

Novell GroupWise Mobile Server 2, Powered by Intellisync Mobile Suite Support Pack 1

April 25, 2007

1 Overview

With Novell® 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, and SyncML* devices.

The GroupWise Mobile Server includes the following modules from Intellisync*:

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

2 Installing GroupWise Mobile Server

- 1 Save the GroupWise Mobile Server beta compressed executable file (`gms201.exe`) 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 Follow the on-screen instructions to install the GroupWise Mobile Server beta.

For additional instructions, refer to the *Installation Guide* (`InstallGdeEN.pdf`) included with the software in the root directory of the extracted files.

3 PIM Client Installation Instructions

- ♦ [Section 3.1, “Installing from a Device,” on page 2](#)
- ♦ [Section 3.2, “Installing from a Desktop Browser,” on page 2](#)

3.1 Installing from a Device

- 1 In a Web browser on your device, type the IP address or DNS name of the GroupWise Mobile Server, then enter `/install`. For example, `http://123.123.123.123/install`.
- 2 Enter your GroupWise username and password in the appropriate fields, then click *Next*.
If you are logging in to GroupWise Mobile Server for the first time, you need to complete **Step 3** and **Step 4**. If you have logged in previously, skip to **Step 5**.
- 3 Select your time zone and your country.
- 4 Enter your ZIP code or postal address, then click *Next*.
- 5 Follow the URL link to install the GroupWise Mobile Server client to your device; the installation launches automatically.
- 6 Follow the on-screen instructions to install the GroupWise Mobile Server client.

If you are having difficulty downloading the Intellisync client on a Palm device, you might need to disable the proxy settings for your device Web browser.

To disable the proxy settings, open the Web browser on your device, click the menu button, then select *Options > Preferences*. Select the *Advanced* tab, then click *Set Proxy*. Deselect all proxy settings, then click *OK*.

For additional instructions, refer to the *Installation Guide* (InstallGdeEN.pdf) included with the software in the root directory of the extracted files.

3.2 Installing from a Desktop Browser

- 1 Access the GroupWise Mobile Server Web PIM in your browser by entering the IP address or DNS name of the GroupWise Mobile Server.
- 2 Type your GroupWise username and password in the appropriate fields, then click *Go*.
- 3 Select your time zone, then select *I've verified that the above time zone is correct*.
- 4 Type your city and ZIP/postal code.
- 5 Verify that your name and e-mail address are correct, then click *Next*.
- 6 Select the type of sync device you are using from the list of available devices, then click *Next*.
- 7 Select *Carrier and Phone Number*.
- 8 Select your wireless carrier in the *Wireless carrier* field.
- 9 Type your phone number in the *Phone number* field.
- 10 Click *Submit*.

An SMS message is sent to the phone that was added.

- 11 On the mobile device, click the URL that is included in the SMS message.
- 12 Follow the on-screen instructions to install the GroupWise Mobile Server PIM client to your device.

For additional instructions, refer to the client device guides included with the software in the `\Documentation\English` directory of the extracted download, or online at the [GroupWise Mobility Web site \(http://www.novell.com/documentation/gwmobility\)](http://www.novell.com/documentation/gwmobility).

4 Known Issues

- ♦ [Section 4.1, “Moving GroupWise Users,” on page 3](#)
- ♦ [Section 4.2, “Web PIM Global Address Book,” on page 3](#)
- ♦ [Section 4.3, “Installing GroupWise Mobile Server as a Trusted Application,” on page 3](#)
- ♦ [Section 4.4, “Error When Using Send Now on a Nokia 3900,” on page 3](#)
- ♦ [Section 4.5, “Message Body Missing,” on page 3](#)
- ♦ [Section 4.6, “Recurring Appointments on a Windows Mobile 5 Device,” on page 3](#)

4.1 Moving GroupWise Users

When you move a GroupWise user who is also a GroupWise Mobile Server user from one POA to another POA, GroupWise Mobile Server is no longer capable of receiving updates for the moved user. To resolve the problem, remove the user from the GroupWise Mobile Server, then add the user back to the system.

4.2 Web PIM Global Address Book

The GroupWise Mobile Server Web PIM refers to the GroupWise System address book as the Global Address Book (GAL).

4.3 Installing GroupWise Mobile Server as a Trusted Application

In order to use a trusted application key as an authentication source, you must first install the GroupWise Mobile Server and select GroupWise username and password authentication. Following installation, you can switch the authentication method to trusted application.

4.4 Error When Using Send Now on a Nokia 3900

When you use the *Send Now* option on a Nokia* 3900, a “problem sending message” error occurs. However, when normal synchronization occurs, the item is sent correctly.

4.5 Message Body Missing

On the Nokia E 61 device, the message body might be missing from notes and tasks. On the Nokia E62 devices, the message body might be missing from appointments, notes, and tasks.

4.6 Recurring Appointments on a Windows Mobile 5 Device

When you create a recurring appointment on a Windows Mobile Device, some of the appointments might display in the All-Day-Appointments pane instead of the appointment pane in GroupWise.

5 Documentation

The following sources provide information about GroupWise Mobile Server:

- Product documentation is included with the software in the \Documentation\English directory or the root directory of the extracted software.
- Online product documentation is available on the [GroupWise Mobility Documentation Web Site \(http://www.novell.com/documentation/gwmobility\)](http://www.novell.com/documentation/gwmobility)
- Additional documentation for the GroupWise Mobile Server is available at the [Intellisync Product Documentation Web site \(http://www.intellisync.com/pages/Resources/Product-Documentation/\)](http://www.intellisync.com/pages/Resources/Product-Documentation/). GroupWise Mobile Server is Intellisync's Email Accelerator.

6 Documentation Conventions

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

A trademark symbol (®, ™, etc.) denotes a Novell trademark; an asterisk (*) denotes a third-party trademark

7 Legal Notices

Novell, Inc. makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc. makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

Any products or technical information provided under this Agreement may be subject to U.S. export controls and the trade laws of other countries. You agree to comply with all export control regulations and to obtain any required licenses or classification to export, re-export, or import deliverables. You agree not to export or re-export to entities on the current U.S. export exclusion lists or to any embargoed or terrorist countries as specified in the U.S. export laws. You agree to not use deliverables for prohibited nuclear, missile, or chemical biological weaponry end uses. Please refer to the [Novell International Trade Services Web page \(http://www.novell.com/info/exports/\)](http://www.novell.com/info/exports/) for more information on exporting Novell software. Novell assumes no responsibility for your failure to obtain any necessary export approvals.

Copyright © 2007 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

Novell, Inc. has intellectual property rights relating to technology embodied in the product that is described in this document. In particular, and without limitation, these intellectual property rights may include one or more of the U.S. patents listed on the [Novell Legal Patents Web page \(http://www.novell.com/company/legal/patents/\)](http://www.novell.com/company/legal/patents/) and one or more additional patents or pending patent applications in the U.S. and in other countries.

For Novell trademarks, see [the Novell Trademark and Service Mark list \(http://www.novell.com/company/legal/trademarks/tmlist.html\)](http://www.novell.com/company/legal/trademarks/tmlist.html).

All third-party trademarks are the property of their respective owners.