



# Nokia Intellisync Mobile Suite Administrator's Guide

Version 8.5

Published November 2007

**COPYRIGHT**

©2007 Nokia. All rights reserved.  
Rights reserved under the copyright laws of the United States.

**RESTRICTED RIGHTS LEGEND**

Use, duplication, or disclosure by the United States Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013.

Notwithstanding any other license agreement that may pertain to, or accompany the delivery of, this computer software, the rights of the United States Government regarding its use, reproduction, and disclosure are as set forth in the Commercial Computer Software-Restricted Rights clause at FAR 52.227-19.

**IMPORTANT NOTE TO USERS**

This software and hardware is provided by Nokia Inc. as is and any express or implied warranties, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose are disclaimed. In no event shall Nokia, or its affiliates, subsidiaries or suppliers be liable for any direct, indirect, incidental, special, exemplary, or consequential damages (including, but not limited to, procurement of substitute goods or services; loss of use, data, or profits; or business interruption) however caused and on any theory of liability, whether in contract, strict liability, or tort (including negligence or otherwise) arising in any way out of the use of this software, even if advised of the possibility of such damage.

Nokia reserves the right to make changes without further notice to any products herein.

**TRADEMARKS**

Nokia is a registered trademark of Nokia Corporation. Synchrologic, Mobile Suite, RealSync, and Intellisync are trademarks of Nokia. Other products mentioned in this document are trademarks or registered trademarks of their respective holders.

060101

## Nokia Contact Information

### Corporate Headquarters

<b>Web Site</b>	<a href="http://www.nokia.com">http://www.nokia.com</a>
<b>Telephone</b>	1-888-477-4566 <i>or</i> 1-650-625-2000
<b>Fax</b>	1-650-691-2170
<b>Mail Address</b>	Nokia Inc. 313 Fairchild Drive Mountain View, California 94043-2215 USA

### Regional Contact Information

<b>Americas</b>	Nokia Inc. 313 Fairchild Drive Mountain View, CA 94043-2215 USA	Tel: 1-877-997-9199 Outside USA and Canada: +1 512-437-7089 email: <a href="mailto:info.ipnetworking_americas@nokia.com">info.ipnetworking_americas@nokia.com</a>
<b>Europe, Middle East, and Africa</b>	Nokia House, Summit Avenue Southwood, Farnborough Hampshire GU14 ONG UK	Tel: UK: +44 161 601 8908 Tel: France: +33 170 708 166 email: <a href="mailto:info.ipnetworking_emea@nokia.com">info.ipnetworking_emea@nokia.com</a>
<b>Asia-Pacific</b>	438B Alexandra Road #07-00 Alexandra Technopark Singapore 119968	Tel: +65 6588 3364 email: <a href="mailto:info.ipnetworking_apac@nokia.com">info.ipnetworking_apac@nokia.com</a>

### Nokia Customer Support

<b>Web Site:</b>	<a href="https://support.nokia.com/">https://support.nokia.com/</a>		
<b>Email:</b>	<a href="mailto:tac.support@nokia.com">tac.support@nokia.com</a>		
<b>Americas</b>		<b>Europe</b>	
<b>Voice:</b>	1-888-361-5030 or 1-613-271-6721	<b>Voice:</b>	+44 (0) 125-286-8900
<b>Fax:</b>	1-613-271-8782	<b>Fax:</b>	+44 (0) 125-286-5666
<b>Asia-Pacific</b>			
<b>Voice:</b>	+65-67232999		
<b>Fax:</b>	+65-67232897		

050602



# Contents

<b>About this Guide</b>	<b>9</b>
In This Guide	9
Conventions This Guide Uses	10
Notices	10
Command-Line Conventions	10
Text Conventions	12
Terminology	12
Related Documentation	13
Accessing Electronic Documents	13
Accessing Online Help	13
Accessing Server Documentation	14
Assessing Server Online Help	14
Accessing Client Documentation	15
Client Installation and Setup Guides	15
Client Online Help	15
<b>1 Introducing Nokia Intellisync Mobile Suite</b>	<b>17</b>
Nokia Intellisync Mobile Suite Components	18
Nokia Intellisync Mobile Suite Client	19
Nokia Intellisync Mobile Gateway	19
WebAdmin Console	19
Nokia Intellisync Mobile Suite Products	20
Wireless Email	21
Application Sync	21
File Sync	22
Device Management	22
Server Database	23
<b>2 Using WebAdmin Console</b>	<b>25</b>
Getting Started	25
Operating Conventions	26
<b>3 Managing System Settings</b>	<b>27</b>
General Settings	27
Server Names Settings	28
Server Key Settings	28

Authentication Settings . . . . .	28
Authentication Sources . . . . .	29
Directory Settings . . . . .	29
Secure Gateway Settings . . . . .	29
License Settings . . . . .	29
<b>4 Managing Users . . . . .</b>	<b>31</b>
Adding New Users . . . . .	31
Adding Users Manually . . . . .	32
Importing Users From a Text File . . . . .	32
Importing Users from an Active Directory/LDAP Source . . . . .	36
Adding Users Through Auto-discovery . . . . .	36
Sending an Install SMS Message . . . . .	37
Deleting Users . . . . .	37
Exporting User Information . . . . .	37
Printing User Information . . . . .	37
Modifying a User's Account . . . . .	37
Viewing a User's Synchronization Activity . . . . .	37
Assigning Users to Groups . . . . .	37
<b>5 Managing Devices . . . . .</b>	<b>39</b>
Deleting Devices . . . . .	39
Exporting Device Information . . . . .	39
Printing Device Information . . . . .	39
Viewing and Modifying Device Information . . . . .	40
Viewing and Managing Push Log Information . . . . .	40
Exporting Push Log Information . . . . .	40
Printing Push Log Information . . . . .	40
Viewing and Modifying Theft/Loss Protection Information . . . . .	40
<b>6 Managing Groups . . . . .</b>	<b>41</b>
Adding New Groups . . . . .	41
Adding Groups Manually . . . . .	42
Importing Groups from an Active Directory/LDAP Source . . . . .	42
Viewing and Modifying a Group's Hierarchy . . . . .	42
Deleting Groups . . . . .	42
Exporting Group Information . . . . .	42
Printing Group Information . . . . .	42
Viewing and Modifying a Group's Information . . . . .	42
Manage Parent Groups . . . . .	43
Manage Child Groups . . . . .	43
Assigning Users to Groups . . . . .	43

<b>7</b>	<b>Managing User Settings</b>	<b>45</b>
	General User Settings	46
	Client Install/Deployment User Settings	46
	Push/Interval Sync User Settings	46
	Security/Encryption User Settings	46
	Web/WAP Security User Settings	47
	Wireless Email Settings	48
	Wireless Email User Settings	48
	LDAP GAL Lookup Wireless Email Settings	49
	Novell GroupWise Wireless Email Settings	49
	Push Wireless Email Settings	50
	Alerts Wireless Email Settings	50
	Filter Wireless Email Settings	50
	Inbox and Outbox Wireless Email Settings	51
	Sent Items Wireless Email Settings	51
	Drafts Wireless Email Settings	51
	PIM Wireless Email Settings	51
<b>8</b>	<b>Management Settings</b>	<b>53</b>
	Servers	53
	Deleting Servers	53
	Exporting Server Information	53
	Printing Server Information	54
	View Specific Server Information	54
	Activate or Deactivate a Server	54
	Administrators	54
	Adding Administrators	54
	Deleting Administrators	54
	Exporting Administrators' Information	54
	Printing Administrators' Information	54
	View and Modifying an Administrator's Information	54
	Activate or Deactivate an Administrator	55
<b>9</b>	<b>Managing Reports</b>	<b>57</b>
	Device Reports	57
	Device Last Connection Report	57
	Device Management Reports	57
	Memory Usage Report	58
	Carrier Information Report	58
	Applications Report	58
	Performance Reports	58
	System Sync Times Report	58

Sync Per Hour Report . . . . .	58
License . . . . .	58
Select License to access the License Report.. . . .	58
License Report . . . . .	58
<b>10 Managing Logs . . . . .</b>	<b>59</b>
Audit Trail . . . . .	59
User Activity . . . . .	59
Server Activity . . . . .	59
<b>Index. . . . .</b>	<b>61</b>



# About this Guide

## In This Guide

This guide is organized into the following chapters.

- [Chapter 1, “Introducing Nokia Intellisync Mobile Suite”](#) introduces you to Nokia Intellisync Mobile Suite and provides information for using the application effectively.
- [Chapter 2, “Using WebAdmin Console”](#) provides an overview and instructions for maintaining data on the server using WebAdmin Console.
- [Chapter 3, “Managing System Settings”](#) provides information on managing server-related settings.
- [Chapter 4, “Managing Users”](#) provides information on managing user accounts.
- [Chapter 5, “Managing Devices”](#) provides information on managing devices.
- [Chapter 6, “Managing Groups”](#) provides information on managing groups of users.
- [Chapter 7, “Managing User Settings”](#) provides information on managing general and email settings for users.
- [Chapter 8, “Management Settings”](#) provides information on managing servers and administrators.
- [Chapter 9, “Managing Reports”](#) provides information on running reports.
- [Chapter 10, “Managing Logs”](#) provides information on user and server activity logs.

Additional information provided in this section is as follows:

- [Conventions This Guide Uses](#)
- [Terminology](#)
- [Related Documentation](#)
- [Accessing Online Help](#)

---

# 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.

---



---

### Caution

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

---

---

### Note

Notes provide information of special interest or recommendations.

---

## Command-Line Conventions

You might 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>

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

Convention	Description
Square brackets [ ]	Indicates optional arguments. <b>delete [slot slot_num]</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.
( . , ; + * - / )	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: <code>Log error 12453</code>
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 if_name</code></li></ul>

## Terminology

The following abbreviations are used throughout the Nokia Intellisync Mobile Suite documentation library.

Acronym	Definition
ADSI	Active Directory Services Interface
API	Application Program Interface
DMZ	Demilitarized Zone
HTTP	Hypertext Transfer Protocol
HTTPS	A more secure version of HTTP
GAL	Global Address List
LAN	Local area network
LDAP	Lightweight Directory Access Protocol

MAPI	<b>M</b> essaging <b>A</b> pplication <b>P</b> rogramming <b>I</b> nterface
MMC	<b>M</b> icrosoft <b>M</b> anagement <b>C</b> onsole
PIM	<b>P</b> ersonal <b>I</b> nformation <b>M</b> anager
RAS	<b>R</b> emote <b>A</b> ccess <b>S</b> erver
RSA	<b>R</b> ivest- <b>S</b> hamir- <b>A</b> dleman encryption
SMS	<b>S</b> ystems <b>M</b> anagement <b>S</b> erver
SSL	<b>S</b> ecure <b>S</b> ockets <b>L</b> ayer
TCP	<b>T</b> ransmission <b>C</b> ontrol <b>P</b> rotocol
TCP/IP	<b>T</b> ransmission <b>C</b> ontrol <b>P</b> rotocol/ <b>I</b> nternet <b>P</b> rotocol

## Related Documentation

Nokia offers a common framework for the 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.

For instructions to access documentation, see the following topics:

- [“Accessing Electronic Documents”](#)
- [“Accessing Online Help”](#)
- [“Accessing Server Documentation”](#)
- [“Accessing Client Documentation”](#)

## Accessing Electronic Documents

In addition to this guide, there are several other documents in electronic format. Electronic documents are available on the Nokia Support Site (<http://support.nokia.com>) in Adobe Portable Document Format (PDF) or through your system administrator.

## Accessing Online Help

Web Admin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

---

## Accessing Server Documentation

The following server guides are available for Nokia Intellisync Mobile Suite. These documents are available on the Nokia Support Site (<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). This guide applies to the entire suite and is shared with other Nokia Intellisync Mobile Suite products.

**Nokia Intellisync Device Management and File Sync Administrator's Guide (DeviceMgmtFileSyncGdeEN.pdf)** Written as a companion book to the administrator's guide. Covers available functions and features with Device Management and File Sync.

**Nokia Intellisync Corporate Email Connector Configuration Guide (CECConfigGdeEN.pdf)** Covers system requirements and installation procedures for Corporate Email Connector installations using Lotus Domino and/or Microsoft Exchange.

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

## Assessing Server Online Help

The following online help systems are embedded in the server applications.

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

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

## Accessing Client Documentation

The following electronic client documents are available on the Nokia Support Site (<http://support.nokia.com>) in Adobe Portable Document Format (PDF) or through your system administrator.

### Client Installation and Setup Guides

Each guide includes information for installing software on devices using a specific platform, configuring synchronization settings, and synchronizing for the first time.

**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 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 this documentation to your users.

---

### Client Online Help

The following online help systems are embedded in the Wireless Email client application.

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

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





---

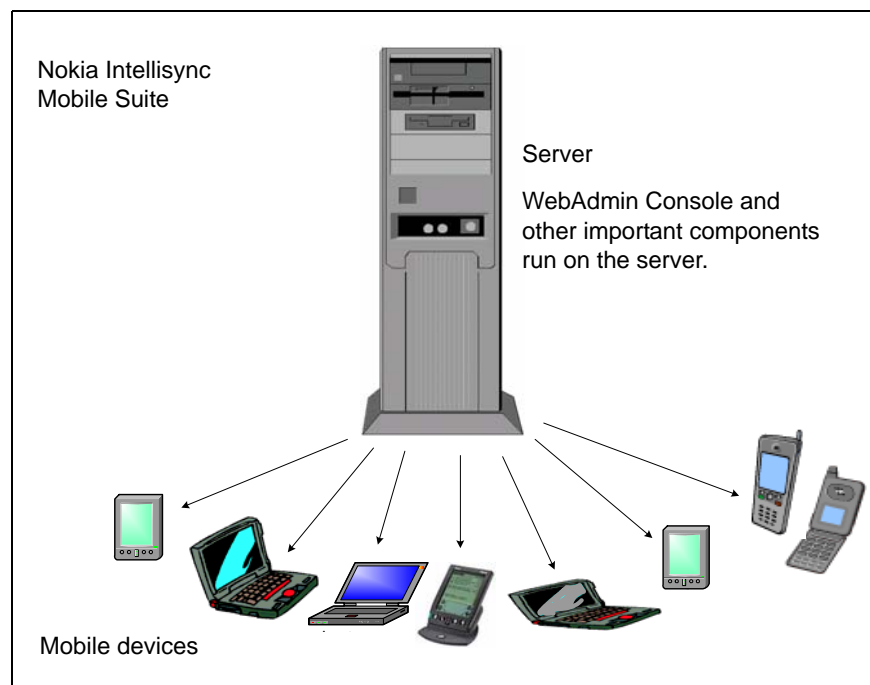
# 1

## Introducing Nokia Intellisync Mobile Suite

Nokia Intellisync Mobile Suite consists of both server and client components that facilitate interaction with the server. The server is the data synchronization host to which mobile devices connect. The Web-based administrative console on the server, known as WebAdmin Console, controls functions such as user authentication, user settings, communication, logging, and reporting, among others.

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.

**Figure 1 Nokia Intellisync Mobile Suite Includes Software for Server and Clients**



Different versions of the Nokia Intellisync Mobile Suite client software are available for the following device platforms:

- J2ME Phone
- Palm
- PC
- Symbian S60 2nd Edition
- Symbian S60 3rd Edition
- Symbian S80
- Symbian UIQ 2nd Edition
- Symbian UIQ 3rd Edition
- Windows Mobile Pocket PC and Windows CE
- Windows Mobile Smartphone

## Nokia Intellisync Mobile Suite Components

Nokia Intellisync Mobile Suite is built around a set of core technologies that provide a common structure for all components presented through a single user interface. This framework extends your enterprise system to include a wide variety of devices and networks.

Nokia Intellisync Mobile Suite offers an intuitive user interface, an administrative console, a secure gateway for mobile communications, and a collection of shared services, such as user management, system settings, logging, and reporting. All Nokia Intellisync Mobile Suite products include this basic infrastructure.

**Figure 2 Nokia Intellisync Mobile Suite Basic Infrastructure**



## Nokia Intellisync Mobile Suite Client

The Nokia Intellisync Mobile Suite client application provides users with easy access to information available through your server. The client application runs on client computers and mobile devices. This is the only application an end user needs to stay connected while away from the office.

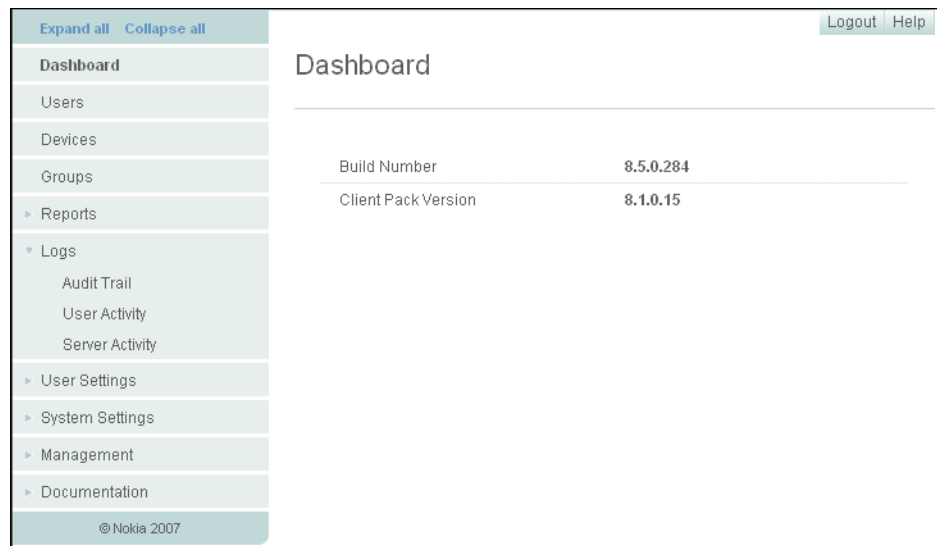
The client has an easy-to-use user interface and serves as the user's launch pad for delivery of all mobile information. After a synchronization session, the user sees a summary of the new information. The user can also view summary information from previous sessions.

## Nokia Intellisync Mobile Gateway

The Nokia Intellisync Mobile Gateway handles communication, connection, security and encryption, and user authentication. The Mobile Gateway is the connection between the server and the outside world. Mobile Gateway is installed as part of the server installation. The client software contains the components required to connect to the server through the Mobile Gateway.

## WebAdmin Console

WebAdmin Console helps you manage all Nokia Intellisync Mobile Suite products and administrative tasks. The following example shows the initial screen after logging in to Web Admin Console.



WebAdmin Console is installed as part of the server installation and serves as the single application for managing many administrative tasks.

- Managing users, devices, and groups
- Managing settings and other variables specific to each Nokia Intellisync Mobile Suite product
- Managing servers
- Configuring connectivity settings

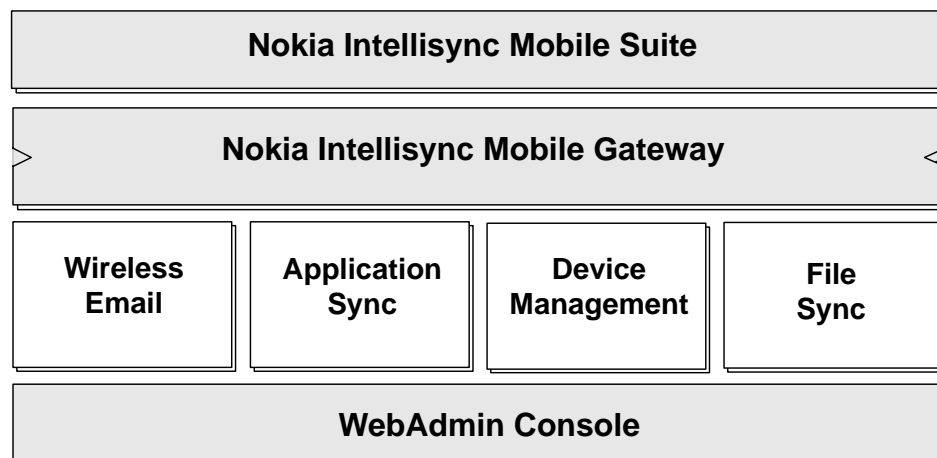
## Nokia Intellisync Mobile Suite Products

The Nokia Intellisync Mobile Suite infrastructure contains the basic elements in your mobile solution. In addition to this framework, four separate products are available for you to purchase to support your mobile workforce. Nokia offers the following products as part of Nokia Intellisync Mobile Suite.

- Application Sync
- Device Management
- File Sync
- Wireless Email

These products snap into the Nokia Intellisync Mobile Suite framework. You can use the products together or separately.

**Figure 3 Nokia Intellisync Mobile Suite with Products Installed**



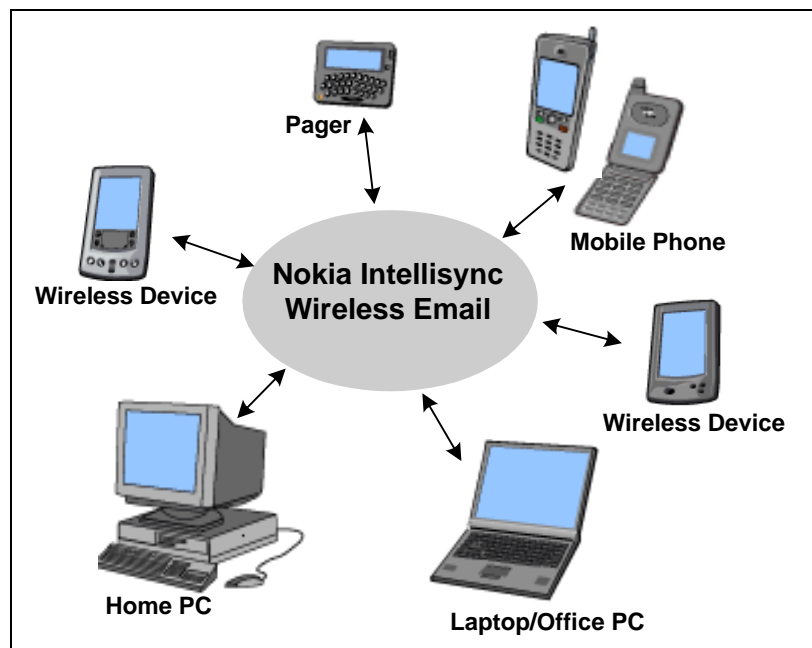
## Wireless Email

Wireless Email offers centralized email and personal information manager (PIM) synchronization for your users. Wireless Email allows users to synchronize email, contacts, memos, calendar, and to-do items among all their mobile devices, eliminating duplicate data entry.

This same data is accessible from any Internet-ready mobile phone and Web browser on any computer connected to the Internet.

For supported devices, you can set up the Push feature so users receive new email as it comes in, without any intervention from you.

**Figure 4 Universal Synchronization Using Wireless Email**



## Application Sync

Application Sync synchronizes and distributes relational data among client computers that are intermittently connected to a server. Application Sync supports data synchronization for multiple combinations of databases.

Application Sync software is integrated with your company's applications, enabling synchronization without changes to your application. Application Sync captures changes from every client user, stores the changes and forwards them to the users you specify in your data sharing rules. Because Application Sync sends only the changed data to specific users, you can reduce communication costs and security risks.

## File Sync

Using File Sync, you can send files or content to mobile users and also collect files or content from users.

File Sync is based on a publish-and-subscribe model. You can make files available to your users by creating packages called *publications*. These publications can remove directories, execute programs or scripts, copy files, delete files, move files, or rename files. You can also control who receives specific files by subscribing users to the files. File Sync can deliver documents of any file type, including Microsoft Word documents, Excel spreadsheets, and HTML pages.

From WebAdmin Console, you can create and associate publications with specific users, thereby creating a subscription. As part of the publication package, you can assign actions or create instruction scripts to run functions such as editing registry entries or launching programs.

After you associate a user with a publication, the user automatically receives updates to any file in that publication.

## Device Management

Device Management allows the system administrator to collect and manage asset and inventory information for mobile devices. You can schedule the collection of this asset information, as well as choose specific assets to include in those collections.

Device Management also delivers software packages and updates to your client computers.

Using WebAdmin Console, you can set up publications for software installation and maintenance. These publications can accomplish a variety of tasks.

- Remove directories
- Execute programs or scripts
- Copy, delete, move, or rename files
- Return client system information
- Add or delete registry keys

You can require the client computer to receive these publications or send the publications upon request.

From WebAdmin Console, you can track the versions of publications to ensure users receive the most recent software packages.

## Server Database

Nokia Intellisync Mobile Suite requires a database to store your users, groups, publications, logs, and other important data. Nokia Intellisync Mobile Suite works with the database to store and retrieve information as needed.

The server installation program includes and establishes a database for a production environment.

---

**Note**

For a complete list of installation requirements, see the *Nokia Intellisync Mobile Suite Installation Guide* or for Linux installation requirements, see the *Nokia Intellisync Mobile Suite Linux Installation Guide*. These documents are available on the Nokia Support Site (<http://support.nokia.com>) in Adobe Portable Document Format (PDF).

---





## 2 Using WebAdmin Console

From WebAdmin Console, you can manage the administrative functions of Nokia Intellisync Mobile Suite.

- Managing user and system settings
- Managing users, groups, and devices
- Running reports and viewing logs
- Managing servers and administrators

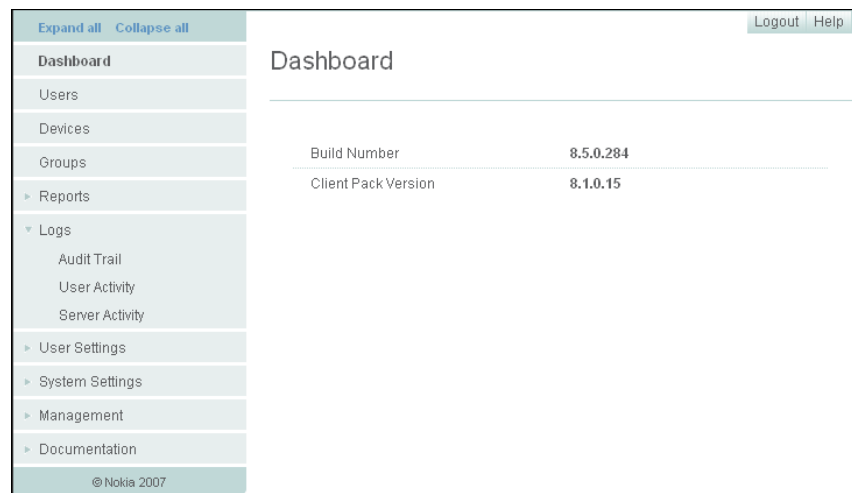
### Getting Started

System administrators can access WebAdmin Console using the following steps.

#### To log on to WebAdmin Console

1. From the computer on which the server is installed, open a browser window.
2. Enter **http://<serveraddress>/admin** in the address bar, and then click Go.  
The WebAdmin Console Login page appears.
3. Enter the user name and password you entered during the server installation, and then click Login.

The WebAdmin Console Dashboard page appears.



## Operating Conventions

WebAdmin Console provides a navigation frame on the left for access to various administrative options, or nodes. To view specific information, select the appropriate node from the navigation frame. Your license key determines which features are available in WebAdmin Console.

---

# 3 Managing System Settings

The System Settings node in WebAdmin Console provides easy access to manage server-related settings. From WebAdmin Console, select System Settings to access the following options.

- General Settings
- Server Names
- Server Key
- Authentication
- Directories
- Secure Gateways
- License

---

## Note

Web Admin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

---

## General Settings

From General Settings you can manage the following information.

- Proxy server
- SMTP server for alerts and push
- Web site security settings
- Nightly maintenance schedules
- Client language settings

To manage General Settings, select System Settings > General. To edit settings, click Edit.

## Server Names Settings

From Server Names Settings you can verify your external server names and confirm your external IP address/DNS names are correct.

You can manage the following server information.

- Web site server name
- Sync server name
- Network push server and port
- Internal server name

To manage Server Names Settings, select System Settings > Server Names. To edit settings, click Edit.

## Server Key Settings

From Server Key Settings you can enable a Server Key Exchange, a security feature that exchanges a unique key between the server and the client.

You can manage the following server key information.

- Server key exchange
- Server key length settings
- Default key settings
- Issue a new key

To manage Server Key Settings, select System Settings > Server Names. To edit settings, click Edit. To issue a new key, click Issue New Key.

## Authentication Settings

Before a user can access your corporate computer system, the user's identification must pass an authentication process.

From Authentication Settings you can manage the following information.

- Default password for Intellisync authentication
- User and device discovery settings
- User lockout settings

To manage Authentication Settings, select System Settings > Authentication. To edit settings, click Edit.

---

## Authentication Sources

From Authentication Sources you can configure the sources that are used to authenticate users. Your authentication strategy can incorporate one or more sources.

You can create the following authentication sources.

- New Active Directory/LDAP (Lightweight Directory Access Protocol)
- New GroupWise

You can delete sources and export or print the authentication source name, source type, and server name information.

To manage Authentication Sources, select System Settings > Authentication > Sources.

## Directory Settings

From Directories Settings you can specify where you want to store Nokia Intellisync Mobile Suite data.

You can manage the following directory information.

- Multiple or single location for data storage
- Root location
- Device Management and File Sync staging in and out area location
- Mobile Gateway message store location
- Wireless Email data location
- Client deployment packages location
- Content area location

To manage Directory Settings, select System Settings > Directory. To edit settings, click Edit.

## Secure Gateway Settings

From Secure Gateways Settings you can view, add, delete, export, or print Secure Gateway information. To manage Secure Gateway Settings, select System Settings > Secure Gateways, and then click the appropriate option.

## License Settings

Your license is based on the products and number of licenses you purchase. Evaluation licenses expire; however, production licenses do not expire. To upgrade your license or increase the number of licensed users, contact your sales representative. To view your license information, select System Settings > License. To add a new license key number, click Edit.



---

# 4 Managing Users

All Nokia Intellisync Mobile Suite products share a common database of users and groups. Each person who sends and receives information must have a unique user name, which is used to validate the user during a synchronization session and determine which information the user can access.

From WebAdmin Console, select Users to complete the following tasks.

- Add new users
- Send an SMS message to a user's device to download and install software
- Delete users
- Export user information
- Print user information
- Modify a user's account
- View a user's synchronization activity
- Assign users to groups

---

## Note

Web Admin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

---

## Adding New Users

You can add new users using one of the following options.

- Manually add a user
- Import users from a text file
- Import users from an Active Directory/LDAP source
- Auto-discovery

## Adding Users Manually

You can manually add users if you are not using the auto-discovery method. For more information on auto-discovery, see [“Adding Users Through Auto-discovery”](#) on page 36. To manually add a small number of new users, select Users, and then click New.

## Importing Users From a Text File

To import users from a text file, complete the following steps.

### To import users from a text file

1. Prepare a text file containing user information. The text file should have one user ID per line. To add additional user information, see [“Using Tokens with Text Files”](#) on page 32.
2. Select Users.  
The Users page appears.
3. Click Import.  
The Import Users from File page appears.
4. In the File Name field, type the text file name or click Browse, select the text file, and then click Open.
5. Click Import from File.

### Using Tokens with Text Files

If you want to import additional user information, you can use tokens separated by tabs to include various properties for each user. The following tokens are available to use in your text file.

- \$password=<followed by the password for this user>
- \$description=<followed by some descriptive text about this user>
- \$firstname=<followed by the user’s first name>
- \$lastname=<followed by the user’s last name>
- \$addtogroup=<followed by the group name to which the user should be a member>
- \$active=<followed by 0 or 1, where 0 indicates inactive and 1 indicates active>
- \$alertdevice=<followed by phone, pager, or email address>
- \$alertphonenumber=<followed by the phone number of the alert device>
- \$alertemailaddr=<followed by the email address to receive alerts>
- \$alertcarrier=<followed by Verizon, Sprint, AT&T Wireless, Alltel, T-Mobile, or Cingular>
- \$emailAddress=<followed by the user’s email address>
- \$language=<followed by two-character country code. Valid entries are EN (English), FR (French), ES (Spanish), DE (German), JA (Japanese)>
- \$timezone=<followed by timezone specification>
- \$authtype=<followed by -1 for NT; 0 for IMS authentication>
- \$sync=<followed by 1. This triggers a synchronization session after configuration>



- 
- \$serverdevice=<one of “Domino,” “GroupWise,” “IMAP,” “XML,<ID>” where <ID> is the XML translator identifier such as “100,” or “GT,<ID>” where <ID> is the Generic Translator identifier number>

If \$serverdevice is specified, then any parameters following \$serverdevice will be passed to the server connection until the end of line or you specify another \$serverdevice.

- If \$serverdevice = Domino:

\$dominousername=<followed by the Domino user name. The domino user name may be canonical or abbreviated. This parameter is required for courier access; otherwise, it is not used.>

\$dominoidfile=<followed by the path to the user’s ID file. This parameter is required for upload ID file access; otherwise, it is not used.>

\$dominopassword=<followed by the password for the user’s ID file. This parameter is required for upload ID file access; otherwise, it is not used.>

- If \$serverdevice = Exchange:

\$exchangeserver=<followed by the exchange server>

\$exchangemailbox=<followed by the exchange mailbox, which can be specified using “firstname lastname” or the alias (the text before the @ in the primary email address)>

You have to use courier access to configure Exchange.

- If \$serverdevice= GroupWise:

\$GWServer=<followed by the GroupWise server>

\$GWPort=<followed by the GroupWise port number>

\$GWUuid=<followed by the GroupWise unique user ID>

\$GWDisplayName=<followed by the GroupWise user full name>

\$GWUser=<followed by the GroupWise user name>

\$GWPassword=<followed by the GroupWise user password. This parameter is not required for trusted application access.>

- If \$serverdevice = IMAP:

\$IMAPServer=<followed by the IMAP server name>

\$IMAPUser=<followed by the IMAP user ID>

\$IMAPPassword=<followed by the IMAP user password>

\$IMAPInboxFolderName=<followed by the IMAP Inbox folder name on the server>

\$IMAPDraftsFolderName=<followed by the IMAP Drafts folder name on the server>

\$IMAPSentItemsFolderName=<followed by the IMAP Sent Items folder name on the server>

- If \$serverdevice = XML,<ID>:  
\$XMLUser=<followed by the XML user ID>  
\$XMLPassword=<followed by the XML user password>  
\$XMLCompany=<followed by the company name on the server>

---

**Note**

To ensure a successful import, review the tokens for accuracy and separate each with a tab.

---

**Time Zone Reference****For this time zone****Enter this information in the import file****A**

- “Abu Dhabi, Muscat”
- “Adelaide”
- “Alaska”
- “Almaty, Novosibirsk”
- “Amsterdam, Berlin, Rome, Vienna”
- “Arizona”
- “Astana, Dhaka”
- “Athens, Istanbul, Minsk”
- “Atlantic Time (Canada)”
- “Auckland, Wellington”
- “Azores”

- “Asia/Muscat”
- “Australia/Adelaide”
- “America/Anchorage”
- “Asia/Novosibirsk”
- “Europe/Berlin”
- “America/Phoenix”
- “Asia/Dacca”
- “Europe/Athens”
- “America/Halifax”
- “Pacific/Auckland”
- “Atlantic/Azores”

**B**

- “Baghdad”
- “Baku, Tbilisi, Yerevan”
- “Bangkok, Hanoi, Jakarta”
- “Beijing, Chongqing, Hong Kong, Urumqi”
- “Belgrade, Bratislava, Budapest, Prague”
- “Bogota, Lima, Quito”
- “Brasilia”
- “Brisbane”
- “Brussels, Copenhagen, Madrid, Paris”
- “Bucharest”
- “Buenos Aires, Georgetown”

- “Asia/Baghdad”
- “Asia/Yerevan”
- “Asia/Bangkok”
- “Asia/Hong\_Kong”
- “Europe/Prague”
- “America/Bogota”
- “America/Sao\_Paulo”
- “Australia/Brisbane”
- “Europe/Paris”
- “Europe/Bucharest”
- “America/Buenos\_Aires”

**C**

- “Cairo”
- “Calcutta, Chennai, Mumbai, New Dehli”
- “Canberra, Melbourne, Sydney”
- “Cape Verde Is.”
- “Caracas, La Paz”
- “Casablanca, Monrovia”
- “Central America”
- “Central Time (US & Canada)”
- “Chihuahua, La Paz, Mazatlan”

- “Africa/Cairo”
- “Asia/Calcutta”
- “Australia/Sydney”
- “Atlantic/Cape\_Verde”
- “America/Caracas”
- “Africa/Casablanca”
- “America/El\_Salvador”
- “America/Chicago”
- “America/Mazatlan”

---

**For this time zone****Enter this information in the import file****D**

- "Darwin"
- "Dublin, Edinburgh, Lisbon, London"

- "Australia/Darwin"
- "Europe/London"

**E-F**

- "Eastern Time (US & Canada)"
- "Ekaterinburg"
- "Fiji, Marshall Is."

- "America/New\_York"
- "Asia/Ekaterinburg"
- "Pacific/Fiji"

**G**

- "Greenland"
- "Guam, Port Moresby"

- "America/Godthab"
- "Pacific/Guam"

**H**

- "Harare, Pretoria"
- "Hawaii"
- "Helsinki, Tallinn"
- "Hobart"

- "Africa/Harare"
- "Pacific/Honolulu"
- "Europe/Helsinki"
- "Australia/Hobart"

**I-J**

- "Indiana (East)"
- "International Date Line West"
- "Irkutsk, Ulaan Bataar"
- "Islamabad, Karachi, Tashkent"
- "Jerusalem"

- "America/Indianapolis"
- "Pacific/DateLineWest"
- "Asia/Irkutsk"
- "Asia/Karachi"
- "Asia/Jerusalem"

**K**

- "Kabul"
- "Kathmandu"
- "Krasnoyarsk"
- "Kuala Lumpur, Singapore"
- "Kuwait, Riyadh"

- "Asia/Kabul"
- "Asia/Katmandu"
- "Asia/Krasnoyarsk"
- "Asia/Singapore"
- "Asia/Kuwait"

**M**

- "Mexico City"
- "Mid-Atlantic"
- "Midway Island, Samoa"
- "Moscow, St. Petersburg, Volgograd"
- "Mountain Time (US & Canada)"

- "America/Mexico\_City"
- "Atlantic/Mid"
- "Pacific/Pago\_Pago"
- "Europe/Moscow"
- "America/Denver"

**N**

- "Nairobi"
- "Newfoundland"
- "Noronha"
- "Nuku'alofa"

- "Africa/Nairobi"
- "America/St\_Johns"
- "America/Noronha"
- "Pacific/Tongatapu"

**For this time zone****O-P-R**

- “Osaka, Sapporo, Tokyo”
- “Pacific Time (US & Canada); Tijuana”
- “Perth”
- “Rangoon”

**S**

- “Santiago”
- “Sao Paulo”
- “Sarajevo, Sofija, Warsaw, Zagreb”
- “Saskatchewan”
- “Seoul”
- “Solomon Is.”
- “Sri Jayawardenepura”

**T**

- “Taipei”
- “Tehran”

**V-W-Y**

- “Vladivostok”
- “West Central Africa”
- “Yakutsk”

**Enter this information in the import file**

- “Asia/Tokyo”
- “America/Los\_Angeles”
- “Australia/Perth”
- “Asia/Rangoon”

- “America/Santiago”
- “America/Sao\_Paulo”
- “Europe/Warsaw”
- “America/Regina”
- “Asia/Seoul”
- “Pacific/Guadalcanal”
- “Asia/Colombo”

- “Asia/Taipei”
- “Asia/Tehran”

- “Asia/Vladivostok”
- “Africa/Algiers”
- “Asia/Yakutsk”

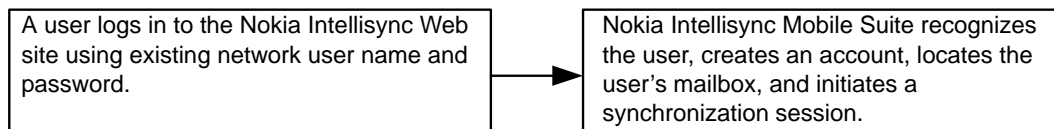
## Importing Users from an Active Directory/LDAP Source

To import existing users from an LDAP source such as Microsoft Active Directory or Netscape/Sun iPlanet Directory Server, you must first create an Active Directory/LDAP source. Select System Settings > Authentication > Sources, and then click New AD/LDAP. To import LDAP users after you create the new AD/LDAP source, select Users, and then click New AD/LDAP.

## Adding Users Through Auto-discovery

By default the server automatically adds a new user when the user logs into the Web site or synchronizes for the first time. To add users through auto-discovery, you must first create an authentication source. By default, the server authenticates a user based on how the user enters the system. For example, if you import a user from an Active Directory/LDAP source, then the server uses Active Directory/LDAP authentication by default.

**Figure 5 Overview of User Auto-discovery Process**



---

## **Sending an Install SMS Message**

You can send an SMS message that contains a hyperlink that the user taps to download and install software. To send an SMS message, select Users, select a user from the User Name list, and then click Send Install SMS.

## **Deleting Users**

When you delete a user, the account is removed across all licensed Nokia Intellisync Mobile Suite products. To delete a user, select Users, check the check box next to a user's name or check multiple users, and then click Delete.

## **Exporting User Information**

To export users' information to a Microsoft Excel file, select Users, and then click Export.

## **Printing User Information**

To print a list of users' information, select Users, and then click Print.

## **Modifying a User's Account**

To modify a user's account, select Users, click a user's name from the list, and then click Edit.

## **Viewing a User's Synchronization Activity**

To view a user's synchronization activity, select Users, click a user's name, and then click the User Activity link.

## **Assigning Users to Groups**

All new users are automatically assigned to the New Users and All Users groups. To add or modify a user's assigned groups, select Users, click a user's name, and then click the Assigned Groups link.



---

# 5 Managing Devices

The Devices node provides easy access to manage device information. Devices are associated with users, which you can then assign to groups. From the Device node, you can access status information such as the last connection and last network push date and time, and general device information.

From WebAdmin Console, select Devices to complete the following tasks.

- Delete a device
- Export device information
- Print device information
- View and modify a device's information
- View and manage push log information
- View and modify theft/loss protection information

---

## Note

Web Admin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

---

## Deleting Devices

When you delete a device, the individual user associated with that device remains active. To delete a device, select Devices, check the check box next to a user name associated with the device you want to delete, or check multiple users, and then click Delete.

## Exporting Device Information

To export device information to a Microsoft Excel file, select Devices, and then click Export.

## Printing Device Information

To print device information, select Devices, and then click Print.

## **Viewing and Modifying Device Information**

To view device information for a specific user, select Devices, and then click a Device Name from the list. To modify device information, click Edit. To view user information, click the link in the Used By field.

## **Viewing and Managing Push Log Information**

To view push log information, click Devices, click a Device Name from the list, and then click the Push Log link.

### **Exporting Push Log Information**

To export push log information to a Microsoft Excel file, click Export from the Push Log screen.

### **Printing Push Log Information**

To print push log information, click Print from the Push Log screen.

## **Viewing and Modifying Theft/Loss Protection Information**

To view theft/loss protection information, click Devices, click a Device Name from the list, and then click the Theft/Loss link. To modify Theft/Loss information, click Edit. To view user information, click the link in the Used By field.



---

# 6 Managing Groups

All Nokia Intellisync Mobile Suite products share a common database of users and groups. You can create groups and then assign users to the groups. You can also import groups from a defined LDAP source.

From WebAdmin Console, select Groups to complete the following tasks.

- Add new groups
- View and modify a group's hierarchy
- Delete groups
- Export group information
- Print group information
- View and modify a group's information
- Manage parent groups
- Manage child groups
- Assign users to groups
- View and modify a user's account

---

## Note

Web Admin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

---

## Adding New Groups

A group is a collection of users sharing a common characteristic such as device type, locale, or function. Each group is identified by a unique name, and you can assign zero or more users to a group.

You can add new groups using one of the following options.

- Manually add a group
- Import groups from an Active Directory/LDAP source

## **Adding Groups Manually**

To manually add a new group, select Groups, and then click New.

## **Importing Groups from an Active Directory/LDAP Source**

To import existing groups from an LDAP source such as Microsoft Active Directory or Netscape/Sun iPlanet Directory Server, you must first create an Active Directory/LDAP source. Select System Settings > Authentication > Sources, and then click New AD/LDAP.

To import LDAP groups after you create the new AD/LDAP source, select Groups, and then click New AD/LDAP.

## **Viewing and Modifying a Group's Hierarchy**

To view or modify a group's hierarchy or access specific group information, select Groups, and then click Show Tree.

## **Deleting Groups**

When you delete a group, the individual members of the group remain active in the system. To delete a group, select Groups, check the check box next to a group name or check multiple groups, and then click Delete.

---

### **Note**

You cannot delete the New Users group or the All Users group.

---

## **Exporting Group Information**

To export group information to a Microsoft Excel file, select Groups, and then click Export.

## **Printing Group Information**

To print group information, select Groups, and then click Print.

## **Viewing and Modifying a Group's Information**

To view a group's information, select Groups, click a group name from the list. To modify group information, click Edit.

---

## Manage Parent Groups

A group containing one or more subgroups, also known as child groups, is considered the parent group. A group can have 0 or 1 parent groups and multiple child groups.

To assign or unassign parent groups, select Groups, click a group name from the list, and then click the Parent Groups link.

## Manage Child Groups

To assign or unassign child groups, select Groups, click a group name from the list, and then click the Child Groups link.

## Assigning Users to Groups

All new users are automatically assigned to the New Users group and All Users group. To assign or unassign a group's users, select Groups, click a group name from the list, and then click the Assigned Users link.



---

# 7 Managing User Settings

The User Settings node in WebAdmin Console helps you manage groups of users with similar characteristics, such as levels of expertise, communication methods, and frequently used applications. User Settings allows you to ensure that users' devices have the correct settings. As the administrator, you can determine the type and number of user settings you need to effectively service your mobile community.

Your license determines which User Settings options are available.

From WebAdmin Console, select User Settings to complete the following tasks.

- View or modify general user settings
- View or modify users settings for email
- Assign settings to appropriate groups or users
- Delete user settings

Several user settings are configured for you in advance, and some of these default settings may be sufficient for your operation. However, if you want to create new user settings, use the default settings as a starting point. You do not have to change user settings for users to connect and synchronize with the server; the default user settings automatically apply to each user and group. Consider evaluating how your system operates using the default settings before making changes.

---

## Note

Web Admin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

---

## General User Settings

From General Users Settings you can manage the following settings.

- Client install and deployment
- Push and interval synchronization
- Security and encryption
- Web/WAP security

### Client Install/Deployment User Settings

Client Install/Deployment User Settings allow you to create a set of Nokia Intellisync Mobile Suite applications for various installation and deployment profiles. The applications you specify become part of every device installation for users assigned to a particular setting. Select User Settings > General > Client Install/Deployment. To create a new setting, click Create New Setting. To edit a setting, click Edit. If more than one setting appears, click a setting name, and then click Edit.

#### Generating a Standalone Install Package

To allow users to install the client software without using the Nokia Intellisync Mobile Suite Web site, you can generate a standalone install package that includes the specified device, feature, proxy, server name, and server key information. To generate a standalone install package, select User Settings > General > Client Install/Deployment, and then click Edit. If more than one setting appears, click a setting name, and then click Edit.

### Push/Interval Sync User Settings

From Push/Interval Sync User Settings you can create and edit push settings (both network push and SMS push) and interval synchronization settings. Push allows users to receive email messages on the device soon after the email arrives on the server. Interval Sync allows you to synchronize data automatically at intervals you define.

To view, create, or modify settings for push or interval synchronization, select User Settings > General > Push/Interval Sync, and then select a device. To edit a setting, click Edit. If more than one setting appears, click a setting name, and then click Edit.

### Security/Encryption User Settings

From Security/Encryption User Settings you can define the encryption method you want to use to access the server, synchronize data, and store client authentication credentials. The encryption methods have varying levels of security; therefore, you can select the method best suited for a particular user or group. The key exchange is Diffie-Hellman.

To view, create, or modify encryption settings, select User Settings > General > Security/Encryption, and then select a device. To edit settings, click Edit. If more than one setting appears, click a setting name, and then click Edit.

---

## Configuring User Credentials Settings

The Nokia Intellisync Mobile Suite client does not store users' passwords on the device. However, you can have the authentication credentials cached on the device. These authentication credentials, which are different from the user's password, are created when the user connects and enters a password.

To view, create, or modify user credentials, select User Settings > General > Security/Encryption, and then click a device. If more than one setting appears, click a setting name. To edit settings, click Edit

## Configuring Power-on Password Settings

To view, create, or modify power-on password settings, select User Settings > General > Security/Encryption, select a device, and then click the Power-on Password tab. If more than one setting appears, click a setting name, and then click the Power-on Password tab. To edit settings, click Edit.

---

### Note

User-generated passwords do *not* expire. The password remains valid until a user changes the password or contacts the administrator to receive a new, randomly generated password.

---

## Generating Random Password Settings

You can create a random safe password for users who forget their password. Select User Settings > General > Security/Encryption. Select a device, and then click the Power-on Password tab, and then click Edit. If more than one setting appears, click a setting name, click the Power-on Password tab, and then click Edit.

## Web/WAP Security User Settings

Users' passwords are not stored on the device for Web access. However, you can use Web/WAP Security settings to store credentials. These credentials are created when the user connects and enters a password. To view, create, or modify Web/WAP Security settings, select User Settings > General > Web/WAP Security. If more than one setting appears, click a setting name. To edit settings, click Edit

## Wireless Email Settings

From Wireless Email Settings you can manage the following settings.

- Wireless Email User
- LDAP global address list (GAL) Lookup
- Novell GroupWise
- Push
- Alerts
- Filter
- Inbox and Outbox
- Sent Items
- Drafts
- PIM

### Wireless Email User Settings

From Wireless Email User settings you can set user options and permissions for email. Wireless Email User Settings are separated into three tabbed pages.

- Setting
- Performance
- Size Limits

To view, create, or modify Wireless Email User Settings, select User Settings > Wireless Email, and then click Wireless Email User. If more than one setting appears, click a setting name. To edit settings, click Edit.

#### Configuring Wireless Email Performance Settings

You can define how long items should remain in a user's Inbox, Sent Items, and Calendar folders. In addition, you can control whether users can override these settings. To view, create, or modify Wireless Email User Performance settings, select User Settings > Wireless Email > Wireless Email User, and then click the Performance tab. If more than one setting appears, click a setting name, and then click the Performance tab. To edit settings, click Edit

---

**Note**

Storing less data makes device synchronization and Internet browsing faster.

---

#### Configuring Wireless Email Size Limits Settings

You can control what happens when a user's data exceeds the server storage limits. To view, create, or modify Wireless Email User Size Limits settings, select User Settings > Wireless Email > Wireless Email User, and then click the Size Limits tab. If more than one setting appears, click a setting name, and then click the Size Limits tab. To edit settings, click Edit.



---

## LDAP GAL Lookup Wireless Email Settings

Global address list (GAL) lookups provide users with the ability to look up corporate employee contact information from a mobile device. You can configure the global address list against an LDAP source. To view, create, or modify LDAP GAL Lookup settings, select User Settings > Wireless Email, and then click LDAP GAL Lookup. If more than one setting appears, click a setting name. To edit settings, click Edit.

## Novell GroupWise Wireless Email Settings

From Novell GroupWise user settings you can set values for the server, access methods, user options, and system address book synchronization sessions. Novell GroupWise settings are separated into two tabbed pages.

- Novell GroupWise Access Settings
- Novell GroupWise User Settings

### Configuring GroupWise Access Settings

To view, create, or modify Novell GroupWise Wireless Email server and access settings, select User Settings > Wireless Email, and then click Novell GroupWise to access the Novell GroupWise Access tab. If more than one setting appears, click a setting name, and then click the GroupWise Access tab. To edit settings, click Edit.

### Configuring GroupWise User Settings

To view, create, or modify Novell GroupWise Wireless Email user settings, select User Settings > Wireless Email, click Novell GroupWise, and then click the Novell GroupWise User Settings tab. If more than one setting appears, click a setting name, and then click the Novell GroupWise User Settings. To edit settings, click Edit.

### Creating a Trusted Application with GroupWise

When you create a trusted application with GroupWise, you must register GroupWise Mobile Server with Novell as a trusted application. When GroupWise Mobile Server has been registered, a key is then assigned for accessing GroupWise.

To register a trusted application on the Novell GroupWise server, use GWTrustedApp.exe and GWTAApp.dll located in the PIM directory.

Before creating the trusted application with GroupWise, you must first map a drive to the primary domain location.

1. From the GroupWise Mobile Server computer, open a command window.
2. Change the directory to C:\Program Files\Intellisync Mobile Suite\PIM.
3. From C:\Program Files\Intellisync Mobile Suite\PIM, enter the following command to register as a trusted application with GroupWise and receive the key:

**GWTrustedApp.exe "pathtoprimarydomain"**

A message appears, stating that the trusted application was successfully registered. Your trusted application key appears.

4. Copy the key to the clipboard.
5. From the WebAdmin console, select User Settings > Wireless Email, click Novell GroupWise, and then click Edit.
6. Click Trusted Application, and then paste the key into the Key field.
7. Click Save.
8. Specify a valid user ID and password of a user on the Post Office Agent (POA).
9. To apply the settings, reboot the GroupWise Mobile Server.

## **Push Wireless Email Settings**

Push is a feature that allows users to receive email messages and PIM data updates on their device soon after the email arrives or the PIM data is updated on the server. From Push settings you can view, create, or modify push settings. Select User Settings > Wireless Email, and then click Push. If more than one setting appears, click a setting name. To edit settings, click Edit.

## **Alerts Wireless Email Settings**

An Alert notifies the device when new email arrives in the user's Inbox or when a calendar event is modified. From the Alerts setting you can view, create, or modify alerts settings. Select User Settings > Wireless Email, and then click Alerts. If more than one setting appears, click a setting name. To edit settings, click Edit.

## **Filter Wireless Email Settings**

From Filter settings you can create filters to restrict calendar, contacts, tasks, email, and memo entries from synchronizing with the server and devices. For each filter you can select one or more fields to filter, create conditions and rules. Select User Settings > Wireless Email, and then click Filters. If more than one setting appears, click a setting name.

### **Configuring Calendar Filter Settings**

To view, create, or modify Calendar Filter settings, select User Settings > Wireless Email, and then click Filter. To add conditions and rules, click New. If more than one setting appears, click a setting name.

### **Configuring Contacts Filter Settings**

To view, create, or modify Contacts Filter settings, select User Settings > Wireless Email, click Filter, and then click the Contacts tab. To add conditions and rules, click New. If more than one setting appears, click a setting name.

### **Configuring Tasks Filter Settings**

To view, create, or modify Tasks Filter settings, select User Settings > Wireless Email, click Filter, and then click the Tasks tab. To add conditions and rules, click New. If more than one setting appears, click a setting name.

---

### **Configuring Email Filter Settings**

To view, create, or modify Email Filter settings, select User Settings > Wireless Email, click Filter, and then click the Email tab. To add conditions and rules, click New. If more than one setting appears, click a setting name.

### **Configuring Memos Filter Settings**

To view, create, or modify Memos Filter settings, select User Settings > Wireless Email, click Filter, and then click the Memos tab. To add conditions and rules, click New. If more than one setting appears, click a setting name.

## **Inbox and Outbox Wireless Email Settings**

From Inbox and Outbox settings you can set combinations of values for message truncation, attachment limitations, old email deletion, and preview. To view, create, or modify Inbox and Outbox settings, select User Settings > Wireless Email > Inbox & Outbox, and then select a device. If more than one setting appears, click a setting name. To edit settings, click Edit.

## **Sent Items Wireless Email Settings**

From Sent Items settings you can set up truncation, attachment options, and old email deletion. To view, create, or modify Sent Items, select User Settings > Wireless Email > Sent Items, and then select a device. If more than one setting appears, click a setting name. To edit settings, click Edit.

## **Drafts Wireless Email Settings**

From Drafts settings you set up truncation and attachment options. To view, create, or modify Drafts settings, select User Settings > Wireless Email > Drafts, and then select a device. If more than one setting appears, click a setting name. To edit settings, click Edit.

## **PIM Wireless Email Settings**

From PIM settings you can manage Calendar, Contacts, Tasks, Notes, and Personalized Information settings. To view, create, or modify PIM settings, select User Settings > Wireless Email > PIM, and then select a device. If more than one setting appears, click a setting name. To edit settings, click Edit.



# 8 Management Settings

The Management node in WebAdmin Console helps you manage server information and administrators accounts.

From WebAdmin console, select Management to access the following options.

- Servers
- Administrators

---

**Note**

Web Admin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

---

## Servers

From the Servers option you can complete the following tasks.

- Delete a server
- Export server information
- Print server information
- View specific server information
- Activate or deactivate a server

### Deleting Servers

To delete servers, select Management > Servers, check the check box next to a server's name or check multiple servers, and then click Delete.

### Exporting Server Information

To export server information to a Microsoft Excel file, select Management > Servers, and then click Export.

## Printing Server Information

To print a list of servers and the associated configuration information, select Management > Servers, and then click Print.

## View Specific Server Information

To view configuration information for a specific server, select Management > Servers, click a server name from the list, and then click Edit.

## Activate or Deactivate a Server

To activate or deactivate a server, select Management > Servers, click a server name from the list, and then click Edit.

# Administrators

From the Administrators option you can complete the following tasks.

- Add a new administrator
- Delete an administrator
- Export administrators' information
- Print administrators' information
- View and modify an administrator's information
- Activate or deactivate an administrator

## Adding Administrators

To add a new administrator, select Management > Administrators, and then click New.

## Deleting Administrators

To delete an administrator, select Management > Administrators, check the check box next to an administrator's name or check multiple administrators, and then click Delete.

## Exporting Administrators' Information

To export administrators' information to a Microsoft Excel file, select Management > Administrators, and then click Export.

## Printing Administrators' Information

To print a list of administrators, select Management > Administrators, and then click Print.

## View and Modifying an Administrator's Information

To view an administrator's information, select Management > Administrators, and then click an administrator's name from the list. To modify an administrator's information, click Edit.

## **Activate or Deactivate an Administrator**

To activate or deactivate an administrator, select Management > Servers > Administrators, click an administrator's name from the list, and then click Edit.





# 9 Managing Reports

The Reports node in WebAdmin Console provides several comprehensive reports, such as device connectivity, system performance, and product license information.

From WebAdmin Console, select Reports to access the following options.

- Devices
- Device Management
- Performance
- License

---

**Note**

Web Admin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

---

## Device Reports

Select Devices to access the Device Last Connect Report.

### Device Last Connection Report

The Device Last Connection report provides a list of the latest connection dates and times for devices. Select the appropriate input data, and then click Refresh to generate an on-screen report. To export the report, click Export. To print the report, click Print.

## Device Management Reports

Select Device Management to access the following reports.

## **Memory Usage Report**

The Memory Usage Report provides a list of users, memory and asset collection information for a selected device type. Select the appropriate input data to generate an on-screen report. To export the report, click Export. To print the report, click Print.

## **Carrier Information Report**

The Carrier Info Report provides a list carriers and device count information. To export the report, click Export. To print the report, click Print.

## **Applications Report**

The Application Report provides a list of application and device count information for a selected device type. Select the appropriate input data to generate an on-screen report. To export the report, click Export. To print the report, click Print.

# **Performance Reports**

Select Performance to access the following reports.

## **System Sync Times Report**

The System Sync Times Report provides a list of average, maximum, and longest synchronization times, the number of synchronizations for the selected dates, and the users with the longest times. Select the appropriate input data, and then click Refresh to generate an on-screen report. To export the report, click Export. To print the report, click Print.

## **Sync Per Hour Report**

The Sync Per Hour report provides an hourly synchronization graphical report. Select the appropriate input data, and then click Refresh to generate an on-screen report. To export the report, click Export. To print the report, click Print.

# **License**

Select License to access the License Report.

## **License Report**

The License report provides a list of the number of licenses you purchased for each product and the number of licenses in use. To export the report, click Export. To print the report, click Print.

---

# 10 Managing Logs

The Logs node in WebAdmin Console provides easy access to logs for viewing historical information about your system.

Select Logs to access the following activity logs.

- Audit Trail
- User Activity
- Server Activity

---

## Note

Web Admin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

---

## Audit Trail

The Audit Trail Log provides a list of WebAdmin Console changes. Select the appropriate input data, and then click Refresh to generate an on-screen report. To export the report, click Export. To print the report, click Print.

## User Activity

The User Activity Log provides a list of users' synchronization activities. Select the appropriate input data, and then click Refresh to generate an on-screen report. To export the report, click Export. To print the report, click Print.

## Server Activity

The Server Activity Log provides a list of server events. Select the appropriate input data, and then click Refresh to generate an on-screen report. To export the report, click Export. To print the report, click Print.



# Index

## A

- Active Directory/LDAP
  - importing and synchronizing users from 36, 42
- Admin Console. See *Intellisync Mobile Suite control*
- All Users group 42, 43
- Application Sync. See *Intellisync Application Sync authentication*
  - authentication process 28

## D

- deleting
  - users 37
- Device Management Guide. See also *Device Management and File Sync Admin Guide*
- Device Management. See *Intellisync Device Management*
- documentation
  - accessing online help 13
  - conventions 10
  - files you can customize for users 15
  - structure 9
- documentation, related 13

## E

- evaluation licenses 29

## G

- groups
  - changing a user's membership 37, 43

## H

- help
  - accessing 13, 27, 31, 39, 41, 45, 53, 57, 59
  - list of available help
    - systems 13, 27, 31, 39, 41, 45, 53, 57, 59

## I

- importing and synchronizing users
  - from Active Directory/LDAP 36, 42

- Intellisync Admin Console*. See *Intellisync Mobile Suite control*
- Intellisync Application Sync*
  - overview 21
- Intellisync Application Sync Guide*. See also *Application Sync Administrator's Guide*. 21
- Intellisync Device Management*
  - overview 22
- Intellisync Device Management Guide*. See also *Device Management and File Sync Admin Guide*
- Intellisync File Sync*
  - overview 22
- Intellisync File Sync Guide*. See also *Device Management and File Sync Administrator's Guide*
- Intellisync Mobile Gateway*
  - overview 19
- Intellisync Mobile Suite*
  - basic infrastructure 18
  - core technologies 18
  - overview 17
  - products available 20
- Intellisync Wireless Email*
  - Microsoft Exchange settings 46, 47, 48, 50, 51

## M

- Management control
  - Groups control 41
  - Reports control 57, 58, 59
  - Users control 31, 41
- Microsoft Exchange
  - Intellisync Wireless Email* settings 46, 47, 48, 50, 51
- Mobile Gateway. See *Intellisync Mobile Gateway*
- Mobile Suite. See *Intellisync Mobile Suite*

## N

- Netscape 36, 42
- New Users group 42

## O

- online help
  - accessing 13, 27, 31, 39, 41, 45, 53, 57, 59
  - list of available help systems 13

## P

- Profile Settings
  - ReadySync 46

## **R**

ReadySync

- General settings 46

- Profile Settings 46

Related 13

related documentation 13

removing

- users 37

## **S**

security

- authentication process 28

Security/Encryption

- password management 47

Sun iPlanet 36, 42

## **T**

tokens

- for importing users from text file 32

## **U**

users

- deleting 37

- importing and synchronizing from Active Directory/

  - LDAP 36, 42