Can I assign a task to another Calendar user?](#)

- Can I prevent certain users from inviting me to entries?
- Can I prevent users from sending me e-mail notifications when they invite me to entries?
- What is the maximum size allowed for Oracle Calendar meeting and task attachments?
- What is the maximum number of occurrences allowed for repeating meetings, daily notes, or day events?
- Can I modify one occurrence of a repeating entry or do modifications apply to all occurrences of a repeating entry?
- Can I prevent the In-tray from appearing every time I open my Agenda?
- Can I open the Oracle Calendar desktop client without having to sign in each time?
- Why can't I delete certain Agenda entries from my calendar?
- How do I know if meetings exist outside the range of displayed hours in my Agenda?
- Does the Oracle Calendar desktop client include embedded help?
- My online password has been changed. How do I reconcile my offline password with my new online password?

**What are the main differences between the Oracle Calendar desktop client, Oracle Connector for Outlook and the Oracle Calendar Web client?**

For a detailed comparison see [Which Oracle Calendar client should I use?](#)

**Can I schedule people who are not using Oracle Calendar for a meeting?**

Only Oracle Calendar users can be scheduled for meetings. However, you can send e-mail messages to external users who are not on your calendar network with an iCalendar or vCalendar attachment that contains the meeting information. See the Oracle Calendar desktop client online help for detailed instructions on how to do this.

**Can I schedule Oracle Web conferences using the Oracle Calendar desktop client?**

This release of the Oracle Calendar desktop client does not support scheduling or joining Web conferences. However, you can use the Oracle Calendar Web client or Oracle Connector for Outlook to schedule Web conferences.

**Can I assign a task to another Calendar user?**

At the present time, Oracle Calendar does not support assigning tasks to other users.

**Can I prevent certain users from inviting me to entries?**

Yes, you can specify that certain users cannot invite you to meetings, daily notes and day events. The **Managing your access rights** section of the Oracle Calendar desktop client online help provides instructions on how to do this.

**Can I prevent users from sending me e-mail notifications when they invite me to entries?**

You can set your scheduling preferences so that your name will not be included in the default list of attendees receiving e-mail notification. However, users can bypass this by entering your name in the distribution list.

**What is the maximum size allowed for Oracle Calendar meeting and task attachments?**

The maximum size for meeting and task attachments is determined by the calendar system administrator.

**What is the maximum number of occurrences allowed for repeating meetings, daily notes, or day events?**

The maximum number of occurrences allowed for repeating entries is determined by the calendar system administrator.

**Can I modify one occurrence of a repeating entry or do modifications apply to all occurrences of a repeating entry?**

You can choose to modify one occurrence or you can modify all occurrences of a repeating entry. However, some fields cannot be modified on a per-occurrence basis. They are as follows:

- Description
- Importance level
- Access level
- Attachment

Any modifications you make to the above fields will automatically apply to all occurrences of the repeating entry.

**Can I prevent the In-tray from appearing every time I open my Agenda?**

Yes, you can choose to not display the In-tray when you open your Agenda. See the **Setting general preferences** section of the Oracle Calendar desktop client online help for instructions.

**Can I open the Oracle Calendar desktop client without having to sign in each time?**

Yes, you can enable the automatic sign-in feature which enables you to launch Oracle Calendar without having to manually sign in each time. The Oracle Calendar desktop client online help describes how to enable automatic sign-in.

**Why can't I delete certain Agenda entries from my calendar?**

You cannot delete Agenda entries that you do not own. You can, however, set your preferences to hide entries that you have declined. See the Oracle Calendar desktop client online help for information on setting your Agenda preferences.

**How do I know if meetings exist outside the range of displayed hours in my Agenda?**

The following arrows appear on the extreme left of your Date Control Bar as well as on the day when there are meetings outside the range:

- No arrows: All meetings fall within the time period that is currently visible on-screen.
- Upward arrow [More Above]: There are meetings earlier in the time period that are not currently visible on-screen.
- Downward arrow [More Below]: There are meetings later in the time period that are not currently visible on-screen.
- Upward and downward arrow [More Above & Below]: There are meetings earlier and later in the time period that are not currently visible on-screen.

**Does the Oracle Calendar desktop client include embedded help?**

The Oracle Calendar desktop client for Windows includes embedded help that describes the functions that can be performed from each dialog box. By default, embedded help is disabled. You can set your Agenda preferences to enable it.

**My online password has been changed. How do I reconcile my offline password with my new online password?**

You can log in to your offline Agenda and change your offline password to match your online password. Or, you can use the Password Reconciliation dialog box to replace your offline password with your online password. The Password Reconciliation dialog box opens when you try to download information from your online Agenda to your offline Agenda.

## Troubleshooting

- [Why does the "Server unavailable" error message appear?](#)
- [What is a MIME-encoded attachment?](#)
- [Why do I receive scrambled text or no output when I print from the Oracle Calendar desktop client? \(Linux and Solaris only\)](#)

**Why does the "Server unavailable" error message appear?**

The Oracle Calendar desktop client requires a persistent connection to the network when working online. If the connection is lost, the "Server unavailable" message will appear and the application will close. To resolve this issue, you must maintain a persistent network connection when working online.

**Why do I have problems connecting to the server?**

Each of the following may result in problems connecting to the server:

- The server is down.
- The password you entered is wrong.
- Your authentication mechanism isn't ready. (See your calendar administrator for more information.)
- You didn't specify a server connection using the Connection Manager. (See the **Managing server connections** section of the online help.)
- You aren't on the node specified when setting your server connection. (See the **Managing server connections** section of the online help.)

**What is a MIME-encoded attachment?**

If a user creates a calendar entry using Oracle Connector for Outlook and attaches multiple files to the entry, a file named `Mime-Encoded-Attachment.txt` is attached to the entry in the Oracle Calendar desktop client instead of the files that

were attached by the entry owner because currently, the desktop client supports only one attachment per entry. You can, however, view the files without any problems if you open the entry in Oracle Connector for Outlook.

**Why do I receive scrambled text or no output when I print from the Oracle Calendar desktop client? (Linux and Solaris only)**

The Linux client only supports postscript-compatible printers. The printer you use must be configured to interpret data in postscript format. Some printer setups interpret data as a text file, and then wrap the file in a postscript header. The result is several pages of printed postscript source code. As a workaround, you can print to file, and then use a postscript viewer to view and print the .ps file. Contact your calendar administrator for more information.

**See also:**

[Welcome to the Oracle Calendar Resource Kit](#)

[Oracle Connector for Outlook](#)

[Oracle Calendar Web Client](#)

[Oracle Calendar Synchronization Tools](#)

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# Oracle Calendar Synchronization Tools

- [Oracle Calendar Sync](#)
- [Oracle Sync Server](#)

## Oracle Calendar Sync

Oracle Calendar Sync synchronizes Oracle Calendar data with PDA devices using either Palm OS for Windows and Macintosh, or Windows CE. This enables you to download meetings, contacts, daily notes, day events, holidays and tasks to your handheld, and updates can be uploaded back to Oracle Calendar through the device's synchronization process. This takes Personal Digital Assistant functionality one step further, allowing direct synchronization with the data on the server rather than the data on the desktop.

Oracle Calendar Sync replaces the desktop application with a conduit directly linked to the calendar store. Oracle Calendar Sync's Preferences menu enables you to customize the amount of information that is synchronized, as well as download attendee lists and meeting details.

- [Installation instructions for Oracle Calendar Sync for Palm \(Windows\)](#)
  - [System requirements](#)
  - [Installing Oracle Calendar Sync for Palm \(Windows\)](#)
- [Installation instructions for Oracle Calendar Sync for Palm \(Macintosh\)](#)
  - [System requirements](#)
  - [Preparing to install over previous versions](#)
  - [Installing Oracle Calendar Sync for Palm \(Macintosh\)](#)
- [Installation instructions for Oracle Calendar Sync for Pocket PC \(Windows\)](#)

- [System requirements](#)
- [Installing Oracle Calendar Sync for Pocket PC \(Windows\)](#)
- [Frequently asked questions](#)
- [Troubleshooting](#)
  - [Oracle Calendar Sync for Palm \(Windows\)](#)
  - [Oracle Calendar Sync for Pocket PC \(Windows\)](#)
  - [Oracle Calendar Sync for Palm \(Macintosh\)](#)

## Installation instructions for Oracle Calendar Sync for Palm (Windows)

### System requirements

**Table 5–1 System requirements for Oracle Calendar Sync for Palm (Windows)**

Requirement	Value
Operating System	<ul style="list-style-type: none"> <li>■ Windows 98</li> <li>■ Windows 2000</li> <li>■ Windows ME</li> <li>■ Windows XP</li> <li>■ Windows NT 4.0</li> </ul>
Disk Space	75 MB
RAM	64 MB
Calendar server	Oracle Calendar server 5.4 or later
Palm Desktop	Palm Desktop 3.1 to 4.1
Devices	<ul style="list-style-type: none"> <li>■ Palm m100, m500, m505, III, IIIx, V, Vx, Tungsten T, W</li> <li>■ Handspring Visor</li> </ul> <p>NOTE: Must be running Palm OS 3.5 to 5.0</p>

### Installing Oracle Calendar Sync for Palm (Windows)

If you have a previous version of Calendar Sync (CorporateSync) installed, Oracle Corporation recommends that you perform a synchronization before you install Calendar Sync for Palm for Windows.

1. Make sure HotSync is installed on your machine.

2. Run the `.exe` setup program provided with the distribution package and follow the on-screen InstallShield instructions.
3. Choose an installation type. If you choose Custom, there is no difference between "This feature will be installed on local hard drive" and "This feature, and all subfeatures, will be installed on local hard drive". Select the conduits you want to install.
4. Enter your user information, including user name, password, calendar server and node ID.
5. Follow the rest of the on-screen instructions to complete the installation.
6. Make sure your device is in its cradle, then perform a synchronization. The first time you do this after installation, a full synchronization will take place.

## Installation instructions for Oracle Calendar Sync for Palm (Macintosh)

### System requirements

**Table 5–2** System requirements for Oracle Calendar Sync for Palm (Macintosh)

Requirement	Value
Operating Systems	Macintosh OS 9 or Mac OS X to 10.2.6
RAM	Minimum of 8 MB (64 MB recommended)
Calendar server	Oracle Calendar server 5.4 or later
Palm	Palm Desktop version 4
Devices	Any Palm-compatible device running Palm OS 3.3 to 3.5x, Palm OS 4 or Palm OS 5

### Preparing to install over previous versions

If you already have Sync software installed on your computer and you have data stored in Palm Desktop, perform a HotSync.

If you have a Beta version of Oracle Calendar Sync installed, or if you have version 2.1.4 or earlier of Oracle Corporate Sync installed, you must do the following before installing Calendar Sync for Palm for Macintosh, in order to protect your data.

1. Remove the Oracle Calendar Sync application (also known as CS Setup) from your Palm organizer.

2. Purge all items from your Date Book, To Do List and Address Book. If you do not do this, duplicates of the items will be created when you perform your first HotSync after installing Oracle Calendar Sync. Keep in mind the following when purging data:
  - Make sure that "Save archive copy on PC" is selected.
  - "To Do" items that have not been marked as completed will have to be manually deleted.
  - To delete the majority of, or all, Date Book events, advance the date on your organizer by several years, then do your purge. For example, change your organizer's date to 2015, then purge all events "older than 1 week" to delete all events from the past up until the year 2015.

### Installing Oracle Calendar Sync for Palm (Macintosh)

1. Double-click the file `cal_syncpalm_macOS9_904.hqx` (`cal_syncpalm_macOSX_904.hqx` if you are using OS X). This creates the Oracle Calendar Sync installer.
2. Double-click Oracle Calendar Sync Install. The installer checks for existing Sync files and installs the program. Depending on your setup, this may take several minutes. Some error messages may be generated and saved to the install log; you can ignore these messages.
3. Copy Oracle Calendar Sync.prc from

`/Applications/Palm/Add-on/`

to:

`/Users/{user}/Documents/Palm/Users/{user}/Files to Install/`

where "`{user}`" is the name of the relevant Mac user.

If you have only just recently installed Palm Desktop and the "Files to Install" folder doesn't exist, just create this folder manually.

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**Note:** The installer will move the Datebook , ToDo and Address conduits to a folder entitled Disabled Conduits.

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4. Turn on the Palm organizer and place it in its cradle.
5. Press the HotSync button on the front of the Palm organizer cradle. The Oracle Calendar Sync application will be installed on your Palm organizer.

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**Note:** You may get error messages in the HotSync log saying that Oracle Calendar Sync cannot be located. Ignore these messages.

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6. If the HotSync Manager is running, the installer will ask if you wish to close it. Click **Yes** to exit the HotSync Manager.
7. Click the HotSync icon in your HotSync folder and select **HotSync Manager**.
8. From the HotSync menu, choose **Conduit Settings**. A list of synchronizable items appears. Choose how you want Oracle Calendar Events, Tasks and Addresses to be synchronized by double-clicking each item. A dialog box appears with the following choices:
  - **Synchronize the files:** Synchronizes all information that exists on both your Palm organizer and in Oracle Calendar.
  - **Macintosh overwrites hand-held:** Information in your Oracle Calendar Agenda overwrites Events, Tasks or Addresses on your Palm organizer.
  - **Do Nothing:** The specified Entry type is not synchronized.
9. Select a user name from the top of the Conduit Settings dialog box. If there is only one user name, it will be selected automatically.
10. Open Oracle Calendar Sync on your Palm organizer and enter your Calendar User Name, Password, Server and Node. If you do not know this information, ask your Network Administrator.

Oracle Calendar Sync is now installed but no Entry information has been synchronized.

## Installation instructions for Oracle Calendar Sync for Pocket PC (Windows)

### System requirements

**Table 5–3** System requirements for Oracle Calendar Sync for Pocket PC (Windows)

Requirement	Value
Operating Systems	<ul style="list-style-type: none"><li>Windows 98</li><li>Windows 2000</li><li>Windows ME</li><li>Windows XP</li><li>Windows NT 4.0</li></ul>
Disk Space	75 MB
RAM	64 MB
Calendar server	Oracle Calendar server 5.4 or later
Pocket PC	Pocket PC (Windows CE 3.0) with MIPS, SH3, ARM or XScale processor
ActiveSync	3.0 to 3.6, as appropriate for your device
Devices	<ul style="list-style-type: none"><li>HPC 2000</li><li>Compaq iPAQ</li><li>HP Jornada 500 series</li><li>HP Jornada 700 series</li><li>Handheld PC</li><li>Pocket PC 2002</li><li>HP iPAQ H1910</li></ul> <p>If you are running an older version of Microsoft ActiveSync, check your manufacturer's site for updates.</p>

### Installing Oracle Calendar Sync for Pocket PC (Windows)

If you have a previous version of Calendar Sync (CorporateSync) installed, it is recommended that you perform a synchronization before you install Calendar Sync 9.0.4 for Pocket PC.

1. Make sure ActiveSync is installed on your machine.

2. Run the .exe setup program provided with the distribution package and follow the on-screen InstallShield instructions.
3. Choose an installation type. If you choose **Custom**, there is no difference between "This feature will be installed on local hard drive" and "This feature, and all subfeatures, will be installed on local hard drive". Select the conduits you want to install.
4. Make sure you install Oracle Calendar Sync Helper files when prompted by the application. Your device must be connected to install these files. If not, you can connect a later time and click **Start > Programs > Oracle Calendar Sync for Pocket PC > Install Device Files**.
5. Enter your user information, including user name, password, calendar server and node ID.
6. Follow the rest of the on-screen instructions to complete the installation.
7. Remove your device from its cradle.
8. If you are upgrading from a previous version, Select File | Delete Partnership.
9. Return your device to the cradle. The ActiveSync Partnership Wizard starts.
10. Follow the on-screen instructions to create a new ActiveSync Partnership. Select Oracle Calendar as your plug-in for Calendar, Tasks and Contacts.
11. Open Microsoft ActiveSync if it does not open automatically.
12. Click Sync if synchronization is not automatically initiated. The first time you synchronize, a full synchronization will occur.

## Frequently asked questions

- [Does Oracle Calendar Sync use Oracle Sync Server?](#)
- [What data can I synchronize with Oracle Calendar Sync?](#)
- [Is conflict resolution performed when events are modified on both my PDA and the calendar server? \(Windows only\)](#)
- [After installing Oracle Calendar Sync, there are symbols \(+, -, ?, \\*\) next to my calendar entries on my PDA. What do these symbols represent?](#)
- [How do I select the conduits with which to synchronize using Oracle Calendar Sync for Palm \(Windows\)?](#)
- [Why are events rescheduled in my PDA after I synchronize?](#)

- [Can I synchronize my offline agenda with Oracle Calendar Sync? \(Windows only\)](#)
- [When should a full synchronization be performed? \(Windows only\)](#)
- [Can I keep my mobile device synchronized with two desktop computers?](#)
- [Can I view a full report on my synchronization? \(Windows only\)](#)

#### **Does Oracle Calendar Sync use Oracle Sync Server?**

No. Although they both use the same synchronization engine, Oracle Calendar Sync and Oracle Sync Server are two separate components serving two different purposes.

Oracle Calendar Sync replaces your PDA device's sync conduits. Using your PDA desktop software, you can now synchronize your PDA with the data on the Calendar Server.

Oracle Sync Server uses the SyncML standard to synchronize calendar information between Oracle Calendar server and other SyncML-compliant clients/servers/devices over any HTTP connection (physical connection or wireless). This removes any dependency on additional components, allowing full synchronization wherever an HTTP connection is available.

#### **What data can I synchronize with Oracle Calendar Sync?**

You can use Oracle Calendar Sync to synchronize:

- Meetings (including location, attendee list, attendee status and details)
- Daily Notes (including location, attendee list, attendee status and details)
- Day Events (including location, attendee list, attendee status and details)
- Tasks (including details)
- Contacts
- Holidays

#### **Is conflict resolution performed when events are modified on both my PDA and the calendar server? (Windows only)**

Yes, you can set rules to resolve conflicts when synchronizing items you own that have been modified on both the calendar server and your PDA. You can either replace the calendar server item with the PDA item, or replace the PDA item with the calendar server item.

The exception to this is if an attendee is added or removed from the list on the calendar server. Oracle Calendar Sync will always retain those changes during synchronization. If you have enabled the Add Attendee Names to Notes feature, Oracle Calendar Sync will update the list of attendees in the **Notes** section of your event accordingly.

In addition, unlike many synchronization solutions, Oracle's synchronization solution uses intelligent conflict resolution, determining who owns the event, and who is permitted to modify it. This means that you cannot delete or modify events that you do not own. If you modify one of these events in your PDA, it will be returned to its original state once you synchronize with the Calendar Server.

### **After installing Oracle Calendar Sync, there are symbols (+, -, ?, \*) next to my calendar entries on my PDA. What do these symbols represent?**

The symbols indicate ownership as well as attendance status. The list below provides an explanation of the symbols

- [+] - An event you own and are attending
- [-] - An event you own but are not attending
- [?] - An event you own but for which you have not yet confirmed your attendance status
- [\*+] - An event you do not own and are attending
- [\*-] - An event you do not own and are not attending
- [\*?] - An event you do not own and for which you have not yet confirmed your attendance status

### **How do I select the conduits with which to synchronize using Oracle Calendar Sync for Palm (Windows)?**

If you want to choose which conduits you want to synchronize with Oracle Calendar Sync, you must perform a Custom installation of Oracle Calendar Sync.

If you need to re-install Oracle Calendar Sync so that you can select the Custom installation option, do the following:

1. Uninstall Oracle Calendar Sync for Palm (Windows).
  - Double-click **Add/Remove Programs** from the Windows Control Panel.
  - Choose **Oracle Calendar Sync 9.0.4 for Palm** and click **Add/Remove**.

2. Follow the installation instructions in [Installing Oracle Calendar Sync for Palm \(Windows\)](#) and select **Custom** as the installation type. You can then choose which conduits you want to install.

**Why are events rescheduled in my PDA after I synchronize?**

The time zones on your PDA and Oracle Calendar client must correspond.

**Can I synchronize my offline agenda with Oracle Calendar Sync? (Windows only)**

No, Oracle Calendar Sync is strictly available for online synchronization – you must have a network connection to the Oracle Calendar server in order to synchronize.

**When should a full synchronization be performed? (Windows only)**

A full synchronization should be performed under the following circumstances:

- You have deleted old data (before your specified date range) on your device to free up space and you **do not** want Oracle Calendar Sync to purge that data from the Calendar server during synchronization.
- You have deleted current data (within your specified date range) on your device accidentally and you **do** want Oracle Calendar Sync to restore that data on your device during synchronization.
- If you are planning on using Oracle Calendar Sync with more than one desktop computer, it is important to perform a Full Synchronization on the originating desktop computer before synchronizing with another desktop. In addition, your first synchronization on the other desktop should be a Full Synchronization.

**Can I keep my mobile device synchronized with two desktop computers?**

If you want to synchronize with two desktop computer, make sure you perform a Full Synchronization of all your data types when you switch from one machine to another. For example, you have a mobile device which you want to keep synchronized with Computer A, your workstation, and Computer B, your home computer. You perform a Full Synchronization of your mobile device with Computer A once, and then work normally. At home that night, you perform a Full Synchronization of your mobile device with Computer B once, and then work normally. When you return to Computer A the next day, you perform a Full Synchronization once, and then work normally.

**Can I view a full report on my synchronization? (Windows only)****Oracle Calendar Sync for Palm (Windows):**

Choose **Start > Programs > Oracle Calendar Sync for Palm > View Log**. Oracle Calendar Sync for Palm archives the last five (5) logs for each Entry type.

**Oracle Calendar Sync for Pocket PC:**

Choose **Start > Programs > Oracle Calendar Sync for Pocket PC > View Log**. Oracle Calendar Sync for Palm archives the last five (5) logs for each Entry type.

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**NOTE:** Synchronization logs provide a full status report on every entry processed during synchronization, while message logs report any warnings or errors that may have occurred. A successful synchronization will produce a blank message log and a checkmark next to every entry in the Synchronization log.

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## Troubleshooting

**Oracle Calendar Sync for Palm (Windows)**

- [When trying to install Oracle Calendar Sync the installer returns the following message: "You must install Palm Desktop prior to installing this application".](#)
- [I just installed Oracle Calendar Sync for Palm. Why can't I synchronize Palm Desktop with my Palm device?](#)
- [Why can't I establish a connection between my mobile device and the calendar server?](#)
- [Why is it taking so long to perform a synchronization?](#)
- [Why are some Palm items not displayed in my Oracle Calendar client after synchronization?](#)
- [Why are some entries not displayed on my Palm after synchronization?](#)
- [After synchronizing, why are untitled meetings created with my Palm not visible in Oracle Calendar?](#)
- [Why is my Palm device not able to establish a connection with my computer?](#)

**When trying to install Oracle Calendar Sync the installer returns the following message: "You must install Palm Desktop prior to installing this application".** The Oracle Calendar installer cannot find Palm Desktop on your desktop computer, possibly because Palm Desktop was not installed, or an unsupported version of Palm Desktop was installed. You must install Palm Desktop prior to installing Oracle Calendar Sync.

Reinstall Palm Desktop or revert to a supported version of Palm Desktop. Note that Oracle Calendar Sync supports Palm Desktop 3.1 to 4.1.

### **I just installed Oracle Calendar Sync for Palm. Why can't I synchronize Palm Desktop with my Palm device?**

Oracle Calendar Sync software replaces Palm conduits with Oracle Calendar conduits. Palm **Address**, **Date Book** and **To Do** conduits are replaced with Oracle Calendar Address Book, Oracle Calendar Events, and Oracle Calendar Tasks. As a result, only Oracle Calendar entries can be synchronized with your Palm device.

### **Why can't I establish a connection between my mobile device and the calendar server?**

- Make sure your mobile device is properly placed in its cradle, and that the cradle is connected to your computer.
- If you are connecting through a port, make sure no other programs are using the same port as your mobile device.
- Close the HotSync Manager and then open it again.
- Make sure that you are using the right HotSync option in the HotSync application (Network vs. Modem Sync).
- Consult the documentation included with HotSync.

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**NOTE:** The calendar server may temporarily be down or not running properly.

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### **Why is it taking so long to perform a synchronization?**

- If you are performing a Full Synchronization, the process will take longer than normal. See the Performing a Full Synchronization for a Conduit section in the Oracle Calendar Sync for Palm (Windows) online help for more information.
- Narrow the date range and the size of details included during synchronization.

- Select **Delete entries outside of sync range** from device to help reduce the time needed for synchronization.

#### **Why are some Palm items not displayed in my Oracle Calendar client after synchronization?**

- Because Oracle Calendar Sync for Palm synchronizes your data with the calendar server, you may have to refresh your desktop calendaring application (Oracle Calendar desktop client or Oracle Connector for Outlook) or refresh the Web page you are viewing (in Oracle Calendar Web client) to view the changes.
- Make sure you own the entry. If you do not own the entry and attempt to modify it, Oracle Calendar Sync for Palm will discard your modifications during synchronization.
- Make sure you are running Oracle Calendar desktop client in online mode. If you are offline, you will not be able to view the changes to your calendar until you reconcile your offline calendar with the calendar server.
- Make sure you have not already changed the mobile device entry on the calendar server, and that you have not given priority to the calendar server when resolving entries that have been modified in both locations (see the Setting Synchronization Rules section of the Oracle Calendar Sync for Palm (Windows) online help for more information).

#### **Why are some entries not displayed on my Palm after synchronization?**

- Make sure the entries in question are within the date range you specified.
- Make sure your mobile device and cradle are properly connected.

#### **After synchronizing, why are untitled meetings created with my Palm not visible in Oracle Calendar?**

It is a known limitation that either a Note, or Location must be specified to create an untitled meeting. Otherwise, the untitled meeting will not be created.

#### **Why is my Palm device not able to establish a connection with my computer?**

It is possible that Oracle Calendar Sync cannot establish a connection with your computer due to a disconnected serial cable, or an unavailable serial port. Verify that the serial cable leading from your cradle is properly connected to a serial port on your computer.

### Oracle Calendar Sync for Pocket PC (Windows)

- When trying to install Oracle Calendar Sync the installer returns the following message: "You must install ActiveSync prior to installing this application".
- Why can't I establish a connection between my mobile device and the calendar server?
- Why is it taking so long to perform a synchronization?
- Why are some Pocket PC items not displayed in my Oracle Calendar client after synchronization?
- Why are some entries not displayed on my Pocket PC after synchronization?
- After synchronizing, why are untitled meetings created with my Pocket PC not visible in Oracle Calendar?
- Why is my Pocket PC not able to establish a connection with my computer?

**When trying to install Oracle Calendar Sync the installer returns the following message: "You must install ActiveSync prior to installing this application".**

The Oracle Calendar installer cannot find ActiveSync on your desktop computer, possibly because ActiveSync was not installed, or an unsupported version of ActiveSync was installed. You must install ActiveSync prior to installing Oracle Calendar Sync.

Reinstall ActiveSync or revert to a supported version of ActiveSync. Note that Oracle Calendar Sync supports ActiveSync 3.0 to 3.6.

### **Why can't I establish a connection between my mobile device and the calendar server?**

- Make sure your mobile device is properly placed in its cradle, and that the cradle is connected to your computer.
- If you are connecting through a port, make sure no other programs are using the same port as your mobile device.
- Consult the documentation included with ActiveSync.

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**NOTE:** The calendar server may temporarily be down or not running properly.

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**Why is it taking so long to perform a synchronization?**

- If you are performing a Full Synchronization, the process will take longer than normal. See Performing a Full Synchronization for a Plug-in section in the Oracle Calendar Sync for Pocket PC online help for more information.
- Narrow the date range and the size of details included during synchronization.
- Select **Delete entries outside of sync range** from device to help reduce the time needed for synchronization.

**Why are some Pocket PC items not displayed in my Oracle Calendar client after synchronization?**

- Because Oracle Calendar Sync for Pocket PC synchronizes your data with the calendar server, you may have to refresh your desktop calendaring application (Oracle Calendar desktop client or Oracle Connector for Outlook) or refresh the Web page you are viewing (in Oracle Calendar Web client) to view the changes.
- Make sure you own the entry. If you do not own the entry and attempt to modify it, Oracle Calendar Sync for Pocket PC will discard your modifications during synchronization.
- Make sure you are running Oracle Calendar desktop client in on-line mode. If you are off-line, you will not be able to view the changes to your calendar until you reconcile your off-line calendar with the calendar server.
- Make sure you have not already changed the mobile device entry on the calendar server, and that you have not given priority to the calendar server when resolving entries that have been modified in both locations (see the Setting Synchronization Rules section in the Oracle Calendar Sync for Pocket PC online help for more information).

**Why are some entries not displayed on my Pocket PC after synchronization?**

- Make sure the Entries in question are within the date range you specified.
- Make sure your mobile device and cradle are properly connected.

**After synchronizing, why are untitled meetings created with my Pocket PC not visible in Oracle Calendar?**

It is a known limitation that either a Note, or Location must be specified to create an untitled meeting. Otherwise, the untitled meeting will not be created.

**Why is my Pocket PC not able to establish a connection with my computer?**

It is possible that Oracle Calendar Sync cannot establish a connection with your computer due to a disconnected serial cable, or an unavailable serial port. Verify that the serial cable leading from your cradle is properly connected to a serial port on your computer.

**Oracle Calendar Sync for Palm (Macintosh)**

- [Why do I have problems connecting to the server?](#)
- [What do I do if the synchronization is taking too long?](#)
- [Why are some Palm items not displayed in my Oracle Calendar client after synchronization?](#)
- [Why are some entries not displayed on my Palm after synchronization?](#)
- [Why can't I synchronize my Address Book with Oracle Calendar Sync?](#)
- [I changed a timed event into an untimed event \(or vice versa\) in my Palm but the change was lost when I performed a HotSync. What should I do?](#)
- [Why does only the first instance of a repeating entry get synchronized?](#)
- [What happens to an entry that has been modified in both the calendar application and the Palm when I perform a HotSync?](#)

**Why do I have problems connecting to the server?**

- Make sure your Palm is properly placed in its cradle, and that the cradle is connected to your computer.
- Make sure your computer's HotSync Manager is on.
- Close all HotSync windows on your computer (e.g. HotSync Log, Custom menu).
- Open Oracle Calendar Sync on your Palm and verify the accuracy of your user name, password, server and node settings.
- Verify the Port settings using the Setup dialog box (opened from HotSync manager). Make sure no other programs are using the same Port as HotSync.
- Close the HotSync Manager and then open it again.
- Consult the documentation included with HotSync.

**What do I do if the synchronization is taking too long?**

Narrow the date range and the size of details included during synchronization.

**Why are some Palm items not displayed in my Oracle Calendar client after synchronization?**

- Check if the desktop application was open while you performed your synchronization. If it was, close it and redo the synchronization.
- Because Calendar Sync synchronizes your data with the calendar server, you may have to refresh your desktop calendaring application (Oracle Calendar desktop client) or refresh the Web page you are viewing (in Oracle Calendar Web client) to view the changes.

**Why are some entries not displayed on my Palm after synchronization?**

- Make sure the Entries in question are within the date range you specified.
- Make sure your Palm and cradle are properly connected.

**Why can't I synchronize my Address Book with Oracle Calendar Sync?**

Each of the following may be the cause of this problem:

- The Palm Address Book name does not correspond to the name under which you are logged in. To change the Palm Address Book name:
  - Tap the **Oracle Calendar** application icon on your Palm device.
  - Tap the down arrow located at the top right hand corner.
  - Select the **Addresses** option.
  - Enter the name of your Oracle Calendar Address Book.
- The Oracle Calendar client is running while attempting to synchronize.
- The Palm User field may be incorrectly specified as the short name (i.e.: JOHNS) rather than the full name (i.e.: John Smith).

**I changed a timed event into an untimed event (or vice versa) in my Palm but the change was lost when I performed a HotSync. What should I do?**

The calendar application does not support this kind of change. You must delete the event and then create a new one for the calendar application to recognize it after the next HotSync.

**Why does only the first instance of a repeating entry get synchronized?**

This is a limitation in this release of Oracle Calendar Sync for Palm (Macintosh).

**What happens to an entry that has been modified in both the calendar application and the Palm when I perform a HotSync?**

When a HotSync is done and the Custom menu setting for the calendar application is "Synchronize the files", the entry is duplicated (for more information about the duplication, open the HotSync Log). Simply delete the unwanted entry (either on your Palm or in the calendar application) and HotSync again.

## Oracle Sync Server

Oracle Sync Server takes advantage of the SyncML protocol to deliver true remote synchronization of data with a wide range of SyncML-enabled devices. This alternative to the Desktop-to-PDA synchronization allows you the freedom to be anywhere while having the most up-to-the-second information.

Oracle Sync Server offers direct two-way synchronization with Oracle Calendar server over any standard Hypertext Transfer Protocol (HTTP) connection. This means that you have access to the calendar infrastructure from a variety of SyncML-compliant devices with Internet access. With Oracle Sync Server you are no longer tied to your desktop for synchronization.

- [Supported devices](#)
- [General considerations for all devices](#)
- [Device-specific considerations](#)

## Supported devices

The following SyncML-compliant devices are supported for use with Oracle Sync Server:

- Nokia 3650
- Nokia 6800
- Nokia 7250
- Nokia 7650
- Nokia 92xx
- Ericsson R520m

- Ericsson T39
- Ericsson T68
- Sony Ericsson T68i
- Sony Ericsson P800
- Siemens S55

## General considerations for all devices

This section describes common configuration issues for devices used with Oracle Sync Server. Please check the [Device-specific considerations](#) section for other behaviors you should be aware of.

### Setup

Before you try to synchronize your device with Oracle Sync Server, make sure that you have:

- **The necessary software to connect to a SyncML server:** Your device may already include SyncML software, or you may have to install it from the manufacture's CD or by downloading it from the Internet. For example, on the Nokia 3650, 7650 and 92xx, you need to download and install an appropriate version of the software, "Remote Sync."
- **An appropriate network connection set up on your device:** Depending on your organization, you may be able to connect to the Sync Server through, for example, a GPRS Internet connection, or you may have to dial in to a corporate intranet behind a firewall. You may need to configure your SyncML software to use the right connection.
- **Your sign-in information:** You will need your Calendar user name, password and Sync Server URL and port number. You must configure your device's SyncML software with this information in order to sign in to your account.

For details on making the preceding configuration changes, see the documentation included with your device.

### Data range

Events and tasks that are outside of the server-defined data range (generally 7 days in the past to 30 days ahead), will not be sent to the device. Accordingly, any events or tasks outside of this range that are synchronized **to the server** by the device will be archived on the server and deleted from the device.

## Alarms

Alarm settings on mobile devices are preserved. If you change an existing event's reminder settings on the server, the modification does not get propagated to your device the next time you synchronize, and vice versa.

## Class mapping

Devices that do not support the vCalendar or iCalendar CLASS property value of "CONFIDENTIAL" are supported as best as possible. For example, CONFIDENTIAL will be mapped to PRIVATE when an event is sent to a device that lacks this support, such as with Nokia, Ericsson and Sony Ericsson products. Also, CONFIDENTIAL events will remain confidential on the calendar server even when a device attempts to change them to PRIVATE.

## Long summary and description support

Ericsson, Sony Ericsson, Nokia 9210 and 9290 devices now support 160 character event and task titles. Ericsson and Sony Ericsson devices also support LOCATION and DESCRIPTION properties for events and, in the case of the T68i, tasks. There is a 32-character limit on the LOCATION field of all tested Ericsson and Sony Ericsson phones.

## Working with tasks and events

Some devices allow you to separately specify whether or not you want to synchronize events and tasks. For example, to synchronize tasks and events on the Sony Ericsson T68i, Choose **8 - Connect > 4 - Synchronization > 3 - Options > 1 - Remote Settings > 2 - Applications > 2 - Calendar**, then enter the following URIs:

```
./Calendar/Events  
./Calendar/Tasks
```

Devices that do not allow you to synchronize events and tasks separately only have one Calendar URL field, in which you simply enter:

```
./Calendar
```

The next time you synchronize with the server, both tasks and events will be synchronized. If you leave the field blank, neither tasks nor events will be synchronized.

The Ericsson, R520m, T39 and T68 do not support task synchronization; for these devices, you must enter

```
./Calendar/Events
```

Events will be synchronized, but tasks will not.

### Travelling with your device across time zones

You must be very careful when travelling across time zones with your device.

You should not synchronize unless you change your device's time zone to match that of your account on the Calendar server, which only certain devices allow you to do.

If your device does not support time zone change, you should avoid synchronizing until you return. Alternatively, if you must synchronize, only do so if your account on the Calendar server remains set to the same time zone as your device. Some Calendar clients allow you to use a different time zone on a per-session basis, which can make it easier to understand your schedule in this circumstance, without altering your time zone setting on the server.

To check if your device supports time zone change, see [Device-specific considerations](#).

### Working with contact categories

Normally, to synchronize all contacts with the server, you enter `./contacts` into the appropriate URI field in your device. However, you can choose to only synchronize one category of contacts from the server. To do this, simply append the category name to the URI; for example:

```
./contacts/mycategory
```

Category names you enter on the device can only contain alphanumeric characters, and the characters `-_ . ! ~ * ( )`. Category names cannot contain spaces.

If you specify a category to be synchronized, keep in mind the following the next time you synchronize with the server:

- Any contacts you create on your device will be stored on the server using the specified category. For example, if `./contacts/business` is specified on the device, the new contact will be stored on the server in the category "business."
- The Calendar server can store multiple categories for a contact; these will be maintained even if you make changes to the contact on your device (for example, if you change the contact's telephone number). The server will store the new information while maintaining its list of categories for the contact.

- If you change the category to be synchronized, a full synchronization will occur. Also, any contacts previously synchronized between the device and the server that are **not** in the new category will be deleted from the device (but maintained on the server).

## Device-specific considerations

This section lists device-specific behaviors you should keep in mind when synchronizing with Oracle Sync Server. Please check the [General considerations for all devices](#) section for other behaviors you should be aware of.

### Nokia 3650

- **Time Zones:** This device does not allow you to change its time zone. If you are travelling across time zones, it is best to avoid synchronizing until you return. However, if you must synchronize, only do so if your account on the Calendar server remains set to the same time zone as your device.
- **Completed Tasks:** The "completed" property for tasks is not supported. Tasks marked as completed on the server cannot be marked as completed on the device.
- **Due Dates:** The Nokia 3650 always assigns a due date for tasks. When tasks with no due date on the server are synchronized to the device, they will be given the current date as the due date.
- **Task Priorities:** Task priorities are mapped between the device and server as follows:

Device	Server
High	1
Normal	2
Low	3-9, A-Z

- **Access Levels:** Changes to an entry's Access Level on the server are not synchronized to the device. However, a new entry's Access Level **will** be correctly synchronized from the server to the device the first time.
- **E-mail Address Mapping:** E-mail addresses synchronized from the server to the device get reversed; that is, E-mail address 1 becomes E-mail Address 2, and vice versa.

### Nokia 6800

- **Time Zones:** This device does not allow you to change its time zone. If you are travelling across time zones, it is best to avoid synchronizing until you return. However, if you must synchronize, only do so if your account on the Calendar server remains set to the same time zone as your device.
- **Contact Addresses:** Synchronization of contact addresses is not supported.

### Nokia 7250

- **Time Zones:** This device does not allow you to change its time zone. If you are travelling across time zones, it is best to avoid synchronizing until you return. However, if you must synchronize, only do so if your account on the Calendar server remains set to the same time zone as your device.
- **Contact Addresses:** Synchronization of contact addresses is not supported.

### Nokia 7650

- **Time Zones:** This device does not allow you to change its time zone. If you are travelling across time zones, it is best to avoid synchronizing until you return. However, if you must synchronize, only do so if your account on the Calendar server remains set to the same time zone as your device.
- **Completed Tasks:** The "completed" property for tasks is not supported. Tasks marked as completed on the server cannot be marked as completed on the device.

### Nokia 92xx

- **Time Zones:** This device does not allow you to change its time zone. If you are travelling across time zones, it is best to avoid synchronizing until you return. However, if you must synchronize, only do so if your account on the Calendar server remains set to the same time zone as your device.
- **Completed Tasks:** The "completed" property for tasks is not supported. Tasks marked as completed on the server cannot be marked as completed on the device.
- **Trouble synchronizing:** For the Nokia 92xx to synchronize with the Calendar server, the `keepalive` parameter in `httpd.conf` (or `Apache.conf`) must be set to `Off`.

- **Access Levels:** Changes to an entry's Access Level on the server are not synchronized to the device. However, a new entry's Access Level **will** be correctly synchronized from the server to the device the first time.
- **E-mail Address Mapping:** E-mail addresses synchronized from the server to the device get reversed; that is, E-mail address 1 becomes E-mail Address 2, and vice versa.

### Ericsson R520m, T39, T68, Sony Ericsson T68i

- **Time Zones:** When travelling, it is recommended that you set your device to the same time zone as your Calendar account before synchronizing.
- **Tasks:** The **R520m**, **T39**, and **T68** do not support task synchronization. On the **T68i**, the "completed" property for tasks is not supported. Tasks marked as completed on the server cannot be marked as completed on the **T68i**.
- **Missing Resource Names:** When the `attendeesindetails` parameter on the server is set to "short," resource names and statuses in event details are not synchronized to a device. This is because truncated resource names are not meaningful to users. Resources are only added to event details when `attendeesindetails` is set to `full`.
- **Attendee information:** The **r520m** has a limit of 150 characters in its event details field. Attendee information that exceeds 150 characters is not added to the details field. It is best to use the default server parameter of `attendeesindetails = short` with this phone.
- **Event Details:** You cannot modify event details on the **T39**, **T68** and **T68i**.
- **Missing Dash in Phone Number:** The device does not store formatted phone numbers. All non-numeric characters other than "#" are removed when phone numbers are stored on the device.
- **Missing or Modified E-mail Addresses:** The device can store one e-mail address for a contact, while the server can store two. If a contact's e-mail address is modified on the device and synchronized to the server, it is possible that the wrong address on the server will be updated. This is because there is no way at this time for the server to detect which address is supposed to be updated.
- **Missing Organization Field:** The device can store one organization field for a contact, while the server can store two. If a contact's organization field is modified on the device and synchronized to the server, the information in both server fields is discarded in favor of the field synchronized from the device.

- **Contact's Full Name Becomes a Last Name:** The correct way to enter contact names on the device is "Lastname, Firstname". Names entered on, or synchronized to, the device without a comma will be stored on the device as last names only.

### Sony Ericsson P800

- **Time Zones:** This device does not allow you to change its time zone. If you are travelling across time zones, it is best to avoid synchronizing until you return. However, if you must synchronize, only do so if your account on the Calendar server remains set to the same time zone as your device.
- **Missing Resource Names:** When the `attendeesindetails` parameter on the server is set to `short`, resource names and statuses in event details are not synchronized to the device. This is because truncated resource names are not meaningful to users. Resources are only added to event details when `attendeesindetails` is set to `full`.

### Siemens S55

- **Time Zones:** When travelling, it is recommended that you set your device to the same time zone as your Calendar account before synchronizing.
- **Memos:** Memos created on the Siemens S55 synchronize as Daily Notes on the server. Other phone devices synchronize Memos as Day Events.

### See also:

[Welcome to the Oracle Calendar Resource Kit](#)

[Oracle Connector for Outlook](#)

[Oracle Calendar Web Client](#)

[Oracle Calendar Desktop Client](#)

