



# Nokia Intellisync Mobile Suite Linux Installation Guide

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# About This Guide

## In This Guide

This guide is organized into the following chapters.

- [Chapter 1, “Introduction and Requirements”](#)
- [Chapter 2, “Server Installation”](#)
- [Chapter 3, “Initial Testing After Installation”](#)

Additional information provided in this specific chapter.

- [Conventions This Guide Uses](#)
- [Related Documentation](#)

## Conventions This Guide Uses

The following sections describe the conventions this guide uses, including notices, text conventions, and command-line conventions.

## Notices



### **Warning**

Warnings advise the user that bodily injury might occur because of a physical hazard.

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### **Caution**

Cautions indicate potential equipment damage, equipment malfunction, loss of performance, loss of data, or interruption of service.

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### **Note**

Notes provide information of special interest or recommendations.

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## Command-line Conventions

You may encounter one or more of the following elements on a command-line path.

**Table 1 Command-line Conventions**

Convention	Description
command	This required element is usually the product name or other short word that invokes the product or calls the compiler or preprocessor script for a compiled Nokia product. It might appear alone or precede one or more options. You must spell a command exactly as shown and use lowercase letters.
<i>Italics</i>	Indicates a variable in a command that you must supply. For example: <b>delete interface <i>if_name</i></b>  Supply an interface name in place of the variable. For example: <b>delete interface nic1</b>
angle brackets < >	Indicates arguments for which you must supply a value: <b>retry-limit &lt;1-100&gt;</b>  Supply a value. For example: <b>retry-limit 60</b>
Square brackets [ ]	Indicates optional arguments. <b>delete [slot <i>slot_num</i>]</b>  For example: <b>delete slot 3</b>
Vertical bars, also called a <i>pipe</i> ( )	Separates alternative, mutually exclusive elements. <b>framing &lt;sonet   sdh&gt;</b>  To complete the command, supply the value. For example: <b>framing sonet</b> or <b>framing sdh</b>
-flag	A flag is usually an abbreviation for a function, menu, or option name, or for a compiler or preprocessor argument. You must enter a flag exactly as shown, including the preceding hyphen.
.ext	A filename extension, such as .ext, might follow a variable that represents a filename. Type this extension exactly as shown, immediately after the name of the file. The extension might be optional in certain products.

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**Table 1 Command-line Conventions (*continued*)**

Convention	Description
( . , ; + * - / )	Punctuation and mathematical notations are literal symbols that you must enter exactly as shown.
''	Single quotation marks are literal symbols that you must enter as shown.

## Text Conventions

Table 2 describes the text conventions in this guide.

**Table 2 Text Conventions**

Convention	Description
monospace font	Indicates command syntax, or represents computer or screen output, for example: Log error 12453
<b>bold monospace font</b>	Indicates text you enter or type, for example: <b># configure nat</b>
Key names	Keys that you press simultaneously are linked by a plus sign (+): Press Ctrl + Alt + Del.
Menu commands	Menu commands are separated by a greater than sign (>): Choose File > Open.
The words enter and type	Enter indicates you type something and then press the Return or Enter key. Do not press the Return or Enter key when an instruction says <i>type</i> .
<i>Italics</i>	<ul style="list-style-type: none"> <li>Emphasizes a point or denotes new terms at the place where they are defined in the text.</li> <li>Indicates an external book title reference.</li> <li>Indicates a variable in a command: <code>delete interface <i>if_name</i></code></li> </ul>

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## Related Documentation

Nokia offers a common framework for the Nokia Intellisync Mobile Suite products. For this reason, there are electronic manuals and online help systems that cover the entire suite, plus additional resources for specific products.

## Accessing Online Help

In addition to the electronic versions of the manuals, context-sensitive online help assists you as you work with the application. To access online help, open the program and click Help.

## Accessing Server Documentation

The following server documentation is available for Wireless Email. These documents are available on the Nokia Support Web Site ([http:// support.nokia.com](http://support.nokia.com)) in Adobe Portable Document Format (PDF) or through your system administrator.

**Nokia Intellisync Mobile Suite Installation Guide (InstallGdeEN.pdf)** Includes the installation requirements and other information you need to install Nokia Intellisync Mobile Suite software for servers and clients. This guide applies to the entire suite and is shared with other Nokia Intellisync Mobile Suite products.

**Nokia Intellisync Mobile Suite Release Notes (ReleaseNotesEN.pdf)** Includes important information you should know before you install and use Nokia Intellisync Mobile Suite. This document includes important late-breaking information that may not be included in other documentation. This document applies to the entire suite and is shared with other Nokia Intellisync Mobile Suite products.

**Nokia Intellisync Mobile Suite Administrator's Guide (AdminGdeEN.pdf)** Includes an introduction to the suite and general information about using the suite successfully. This guide applies to the entire suite and is shared with other Nokia Intellisync Mobile Suite products.

**Nokia Intellisync Secure Gateway Administrator's Guide (SecureGatewayGdeEN.pdf)** Written as a companion book to the administrator's guide. Covers administrative functions for managing the Secure Gateway.

## Accessing Server Online Help

The following online help system is available for the server.

**Nokia Intellisync Mobile Suite WebAdmin Console Help** Includes information for managing the Intellisync Mobile Suite server using a Web browser.

**Nokia Intellisync Mobile Suite OMA DM Edition WebAdmin Console Help** Includes information for managing the OMA DM server using a Web browser.

## Accessing Client Documentation

The following electronic documents are available for Wireless Email clients. Each guide includes information for installing software on devices using a specific platform, configuring synchronization settings, and synchronizing for the first time. These documents are available on the Nokia Support Web site ([http:// support.nokia.com](http://support.nokia.com)) in Adobe Portable Document Format (PDF) or through your system administrator.

**Table 3 Client Guides**

Name	File Name
Intellisync Mobile Suite Client Guide - Palm OS Platform	PalmUsersGuideEN.pdf
Intellisync Mobile Suite Client Guide - Pocket PC Platform	PPCUsersGuideEN.pdf
Intellisync Mobile Suite Client Guide - Smartphone Platform	SmartphoneUsersGuideEN.pdf
Intellisync Mobile Suite Client Guide - S60 3rd Edition Platform	Symbian60_UsersGuideEN.pdf
Intellisync Mobile Suite Client Guide - S80 Platform	Symbian80_UsersGuideEN.pdf
Intellisync Mobile Suite Client Guide - UIQ 2nd Edition Platform	SymbianUIQ_UsersGuideEN.pdf
Intellisync Mobile Suite Client Guide - UIQ 3rd Edition Platform	SymbianUIQ3_UsersGuideEN.pdf
Intellisync Mobile Suite Client Guide - J2ME Platform	J2ME_UsersGuideEN.pdf

### Note

The client guides are *not* installed as part of the client installation. You decide whether to provide the documentation to your users.

## Accessing Client Online Help

The following online help systems are available for Wireless Email clients.

**Nokia Intellisync PC Client (SynchroClientEN.chm)** Includes information about using the Nokia Intellisync Mobile Suite client on a PC.

**Nokia Intellisync Mobile Suite Web PIM Help** Includes information about using the Nokia Intellisync Mobile Suite client using a Web browser.



# 1 Introduction and Requirements

## Overview

Nokia Intellisync Mobile Suite is a collection of products designed to help you support your mobile workforce. This collection of products handles distribution, collection, and synchronization of your e-business data, documents, and applications. At any given time, your mobile employees have access to the same data and corporate applications as your LAN-connected employees.

## Recommended Server Configuration

Many factors—the number of users, the number of concurrent users, and the volume of information shared, among others—affect how you should set up your system. This section provides some general guidelines to use.

## Components Requiring Dedicated Computers

Depending on the size of your installation and the number of users, some components may be installed on the same computer. Other components perform best when each component is installed on a dedicated computer (or computers).

The following table lists the components you should *not* install on the same computer.

This component...	Should not be on a computer with...
Nokia Intellisync Wireless Email	Novell GroupWise server
Nokia Intellisync Device Management	Database server

## Product Evaluation and Small Installations

For a product evaluation, you may install the Nokia Intellisync server and the database on the same computer. A single computer that meets the minimum requirements can easily handle both the server and database for a product evaluation or small installation (under 100 users).

After evaluating the product, many customers choose to purchase a license key and upgrade their evaluation environment to a production environment. For larger installations where the Nokia Intellisync server and the database are on the same computer, the system administrator is potentially limiting scalability. If you anticipate converting your existing evaluation system to a production system supporting over 100 active users, consider using separate computers for the Nokia Intellisync server and the database during evaluation.

## System Requirements

Table 4 and Table 5 show the minimum requirements for all Nokia Intellisync Mobile Suite products. As minimum requirements, they may not provide the optimal environment for peak performance of your system.

**Table 4 Client Minimum Requirements for Nokia Intellisync Mobile Suite**

	PC Client	Pocket PC	Smartphone	Palm OS Client	Symbian	J2ME
<b>HARDWARE</b>						
Processor Type	Pentium	Supported processor type: ARM - XScale				
Hard Disk Space	64MB					
Memory	64MB RAM	32MB RAM	32MB RAM	8MB RAM	32MB RAM	
<b>SOFTWARE</b>						
Operating System	<ul style="list-style-type: none"> <li>Windows 2000</li> <li>Windows 2003</li> <li>Windows XP</li> </ul>	Windows Mobile 5.0 or later	Windows Mobile 5.0 or later	Palm OS 4.0 up to 5.4	<ul style="list-style-type: none"> <li>Symbian OS 7.0</li> <li>Symbian OS 8.0</li> <li>Symbian OS 9.1 (for E61 S60 3rd Edition)</li> </ul>	<ul style="list-style-type: none"> <li>Series 40 3rd Edition, Feature Pack 2</li> <li>Some Feature Pack 1 Devices</li> <li>JP-7; 7, 135, 118 (MIDP-2.0), 139 (CLDC-1.1)</li> </ul>
Browser	Microsoft Internet Explorer 6.0 or later					
Other	Microsoft TCP/IP protocol network environment	ActiveSync 4.1 or later (on desktop or laptop)	ActiveSync 4.1 or later (on desktop or laptop)	HotSync 6.0.1 or later (on desktop or laptop)	Symbian 2nd Ed: UIQ, S60, S80 Symbian 3rd Ed: E61 S60, UIQ	

**Table 5 Server Minimum Requirements for Nokia Intellisync Mobile Suite**

	Nokia Intellisync Mobile Suite	Wireless Email	Device Mgmt
<b>HARDWARE</b>			
Processor	Pentium III 900MHz	•	•
Hard Disk Space	5 GB free disk space	•	•
Memory	2 GB RAM	•	•
<b>SOFTWARE</b>			
Operating System	SLES 10.0 (SUSE Linux Enterprise Server 10.0)	SLES 10 (SUSE Linux Enterprise Server 10.0), Open SUSE 1.0	RedHat Enterprise Linux 4 Update 5
Browser	Firefox 2.0 or IE7 or later	•	•
Other	TCP/IP Protocol network environment	•	•
Supported Databases (see the following page for additional information)	Sybase ASA 9	Sybase ASA 9.0.1	Oracle 10g ASA 9.0.1
<b>OTHER REQUIREMENTS</b>			
Permissions	Local Admin	•	•
Open port 443	Open port 443 for license server, secure Web access (HTTPS), synchronization requests, and for Window Mobile Provisioning	•	•
Open port 80	Open port 80 for Web access and synchronization requests	•	•
Open port 3102	Open port 3102 for synchronization requests	•	•
Open port 25	Open port 25 for SMS push		
Latency between IMS server and other backend server, database, or file system	36 milliseconds or less	*	*

• Indicates minimum requirements for Nokia Intellisync Mobile Suite

## Important Notes

- Ports 80 and 443 must be available and dedicated to Nokia Intellisync Mobile Suite during the installation.
- Make sure the server's temp directory has a minimum 1 GB free space to successfully extract installation files.
- The latency between the Nokia Intellisync Mobile Suite server and a backend server, database, or file system, should be 36 milliseconds or less. Any other setting is not recommended.



# 2 Server Installation

## Overview

This chapter contains the information for installing Nokia Intellisync Mobile Suite on the Linux server. In addition to basic installation instructions, there are steps you can take before and after installation to make sure Nokia Intellisync Mobile Suite functions correctly.

## Before You Install

Complete the following tasks *before* you install the software:

- If you have a previous release of Nokia Intellisync Mobile Suite running on a Linux server, you must first uninstall that version before installing a new release. For instructions to uninstall an existing Linux version of Nokia Intellisync Mobile Suite, refer to “[Uninstalling an Existing Linux Version of Intellisync Mobile Suite](#)” on page 16
- Read the Release Notes document on the Nokia Support Web site (<http://support.nokia.com>) for important information about installing this version of Intellisync Mobile Suite.
- Using the requirements in [Chapter 1, “Introduction and Requirements,”](#) verify all prerequisite software is installed and functioning properly.
- Because the installer runs in graphical mode, you must have an X server running during installation. If you do not have X installed on your server, you can use X forwarding to install it. To enable X forwarding, use the following command:

```
desktop1:/root# sh -X root@server1
```

For example, if you have X installed on desktop1, but not on server1, log on to the desktop in graphical mode, start **xterm** (or your preferred terminal program), and then log on to the server using the -X option. Then start the installer using the following commands:

```
server1:/root# cd download/gms
server1:/root/download/gms# sh ims.bin
```

- Nokia Intellisync Mobile Suite does not modify any Web site during the installation process (except to stop it). The Web site used by Nokia Intellisync Mobile Suite should be the only site running on the server, and this site should not be used by another Web site.
- The installation instructions in this document are based on the assumption that you downloaded the installation files to `/root/download/gms`.

## Uninstalling an Existing Linux Version of Intellisync Mobile Suite

If you have a previous release of Nokia Intellisync Mobile Suite running on a Linux server, you must first uninstall that version before installing a new release. Complete the following steps after uninstalling the previous version.

1. Run the following command.

```
rm -rf /opt/ims
```

2. Open the following file and remove any references to GMS services (mobilesuite, securegateway and asadb).

```
/etc/crontab
```

## Installing on a Linux Server

The server installation program uses Install Anywhere to ensure your computer meets specific requirements before installing software for the server. If the Install Anywhere detects a problem, the installation stops. You can restart the installation once you correct the problem.

Nokia Intellisync Mobile Suite contains the following installation files.

- ims.bin
- ClientPack\_x.x.x.jar (where *x* represents the version number)
- branding/branding.iam.zip
- branding/eula.txt
- silent/installer.properties (for running a silent installation)

## Starting the Installation

You can install Nokia Intellisync Mobile Suite using one of the following options.

- Graphical installation—provides a sequence of dialog boxes that require you to enter information such as your license key, the default administrator password, and company information. The graphical installation requires you to install from the server that is installing the program or you can use a remote server with X-Window tunneling. To run the graphical installation, refer to [“Running a Graphical Installation”](#) on page 17.
- Silent installation—provides a properties file that you can edit to configure information unique to your installation, such as your license key, company name, and default administrator password. The silent installation does not require an X server running, although it can run in graphical mode as well.
- The silent installation requires you to install from the server that is installing the program or you can use a remote machine without X-Window tunneling. To run a silent installation, refer to [“Running a Silent Installation”](#) on page 22.

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**Note**

The installation must be run as root.

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## Running a Graphical Installation

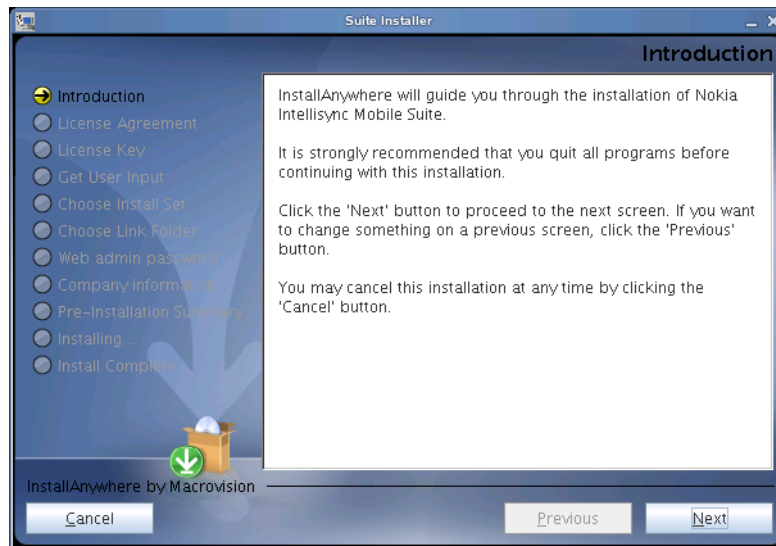
Complete the following steps to run the graphical installation for Nokia Intellisync Mobile Suite. Close all applications before starting the installation. The installation screens that appear in this guide may differ slightly from the screens that appear during your installation.

### To install using the graphical installation

3. Run the following command as root from a shell prompt:

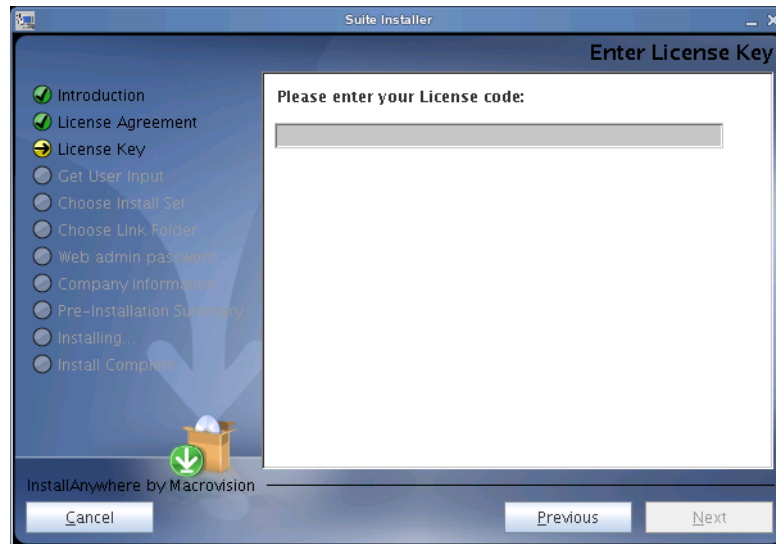
```
server1:/root/download/gms# sh ims.bin
```

The Introduction dialog box appears.



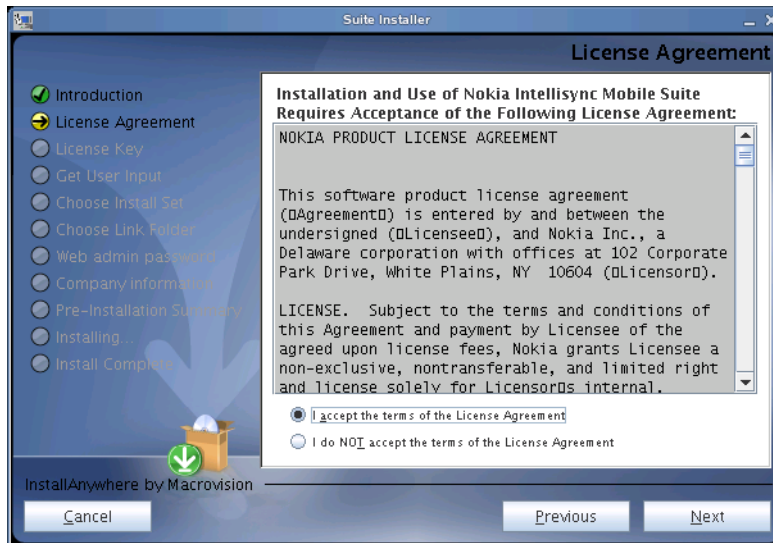
4. Click Next.

The Enter License Key dialog box appears.



5. Enter the license code for your software, and then click Next. The license key must be valid and correct for the installation to be successful.

The License Agreement dialog box appears.



6. Review the license agreement, select “I accept the terms of the License Agreement,” and then click Next.

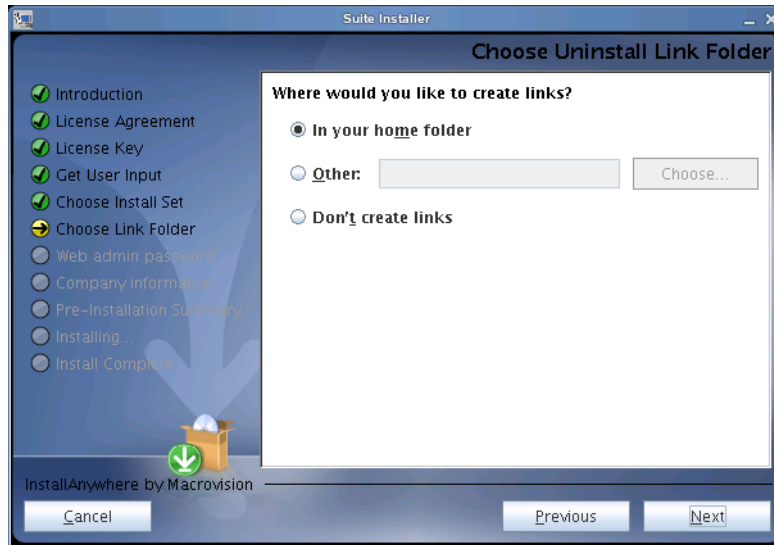
The Choose Install Set dialog box appears.



7. Select Mobile Suite to install the entire Nokia Intellisync Mobile Suite. Select Secure Gateway only if you have already installed Nokia Intellisync Mobile Suite, and then proceed to [Step 10](#) on page 20.

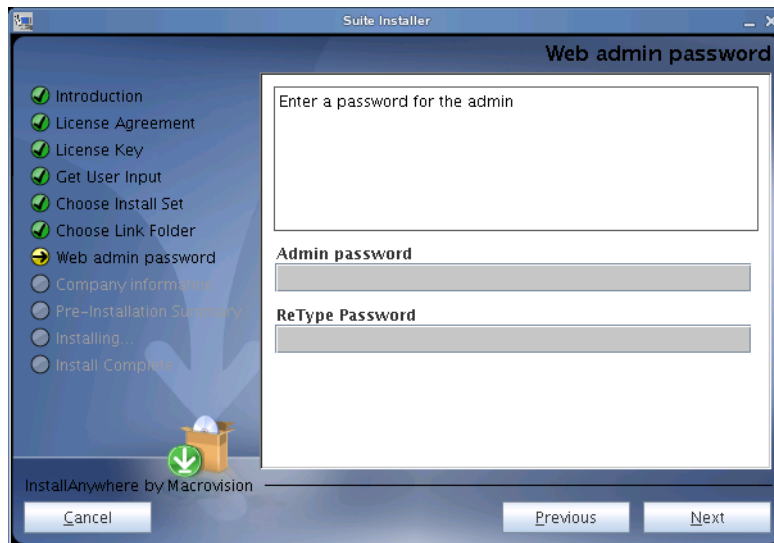
**8.** Click Next.

The Choose Uninstall Link Folder dialog box appears.



**9.** Select one of the options, and then click Next. If you select Other, you can choose any valid path on the system except the installation folder: `/opt/ims`

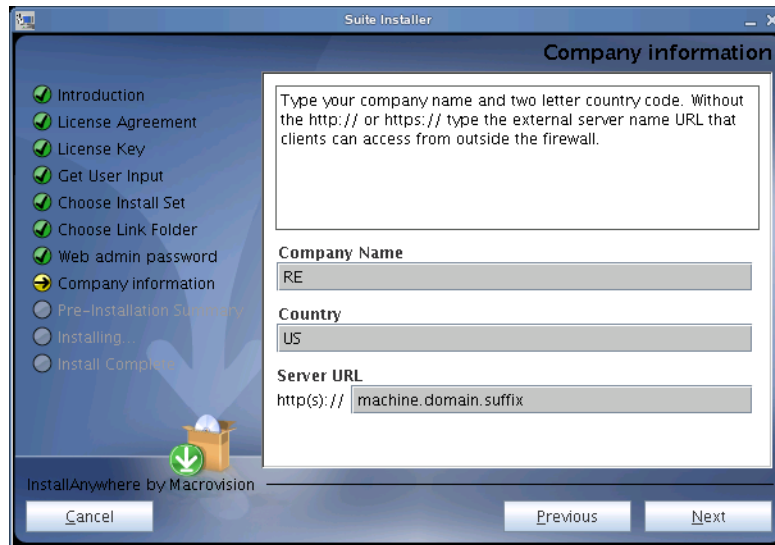
The Web Admin Password dialog box appears.



**10.** In the Admin Password field, type a password for accessing the server administrative functions in WebAdmin Console. Passwords are alphanumeric only.

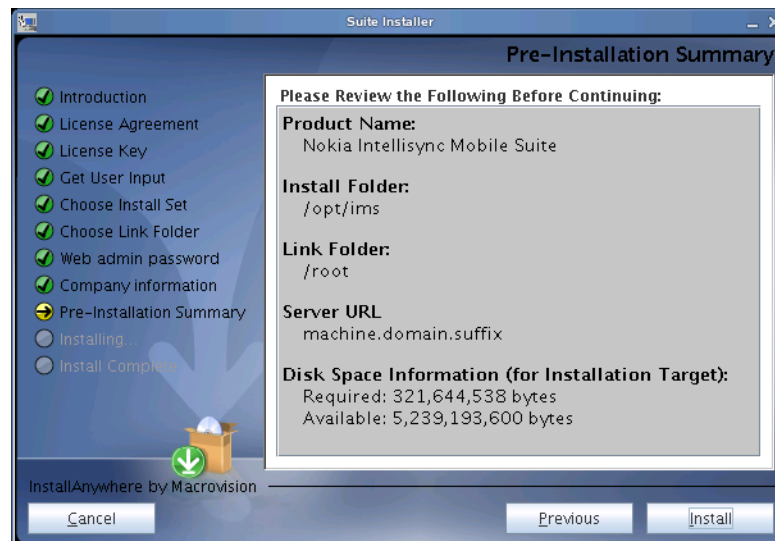
11. In the Confirm Password field, type the password again. Note this password for future reference create users and change system settings, and then click Next. You must remember this password to log in as an administrator.

The Company Information dialog box appears



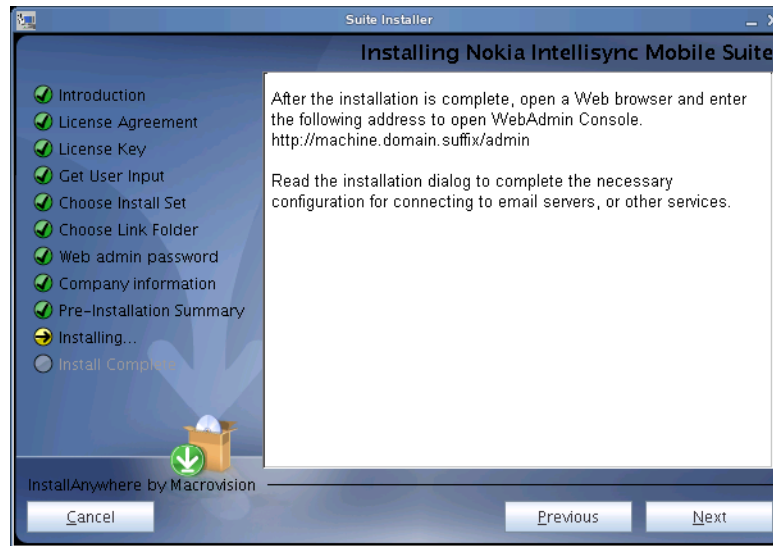
12. Type your company name using only alphanumeric characters.
13. Type your two letter country code.
14. Type your external server name to which clients can access from outside the firewall. Use the format *servername.domain.suffix*.
15. Click Next.

The Pre-Installation Summary dialog box appears.



16. Click Install to begin installing the software.

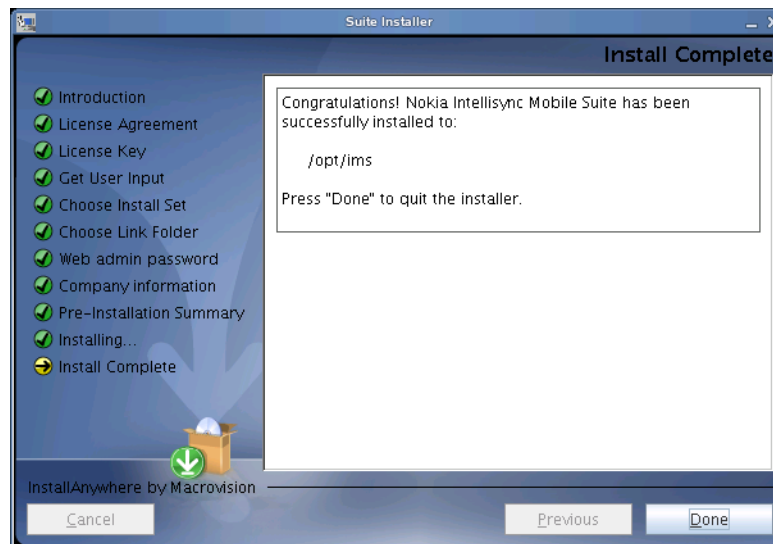
When the installer finishes processing the files, the Install Next Steps dialog box appears.



17. Review the information and note the server address. This is the server address for launching and accessing Nokia Intellisync Mobile Suite.

18. Click Next.

When the installation completes, the Install Complete dialog box appears.



19. Click Done.

20. Open a Web browser and type `http://<serveraddress>/admin` to access the Nokia Intellisync Mobile Suite WebAdmin Console.

## Running a Silent Installation

If your server is operating in runlevel 3 or higher (without X running), you can configure and run a silent installation by editing the `/silent/installer.properties` file.

### To configure and run a silent installation

1. From the installation folder on the server, open the following file.

`/silent/installer.properties`

2. Edit the following file parameters to match your environment.

File Parameter	Instructions
INSTALLER_UI=silent	Installation is silent with minimal console output. <b>Note:</b> Do not change this parameter.
CHOSEN_INSTALL_SET=Mobile	This is the default setting to install Nokia Intellisync Mobile Suite. To install only Secure Gateway, change the parameter to: CHOSEN_INSTALL_SET=Secure
LICENSE=	Type your license key. The license key must be valid or the installation will stop.
USER_SHORTCUTS=/root	This parameter creates a link to the uninstall script. You can set this value to any valid path on the system except the installation folder: <code>/opt/ims</code>
ADMIN_PW=	Type a password for accessing the server administrative functions in WebAdmin Console. Passwords are alphanumeric only and must not contain symbols. <b>Note:</b> Do not type a password if you are installing only Secure Gateway.
ADMIN_COMPANY_NAME=	Type your company name using only alphanumeric characters.
ADMIN_COUNTRY=	Type your two letter country code.
SERVERURL=	Type your external server name to which clients can access from outside the firewall. Use the format: <i>server.domain.suffix</i> <b>Note:</b> Do not add <code>http://</code> or <code>https://</code> to the server name.

3. Open a terminal window.
4. Change the directory to the installation folder on the server, and run the command

```
ims.bin -f ./silent/installer.properties
```

The installation process begins.



5. After the installation completes, open a Web browser and type the following URL to access WebAdmin Console.

`http://<serveraddress>/admin`

## Post-installation Steps

### Verifying GroupWise Mobile Server Requirements

For the GroupWise Mobile Server to run properly, verify that your GroupWise server meets the following requirements.

- GroupWise Internet Agent must be installed on the GroupWise server, as it is needed by the SOAP interface used by the GroupWise translator. Refer to your Novell GroupWise documentation for more information about installing GroupWise Internet Agent.
- If you use a firewall, you must have the following ports open.
  - Port 80 for HTTP Web access and device synchronization
  - Port 443 for secure Web access (HTTPS) and Windows Mobile Provisioning
  - Port 3102 for Network Push (required only if you use the Network Push feature)

### Configuring the GroupWise Mobile Server

There are several configuration changes that must be made to synchronize successfully with a GroupWise account.

- External server names must be set correctly. For example, Web Site Server, Sync Server, and Network Push Server. Using the WebAdmin Console, go to System Settings > Server Names and verify the external server names are set correctly to your external IP address / DNS names.
- You can create authentication sources using the WebAdmin Console. Go to System Settings > Authentication > Sources > New GroupWise.

**Note:** If you are using a GroupWise authentication source and your GroupWise server requires Secure Sockets Layer (SSL) for SOAP access, select the “Use SSL” option. Afterward, go to User Settings > Wireless Email > Novel GroupWise. From the Novell GroupWise Access tab, click Edit, and then select the “Use SSL” option. After you create a GroupWise authentication source, log out of WebAdmin Console and then log in again to make the authentication source visible on the Create User page.

- To add the GroupWise server address for your users, go to User Settings > Wireless Email > Novel GroupWise. From the Novell GroupWise Access tab, click Edit and enter the server address.
- To allow end users to add or remove GroupWise connections, go to User Settings > Email Accelerator > Novel GroupWise. From the Novell GroupWise User Settings tab, click Edit and select the first three options.

- To allow end users to access their information from the Web PIM, go to User Settings > Email Accelerator > Email Accelerator User. Click “Setting: Default,” and then click Edit. From the Settings tab, select the “Enable PIM functionality on the Web” option.

## Provisioning Windows Mobile 5 Clients on Non-standard Ports

Nokia Intellisync Mobile Suite is capable of running on non-standard ports, however this feature is not officially supported. If you change the HttpSSLPort value from the default SSL port 443 in the Secure Gateway configuration file, you must update the over-the-air delivery site with the new port information. To do this, open the following file on the Nokia Intellisync Mobile Suite server.

```
/opt/ims/lib/syncserver.xml
```

In the section containing the <systemprop> tags, enter the new port number as follows.

```
<systemprop name="custom.ssl.port" value="newportnumber"/>
```

For example, if you change the HttpSSLPort value to 445 in the Secure Gateway configuration file, edit the syncserver.xml file as follows to set the Nokia Intellisync Mobile Suite port to 445.

```
<systemprop name="custom.ssl.port" value="445"/>
```

## Starting and Stopping Services

Services start automatically after the installation completes. However, if you need to manually stop or start the services, use the following commands.

To start Nokia Intellisync Mobile Suite services, run the following commands as root:

```
/et/init.d/asadb start  
/etc/init.d/securegateway start  
/etc/init.d/mobilesuite start
```

To stop Nokia Intellisync Mobile Suite services, run the following commands as root:

```
/etc/init.d/mobilesuite stop  
/etc/init.d/securegateway stop  
/etc/init.d/asadb stop
```

## Checking the Status of Services

To check the status of running services, use the **status** argument for any script, as shown in the example below.

```
/etc/init.d/mobilesuite status  
/etc/init.d/securegateway status  
/etc/init.d/asadb status
```

# 3 Initial Testing After Installation

## Overview

After installing Nokia Intellisync Mobile Suite, test your system using the instructions in this chapter.

- [Verifying Web Site Availability](#)
- [Verifying Successful Authentication](#)

After you complete these initial tests, the system is ready for user access.

## Verifying Web Site Availability

The first test is to verify that the Web site is available. Users can use the Web site to log in, configure their account settings, and install the device.

On the Nokia Intellisync Mobile Suite server, open a Web browser and type `http://<serveraddress>/admin`. This step validates that the server is operational and the Web site is available. If you receive an HTTP error, try the following solutions.

- Check the default Web site port and confirm the port is set to 80.
- Restart the server.

## Troubleshooting Logon Issues

If the server does not recognize the account or password, then the logon fails. Make sure you typed the correct user name (including the domain name) and password, and then try again.

If the user name and password are correct but you still cannot log on, ensure that all Nokia Intellisync services are started. For instructions to start Nokia Intellisync services, refer to [“Starting and Stopping Services”](#) on page 24.

## **Verifying Successful Authentication**

Use the information in this section to verify that authentication is working properly.

### **Successful Access to Novell GroupWise**

For GroupWise users, the system queries the GroupWise server and gathers user information. Depending on the access type, the system may automatically discover the mailbox server and mailbox name. If not, manually specify a valid GroupWise user name.

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