



Open-Xchange

**OXtender for Mac
OS X**

Open-Xchange: OXtender for Mac OS X

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Chapter 1. Installing the OXtender for Mac OS X

1.1. Description

The OXtender for Mac OS X synchronizes the Open-Xchange Server 6 with your Mac OS X machine. The data of the following modules will be synchronized:

Calendar
Contacts
Tasks



We strongly recommend to backup your data first.

Components Calendar, Contacts and Tasks: Objects will be regularly synchronized via SyncServices. The following folders will be synchronized:

Contacts Private Address Book and the Public Address Book

Tasks Private Tasks

Calendar Private Calendar

If the user changes any data on their Mac OS X, the synchronization will be started after a 10 seconds waiting time via "Trickle-Sync".

1.2. Requirements

Mac OS X 10.5 and higher
26 MByte of hard disk space
Open-Xchange Server 6 SP4 Update 1 build 6610 or higher

1.3. Limitations

1.3.1. Calendar

1.3.1.1. Appointment series

The following kind of series are not synchronized, because Open-Xchange cannot handle them:

- More than one day in a monthly series. Example: Every 1st Monday and Tuesday in May.
- More than one day in a yearly series. Example: Every 1st Monday and Tuesday in 2009.
 - Combinations of both: Every first Monday and Tuesday in May 2009.
- Appointments occurring every x years. Example: 1st day of the year, every two years.

iCal cannot handle the following series:

- Monthly series with workday or weekend day. Every second working day every month.
- Yearly series with workday or weekend day. Every second working day every year

1.3.1.2. Appointment confirmation / rejection

- Confirmations for / rejections of appointments are not synchronized, because an appointment of an iCal user is always considered as being confirmed



If you manage to create a series on the Mac and create an exception within the same synchronization step, the syncer will need one additional cycle to send the exception. This might take some time.

1.3.2. Task

- In iCal, tasks only have a due date, but no starting date. So only the due date is synchronized

1.3.3. Contacts

- Pictures of contacts are not synchronized
- Distribution lists are not synchronized: In Open-Xchange, there are no relations between contacts and participants in a distribution list. The address book only allows for distribution lists containing contacts. So these concepts are incompatible.
- The address book allows for an unlimited number of E-Mail addresses being synchronized.
- The Open-Xchange global contacts are synchronized, yet the users have write permission only for their own entries. Trying to change other users is not permitted by the Open-Xchange Server.
- The address book has no permission management i. e., trying to change or delete them results in an error message. Afterwards, the contact stays changed or deleted, but any change on the Open-Xchange side will overwrite these changes.

1.4. Further Information for Synchronization

Synchronization is a complex topic, ripe with synchronization errors and weird behavior. This survival guide tries to collect some advice for shielding the ambitious syncer from the worst effects:



Make backups. This is important. By its very nature, a synchronization touches every entry on both systems, so whenever something goes horribly wrong a backup is your best defense.

In order to save the data of the Mac, in Address Book choose **File -> Export -> Address Book Archive** in iCal, similarly choose **File -> Export**. In order to save the data of the Open-Xchange Server, point your browser at [https://\[yourox\]/servlet/webdav.ical](https://[yourox]/servlet/webdav.ical), enter your credentials and save the resulting file. Point your browser at [https://\[yourox\]/servlet/webdav.vcard](https://[yourox]/servlet/webdav.vcard), enter your credentials and save the resulting file. It will save your sound sleep and your data. Please do this now.

The first time the OXtender runs, it is going to bombard you with messages about conflicts. This is just the OXtender getting settled in. If this keeps occurring though, it is a wonderful opportunity to write a bug report.

The OXtender for Mac OS X is easily outsmarted by roaming between wireless networks. Whenever you have the suspicion that the syncer is not syncing anymore, go to the preferences pane and unselect and reselect the **Synchronize with OX** checkbox.

Similarly, the OXtender is outsmarted by suspend / resume on laptops.

When you are already synchronizing multiple macs via mobile me, choose one of the two systems and install the OXtender for Mac OS X on only one of those devices to bridge the gap.

When you are synchronizing with mobile me, make sure that you sit at the computer that consolidates the mobile me and OX data to resolve synchronization conflicts immediately.

Resolve synchronization conflicts immediately. Whenever a synchronization conflict is in a pending state the synchronization services will refuse all updates to the respective entries, and DELETE THEM ON THE SYSTEMS REQUESTING THE SYNCs. This will lead to you losing data. It is imperative that you resolve synchronization conflicts quickly. If you are also synchronizing with mobile me make sure you are on hand to resolve synchronization conflict.

It could well be that your system winds up in a strange state. Whenever an error repeatedly shows up, first tell us about it and then choose **Reset synchronization** and push the **Synchronize Now** button in the preferences pane. This helps with a surprisingly broad range of problems. In order to make the synchronization efficient, the Mac has to remember which data is already present in the OX server. This state can be corrupted by certain errors in the synchronization process, at which point it is best to delete that state and start afresh. Pressing this button in the preference pane does just that.

Slow Syncs may create duplicates. Both a slow sync and a reset sync may duplicate certain entries if it deems they are not similar enough.

1.5. Installation

After the download of the package, you can start the installation by double-clicking on the package. You will then be asked for your administrator password. The first screen displays some information about the OXtender for Mac OS X. Please follow the installation steps in the wizard.

Please carefully read the license agreement for Open-Xchange.

1.6. Configuration

After the installation of the OXtender for Mac OS X, the user will find the Open-Xchange setting **OXtender** in the System Preferences application of your Mac. Please click on the OX icon. This will open the configuration dialog. Please enter your synchronization details in the **User Account** tab. You have to enter the server address, user account and password for the Open-Xchange Server.

In the second tab, you can change your synchronization settings for the OXtender for Mac OS X. Besides the setting **Slow-Sync** to compare the data on the server and your Mac OS X, you can overwrite the data on the server. Also, it is possible to restore the changed settings.

The first time the OXtender runs, a pop-up will appear and ask whether Python may use the "oxsync" key. Answer **Yes** to that. The OXtender will start at once. The orange circle on the OXtender icon indicates that it is synchronizing.

1.7. Uninstalling a previous OXtender version

The OXtender for Mac OS X comes with a program for uninstalling it. Just double-click on the respective entry and the program launches.

Now you can install the new OXtender as described above.

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