

Novell GroupWise Mobile Server 2, Powered by Intellisync Mobile Suite Support Pack 3

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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

For a complete list of new features, resolved issues, certified devices, and known issues, refer to the *Nokia Intellisync Mobile Suite Release Notes* included in the \Documentation directory of the extracted files.

2 Installing GroupWise Mobile Server for Linux

- 1 Save the GroupWise Mobile Server beta compressed executable file (gms203_publicbeta2_lnx.tgz) to a directory on your Linux server.
- 2 From the command line, use the following command to extract the file into a directory at the root of your local drive:

```
tar -xvf gms203_publicbeta1_lnx.tgz.tar
```
- 3 From the command line, use the following command to make the `ims.bin` file executable:

```
chmod +x ims.bin
```
- 4 To start the installation program, enter the following from the command line:

```
./ims.bin
```
- 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 \Documentation directory of the extracted files.

Additional information is available in the *GroupWise Mobile Server 2 Getting Started Guide*.

3 Installing GroupWise Mobile Server for Windows

- 1 Save the GroupWise Mobile Server compressed executable file (`gms203.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.

Additional information is available in the *GroupWise Mobile Server 2 Getting Started Guide* for installing the server software and updating your system from a previous version.

4 PIM Client Installation Instructions

For information about installing the client software on your device, see “*Installing the Client*” in the *GroupWise Mobile Server 2 Getting Started Guide*.

5 Known Issues

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

- *Section 5.1, “Synchronization Problems With Two NIC Cards,” on page 2*
- *Section 5.2, “WebPIM Not Working,” on page 3*
- *Section 5.3, “Inconsistent Synchronization,” on page 3*

5.1 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_address: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).

5.2 WebPIM Not Working

After upgrading to the GroupWise Mobile Server, 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.

5.3 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 [Novell Support Web site \(http://www.novell.com/support\)](http://www.novell.com/support) and search for TID 336885.

6 Defect Fixes

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

7 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 Mobile Suite previously known as Email Accelerator.

8 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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