

VMware Email Notification Service Installation Guide

Providing real-time email notifications to iOS devices with AirWatch
Inbox and VMware Boxer

AirWatch v9.3

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Chapter 1:

Overview

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What's New

This guide has been updated with the latest features and functionality from the most recent release of AirWatch v9.3. The list includes the new feature and the sections and pages on which they appear.

- The Email Notification Service (ENS) installer is now downloaded from the AirWatch Resources Portal instead of the AirWatch Console.

Introduction to Email Notification Service

The Email Notification Service (ENS) adds Apple Push Notification support to Exchange. On iOS, this means the VMware Boxer and VMware AirWatch Inbox email apps can get notifications utilizing either Apple's background app refresh or Apple Push Notification Service (APNs) technologies. Background app refresh is used by default, however iOS attempts to balance the needs of all apps and the system itself. This means that each app may provide notifications at irregular periods using this method. To provide notifications quickly and consistently, Apple also provides APNs. This allows a remote server to send notifications to the user for that application, however Exchange does not natively support this. ENS adds APNs support to your deployment to allow quick and consistent notifications about new items in your end users' email inboxes.

Requirements for ENS

This section explains the requirements for using the Email Notification Service (ENS) with AirWatch.

Email Server Integration

Versions Supported

- Email Client - iOS Inbox v2.4+ or iOS VMware Boxer 3.0+
- Email Server - Exchange 2010 SP3, Exchange 2013 SP1, Exchange 2016, or Office 365

Office 365 implementations are subject to Microsoft throttling policies. With Office 365, one service account can have up to 5000 subscriptions. If the usage exceeds 5000 subscriptions, then multiple service accounts can be added. For information on creating service accounts, see [Create Multiple Exchange Servers and Service Accounts on page 32](#).

Account Credentials

- A Service account with an impersonation role. For information on how to configure impersonation roles, see [Assign an Impersonation Role on page 12](#).

Admin Access

- The admin must have the edit permissions to download and install the ENS installer.

Console Requirements

- Minimum AirWatch Console version 8.3.7

Hardware Requirements

CPU Core	RAM	Hard Disk Storage	Notes
2 (Intel processor)	4 GB	10 GB	Up to 20,000 users.

Note: To help the Exchange server handle the load, it is recommended to have an additional 4 GB RAM on Mailbox Server and an additional 2 CPU Core on the CAS Servers, for every 20,000 users.

Software Requirements

If the AirWatch Console is part of a Software as a Service (SaaS) deployment, certificates may already be installed. Contact AirWatch Support to determine the configurations of your deployment.

Requirement	Notes
Windows Server 2008 R2 or Windows Server 2012 R2	
CNS Certificate	Using the pinned CNS certificate, ENS successfully completes the SSL handshake with the CNS server. The CNS certificate is uploaded through the AirWatch Console and delivered by the ENS Installer. For information on uploading the CNS certificate, see Download the Email Notification Service on page 13
Secure Channel Certificate	This certificate authenticates the communication between the ENS and the CNS servers. The Secure Channel certificate is packaged in the ENS installer and you must install this certificate on the CNS server.

Network Requirements

Network Requirements				
Source Component	Destination Component	Protocol	Port	Description
ENS	Exchange Web Services (EWS) endpoint	HTTPS	443	
ENS	API Server	HTTPS	443	
ENS	AirWatch Cloud Notification Service	HTTPS	443	

Network Requirements				
Source Component	Destination Component	Protocol	Port	Description
Mailbox servers	ENS	HTTP or HTTPS	80 or 443	The inbound access is required only when push notification functionality is used. If using 'HTTPS', bind the SSL certificate of the ENS server with the ENS service. For information on how to bind the SSL certificate, see Install the Email Notification Service on page 17 .

Email Notification Service Architecture

Email Notification Service (ENS) is available for customers using the AirWatch Console with both SaaS and on-premises deployments. In standard configuration, you always install the ENS on premises, while AirWatch hosts the Cloud Notification Service (CNS). The service account credentials are stored on the ENS server and not in an AirWatch database.

ENS and the Exchange server interact with one another based on the message notification functionality of the Exchange server. Depending on the notification functionality, the interaction method between the ENS and Exchange differs, but the basic architecture of the ENS remains the same.

For more information on the notification functions of the Exchange server, see [Notification Mechanisms on page 10](#).

Note: ENS is not available for Android devices with AirWatch Inbox or VMware Boxer.

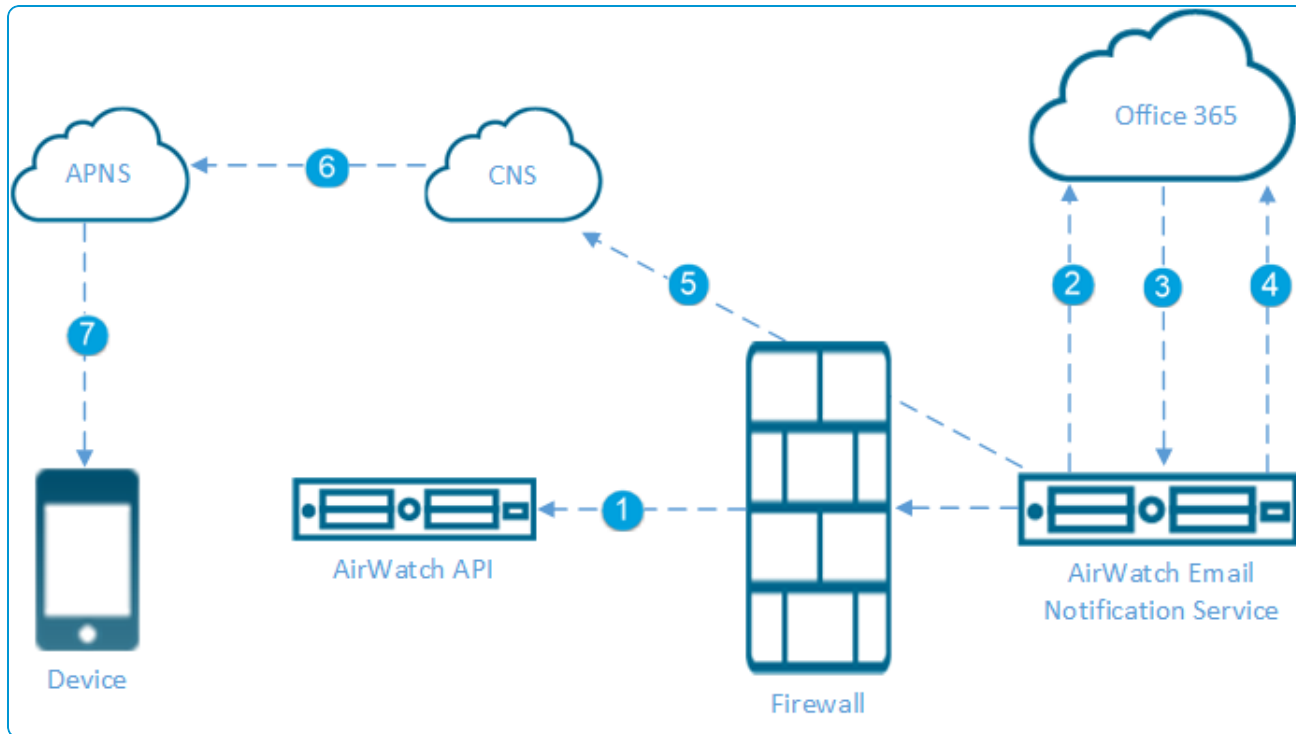
Streaming Notification Model

In the streaming notification model, when ENS subscribes the user to the email server, an open connection is created between ENS and the email server. The email server uses this open connection to stream the notifications to ENS for the incoming messages.

AirWatch supports streaming notification model only with Office 365 and not with on-premises Exchange servers. For on-prem Exchange servers, use the push notification model.

Email Notification Service (ENS) with Office 365

The interaction between the ENS and the Office 365 to stream the email notifications to the AirWatch Inbox or VMware Boxer installed devices is shown.



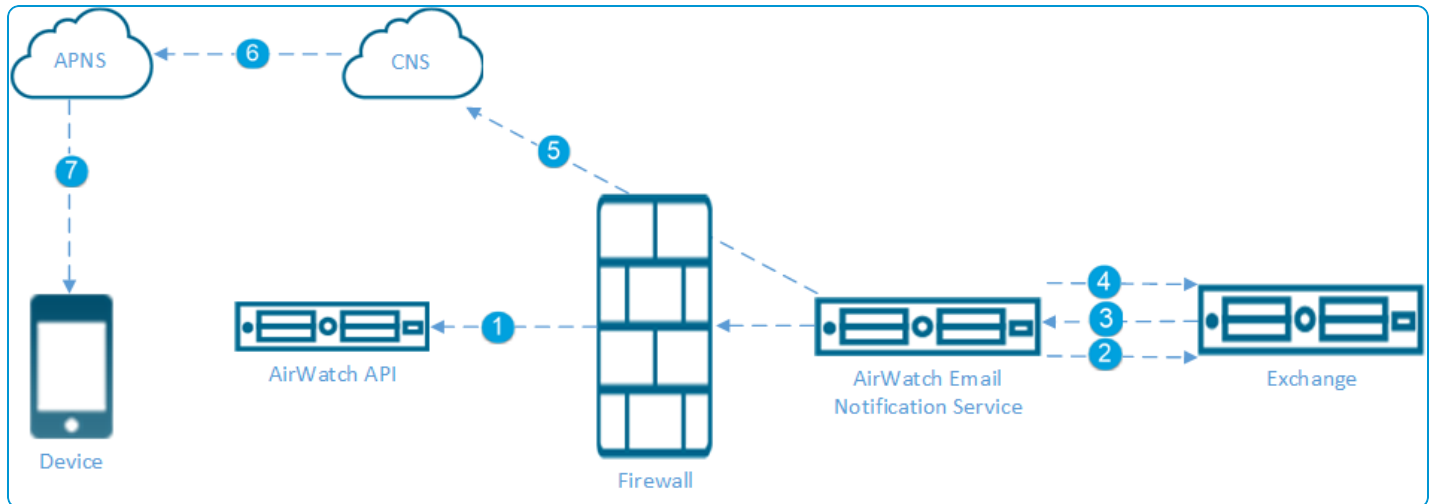
1. ENS server makes an API call periodically to AirWatch to check and fetch the user and device details from AirWatch. These details are cached and refreshed periodically or on demand. Manual refresh can be done by restarting the ENS.
2. ENS server subscribes the user to Office 365.
3. Office 365 streams the message event to ENS, when a new message arrives.
4. ENS fetches the mail details from Office 365 using the subscription details upon receiving the message event.
5. ENS server checks if the device is email-compliant and then sends the notification to CNS.
6. CNS forwards the notification to Apple Push Notification Service (APNs).
7. The APNs pushes the email notification to AirWatch Inbox or VMware Boxer on the device.

Push Notification Model

Unlike the streaming model, the push model does not have an open connection between the ENS and the email server. Instead the ENS provides real-time notifications when a new message arrives.

Email Notification Service (ENS) with On-premises Exchange server

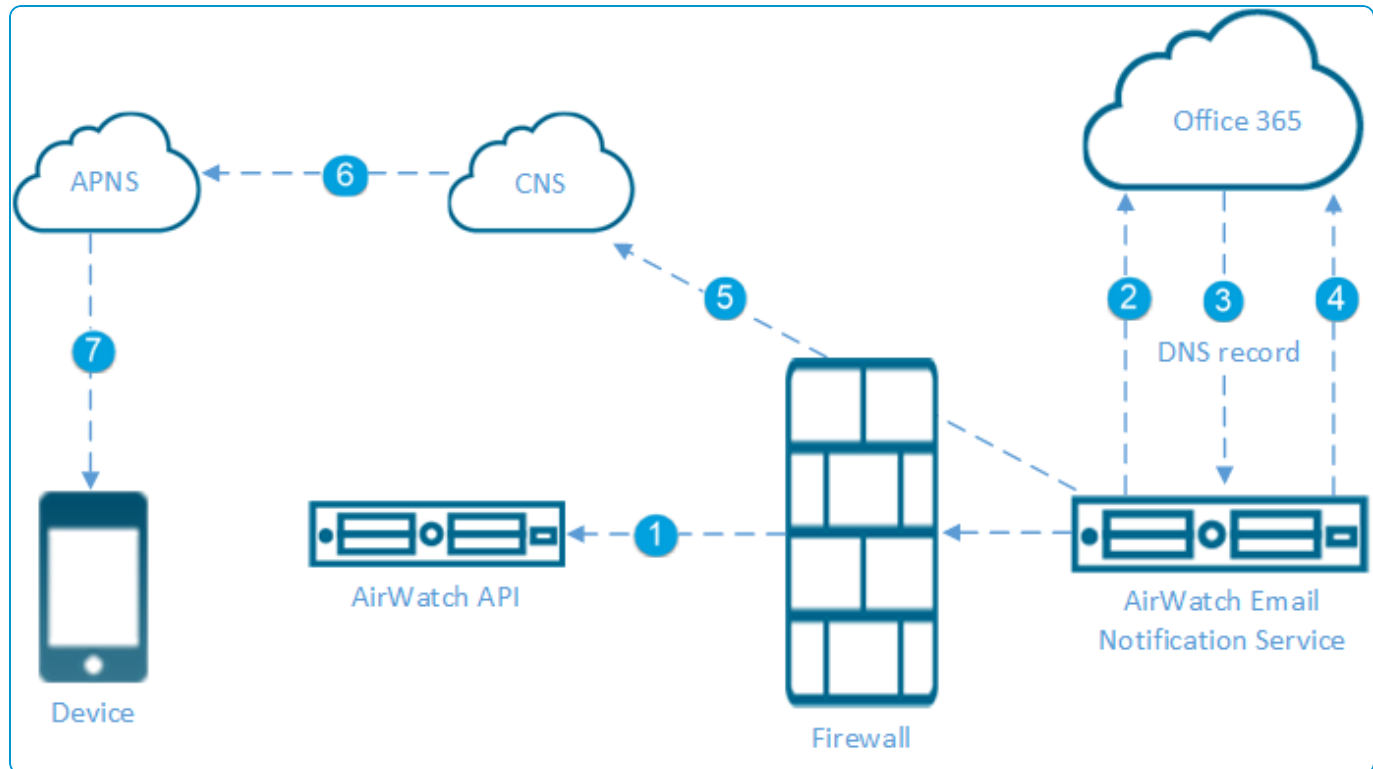
The interactions between the ENS and the on-premises Exchange server to push the email notifications to the AirWatch Inbox or VMware Boxer installed devices is shown.



1. ENS server makes an API call periodically to AirWatch to check and fetch the user and device details from AirWatch. These details are cached and refreshed periodically or on demand. Manual refresh can be done by restarting the ENS.
2. ENS server subscribes the user to Exchange.
3. Exchange pushes the message event to ENS when a new message arrives.
4. ENS fetches the mail details from Exchange using the subscription details upon receiving the message event.
5. ENS server checks if the device is email-compliant and then sends the notification to CNS.
6. CNS forwards the notification to Apple Push Notification Service (APNs).
7. The APNs pushes the email notification to AirWatch Inbox or VMware Boxer on the device.

Email Notification Service (ENS) with Office 365

The interaction between the ENS and the Office 365 to push the email notifications to the AirWatch Inbox or VMware Boxer installed devices is shown.



1. ENS server makes an API call periodically to AirWatch to check and fetch the user and device details from AirWatch. These details are cached and refreshed periodically or on demand. Manual refresh can be done by restarting the ENS.
2. ENS server subscribes the user to Office 365.
3. Office 365 pushes the message event to the ENS when a new message arrives. Since Office 365 is on cloud and ENS is on premises, when using the push model a DNS record is required for the message events to reach the ENS server. This is the only aspect where push model differs from the streaming model.
4. ENS fetches the mail details from Office 365 using the subscription details upon receiving the message event.
5. ENS server checks if the device is email-compliant and then sends the notification to CNS.
6. CNS forwards the notification to Apple Push Notification Service (APNs).
7. The APNs pushes the email notification to AirWatch Inbox or VMware Boxer on the device.

The email notifications from ENS for the AirWatch Inbox or VMware Boxer are displayed on the iOS devices when the apps are running in the background. The notifications appear even when these apps are force quit by the user. However, notifications do not appear when these apps are in foreground.

Notification Mechanisms

The Exchange server provides message notifications to Email Notification Service (ENS) by either streaming the notifications or pushing the notifications. These message notification mechanisms determine how ENS and the Exchange server interact with each other.

After the Email Notification Service (ENS) fetches the device and user details from AirWatch, it subscribes these device users to the Exchange endpoint through the Exchange Web Service (EWS). To subscribe these device users, ENS uses a service account with an impersonation role assigned to it. This subscription creates a connection between the ENS and Exchange server.

Whether the connection established between the ENS and the Exchange server is an open connection or not depends on the notification mechanism chosen while installing the ENS.

Stream Notifications

After ENS subscribes the users to the Exchange server, a connection is created between the Exchange and the ENS server. This connection remains open for a specified period to allow the Exchange to stream the notifications to the ENS server. In this kind of mechanism, ENS does not have to poll the Exchange server for pending notifications.

Push Notifications

For push notifications, there is no open connection created between the ENS and the Exchange server after ENS subscribes the users to the Exchange. For a new message, Exchange pushes the message event to ENS and ENS then fetches the mail details from the Exchange. Exchange provides near real-time notifications and therefore polling of the Exchange server is not required.

Exchange Web Service (EWS) Throttling Policies

The Exchange Web Service (EWS) throttling policies ensures the reliable functioning and uptime of the Exchange Server with the help of values defined in the throttling policies.

The applications that use the EWS functions as per the values defined by these policies. If the applications exceed the defined values, then the EWS generates errors.

Subscriptions Parameter

The throttling policy parameters that affect the applications that use the EWS are many. The EWSMaxSubscriptions is one such throttling policy parameter that affects the ENS application.

This parameter defines the maximum number of subscriptions for a service account.

Note: You can alter the default subscription value for Exchange Server 2010 and 2013 but not for Office 365.

On the ENS configuration file, `maxSubscriptionsPerConnection="200"` `maxConnectionsPerUser="10"` are the two throttling policy parameters that match the default value of the EWSMaxSubscription parameter on the Exchange.

When the ENS makes an API call to AirWatch to fetch the user details and if the number of users fetched is greater than the values defined in the parameters, then the ENS generates the error *"Insufficient service users in domain to monitor mailbox xyz@test.com"*.

To avoid such errors, depending on the Exchange server type you can either increase the number of subscriptions for the service account or add more service accounts.

- Office 365 - You can add more service accounts using the ENS Config Tool. For information on configuring multiple service accounts, see [Create Multiple Exchange Servers and Service Accounts on page 32](#).
- Exchange 2010 and 2013 - You can set a higher value for 'EWSMaxSubscriptions' using PowerShell commands. Every time you set the subscription value on the Exchange, you must also set the value for the throttling policy parameter 'maxConnectionsPerUser' on the ENS.

Chapter 2:

Email Notification Service Setup

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Assign an Impersonation Role

An Impersonation role is assigned to a service account when a service application needs access to multiple mailboxes and acts as the mailbox owner.

The Email Notification Service (ENS) must have a service account configured and an impersonation role assigned to the service account. With impersonation, the configured service account for ENS has the permission to access every mailbox in the database. When the ENS uses impersonation to send a message, the message appears to be sent from the mailbox owner.

You can configure impersonation roles for all users either by using the PowerShell command or the Exchange Admin Center (EAC).

Note: To configure the impersonation role for a specific user or specific groups of users, refer [https://msdn.microsoft.com/en-us/library/office/dn722376\(v=exchg.150\).aspx](https://msdn.microsoft.com/en-us/library/office/dn722376(v=exchg.150).aspx)

When creating the service account in Active Directory, the 'Password never expires' option must be enabled to avoid communication failure between ENS and Exchange due to password expiry.

Configure using PowerShell

To configure impersonation for all users using PowerShell:

1. Open the Exchange Management Shell.
2. Run the **New-ManagementRoleAssignment** cmdlet to add the impersonation permission to the specified user.

The following example shows how to configure impersonation to enable a service account to impersonate all other users in an organization.

```
New-ManagementRoleAssignment -name: ENSApplicationImpersonation -Role:
ApplicationImpersonation -User:<ServiceAccount>
```

Configure using Exchange Admin Center (EAC)

To configure impersonation for all users using EAC:

1. Open the EAC and navigate to **Permissions > admin roles**.
2. Select the "+" icon to add a role.
3. Enter the details.

Settings	Descriptions
Name	Enter the name for the role.
Description	Enter the description for the role.
Write Scope	Select Default from the drop-down menu.
Roles	Add ApplicationImpersonation as the role.
Members	Add the user for whom you want to create the impersonation role.

4. **Save** the settings.

Note: Configuring impersonation using EAC is available only on Exchange 2013 and Office 365.

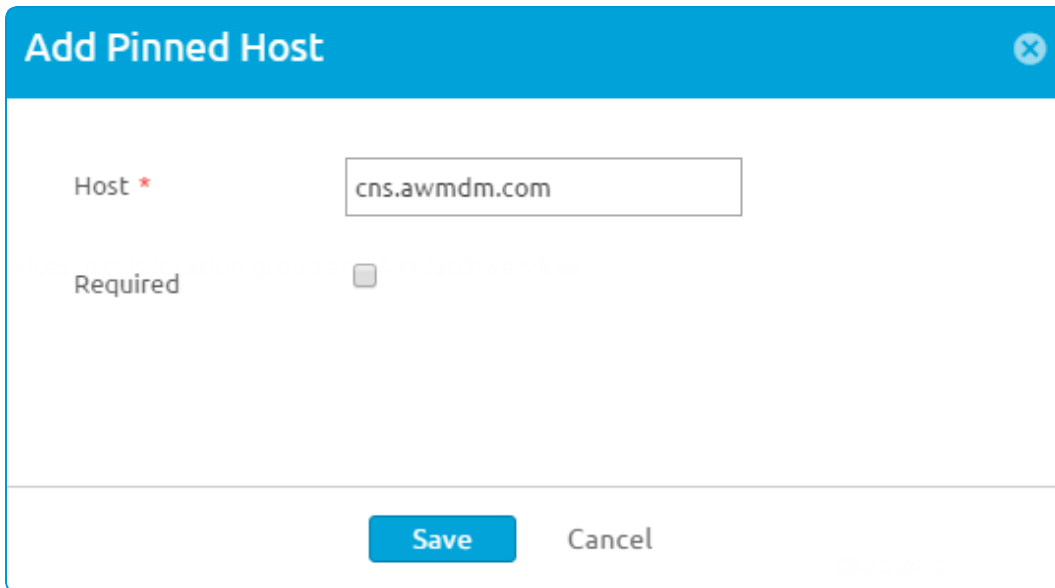
Download the Email Notification Service

Email Notification Service (ENS) provides real-time notifications to AirWatch Inbox and VMware Boxer on the users' devices. You must finish the ENS installation using the ENS installer and the ENS configuration file. After you download the ENS installer, install ENS as an on-premises component on the same domain as the Exchange server.

Procedure:

- Note:**
- a. The CNS certificate can be obtained on the AW Resource Portal (<https://resources.air-watch.com/view/2hjxzvgkxyf8n738hy7x/en>)
 - b. For the CNS hosted by AirWatch, the CNS URL is <https://cns.awmdm.com>.

1. Navigate to **Groups and Settings > All Settings > System > Advanced > API > REST API**. Select **Enabled** to **Enable the API Access**.
2. For SSL Pinning:
 - a. If the AirWatch Console is hosted on SaaS and if the CNS certificate is present (*.awmdm.com), then no further action is required. Go to [step 5](#). If the certificate is not present, contact an AirWatch representative for assistance in uploading the CNS certificate.
 - b. If the AirWatch Console is deployed on premises, then you must upload the CNS certificate.
 - i. Navigate to **System > Security > SSL Pinning**.
 - ii. Select **ADD HOST**. In the **Add Pinned Host** window, enter the host as *cns.awmdm.com*. Do not select the **Required** check box. Select **Save**.



Add Pinned Host

Host *

Required ☐

Save **Cancel**

- iii. Select **Upload** to upload the CNS certificate after the host record is created.
3. Install Secure Channel certificate on the CNS server.
 - a. If the AirWatch Console is hosted on SaaS, skip this step.
 - b. If the AirWatch Console is on premises, navigate to **System > Advanced > Secure Channel Certificate** and select **Download CNS Secure Channel Certificate Installer**. Next, request the AirWatch Support Team to install the certificate on the CNS server.
4. Navigate to **System > Advanced > Site URLs** and verify that the Cloud Notification Service URL is *https://cns.awmdm.com/nws/notify/apns*.
5. Navigate to **Email > Email Settings > Email Notification**.
 - a. Select **Yes** to enable **Email Notification**.
 - b. Select **Save**.

6. Select the **Email Notification Installer** link. You are redirected to the AirWatch Resources Portal to download the ENS installer.
7. Select **Download Configuration**.

Settings Global / [dropdown] [close]

Email / E-mail Notification

System
Devices & Users
Content
Apps
Email
Configuration
E-mail Notification
Telecom
Admin
Installation

Information: The Email Notification Service for VMware Boxer and Inbox clients enriches the notification experience for users. [Download the Email notification installer from the Resources portal](#) to a machine attached to your network. The CNS URL is configured globally at Site URLs. If you do not have access to this page and the URL is not populated accurately, please contact your AirWatch Administrator or AW Support (Shared SaaS).

E-mail Notification ☒ Yes ☐ No
Enables E-mail Notifications For iOS Inbox and Boxer

Download Configuration

General Advanced

Cloud Notification Service URL *

8. In the **Download email notification configuration** window, create a password for the ENS certificate, and then select **Download**. The ENS configuration file downloads to your local computer.

Download email notification configuration [close]

Information: Password for E-mail Notification Certificate

Certificate Password *

Confirm Password * ☐ Show Characters

Download **Cancel**

Under the **Advanced** tab, select the **User Attribute** from the drop-down menu that contains the email address value.

You can also view the generated certificates and the API key under the **Advanced** tab.

If necessary, you can generate a new certificate or a key using the **Regenerate** or the **Regenerate API Key**.

You must download and install the installer again after regenerating the certificate or key.

Email / E-mail Notification

i
The Email Notification Service for VMware Boxer and Inbox clients enriches the notification experience for users. Download the [Email notification installer](#) from the Resources portal to a machine attached to your network. The CNS URL is configured globally at Site URLs. If you do not have access to this page and the URL is not populated accurately, please contact your AirWatch Administrator or AW Support (Shared SaaS).

E-mail Notification

Yes
No

Enables E-mail Notifications For iOS Inbox and Boxer

Download Configuration

General
Advanced

User Attribute *

▼

i

Authentication

CNS Certificate

AirWatch Certificate

Thumbprint
FCSA0CDBBE4C76599CB82C6B5FED13470EE2398C

Thumbprint
661A05CF4663C8F7A97946B7B3E781B26EE9F0A3

Expires on : 3/23/2037

Expires on : 3/23/2037

Regenerate

!
Generating new certificates will require you to rerun the installer.

API Key

API Key
rpZPE65HuSspu1BTdrO1Ya/eLrfpLEcX03wbbIf9GU=

Regenerate API Key

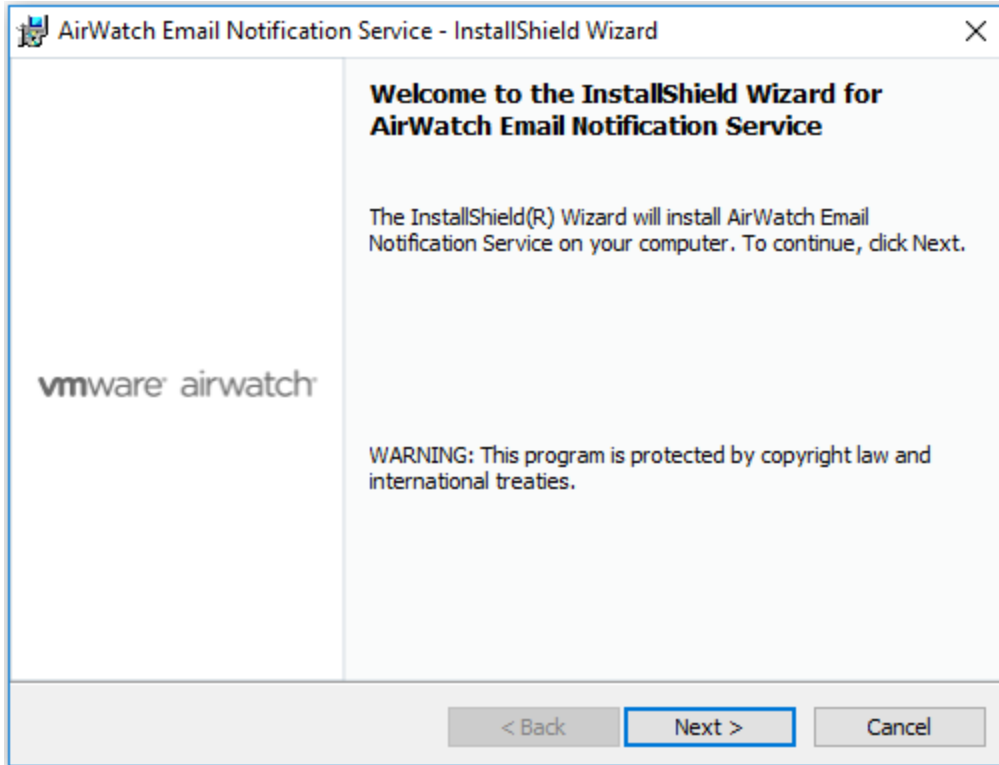
!
Generating new API key will require you to rerun the installer

Install the Email Notification Service

After you download the ENS installer, install ENS as an on-premises component on the same domain as the Exchange server. During the installation, you must select the Microsoft Exchange version, notification type, and enter all the required email server and proxy details.

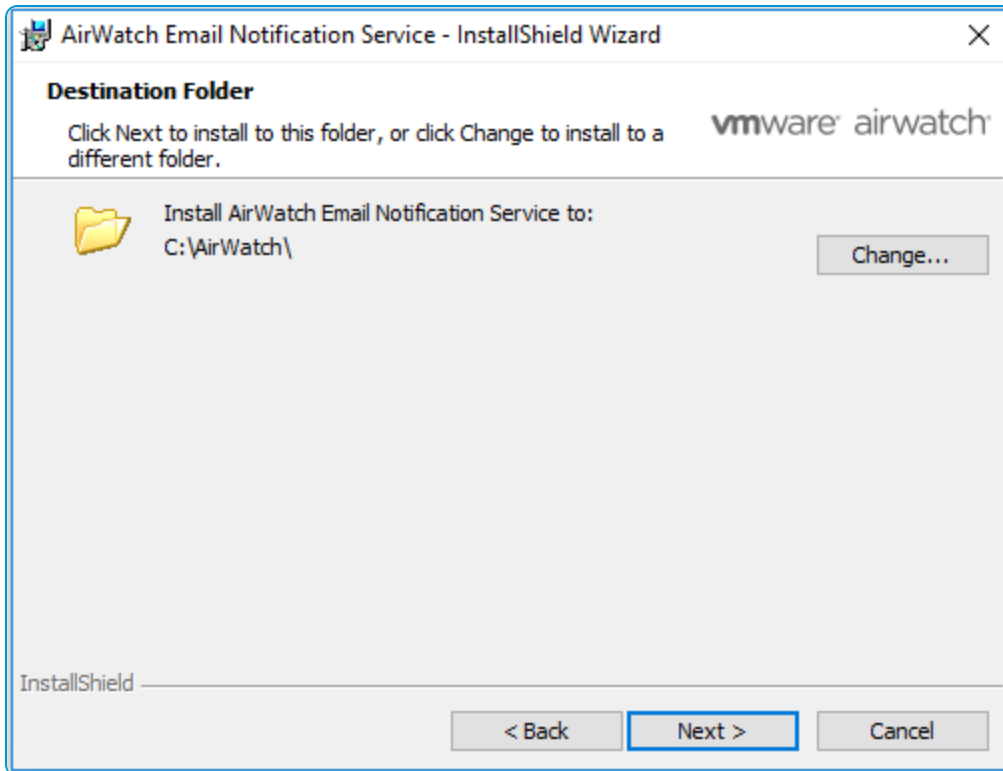
Procedure:

1. Run the installer and select **Next** in the **AirWatch Email Notification Service - InstallShield Wizard** window.

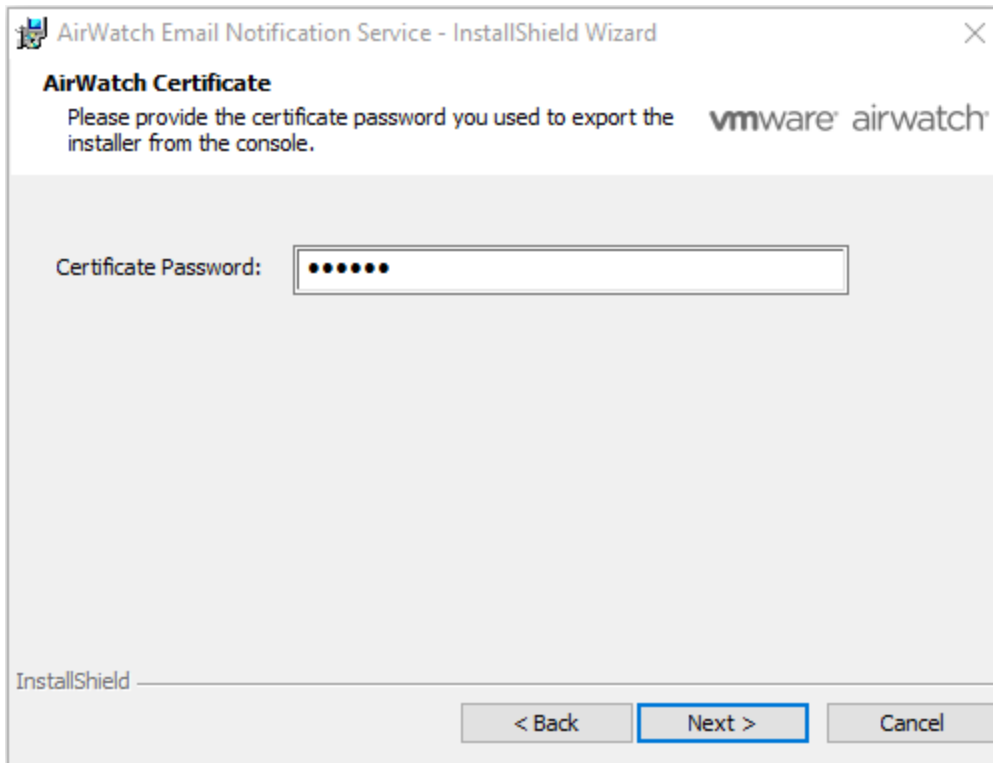


2. Accept the **End User License Agreement** and click **Next**.

3. Click **Next** to install ENS to the default folder, C:\AirWatch\.



4. Click **Browse** and select the ENS configuration file.
5. Enter the certificate password that you entered earlier in the AirWatch Console to download the ENS configuration file. Select **Next**. For information about downloading the ENS configuration file, see [Download the Email Notification Service on page 13](#)



6. Enter the email server details and then select **Next**.

Settings	Descriptions
Email Server URL	The URL of the email server.
Domain	The domain on the service account.
Service Account Name	The service account name that impersonates the users of a specified domain to receive email notifications from the Exchange.
Password	The password for the service account.

Email Server Configuration
Please enter your email server information

vmware airwatch

Email Server URL:

Domain:

Service Account Username:

Password:

InstallShield

< Back **Next >** Cancel

7. Select the version of the Microsoft Exchange and Notification Type, and then select **Next**.

If you select	Available notification types
Exchange 2010	<ul style="list-style-type: none"> • Default Notification • Sender and Subject
Exchange 2013/2016/O365	<ul style="list-style-type: none"> • Default Notification • Sender and Subject • Preview

- a. If you select the Exchange version as Exchange 2010, 2013, or 2016, then enter the ENS server details. Click **Next**.

Settings	Descriptions
Internal	
Host Name	The internal host name or IP address of the ENS server.
Port	Port number
External	
Hostname	The external host name or IP address of the ENS server. The Exchange server must reach this IP address on the specified port. The external host when configured forwards the requests from the Exchange server to the ENS server.
Port	Port number

If the internal and the external details of the ENS server are the same, then select the **External Not Applicable** check box. The internal details that you have entered appears in the external fields.

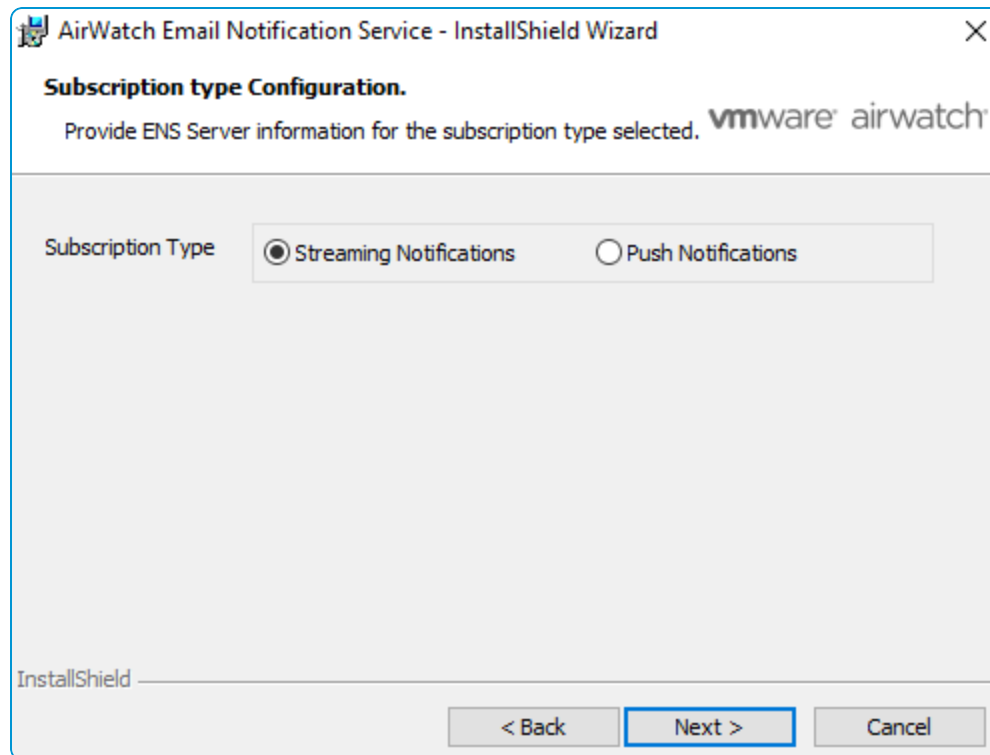
In case, the external host is different then deselect the **External Not Applicable** check box and enter the external details.

The URL prefixes can be either http or https. If the URL prefix is 'https', then bind the AW.Mail.Notification.Service with the SSL certificate of the ENS server by using the command:

```
netsh http add sslcert ipport=IP address of ENS server:443 certhash=Certificate
Thumbprint of ENS server appid={448c5ce7-85b3-4a97-9d94-ba8899594bea}
```

- b. If you select the Exchange version as Office 365, then select the **Subscription Type**.
 - i. If you select Streaming Notifications, click **Next** and proceed with Step 8. AirWatch supports Streaming notification model only with Office 365 and not with on-premises Exchange servers.
 - ii. If you select Push Notifications, click **Next**, enter the ENS server details, and then proceed with Step 8. AirWatch supports Push notification model with on-premises Exchange 2010, Exchange 2013, Exchange 2016 and Office 365.

For more information on the streaming and push notification functionality, see [Notification Mechanisms on page 10](#)



8. If a proxy is required for communication between the ENS server and the Cloud Notification Service (CNS), select the **Enable CNS Proxy** check box, enter the CNS Proxy details, and then select **Next**.

Settings	Descriptions
Hostname / IP Address	IP address of the CNS proxy server.
Proxy Port	The proxy port number.
Authentication Type	The type of authentication: Anonymous or Basic/Windows If you select Basic/Windows, enter the user name and password or the Windows credentials, to access the server.
User Name	User name to access the server.
Password	Password to access the server.

AirWatch Email Notification Service - InstallShield Wizard

AirWatch CNS Email Proxy Configuration
Provide CNS proxy details for configuring Email Server

☒ Enable CNS Proxy ?

Hostname / IP Address: 194.82.62.11

Proxy Port: 8080

Authentication Type: ☐ Anonymous ☒ Basic / Windows

User Name: acme admin

Password: •••••

InstallShield

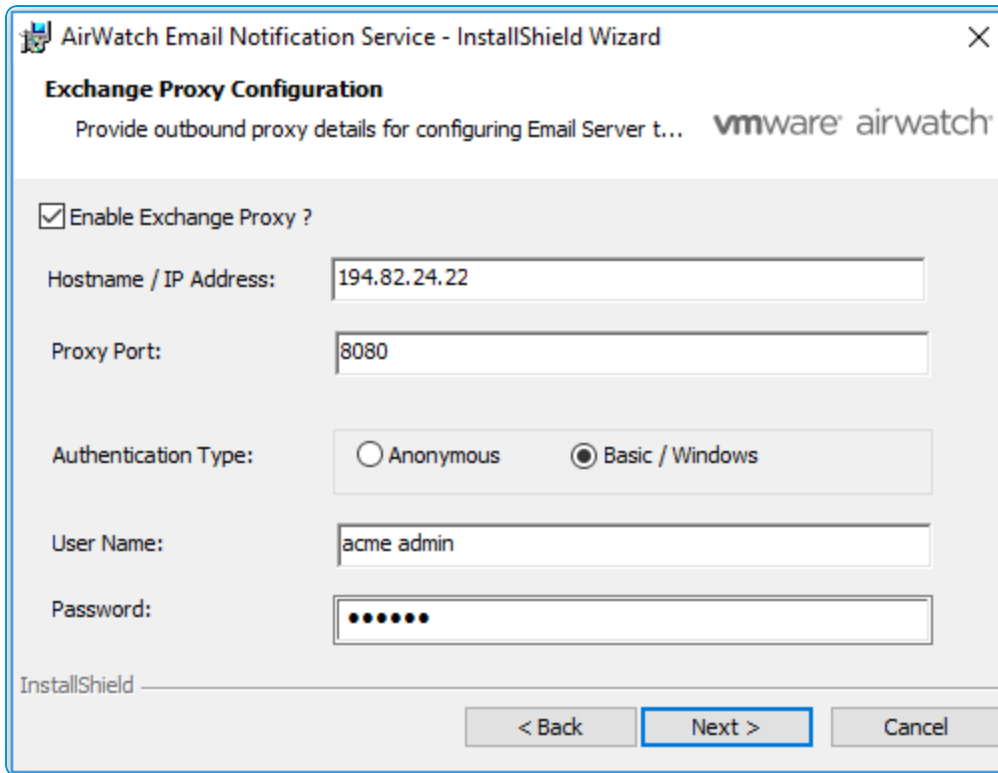
< Back Next > Cancel

9. If a proxy is required for communication from the ENS server to the API endpoint, select the **Enable API Proxy** check box, enter the API Proxy details, and then select **Next**.

Settings	Descriptions
Hostname / IP Address	IP address of the API proxy server.
Proxy Port	The proxy port number.
Authentication Type	The type of authentication: Anonymous or Basic/Windows If you select Basic/Windows, enter the user name and password or the Windows credentials, to access the server.
User Name	User name to access the server.
Password	Password to access the server.

10. If an outbound proxy is required to configure the outbound traffic from ENS to the Exchange server, select **Enable Exchange Proxy**. Enter the Exchange Proxy details and then select **Next**.

Settings	Descriptions
Hostname / IP Address	IP address of the Exchange proxy server.
Proxy Port	The proxy port number.
Authentication Type	The type of authentication: Anonymous or Basic/Windows If you select Basic/Windows, enter the user name and password or the Windows credentials to access the server.
User Name	User name to access the server.
Password	Password to access the server.



AirWatch Email Notification Service - InstallShield Wizard

Exchange Proxy Configuration
Provide outbound proxy details for configuring Email Server t... **vmware airwatch**

☒ Enable Exchange Proxy ?

Hostname / IP Address:

Proxy Port:

Authentication Type: ☐ Anonymous ☒ Basic / Windows

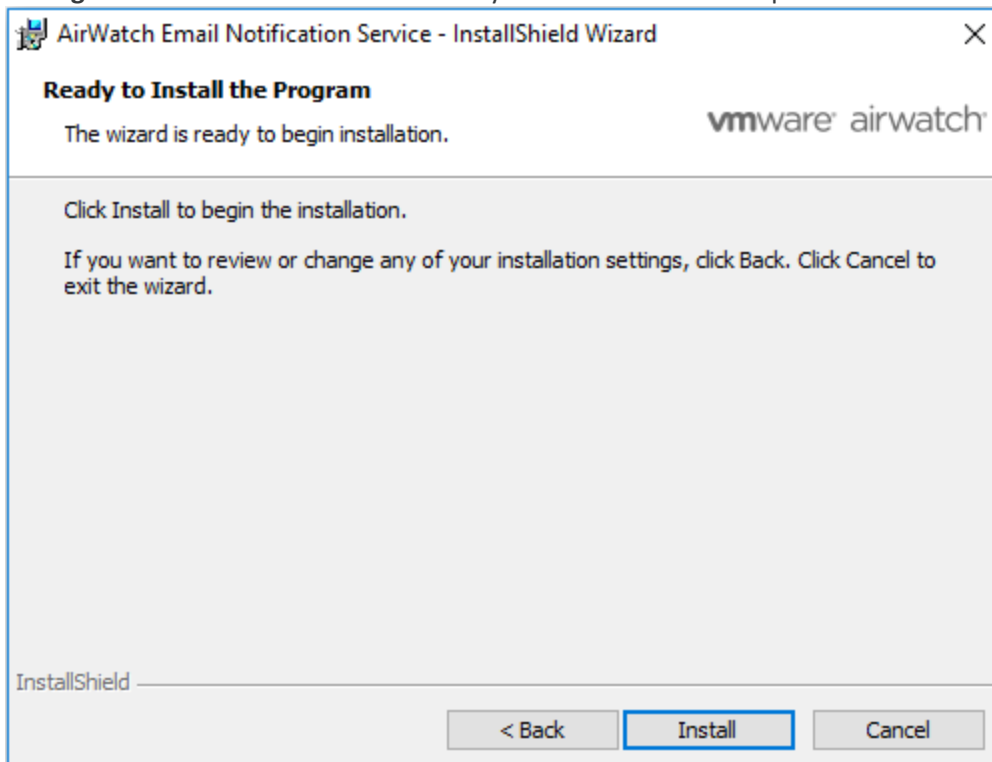
User Name:

Password:

InstallShield

< Back Next > Cancel

11. Select **Install** to install the service in the selected destination folder. While the installation is in progress, the **ENS Config Tool** shortcut icon is automatically created on the desktop.



AirWatch Email Notification Service - InstallShield Wizard

Ready to Install the Program
The wizard is ready to begin installation. **vmware airwatch**

Click Install to begin the installation.

If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.

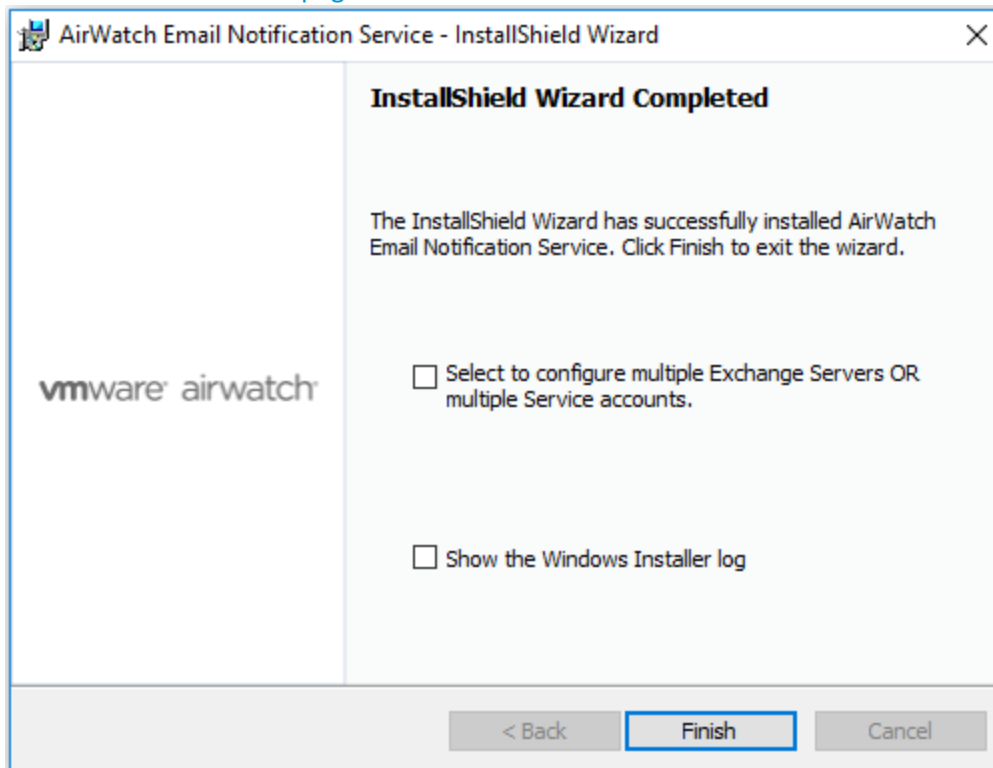
InstallShield

< Back Install Cancel

12. Select the **Select to configure multiple Exchange Servers OR multiple Service accounts** check box to add multiple service account or multiple exchange details or select **Finish** to exit the **AirWatch Email Notification Service - InstallShield Wizard**.

For information on configuring multiple service accounts or exchange servers, see [Create Multiple Exchange Servers](#)

and Service Accounts on page 32.



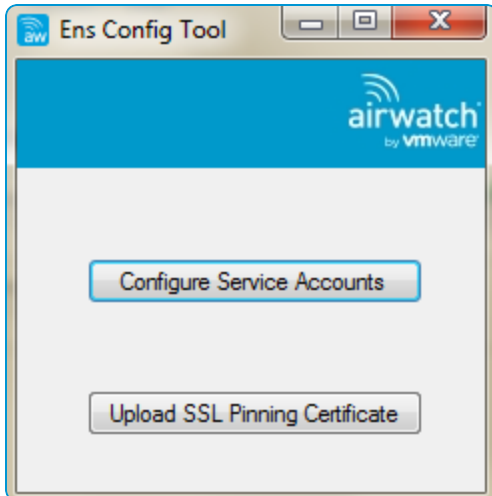
Note: You can change the logging level from 'Error' to 'Verbose' in the app config (AW.Mail.Notification.Service.Config) file located in your installation folder.

Renew SSL Certificate

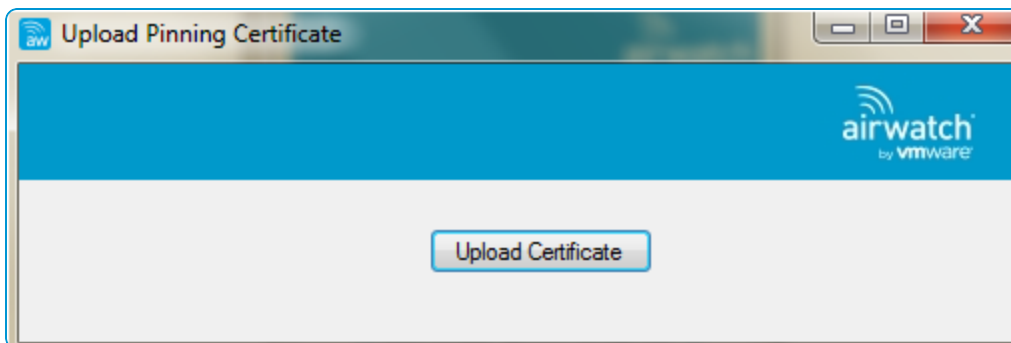
The Email Notification Service (ENS) uses the Cloud Notification Service (CNS) certificate to complete the SSL handshake with the CNS server. You must renew the CNS certificate based on its expiration date. If the certificate is not renewed, email notifications do not appear for AirWatch Inbox or VMware Boxer installed devices.

To renew the SSL certificate:

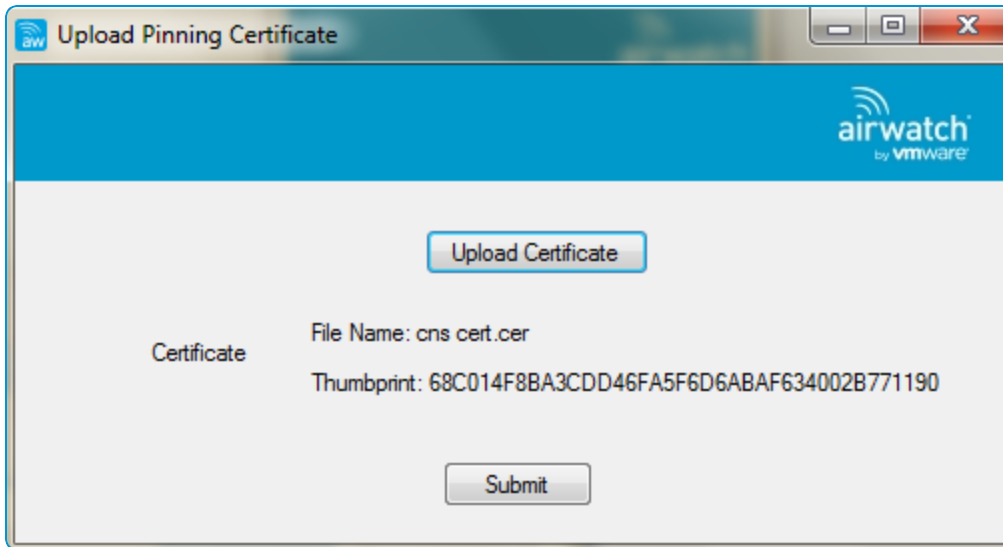
1. Double-click the **ENS Config Tool** shortcut icon on the desktop.
2. Select **Upload SSL Pinning Certificate**.



3. Select **Upload Certificate**.



4. Select the certificate that you want to upload and then select **Submit**.



Once you upload the SSL pinning certificate on ENS, the ENS config tool adds the public key of the certificate to the ENS config file and restarts the ENS service. Thereafter, when ENS posts the payload to CNS, certificate validation is done against the newly added certificate public key.

Note: Supported certificate file extensions are .cer, .crt, .der, .pem, .p7b.

Troubleshoot the Email Notification Service

Some errors can disrupt the functioning of the Email Notification Service (ENS). The scenarios during which these errors are seen and the workaround to overcome these errors are listed in this section.

When the users' accounts are on different Exchange servers and the Exchange Web Service (EWS) urls are different, ENS server is unable to subscribe all the users successfully

When the ENS subscribes the users to Exchange and if the mailboxes are present on another Exchange server, an error is generated.

```
2017/04/10 16:19:29.032 DCAIRWENSP01 4f99428c-01d8-4882-95b7-78b6f8a2ea70
[0000000-0000000] (36) Warn
AW.Mail.Notification.BusinessImpl.ExchangeStreamingNotificationSubscriber._
SubscribeUsers Subscription Error MailBox {MailBox Address}, Error
Microsoft.Exchange.WebServices.Data.ServiceResponseException: One or more
subscriptions in the request reside on another Client Access server.
GetStreamingEvents won't proxy in the event of a batch request.
```

To restore the notification functionality of the ENS server, perform the following steps:

1. Navigate to the ENS installation folder and open the AW.Mail.Notification.Service.Config file.
2. Find the 'autoDiscoverEnabled' and 'autoDiscoverUrl' parameters.
3. Set autoDiscoverEnabled parameter value to 'true' and provide the autoDiscoverUrl in the following format,
https://autodiscover.domainname/Autodiscover/Autodiscover.svc

Note: You must set the autoDiscoverEnabled to 'true' and provide the autoDiscoverUrl regardless of whether you are using the streaming model or push model.

If all the users' have the same EWS URL, then set the autoDiscoverEnabled parameter value to 'false'.

When there are multiple Exchange server versions but all the Exchange servers have the same domain, ENS server is unable to complete all the subscriptions correctly

ENS server functionality is interrupted when multiple Exchange server versions are configured with the same domain. You can either create separate domains for different Exchange server versions or install separate instances of ENS that are specific to each domain.

Chapter 3 :

Multiple Exchange Servers and Service Account Configuration

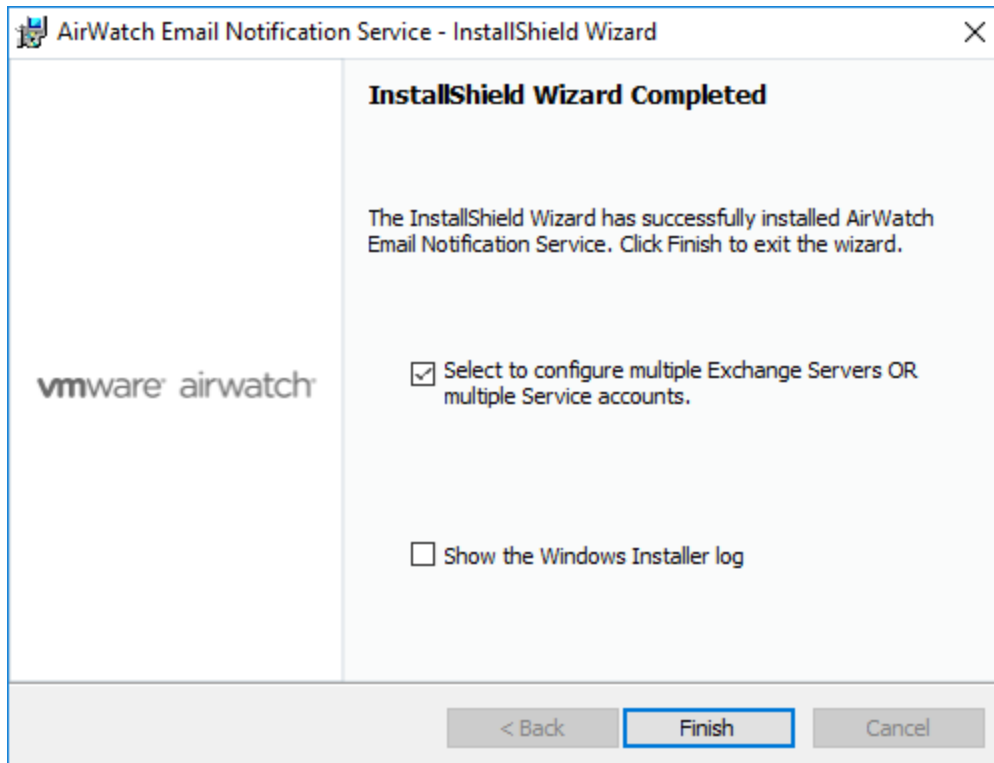
Create Multiple Exchange Servers and Service Accounts 32

Create Multiple Exchange Servers and Service Accounts

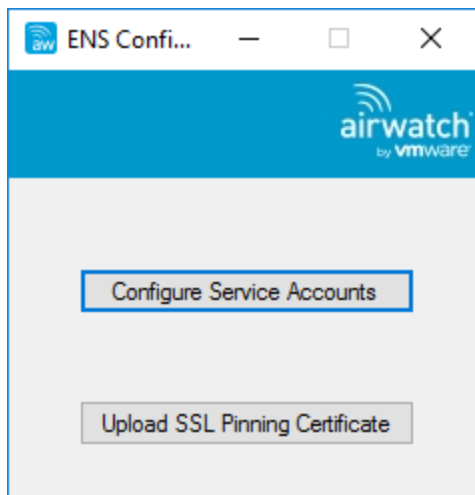
The configured service account with the impersonation role is used to subscribe to the notifications from the Exchange server. If the subscriptions exceed the defined limit for the account, then you can create additional service accounts and configure multiple Exchange servers.

You can configure multiple service accounts either during the installation process or after installation by using the ENS Config Tool Shortcut icon on your desktop. To configure multiple exchange servers, domains, and service accounts during installation proceed with the following steps:

1. Select the **Select to configure multiple Exchange Servers OR multiple Service accounts** check box in the **AirWatch Email Notification Service - InstallShield Wizard** window. Select **Finish**.



2. The **ENS Config Tool** appears. Select **Configure Service Accounts**.



3. The ENS Service Account Configuration window appears with the exchange server, domains, and service account details that you configured earlier.

ENS Service Account Configuration

airwatch by vmware

Exchange Servers: localhost

Domains: Acme Domain

Service Accounts: John Doe

Password: ***** ☐ Show Password

Test Connection Save ENS Config and Exit

4. To add Exchange servers, select the plus (+) symbol next to the required field. If you add Exchange servers, you must select the **Exchange Server Type** and the **HTTP Scheme**, and then enter the **Hostname/ I. P. Address**. Select **Add**.

Add Exchange Server

airwatch by vmware

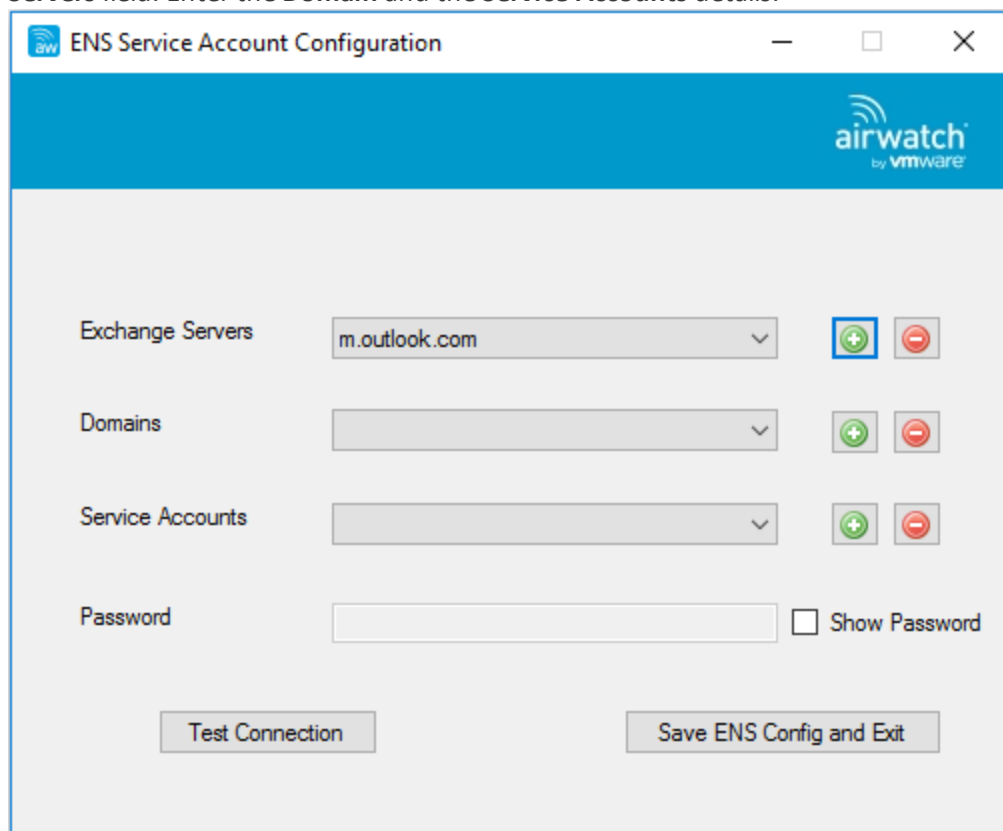
Exchange Server Type: Exchange 2010

HTTP Scheme: ☐ HTTP ☒ HTTPS

Hostname/I.P. Address: m.outlook.com

Add Cancel

5. The **ENS Service Account Configuration Tool** reappears with the new Hostname/I.P. Address data in the **Exchange Servers** field. Enter the **Domain** and the **Service Accounts** details.



The screenshot shows the 'ENS Service Account Configuration' window. The title bar includes the VMware logo and the text 'ENS Service Account Configuration'. The window has a blue header with the 'airwatch by vmware' logo. The main content area contains four configuration fields: 'Exchange Servers' with a dropdown menu showing 'm.outlook.com', 'Domains' with an empty dropdown, 'Service Accounts' with an empty dropdown, and 'Password' with an empty text box and a 'Show Password' checkbox. Each of the three dropdown menus has a green plus icon and a red minus icon to its right. At the bottom, there are two buttons: 'Test Connection' and 'Save ENS Config and Exit'.

You can also add additional domains and service accounts for the exchange server by selecting the plus (+) symbols next to the domain and service accounts fields.

6. Select **Save ENS Config and Exit**.

Accessing Other Documents

While reading this documentation you may encounter references to documents that are not included here.

The quickest and easiest way to find a particular document is to navigate to https://my.air-watch.com/help/9.2/en/Content/Release_Notes/Doc_List_PDFs.htm and search for the document you need. Each release-specific document has a link to its PDF copy on AirWatch Resources.

Alternatively, you can navigate to AirWatch Resources on myAirWatch (resources.air-watch.com) and search. When searching for documentation on Resources, be sure to select your AirWatch version. You can use the filters to sort by PDF file type and AirWatch v9.3.