



# **Zimbra Connector for Apple iSync (For Mac OS 10.4.x)**

**ZCS**

**August 2012**

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When the Zimbra Connector for Apple® iSync is installed, you can use Apple Address Book, iCal, and Microsoft® Entourage® to access the Zimbra Collaboration Server (ZCS) and synchronize data to and from the Mac.

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**Note:** *Calendar syncing integration with Entourage is only supported for OS X 10.4. Calendar syncing integration on OS X 10.5 or later is handled with CalDAV. See Zimbra Connector for Apple iSync (For Mac OS 10.5+) documentation.*

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The Zimbra Connector for Apple iSync only supports Microsoft Office 2004 Entourage for Mac, version 11.2.3. This is the first version of Microsoft Office for Mac in which Entourage supports Mac Sync Services, the same service used by the iCal and Address Book applications for data synchronization.

The Zimbra Connector for Apple iSync plug-in uses the standard Apple package installer. It takes only a few minutes for users to install the Zimbra Connector for Apple iSync on their computers, establish the connections to the Zimbra server and set up a synchronization schedule.

## Before You Begin

The Zimbra Connector for Apple iSync works on Apple computers running OS X 10.4.1 or later.

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**Note:** *Recommended OS is 10.4.6 or later.*

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Before you synchronize your calendars and address books, you should backup your Apple's iCal and Address book data. If synchronization should fail, you can use these files to restore your Mac information.

- To back up Apple iCal, open iCal and select **File>Back up Database**.
- To back up the address book, open Address Book and select **File> Back up Address Book**.

## Steps to Configure the Connector for Apple iSync

Zimbra Connector for Apple iSync is configured from System Preferences.

1. After the Zimbra Connector for Apple iSync is installed, open **System Preferences**; click **Zimbra** from the **Other** row. The Zimbra dialog opens.



2. Select the **Account** tab. Enter the following information:
  - **Description.** Enter a name to identify this account.
  - **Server.** Enter the Zimbra server domain name (DNS).
  - **Server port.** Enter the port number for the server. In most cases, for non-secured connections, the default is 80 and, for secured connections the default is 443. Your configuration can be different.
  - Check **Use Secure Sockets Layer** to establish a secure connection to the port, if required.
  - Your Zimbra account **user name** and **password**.

After the account information is entered, the user is authenticated with the Zimbra server. When authentication is complete, **Authenticated** displays in the lower right of the dialog.

3. Click the **Sync** tab to set up your synchronization schedule and select folders to sync.



4. From the **Synchronize** list select the sync schedule: Manually, Every Hour, Every Day, or Every Week. If you select Manually, synchronization happens only when you come back to this dialog and click Sync Now. If you select one of the other options, contacts and calendars sync automatically.
5. Either or both Contacts and Calendars can be selected to sync. For Calendars, you can select All or Selected. When Selected is checked, you choose which calendars you want to sync with the Zimbra server.

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**Note:** *If you are using Leopard and you have already set up a CalDAV account, you will need to delete this account before you are able to change your Calendars Sync option to **All** or **Selected**.*

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**Note:** *Calendars you subscribe to from either the Zimbra Web Client and in iCal are not included when the calendars are synchronized.*

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6. Click **Sync Now** to synchronize with your Zimbra Address Book and Calendars. If your Address Books and Calendars have a large number of entries, initial synchronization can take some time.

Before the address books or calendars are synced, you receive notification about how many files will be added, modified or deleted. Click **OK** to continue.

Various Sync Alert dialogs may be displayed asking if you would like to delete all contacts/calendars from your account on the Zimbra server before syncing. If you check that box, the information is deleted on the Zimbra server. If you do not check the box, you merge the two lists. Duplicate contacts are not deleted.

## Using the Advanced Tab

The Advanced tab is used to enable Entourage integration, data change notification, and to configure the number of sync logs to save. Configuring these is optional. From the Advanced tab, you can also re-synchronize the information between the Zimbra server and the Mac.



- If you use Entourage, check **Entourage integration** to correctly sync the Entourage calendar to the Zimbra primary calendar. The Zimbra primary calendar is the first calendar created for your Zimbra account. On the Zimbra Web Client it is named Calendar.
- Check **Show data change alert** to be notified before any data changes are made to your Zimbra account.
- Specify the number of last sync logs to save. The most recent 5 sync logs are saved by default.

## Resetting Your Data

If you have not been maintaining a sync between the data in Zimbra Address Books and Calendars with the data in your Mac Address Book and Calendars, you may want to refresh your content from the account that you think is the most up to date to the other account. To do this, click **Reset Sync Data** and select the direction to update information from.

**Important:** *Reset Sync Data will remove all sync history for your account on your computer. Depending on what type of reset sync is selected, data may be deleted in your Zimbra account or on this Mac. The sync will behave as though your account has never been synced before.*

1. Click **Reset Sync Data** on the Advanced tab.
2. Select how the connector should reset the sync data—
  - **Replace data in mailbox with data from this machine.** This deletes all address books and calendars from your Zimbra account, and replaces them with your Mac Address Book and Calendars.



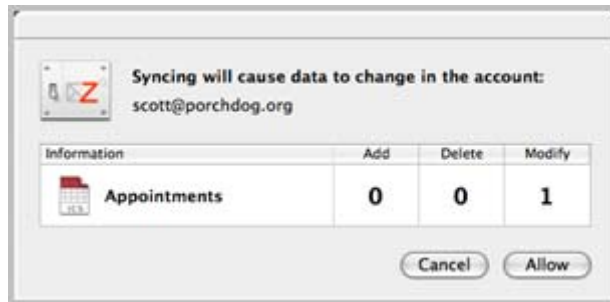
- **Merge data in mailbox with data from this machine.** This compares the address books and calendars data from your Zimbra account with the Address Book and Calendars from your Mac. Any new contacts or meetings will be synced.



- **Replace data on this machine with data from mailbox.** This deletes your Mac Address Book and Calendars, and replaces them with the Address Book and calendars from your Zimbra account.



3. Click **OK**. An iSync sync alert shows the number of contacts that will be added and the number of contacts that will be deleted. You can cancel sync at this point and no data is changed.



4. To continue, click **Allow**. If you selected to delete data in your Zimbra account, the Zimbra iSync Connector dialog displays a request to update your Zimbra server. Click **OK**. The data has been synced between your two accounts.

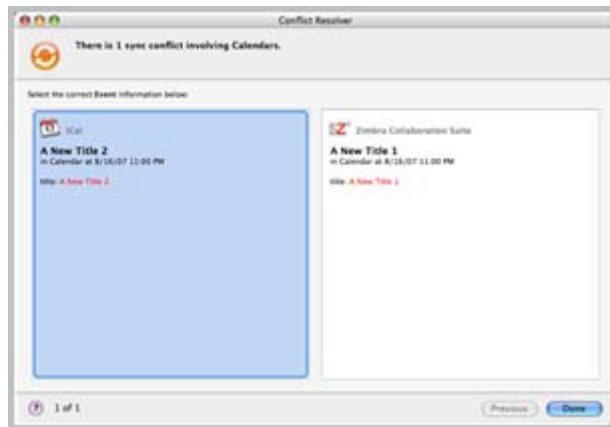
### Resolving Sync Problems

In the event that your address books and calendars are unable to sync between your Zimbra account and your Mac data, you will need to run iSync Reset Sync History. This resets the sync history for all account maintained on that Mac. This does not delete data stored on the Mac, but the next time you sync with any accounts, the Mac behaves as if this was the first time the information is being synced.

1. On the Mac, open the **iSync Preferences** dialog and click **Reset Sync History**.
2. A dialog displays asking if you are sure you want to reset this computer's sync history. Click **Reset Sync History**.
3. Go to your **System Preferences>Zimbra** and on the Sync tab click **Sync Now** to synchronize with your Zimbra Address Book and Calendars. As this is an initial sync, if you have a large number of entries in your calendars and address books, this can take some time.

## General Usage Notes

- The information being synchronized is compared and conflicts are found, the Conflict Resolver pane displays the number of items in conflict and lets you review and select which version is correct.



- If the server is down or your Mac is turned off, the scheduled sync does not happen. The data will sync on the next scheduled time.
- If you choose a specific time to sync instead the manual sync, the syncs are scheduled to happen as follows:
  - Every 1, 5, or 30 minutes
  - Every hour — For example 5:01
  - Every day — 1 a.m.
  - Every week — Monday, the hour and minutes are wild carded.
- Zimbra accounts can have multiple address books. On the Mac, only one Apple Address Book is available. When performing an initial sync, every address book in a Zimbra account is synced to the Apple Address Book. When new contacts are added to the Apple Address Book and synced back to the Zimbra server, the new contacts are added to the Zimbra Contacts address book.
- Zimbra tags are ignored in the Address Book.

- If a meeting is modified in iCal to change attendees, this information is synced on the Zimbra server. Attendees are not automatically notified.
- If the Zimbra Connector for Apple iSync is not able to create a sync session, a message is displayed. You will need to restart the SyncService's engine. This problem is due to a bug in Apple's iSync and we are working with Apple to resolve this issue.

You can restart the SyncService's engine in one of three ways:

- Reboot the machine.
  - Log out and log back in.
  - Restart the SyncService processes
1. Shutdown iCal, Address Book, System Preferences, and Entourage.
  2. Go to **Macintosh HD - Applications - Utilities**.
  3. Start up **Terminal**.
  4. Type `killall SyncServer syncuid`.
  5. Go to the **Preferences>Other>Zimbra**, Sync tab and click **Sync Now**.