



iPhone and Microsoft Exchange Server



Exchange ActiveSync support

- Microsoft Exchange Server 2003 Service Pack 2
- Microsoft Exchange Server 2007 Service Pack 1

Exchange ActiveSync security policies

- Remote wipe
- Enforce password on device
- Minimum password length
- Require alphanumeric password
- Require complex password
- Inactivity time in minutes

iPhone 2.0 software communicates directly with your Microsoft Exchange Server via Microsoft Exchange ActiveSync, giving users push email, contacts, and calendar. Exchange ActiveSync maintains a connection between Exchange Server and iPhone so when a new email message or meeting invitation arrives, iPhone is instantly updated. If your company currently supports Exchange ActiveSync on Exchange Server 2003 or 2007, you already have the necessary services in place to support iPhone 2.0 software—no additional configuration is required. If you have Exchange Server but your company is new to Exchange ActiveSync, review the following steps to enable Exchange ActiveSync.

Exchange ActiveSync Setup

Network configuration

- Check to ensure port 443 is open on the firewall. (Note: If your company allows Outlook Web Access, port 443 is most likely already open on your firewall.)
- On the Front-End Server, verify that a server certificate is installed and enable SSL for the Exchange ActiveSync virtual directory (require basic SSL authentication).
- On the Microsoft Internet Security and Acceleration (ISA) Server, verify that a server certificate is installed and update the public DNS to properly resolve incoming connections.
- On the ISA Server, create a Web listener as well as an Exchange Web client access publishing rule according to Microsoft documentation. This is a necessary step in enabling Exchange ActiveSync.
- For all firewalls and network appliances, set the Idle Session Timeout to 30 minutes (check your Microsoft Exchange documentation for alternative heartbeat and timeout intervals).

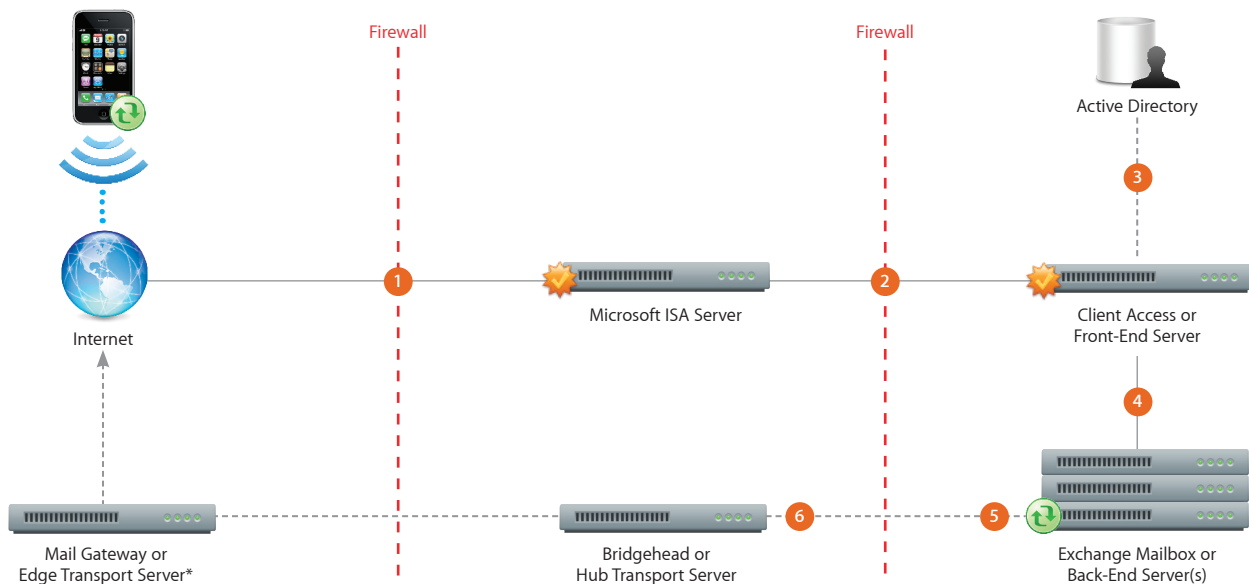
Exchange account setup

Exchange ActiveSync features are enabled by default for all mobile devices at the organizational level on Exchange Server 2003 and Exchange Server 2007.

- Enable Exchange ActiveSync for specific users/groups using the Active Directory service. (For Exchange Server 2007, this is done in the Exchange Management Console under Recipient Configuration.)
- Configure mobile features, policies, and device security settings using the Exchange System Manager. (For Exchange Server 2007, these features and settings are configured in the Exchange Management Console.)
- If you are on Exchange Server 2003, download and install the Microsoft Exchange ActiveSync Mobile Administration Web Tool, which is necessary for remote wipe. (For Exchange Server 2007, remote wipe can be initiated from Outlook Web Access or the Exchange Management Console.)

Exchange ActiveSync Deployment Scenario

This example shows how iPhone connects to a typical Microsoft Exchange Server 2003 or 2007 deployment.



*Depending on your network configuration, the Mail Gateway or Edge Transport Server may reside within the perimeter network (DMZ).

- 1 iPhone requests access to Exchange ActiveSync services over port 443 (HTTPS). (This is the same port used for Outlook Web Access and other secure web services, so in many deployments this port is already open and configured to allow SSL encrypted HTTPS traffic.)
- 2 ISA provides access to the Exchange Front-End, or Client Access Server. ISA is configured as a proxy, or in many cases a reverse proxy, to route traffic to the Exchange Server.
- 3 Exchange Server authenticates the incoming user via the Active Directory service.
- 4 If the user provides the proper credentials and has access to Exchange ActiveSync services, the Front-End Server establishes a connection to the appropriate mailbox on the Back-End Server (via the Active Directory Global Catalog).
- 5 The Exchange ActiveSync connection is established. Updates/changes are pushed to iPhone over the air, and any changes made on iPhone are reflected on the Exchange Server.
- 6 Sent mail items on iPhone are also synchronized with the Exchange Server via Exchange ActiveSync (step 5). To route outbound email to external recipients, mail is typically sent through a Bridgehead (or Hub Transport) Server to an external Mail Gateway (or Edge Transport Server) via SMTP. Depending on your network configuration, the external Mail Gateway or Edge Transport Server could reside within the perimeter network or outside the firewall.