

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

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## 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 compressed executable file (`gms202.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 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.

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

For instructions on updating your system from previous version, see the [GroupWise Mobile Server Getting Started Guide](http://www.novell.com/documentation/gwmobility/index.html?page=/documentation/gwmobility/gms_gs/data/ab32nt1.html) ([http://www.novell.com/documentation/gwmobility/index.html?page=/documentation/gwmobility/gms\\_gs/data/ab32nt1.html](http://www.novell.com/documentation/gwmobility/index.html?page=/documentation/gwmobility/gms_gs/data/ab32nt1.html)).

## 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 type `/install`. For example, `http://123.123.123.123/install`.
- 2 Type 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 Type 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 `\Documentation` 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 From the list of available devices, select the type of sync device you are using, 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` directory of the extracted files, or online at the [GroupWise Mobility Web site \(http://www.novell.com/documentation/gwmobility\)](http://www.novell.com/documentation/gwmobility).

For instructions on updating your device from previous version, see the [GroupWise Mobile Server Getting Started Guide \(http://www.novell.com/documentation/gwmobility/index.html?page=/documentation/gwmobility/gms\\_gs/data/ab32nt1.html\)](http://www.novell.com/documentation/gwmobility/index.html?page=/documentation/gwmobility/gms_gs/data/ab32nt1.html).

## 4 Known Issues

For a complete list of known issues, refer to the Release Notes included in the \Documentation directory of the extracted files.

### 4.1 Synchronization Problems With Two NIC Cards

If you have two NIC cards installed on the machine running GroupWise Mobile Server, there could be an issue if you are not synchronizing your devices. When a user provisions an account with a mobile device, the secondary NIC is added to the GroupWise Event Configuration. This address is used to slap (to send a notice that an event has triggered) the GroupWise Mobile Server machine when a change has occurred on a users account. Because the wrong address is used, and no slaps reach GroupWise Mobile Server. In addition, a synchronizing does not work if pull is used.

To resolve the problem:

- 1 From the Web browser of the GroupWise Mobile Server machine, go to <http://localhost/diag>.
- 2 Log in as the GroupWise Mobile Server administrator.
- 3 Click *Wireless Email*, then click *Add Property*.
- 4 Add the GroupWise.Listener property to `<hostname>=<ip>:<port>[,<more definitions>]`.  
For example, `dnsname=123.123.123.123:8191`.
- 5 Click *Save*.
- 6 Restart the Intellisync Mobile Suite service for the changes to take affect.
- 7 Next, you must delete all the users and either add them again manually, or set the server to auto discover and have the users add themselves. For information on adding users, see the [Intellisync Mobile Suite Administrator's Guide \(http://www.novell.com/documentation/gwmobility/pdfdoc/admin\\_gde/admin\\_gde.pdf\)](http://www.novell.com/documentation/gwmobility/pdfdoc/admin_gde/admin_gde.pdf).

### 4.2 WebPIM Not Working

After upgrading to the GroupWise Mobile Server 2.0.2, it is possible that the WebPIM might not work.

To resolve the problem, delete the `genweb` directory, which by default is located at `C:\Program Files\Intellisync Mobile Suite\Tomcat\webapps\`. After you delete the directory, restart the GroupWise Mobile Server machine.

### 4.3 Inconsistent Synchronization

If you are using GroupWise Mobile Server with Black Berry Enterprise Server or other software that can trigger or catch event notifications for GroupWise, it might cause the events to be deleted. When the events are deleted, it causes synchronization to be inconsistent. For additional information, go to the [support Web site \(http://www.novell.com/support\)](http://www.novell.com/support) and search for TID 336885.

## 5 Defect Fixes

For a complete list of defect fixes, refer to the Release Notes included in the \Documentation directory of the extracted files.

## 6 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.

## 7 Documentation Conventions

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

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