

Novell GroupWise® Mobile Server, Powered By Intellisync*

2

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GETTING STARTED GUIDE

March 1, 2007



Novell®

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About This Guide

This Novell® *GroupWise® Mobile Server Getting Started Guide* helps you to understand and install a new GroupWise Mobile Server system. The guide is divided into the following sections:

- ♦ Chapter 1, “Overview,” on page 9
- ♦ Chapter 2, “Server Installation,” on page 11
- ♦ Chapter 3, “Initial Testing for GroupWise Mobile Server,” on page 25
- ♦ Chapter 4, “Installing the Client,” on page 33

Audience

This guide is intended for network administrators who install and administer GroupWise Mobile Server.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comment feature at the bottom of each page of the online documentation, or go to www.novell.com/documentation/feedback.html and enter your comments there.

Documentation Updates

For the most recent version of the *GroupWise Mobile Server Installation Guide*, visit the [Novell GroupWise 7 Documentation Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

Additional Documentation

For additional GroupWise Mobile Server documentation, see the following guides at the [Novell GroupWise 7 Documentation Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7):

- ♦ *GroupWise Mobile Server Administration Guide*
- ♦ *Client Guides*

In addition to the electronic versions of the manuals, the following online help systems are available via the help menu:

- ♦ *Email Accelerator Help*
- ♦ *Management Help*
- ♦ *Profile Settings Help*

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In Novell documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as Linux*, should use forward slashes as required by your software.

When a startup switch can be written with a forward slash for some platforms or a double hyphen for other platforms, the startup switch is presented with a forward slash. Users of platforms that require a double hyphen, such as Linux, should use double hyphens as required by your software.

Overview

1

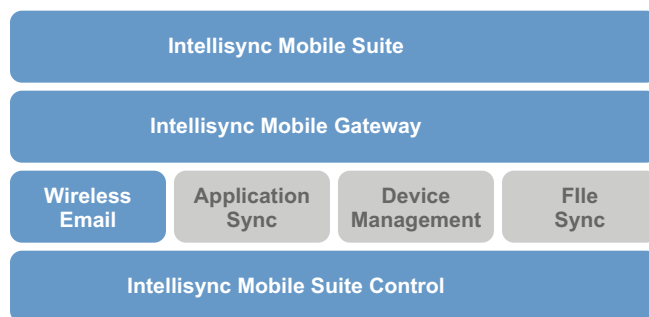
Using GroupWise® Mobile Server, you can synchronize Personal Information Manager (PIM) and e-mail data from Novell® GroupWise to Windows® CE, Windows Mobile®-based Smartphones, Symbian® OS, Palm OS® handheld devices, BREW® devices, and SyncML® devices.

GroupWise Mobile Server is provided to Novell by Nokia® and includes the following modules from the Nokia Intellisync Mobile Suite:

- ♦ E-mail Accelerator (excluding POP3, IMAP, Exchange Connector, Lotus Notes® Connector, Workgroup, and PC Monitor)
- ♦ GroupWise Connector
- ♦ Mobile device synchronization

The following illustration is a graphical representation of the modules that are included with GroupWise Mobile Server. The modules in the blue are included with GroupWise Mobile Server.

Figure 1-1 GroupWise Mobile Server Modules



This section introduces you to GroupWise Mobile Server and presents some concepts for using GroupWise Mobile Server effectively.

- ♦ [Section 1.1, “Product Features,” on page 9](#)
- ♦ [Section 1.2, “Licensing,” on page 10](#)
- ♦ [Section 1.3, “System Requirements,” on page 10](#)

1.1 Product Features

GroupWise Mobile Server includes several important features to help you access your GroupWise data and to help you manage your GroupWise Mobile system. These include:

- ♦ Synchronization with Palm OS, Windows CE, Windows Mobile-based Smartphones, Symbian OS, syncML, and BREW devices.
- ♦ You can access your e-mail, calendar entries, address book, and to-do lists from any Web browser or Internet-ready mobile phone.
- ♦ For supported devices, you can set up the Push feature so your device receives new mail as it comes in, without any intervention from you.
- ♦ You can connect GroupWise Mobile Server to one or more GroupWise POAs.

- ♦ If you have users on multiple POAs, GroupWise Mobile Server uses GroupWise redirecting to find the users on other POAs during the initial search for the users. GroupWise Mobile Server always connects to the POA that the users are on.
- ♦ You can use the Secure Gateway to configure GroupWise Mobile Server behind your corporate firewall, providing added security.
- ♦ You have single point of administration to easily manage your system, as well as remote administration.
- ♦ You have the ability to cluster GroupWise Mobile Server or the Secure Gateway.
- ♦ You have the ability to clear a device through the management console.

1.2 Licensing

GroupWise Mobile Server requires a valid software license to operate. A license can limit which products are installed, how long the product remains operational (as in the case of evaluation software), and the number of users that can use the software.

GroupWise Mobile Server comes with an evaluation license that allows you to use the software for 90 days.

Contact Novell to upgrade an evaluation license or add more client users to an existing license. After you obtain a new license key, use the following steps to reach the Intellisync Licensing dialog box and enter the new license key in the Intellisync Licensing dialog box:

- 1 From the *Intellisync Mobile Suite* control, select *Intellisync Mobile Suite*.
- 2 Click *Action > About Intellisync Mobile Suite*.
- 3 Click *License* to view or modify the license information for the software.

1.3 System Requirements

For a complete list of system requirements for the GroupWise Mobile Server, see the *Intellisync Mobile Suite Installation Guide* located at the [Novell GroupWise 7 Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

This section contains the information for installing GroupWise® Mobile Server on the server. In addition to basic installation instructions, there are steps you can take before and after installation to make sure GroupWise Mobile Server functions correctly.

- ♦ [Section 2.1, “Network Configuration,” on page 11](#)
- ♦ [Section 2.2, “Before You Install,” on page 13](#)
- ♦ [Section 2.3, “Server Installation,” on page 13](#)
- ♦ [Section 2.4, “Installing the Software on Multiple Servers,” on page 23](#)
- ♦ [Section 2.5, “Configuring SMTP Relay for SMS Push,” on page 24](#)
- ♦ [Section 2.6, “Updating the Server Software,” on page 24](#)
- ♦ [Section 2.7, “Uninstalling the Server Software,” on page 24](#)

2.1 Network Configuration

Your company policy might dictate how you deploy GroupWise Mobile Server within your network configuration. There are several configuration options available; however, Novell recommends one of two different configurations. If your company does not have a demilitarized zone (DMZ) or screened subnet, then you can install GroupWise Mobile Server as a standalone system. However, if your company uses a DMZ, or screened subnet, then you should use the Secure Gateway as a gateway between your DMZ or screened subnet to your GroupWise Mobile Server machine.

HTTP requests from the mobile devices are routed to the GroupWise Mobile Server machine in the following three ways:

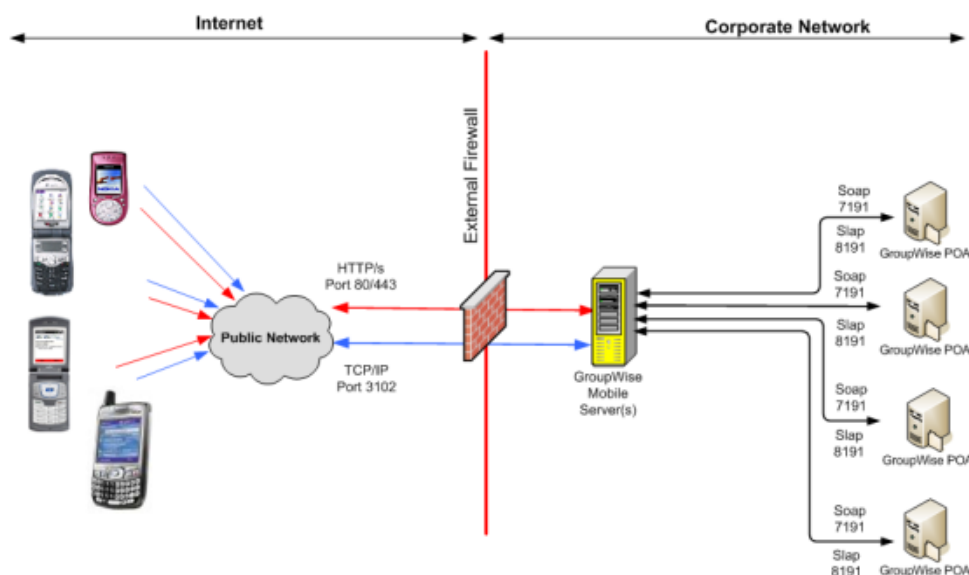
- ♦ Push requests through TCP/IP port 3102
- ♦ Sync requests through ports 80 and 443
- ♦ Web requests through ports 80 and 443
- ♦ [Section 2.1.1, “Network Configuration Without a Secure Gateway,” on page 11](#)
- ♦ [Section 2.1.2, “Network Configuration With a Secure Gateway,” on page 12](#)

2.1.1 Network Configuration Without a Secure Gateway

If you choose to install your GroupWise Mobile System without a Secure Gateway, communication between the device and GroupWise Mobile Server is a direct connection.

The following illustration depicts a typical network configuration without the Secure Gateway:

Figure 2-1 Network Configuration Without the Secure Gateway

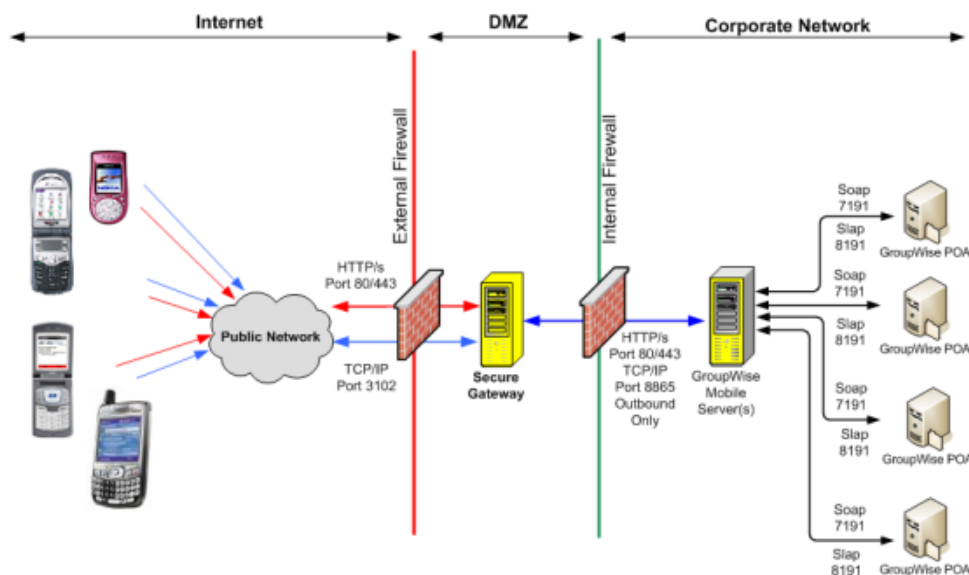


2.1.2 Network Configuration With a Secure Gateway

Novell recommends using the Secure Gateway configuration within your network. The Secure Gateway offers secure and scalable communications between mobile devices and servers and consists of an HTTP listener and communications services.

The Secure Gateway intercepts the HTTP(S) requests from mobile devices to the Intellisync Mobile Suite server and can route the requests in three ways:

Figure 2-2 Network Configuration With the Secure Gateway



For information on how to install and configure the Secure Gateway, see the *Intellisync Mobile Suite Secure Gateway Administrator's Guide* located at the [Novell GroupWise 7 Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

2.2 Before You Install

Complete the following tasks before you install the software:

- 1 Read the Readme located at the [Novell GroupWise 7 Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

The Readme contains important information about installing GroupWise Mobile Server.
- 2 Using the requirements in the *Intellisync Installation Guide*, located at the [Novell GroupWise 7 Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7), verify that all prerequisite software is installed and functioning properly.
- 3 Read and fill out the Environmental Analyzer Checklist for GroupWise, located at the [Novell GroupWise 7 Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7), and verify that all prerequisites are fulfilled.
- 4 Enable the RunAs service for the duration of the installation if you are using Windows 2000 server.
- 5 Close all applications.

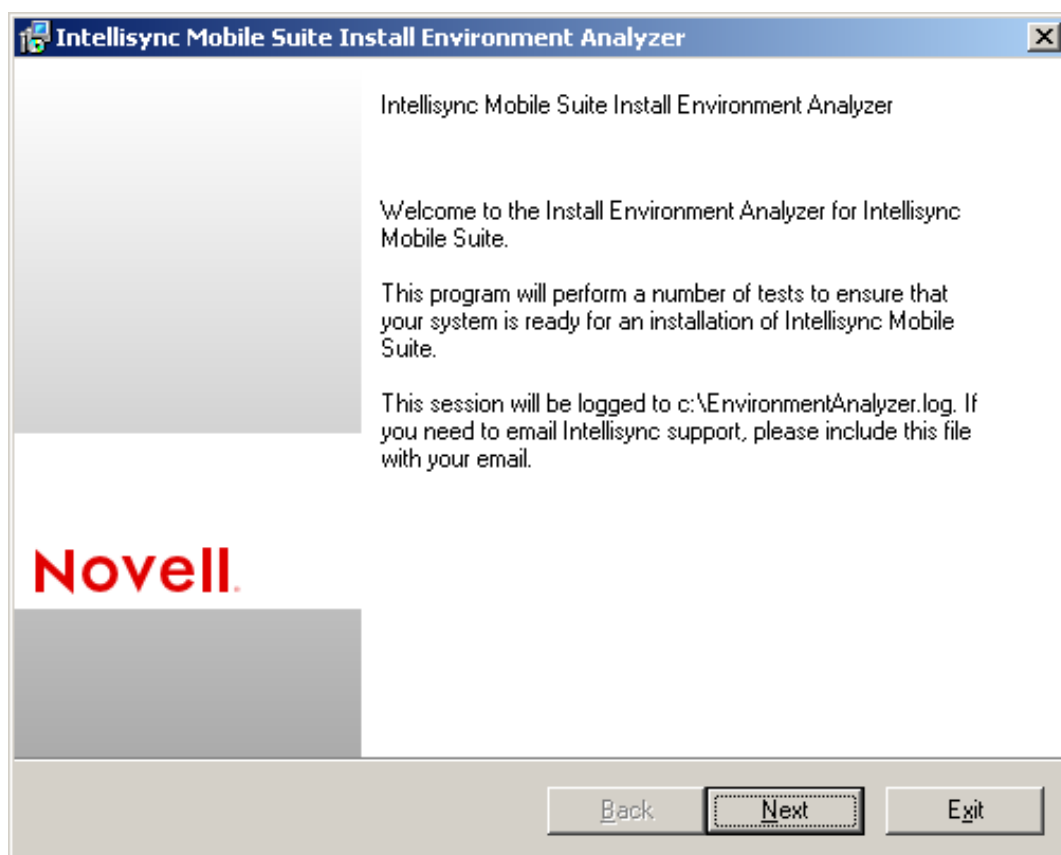
2.3 Server Installation

The server installation program uses the Environment Analyzer to ensure that your computer meets specific requirements before installing software for the server and the Remote Admin Console. If the Environment Analyzer detects a problem, a message appears and the installation stops. You can restart the installation after you correct the problem.

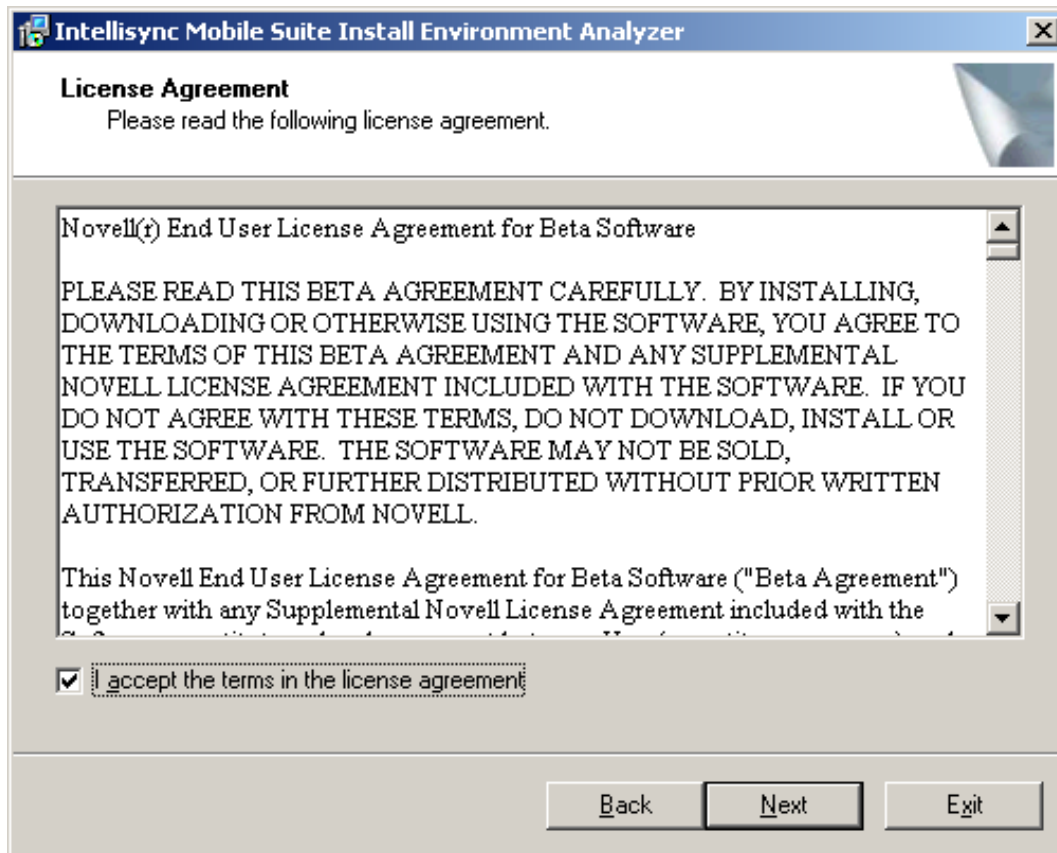
- 1 Download the GroupWise Mobile Server compressed executable file (`gms200.exe`) from the [Novell download Web site \(http://www.novell.com/download\)](http://www.novell.com/download) to a temporary directory on your Windows server.
- 2 Extract the `.exe` file into a directory at the root of your local drive or to a network server drive that can handle long pathnames.

The compressed file contains directory paths that could exceed DOS limits.
- 3 In Windows, click *Start > Run > Browse*, then locate the directory where you extracted the GroupWise Mobile Server Beta files.
- 4 Select the `setup.exe` file, then click *OK* to run the GroupWise Mobile Server Installation program.

- 5 Click *Next*. The contents of the installation package extract and the Welcome dialog box appears.

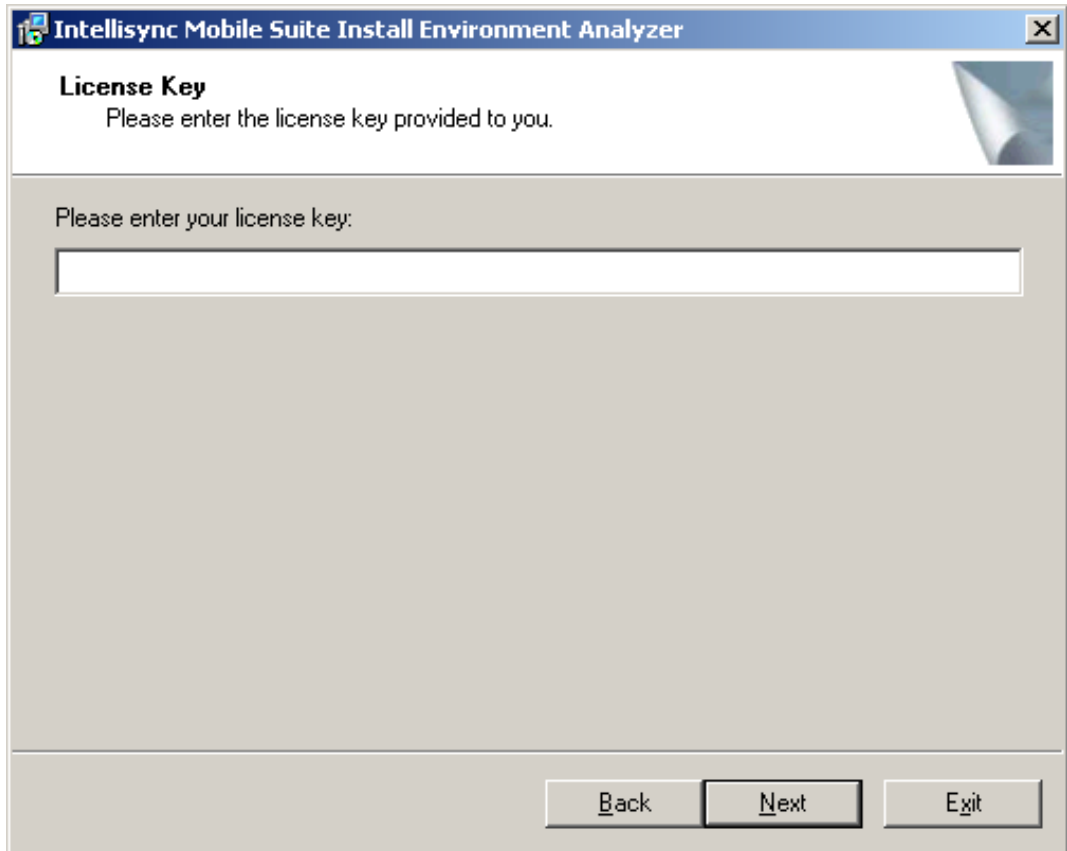


- 6 Click *Next* to display the License Agreement dialog box.



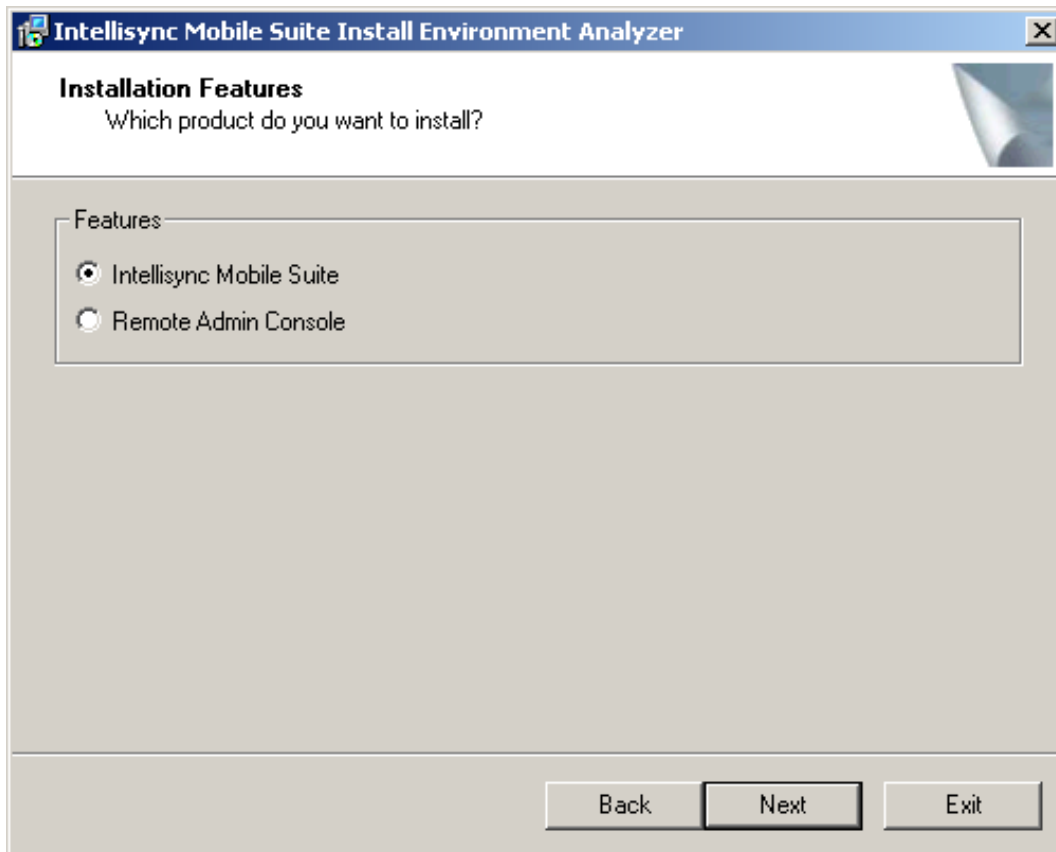
- 7 Read the license agreement, select *I accept the terms in the license agreement*, then click *Next*.

- 8 Specify the license key for your software, then click *Next*.



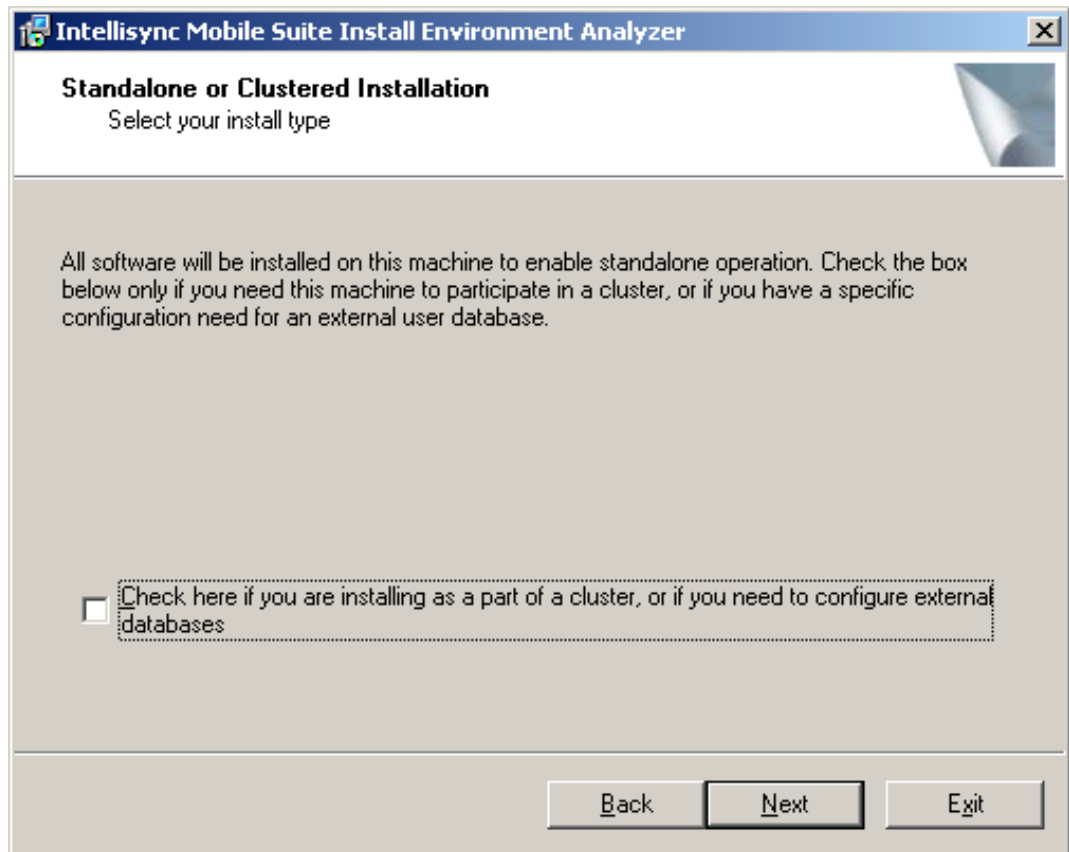
The image shows a Windows-style dialog box titled "Intellisync Mobile Suite Install Environment Analyzer". The dialog has a blue title bar with a close button (X) in the top right corner. The main content area is light gray. At the top, the text "License Key" is displayed in bold, followed by the instruction "Please enter the license key provided to you." Below this, there is a text input field with the placeholder text "Please enter your license key:". At the bottom of the dialog, there are three buttons: "Back", "Next", and "Exit". The "Next" button is highlighted with a darker border.

- 9 Select one of the following installation options:
- ♦ **Intellisync Mobile Suite:** Installs the complete server program for all Intellisync Mobile Suite products. Only products enabled by the license key are accessible. This is the GroupWise Mobile Server.
 - ♦ **Remote Admin Console:** Installs only the remote administration components, including the Intellisync Mobile Suite control, on a computer other than the Intellisync server. This allows you to remotely administer the GroupWise Mobile Server.



- 10** Click *Next*.
- 11** Specify the username and password for the Windows server, then click *Next*.
- 12** Specify the location where the GroupWise Mobile Server should be installed, then click *Next*.

- 13** If you are installing the GroupWise Mobile Server to a cluster or if you need to configure external databases, select *Check here if you are installing as part of a cluster, or if you need to configure external databases*, then click *Next*.

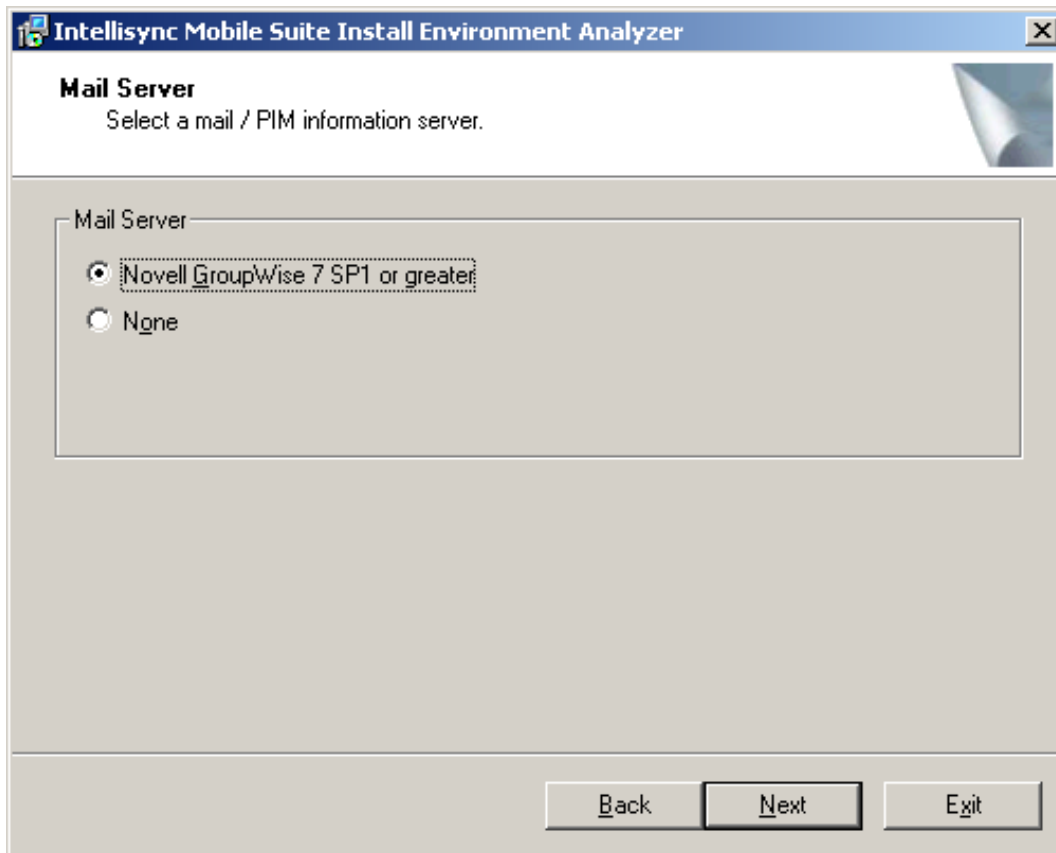


If you selected *Check here if you are installing as part of a cluster, or if you need to configure external databases*, see the *Intellisync Installation Guide*, located at the [Novell GroupWise 7 Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7) for further instructions.

- 14** Click *Next* to accept the default installation directory.

The default installation directory for GroupWise Mobile Server is C:\Program Files\Intellisync Mobile Suite\.

- 15 Select *Novell GroupWise 7 SP1 or greater*, then click *Next*.



- 16** Specify the IP address or full DNS hostname for the GroupWise server.

Intellisync Mobile Suite Install Environment Analyzer

GroupWise Server
Please enter information about your GroupWise server.

GroupWise Server

Server: Port: Use SSL: ☐

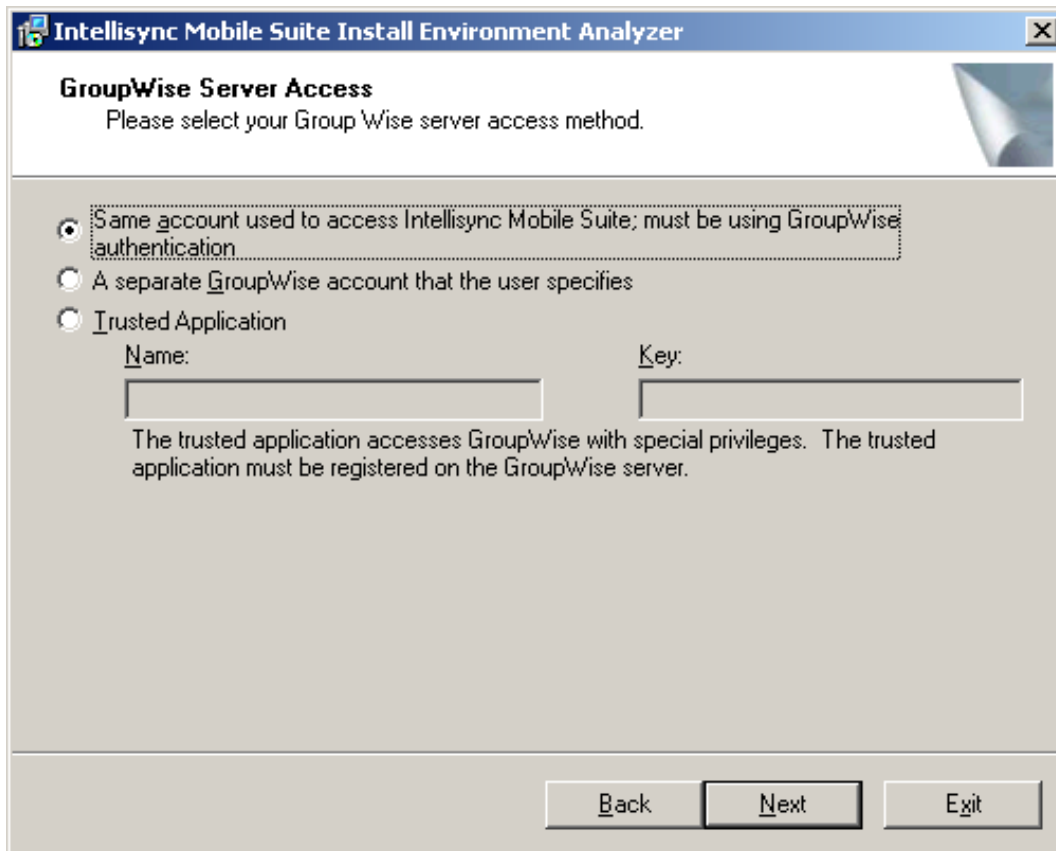
GroupWise SOAP Interface: http://:7191/soap

To test GroupWise access, please specify the username and password of a GroupWise user.

Username: Password:

- 17** Specify the SOAP port for the GroupWise server. The default port is 7191.
- 18** Specify a GroupWise username and password to test the GroupWise connection, then click *Next*.
- 19** Select *Same account used to access Intellisync Mobile Server; must be using GroupWise authentication*, then click *Next*.
- or

Select A separate GroupWise account that the user specifies to use a different user for authentication, then click *Next*.

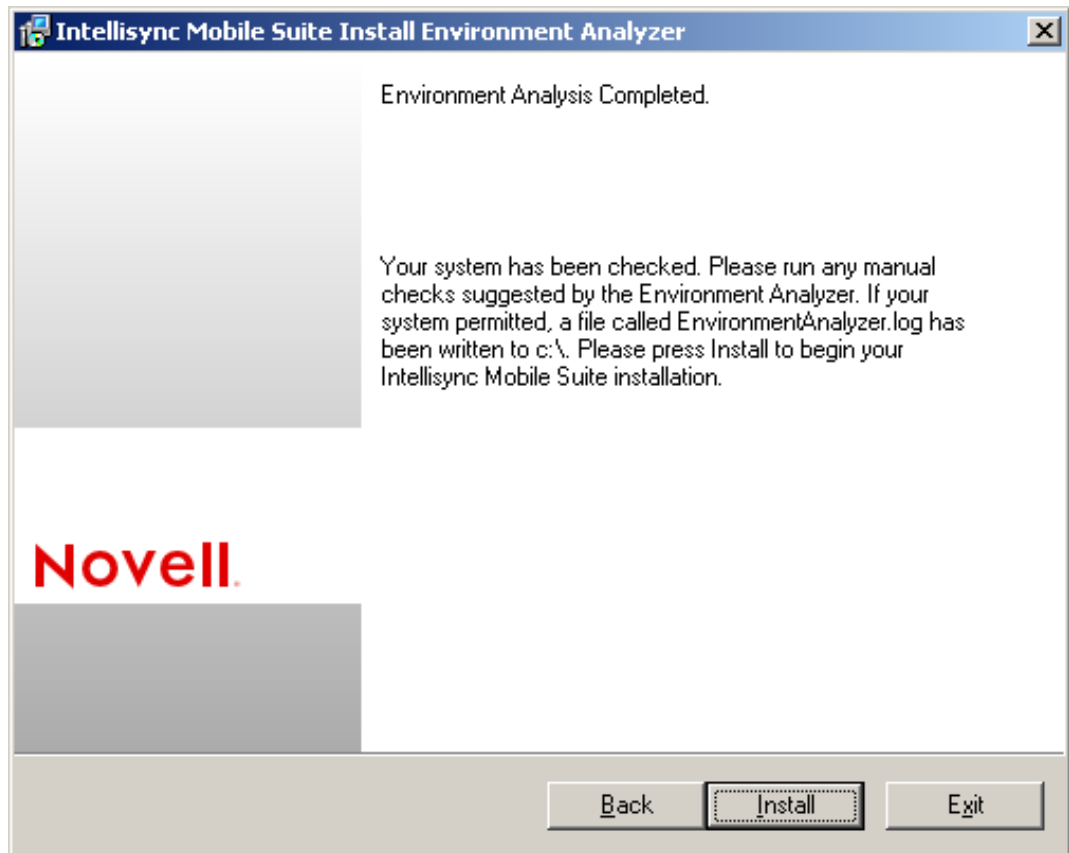


The image shows a Windows-style dialog box titled "Intellisync Mobile Suite Install Environment Analyzer". Inside, the section "GroupWise Server Access" asks the user to "Please select your GroupWise server access method." There are three radio button options: "Same account used to access Intellisync Mobile Suite; must be using GroupWise authentication" (which is selected), "A separate GroupWise account that the user specifies", and "Trusted Application". Below the "Trusted Application" option are two text input fields labeled "Name:" and "Key:". A paragraph of text explains that the trusted application has special privileges and must be registered on the GroupWise server. At the bottom are three buttons: "Back", "Next", and "Exit".

If this is the first time you are installing GroupWise Mobile Server, you cannot select *Trusted Application*. You must use a GroupWise user on the POA to authenticate. When you have finished the installation and started GroupWise Mobile Server for the first time, you can change the access method to Trusted Application. For information on how to set up a trusted application, see “[Accessing GroupWise Using a Trusted Application](#)” in the *GroupWise Mobile Server 7 Administration Guide*.

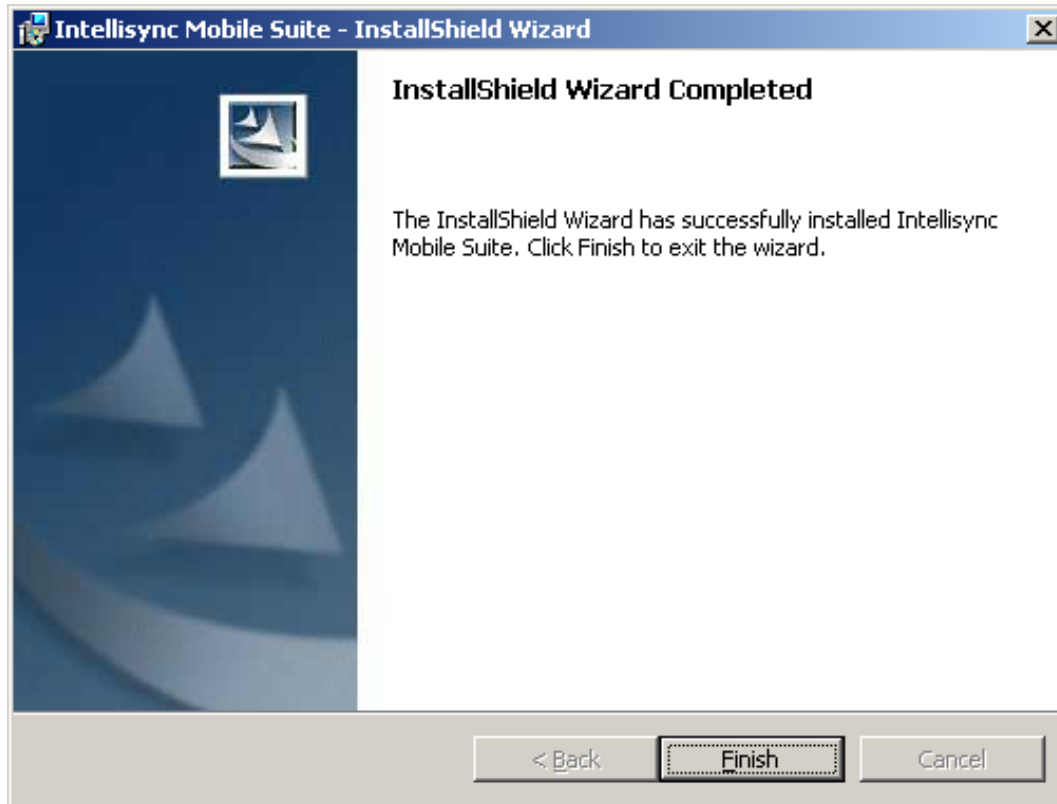
- 20 Specify the URL to access the GroupWise Mobile Server over the Web, then click *Next*.
- 21 Select all of the following items after you have verified that you meet the requirements on your Windows server:
 - ♦ I can reach this server via HTTP from within my corporate firewall.
 - ♦ I can reach this server via HTTP from outside of my corporate firewall or no firewall exists.
 - ♦ I’ve verified that if antivirus software is running on this server then the PIM\SharedFileSystem directory, under the Intellisync Mobile Suite install directory, is excluded from virus scanning. Failure to do this can significantly degrade performance.
 - ♦ I understand that Intellisync Mobile Suite is not intended to be installed on the same machine as other third party server software.
- 22 Click *Next*.

The Environment Analysis Completed dialog box appears.



- 23** Click *Install* to start the installation process.

When the installation process is finished, the following dialog box appears:



24 Click *Finish* to close the installation program.

2.3.1 The Default Web Site

If you install Microsoft Internet Information Server (IIS), IIS creates a default Web site. GroupWise Mobile Server does not modify the existing default Web site during the installation process (except to stop it). Instead, the installation program creates a new site using Intellisync's own Web Server and not IIS.

The Web site used by GroupWise Mobile Server should be the only one running on the server, and this site should not be used by another Web site.

2.4 Installing the Software on Multiple Servers

If you expect to serve a large number of users, consider running GroupWise Mobile Server across multiple servers to balance the load.

GroupWise Mobile Server is designed to support multiple or "clustered" servers in most load balancing environments, including Windows 2000 Advanced Server: Network Load Balancing, Cisco Systems* LocalDirector, and SonicWALL* Load Balancer, among others. For additional help with load balancing and clustering, see the *Intellisync Installation Guide*, located at the [Novell GroupWise 7 Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

2.5 Configuring SMTP Relay for SMS Push

If you use SMS push for synchronization with GroupWise, you must configure relaying on the GroupWise Internet Agent (GWIA) to allow relaying SMS messages through the GWIA.

There are three different levels you can configure:

- ♦ **Open SMTP relay:** Allows anyone to relay messages through SMTP.
- ♦ **Domain-based/IP address SMTP relay:** Allows only users associated with a particular domain or IP address, such as cingular.net, to relay through SMTP. In addition to a single IP address, an IP block can be used, such as 192.168.
- ♦ **E-Mail SMTP relay:** Allows a specific e-mail address to relay through SMTP, such as bob@cingular.net.

For security reasons, Novell recommends either domain-based SMTP relay or e-mail SMTP relay. If open SMTP relay is selected, anyone can relay through your GWIA, which can cause security problems.

For instructions on setting up an SMTP relay in the GWIA, see “[Enabling SMTP Relaying](#)” in the *GroupWise 7 Administration Guide*.

2.6 Updating the Server Software

When updating GroupWise Mobile Server, you can install the new version of GroupWise Mobile Server over a previous version. You do not need to uninstall GroupWise Mobile Server before installing the new version. For instructions on how to install GroupWise Mobile Server, see [Section 2.3, “Server Installation,” on page 13](#).

2.7 Uninstalling the Server Software

- 1 Close all programs.
- 2 From the Windows Start menu, click *Settings > Control Panel* to display the Control Panel window.
- 3 Double-click *Add/Remove Programs*.
- 4 From the list, select *Intellisync Mobile Suite*, then click *Remove*. An Add/Remove Programs confirmation dialog box appears.
- 5 Click *Yes* to confirm the deletion. The InstallShield Wizard automatically removes the Intellisync Mobile Suite software and the associated files. The database and data files remain intact.
- 6 Click *Close* to close the Add/Remove Programs dialog box.

Initial Testing for GroupWise Mobile Server

After installing GroupWise Mobile Server, test your system using the instructions in this section.

- ♦ [Section 3.1, “Web Site Availability,” on page 25](#)
- ♦ [Section 3.2, “GroupWise Logon Test,” on page 26](#)
- ♦ [Section 3.3, “Setting Up Devices,” on page 29](#)
- ♦ [Section 3.4, “Reviewing GroupWise Data,” on page 31](#)
- ♦ [Section 3.5, “Testing GroupWise SOAP Connectivity,” on page 31](#)

3.1 Web Site Availability

The Web site availability test verifies that the server is operational, the Web server is functioning properly, and the Web site is available.

- ♦ [Section 3.1.1, “Without a Secure Gateway,” on page 25](#)
- ♦ [Section 3.1.2, “With a Secure Gateway,” on page 25](#)

3.1.1 Without a Secure Gateway

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

- 1 On the GroupWise Mobile Server machine, enter localhost in your browser. The formal address is `http://localhost/en/logon.asp`.

The Authentication window appears.

If you receive an HTTP error, try the following:

- ♦ Restart the computer.
- ♦ Check to see if the default Web site is stopped.

3.1.2 With a Secure Gateway

The test verifies if the Web site is available using the Secure Gateway. Users can use the Web site to log in, configure their account settings, and install the device.

- 1 On the Secure Gateway machine, enter localhost in your browser. The formal address is `http://localhost/en/logon.asp`.

The Authentication window appears.

If you receive an HTTP error, try the following:

- ♦ Verify that the Secure Gateway address is correct in the Admin Console. For additional information, see the *Intellisync Administrator's Guide*, located at the [Novell GroupWise 7 Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).
- ♦ Restart the computer.
- ♦ Check to see if the default Web site is stopped.

3.2 GroupWise Logon Test

The easiest and best approach to user access is GroupWise authentication, which is the default at installation. For a more in-depth discussion about authentication choices, see the *Intellisync Administrator's Guide*, located at the [Novell GroupWise 7 Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

To test GroupWise login:

- 1 Specify a valid GroupWise username and password in the appropriate fields of the login window, then click *Go*.

Depending on the computer capabilities, this might take some time. The first access to GroupWise might be slower than subsequent accesses.

3.2.1 Login Troubleshooting

If the server does not recognize the account or password, the login fails.

Make sure you typed the correct user name and password, then try again.

If the user name and password are correct but you still cannot log in, try the following suggestions:

- ♦ Ensure that all Intellisync services are started.
- ♦ Check the permissions of the Intellisync installation folder. (If you accepted the default selections during the installation, the installation folder is `C:\Program Files\Intellisync`.) Use the following steps:
 - a. From Windows Explorer, right-click the Intellisync installation folder, then choose *Properties*.
 - b. Click the *Security* tab.
 - c. Make sure that Everyone has permissions with Full Control. If not, select *Everyone*, then select *Full Control*.
 - d. Click *Advanced*, then select the following check boxes:
 - ♦ *Allow inheritable permissions from the parent to propagate to this object and all child objects.*
 - ♦ *Replace permission entries on all child objects with entries shown here that apply to child objects.*
 - e. Click *Apply*.
- ♦ Make sure the account supplied at installation has rights to Act as part of the operating system.
 - a. From the Windows Start menu, click *Settings > Control Panel*.

- b. Double-click *Administrative Tools*, then click *Local Security Policy*.
 - c. Double-click *Local Policies*, then click *User Rights Assignment*.
 - d. Select *Act as part of the operating system*.
 - e. Click *Action > Properties*.
 - f. Make sure the user account supplied at installation is in the group.
- ♦ For non-domain users, make sure the user exists in the alternate source or is in the Intellisync Mobile Suite control.
 - ♦ Make sure that the number of users does not exceed the number of licenses.

3.2.2 Successful Authentication

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

Successful Access to GroupWise

On successful authentication, the server uses the SOAP port you submitted during the installation to query the GroupWise POA to gather information. The most important information is mailbox discovery.

- 1 On the GroupWise Mobile Server machine, enter localhost in your browser. The formal address is `http://localhost/en/logon.asp`.

The Authentication window appears.

- 2 Specify your username and password, then click *GO*.
- 3 Enter the necessary information.
- 4 Click *Submit*. Access to the GroupWise POA begins.

Figure 3-1 Verify Account Settings Page

Intellisync Mobile Suite - Please verify your timezone before continuing. - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://123.123.123.123/genweb/html/ext/se Go

Customize Links Free Hotmail Windows Marketplace Windows Media Windows C4.htm

Next Cancel Help

Verify your account settings

Please fill in / verify the information below for you.
Note that the fields marked with red asterisks (*) are required.

Your location

Time Zone: Mountain Time (US & Canada) (GMT-7:00)

☐ I've verified that the above time zone is correct *

Country: United States

Work Address:

City: *

State/Province: ZIP/Postal Code: *

Your name and email address

First Name: Tabitha * Last Name: Hu *

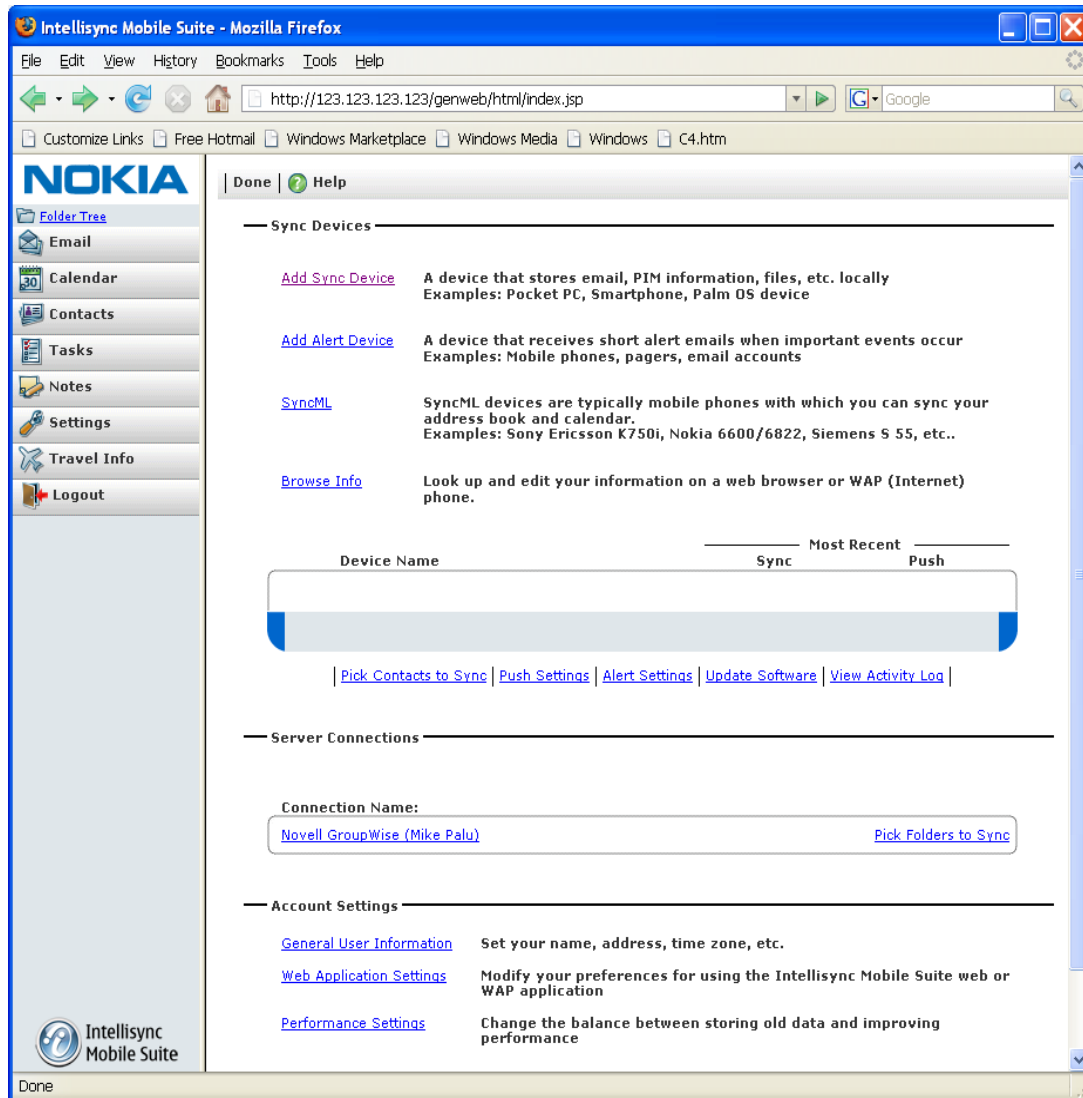
Please enter your Email Address: thu@Corporate *

Done

3.3 Setting Up Devices

After you submit valid account information, the device configuration page appears. Various options are controlled by the default profiles (which are set using the Intellisync Mobile Suite control). At a later time, you can tune these options for your deployment.

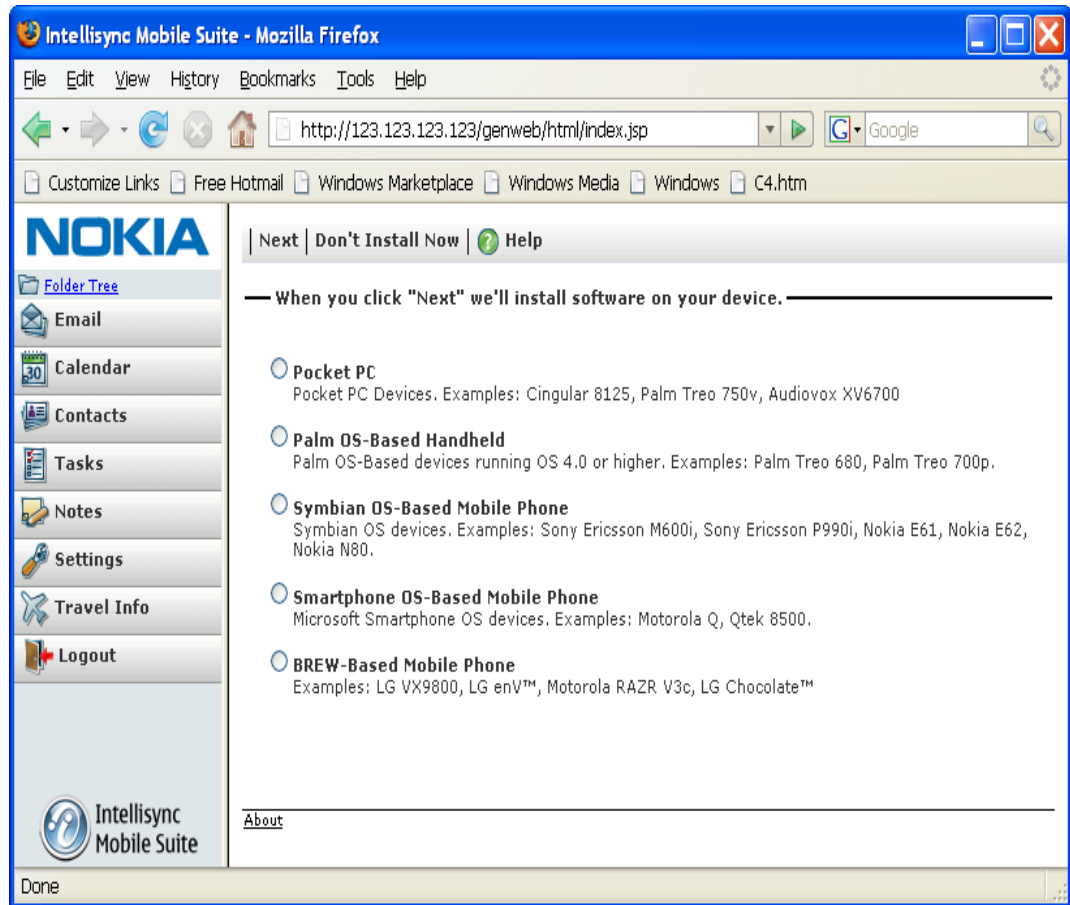
Figure 3-2 *Configure Account Page*



To set up devices:

- 1 In your Web browser, specify the URL or IP address of your GroupWise Mobile Server machine.
The Authentication window appears.
- 2 Specify your username and password, then click *GO*.
- 3 Click *Settings*.

- 4 On the Configuration Account page, click *Add Sync Device*.



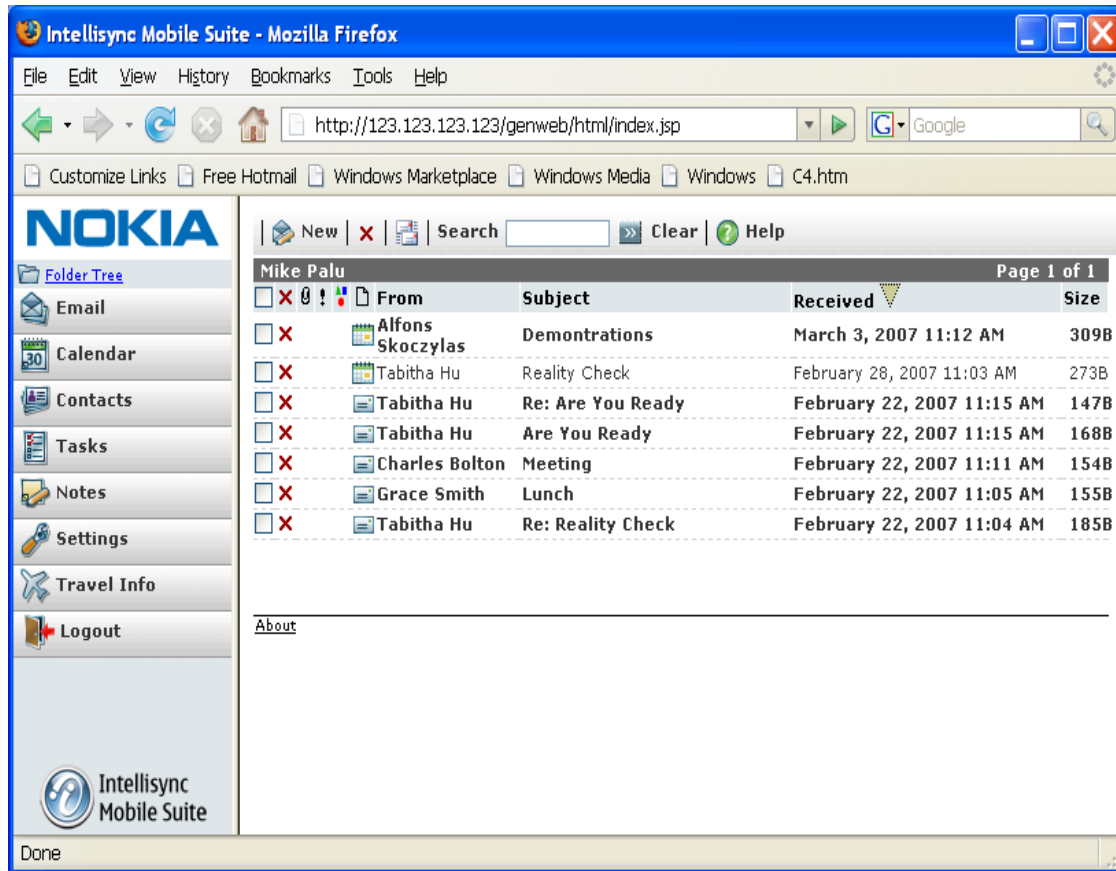
- 5 Make your selections and follow the prompts.

Users can add devices at any time by selecting the *Setup > Account* (or *Setup > New Sync Device*) from the menu.

3.4 Reviewing GroupWise Data

After you click *Done* on the device page, the Intellisync Mobile Suite main page appears.

Figure 3-3 GroupWise Data Review Page



Use this page to review the data retrieved from the GroupWise POA. This review is important, because the data you see here is synchronized to the device.

Click an icon on the left to review e-mail, calendar items, contacts, to-do items, and memos.

3.5 Testing GroupWise SOAP Connectivity

If the GroupWise Logon tests fail, there could be a problem with your connection to GroupWise. To test your SOAP connection with GroupWise:

- 1 From the Windows server, open a command prompt.
- 2 Enter the following at the command prompt:

```
telnet groupwise servername 7191
```

The following should be displayed:

```
HTTP/1.0 500
```

```
Date: Wed, 26 Apr 2006 13:29:22 GMT
```

```
Server: Linux GroupWise POA 7.0.1
```

```
Content-Type: text/html
Pragma: no-cache
Connection to host lost.
```

If you cannot telnet to the SOAP port, verify that GroupWise is running and that SOAP port is enabled. For information on how to enable SOAP, see “**Supporting SOAP Clients**” in the *GroupWise 7 Administration Guide*.

Installing the Client

Before you install the client software, check the requirements in **Chapter 1, “Overview,” on page 9,** to verify that all required software is installed and functioning properly on each device.

- ♦ **Section 4.1, “Client Installation Options,” on page 33**
- ♦ **Section 4.2, “Upgrading the Client Software,” on page 34**
- ♦ **Section 4.3, “Cradle Synchronization Client,” on page 35**
- ♦ **Section 4.4, “Manuals and References for the Client,” on page 39**

4.1 Client Installation Options

You can install the device software for the users, or you can have the users install the client software themselves. For complete installation instructions for your device, see the related device guide located at the **Novell GroupWise 7 Web site** (<http://www.novell.com/documentation/gw7>).

- ♦ **Section 4.1.1, “Installing from the Mobile Web Site,” on page 33**
- ♦ **Section 4.1.2, “Installing Over the Air from the Mobile Web Site,” on page 33**
- ♦ **Section 4.1.3, “Installing from a Custom Installation Program,” on page 34**

4.1.1 Installing from the Mobile Web Site

Users can install software on their devices through the mobile Web site created by the Intellisync installation program. To do this, users need the full server URL you entered during the server installation. Instructions for installing software from the mobile Web site are included in the appropriate Client User’s Guide. See **Section 4.4, “Manuals and References for the Client,” on page 39** for information about editing and distributing these documents to your users.

4.1.2 Installing Over the Air from the Mobile Web Site

Over the air (OTA) installation enables users to download and install the Wireless Email client and Sync Client to a mobile device through a wireless connection. The user simply navigates to the installation URL, which can be sent through SMS, adds the server account, and downloads and installs the client.

The installation process is similar to installing GroupWise Mobile Server from the mobile Web site; however, you now have the option to install the client software over the air, as shown in the following figure.

Figure 4-1 *Installing Software Over the Air*

The screenshot shows a web page titled "Install Software". The main heading is "Would you like to install software on your phone wirelessly?". Below this, a paragraph explains that this is a convenient choice when connecting to a computer is difficult, but notes potential charges from the carrier for SMS and data, and that the download could take a few minutes during which calls cannot be made or received. There are two main options: "Yes!" and "No, thanks. Please install through my PC.".

Yes!

Enter your phone number and click Submit. You will receive instructions on your phone on how to finish the installation.

☒ **Carrier and Phone Number, or**

Wireless carrier:

Phone number:

☐ **Email Address for your Mobile Phone**

Note: Your phone's email address will usually have your phone number in it. Type this in without parentheses or dashes.

No, thanks. Please install through my PC.

4.1.3 Installing from a Custom Installation Program

You can use the Client Install Deployment utility to generate a custom, stand-alone installation that allows users to install client software without using the mobile Web site.

The Client Install Deployment utility is available from the Intellisync Mobile Suite control. From the Intellisync Mobile Suite control, select *Profile Settings, General*, then *Client Install Deployment*. For more information, see the *Intellisync Administrator's Guide*, located at the [Novell GroupWise 7 Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

4.2 Upgrading the Client Software

Depending upon your device, you might be able to install the new version of the client software over an existing installation, or you might have to reset your device to install the software.

- ♦ [Section 4.2.1, "Upgrading Palm, Pocket PC, and Smartphone OS Devices," on page 35](#)
- ♦ [Section 4.2.2, "Upgrading Symbian OS Devices," on page 35](#)

4.2.1 Upgrading Palm, Pocket PC, and Smartphone OS Devices

When upgrading the client software on a Palm, Pocket PC, or Smart Phone OS device, you can install the new version of the client software over the old version of the software. For information on installing the client software, see [Section 4.1, “Client Installation Options,” on page 33](#).

4.2.2 Upgrading Symbian OS Devices

When upgrading your Symbian OS device, you must reset the device before installing the new version of the client. For information on how to reset your device, refer to the manufacturer of the device. Once you have successfully reset your device, you can install the new version of the client software. For information on installing the client software, see [Section 4.1, “Client Installation Options,” on page 33](#).

4.3 Cradle Synchronization Client

You can download and install the cradle synchronization client from the Mobile Web site. The synchronization client allows you to synchronize your mobile device using the cradle. In order to do this, you must have pre-installed the synchronization software for your mobile device.

- ♦ [Section 4.3.1, “Using a Cradle to Synchronize Palm Devices,” on page 35](#)
- ♦ [Section 4.3.2, “Using a Cradle to Synchronize Pocket PC Devices,” on page 36](#)
- ♦ [Section 4.3.3, “Using a Cradle to Synchronize Symbian OS Devices,” on page 38](#)
- ♦ [Section 4.3.4, “Using a Cradle to Synchronize Smartphone OS Devices,” on page 38](#)

4.3.1 Using a Cradle to Synchronize Palm Devices

- ♦ [“Disabling Other PIM Data” on page 35](#)
- ♦ [“Downloading the Cradle Synchronization Client” on page 36](#)
- ♦ [“Installing and Configuring the Cradle Synchronization Client” on page 36](#)
- ♦ [“Synchronizing the Palm OS Device in the Cradle” on page 36](#)

Disabling Other PIM Data

Before you begin the installation of the cradle synchronization client, you must disable the PIM information from synchronizing to your device. You can have only one cradle synchronization client synchronizing data to your device at one time. If you do not disable the PIM synchronization, you could have duplicate information on your device.

- 1 Right-click the HotSync client in the system tray.
- 2 Click *Custom*.
- 3 Select *Calendar*, then click *Change*.
- 4 Select *Do nothing*, then click *Set as default*.
- 5 Select *Contacts*, then click *Change*.
- 6 Select *Do nothing*, then click *Set as default*.
- 7 Select *Tasks*, then click *Change*.
- 8 Select *Do nothing*, then click *Set as default*.

- 9 Click *Done*.

Downloading the Cradle Synchronization Client


- 1 From the client machine, open a Web browser and specify your GroupWise Mobile Server URL, then press Enter.
- 2 Specify your GroupWise username and password in the appropriate fields, then click *GO*.
- 3 Click *SETUP > NEW SYNC DEVICE*.
- 4 Select *Palm OS-Based Handheld*, then click *Next*.
- 5 Under *No thanks. Please install through my PC*, click *Next*.
- 6 Click *Install* to start the download process.
- 7 When the files have finished downloading, double-click the `setup.exe` file to begin the installation process.

Installing and Configuring the Cradle Synchronization Client

- 1 On the Mobile Suite Installation page, click *Install*.

Several screens are displayed during the installation process. When the installation is finished, the Installation Complete page is displayed.
- 2 Click *Exit* to finish the installation.
- 3 Right-click the *HotSync* icon in the system tray, then click *Custom*.
- 4 Select *Intellisync Mobile Suite*, then click *Change*.
- 5 Select *Synchronize the files*, select *Set as default*, then click *OK*.
- 6 Click *Done*.

Synchronizing the Palm OS Device in the Cradle

- 1 Make sure that the Intellisync software is running on your computer. If you see a Mobile Suite Client icon  in the system tray on the bottom right area of your screen, the Intellisync software is running. If the Mobile Suite Client icon is not in the system tray, click *Start > Programs > Intellisync Mobile Suite > Mobile Suite Client*.
- 2 Place the Palm OS device in a cradle that is connected to the computer, and press the power button on the device to start the Palm OS device.
- 3 Press the *HotSync* button on the cradle (or in the HotSync application on the Palm OS device).
- 4 Select one of the following options:
 - ♦ **Refresh:** If you select this option, the data on the server replaces the data on the device.
 - ♦ **Merge:** If you select this option, the data on the server combines with the data on the device.

When the synchronization is complete, a message is displayed in the HotSync window confirming that the synchronization has completed successfully.

4.3.2 Using a Cradle to Synchronize Pocket PC Devices

- ♦ “Disabling Other PIM Data” on page 37
- ♦ “Downloading the Cradle Synchronization Client” on page 37

- ♦ “Installing and Configuring the Cradle Synchronization Client” on page 37
- ♦ “Synchronizing the Pocket PC OS Device in the Cradle” on page 37

Disabling Other PIM Data

Before you begin the installation of the cradle synchronization client, you must disable the PIM information from synchronizing to your device. You can have only one cradle synchronization client synchronizing data to your device at one time. If you do not disable the PIM synchronization, you could have duplicate information on your device.

- 1 Double-click the *ActiveSync* icon in the system tray.
- 2 Click *Tools > Options*.
- 3 Deselect the following items:
 - ♦ *Calendar*
 - ♦ *Contacts*
 - ♦ *Tasks*
 - ♦ *Inbox*
 - ♦ *Enable synchronization with a server*

Downloading the Cradle Synchronization Client

- 1 From the client machine, open a Web browser and specify your GroupWise Mobile Server URL, then press Enter.
- 2 Specify your GroupWise username and password in the appropriate fields, then click *GO*.
- 3 Click *SETUP > NEW SYNC DEVICE*.
- 4 Select *Pocket PC Handheld*, then click *Next*.
- 5 Under *No thanks. Please install through my PC*, click *Next*.
- 6 Click *Install* to start the download process.
- 7 When the files have finished downloading, double-click the *setup.exe* file to begin the installation process.

Installing and Configuring the Cradle Synchronization Client

- 1 Before you begin the installation process, your Pocket PC device must be connected to your computer and ActiveSync.
- 2 On the Mobile Suite Installation page, click *Install*.
Several screens are displayed during the installation process. When the installation is finished, the Installation Complete page is displayed.
- 3 Click *Yes* to install the Sync Client to the default application directory.
- 4 Click *OK*.
- 5 On the Pocket PC device, specify your GroupWise password, then click *OK*.

Synchronizing the Pocket PC OS Device in the Cradle

- 1 On the device, tap *Start > Programs > Intellisync*.

- 2 Tap *Sync*.
- 3 Specify your GroupWise password in the appropriate field, then tap *OK*.
- 4 Select one of the following options:
 - ♦ **Refresh:** If you select this option, the data on the server replaces the data on the device.
 - ♦ **Merge:** If you select this option, the data on the server combines with the data on the device.

When the synchronization is complete, a message is displayed in the Intellisync window on the device confirming that the synchronization has completed successfully.

4.3.3 Using a Cradle to Synchronize Symbian OS Devices

Currently cradle synchronization for Symbian OS devices is not supported. Symbian OS Devices can only be synchronized wirelessly. See the *Symbian Client Guide* for instructions.

4.3.4 Using a Cradle to Synchronize Smartphone OS Devices

- ♦ “Disabling Other PIM Data” on page 38
- ♦ “Downloading the Cradle Synchronization Client” on page 38
- ♦ “Installing and Configuring the Cradle Synchronization Client” on page 39
- ♦ “Synchronizing the Smartphone OS Device in the Cradle” on page 39

Disabling Other PIM Data

Before you begin the installation of the cradle synchronization client, you must disable the PIM information from synchronizing to your device. You can have only one cradle synchronization client synchronizing data to your device at one time. If you do not disable the PIM synchronization, you could have duplicate information on your device.

- 1 Double-click the *ActiveSync* icon in the system tray.
- 2 Click *Tools > Options*.
- 3 Deselect the following items:
 - ♦ *Calendar*
 - ♦ *Contacts*
 - ♦ *Tasks*
 - ♦ *Inbox*
 - ♦ *Enable synchronization with a server*

Downloading the Cradle Synchronization Client


- 1 From the client machine, open a Web browser and specify your GroupWise Mobile Server URL, then press Enter.
- 2 Specify your GroupWise username and password in the appropriate fields, then click *GO*.
- 3 Click *SETUP > NEW SYNC DEVICE*.
- 4 Select *Smartphone OS-Based Mobile Phones*, then click *Next*.
- 5 Under *No thanks. Please install through my PC*, click *Next*.

- 6 Click *Install* to start the download process.
- 7 When the files have finished downloading, double-click the `setup.exe` file to begin the installation process.

Installing and Configuring the Cradle Synchronization Client

- 1 Before you begin the installation process, your Smartphone OS device must be connected to your computer and ActiveSync.
- 2 On the Mobile Suite Installation page, click *Install*.
Several screens are displayed during the installation process. When the installation is finished, the Installation Complete page is displayed.
- 3 Click *Yes* to install the Sync Client to the default application directory.
- 4 Click *OK*.
- 5 On the Smartphone OS device, specify your GroupWise password, then click *OK*.

Synchronizing the Smartphone OS Device in the Cradle

- 1 Make sure that the Intellisync software is running on your computer. If you see a Mobile Suite Client icon  in the system tray on the bottom right area of your screen, the Intellisync software is running. If the Mobile Suite Client icon is not in the system tray, click *Start > Programs > Intellisync Mobile Suite > Mobile Suite Client*.
- 2 Click *Start > Programs > Intellisync*.
- 3 Click *Sync*.
- 4 Specify your GroupWise password in the appropriate field, then click *Done*.
- 5 Select one of the following options:
 - ♦ **Refresh:** If you select this option, the data on the server replaces the data on the device.
 - ♦ **Merge:** If you select this option, the data on the server combines with the data on the device.

When the synchronization is complete, a message is displayed in the Intellisync window on the device confirming that the synchronization has completed successfully.

4.4 Manuals and References for the Client

In addition to this guide, the following client documentation is provided in Adobe Portable Document Format (PDF), at the [Novell GroupWise 7 Documentation Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7):

- ♦ *Palm Client User Guide*
- ♦ *Pocket PC Client User Guide*
- ♦ *Smartphone Client User Guide*
- ♦ *Symbian Client User Guide*

Documentation is also available in the root directory of the extracted download file.