

Contact Synchronization

Between Email and Calendar Clients

Contacts and distribution lists can be created using the following clients:

- 1) Oracle Connector for Outlook (OCFO)
- 2) Oracle Calendar “thick” client
- 3) Email Web client
- 4) Web Access Client (WAC)

However, there are timing issues that influence whether the Contact or Distribution list is immediately seen in the other clients after it has been initially created.

Contact or Distribution List created using the Email Web client or Web Access Client

If a contact or Distribution list is created using either the Email Web client or Web Access Client, the contact appears in both email, web-based clients immediately after creation.

A job runs overnight, (Sunday – Friday evening) that synchronizes Contact and Distribution list data, resulting in the Contact or Distribution list being viewable in the Oracle Connector for Outlook (OCFO) and the Calendar client the following morning.

Contact and Distribution List created using Oracle Connector for Outlook or Oracle Calendar client

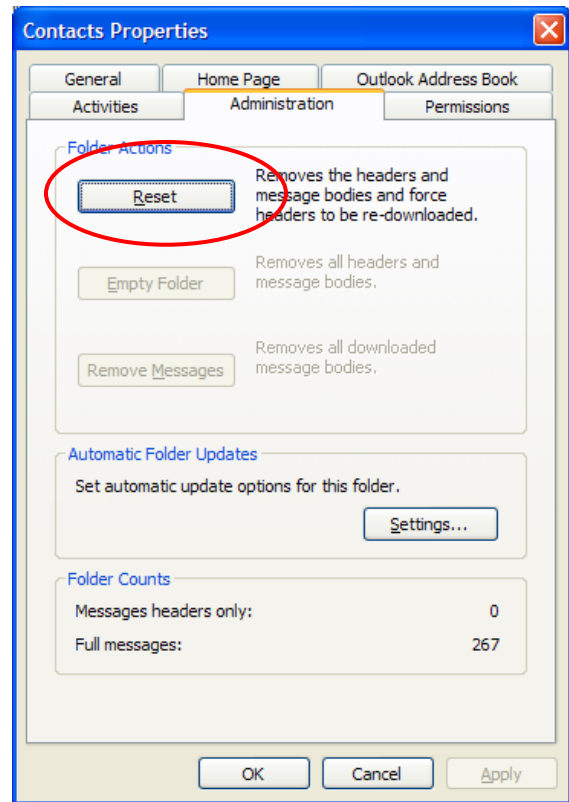
If a Contact or Distribution list is created using the Oracle Connector for Outlook (OCFO) or the Oracle Calendar desktop client, the contact will appear immediately in all the other clients, although you might have to Refresh or Reset a view to see the new entry.

Because of the timing issues associated with creating a Contact in the email web clients, the Oracle Connector for Outlook (OCFO) or Calendar desktop client are the recommended tools to use to add Contacts if a user is synchronizing with a PDA device.

Resetting the OCFO Contacts folder

To reset the Oracle Connector for Outlook (OCFO) Contacts folder:

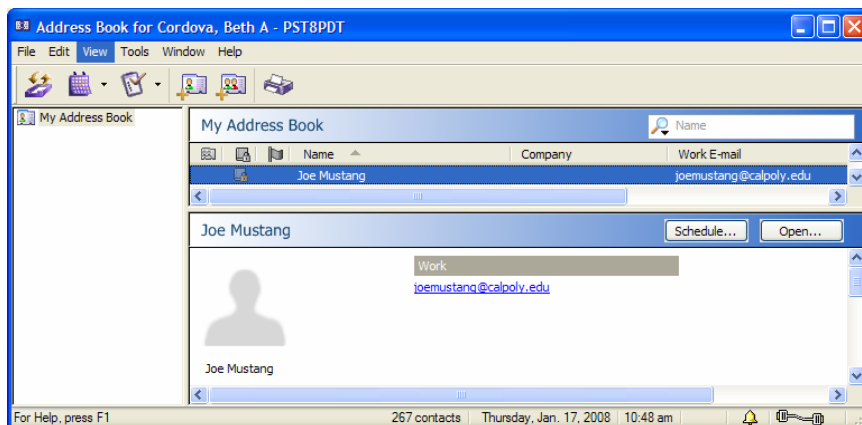
- 1) Right-click on the **Contacts** folder.
- 2) Select **Properties**.
- 3) Click the **Administration** tab.
- 4) Click **Reset**.
- 5) Click **OK** when finished.



Refreshing the Contacts folder

To refresh the Oracle Calendar Client Address Book or Contacts folder:

- 1) Select **File > Open > Contacts**.
- 2) Select **View > Refresh All**.
- 3) Close the Address Book when refreshed.



Note: above image is of Oracle Calendar version 10.1.2.3

If you have any questions, please call the Service Desk at (805) 756-7000.