MaaS360 ActiveSync Admin Tool
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Introduction

Now that you have registered and downloaded the MaaS360 ActiveSync Admin Tool, we want to show you a few simple steps that will allow you to do the following in your Exchange ActiveSync (EAS) 2007, 2010 or Office 365 environment:

- Get your mailbox and device counts
  - Query your environment and see the number of mailboxes and devices in your Exchange environment
- Export your mailbox and device data
  - Query your environment and get a downloadable list of your mailboxes and the associated devices
- Remove old device associations
  - Clean up old EAS device partnerships

Prerequisites

The following are necessary to install the MaaS360 ActiveSync Admin Tool:

- You must have .NET Framework 4.0
- It must be installed on a machine that has access to your Exchange environment via the Exchange Management Tools (2007 or 2010) or Remote PowerShell (2010)
- You must have proper permissions to use the tool:
  - Exchange Organization Administrator for 2007
  - Organization Management for 2010

Note: This level of access is required to remove old devices. If you are the Exchange administrator you should already have these permissions.

Note: This tool WILL NOT send any data back to Fiberlink or MaaS360. It will be contained on the machine where it is installed.
Step 1: Launch the MaaS360 ActiveSync Admin tool

Once installed, the tool should launch automatically. If it doesn’t, go to Start > Programs > MaaS360 > MaaS360 ActiveSync Admin Tool. Once launched, you will see the Environment configuration screen.

1. Specify if you will use your current windows credentials or if you will manually enter them.
2. Select the method for connecting to your Exchange environment.

Click Next, and the tool will check to see if the toolkit prerequisites have been met.
Click Next to start running your tests.
Step 2: Use the tools to analyze and clean up your environment

MAILBOX AND DEVICE SUMMARY
This survey tool will query your environment and return the number of mailboxes and devices in your Exchange environment.
Click Start.

The tool will run, and tell you when it has finished.
When completed, click the blue link to see your results.

**DETAILED MAILBOX AND DEVICE LIST**

This survey tool will query your environment and give you a downloadable list of your mailboxes and the associated devices.

Click Start.

The tool will run and tell you when it has completed.

When it is completed, click the blue link to see your results.
We recommend that you review the Device Information CSV file and sort it by LastSuccessSync to get an idea of the devices that will be removed in the next test.

<table>
<thead>
<tr>
<th>MailboxIdentity</th>
<th>ServerTime</th>
<th>FirstSyncTime</th>
<th>LastSyncUpdateTime</th>
<th>LastSyncAttemptTime</th>
<th>DeviceType</th>
<th>DeviceID</th>
<th>DeviceUserAgent</th>
</tr>
</thead>
<tbody>
<tr>
<td>mas360001.local/users/Val H2</td>
<td>5/18/12 17:40</td>
<td>5/18/12 19:02</td>
<td>5/18/12 19:42</td>
<td>5/18/12 19:42</td>
<td>iPhone</td>
<td>Appl8000HFECCAST</td>
<td>Apple-iPhone5C/902.20E</td>
</tr>
<tr>
<td>mas360001.local/users/Chris Luebke</td>
<td>5/18/12 16:08</td>
<td>5/18/12 17:00</td>
<td>5/18/12 22:47</td>
<td>5/18/12 22:47</td>
<td>Smartphone</td>
<td>e30b00102A9F0bad</td>
<td>Entourage/13.3</td>
</tr>
<tr>
<td>mas360001.local/users/Kathleen Lentz</td>
<td>5/18/12 19:37</td>
<td>5/18/12 22:47</td>
<td>5/18/12 22:47</td>
<td>5/18/12 22:47</td>
<td>Smartphone</td>
<td>e0d010102A9F0bad</td>
<td>Entourage/13.3</td>
</tr>
<tr>
<td>mas360001.local/users/Mitch Wisniewski</td>
<td>11/21/11 6:00</td>
<td>11/21/11 6:00</td>
<td>11/21/11 6:00</td>
<td>11/21/11 6:00</td>
<td>Smartphone</td>
<td>e0d010102A9F0bad</td>
<td>Entourage/13.3</td>
</tr>
<tr>
<td>mas360001.local/users/Alison Nolan</td>
<td>5/18/12 18:06</td>
<td>5/18/12 19:02</td>
<td>5/18/12 19:42</td>
<td>5/18/12 19:42</td>
<td>Smartphone</td>
<td>e0d010102A9F0bad</td>
<td>Entourage/13.3</td>
</tr>
</tbody>
</table>

**DEVICE ASSOCIATION CLEANUP**

This troubleshooting tool will prompt you to remove devices that have not synchronized to your Exchange server in a specified number of days.

It’s important to note that this is only removing the EAS device partnership from the user’s mailbox. It will not remove anything from the device itself or stop a user’s mail from synchronizing.

If a user is on vacation and you remove the association, the device will come back after the next synchronization. This is the equivalent of issuing a Remove mobile phone partnership action from the Exchange Management Console, but in a bulk format. Users rarely go into Outlook Web Access to remove their partnerships when they receive a new device, so records get stale on the Exchange server.

![Device Association Cleanup](image)

Click Start.

Enter the number of days to represent how far back you would like to remove devices.

Select Remove devices that have never synchronized.
Note: Again, this will not remove anything from the device. It will only remove the associated EAS device record from the user’s mailbox. If mail is still configured on the device, the record will return when the user is active again.

Click OK.

You will be provided notification of the number of devices that will be removed. Click Yes to continue.

When completed, click the blue link to see your results.
Conclusion

Like what you see? Did the number of devices synchronized to your exchange environment surprise you? Do you feel that Exchange ActiveSync is enough control over your mobile device fleet? MaaS360 offers a number of Mobile Device Management capabilities that layer on top of ActiveSync to better manage and control your environment. Register for a free evaluation to manage your mobile devices today!