



CORTADO

The Business Class of Mobile Services

Cortado Corporate Server

■ Version 5.0

Installation and initial setup

Cortado. A Division of ThinPrint

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Safety warning

All ThinPrint products are pure software solutions. Please note the safety warnings in the technical documentation from your hardware vendor and from the manufacturer of each device and component. Before beginning installation, we recommend closing all windows and applications and deactivating any virus scanner.

How to use this manual

The following conventions are used throughout this manual to represent recurring actions and text types.

Conventions

Note!	Important tip, explanation, exception
SMALL CAPS	Menu, command, dialog panel, option
<i>Italic</i> "Name"	Proper name, emphasis, variable
Courier	Keyboard input
→	Consecutive menu or command
■	Enumeration, head note
Example	Example
–	Procedural steps
1. 2.	
Page 5 www.cortado.com	Links



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Cortado Corporate Server

Cortado Corporate lets BlackBerry, Android and Apple iPhone¹ users have information available at any time and at any place, all via their smartphone. So they can view, copy and paste, print and fax documents on the spot.

Cortado Corporate Server is a client server-based solution. The client software on the smartphones communicates with the Cortado Corporate Server via the secure MDS channel in the case of BlackBerry smartphones in BES² environments, whereas an SSL connection can be used for Apple iPhones, Android smartphones and BlackBerry BIS environments.

Cortado Corporate overview

With Cortado Corporate, the Apple iPhone, Android and BlackBerry smartphones can be equipped with many extra features, allowing users to become independent from location based workplaces:

- **Copy and view files.** Users can copy files from their corporate network to their smartphone or vice versa. They can view documents stored on their corporate network and can even use their smartphone as a memory stick.
- **“Save As”** (BlackBerry) and **“Forward”** (iPhone and Android) will store e-mail attachments to network drives. This provides easy document access for others or a simple way to follow documentation requirements of the user.
- **“Send as e-mail”** will retrieve documents from the network. Users simply pick a file via the Cortado Corporate Server on the network drive, click SEND AS E-MAIL and the file will be e-mailed to the contact of their choice.
- **Folders can be organized** via cut, copy, paste, delete, rename and create functions. While mobile, users save time and simply organize files and folders on their company network via their smartphone without having a laptop with them.
- Users can **print any document** in its original format. They can print to any Bluetooth-enabled, WiFi or network printer³ in their company in original format.
- **Sending faxes** with the smartphone. Users can send e-mail attachments or any other document to fax machines or create faxes⁴ directly on their smartphone.
- Users can **generate .pdf files** with their smartphones and print, fax or e-mail these documents.
- **Access complete database reports** at the touch of a button while on the road. Users can view, print, fax or send as a PDF via e-mail, reports from their smartphones.

1 Cortado can be used with the following Apple devices: **iPad, iPod and iPhone**. These are all referred to, when iPhone is mentioned in the following.

2 BlackBerry Enterprise Server

3 Printing to Bluetooth or network printers with Android and BlackBerry only.

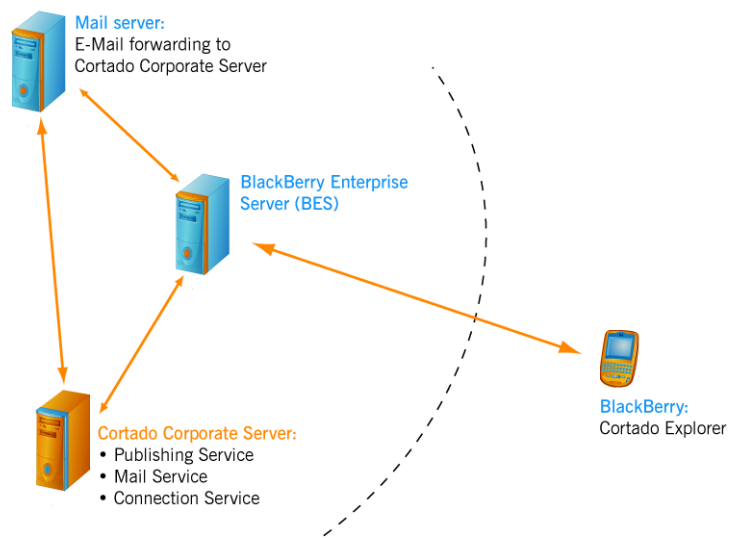
4 BlackBerrys in BES environment only



The installation and initial configuration process

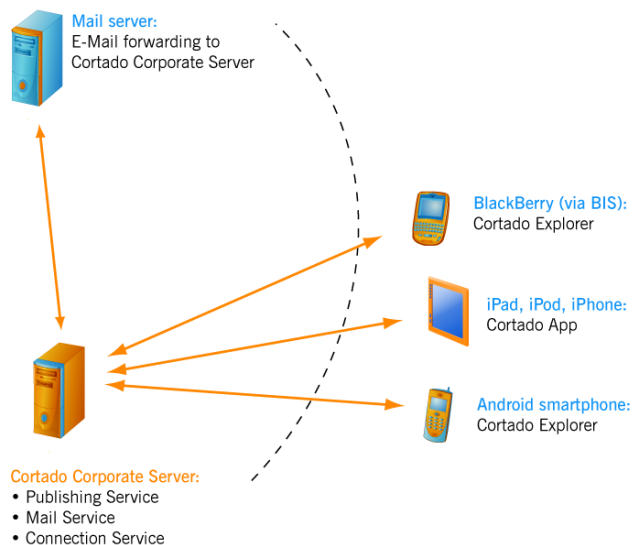
1. Install Cortado Corporate Server ([Page 8](#))
2. Configure the basic settings of the Cortado Corporate Server ([Page 11](#))
3. Configure your company's mail server for e-mail forwarding to the Cortado Corporate Server (Exchange: [Page 28](#), Lotus Domino: [Page 28](#), Novell Groupwise: [Page 29](#))
4. User configuration (see *Configuration and Maintenance* manual, [Page 34](#))

Scenarios The following scenarios are possible: BlackBerrys are used to connect via BES (BlackBerry Enterprise Server). Cortado Corporate Server stays behind BES, as does the mailserv (Illus. 1).



Illus. 1 BlackBerry BES environment with Cortado

In the second scenario, no BES is available, and the mobile devices connect directly to the Cortado Corporate Server (Illus. 2).



Illus. 2 iPhone, BlackBerry BIS or Android environment with Cortado

System requirements

The following are the operating system, software, and hardware requirements:

■ Operating system and software requirements

- Cortado Corporate Server:
 - Windows Server 2003 – including R2 as well as Small Business Server – with Service Pack 2 or higher (only x86),
 - Windows Server 2008 – including R2 as well as Small Business Server – (only x64) with:
 - .NET Framework 3.5 Service Pack 1 and
 - Windows Installer 4.5
- Smartphones: Apple iPhone, iPad or iPod Touch with OS 3.0 or higher, BlackBerry smartphones with firmware version 4.3 or higher and/or Android 2.0 smartphones.
- BlackBerry BES environment when using BlackBerry smartphones: BlackBerry Enterprise Server version 4.1 or higher; SQL server must be remotely configurable

■ Hardware (Server):

As suitable for the operating system (the amount of memory and the number of processors depend on the number of Cortado Corporate users). Minimum requirements for the Cortado Corporate Server:

- Intel Pentium/Celeron, AMD6/Athlon/Duron or compatible processor with 733 MHz, 1 GB RAM
- 2 GB of free space on hard drive for the Cortado Corporate Server

General requirements

- If the mail server is running MS Exchange, this server and the one on which the Cortado Corporate Server is to be installed must be members of the same domain.
- As the allocation of the users' network drives is carried out via DFS (Distributed File System), this function should not be deactivated. Nevertheless you can find out how to inhibit the file access for users in the *Configuration and Maintenance* manual.
- Please pay attention that the Cortado Corporate Server requires a Domain Controller as well as users who are activated in the Active Directory, even when using Novell Groupwise.
- Installation under VMware Workstation: When installing VMware Tools from Version 7.0 you should deselect ThinPrint during installation⁵.
- All users need a User Principle Name (UPN).

iPhone, Android or BIS environment

- In an iPhone, Android or BlackBerry BIS environment, the Cortado Corporate Server must be accessible over an external IP address. In order for this connection to be encrypted, an SSL certificate must be purchased or a self-signed certificate created during installation. More on this can be found in the chapter "Connection settings" on [Page 11](#).

⁵ If you have already installed the VMware Tools of VMware Workstation 6.0, uninstall these before you install Cortado Corporate Server.



BlackBerry BES requirements

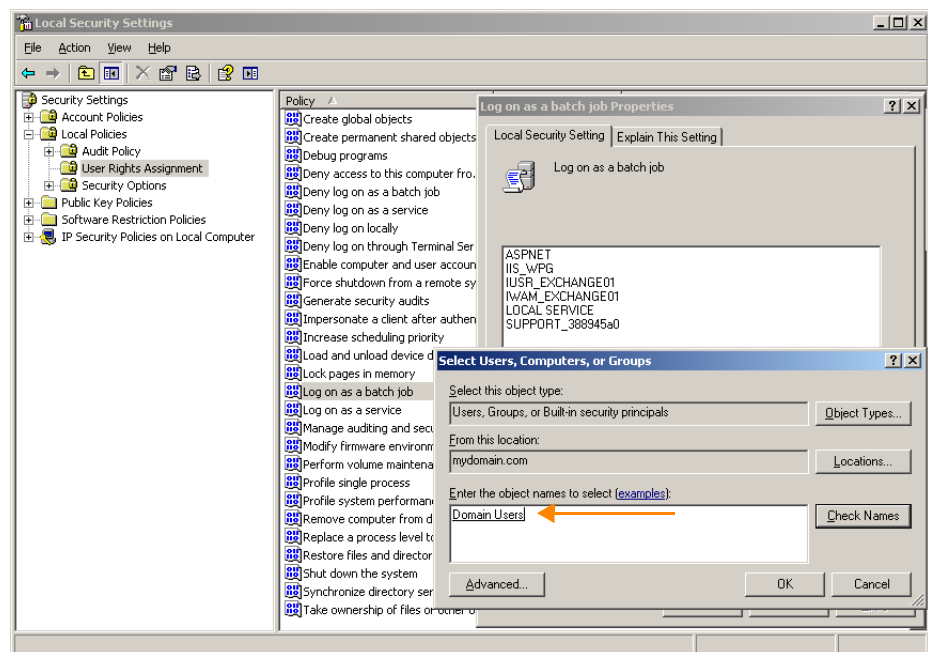
- The server on which the Cortado Corporate Server is to be installed must be a member of the same domain as the BES.
- You can also install the Cortado Corporate Server on the BES.
- If a **proxy server** is being used in your BlackBerry infrastructure, this needs to be configured in some places for Cortado Corporate Server. This concerns the communication between the clients and the Cortado server on it's ports 81 (Client Communication Port), 82 (Client Registration Port) and 4001 (Client Print Port). For how to proceed please see the proxy server's documentation.

Note! Please also inform yourself about installation requirements in the next section, "Preparing to install Cortado Corporate Server", before installing the Cortado Corporate Server.

Preparing to install Cortado Corporate Server

Activating group policy

Cortado Corporate Server automatically carries out all actions on behalf of the smart-phone user in his user context. That's why the group policy LOG ON AS A BATCH JOB must be activated for all domain users on the Cortado Corporate Server prior to installing the software (START→ SETTINGS→ CONTROL PANEL→ ADMINISTRATIVE TOOLS→ LOCAL SECURITY POLICY, see Illus. 3).



Illus. 3 Cortado Corporate Server: Adding Domain Users to the LOG ON AS A BATCH JOB policy

Fax If the fax option is to be provided to users, Windows Fax Services (and a compatible modem) must be installed on the Cortado Corporate Server.

Installation goal

With installation of Cortado Corporate Server all necessary license keys (demo licenses) and applications will be installed. Additionally, the Cortado Corporate Services will be registered.

Installing Cortado Corporate Server

There are two stages to the installation of Cortado Corporate Server: After the installation, the Configuration Assistant will open for initial configuration ([Page 11](#)).

Cortado Service account

We recommend that you log on as domain administrator to the server which will be setup as the Cortado Corporate Server. You can also log on as a domain user with local administrator rights, but then you will not be able to use the Active Directory options which are offered under the user management of the Configuration Assistant (see [Page 16](#)). These are, however, just to make the configuration and user management more convenient, and are not necessary to accomplish these tasks.

In either case, you should bear in mind that configuration and user management can only be carried out with *the* user account which was used at installation.

The domain administrator account, or alternatively, the local administrator account, which is used to set up Cortado Corporate Server is hereinafter referred to as **Cortado Service account** ([Page 15](#)). This account also requires an Exchange **mailbox**, and for MAPI the Network Service Account needs “Full Control” of this mailbox.

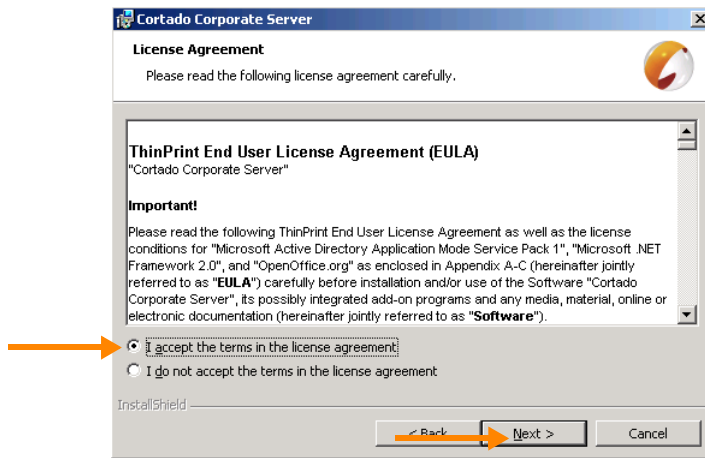
Installation

Note! Please note that the installation requires an Internet connection, otherwise certain security features of Microsoft Windows cannot be implemented.

1. Start the installation program by running **Setup.exe**, which can be found on the product CD or downloaded from the Cortado website.
2. Confirm the “Welcome” window by clicking NEXT.

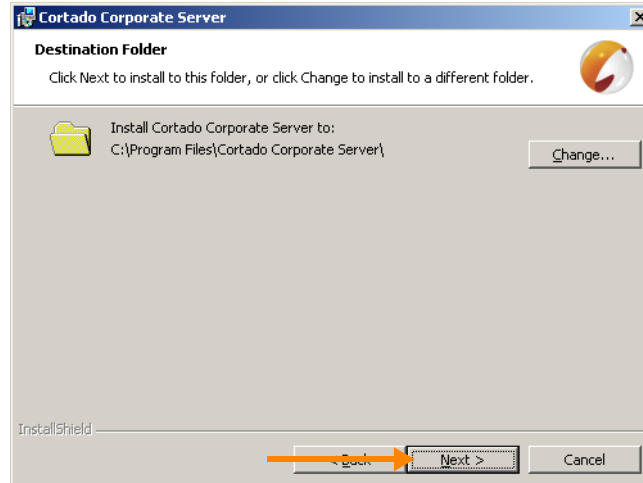


3. Read and accept the Cortado Corporate license agreement and click NEXT (Illus. 4).



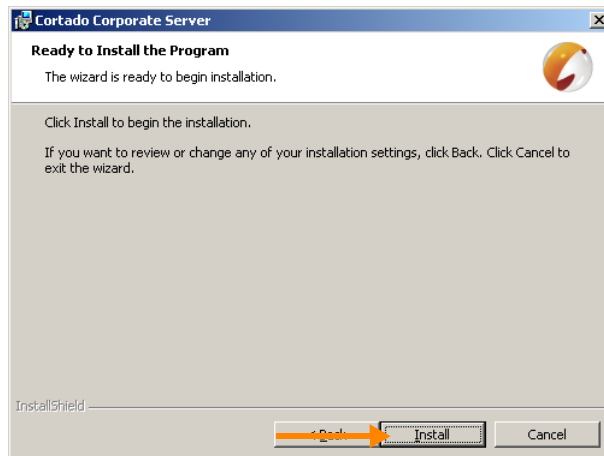
Illus. 4 License agreement

4. Enter the CUSTOMER INFORMATION and proceed with NEXT.
5. In the next window (Illus. 5) you can designate the destination folder. Click NEXT and the Cortado Corporate Server will be installed at C:\Program Files\Cortado Corporate Server. If you prefer a different folder, click CHANGE.



Illus. 5 Choose destination folder

6. When you click **INSTALL** in the next window (Illus. 6), installation of the Cortado Corporate components will begin. This may take several minutes.



Illus. 6 Begin installation

7. Click **FINISH** (Illus. 7) to complete installation and start the initial configuration. You can select to view **Windows Installer log** – insert the appropriate check-mark.



Illus. 7 Finish installation



Installation results The installation program installed all necessary demo license keys. The Cortado Corporate services are registered and started, but not yet configured. Additionally, the following programs have been installed – if necessary:

- ThinPrint License Manager
- MSXML 6.0 SP1
- Java 2 Standard Edition Runtime Environment 6.0 Update 12
- OpenOffice.org 3.1.1
- Active Directory Application Mode (ADAM)
- Microsoft Internet Information Services 6 (Windows Server 2008: IIS 7.0)
- Microsoft Office Access 2007 Runtime

Note! The evaluation period of the installed demo license keys elapses after 30 days. If you want to use Cortado Corporate Server furthermore please purchase and **activate the software** within this period. Full particulars can be found in the chapter “License activation” in the *Configuration and Maintenance* manual ([Page 34](#)).

Configuring the Cortado Corporate Server

After installing Cortado Corporate Server, the Configuration Assistant automatically will open to guide you through the initial configuration. You can change the settings entered here at any time by running the Configuration Assistant again (START→ PROGRAMS→ CORTADO CORPORATE SERVER→ CONFIGURATION ASSISTANT).

Initial configuration goal

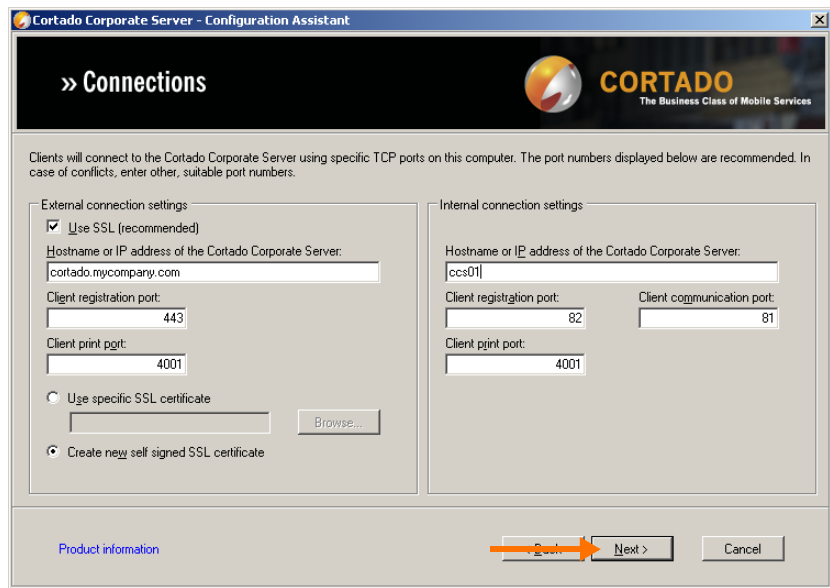
With the initial configuration the following settings are specified:

- Configure the connection settings with TCP ports and SSL certificates
- Prepare the e-mail forwarding between the mail server and the Cortado Corporate Server
- Define the path to the storage for Cortado Corporate user directories

In a standard configuration, you can carry over the default settings in the configuration assistant and confirm each with NEXT.

Connection settings

After you have confirmed the Welcome window with NEXT the connection settings open (CONNECTIONS, Illus. 8)



Illus. 8 Connection settings

We distinguish between external (left) and internal connections (right).

External Connections	Internal Connections
<ul style="list-style-type: none"> ■ BlackBerry devices that communicate via BIS ■ Devices (iPhone, iPad, iPod, Android), that communicate with Cortado server via external connections (e.g. telephone or internet) 	<ul style="list-style-type: none"> ■ BlackBerry devices that communicate via BES ■ Devices (iPhone, iPad, iPod, Android), that communicate with Cortado server via Corporate WiFi.

For BlackBerry BES environments, select internal connection settings, as the Cortado server creates only one internal connection to BES. For all other environments (iPhone, Android, BlackBerry BIS) use external settings. External connections should be encrypted⁶ from the Cortado server.

External connection settings

The external connections settings correspond to the default settings for BlackBerry with BIS, iPhone and Android.

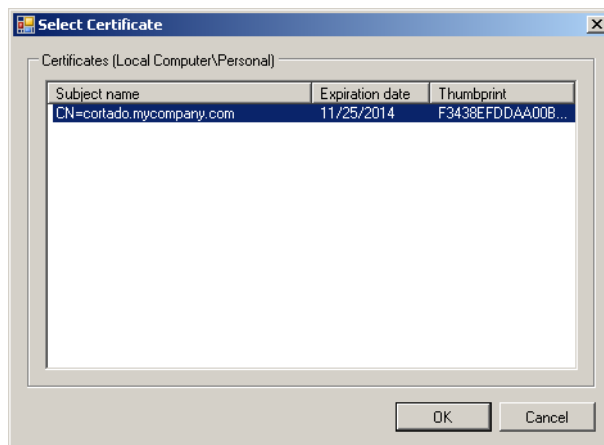
⁶ Internal connections don't need to be encrypted. For external communication, the BES architecture uses the secure MDS channel. See *Secure Configuration for BlackBerry and Cortado* white paper ([Page 34](#)).



- USE SSL (RECOMMENDED): Because the Apple iPhones, Android smartphones and BIS BlackBerrys externally connect to the Cortado Corporate Server, we recommend protecting the data transmission with SSL encryption. If, however, you do not want to use the SSL protocol for external connections, uncheck the checkbox.
- HOSTNAME OR IP ADDRESS OF THE CORTADO CORPORATE SERVER: Here you are prompted to enter the external host name or the external IP address (URL) of the Cortado Sever. You can accept the entry already provided.
- Furthermore, the following TCP ports are required:
 - CLIENT COMMUNICATION PORT: The default port for encrypted connections from the smartphones to the Cortado server (https) is 443. This is the mandatory port for BlackBerrys in BIS environments (default from RIM).
 - CLIENT PRINT PORT: The default port that the print jobs are sent through is 4001.If these port numbers are occupied by other applications select different ones.

Note! Please note that your company's firewall must be configured accordingly for the external connections. Open the firewall for all incoming connections on the ports required for Cortado Corporate (default: Ports 443 and 4001).

- You can also choose whether to use an existing SSL certificate (USE SPECIFIC SSL CERTIFICATE) or to create a new self-signed certificate (CREATE NEW SELF SIGNED CERTIFICATE).
 - USE SPECIFIC SSL CERTIFICATE: In order for you to be able to select the purchased or self-created certificate via BROWSE (see Illus. 7), it must first be imported using the MMC snap-in CERTIFICATE (CERTIFICATES (LOCAL COMPUTER)→ PERSONAL→ CERTIFICATES). Use BROWSE to select the desired certificate and confirm with OK (Illus. 9).



Illus. 9 Selecting certificate (example)

- CREATE NEW SELF SIGNED CERTIFICATE: A self-signed certificate with the host name of the Cortado server is created automatically. All Cortado services are configured accordingly.



If a self-signed certificate is used, (one generated by the Cortado installation procedure or a pre-existing, but self-generated one), the corresponding root certificate must be allocated to the smartphones. Otherwise, the smartphones display a message regarding untrustworthiness, that each user must confirm.

Internal connection settings

The communication between BES and Cortado server is carried out via an internal connection. In addition, the smartphones use internal connections, as if located in an internal corporate WiFi.

- Enter the internal host name (or IP address) of the Cortado server. Please note that the Cortado server must be reachable from the BES. The offered address can be accepted.
- Furthermore the following TCP ports are required:
 - CLIENT COMMUNICATION PORT: The default port for connections from smartphones to the Cortado Corporate Server is 81.
 - CLIENT REGISTRATION PORT: The default port that the smartphones use to register with the Cortado Corporate Server is 82.
 - CLIENT PRINT PORT: The default port that the print jobs are sent through is 4001.If these port numbers are occupied by other applications select different ones. Continue with NEXT.

E-mail settings

In the next window prepare the e-mail forwarding between mail server and Cortado Corporate Server (Illus. 10).

Select the first option (SMTP) if you are using Lotus Domino or Novell Groupwise. This will create a Connector that forwards mail to the Cortado server. With Microsoft Exchange you can select either SMTP or MAPI.

The second and third options (MAPI) require an Exchange Server. Depending on whether it is a local installation, or not, the inapplicable option is grayed out.

You can also use MAPI for BIS or SBS⁷ environments.

⁷ Small Business Server (Microsoft)



Illus. 10 E-mail settings

- Click NEXT. Afterwards ACCOUNT AND E-MAIL SETTINGS will open (Illus. 11 for SMTP, Illus. 12 for MAPI).

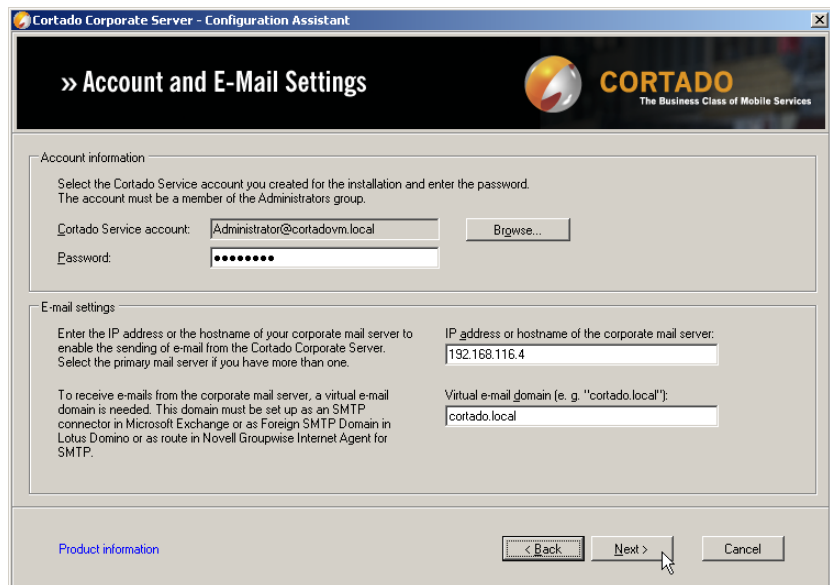
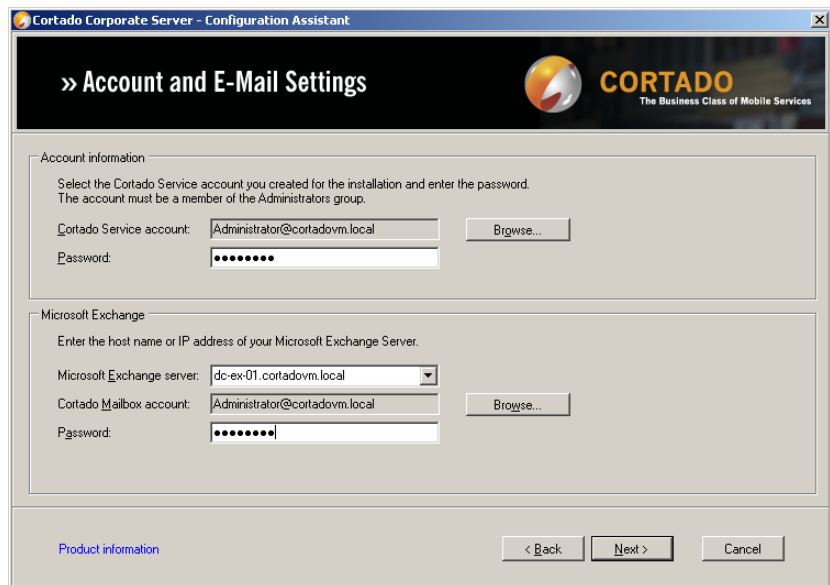


Bild 11 Account and E-Mail Settings (Example for SMTP)

If you have selected **SMTP**, enter at the top, the Cortado Service account that you selected for the installation ([Page 8](#)) – if unsure, this is the account you are currently logged into. Below, enter the address of the (primary) mailserver.

Finally, enter the address of the *connector* (Microsoft Exchange), the name of the *SMTP Foreign Domain* (Lotus Domino) or the *route* (Novell Groupwise Internet Agent for SMTP) that you will create on the mail server after the initial configuration of the Cortado Corporate Server as shown in Illus. 11 (arbitrary; suggestion: *cortado.local*; see „Configuring the mail server“, [Page 21](#)). For further Novell Groupwise information see [Page 29](#).

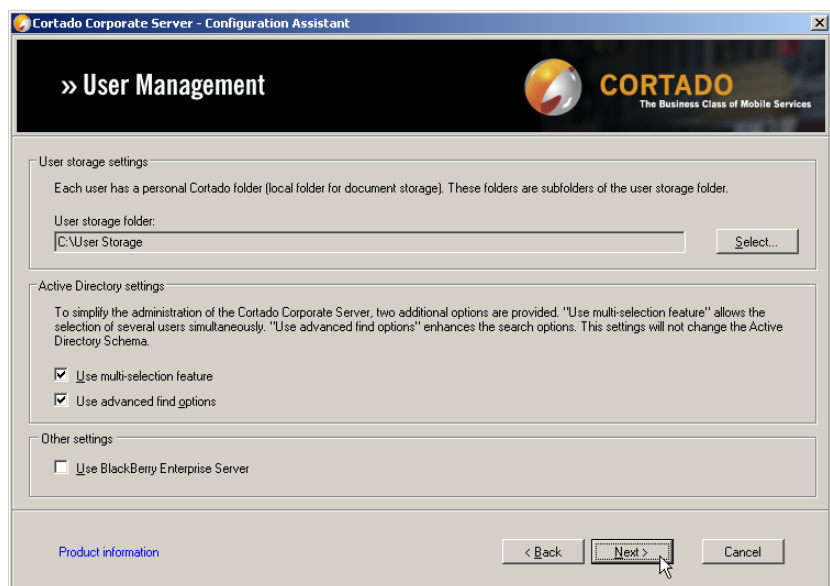


Illus. 12 Account and E-Mail Settings (Example for MAPI)

If you have selected **MAPI**, also enter at the top, the Cortado Service account that you selected for the installation ([Page 8](#)) – if unsure, this is the account you are currently logged into. This account also requires an Exchange **mailbox**, and the Network Service Account needs “Full Control” of this mailbox.

Below, enter the address of your Exchange server, incorporating your Cortado Mailbox account (Illus. 12).

User management



Illus. 13 User management settings



- If you do not want to change any of these optional settings, click NEXT.
- Otherwise set the path to the USER STORAGE, the root directory of the Cortado Corporate Server. The user directories are located therein (default: c:\User Storage)⁸. In these directories are the folder “My Documents“ as well as the links for shared folders on the company network located for each user (see “Drive-access configuration” in the *Configuration and Maintenance* manual).
- If you have a BES environment, place a tick against the field BLACKBERRY ENTERPRISE SERVER.

We recommend activating the multi-selection feature and the convenient search function (USE ADVANCED FIND OPTIONS)⁹ under ACTIVE DIRECTORY, so that later user configuration is significantly simplified.

The option USE MULTI-SELECTION FEATURE allows you to edit multiple users at the same time in the user management of the Cortado Corporate configuration console (see “User management” in the *Configuration and Maintenance* manual).

Note! Enabling the USE MULTI-SELECTION FEATURE option will effect a change of the “adminMultiselectPropertyPages” attribute in your company’s Active Directory.

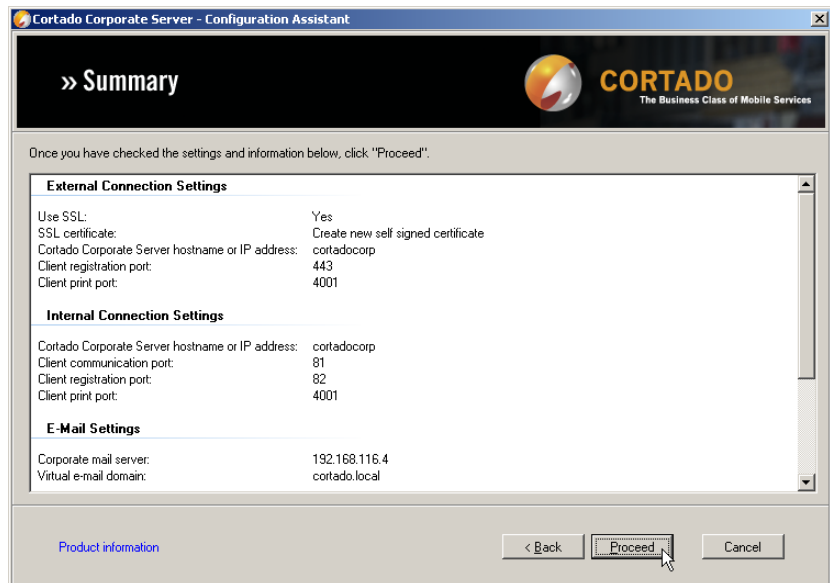
Activating the function USE ADVANCED FIND OPTIONS allows you to also display the CORTADO CORPORATE tab, where diverse user settings can be adjusted, in the local user search in the domain.

Note! Enabling the USE ADVANCED FIND OPTIONS changes the “adminPropertyPages” attribute in your company’s Active Directory.

⁸ In the User Storage each user can only see her or his own directory.

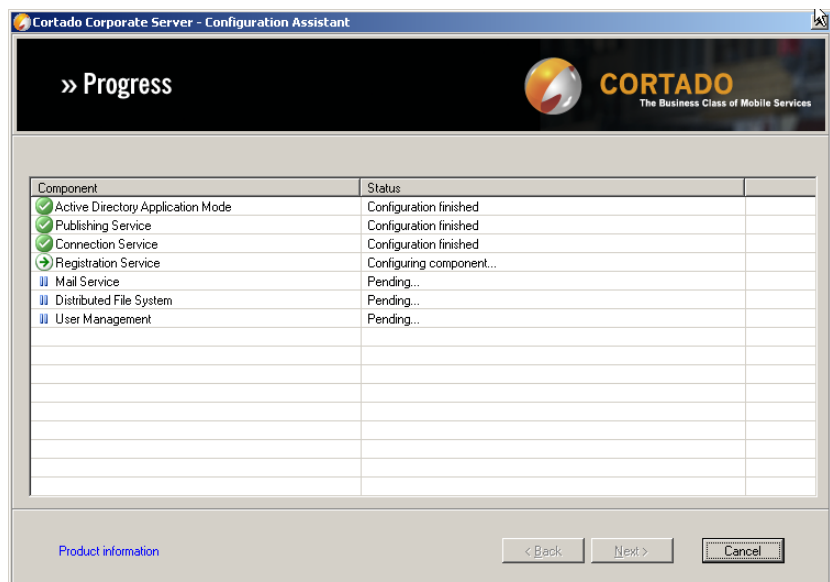
⁹ These options are only available if Cortado Corporate Server is installed and configured by a domain administrator.

- When you click NEXT, the selected settings for initial configuration will be displayed (Illus. 13).



Illus. 14 Initial configuration summary (section)

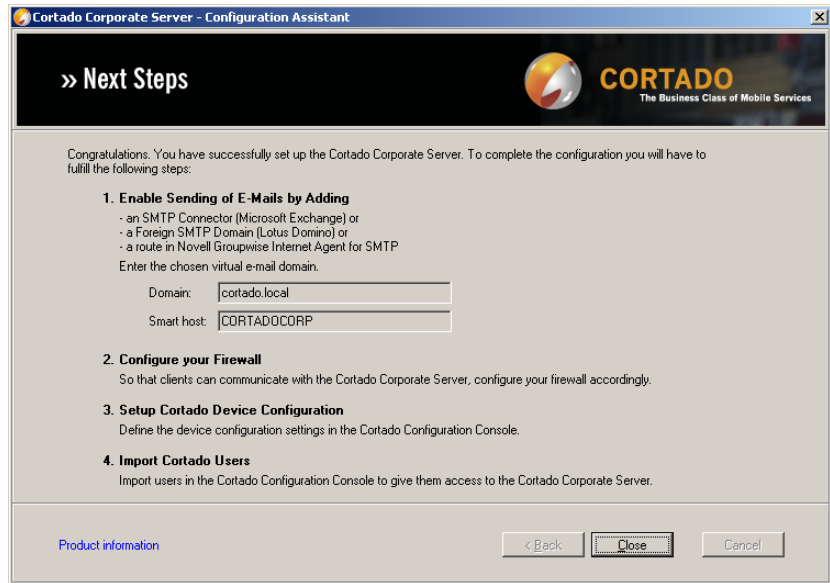
- Verify the information. If everything is correct, click NEXT to continue. The services will now be configured. Initial configuration is finished when a green checkmark appears next to all the services (Illus. 14). If a red cross appears you can double-click it to show an error description (also see “Abbreviations”, [Page 35](#)).



Illus. 15 Components are being configured



- Click NEXT. An information window with further instructions will open (Illus. 15). Close the window.

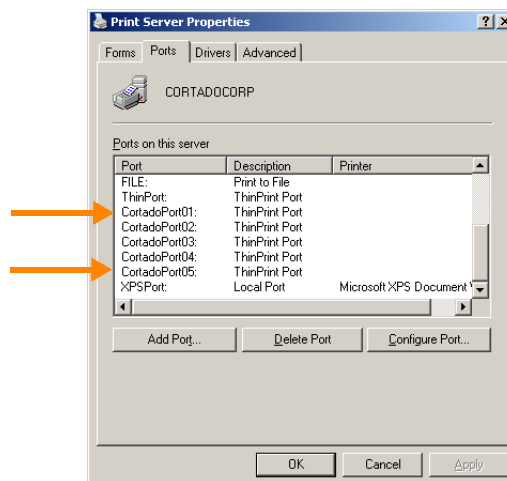


Illus. 16 Configuration finished

Results of initial configuration

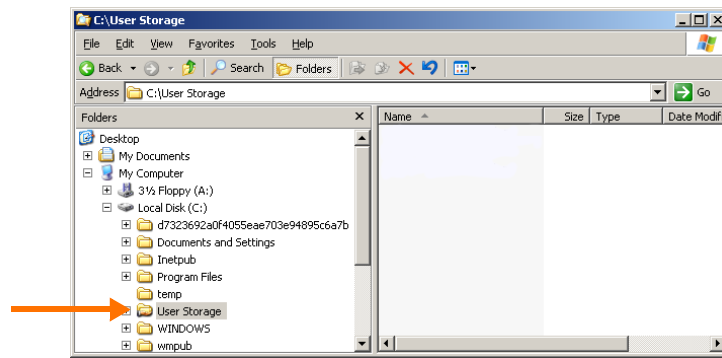
The initial configuration creates Cortado printer ports, folders in the installation directory and an IIS (web service) extension (Illus. 16 to 19). These are detailed below.

Cortado printer ports You will find the Cortado printer ports “CortadoPort01” to “CortadoPort05” in the Print Server Properties of the printer’s folder (Illus. 16).



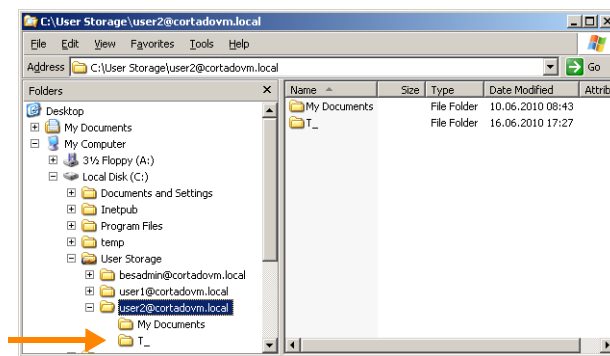
Illus. 17 Cortado printer ports

Folders Under C: USER STORAGE will have been created. It is the Cortado Corporate Server’s root directory and currently empty (Illus. 17).



Illus. 18 Cortado Corporate Server root directory (directly after initial configuration): USER STORAGE

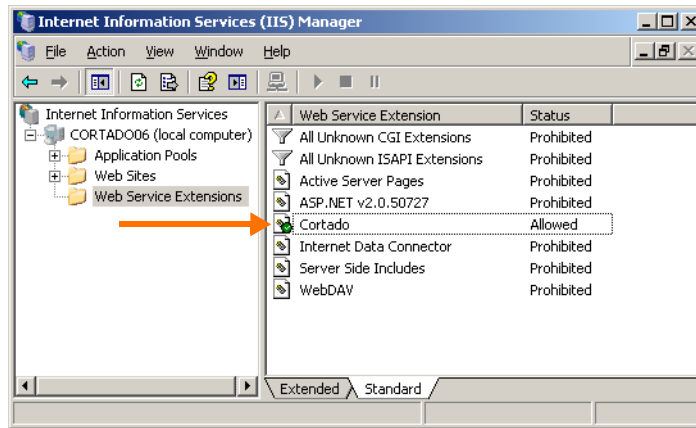
Once a user account has been activated for Cortado Corporate in the Configuration Console (or in the AD), s/he will get her or his own directory. The folder “My Documents” as well as links to shared folders on the company network are created in each user directory (see “Drive-access configuration” in the Configuration and Maintenance manual). These links are listed as HOME DRIVE(S) in the Cortado-Client on the smartphone.¹⁰



Illus. 19 USER STORAGE with network drives (example)

New web service The Cortado Registration Service has been set as a web service using TCP port 82 (default; see START → PROGRAMS → ADMINISTRATIVE TOOLS → INTERNET INFORMATION SERVICES (IIS) MANAGER, Illus. 19).

¹⁰ Please do never confuse: Each user can have a *Home Folder* in the Active Directory and a *user directory* in the Cortado Corporate Server's User Storage.



Illus. 20 Registration Service as the “Cortado” web service

New services The Cortado services, Publishing Service, Connection Service, and Mail Service have been configured and started.

Configuring the mail server

Learn in this chapter how to set up the e-mail forwarding with Microsoft Exchange (see below), Lotus Domino and Novell GroupWise. If you are using Lotus Domino, skip the following section and continue reading on [Page 28](#). Learn how to set up e-mail forwarding with Novell Groupwise on [Page 29](#).

Setting up e-mail forwarding with Microsoft Exchange 2007

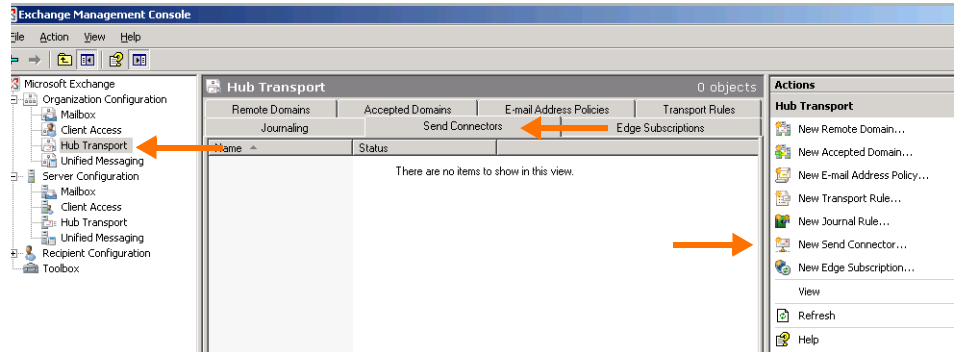
Configuring an SMTP connector

Cortado Corporate needs an e-mail forwarding from the mail server to the Cortado Corporate Server. Exchange servers are linked to respective domains; e-mail forwarding is possible to foreign domains only. Both the Cortado Corporate Server and the mail server are members of the same domain. Because the e-mails have to be forwarded within this domain an additionally – not really existent – domain is necessary (e.g., “cortado.local”).

In case of Exchange Server 2007¹¹ the transmission is always carried out via a hub server.

¹¹ If you are using Exchange Server 2007 with Service Pack 1 or 2, the setup of the connector is slightly different. Learn how to set up the SMTP connector on a Microsoft Exchange Server 2003 in the appendix, on [Page 30](#).

1. Open the Microsoft Exchange Management Console (START→ PROGRAMS→ MICROSOFT EXCHANGE→ EXCHANGE MANAGEMENT CONSOLE, Illus. 20).
2. Click HUB TRANSPORT under the ORGANIZATION CONFIGURATION node (Illus. 20, left arrow).



Illus. 21 Exchange Management Console

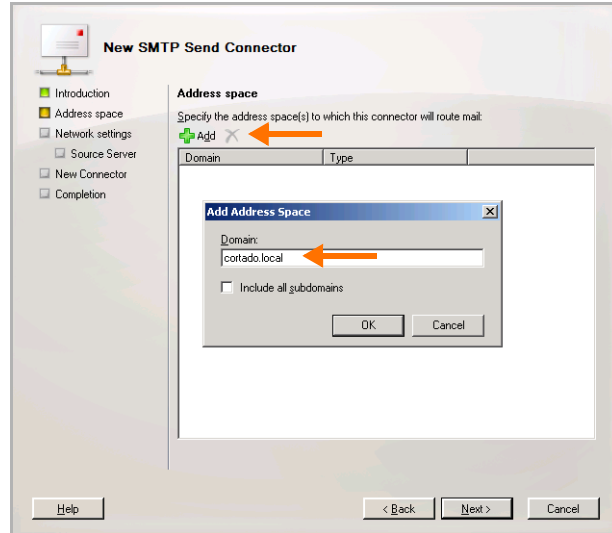
3. Next, select the SEND CONNECTORS tap (Illus. 20, middle arrow) and then the action NEW SEND CONNECTOR (Illus. 20, right arrow).
4. A new window will open (Illus. 21). Give the connector a name (for example, Cortado Corporate) and select CUSTOM as intended use (Illus. 21). Confirm with NEXT.



Illus. 22 Specify connector

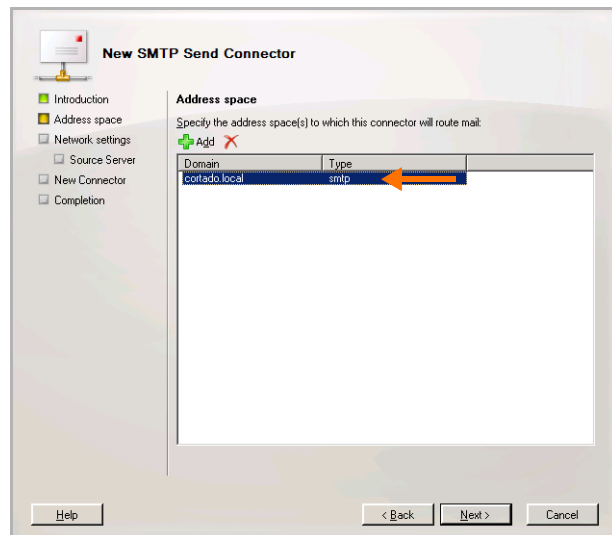


5. A new window will open (Illus. 22). Click ADD (Illus. 22, upper arrow) and enter the virtual (not really existent) e-mail domain that you configured on the Cortado Corporate Server before (for example, “cortado.local”, see Illus. 11 on [Page 15](#)) Confirm with OK and then with NEXT (Illus. 23).



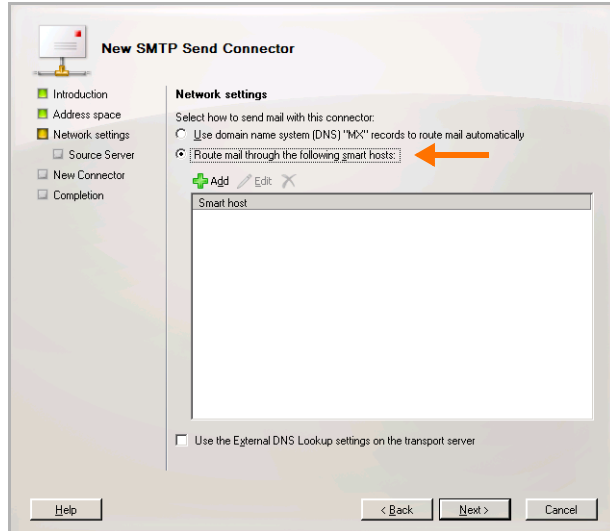
Illus. 23 Entering the – not really existent – e-mail domain

If desired, you can enable the option INCLUDE ALL SUBDOMAINS (Illus. 22). In this case, setup of the connector for the domain cortado.local is accompanied by the arrival of an e-mail with the address *print@server.cortado.local*, in which “server” specifies the subdomain.

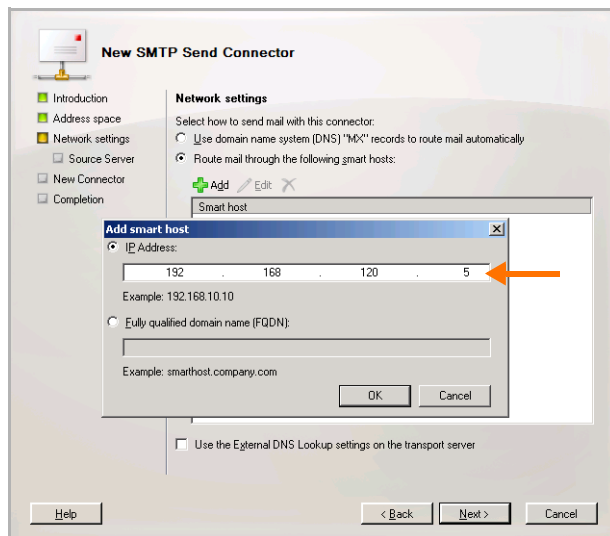


Illus. 24 Configured address space

- The network settings open (Illus. 24). Enable ROUTE MAIL THROUGH THE FOLLOWING SMART HOSTS and enter the address of the Cortado server (IP address or host name; see example in Illus. 25) that in its function as smart host will receive the e-mails. Confirm with OK.



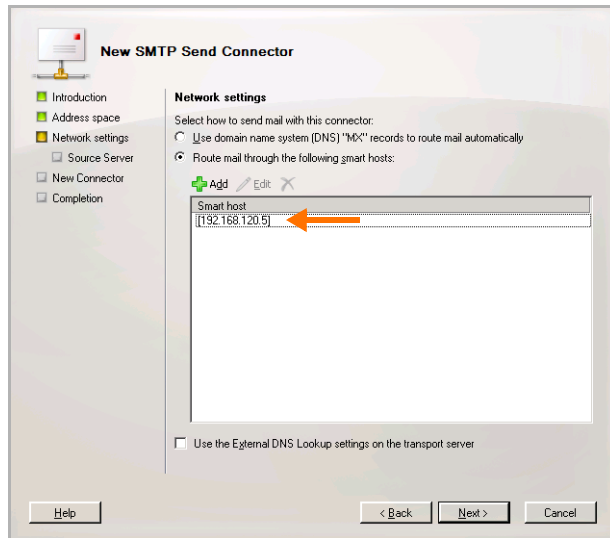
Illus. 25 Network settings



Illus. 26 Entering smart host (e.g. IP address)

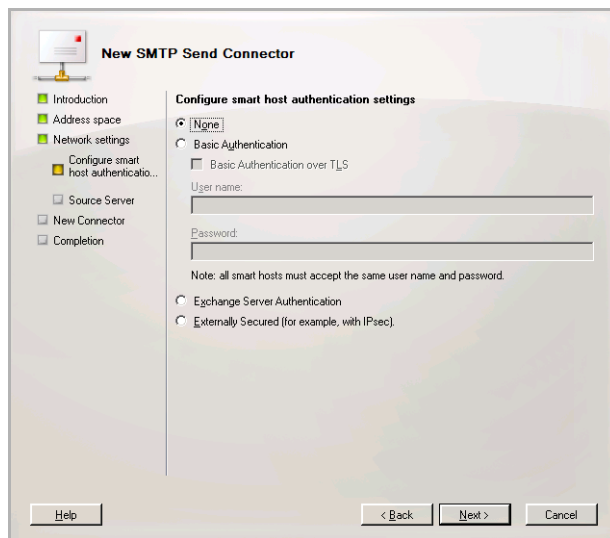


7. The smart host is entered now (Illus. 26). Confirm with NEXT.



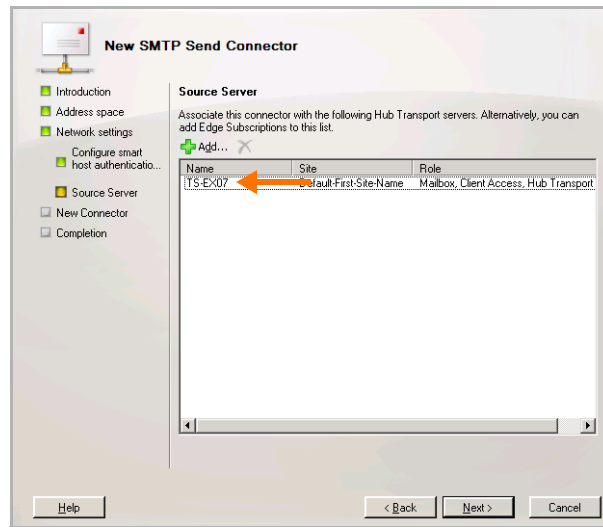
Illus. 27 Smart host entered

8. Select NONE in the authentication settings (Illus. 27).



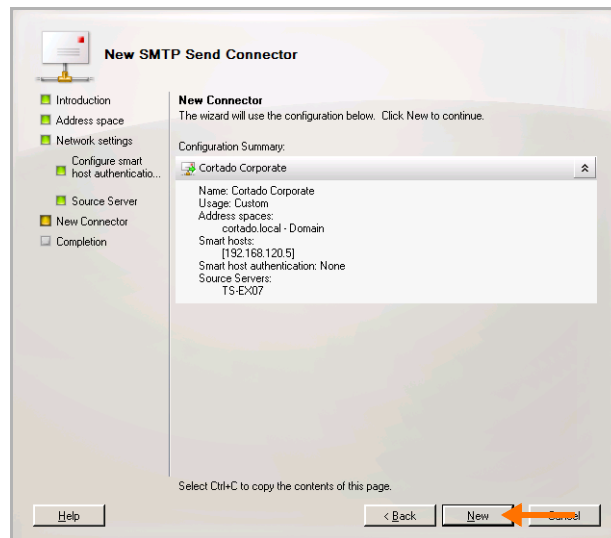
Illus. 28 Authentication settings (in example NONE selected)

9. In the next window confirm the relevant Exchange Server (Hub Transport Server) with NEXT (Illus. 28).



Illus. 29 Specify source server

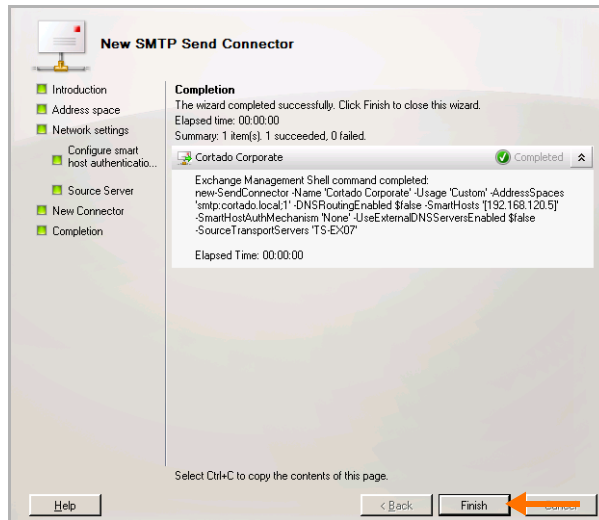
10. A summary is displayed (Illus. 29). As soon as you click NEW, the new connector will be set up.



Illus. 30 Configuration summary

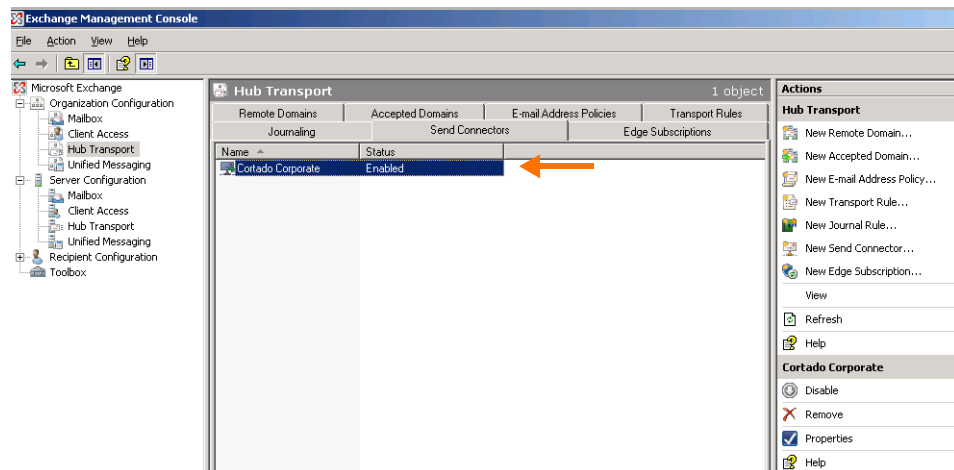


11. Confirm the success message with FINISH (Illus. 30).



Illus. 31 Connector successfully set up

12. The SMTP connector thus configured will now be listed under SEND CONNECTORS (Illus. 31) with the status ENABLED.



Illus. 32 Connector set up successfully

All e-mails to be printed will be automatically forwarded to the Cortado Corporate Server – namely to the domain entered here.

Note! If the forwarding of e-mails through your company’s mail server is prohibited, an exception must be set up for the Cortado Corporate Server. To do this, create a receive connector. In the REMOTE NETWORK SETTINGS, enter the systems/IP addresses permitted to forward e-mails through this connector.

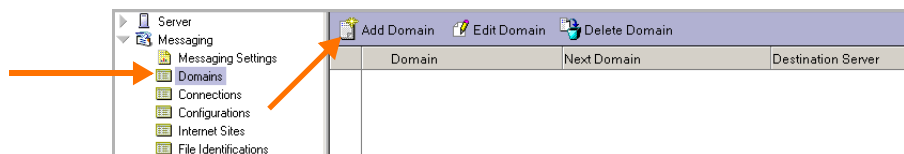
Setting up e-mail forwarding with Lotus Domino

Creating a Foreign SMTP Domain

During the printing process, the e-mails to be printed are forwarded – with control information – to the Cortado Corporate Server via SMTP. This requires the setup of an external e-mail domain, which forwards e-mails addressed to a not really existent e-mail domain (“cortado.local”) to the Cortado server (see also Illus. 11). This ensures that “normal” e-mail traffic is not disrupted.

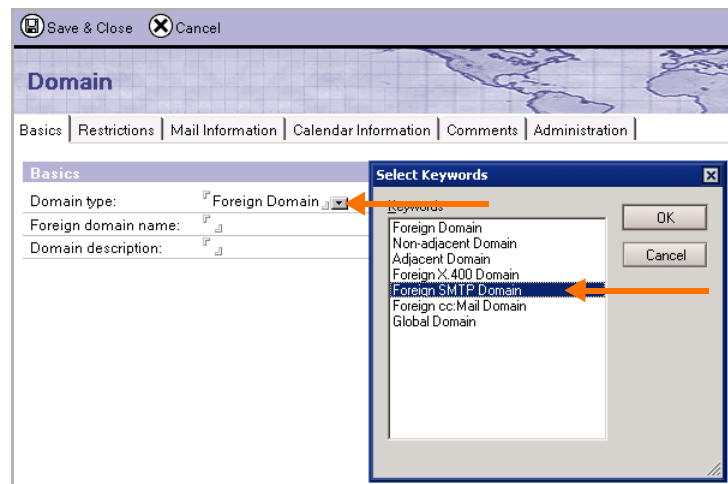
The Cortado Corporate Server components do not require direct access to the users’ mailboxes.

1. Start the **Domino Administrator**.
2. Select the **CONFIGURATION** tab.
3. Select **MESSAGING** → **DOMAINS** (Illus. 32, left arrow).
4. Click **ADD DOMAIN** now (right arrow).



Illus. 33 Adding a domain

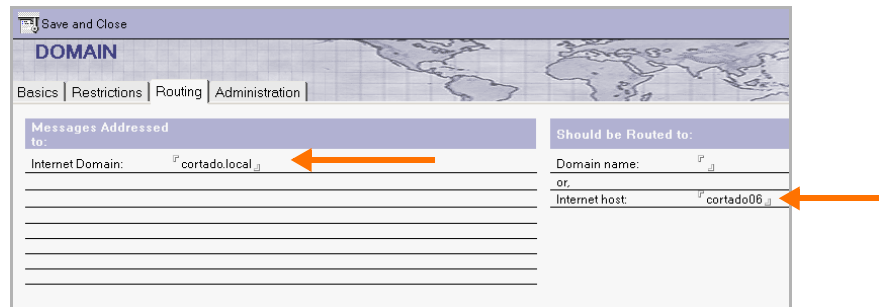
5. The **DOMAIN TYPE** has to be a Foreign SMTP Domain (Illus. 33, rear window). To do so, click the combo box in the relevant line (left arrow). In the window that will open, select **FOREIGN SMTP DOMAIN** (right arrow). Once you click **OK**, the **FOREIGN SMTP DOMAIN** is entered as the domain type.



Illus. 34 Creating the foreign SMTP domain

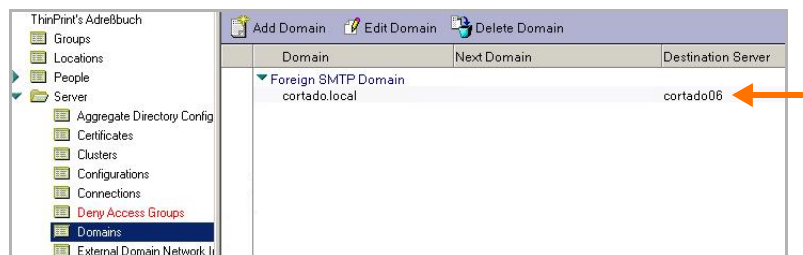


- Go to the ROUTING tab (Illus. 34). As INTERNET DOMAIN enter “cortado.local” (left arrow). As INTERNET HOST enter the IP address (or host name) of the Cortado Corporate Server (right arrow). (See also Illus. 8.)



Illus. 35 Routing settings: Entering the – not really existent – e-mail domain and the Cortado Corporate Server

- Once you click SAVE AND CLOSE (Illus. 34), the address of the Cortado Corporate Server will appear under DESTINATION SERVER (Illus. 35).



Illus. 36 Foreign SMTP domain configured

All e-mails to be printed will be automatically forwarded to the Cortado Corporate Server – namely to the Foreign SMTP Domain created here.

Setting up e-mail forwarding with Novell Groupwise

Adjusting the Internet Agent

During the printing process, the e-mails to be printed are forwarded – with control information – to the Cortado Corporate Server via SMTP. This requires the setup of an external e-mail domain, which forwards e-mails addressed to a not really existent e-mail domain (“cortado.local”) to the Cortado server (see also Illus. 11). This ensures that “normal” e-mail traffic is not disrupted.

This forwarding occurs by a route that must be added to the Groupwise Internet Agent for SMTP. To do this, create the configuration file route.cfg (= text file) in the home directory of the Internet Agent on the Groupwise Server (domain\wpgate\gwia). Enter here the not really existent e-mail domain that you already set up previously on the Cortado Corporate Server (for example, “cortado.local”, see Illus. 8). Add the IP address (in brackets) or the host name of the Cortado Corporate Server to the domain name, for example: cortado.local [192.168.1.5]. Make sure that the file ends with a blank line and save it.

The e-mails to be printed are automatically forwarded to the Cortado Corporate Server, namely to the domain entered here.

User configuration

You have carried out an initial configuration of Cortado Corporate Server and set up the e-mail forwarding between mail server and Cortado Corporate Server. Following this, the device registration has to be prepared and the users have to be enabled for Cortado Corporate. Further information about that can be found in the *Configuration and Maintenance* manual ([Page 34](#)).

Appendix

Customer service and technical support

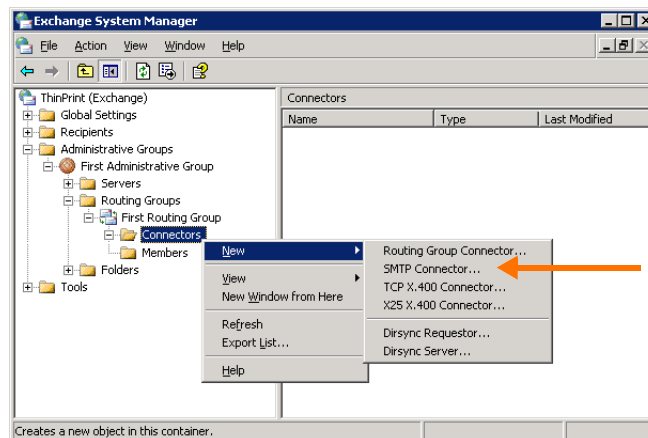
www.cortado.com/support
support@cortado.com

Setting up e-mail forwarding with Microsoft Exchange 2003

Configuring an SMTP connector

Cortado Corporate needs an e-mail forwarding from the mail server to the Cortado Corporate Server. Exchange servers are linked to respective domains; e-mail forwarding is possible to foreign domains only. Both the Cortado Corporate Server and the mail server are members of the same domain. Because the e-mails have to be forwarded within this domain an additionally – not really existent – domain is necessary (e.g., “cortado.local”).

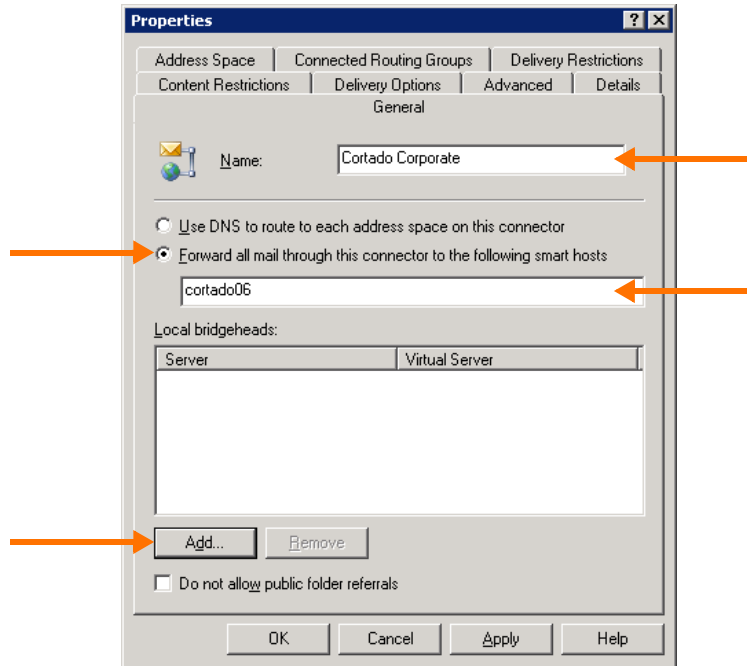
1. To do so, open the Microsoft Exchange System Manager (START → PROGRAMS → MICROSOFT EXCHANGE → SYSTEM MANAGER).
2. Select CONNECTORS → NEW → SMTP CONNECTOR (Illus. 36).



Illus. 37 Setting up a connector (example for Exchange 2003)

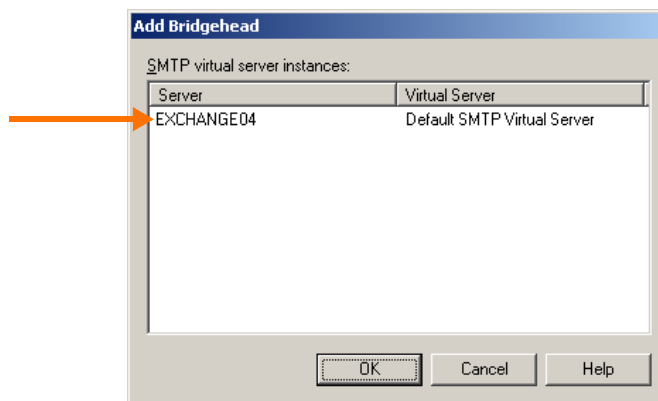


3. A new window will open (Illus. 37).



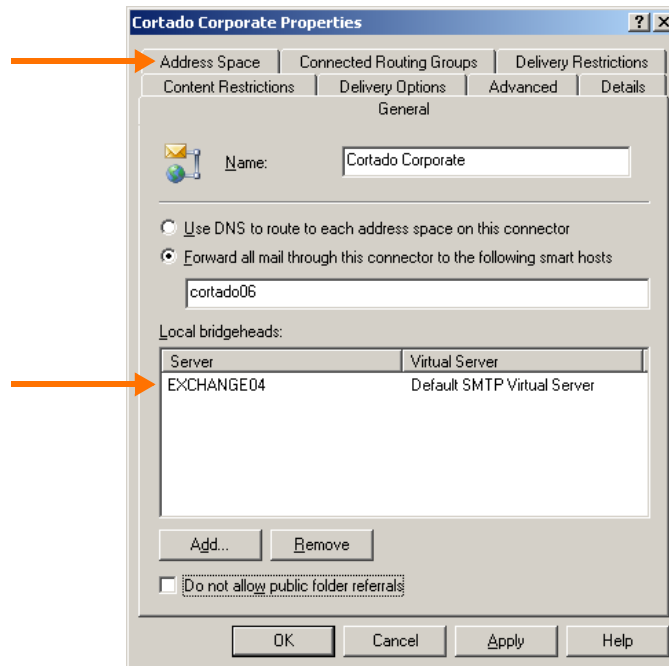
Illus. 38 E-mails will be forwarded to the Cortado Corporate Server

4. Give the connector a name (for example, Cortado Corporate) (Illus. 37).
5. Enable FORWARD ALL MAIL THROUGH THIS CONNECTOR TO THE FOLLOWING SMART HOSTS. Enter the address of the Cortado Corporate Server (IP address or host name; example in Illus. 37).
6. Click ADD. A new window will open (Illus. 38). Select all relevant Exchange servers. Click OK.



Illus. 39 Selecting Exchange server

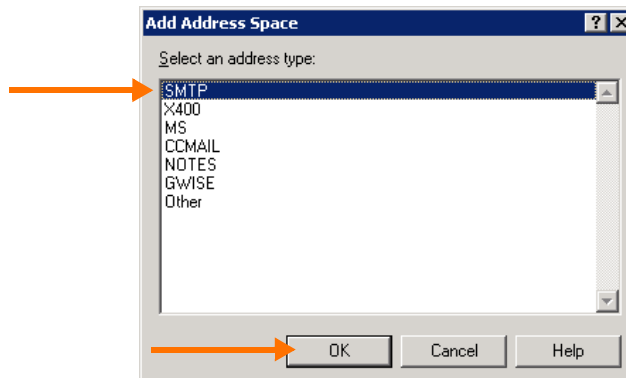
7. Your Exchange server is displayed as a local bridgehead now (Illus. 39).



Illus. 40 Connector properties entered

8. Select the ADDRESS SPACE tab (top arrow in Illus. 39). Click ADD.

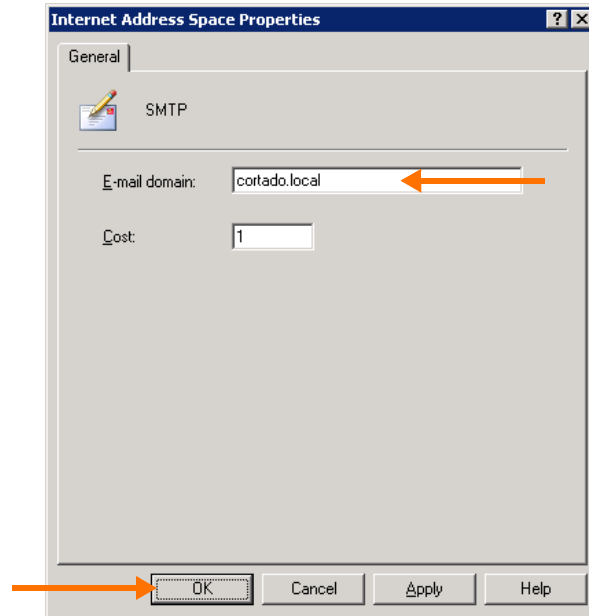
9. A new window will open (Illus. 40). Select SMTP and click OK.



Illus. 41 Specifying domain type

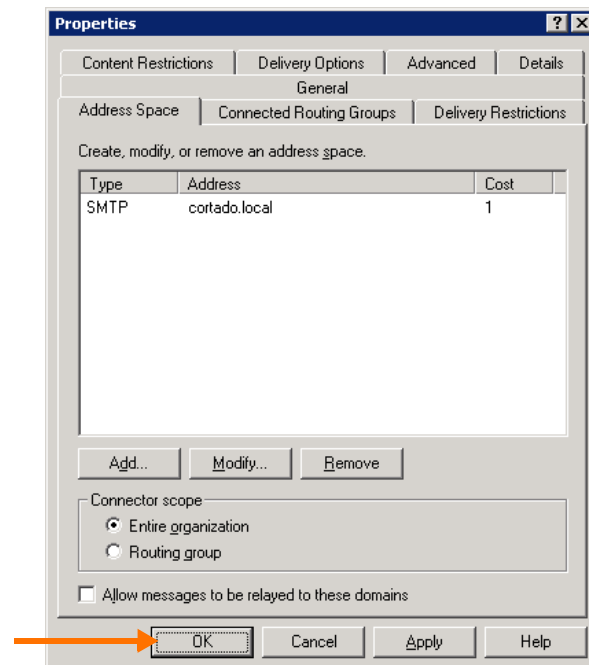


10. A new window will open (Illus. 41). Enter the not really existent e-mail domain that you configured on the Cortado Corporate Server before “cortado.local” as E-MAIL DOMAIN and click OK (e.g. “cortado.local”, see also Illus. 11). Click OK to confirm.



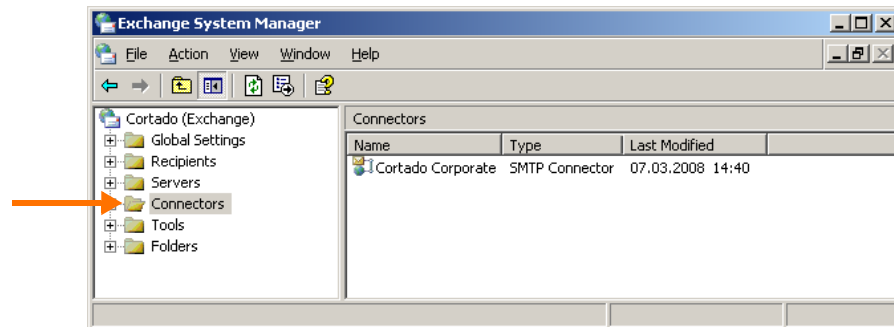
Illus. 42 Entering the – not really existent – e-mail domain

11. Click OK to confirm your settings (Illus. 42).



Illus. 43 Finishing connector configuration

12. The SMTP connector thus configured will now be listed under CONNECTORS (Illus. 43).



Illus. 44 Connector added

All e-mails to be printed will be automatically forwarded to the Cortado server – namely to the domain entered here.

Note! If the forwarding of e-mails through your company's mail server is prohibited, an exception must be set up for the Cortado Corporate Server. To do this, go into the Exchange System Manager and open the properties of the SMTP Server (below the Server protocol), switch to the ACCESS tab and select the RELAY switch here. Check to make sure that the ONLY THE LIST BELOW is enabled and that the Cortado Corporate Server is in this list.

Additional sources

Further information about Cortado can be downloaded from our website.

Manuals The following manuals (amongst others) are available at www.cortado.com/ → SUPPORT → MANUALS → CORTADO CORPORATE SERVER:

- Cortado Corporate Server: Configuration and Maintenance
- Cortado Corporate Server in a Novell environment
- User Manual "Cortado Explorer" for BlackBerry
- User Manual "Cortado" for iPhone, iPad and iPod

White papers The following white papers are available at www.cortado.com/ → PRESS ROOM → WHITE PAPERS:

- Secure Configuration for BlackBerry and Cortado
- ROI Consideration for Cortado Corporate Server



Abbreviations

AD	Active Directory
ADAM	Active Directory Application Mode
BES	BlackBerry Enterprise Server
BIS	BlackBerry Internet Service
Bluetooth printing	printing with mobile devices via a local interface like Bluetooth, infrared, or WLAN (see “Local Printers” on client-side)
CN	Common Name
DC	Domain Controller/Domain Component
DFS	Distributed File System
DNS	Domain Name System
GB	Gigabyte
HTTP	Hypertext Transfer Protocol
HTTPS	Secure Hypertext Transfer Protocol
ID	Identification number
IIS	Internet Information Services
IMEI	International Mobile Equipment Identity
MAPI	Messaging Application Programming Interface
MB	Megabyte
MDS	Mobile Data Service (RIM)
MMC	Microsoft Management Console
OU	Organizational Unit
PIN	Personal Identification Number
RAM	Random Access Memory
Reg PIN	Registration PIN
RIM	Research in Motion
SMTP	Simple Mail Transfer Protocol
SBS	Small Business Server (Microsoft)
SP	Service Pack
SQL	Structured Query Language
TCP/IP	Transport Control Protocol/Internet Protocol
TP	ThinPrint
UNC	Universal Naming Convention
UPN	User Principle Name
URL	Universal Resource Locator (Internet address)