

Manage CE™

Version 1

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Introduction

Overview of Manage CE

Manage CE allows an administrator to add, modify, or delete database tables, applications, graphics and/or other files on remote CE handhelds. With Manage CE, it is possible to initialize a handheld, set up a system on a handheld, make significant changes to its structure, delete all or part of it, and synchronize throughout the enterprise -- all from a central location without ever having to actually bring the handheld to that central location.

With a folder for each handheld on a server in the central location, working with Manage CE is simple and intuitive from the administrator's point of view. The administrator simply adds, modifies, or deletes items from the handheld's folder at the central server and when the handheld connects, these changes are propagated to the handheld.

Manage CE has three main functions:

- **Table synchronization:** You can create, modify, or delete the structure of Windows CE tables (including columns and indexes) and synchronize data in those tables on all remote handhelds in the enterprise.
- **File and folder synchronization:** For each handheld, you can create a file synchronization folder on the server and load it with subfolders and files of any type, including Visual CE forms (.vce files), graphics (.bmp, .jpg, etc.), databases (.cdb and .sdf files), executables (.exe files), and installers (.cab files). When the handheld connects to the server, the contents of its local Manage CE synchronization folder is automatically synchronized to the contents of the folder on the server according to settings you supply (copy, move, one-way, bidirectional, etc.).
- **Wipe handheld:** If a handheld is lost or stolen, you can have Manage CE delete the contents of its synchronization folder when the handheld attempts a connection.

The Manage CE Environment

Configuring and using Manage CE requires the following environment:

- **Manage CE Server:** A desktop PC or laptop that runs both the *Manage CE software* used to configure synchronization, and the *SYWARE mEnable Server software* which manages the network connection and actually synchronizes the client handhelds. It also hosts the content that is synchronized with the handhelds; i.e., the applications, table definitions, synchronization settings, database connectivity, graphics, and/or whatever other types of files you choose.
- **Client Handhelds:** The Windows CE devices that run the applications and data which are remotely synchronized. For convenience, you may set up one handheld's synchronization settings and content as the prototype or model, and then clone those settings and content for the other handhelds in the enterprise. Or, you may choose to configure each handheld uniquely.

Each client handheld must have a network connection to the Manage CE server.

- **Development PC and Handheld:** Manage CE offers the most convenient way to distribute and update Visual CE applications and data. Typically, you will develop and test these applications on a desktop PC with a handheld connected via ActiveSync, and then copy all of the components that make up the Visual CE application from the development PC to the Manage CE server. (Of course, you can use one computer as both the Visual CE development PC and the Manage CE server, in which case it is not necessary to copy files from one machine to another.)

About Synchronizing Content

Manage CE has been designed primarily for downloading and synchronizing Visual CE applications and data on remote client handhelds, but it is flexible enough to accommodate applications and files of any type.

A Visual CE application consists of the following components:

- One or more tables in the Windows CE data store, a Pocket Access database (.cdb file), or SQL Server CE database (.sdf file).
- One or more forms (.vce files).
- Table records.
- Graphics files (optional) – including logos and other images built into the form, and pictures stored as data. Very often, links to the pictures are stored in table records but the pictures themselves are stored in a separate folder.
- Visual CE synchronization settings that define how table records on the handheld are synchronized with table records on the server (optional).

Manage CE enables you to specify how these components are synchronized for each handheld in the enterprise.

Here is an overview of how you can assemble these components and configure synchronization for them (detailed instructions are provided later in this document):

Visual CE Table Definitions: Manage CE enables you to configure table definitions on remote handhelds. When you develop a Visual CE application on the development PC and handheld, and create a table using either Visual CE's "File – Download Table" or "File – Create Table" option, Visual CE automatically stores the table definitions in the WCEODBC.ini file in the Windows folder on the PC. These definitions include everything about the table's structure: column names and datatypes, and indexes. You simply transfer this file from the Windows folder on the development machine to the Windows folder on the Manage CE server, and turn on Manage CE table synchronization for each affected handheld in the enterprise. Whenever the handheld user initiates a Manage CE session, all tables in the Windows CE data store

are updated according to the definitions in the WCEODBC.ini file. If a table is defined in the .ini file, it is added or updated on the handheld accordingly. If a table exists on the handheld but not in the .ini file, it is deleted from the handheld.

Visual CE Synchronization Settings: Similarly, if you wish to use Manage CE to synchronize records in Visual CE tables on the handhelds with records in ODBC-enabled database tables on the server, you should set up synchronization using the Visual CE “File – Synchronize” option (create settings for “All others”). Just as with the table definitions, these settings are captured and transferred via the WCEOCBC.ini file.

Files of Any Type: To synchronize files of *any* type – including .vce, .cdb, .sdf, .exe, .cab and graphics files -- you first use Manage CE to create a synchronization folder on the server for each handheld in the enterprise. Each synchronization folder on the server is identified by the name of the handheld to which it belongs. You simply copy files into each handheld’s synchronization folder on the server, organizing the files into sub-folders as desired. You use Manage CE to specify exactly how the files and any sub-folders are to be synchronized between the server and the handheld (move, copy, one-way, bi-directional, etc.). Whenever the handheld user initiates a Manage CE session, the files and sub-folders are updated according to these settings.

Technical Support

For technical support with Manage CE or any other SYWARE, Inc. product, go to **<http://www.syware.com/support>**.

Installing Manage CE

Hardware/Software Requirements

Manage CE is a server application. It uses SYWARE's mEnable technology to communicate with the client handhelds.

Client Handheld Requirements

- Computer/operating system: Any Pocket PC or other handheld device with Windows CE 3.0 or greater.
- Network connection.
- Software (optional, used if synchronizing data in Visual CE tables with ODBC-enabled database on the server): Visual CE runtime and mEnable client. Refer to the Visual CE and mEnable documentation for installation instructions. Note: Manage CE can be configured to install these components.

Server Requirements

- Computer/operating system: Laptop or desktop PC with Windows 9x, Windows ME, Windows XP, Windows 2000, or Windows NT.
- Network connection.
- Software: SYWARE mEnable Server, which usually runs as a service.

Network Requirements

Because the possibilities for network types and configurations are virtually endless, the process of connecting to a network is beyond the scope of this document. Otherwise, this document assumes that the network or dialup connection is installed and functioning properly on both the client and server.

Important Note about Firewalls

If your server has a firewall, you must punch a hole for the mEnable port. Refer to the instructions in the SYWARE mEnable documentation.

How to Install Manage CE

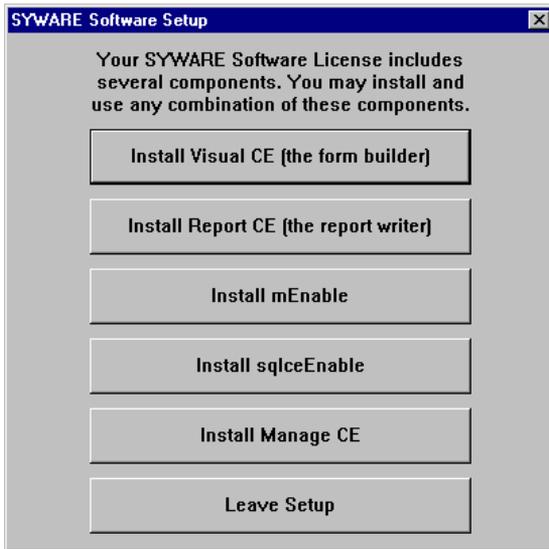
This topic explains how to install Manage CE on the server.

Note

You must install the mEnable Server before installing Manage CE. Both applications must be installed on the same server machine. Refer to the mEnable documentation for installation instructions.

- 1 (Recommended.) Restart your computer before installation.
- 2 Insert the Mobile 360 CD into your CD drive on the server machine. Or, if you have downloaded the software, run the setup program (VCEMOBxx.EXE) on the server.

A menu of options appears.



- 3 If you haven't done so already, select **Install mEnable** and install the mEnable Server component.
- 4 Once mEnable has been installed, select **Install Manage CE** and follow the instructions on the screen.

Configuring Synchronization Settings and Content on the Server

This section explains the steps necessary to configure the content and settings on the Manage CE server prior to initializing and updating the remote client handhelds. "Content" refers to the table structures, table records, and table synchronization settings as well as any files and folders to be downloaded to the handhelds and synchronized. "Settings" define how Manage CE applies the updates to each individual handheld in the enterprise.

Broadly, the process consists of the following main steps:

- 1 Build and test Visual CE applications on the development system.
- 2 Copy the WCEODBC.ini file into the Windows folder on the Manage CE server. Optional: If you intend to synchronize handheld tables with a datasource on the server, create a System DSN for the datasource on the server.
- 3 Configure Manage CE synchronization for a prototype client handheld.
- 4 Populate the prototype's file synchronization folder on the server with the files to be downloaded.
- 5 Clone synchronization settings and files for other client handhelds in the enterprise. "Tweak" if necessary.

Each step is explained in detail on the following pages.

1. Build and Test Visual CE Applications

If you intend to distribute Visual CE applications (.vce forms with Windows CE tables) to one or more handhelds in the enterprise, create the tables and forms using Visual CE on the development machine with the development handheld attached. You can create the tables using either Visual CE's **File – Create Table** or **File – Download Table** option as you normally would. (Refer to the *Visual CE User's Guide* for details.)

If you wish to use Manage CE to synchronize records in Visual CE tables on the handhelds with records in ODBC-enabled database tables on the server, set up synchronization using the Visual CE's **File – Synchronize** option. Specify settings for the "All others" handheld.

Note: When a Manage CE session takes place, Manage CE will create and update the tables structures in the Windows CE data store on each client handheld to *exactly match* the table definitions you create on the development handheld. That is, all tables you define on the development handheld will be created on the remote handhelds. Any table in the Windows CE data store on the handhelds that is not defined on the development handheld will be deleted. If you modify a table definition on the development handheld (e.g., change its columns or indexes), those modifications will be applied to the remote handheld tables as well.

2. Copy the WCEODBC.INI File and System DSN

When you created the table definitions and synchronization settings in the previous step, Visual CE automatically stored this information in a file called WCEODBC.ini and placed it in the Windows folder on the development machine.

If the Manage CE Server and development machine are two different computers, you must copy the WCEODBC.ini file into the Windows folder on the Manage CE Server.

Note about System DSN: If the Manage CE Server and development machine are two different computers AND you intend to synchronize records in the handheld tables with an ODBC-enabled datasource on the server, you must also create a System DSN for the database on the server. This is explained further in the mEnable documentation.

3. Configure Manage CE Synchronization

For each client handheld in the enterprise, there must be one synchronization folder on the Manage CE server with the same name as the handheld. During a Manage CE session, the contents of this folder -- including all subfolders -- will be synchronized with a corresponding folder on the remote handheld according to settings you provide.

If you are configuring Manage CE for a number of remote handhelds, you may wish to first set up synchronization for the handheld that has the most features common to all others in the enterprise – the “prototype” handheld. That way, you can simply clone and then “tweak” the settings and content for the remaining handhelds.

Alternatively, you can repeat the following steps for every handheld in the enterprise.

To set up a synchronization folder and settings on the server for a remote client handheld:

- 1 Determine (or have the user set) the name of the client handheld. On most handhelds, the name can be found by selecting **Start – Settings – System – About – Device ID**. The name is displayed in the **Device name** field.
- 2 Working on the Manage CE server machine, open Manage CE by selecting **Start – Programs – SYWARE mEnable – Manage CE**.
The Manage CE Administrator's Panel opens (Figure 1).

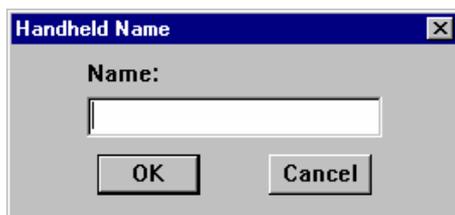
Figure 1: Manage CE Administrator's Panel



3 Click **Add**.

The Handheld Name dialog box opens (Figure 2).

Figure 2: Handheld Name dialog box



- 4 Enter the name of the handheld exactly as it appears in the Device Name field in the handheld's Settings (as explained in Step 1), and click **OK**.
- 5 If you want Manage CE to automatically apply the table definitions you created using the instructions on page 11 and to synchronize the data, select **Yes** under **Synchronize Table Structures and Data**.
- 6 Under **Synchronize Files and Folders**, select the option that describes how you want the contents of the file synchronization folder on the Manage CE server applied to the corresponding synchronization folder on the handheld, and vice versa, when a Manage CE session takes place. This feature applies to files of *any* type, including Visual CE forms (.vce files), graphics (.bmp, .jpg, etc.), databases (.cdb and .sdf files), executables (.exe files), and installers (.cab files).
 - **Off:** No synchronization performed.
 - **Move to desktop:** Copy new or modified files and subfolders in the synchronization folder on the handheld to the mEnable server, then delete them from the handheld.
 - **Copy to desktop:** Copy new or modified files and subfolders in the synchronization folder on the handheld to the mEnable server. Changes in files or folders on the mEnable server are not applied to the handheld.
 - **Copy to handheld:** Copy new or modified files and subfolders in the synchronization folder on the mEnable server to the handheld. Changes in files or folders on the handheld are not applied to the server.
 - **Bidirectional:** Apply all changes to files and folders in the synchronization folder on the handheld to the synchronization folder on the mEnable server, and vice versa.

7 In the **Handheld Folder (and children)** field, specify the full path to the file synchronization folder on the handheld. This folder need not exist on the handheld (Manage CE will create it if necessary). You can either:

- Type the path and folder in the field; for example:
`\My Documents\Server Stuff`
- If a handheld is attached to the server, and the folder exists on that handheld with the same name and position in the file structure as you want it to be created on the remote handheld, click the Browse button [...] and select the desired folder.

8 If you want Manage CE to install applications from CAB files on the handheld as part of the Manage CE session, select **Install CAB files**.

Tip: CAB files are self-contained, self-extracting setup files that automatically install software applications on the handheld. As explained on pages 17 and 20, SYWARE has supplied CAB files you can use to install Manage CE during the first Manage CE session, as well as others to install Visual CE and mEnable. If you intend to use this feature, enable this option now.

9 Leave the **Wipe handheld** option set to **No**.

10 Click **Close** to close the panel.

You have now set up Manage CE for one handheld. If you open the mEnable folder on the server (typically, **C:\Program Files\SYWARE mEnable**), you will see that Manage CE has automatically created a file synchronization folder for that handheld.

If the user of that handheld initiates a Manage CE session, the handheld will be updated according to the settings you just supplied.

Of course, you should put content in the file synchronization folder if you enabled “Synchronize Files and Folders.” This is explained in the next topic.

4. Add Content to the File Synchronization Folders

The previous section explained how to create a file synchronization folder and settings on the Manage CE server for a designated handheld. At any time, you can manually load contents into that folder, including Visual CE forms (.vce files), graphics (.bmp, .jpg, etc.), databases (.cdb and .sdf files) executables (.exe files), and installers (.cab files), and any other type of file you wish. You can add subfolders to the synchronization folder and they will be reflected on the handheld.

Whenever the handheld user initiates a Manage CE session, the contents of the file synchronization folder on the handheld will be updated with the contents the file synchronization folder on the server, and vice versa, according to the settings you supplied in the Manage CE Administrator's Panel (Figure 1 on page 14).

About CAB Installers for Manage CE, Visual CE, and mEnable

- For the initial synchronization session, you may wish to put the appropriate Manage CE installation file (.cab file) in each handheld's file synchronization folder. Refer to page 21 for details.
- If you intend to enable Visual CE synchronization between tables on the handheld and an ODBC-enabled datasource on the server, you must also install the client versions of mEnable and Visual CE on each handheld. To do this, put the following SYWARE-supplied installers in each handheld's synchronization folder:
 - **vicert.*.cab** - installs the Visual CE runtime system on the client handheld. These files are usually found in C:\Program Files\Windows CE Services on the Manage CE server.
 - **menable.*.cab** – installs the mEnable client. These files are usually found in C:\Program files\SYWARE mEnable on the Manage CE server.

Where * is the name of the processor, using the same conventions described in the table on page 21.

Tip: Just as you can clone a handheld's Manage CE settings, you can clone the contents of its file synchronization folder on the server. Cloning is explained in the next section.

To add contents to the file synchronization folder on the server:

- 1 Open the mEnable folder on the server. It is typically located at C:\Program Files\SYWARE mEnable. For each handheld you have set up using the Manage CE Administrator's panel, you will see a folder with the same name.
- 2 Create subfolders and copy files of any type into the folder as desired.

5. Set Up Additional Handhelds by Cloning

You can easily set up additional handhelds by cloning the settings for a handheld you have already set up.

To create synchronization settings and content by cloning:

- 1 From the drop-down list in the **Handheld** field near the top of the Manage CE Administrator's panel (Figure 1 on page 14), select the name of the handheld whose settings and file synchronization content you wish to clone.
- 2 Click **Clone**.
The Handheld Name dialog box opens.
- 3 Enter the name of the new handheld.
- 4 Modify the synchronization settings for the new handheld if desired.

Note: When you clone the settings for a handheld, Manage CE copies the entire contents of the file synchronization folder on the Manage CE server for the first handheld into a folder with the same name as the new handheld. You can later manually change these contents if desired.

Enabling Users to Synchronize Their Handhelds Remotely

Starting the mEnable Server

The mEnable Server software **must** be running on the server machine while handheld clients are performing a Manage CE update.

To start the mEnable Server software:

- Because mEnable Server is a Service on most machines, it initiates automatically at system startup as a service. If you need to start mEnable Server, restart the computer.
- On Windows machines that do not support services, select **Start – Programs – SYWARE mEnable – SYWARE mEnable**.

To hide the mEnable Server dialog box:

If you are not running the mEnable Server as a service, you can hide the mEnable dialog box to save space on your desktop. Simply create an MENABLE.INI in the Windows folder with the following text:

```
[Server]  
Hide=1
```

Running a Manage CE Session on the Handheld

Once you have configured Manage CE synchronization and populated each handheld's folder on the server with content, you are ready to have users update their handhelds from the field. To do this, each handheld user must run a Manage CE session.

Several approaches are possible for the first and subsequent sessions:

First Session

- **Option 1:** You can email a SYWARE-supplied ManageCE.CAB as an email attachment to each handheld user. (CAB files are self-contained, self-extracting setup files that automatically install software applications on the handheld.) The SYWARE-supplied ManageCE.CAB files are typically located in C:\Program Files\SYWARE mEnable and named ManageCE.<processor_type>.CAB.

Which file to send is determined by the handheld's processor and operating system, as follows:

Table 1: Determining the Right ManageCE.CAB File

File	Processor	OS
ManageCE.ARM.CAB	ARM	Windows CE 3.x or 4.x
ManageCE.ARM_5.CAB	ARM	Windows CE 5.0 (a.k.a. Windows Mobile 5)
ManageCE.MIP.CAB	MIPS	Windows CE 3.x or later
ManageCE.SH3.CAB	SH3	Windows CE 3.x or later

Tip: To determine the handheld's processor type, select on the handheld **Start – Settings – System – About**.

The recipient double-clicks the .CAB file attachment to install Manage CE, and then selects **Start – Programs – Manage CE** to start the Manage CE session.

- **Option 2:** You can email a SYWARE-supplied ManageCE.EXE as an email attachment to each handheld user. The SYWARE-supplied .exe files are typically located in C:\Program Files\SYWARE mEnable and named ManageCE.<processor_type>.exe.

Which file to send is determined by the handheld's processor and operating system, as follows:

Table 2: Determining the Right ManageCE.EXE File

File	Processor	OS
ManageCE.ARM.exe	ARM	Windows CE 3.x or 4.x
ManageCE.ARM_5.exe	ARM	Windows CE 5.0 (a.k.a. Windows Mobile 5)
ManageCE.MIP.exe	MIPS	Windows CE 3.x or later
ManageCE.SH3.exe	SH3	Windows CE 3.x or later

The recipient double-clicks the .exe file attachment to start the Manage CE session.

Subsequent Sessions

- **If Option 1 was selected the first time:** The handheld user selects **Start – Programs – Manage CE** to start a Manage CE session.
- **If Option 2 was selected the first time:** Each time you want users to perform an update, email the appropriate ManageCE.exe program. The user simply double-clicks the email attachment to start a Manage CE session.

Hybrid Approach

For each handheld in the enterprise, place a copy of the appropriate ManageCE.CAB file in its synchronization folder on the server. (Refer to Table 1 on page 21). Enable the **Install CAB Files** option in the Manage CE Administrator's Panel for each handheld. For the first session, email the appropriate ManageCE.exe to each handheld user as described on the previous page. When the user double-clicks the email attachment, Manage CE will automatically install on the handheld. In subsequent sessions, the user need only select **Start – Programs – Manage CE** to start a Manage CE session.

Running a Manage CE Session on the Handheld (User's Perspective)

Updating Your Handheld

Updating your handheld from the field is quick and easy using Manage CE. When your Manage CE Administrator notifies you that it is time to perform an update, simply follow the steps below.

To update your handheld by running Manage CE:

- 1 Start the Manage CE session. Two methods are available, depending upon whether or not Manage CE is installed on your handheld.
 - **If Manage CE is not installed.** Typically, the Administrator will supply a ManageCE.<processor-type>.exe file as an email attachment. Simply click the file.
 - **If Manage CE is installed.** When the Administrator asks you to update your handheld, select **Start – Programs – Manage CE**.
- 2 If this is the first time the handheld has connected to the Manage CE server, the following logon dialog box appears.

Figure 3: mEnable Logon Dialog box

The image shows a dialog box titled "SYWARE mEnable". At the top right are "ok" and "X" buttons. Below the title bar are two radio buttons: "LAN" (which is selected) and "Dialup". Underneath are four text input fields labeled "Host", "Port", "Username", and "Password". At the bottom left is a checkbox labeled "Save Password".

- 3 Specify the connection to the server in the logon box:
 - **LAN or Dialup:** Select your network connection type -- LAN for local area network, or Dialup for an RAS dialup connection.
 - **Host:** The IP address of the server (for example, 63.151.43.64).
 - **Port:** Leave blank (mEnable uses the default value 20225).

- **Username** and **Password**: Enter the values required for your database connection (if any).
- Click **OK**.

Note: You need only supply these settings for the first connection.

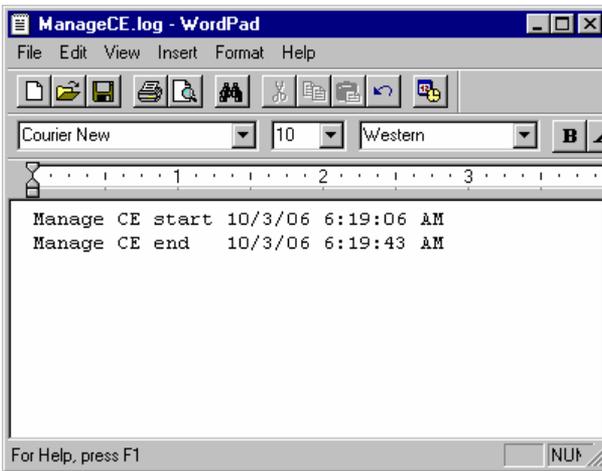
- 4 The synchronization should take place without notice. If Manage CE encounters a problem (such as a table could not be updated since it was in use), it will alert you by displaying an error message. Otherwise, you can assume that the synchronization was successful.

If there was an error, you can view the Manage CE log for details (refer to the next topic).

Viewing the ManageCE.log

If there is a problem, you can get more details from the ManageCE.log file which is automatically updated for every Manage CE session. You can find this log in the root directory of the handheld. The easiest way to view the file's contents is to drag the file onto the desktop PC via ActiveSync, then open it in Notepad or WordPad. If you cannot determine the nature of the problem and its solution from the log file, you may wish to email the log to your Manage CE Administrator, along with a description of what you were doing just before the error message appeared.

Figure 4: ManageCE.log for a Successful Session



Using Manage CE to Wipe a Handheld

Wiping the Handheld's Contents

If a handheld is lost or stolen, you can use Manage CE to remotely delete all contents on the handheld that are administered by Manage CE – including all tables in the Windows CE data store, as well as the files and folders in the synchronization folder. This action takes place automatically when the handheld attempts to connect with the Manage CE server; a successful logon is not necessary.

To configure Manage CE to wipe the contents of a handheld:

1 Working on the Manage CE server machine, open Manage CE by selecting **Start – Programs – SYWARE mEnable – Manage CE**.

The Manage CE Administrator's Panel opens (Figure 1 on page 14).

2 From the **Handheld** drop-down list, select the name of the handheld whose contents you wish to wipe.

3 Set **Synchronize Table Structure and Data** to **No**.

4 Leave the **Handheld Folder (and children)** setting as is and set **Synchronize File and Folders** to **Off**.

5 Set **Wipe handheld** to **Pending**.

6 Manage CE displays a warning message asking you to confirm that you want to delete all of the files in the synchronization folder on the handheld and all of the tables on the handheld. If so, click **Yes**.

7 Click **Close** to close the panel.

To check the status of the handheld:

The next time the handheld attempts to connect to the server, Manage CE will wipe its contents. You can view the status of the wipe action by periodically selecting the handheld in the Administrator's panel. (Figure 1 on page 14) The following radio buttons indicate current status of the wipe:

- **Pending**. The handheld has not tried to connect; the wipe has not yet occurred.

- **Unsuccessful (will try again).** The handheld attempted to connect, but Manage CE was only able to partially wipe the handheld, possibly because a file was in use.
- **Completed.** The tables, files, and folders were successfully deleted.

Tip: After the wipe has completed successfully, you may wish to remove the handheld's settings and folders from the server. Refer to the instructions in the following topic.

Deleting Synchronization Settings and Content from the Server

If a handheld is retired, you can quickly delete its settings and synchronization folder from the server.

Tip: Before removing the information from the server, you may wish to wipe the Manage CE folder from the handheld. Refer to the previous topic, “Wiping the Handheld’s Contents”.

Important: If you do intend to wipe the handheld contents, DO NOT delete its synchronization settings from the Manage CE server until after the wipe has successfully completed.

To delete a handheld from the Manage CE synchronization:

- 1 From the **Handheld** field near the top of the Manage CE Administrator's panel (Figure 1 on page 14), select the name of the handheld whose settings and file synchronization content you wish to remove from the server.

- 2 Click **Remove**.

When Manage CE asks you to confirm this action, click **Yes**.

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