



CorporateSync 2.1.1 for Palm,
Windows Edition User's Guide

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1

Introduction to CorporateSync

CorporateSync allows you to transfer data between your calendar application and your Palm Compatible Platform device.

If you cannot find the installer file (CSyncPP.exe), contact your System Administrator. For information on HotSync setup, consult your palm organizer Handbook.

A word about terms

Calendar server refers to the server where all Entries (Meetings, Day Events, Daily Notes, Tasks and Holidays) exist. *Calendar application* refers to the application you use to create, edit or delete these Entries (CorporateTime, OpenTime, Netscape Calendar or Lexacom Calendar). In cases where Entries are discussed, *calendar server* and *calendar application* are used interchangeably. Where Address Books are discussed, only *calendar application* is used, as CorporateSync can only synchronize Address Books that exist locally on a user's machine and not on the server.

System Requirements

- CorporateTime/OpenTime 4.0 or greater to synchronize an off-line Agenda or Address Book.
- IBM-compatible 486 PC or higher.
- 8 MB RAM minimum, 16 MB recommended (required with Windows NT).
- 20 MB of available hard disk space.
- Palm Desktop 2.0 or greater installed on your PC. If you have an older version, get the upgrade from the Support section of the Palm web site (www.palm.com).
- Any Palm Compatible Platform device (e.g. PalmPilot, Palm III, WorkPad).

- Network access to a calendar server running CorporateTime/OpenTime Server 2.53, 2.57, 2.60, 3.5x, or 4.0 or Netscape Calendar server 3.5 or 4.0.

Installing CorporateSync

1. If you already have data in your Palm Desktop, you should perform a HotSync before installing CorporateSync.
2. Run the CorporateSync Installer (CSyncPP.exe) on your computer and follow the on-screen instructions. (If you have an evaluation copy (CSyncPPE.exe), contact CS&T for information on obtaining a permanent copy.)
3. If you have a previous version installed on your computer, the installer will warn you that the old version must be removed. Click Remove to continue.
4. This installation replaces the Palm Desktop with your calendar application. If you have data in the Palm Desktop, the installer will give you one last chance to back it up. Click HotSync to back up the data.
5. Turn on the palm organizer and place it in its cradle.
6. Press the HotSync button on the front of the palm organizer cradle. The CS Setup application will be installed on your palm organizer.
7. Note: You may get error messages in the HotSync log saying that CS Setup cannot be located. Ignore these messages.
8. If the HotSync Manager is running, the installer will ask if you wish to close it. Click Yes to exit the HotSync Manager.
9. Click the HotSync icon on the Taskbar and select Custom. The Custom menu lets you decide what to synchronize between your palm organizer and your PC and how to do it. For more information on the Custom menu, consult your palm organizer Handbook.
10. Select a user name from the top of the Custom dialog box. If there is only one user name, it will be selected automatically. Click Done.

CorporateSync is now installed but no Entry information has been synchronized.

Note: CorporateSync does not require that a calendar application be installed on your machine. However, CorporateTime/OpenTime 4.0 or greater is required to synchronize an off-line Agenda or Address Book.

Limitations

- Upgrading your Palm device to OS 3.3 may result in loss of data if you have a previous version of CorporateSync installed. To avoid this error, please install CorporateSync 2.1.1 before you upgrade to OS 3.3. If you have already encountered this error, upgrade to CorporateSync 2.1.1 to resolve the problem.
- The palm organizer does not recognize different time zones. Make sure your calendar application's time zone corresponds to the palm organizer's.
- You cannot synchronize the palm organizer's repeating Events. You can, however, synchronize your calendar application's repeating Entries.
- If you change a timed Event to an untimed Event, or vice versa, on your palm organizer, the change will not appear in your calendar application.
- It is recommended that you only synchronize the palm organizer with your on-line Agenda. Synchronizing with the off-line Agenda can (and usually does) cause duplicate Entries. See Appendix A for details.
- You cannot HotSync Address Book Entries when your calendar application is open on your PC.
- CorporateSync is unable to present a list of possible matches for duplicated names. To avoid this problem, enter as much unique user information as possible (e.g. organization unit, etc.).

Avoiding Problems

There are a few steps you can take to minimize potential problems:

- After you upgrade to CorporateSync 2.1.1, HotSync immediately before performing other operations.
- When possible, create and modify your Entries using the calendar application. This is especially recommended when dealing with repeating Entries.
- Set the Private Records option in the palm organizer's Security application to "Show".
- Choose Refresh all from the calendar application View menu after HotSyncing.
- Select "Set as Default" in the Change HotSync Action menu to preserve the settings you entered.

2

Using CorporateSync

Synchronizing your palm organizer for the first time

1. Turn on your palm organizer.
2. Tap the CS Setup icon to open CorporateSync Setup.
3. Enter your calendar application user name and/or organization units in the user field. Enter enough characters to distinguish yourself from all other users on your server.
4. Enter the server name and node number or alias in the server field.
5. Synchronize with an off-line database by selecting Off-line instead of a server name. If you select Off-line, the server and node fields will disappear.
6. Enter your calendar server password.
7. Choose Dates from the pick list at the top of your palm organizer. Define the Synchronization period. Enter the range by entering From and To values or by entering start and end dates (or a combination of both).
8. Choose Events from the pick list at the top of your palm organizer and select Event options.
9. Select "HotSync Refused Entries" to transfer Meetings, Daily Notes and Day Events that you have chosen not to attend or keep in your Agenda.
10. Select "Show Location" to transfer Meeting Locations (the default Location is the first invited Resource).

11. Select "Show Attendees" to transfer the names of invited people and Resources (maximum of 12).
12. Select "Limit Event Details" to limit the size of Meeting Descriptions that will be transferred. When selected, enter the maximum size to be transferred (maximum of 64k).
13. Choose Tasks from the pick list at the top of your palm organizer and select Task options.
14. Select "HotSync Completed Tasks" to transfer Tasks marked as completed.
15. Select "Limit Task Details" to limit the size of Task Comments that will be transferred. When selected, enter the maximum size to be transferred (maximum of 64k).
16. Choose Addresses from the pick list at the top of your palm organizer and enter the calendar application Address Book name. Select Address options. In order to HotSync Address Book Entries, your calendar application must be closed on your PC.
17. Place your palm organizer into its cradle and press the HotSync button.

Your palm organizer is now synchronized with your calendar application.

3

Troubleshooting

In this chapter, we explain how to work around problems users sometimes encounter while working with the palm organizer. When bulleted lists appear, your problem can be fixed using one, some or all of the possible solutions.

HotSync problems

I cannot get my palm organizer to HotSync with the calendar application.

- Make sure your PC's HotSync Manager (Start > Programs > Palm Desktop > HotSync Manager) is on.
- The calendar application cannot be open in off-line mode when you perform a HotSync with your off-line Agenda. Close the calendar application or switch on-line by choosing "Work On-line" from the File menu.
- If you are also synchronizing Address Book Entries, the calendar application must be closed. Ensure that the Address Book name is entered correctly in CS Setup.
- Close all HotSync windows on your PC (e.g. HotSync Log, Custom menu).
- Verify the accuracy of the user name, organization units, password, server and node settings in the palm organizer CS Setup.
- Make sure the user name, organization units and initials you entered distinguish you from everyone else on the system.
- Verify that your palm organizer is placed properly in its cradle.
- Make sure the HotSync Custom settings for calendar application Addresses, Entries and Tasks are not set to "Do Nothing".
- Make sure the server you are connecting to is running properly.
- Verify the Serial Port settings using the Setup dialog box (opened when you click the HotSync manager icon on your PC's Taskbar and choose Setup). Make sure no other programs are using the same Com Port as HotSync.

- Close the HotSync Manager and then open it again.

I have problems connecting to the server.

- Make sure the user name, organization units, server name, password and node number have all been entered properly in the palm organizer CS Setup.
- Make sure that you are using the right HotSync option in the HotSync application (Local Sync vs. Modem Sync).
- Ensure that the server you are connecting to is running properly.
- Verify that your palm organizer is sitting properly in its cradle.
- If you are synchronizing calendar application Addresses, your off-line and on-line passwords must be the same.

The HotSync keeps timing out.

Open the palm organizer's HotSync application. Hold down the Up and Down buttons and tap the top-right corner of the screen. The Developer's Back Door dialog box will open and the message "DLServer Wait Forever is ON" will appear. Tap OK.

The HotSync is taking too long.

Cut down the synchronization time by doing the following:

- Set unused applications to "Do Nothing" in the HotSync Manager Custom menu.
- Narrow the time period you want to HotSync in the palm organizer CS Setup.

Entry problems

Some palm organizer Entries do not appear in the calendar application after synchronizing.

- Choose Refresh all from the View menu in the calendar application.
- Only the first Event of a repeating Event created using the palm organizer appears in the calendar application.
- The Entries are outside the range defined in the palm organizer CS Setup.

Some the calendar application Entries do not appear in the palm organizer after synchronizing.

- Set Private Records in the palm organizer Security application to “Show”.
- The Entries are outside the range defined in the palm organizer CS Setup.
- Check the Entries and/or Tasks HotSync settings in the palm organizer CS Setup. Select the desired options and HotSync again.

What happens to an Entry that has been modified in both the calendar application and the palm organizer when I perform a HotSync?

When a HotSync is done and the Custom menu setting for the calendar application is “Synchronize the files”, the Entry is duplicated (for more information about the duplication, open the HotSync Log). Simply delete the unwanted Entry (either on your palm organizer or in the calendar application) and HotSync again.

I changed a timed Event into an untimed Event (or vice versa) in my palm organizer but the change was lost when I performed a HotSync.

The calendar application does not support this kind of change. You must delete the Event and then create a new one for the calendar application to recognize it after the next HotSync.

I created an untitled Event using the palm organizer but I cannot find it.

It was never created. Unless a Note or a Location (entered in the palm organizer using parentheses on the time line) is included with an untitled Event, the Event will not be created.

I keep getting multiple copies of my Entries.

- If you modified an Entry in both the palm organizer and the calendar application, Entries will be duplicated when you do a HotSync and the the calendar application Events setting in the Custom menu is “Synchronize the files”. Simply delete the unwanted Entry (either on your palm organizer **or** in the calendar application) and HotSync again.

- This will happen when you synchronize your palm organizer to your off-line Agenda and then reconcile your off-line Agenda with your on-line Agenda before synchronizing your palm organizer and the on-line Agenda. See Appendix A for more information.
- If a HotSync stops with an unexpected error, power loss, etc., it is possible that some Entries will be duplicated the next time you HotSync.

Changes I made to an Entry in my palm organizer were not transferred to the calendar application.

- If it was an instance from a series of repeating Events, it will never be transferred to the calendar application. the calendar application only modifies the original Event.
- Change the the calendar application setting in the Custom menu to “Synchronize the files”.

When I modify a repeating Event on my organizer that was created in the calendar application, some changes are applied to all instances, while others only to the modified instance.

The Title, Location, Times and Reminder will only change in the instance you modify. Deleting an Event on the palm organizer only deletes that one instance. To change these settings for all instances at once, you have to use the calendar application. Notes and Access Levels will be modified for all instances of the Event.

I am having trouble with repeating Events created on my palm organizer.

The Palm organizer and the calendar application handle repeating Entries differently:

- Currently, the only way to have repeating Events appear in both the calendar application and the palm organizer is to schedule them in the calendar application and HotSync. If you need to schedule repeating Events using your palm organizer, you have to create each instance separately for them to appear in the calendar application.
- If you created repeating Events in the palm organizer and the Custom menu setting for the calendar application is “Synchronize the files”, only the first one will appear in the calendar application. All instances will remain in the palm organizer.

- If you delete the first repeating Event in the palm organizer, only the original Event will remain on your palm organizer if your HotSync setting for calendar application Entries is “Desktop overwrites the palm organizer”.
- If you delete the lone instance that was transferred to the calendar application, all instances of that Entry will be deleted if your HotSync setting for the calendar application Events is not “Do Nothing”.

Events on my palm organizer get rescheduled after I synchronize.

It is important that the time you enter on your palm organizer corresponds to the the calendar application time zone entered in your calendar application.

I want to delete all Events on my palm organizer.

- Delete them manually or on an Entry-by-Entry basis.
- Set a time range in your palm organizer's CS Setup where no Entries exist and synchronize with the calendar application HotSync settings set to “Desktop overwrites handheld”.
- Perform a hard reset. *Warning:* Do this only if you want to delete Events from all user-installed applications on the palm organizer, along with all information you have entered. Consult the palm organizer Handbook for more information.

I want to tell my palm organizer what Address Book Entry address to keep.

If you only have either the Business or Personal address entered in your calendar application Address Book, it will choose that one by default. If both addresses are entered, the Default address value selected in the palm organizer CS Setup is used.

How does my palm organizer deal with my Address Book Entry phone numbers?

Your palm organizer tries to recognise phone numbers as best as it can. If it cannot find a valid international phone number combination, everything is entered in the the calendar application phone number field. A blank space, dash or period can separate parts of the number. An x or # can be used to identify extensions. The following are examples of valid phone number combinations:

555-5555	555 5555	(555) 555-5555
55 (555) 555-5555	555-5555 #555	55.55.55.55
55-55-55	555-55-55	55 55 55 55 x555

There is an extra x or # beside some phone extension numbers on my palm organizer.

You probably entered the extra character in your calendar application Address Book. Open the Address Book and delete the extra character manually from the Extension edit box. The next time you HotSync the extra character will be gone.

Other problems

There is not enough space to enter my user name and organization units.

It is long enough; the typing simply scrolls off-screen. To view all the characters on screen at once, open the Keyboard (CS Setup > Edit menu > Keyboard) and type the information there.

My palm organizer keeps freezing up.

Do a soft reset by gently pressing the reset button with the tip of a paper clip.

Every time I try to HotSync, I get an insufficient disk space error.

You must free up more space on your PC's hard drive. It is recommended that Windows 95 users have at least 5MB of hard disk space available (9 MB for Windows 3.1).

How do I delete CS Setup from my palm organizer?

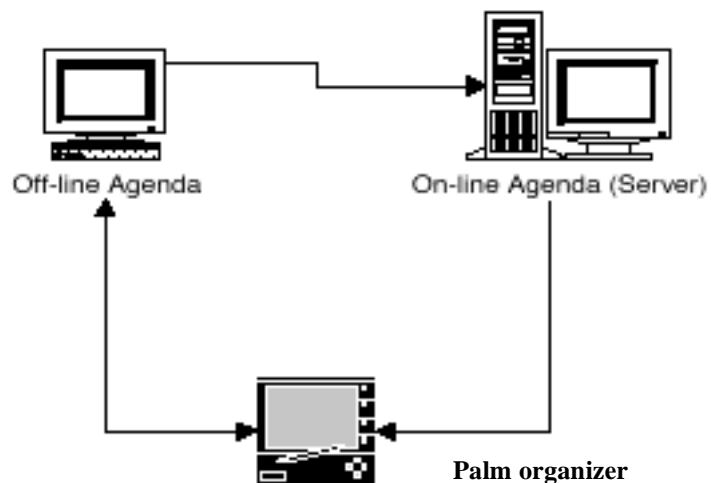
18. Select Memory from the palm organizer menu.
19. Choose Delete apps.
20. Select CS Setup and tap Delete.
21. Tap Yes to delete.

Appendix

A

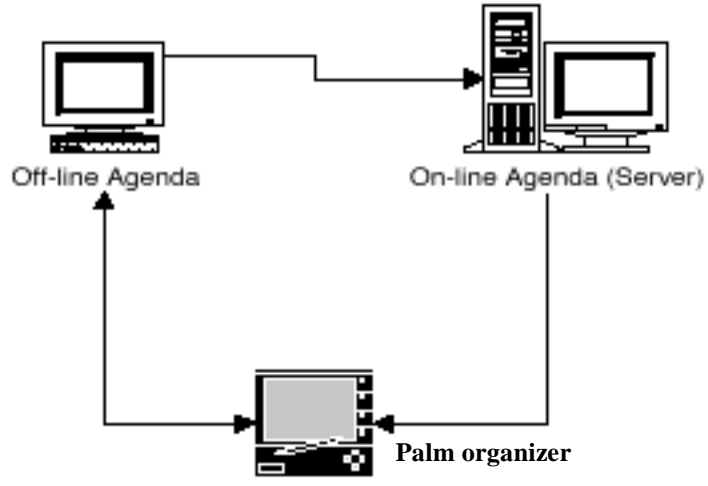
Synchronizing your off-line Agenda

Synchronizing your palm organizer with your off-line Agenda and sending that information your on-line Agenda



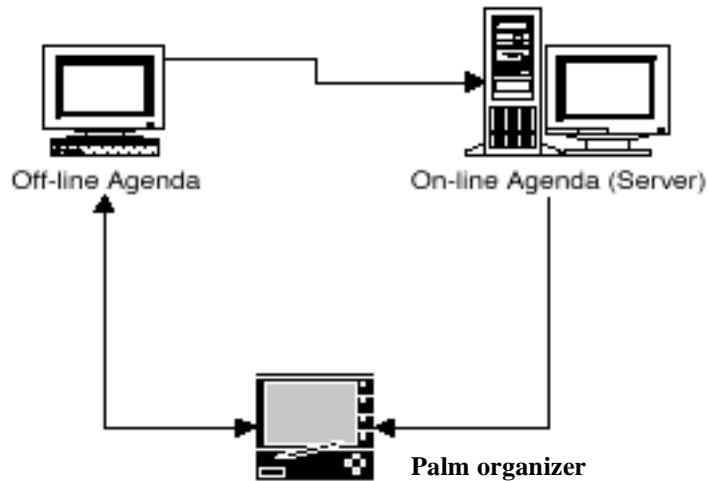
1. Synchronize the Palm organizer with your off-line Agenda. Agenda Entries are titled "A" on both.
2. Upload your off-line Agenda information to the calendar server.
3. Synchronize your Palm organizer with your off-line Agenda. Set the Ctime Custom Action to Desktop Overwrites Palmtop. The Entry titled "A" now exists on both and has a Ctime Event ID.

Why you might end up with duplicate Entries



1. When you synchronize the Palm organizer with your off-line Agenda, Agenda Entries are titled "A" on both.
2. When you upload the data to the server, the server assigns Event ID "X" to "A".
3. The next time you synchronize your on-line Agenda with the Palm organizer, you will end up with two Entries called "A". This is because the server does not recognize that the Entry with ID "X" is actually the same as the Palm organizer Entry titled "A".

Synchronizing your Palm organizer with your on-line and off-line Agenda



1. Create your meetings, address book entries or tasks using your Palm.
2. Then, synchronize your Palm organizer with your off-line Agenda.
3. Log on to CorporateTime.
4. On the Options menu, select off-line, select the **Download tab** and click **Do not download**. Then, click **OK**.
5. When CorporateTime prompts **Would you like to update the host Agenda?**, click **Yes**.
6. On the **File** menu, click **Download To local file**.
7. Then, click **Yes** when you are prompted **Your are about to start downloading your agenda, would you like to continue?**
8. Open HotSync Manager, and select **Custom**.
9. Click **CorporateTime Addresses**, select **Change** and then click **Desktop overwrites handheld**. Select the **Set as default** check box. Then, click **OK**. Now repeat step 8, for your **CorporateTime Events** and **CorporateTime Tasks**. Click **Done** when you are finished.
10. Now synchronize your Agenda on-line.
11. Then, change your **CorporateTime Addresses**, **CorporateTime Events** and **CorporateTime Tasks** to **Synchronize the files**. Then select the **Set as default** check box.

Note To avoid creating duplicate entries, we recommend synchronizing your Palm with your on-line and off-line Agenda after creating new meetings, address book entries or tasks on your Palm.

B**Field Mapping**

This section describes the conversions that occur when transferring data between the calendar application and your palm organizer's Date Book, Address Book and To Do List. Apart from the special conversion rules that apply to specific fields, some general rules apply:

- Text fields are cut to the maximum allowed length on the destination platform.
- Dates that are not within the representable range of dates on the destination platform will get changed to the nearest representable date.
- Details from the calendar application are truncated to the "maximum note size" before being sent to a palm organizer note.

If the user changes a field on the palm organizer which he or she does not have the right to change in the calendar application (e.g. changing the time of an Event the user does not own), the change is rejected and the affected field is copied from the calendar application back onto the palm organizer.

Entries

Converting a calendar server Entry into a palm organizer Date Book item:

calendar server field	Palm field	Notes
Title	Description	

calendar server field	Palm field	Notes
Location	Description	If the "Show Location" flag is set, the calendar server Entry's location is enclosed in parentheses and appended to the Palm Event's description, after its calendar server title. If the flag is not set, the calendar server Entry's location is ignored.
Detail	Note	If the calendar server Entry is a Meeting, then its detail is copied to the Palm Event's note. If it is a Day Event or Daily Note, it is ignored. Also, if the "Show Location" flag is set and there is more than one attendee or its sole attendee is not the login user, then a textual list of attendee names is created and added to the Palm Event's note (which may or may not have been copied from the calendar server Entry's detail, depending on the Event's class).
Start Time	Date / Start Time	The calendar server Entry's start time is split into two parts: the date and the time-of-day on that date. The date is always placed into the Palm Event's date field. If the calendar server Entry is a Meeting, then the time-of-day is placed into the Palm Event's start time. If the calendar server Entry is anything besides a Meeting (e.g. Day Event, Daily Note, Holiday), the Palm Event becomes an untimed Event.
Duration	End Time	If the calendar server Entry is a Meeting, then its duration is added to its start time's time-of-day, and the result placed in the Palm Event's end time. The Palm does not allow Events to cross day boundaries. If that happens, the Event is truncated to end at midnight before being copied to the Palm (this does not affect the calendar server Entry).

calendar server field	Palm field	Notes
Reminder	Alarm	If the calendar server Entry does not have a reminder, the Palm Event does not get one either and the calendar server Entry's reminder length is checked. If it is a multiple of 1440 (the number of minutes in a day) or is greater than 7620 (the number of minutes in 127 hours), the Palm Event's alarm unit field is set to "Days". If it is a multiple of 60 or is greater than 127, the Palm Event's alarm unit field is set to "Hours" and the Palm Event's alarm unit field is set to "Minutes". The calendar server Entry's reminder length is then converted into the proper units. If the resulting number is greater than 127, it is changed to 127. This number is used in the Palm Event's alarm amount field.
Access level	Private flag	If the calendar server Access level is Personal, the Palm Task's private flag is turned on. If the Access level is anything else, the Palm Task's private flag is turned off.
	Repeat	Repeating Entries on the calendar server are always copied as individual instances, so this field is set to "No Repeat".

Converting a Date Book item on the palm organizer to the calendar application:

TABLE 1.

Palm field	calendar server field	Notes
Description	Title	If the "Show Location" flag is set, the Palm Event's description is divided in two: a title part and location part. If the flag is not set, the entire Palm Event's description becomes the title part. If the calendar server Entry has an instance title, the title part is used as the instance title. If not, it is placed in the calendar server Entry's title.
Description	Location	If the "Show Location" flag is set, the Palm Event's description is split into two parts: a title part and location part. The location part is placed in the calendar server Entry's location. If the flag is not set, the calendar server Entry's location remains unchanged.

TABLE 1.

Palm field	calendar server field	Notes
Note	Detail	If the "Show Attendees" flag is set, the Palm Event's note is split into two parts: an attendee part and a note part. If not, the entire Palm Event's note becomes the note part. The attendee part is discarded. If the calendar server Entry is a Meeting, then the note part is copied to the calendar server Entry's detail. If not, it is ignored.
Date / Start Time	Start Time	The Palm Event's date (and its start time, if it is not an untimed Event) are merged and placed into the calendar server Entry's start time. Note that if the Palm Event is changed from a timed Event into an untimed one or vice versa, that change is rejected and its original state is restored. (This is because it would amount to changing the class of a calendar server Entry, which we do not support.)
End Time	Duration	If the calendar server Entry is a Meeting, then the Palm Event's date, start time and end time are combined to calculate its duration, which is then placed in the calendar server Entry's duration field.
Alarm	Reminder	If the Palm Event does not have a reminder, the calendar server Entry does not get one either. If it does, the Palm Event's alarm amount is converted to minutes and placed in the calendar server Entry's reminder length field. If the Palm Event's alarm unit is "Minutes" or "Hours", then the calendar server Entry's reminder type is set to "Popup Window". If the Palm Event's alarm unit is "Days", then the calendar server Entry's reminder type is taken from the user's Entry defaults. Finally, if the default reminder type is "No Reminder", then the type is set to "Display Upcoming".

TABLE 1.

Palm field	calendar server field	Notes
Private flag	Access level	If the Palm Event's private flag is turned on, then the calendar server Entry's Access level becomes Personal. If the Palm Event's private flag is turned off, the calendar server Entry's Access level comes from the user's Entry defaults, unless the default Access level is Personal (the calendar server Access level is set to Confidential in this case). There is an exception to this rule: If the Palm Event's private flag is turned off and the flag has not changed since the last sync, and the calendar server Access level is anything except Personal, the calendar server Access level remains unchanged.
Repeat		Repeating Events on the Palm are ignored. They are treated as if they were single-instance Events.

Tasks

Converting a the calendar application Task into a To Do item on the palm organizer:

calendar server field	Palm Field	Notes
Description	Description	
Detail	Note	
Due Date	Due Date	
Priority	Priority	If the calendar server priority is between 1 and 5, it maps to the same priority on the Palm. If the calendar server priority is anything else, it maps to priority 5 on the Palm.
Completion level	Completed flag	A calendar server completion level of 100% level flag maps to the Palm's completed flag being turned on. Any other completion level, the completed flag is turned off.

calendar server field	Palm Field	Notes
Access level	Private flag	If the calendar server Access level is Personal, the Palm Task's private flag is turned on. If the Access level is anything else, the Palm Task's private flag is turned off.
	Category	The To Do gets the default ("Unfiled") category.

Converting a To Do item on the palm organizer into a the calendar application Task:

TABLE 2.

Palm field	calendar server field	Notes
Description	Description	
Note	Detail	
Due Date	Due Date	If there is no due date, any existing calendar server due date reminder is removed. If a due date is specified, a calendar server due date reminder is created if it does not already exist. Its type and length are taken from the user's defaults.
Priority	Priority	The Priority level maps directly, with the following exception. If the Palm priority is 5, and it has not changed since the last sync, and the calendar server priority is anything else, then the calendar server priority remains the same.
Completed flag	Completion level	The Palm completed flag maps to a calendar server completion level of 0% or 100%, depending on the state of the flag. There is an exception to this rule, however. If the Palm completed flag is off, and it has not changed since the last sync, and the calendar server completion level is between 1% and 99%, the calendar server completion level stays unchanged.

TABLE 2.

Palm field	calendar server field	Notes
Private flag	Access level	If the Palm Task's private flag is turned on, then the calendar server Task's Access level becomes Personal. If the Palm Task's private flag is turned off, the calendar server Task's Access level comes from the user's Task defaults, unless the default Access level is Personal (the calendar server Access level is set to Confidential in this case). There is an exception to this rule: If the Palm Task's private flag is turned off, and the flag has not changed since the last sync, and the calendar server Access level is anything except Personal, the calendar server Access level remains unchanged.
Category		The Palm Task's category is ignored.

Address Book Entries

Address book Entries in the calendar application are categorized as business Entries and personal Entries on your palm organizer. If a the calendar application Entry has a business address only (i.e. no home address), that Entry is considered a business Entry. Conversely, if the Entry has a home address only, it is considered a personal Entry. If an Entry has both addresses, its category is taken from the "Default" value in CS Setup. Finally, if an Entry does not have any addresses, it is considered an "unknown" Entry.

Converting a calendar application Address Book Entry into a palm organizer address:

TABLE 3.

calendar application field	Palm field	Notes
---	category	Business Entries in the calendar application are placed in the "Business" category. Personal Entries in the calendar application are placed in the "Personal" category. Unknown Entries are placed in the "Unfiled" category.

TABLE 3.

calendar application field	Palm field	Notes
Last name	Last name	
First name	First name	
Assistant phone	---	
Business 1	A phone field	See below
Business 2	A phone field	See below
Fax 1	A phone field	See below
Fax 2	A phone field	See below
Home 1	A phone field	See below
Home 2	A phone field	See below
Mobile 1	A phone field	See below
Mobile 2	A phone field	See below
Pager	A phone field	See below
E-mail 1	A phone field	See below
E-mail 2	A phone field	See below
Street	Address	Business or home address, depending on Entry category.
City	City	Business or home address, depending on Entry category.
Prov/State	State	Business or home address, depending on Entry category.
Zip/Code	Zip Code	Business or home address, depending on Entry category.
Country	Country	Business or home address, depending on Entry category.
Relationship	---	
Title	Title	
Company	Company	
Department	---	

TABLE 3.

calendar application field	Palm field	Notes
Office	---	
Assistant	---	
Industry Type	---	
Account #	---	
Birthday	---	
Anniversary	---	
Custom Date 1	---	
Custom Date 2	---	
Nickname	---	
Spouse	---	
Personal Notes	---	
User 1	Custom 1	
User 2	Custom 2	
User 3	Custom 3	
User 4	Custom 4	
Notes	Note	
---	Private Flag	Ignored. The calendar application currently does not support security on a per-address basis.

Telephone fields on the palm organizer are allocated according to a fixed order. For each telephone number present in the the calendar application Entry, a telephone field on the palm organizer is allocated (up to a maximum to five) and given a corresponding label.

For business Entries, the order of allocation is as follows:

TABLE 4.

calendar application Telephone #	Palm Label
Business 1	Work
Home 1	Home
Fax 1	Fax
E-mail 1	E-mail
Mobile 1	Mobile
Pager	Pager
Business 2	Work
Home 2	Home
Fax 2	Fax
E-mail 2	E-mail
Mobile 2	Mobile

For personal Entries, the order of allocation is as follows:

TABLE 5.

calendar application Telephone #	Palm Label
Home 1	Home
Business 1	Work
Fax 1	Fax
E-mail 1	E-mail
Mobile 1	Mobile
Pager	Pager
Home 2	Home
Business 2	Work
Fax 2	Fax
E-mail 2	E-mail
Mobile 2	Mobile

Converting a palm organizer address into a calendar application Address Book Entry:

TABLE 6.

Palm field	calendar application field	Notes
Category	---	The category is used to determine which address (business or home) to synchronize with.
Last name	Last name	
First name	First name	
Phone 1	Business1	See below
Phone 2	Business 2	See below
Phone 3	Fax 1	See below
Phone 4	Fax 2	See below
Phone 5	Home 1	See below
Address	Street	Business or home address, depending on Entry category.
City	City	Business or home address, depending on Entry category.
State	Prov/State	Business or home address, depending on Entry category.
Zip Code	Zip/Code	Business or home address, depending on Entry category.
Country	Country	Business or home address, depending on Entry category.
Title	Title	
Company	Company	
Custom 1	User 1	
Custom 2	User 2	
Custom 3	User 3	
Custom 4	User 4	
Note	Notes	

TABLE 6.

Palm field	calendar application field	Notes
Private flag	---	Ignored - The calendar application currently does not support security on a per-address basis.

Palm organizer telephone numbers are transferred to the calendar application depending on (1) their position and (2) their label. For example, the second telephone with a label of "Mobile" will end up in the "Mobile 2" in the calendar application. The complete list of possibilities is as follows:

TABLE 7.

1st Occurrence on Palm	Maps to
Work	Business 1
Home	Home 1
Fax	Fax 1
Other	---
E-mail	E-mail 1
Main	---
Pager	Pager
Mobile	Mobile 1

TABLE 8.

2nd Occurrence on Palm	Maps to
Work	Business 2
Home	Home 2
Fax	Fax 2
Other	---
E-mail	E-mail 2
Main	---
Pager	---
Mobile	Mobile 2

