Installation Guide

Novell®
ZENworks®
Handheld Management

7 SP1 IR4

January 24, 2011

Contents

About This Guide

This *Installation Guide* consists of comprehensive, conceptual information to help you understand and install Novell® ZENworks® 7 Handheld Management.

The sections include:

Audience

This guide is intended for system administrators installing ZENworks 7 Handheld Management software. These users should be familiar with their own network and the hardware configuration of the management zone where they intend to install this product. A working knowledge of Novell eDirectory™ and Novell ConsoleOne® is required.

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 Novell Documentation Feedback site (http://www.novell.com/documentation/feedback.html) and enter your comments there.

Documentation Updates

For the most recent, updated version of the *ZENworks 7 Handheld Management Installation Guide*, visit the Novell ZENworks 7 Web site (http://www.novell.com/documentation/zenworks7).

Additional Documentation

For information about administering ZENworks Handheld Management, see the *Novell ZENworks 7 Handheld Management Administration Guide*.

Documentation Conventions

In Novell 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.

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 or UNIX, should use forward slashes as required by your software.

What Is Novell Handheld Management?

<div style="text-align: right; font-size: 2em;">1</div>

Novell® ZENworks® 7 Handheld Management is a directory-enabled systems management package that puts you in control of your mobile workforce and helps you reduce the cost and burden of managing handheld devices.

ZENworks 7 Handheld Management is part of the Novell ZENworks 7 product suite, which also includes ZENworks Desktop Management and ZENworks Server Management. ZENworks products provide directory-enabled life cycle management for all of your network components. For more information on the ZENworks product line, see the Novell ZENworks product Web site (http://www.novell.com/products/zenworks).

By leveraging Novell eDirectory™ and Novell ConsoleOne®, ZENworks Handheld Management helps you to automate and streamline software distribution; collect software and hardware inventory; provide policy-based management of your enterprise BlackBerry*, Palm* OS*, and Windows* CE handheld devices; and remotely view or control your Windows CE handheld devices.

The following sections contain additional information:

- Section 1.1, "Supported Devices," on page 11
- Section 1.2, "Features and Benefits," on page 12
- Section 1.3, "Understanding the ZENworks Handheld Management Components," on page 15

1.1 Supported Devices

ZENworks Handheld Management supports handheld devices that run the following:

- **Palm OS:** ZENworks Handheld Management supports handheld devices that run Palm OS 3.5 and later, including PDA/hybrid phones.

  ZENworks Handheld Management also supports expansion cards in Palm OS devices running Palm OS 4.*x* and later. Expansion cards are usually referred to as secure digital (SD) cards or memory sticks.

  Any handheld device that runs Palm OS is referred to in this documentation as a Palm OS device.

- **Windows CE:** ZENworks Handheld Management supports handheld devices that run the following Windows CE devices:
  - Windows CE.Net 4.2 devices: Symbol PPT 8800 and Denso BHT -200
  - Windows CE 2.11 and later, including PDA/hybrid phones
  - Windows Mobile 5
  - Windows Mobile 6
  - Additionally supported devices in ZENworks Handheld Management with Support Pack 1 Interim Release 4 Hot Patch 6:
    - HP T5540 with Windows CE 6.0 devices

- Zebra PS2100T with Windows CE 3.0 Devices
- Dolphin 7850 with Windows Mobile 5.0 Devices

Any handheld device that runs Windows CE (including a Pocket PC) is referred to in this documentation as a Windows CE device.

- **RIM OS:** ZENworks Handheld Management supports BlackBerry 850/857 devices using the DataTAC* network and BlackBerry 950/957 devices using the Mobitex* network. It also provides support for BlackBerry 6000, 7000, and 8000 series devices.

Any handheld device that runs RIM OS is referred to in this documentation as a BlackBerry device.

1.2 Features and Benefits

The following sections describe the key ZENworks Handheld Management features and their benefits:

1.2.1 Connections

ZENworks Handheld Management is optimized for low bandwidth, unreliable communication channels using queued messaging, compression, and checkpoint/restart strategies, and it does not require the mobile user to make special connections to the LAN.

For Palm OS and Windows CE devices, ZENworks Handheld Management uses the user's normal connection mechanism (TCP/IP connections or synchronization software, such as Palm HotSync* or Microsoft* ActiveSync*) to transfer data between the ZENworks Handheld Management Access Point and the handheld device.

BlackBerry devices use the BlackBerry wireless e-mail platform to transfer data between the ZENworks Handheld Management Access Point and the device.

1.2.2 Using Policies to Manage Handheld Devices

In ZENworks Handheld Management, a policy is a set of rules that defines how handheld devices can be configured and controlled, including security options, application availability, file retrieval, remotely control or view, and more. Policies are contained within policy packages, where they are also administered and customized.

ZENworks Handheld Management provides the following types of policies:

- **User-based policies:** Lets you manage handheld devices based on user credentials stored in eDirectory.
- **Handheld-based policies:** Lets you manage handheld devices without user authentication.

Using ConsoleOne, you can create, configure, and associate policies to do the following:

- Ensure that a password is set on BlackBerry, Palm OS, and Windows CE devices.

Because sensitive business information is stored on handheld devices (meeting notes, contact lists, and so forth), your organization might have guidelines that all handheld devices must be password-protected. Using the Security policies, you can ensure that each enterprise device has a password set. If a password is not set on a handheld device, the user is prompted to set one. You can also specify enhanced password settings for Palm OS and Windows CE devices.

◆ Specify which applications are to be allowed or removed on Palm OS and Windows CE devices, and which applications are not allowed to be accessed on Windows CE devices.

You can specify a list of software programs that are allowed to be installed on Palm OS devices. Using the Palm Configuration policy, you can ensure that each Palm OS device in your organization has only authorized software programs installed. If a user installs an unauthorized program, the application is automatically removed according to the policy schedule or when the user synchronizes the device. Using the WinCE Configuration policy, you can specify which programs you want to include on the Start menu (on a Pocket PC) or on the desktop (on a handheld PC).

◆ Associate different applications with the buttons on Palm OS and Windows CE devices.

By default, Palm OS and Windows CE devices have specific applications assigned to the buttons on the actual handheld devices. Your organization might have several applications that are used frequently. Using the Configuration policies, you can associate different applications to those buttons, making these applications more accessible and your users more productive.

◆ Specify general settings for Palm OS devices, such as Auto Off, sounds, alarms, beam states, and more.

You can ensure that each Palm OS device in your organization has the same general settings. Using the Palm Configuration policy, you can ensure that all enterprise handheld devices are consistent across your organization to help lower help desk costs.

◆ Set the automatic power-off and timeout values for the battery and AC adapters for Windows CE devices.

You can ensure that each Windows CE device in your organization has the same power settings. Using the WinCE Configuration policy, you can make your users more productive by preventing battery power loss to idle Windows CE devices.

◆ Specify files to retrieve from Palm OS and Windows CE devices to store on the network.

You can ensure that mission-critical information is retrieved from handheld devices and copied to a network location. Using the File Retrieval policies, the files that you specify are retrieved from the device and copied to the network location you specify. You can then back up these files during your normal network backup process.

◆ Synchronize the device password on the Handheld device with the user's network (eDirectory) password

You can set a user's network (eDirectory) password as the device password for the Palm OS and Windows CE devices using the Palm Security and Win CE security policies respectively.

◆ Perform Remote Control or Remote View operations on the Windows CE devices

The administrator or remote users can remotely control or view the Windows CE devices using the WinCE Remote Management policy.

◆ Define the order in which the handheld devices can connect to multiple ZENworks Handheld Management Access Points

You can now assign multiple ZENworks Handheld Management Access Points to a Palm OS or Windows CE device and also define the order of the Access Points to which the device must connect to using the Access Point Configuration policy. If the device is unable to connect to the

ZENworks Handheld Management Access Point configured first in the policy, then it automatically tries to connect to the ZENworks Handheld Management Access Point configured next.

1.2.3 Distributing Software and Files

Because handheld devices are rarely available at a central location for updating, you need a mechanism to distribute files to them, so that mobile users are kept current with the latest applications, including bug fixes, application updates, and so forth.

ZENworks Handheld Management provides this mechanism by allowing you to distribute applications and install them on remote handheld devices at your convenience. You can now specify the date and time when you want to install the Handheld Application object files on the device by configuring date and time in the object's properties. This helps you in synchronizing the software updates across the handheld devices at the same time even when the devices are not connected to the network.

You can even schedule distributions to recur so that handheld devices are updated with the latest files when any components of an application change.

NOTE: ZENworks Handheld Management supports software distribution to BlackBerry devices when the device is synchronized with a cradle; ZENworks Handheld Management does not support software distribution to BlackBerry devices using wireless synchronization.

ZENworks Handheld Management provides a comprehensive mechanism for scheduling software distributions to run on handheld devices. The scheduling and management of software distributions and software clients is performed from ConsoleOne.

ZENworks Handheld Management provides you with the following benefits:

Table 1-1   *ZENworks 7 Handheld Management Benefits*

Benefit	Description
Centralized scheduling	Software distributions are scheduled using ConsoleOne. The administrator specifies: ◆ The files to distribute ◆ When distributions should run ◆ When applications are installed ◆ How frequently distributions should run
Monitoring	After software distributions are run, result information is sent to the ZENworks Handheld Management Server, so you can analyze the state of distributions and devices, including: ◆ Overall status for all distributions in the system ◆ Details about failed distributions ◆ Distribution output

Benefit	Description
Reporting	ZENworks Handheld Management reporting provides detailed reports about your handheld devices and your entire ZENworks Handheld Management system. For example, you can easily generate a report about all software distributions that have run for a specific handheld device or you can generate a report about all applications installed on your handheld devices.
Automatic Grouping	The ZENworks Handheld Management querying capabilities allow administrators to automatically create criteria-based device groups so they do not need to create them manually. For example, administrators can use queries to help them automatically populate device groups so that all devices with StrongARM processors are in one group, all MIPS devices are in another group, and so forth.

1.2.4 Collecting Software and Hardware Inventory

Managing software and hardware assets is a critical function. By keeping up-to-date inventories, you can use ZENworks Handheld Management to do the following:

- Ensure licensing compliance.

  ZENworks Handheld Management identifies the number of handheld devices and the number of copies of an application that are installed on those devices so you can easily verify the license count against your internal records.

- Plan for software and hardware upgrades.

  If you decide to update to a specific version of an application or you decide that a certain amount of RAM is required for a new application that has been deployed, ZENworks Handheld Management helps you to quickly identify which handheld devices need to be upgraded and how many components you need to order.

1.3 Understanding the ZENworks Handheld Management Components

The following sections provide an overview of the key components of ZENworks Handheld Management:

- Section 1.3.1, "ConsoleOne," on page 15
- Section 1.3.2, "ZENworks Handheld Management Server," on page 16
- Section 1.3.3, "Handheld Client," on page 16
- Section 1.3.4, "Access Point," on page 16

1.3.1 ConsoleOne

ConsoleOne is the administration tool for ZENworks Handheld Management. ConsoleOne lets you perform policy-based handheld device management. It also lets you view all hardware and software inventory (both for a specific device or for all of the devices in your system); build queries, and view reports; and remotely control or view the handheld devices.

1.3.2 ZENworks Handheld Management Server

The ZENworks Handheld Management Server runs as a service on a Windows machine. The ZENworks Handheld Management Server is the central point of the ZENworks Handheld Management setup and is responsible for managing communications with all clients and maintaining distribution schedules and distribution results for the setup.

1.3.3 Handheld Client

The handheld client is a ZENworks Handheld Management component that can be installed on BlackBerry, Palm OS, and Windows CE devices.

The handheld client installs applications, collects software and hardware inventory for each device, and enforces policies.

1.3.4 Access Point

Handheld devices do not directly communicate with the ZENworks Handheld Management Server service. Instead handheld devices communicate with the ZENworks Handheld Management Access Point, which then communicates with the ZENworks Handheld Management Server service.

When you install the ZENworks Handheld Management Server using the installation program, the ZENworks Handheld Management Access Point is automatically installed on the same computer.

Depending on your environment, however, you can also install the ZENworks Handheld Management Access Point on other computers running Windows that communicate through TCP/IP with the ZENworks Handheld Management Server. For example, you might want to install the ZENworks Handheld Management Access Point on additional computers to distribute the communication load and to provide better support for WAN configurations. The ZENworks Handheld Management Access Point manages application and policy delivery and sends results of application installations and policy enforcements back to the ZENworks Handheld Management Server.

1.3.5 Desktop Synchronization Integration Software

The ZENworks Handheld Management Desktop Synchronization Integration Software is required on machines where handheld devices cradle or synchronize using Microsoft* ActiveSync or Palm HotSync. If handheld devices can connect wirelessly or via an Ethernet cradle to the ZENworks Handheld Management Access Point, the Desktop Synchronization Integration is not required.

The Desktop Synchronization Integration Software is also required on machines if you want to use ZENworks Handheld Management to distribute software to BlackBerry devices. The Desktop Synchronization Integration Software is required for Palm OS devices that do not support TCP/IP communications.

When you install the ZENworks Handheld Management Server or the ZENworks Handheld Management Access Point using the installation program, the ZENworks Handheld Management Desktop Synchronization Integration Software is automatically installed on the same computer.

Installing ZENworks Handheld Management

<div style="text-align: right; font-size: 3em;">2</div>

The following sections describe how to plan for and install Novell® ZENworks® 7 Handheld Management software:

2.1 Planning the Installation

The following sections help you understand the requirements for each component of a ZENworks Handheld Management installation and give you additional information to consider as you plan for and install ZENworks Handheld Management:

2.1.1 eDirectory and ConsoleOne Requirements

ZENworks Handheld Management requires Novell eDirectory™ 8.7 or later, and Novell ConsoleOne® 1.3.6 or later.

For more information about eDirectory, see the Novell eDirectory Web site (http://www.novell.com/products/edirectory).

For more information about ConsoleOne, see ConsoleOne on the Novell Management Consoles Web site (http://www.novell.com/products/consoles/).

The *ZENworks 7 Companion 1* CD contains the ConsoleOne and the eDirectory software.

2.1.2 ZENworks Handheld Management Server Requirements

The machine with the ZENworks Handheld Management Server should meet the following requirements:

- Windows 2000 server with Service Pack 4 or later installed, or Windows Server 2003
- A Pentium* or higher processor

- 30 MB of disk space at the time of installation
- A minimum of 128 MB of RAM
- The Novell Client™ if you want to access Novell NetWare® volumes to store application data or retrieved files

For step-by-step installation information, see .

2.1.3 ZENworks Handheld Management Access Point Requirements

The machine with the ZENworks Handheld Management Access Point software should meet the following requirements:

- Windows 2000 server with Service Pack 4 or later installed, or Windows Server 2003
- A Pentium or higher processor
- 30 MB of disk space at the time of installation
- A minimum of 128 MB of RAM

For more information, see .

2.1.4 Handheld Client Requirements

ZENworks Handheld Management supports handheld devices running the following:

- BlackBerry devices:

  BlackBerry 850/857 devices using the DataTAC network
  BlackBerry 950/957 devices using the Mobitex network
  BlackBerry 6000, 7000, and 8000 series devices
- Palm OS version 3.5 or later
- Windows CE version 2.11 or later, including Pocket PCs
- Windows CE.Net 4.2 devices such as Symbol PPT 8800 and Denso BHT-200
- Windows Mobile 5 such as Dolphin 7850 devices.
- Windows Mobile 6
- Windows CE 3.0 device (Zebra PS2100T)
- Windows CE 6.0 device (HP 5540T)

The handheld client is the ZENworks Handheld Management component that is installed on each managed handheld device in your system. The handheld client installs applications, collects software and hardware inventory for each device, and enforces policies.

ZENworks Handheld Management provides the following types of handheld clients:

- "Windows CE IP Client" on page 19
- "Palm OS IP Client" on page 19

- "Palm HotSync Client" on page 19
- "RIM BlackBerry Client" on page 19

Windows CE IP Client

The Windows CE IP client is the software that manages Windows CE devices. The Windows CE IP client can be installed on Windows CE devices running Windows CE version 2.11 and later (including Pocket PCs), or Windows CE.Net 4.2 devices such as Symbol PPT 8800 and Denso BHT-200.

For more information, see Section 2.4.1, "Installing the Windows CE IP Client," on page 44.

Palm OS IP Client

The Palm OS IP client is the software that manages Palm OS devices that use IP instead of third-party software to synchronize. The Palm IP client can be installed on Palm OS devices running Palm OS version 3.5 and later.

For more information, see Section 2.4.2, "Installing the Palm OS IP Client," on page 48.

Palm HotSync Client

If you are using Palm HotSync to synchronize Palm OS devices, you should install the Desktop Synchronization Integration Software. For more information, see Section 2.1.5, "Desktop Synchronization Integration Software Requirements," on page 19.

RIM BlackBerry Client

The RIM BlackBerry client is the software the manages BlackBerry devices communicating over the BlackBerry wireless network. The RIM BlackBerry client can be installed on BlackBerry 850/857 devices using the DataTAC network and BlackBerry 950/957 devices using the Mobitex network.

For more information, see Section 2.4.3, "Installing the RIM BlackBerry Client," on page 53.

Java-Based BlackBerry Client

The Novell ZENworks 7 Handheld Management Agent for Java BlackBerry Devices is the software for extending ZENworks Handheld Management capabilities to Java-based Blackberry devices. The Novell ZENworks 7 Handheld Management Agent for Java BlackBerry Devices can be installed on BlackBerry 6000, 7000, and 8000 series devices.

For more information, see Section 2.4.4, "Installing the Java-Based BlackBerry Client," on page 57.

2.1.5 Desktop Synchronization Integration Software Requirements

The machine with the ZENworks Handheld Management Desktop Synchronization Integration Software should meet the following requirements:

- Windows 2000 server or workstation with Service Pack 4 installed, Windows XP Professional workstation with Service Pack 2 installed, or Windows 2003
- A Pentium or higher processor

- 20 MB of disk space at the time of installation
- A minimum of 64 MB of RAM

One of the following third-party synchronization software packages must be installed for devices to synchronize:

- Palm HotSync Manager, version 3.0 or later
- Microsoft ActiveSync, version 3.1 or later

  If you use ActiveSync to manage your Windows CE devices, Internet Explorer 4.0 or later must be installed before installing the Desktop Synchronization Integration Software on the computer.

For more information about configuring synchronization packages for use with ZENworks Handheld Management, see Section 2.4.5, "Installing Desktop Synchronization Integration Software," on page 58.

2.1.6 Firewall Considerations

If computers on which the ZENworks Handheld Management Access Point is installed are connecting from outside of a firewall (for example, from the Internet) to the ZENworks Handheld Management Server, the following information might be useful in configuring your firewall.

- The ZENworks Handheld Management Access Point connects to the ZENworks Handheld Management Server using TCP port 2398. ZENworks Handheld Management IP agents on handheld devices connect using TCP port 2400. Your firewall should be configured to allow these incoming connections.
- Additionally, for optimum performance, the firewall should allow outgoing UDP packets (from the ZENworks Handheld Management Server to ZENworks Handheld Management Access Point machines) on UDP port 2398.
- If you enable HTTP encapsulation, configuring your firewall is not necessary because data transmitted is converted into an HTTP format so that it can pass through routers that specifically block non-HTTP traffic. For more information, see Appendix A, "Configuring SSL and HTTP Settings," on page 81.

2.2 Performing Pre-installation Tasks

Before installing the ZENworks Handheld Management Server, complete the following tasks:

- Section 2.2.1, "Creating the ZENworks Handheld Management Server's Windows User Account," on page 21
- Section 2.2.2, "Creating the Service Object's User Account," on page 21
- Section 2.2.3, "Creating a MAPI Profile (BlackBerry Device Support Only)," on page 22
- Section 2.2.4, "Schema Extension and Product Licensing," on page 22

2.2.1 Creating the ZENworks Handheld Management Server's Windows User Account

The ZENworks Handheld Management Server requires a valid Windows user account that is a member of the Administrators group on the local machine in order to log in as a service and to access the ZENworks Handheld Management database and application data.

To create the server user account in the Administrators group:

1 On a supported Windows machine, log in as the Administrator or as a member of the Administrators group.

2 Click *Start > Settings > Control Panel*.

3 Double-click *Users and Passwords*.

4 Click *Add*.

If the *Add* button is disabled, select the *Users Must Enter a User Name and Password to Use This Computer* option.

5 Type the username, full name, and description for the new account, then click *Next*.

6 Type a password for the new account, confirm the password by retyping it, then click *Next*.

7 Select the *Other* button, click *Administrators* in the drop-down list, then click *Finish*.

You must configure the newly created user account's password so that it never expires. If you allow the password to expire, the service cannot load until you reconfigure the password.

To configure the password so that it never expires:

1 On a supported Windows machine, log in as the Administrator or as a member of the Administrators group.

2 Click *Start > Settings > Control Panel*.

3 Double-click *Administrative Tools*.

4 Double-click *Computer Management*.

5 Expand *Local Users and Groups* under *System Tools*.

6 Double-click *Users*.

7 In the right pane, right-click the user account you created, then click *Properties*.

8 Deselect the *User Must Change Password at Next Logon* option.

9 Select *Password Never Expires*.

10 Click *OK*.

2.2.2 Creating the Service Object's User Account

The ZENworks Handheld Management service object requires a valid user account to access eDirectory through LDAP. You create this user in ConsoleOne.

Make sure that you use a non-expiring password for this account.

This user account should have at least Read, Write, Create, Rename, Compare, and Delete rights on all tree areas that will contain ZENworks Handheld Management objects and policies.

If you want to access application data or copy retrieved files on a NetWare volume, you should have at least Read, Write, and Create rights on the NetWare server.

2.2.3 Creating a MAPI Profile (BlackBerry Device Support Only)

If you want to manage BlackBerry devices using ZENworks Handheld Management, you need to create a MAPI profile on the ZENworks Handheld Management Server machine to connect to your e-mail system.

ZENworks Handheld Management supports the same groupware/e-mail systems supported by RIM, including Novell GroupWise®, Microsoft Exchange, Lotus Notes*, and any POP3- or IMAP-compliant e-mail system.

Before creating the MAPI profile, log in using the user account you created in Section 2.2.2, "Creating the Service Object's User Account," on page 21. Refer to Windows help or to your e-mail system help for step-by-step information on creating the MAPI profile.

2.2.4 Schema Extension and Product Licensing

Before installing the ZENworks Handheld Management Server, you must prepare the directory by extending the eDirectory schema for ZENworks Handheld Management.

To extend the schema, you must have root level admin privileges to the tree and you must have the Novell Client™ installed.

Before running the schema extension tool, ensure that you are logged in to the tree that you want to extend.

To extend the schema:

1 Insert the *ZENworks 7 Handheld Management* CD on a machine that has the Novell Client running.

The installation program will autorun. If it does not, run `winsetup.exe` from the root of the CD.

2 Click *Handheld Management*.
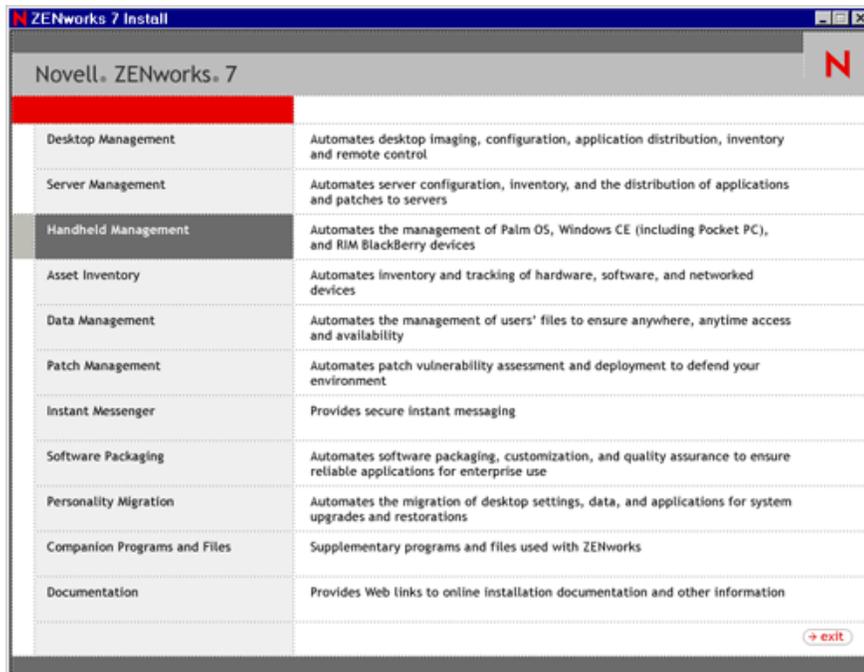
3 Click *Schema Extension and Product Licensing.*
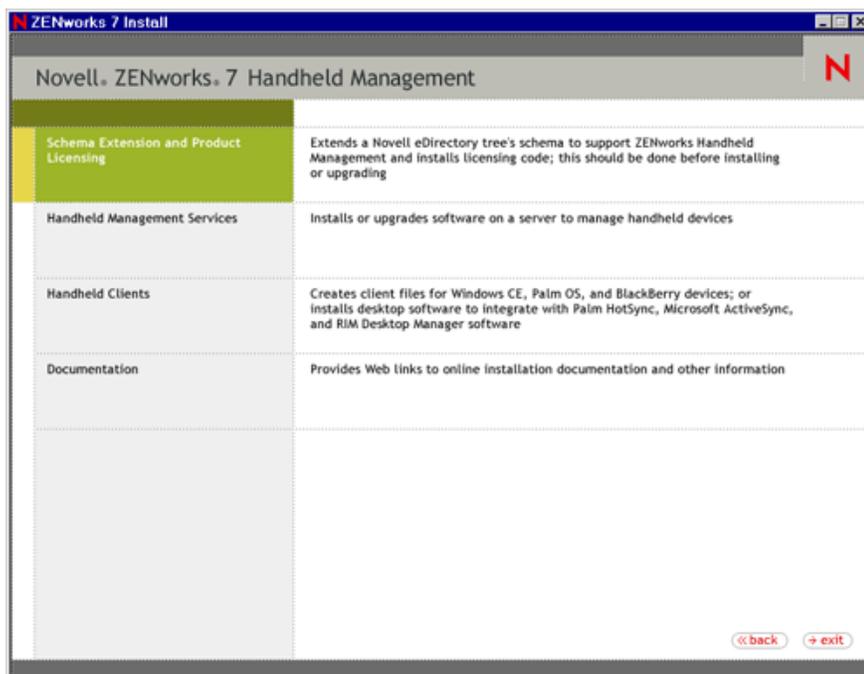
4 On the Software License Agreement page, do the following:
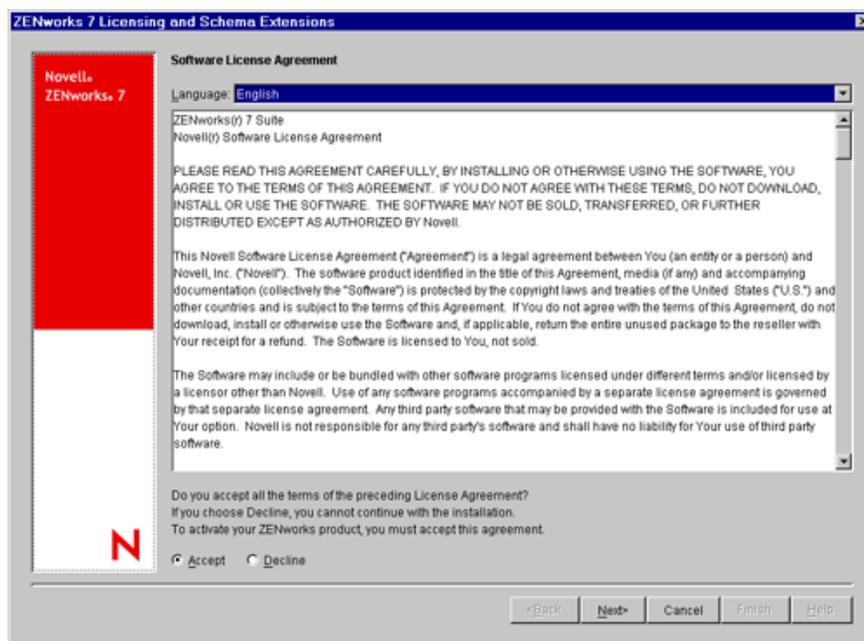
4a Select the language.

4b Read the license agreement; if you agree with the license agreement, click *Accept*.

4c Click *Next*.

5 On the eDirectory Tree for Creating Objects page, do the following:
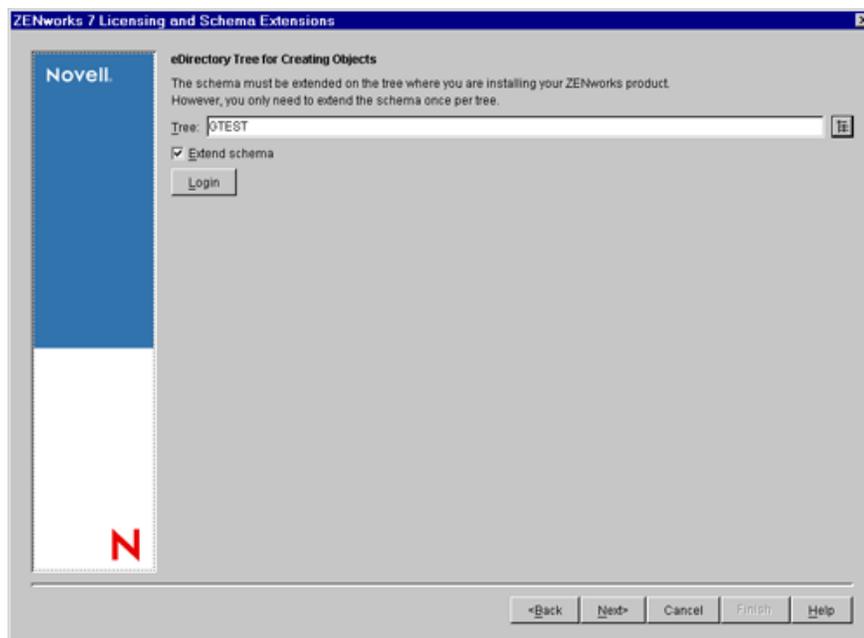
5a Click ▦ to select the eDirectory tree for creating the objects.

5b Select the *Extend Schema* option.

5c Click *Next*.

6 Provide the license code, then click *Next*.
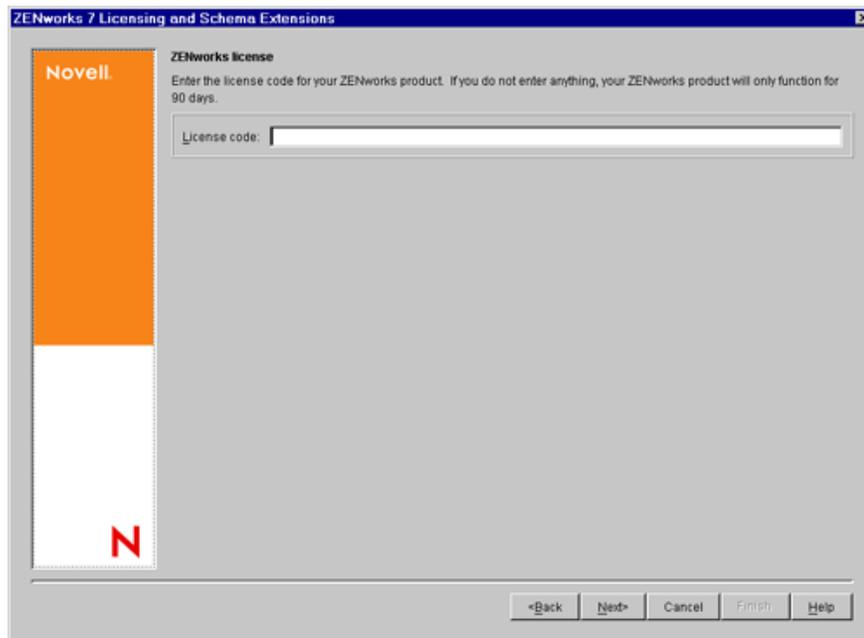
If you do not provide the license code, you can use the product for only 90 days.

7 Review the installation summary. To make any changes, click *Back*. Click *Finish* to complete the schema extension and product licensing.

2.3 Installing ZENworks Handheld Management Server Components

After you have performed the steps in Section 2.2, "Performing Pre-installation Tasks," on page 20, you are ready to install the ZENworks Handheld Management software.

The following sections provide detailed information about installing ZENworks Handheld Management:

2.3.1 Installing the ZENworks Handheld Management Server

1 Insert the *ZENworks 7 Handheld Management Product CD* in the CD drive on a supported Windows machine where you want to install the ZENworks Handheld Management Server.

The installation program will autorun. If it does not, run `winsetup.exe` from the root of the CD.

2 Click *Handheld Management*.
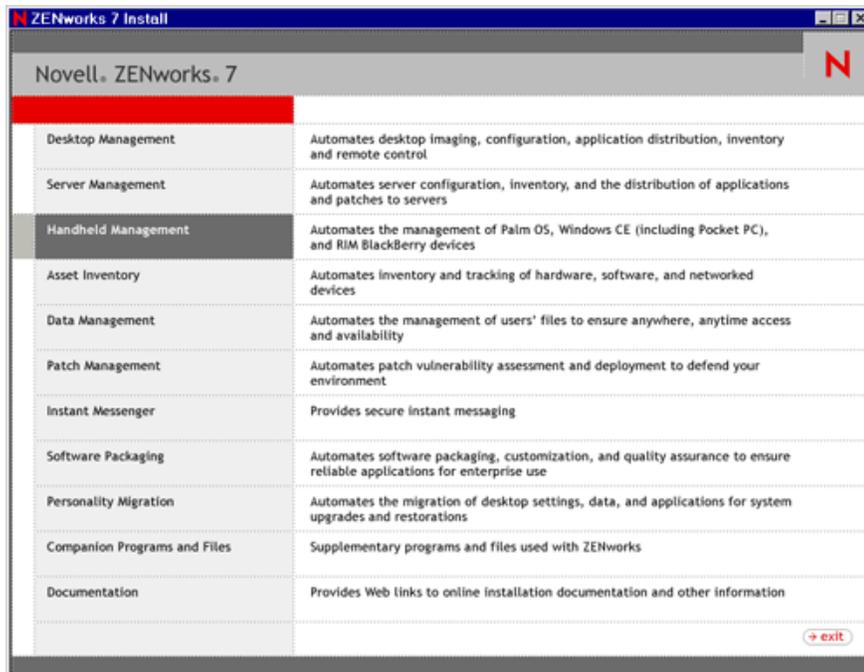
3 Click *Handheld Management Services*.
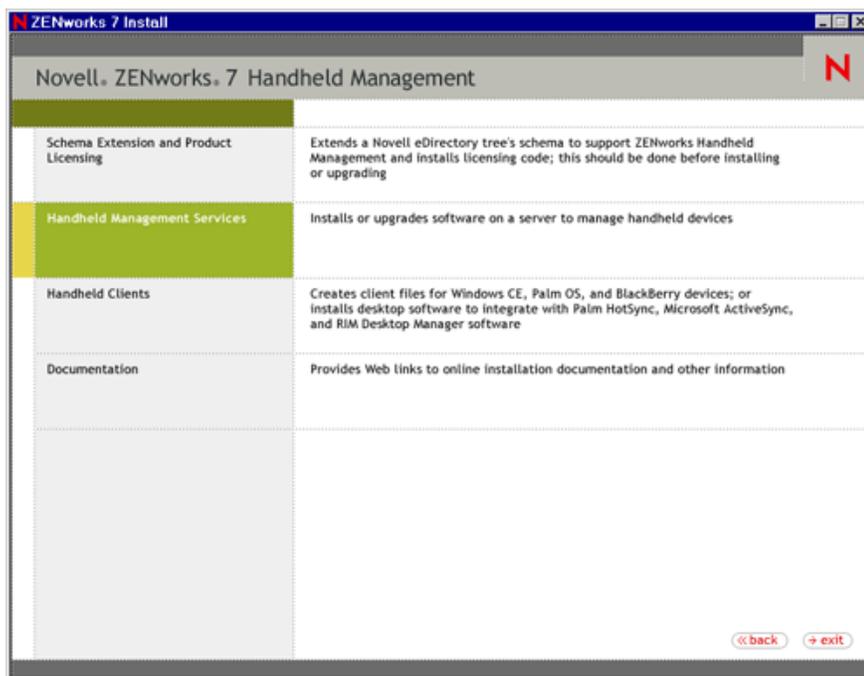
4 Click *ZENworks Handheld Management Server*.
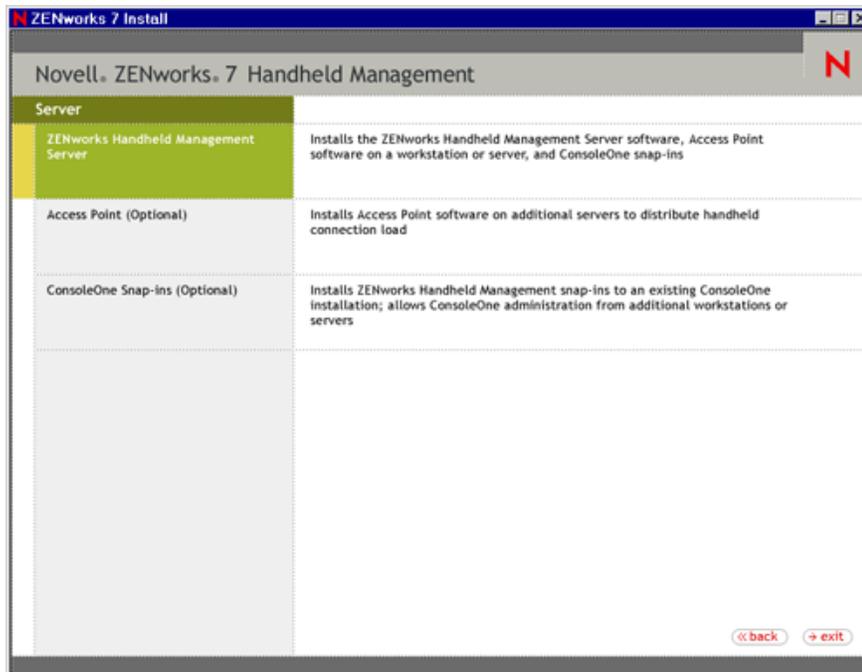
5 (Conditional) The Choose Options page is displayed only when you want to reinstall, upgrade, or uninstall the Handheld Management Server component.

Select any of the following options:

- ◆ **Update:** Upgrades the ZENworks Handheld Management Server component from ZENworks 6.5 Handheld Management to ZENworks 7 Handheld Management.

- ◆ **Repair (Recopies all data):** Recopies the ZENworks Handheld Management Server component.

- ◆ **Uninstall:** Uninstalls the ZENworks Handheld Management Server component.

6 (Conditional) If you installing the Handheld Management Server component for the first time, the Welcome page is displayed. On the Welcome page, click *Next*.

7 (Optional) The *Prerequisite Check* option is selected by default. Retain the selection if you want the installation program to verify that the machine meets the installation requirements for the ZENworks 7 Handheld Management server components.

The installation program checks the version of the machine's operating system. If the operating system and support/service packs are not the correct version, the installation displays a warning and does not continue until the required software is installed and detected or until you deselect the option.

8 Read the license agreement, then click *Yes* if you agree with the terms of the license Agreement.

If you do not agree with the terms of the license agreement, do not install the software.

9 Review the destination location where the installation program will install the ZENworks Handheld Management Server software (browse to a different location, if desired), then click *Next*.
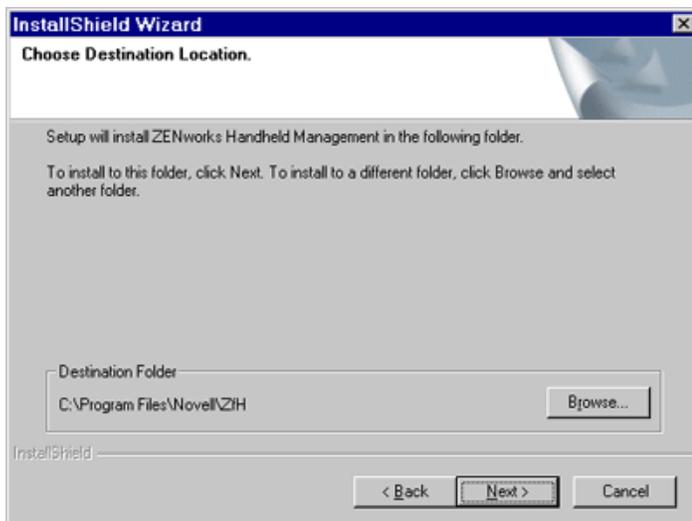
10 On the Select Components page, select the components you want to install:
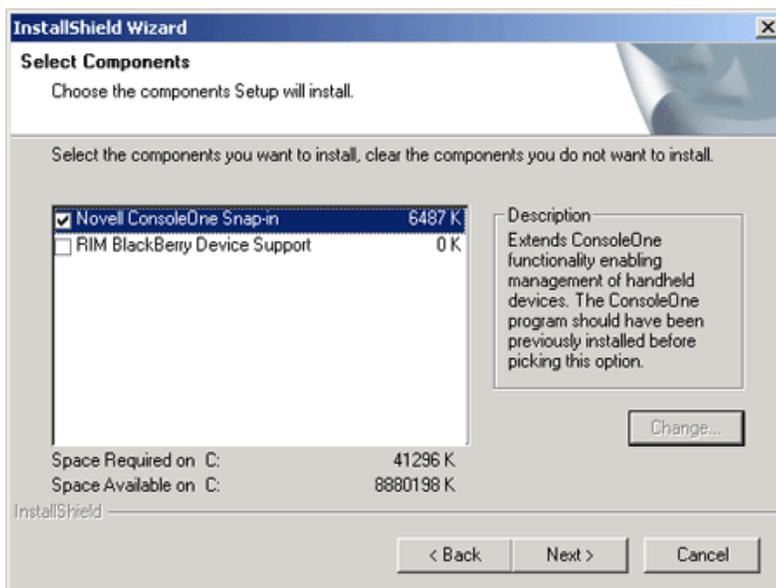
- ◆ **Novell ConsoleOne Snap-In:** Extends ConsoleOne functionality to allow you to manage handheld devices. This option is enabled by default. You should have previously installed ConsoleOne 1.3.6 or later on at least one workstation or server before you install the ZENworks Handheld Management Server. For more information, see Section 2.3.3, "Installing ConsoleOne Snap-Ins on an Existing ConsoleOne Installation," on page 41.

- ◆ **RIM BlackBerry Device Support:** Adds support for managing RIM BlackBerry devices. If you select this option, you must have set up a MAPI profile for e-mail access. For more information, see Section 2.2.3, "Creating a MAPI Profile (BlackBerry Device Support Only)," on page 22.

11 Click *Next*.

12 On the Start Copying Files page, review the settings, then click *Next*.

The installation program copies the files to the destination location specified in .

13 (Optional) If you want to enable HTTP encapsulation, configure secure sockets layer (SSL) or change the default port settings, select the *Configure Access Point HTTP and SSL Settings* option.
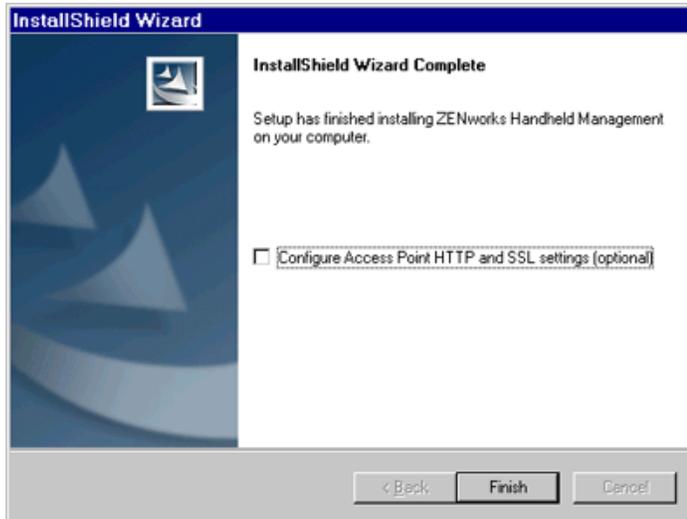
NOTE: If the ZENworks Handheld Management Server is running on the same machine as Novell eDirectory, the ZENworks Handheld Management Server fails to start when enabling HTTP unless the HTTP port is changed. By default, eDirectory uses port 80, which is the same default port the ZENworks Handheld Management Server uses. Both services cannot listen on the same port.

14 Click *Finish*.

15 (Conditional) If you selected the Configure Access Point HTTP and SSL Settings option in , see for step-by-step instructions on configuring SSL, enabling HTTP encapsulation, and changing the default port settings, then continue with .

16 Click *Next*.

17 On the Database Type page, select *Internal ODBC-Compatible Database* if you want ZENworks Handheld Management to create a database for you.

or

Select *Microsoft SQL Server*, specify the machine name, then specify the database name.
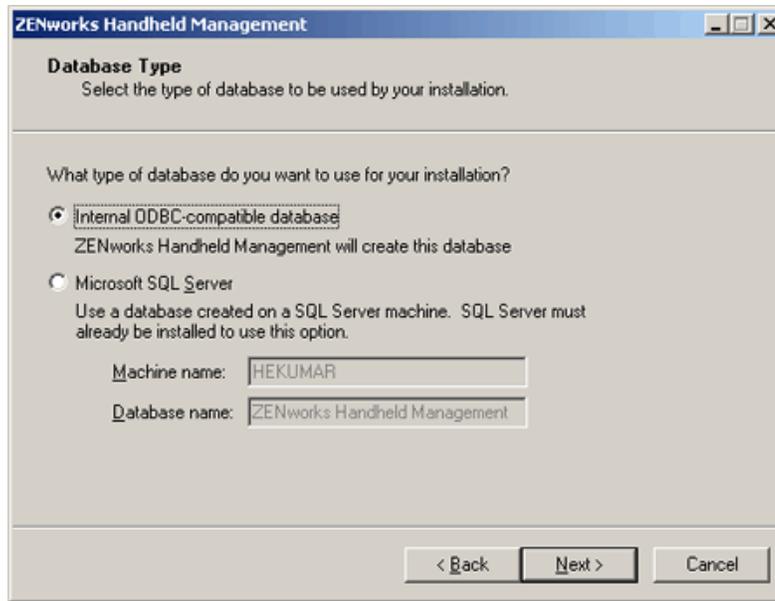
In order to use an SQL database, the following prerequisites must me met:

1. SQL Server must already be installed.

2. If the ZHM server and the Database server are in the same domain, then the users logged in to both the servers must be a part of the same group and must have the same rights.

   or

   If the ZHM server and the Database server are not in the same domain, then the user must have access to the Database server.

NOTE: If you are currently using ZENworks Desktop Management, you cannot extend the ZENworks Desktop Management database to include the handheld inventory information; the inventory databases for ZENworks Handheld Management and ZENworks Desktop Management are currently separate.

18 Click *Next*.

19 In the Service User dialog box, specify the account name and password for the account that you created in Section 2.2.1, "Creating the ZENworks Handheld Management Server's Windows User Account," on page 21, then click *Next*.

NOTE: The domain name is automatically populated if the machine on which you are installing the ZENworks Handheld Management Server component is a member of a network domain.
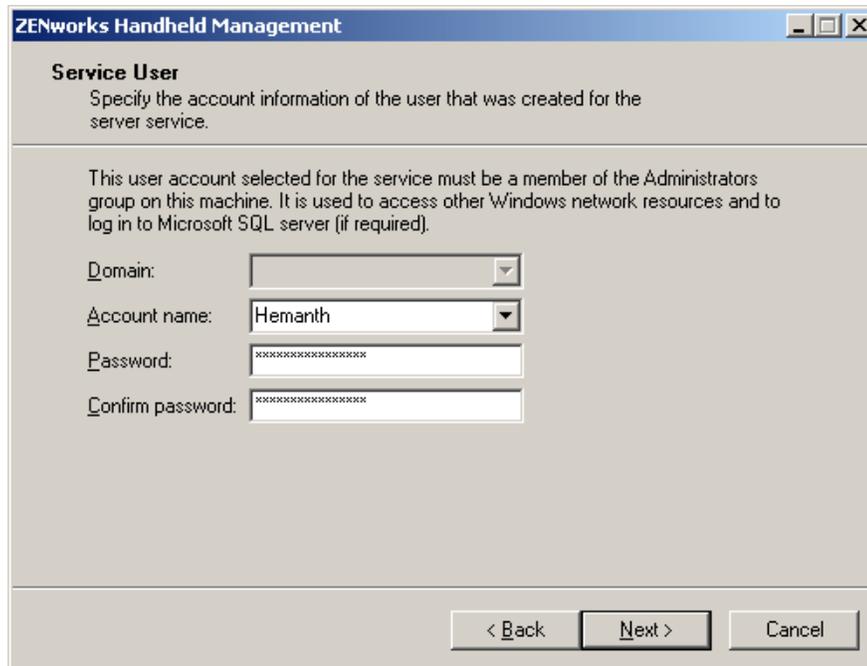
20 In the Directory User Information dialog box, specify the server name where eDirectory is installed, the username, and password for the account that you created in Section 2.2.2, "Creating the Service Object's User Account," on page 21, then click *Next*.
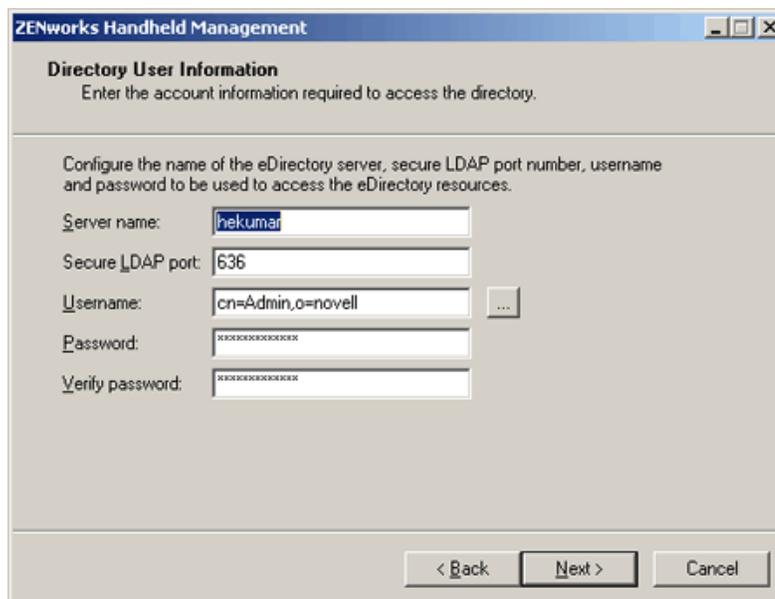
NOTE: The user needs rights to create the service object in the container you specify and rights to create handheld objects and to access application and policy objects in the tree. Browse to the user in the tree and specify the full context name.

21 (Conditional) In the Product Activation dialog box, select the *Activated* option and provide a license code for the product.

or

If you want to use the evaluation version of the product for 90 days, select *Evaluation*.

ZENworks Handheld Management

Product Activation
Specify the activation state for the installation.

What type of installation would you like to perform?

⊙ Evaluation
Install an evaluation version of the software. An evaluation will function only for a limited period of time.

○ Activated
Activate the software using the following license code:

License code: [   ]

< Back   Next >   Cancel

22 Click *Next*.

23 If you want to access objects or store retrieved files on a NetWare volume in the specified tree, select the *Enable Access to NetWare* option.

ZENworks Handheld Management

NetWare Access
Configure access to NetWare volumes.

Enable or disable access to NetWare volumes (for example, to access source files for application data).

☑ Enable access to NetWare

eDirectory tree: HEMANTHTREE

Username: Admin.novell

< Back   Next >   Cancel
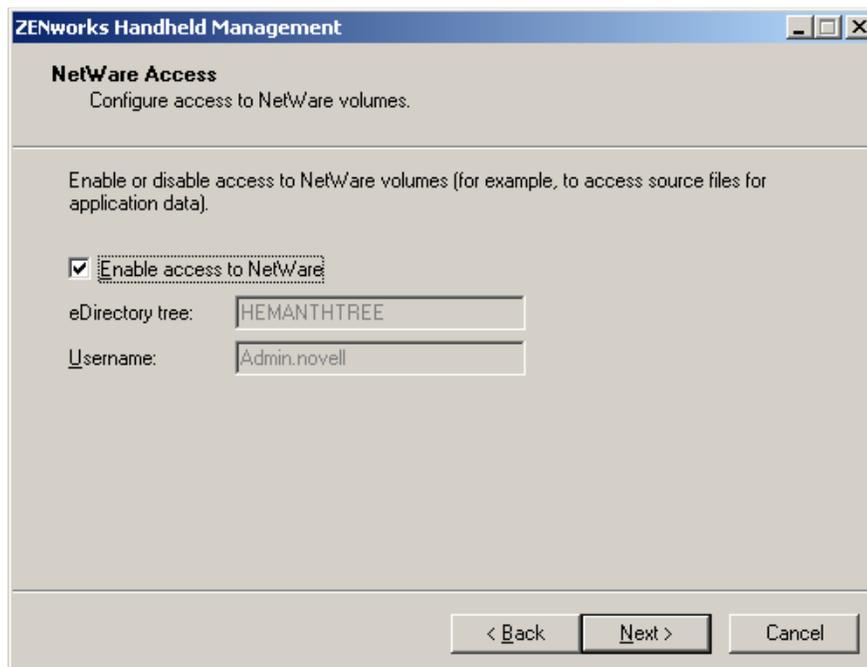
24 Click *Next*.

25 Select the container where you want the Service object created, then click *Next*.

To browse to a container you must have a valid LDAP user configured.
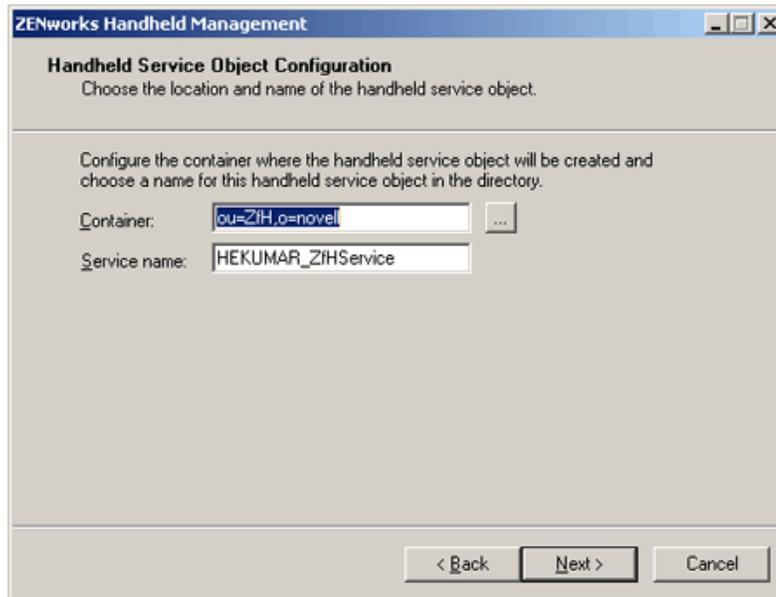
26 (Optional) On the Global User Authentication Settings page, select the *Enable User Authentication* option to require that users type in their eDirectory usernames and passwords on the handheld device, click *Add*, specify the container to add to the container list, then click *OK*.

Select the *Enable User Authentication* option if you want to use user-based management rather than just using device-base management.
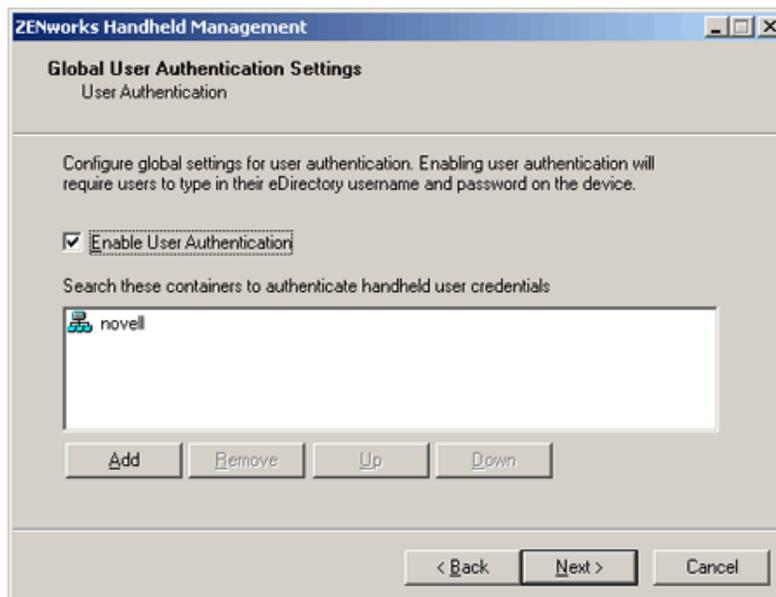
27 Click *Next*.

28 (Conditional) If you chose to enable RIM BlackBerry support, type the service user's e-mail address to be used by the BlackBerry client software, then select the MAPI profile that you created in , then click *Finish*.
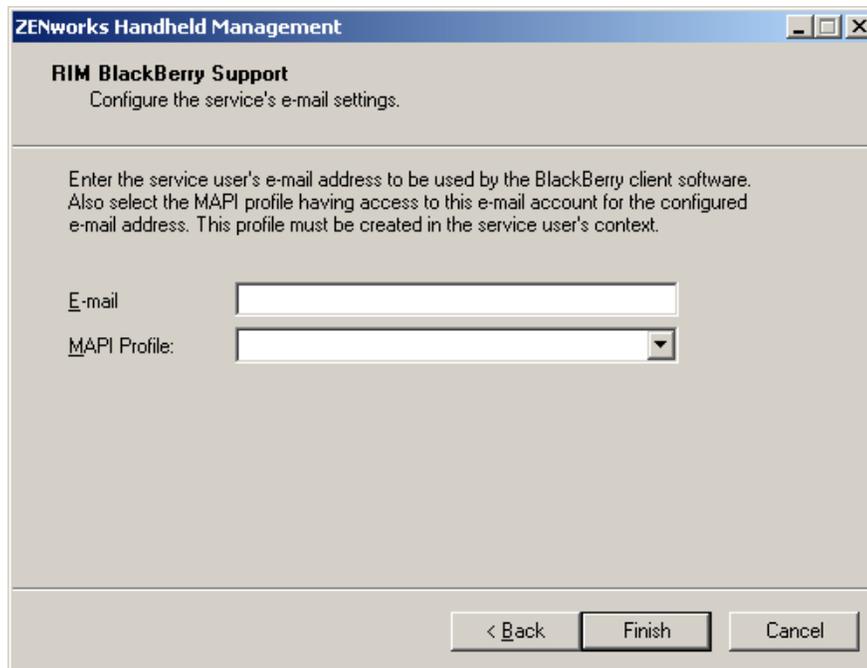
```
ZENworks Handheld Management                              _ □ ×

  RIM BlackBerry Support
      Configure the service's e-mail settings.


     Enter the service user's e-mail address to be used by the BlackBerry client software.
     Also select the MAPI profile having access to this e-mail account for the configured
     e-mail address. This profile must be created in the service user's context.


     E-mail        [                                    ]

     MAPI Profile: [                                 ▼]






                                    < Back      Finish       Cancel
```

29 Click *Finish*.

30 On the computer where you installed the ZENworks Handheld Management Server software, create a Read/Write share to the installation directory.

The default location is `c:\program files\novell\zfh`.

2.3.2 Installing the ZENworks Handheld Management Access Point on Additional Computers

When you install the ZENworks Handheld Management Server using the installation program, the ZENworks Handheld Management Access Point is installed on the same computer.

You can install the ZENworks Handheld Management Access Point on additional computers to distribute the communication load and provide better support for WAN environments. These machines must be able to communicate to the ZENworks Handheld Management Server through TCP/IP.

You can also install the ZENworks Handheld Management Access Point on the laptops or desktops that are usually not connected to the network but are used by Windows CE devices for synchronization. If you install the ZENworks Handheld Management Access Point on these computers, the synchronizing Windows CE devices can communicate to the ZENworks Handheld Management Access Point even when the ZENworks Handheld Management server is not connected to the network. The communication between the ZENworks Handheld Management Access Point and the ZENworks Handheld Management Server happens when you connect these laptops or desktops to the network.

NOTE: If computers that are disconnected from the network do not have an IP address, the Windows CE devices must be configured to use PPP_PEER as the ZENworks Handheld Management Access Point name so that connections to the ZENworks Handheld Management Access Point are successful.

If you are installing the ZENworks Handheld Management Access Point, you must log in as a member of the Administrators group.

To install the ZENworks Handheld Management Access Point on additional computers:

1 Insert the *ZENworks 7 Handheld Management* CD in the CD drive.

The installation program will autorun. If it does not, run `winsetup.exe` from the root of the CD.

2 Click *Handheld Management*.
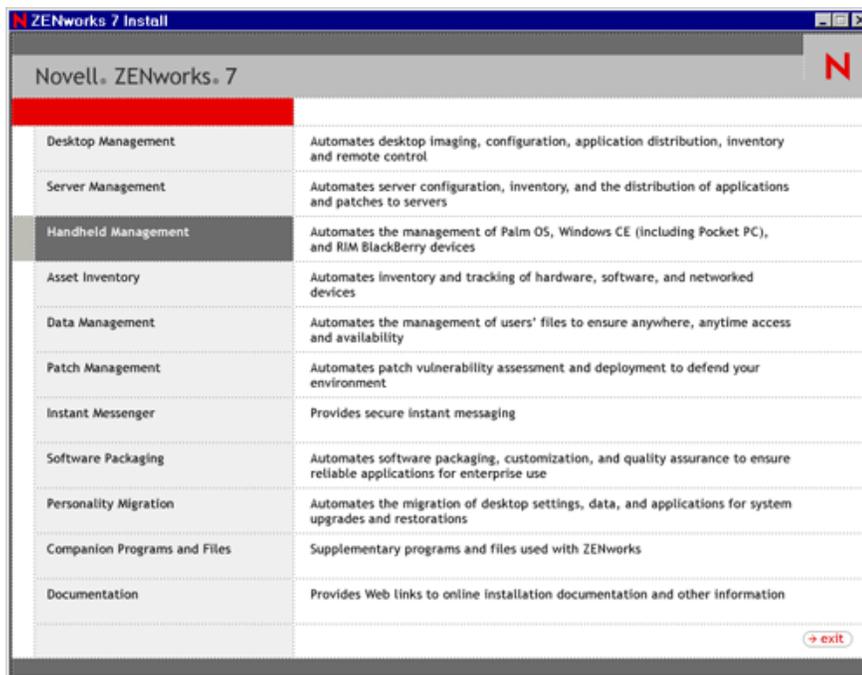
3 Click *Handheld Management Services*.
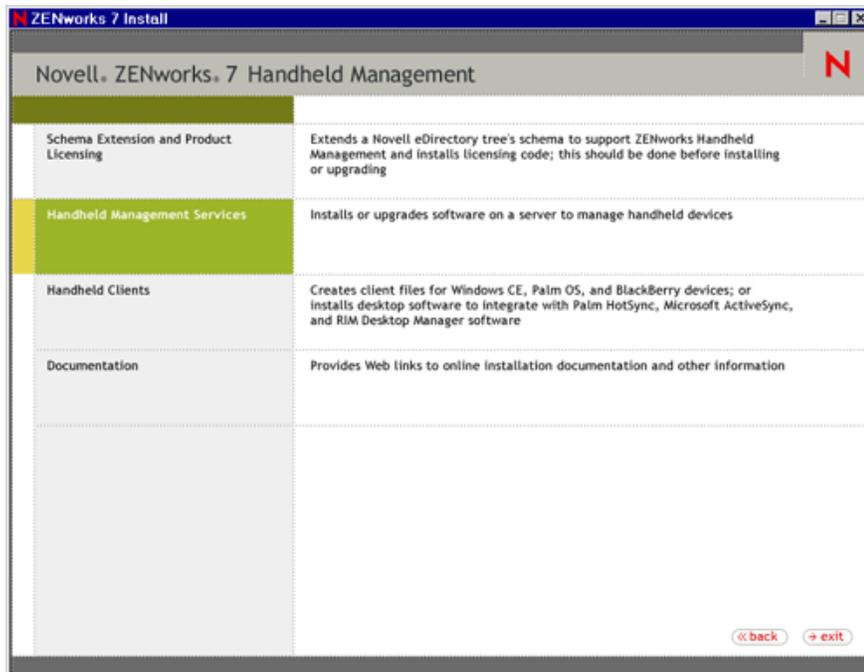
4 Click *Access Point (Optional)*.
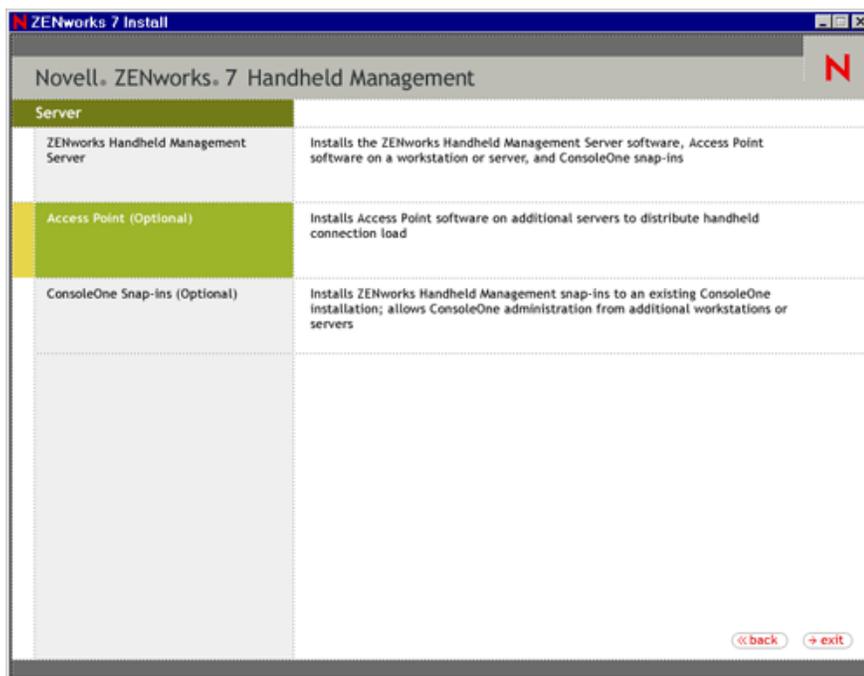
5 (Conditional) The Choose Options page is displayed only when you want to reinstall, upgrade, or uninstall the ZENworks Handheld Management Access Point.

Select any of the following options:

- **Update:** Upgrades ZENworks Handheld Management Access Point from ZENworks 6.5 Handheld Management to ZENworks 7 Handheld Management.

- **Repair (Recopies all data):** Recopies the ZENworks Handheld Management Access Point.

- **Uninstall:** Uninstalls the ZENworks Handheld Management Access Point.

6 (Conditional) If you installing the ZENworks Handheld Management Access Point for the first time, the Welcome page is displayed. On the Welcome page, click *Next*.

7 (Optional) The *Prerequisite Check* option is selected by default. Retain the selection if you want the installation program to verify that the machines meet the installation requirements for the ZENworks Handheld Management Access Point component.

The installation program checks the version of the machines' operating system. If the operating system and support/service packs are not the correct version, the installation displays a warning and does not continue until the required software is installed and detected or until you deselect the option.

8 Read the license agreement, then click *Yes* if you agree with the terms of the license agreement.

If you do not agree with the terms of the license agreement, do not install the software.

NOTE: This page is displayed only during the new install of ZENworks Handheld Management Access Point.

9 Review the destination location where the installation program will install the ZENworks Handheld Management Access Point (browse to a different location, if desired), then click *Next*.

NOTE: This page is displayed only during the new install of ZENworks Handheld Management Access Point.

10 On the Customer Information page, specify your name and your company name.

NOTE: This page is displayed only during the new install of ZENworks Handheld Management Access Point.

11 On the Server Configuration page, specify the DNS name or the IP address of the machine where the ZENworks Handheld Management Server is installed.

NOTE: This page is displayed only during the new install of ZENworks Handheld Management Access Point.

12 (Optional) If you are using user-based management of handheld devices, on the eDirectory Server Information page, specify the server and secure LDAP port number that ZENworks Handheld Management should use when validating users' credentials, then click *Next*.

13 On the Start Copying Files page, review the information, then click *Next*.

The installation program copies the files to the destination location specified in .

14 On the InstallShield Wizard Complete page, do the following:

  14a Ensure that the *Start Access Point* option is selected.

14b (Optional) Select the *Configure Access Point HTTP and SSL Settings* option.
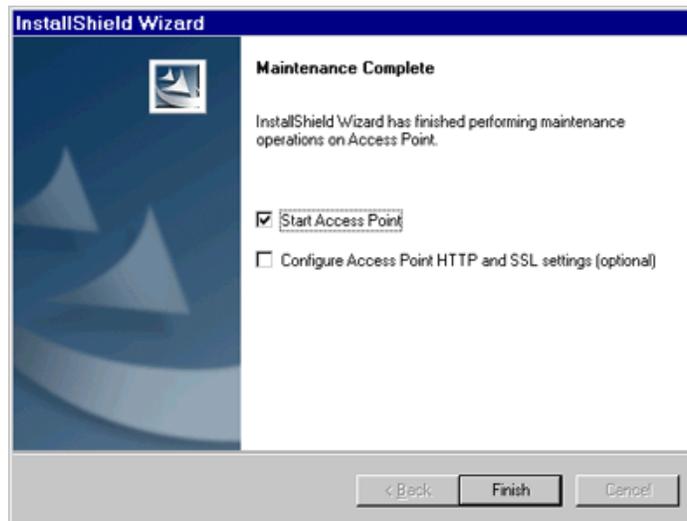
15 (Conditional) If you select the *Configure Access Point HTTP and SSL Settings* option, see Appendix A, "Configuring SSL and HTTP Settings," on page 81, then proceed to Step 16 on page 41.

16 Click *Finish*.

NOTE: You can install the ZENworks Handheld Management Access Point on users' desktop or laptop machines using ZENworks Desktop Management. For more information, see Chapter 3, "Installing the ZENworks Handheld Management Access Point and Desktop Synchronization Integration Software Using a Silent Install," on page 69.

2.3.3 Installing ConsoleOne Snap-Ins on an Existing ConsoleOne Installation

ConsoleOne and the ZENworks Handheld Management ConsoleOne snap-ins can be installed on any number of computers so that you can give other administrators or help desk staff access to ZENworks Handheld Management from multiple locations on your network.

To install the ConsoleOne snap-ins on an existing ConsoleOne installation:

1 On a machine where ConsoleOne is installed, insert the *ZENworks Handheld Management* CD in the CD drive.

The installation program will autorun. If it does not, run `winsetup.exe` from the root of the CD.

2 Click *Handheld Management*.

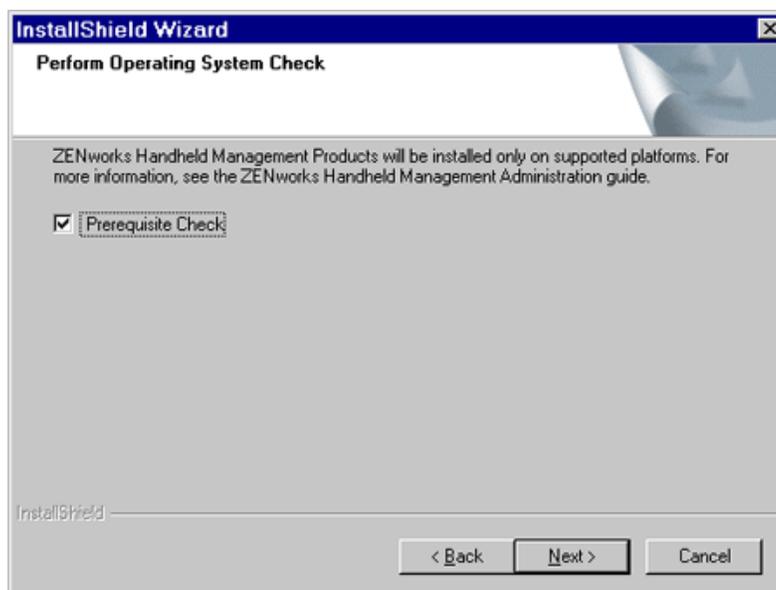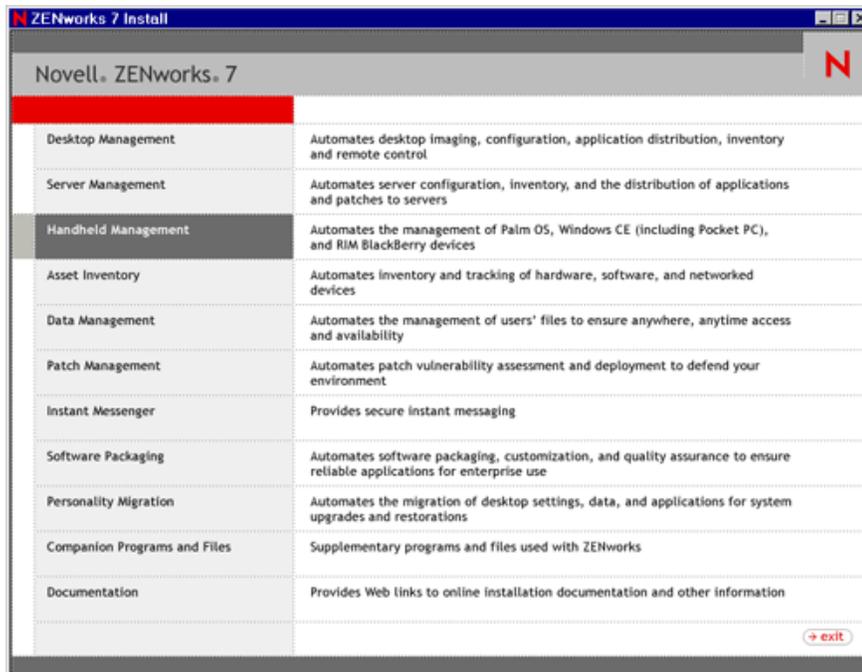**3** Click *Handheld Management Services*.
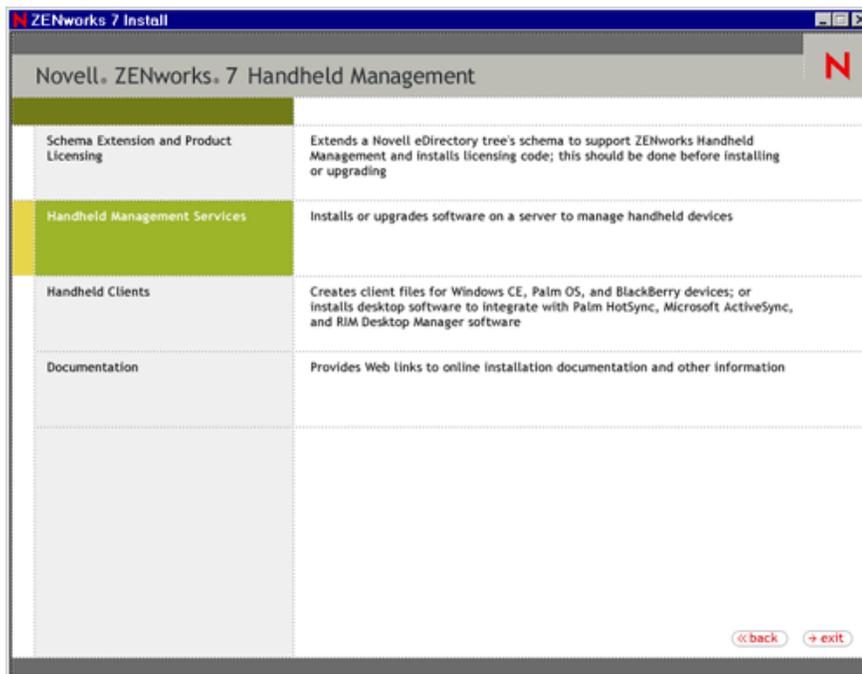
4 Click *ConsoleOne Snap-ins (Optional)*.
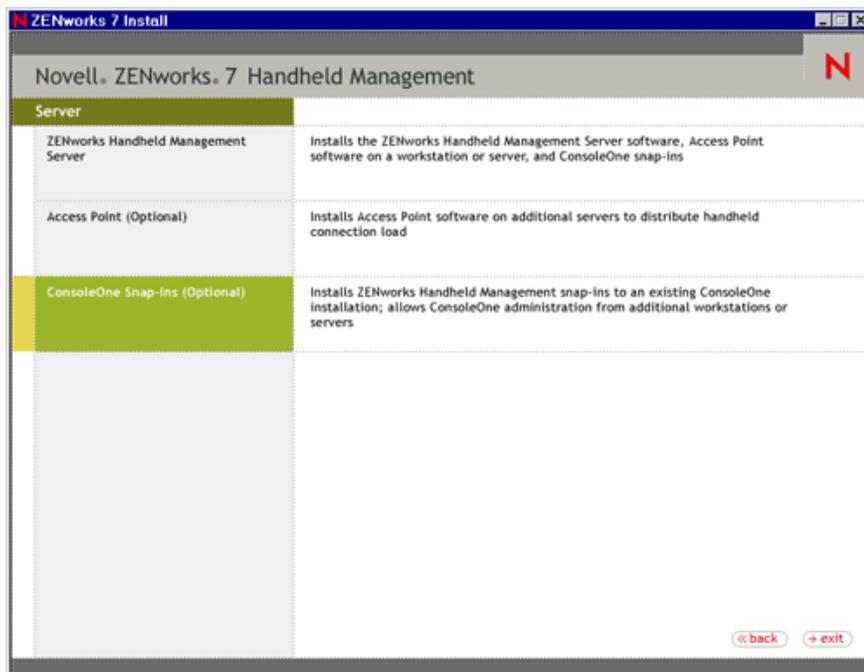
5 On the Welcome page, click *Next*.

6 On the Perform Operating System Check page, deselect the *Prerequisite Check* option.
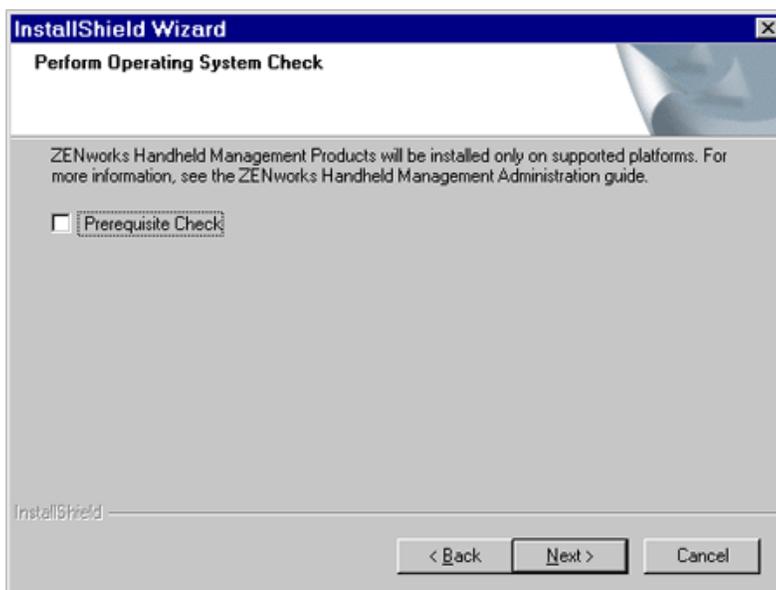
7 Read the license agreement, then click *Yes* if you agree with the terms of the license agreement.

If you do not agree with the terms of the license agreement, do not install the software.

The installation program searches for the existing ConsoleOne installation directory on the machine to copy the Handheld Management ConsoleOne snap-ins to it. If the installation program is unable to locate the directory, it copies the Handheld Management ConsoleOne snap-ins files to `c:\program files\novell\zfh\consoleone\consoleone`. If required, you can manually copy the contents of this directory to the ConsoleOne installation directory.

8 Review the destination location where the installation program installs the ConsoleOne snap-ins, then click *Next*.

The installation program copies the files to the destination location.

9 On the InstallShield Wizard Complete page, click *Finish*.

2.4 Installing the Handheld Clients

ZENworks Handheld Management provides IP clients for Windows CE and Palm OS devices that can make TCP/IP connections, a RIM BlackBerry Client, and Desktop Synchronization software for handheld devices that use Palm HotSync or Microsoft ActiveSync to synchronize.

The following sections contain additional information:

- Section 2.4.1, "Installing the Windows CE IP Client," on page 44
- Section 2.4.2, "Installing the Palm OS IP Client," on page 48
- Section 2.4.3, "Installing the RIM BlackBerry Client," on page 53
- Section 2.4.4, "Installing the Java-Based BlackBerry Client," on page 57
- Section 2.4.5, "Installing Desktop Synchronization Integration Software," on page 58

2.4.1 Installing the Windows CE IP Client

ZENworks Handheld Management provides an IP client for Windows CE that can make TCP/IP connections.

The Windows CE IP client supports multiple types of Windows CE devices. ZENworks Handheld Management provides a wizard that creates CAB files for all supported devices. The appropriate CAB file must then be installed on the device.

When running the wizard, you are prompted for the name of the computer (or IP address) of the ZENworks Handheld Management Server or the computer with the ZENworks Handheld Management Access Point installed.

The computer name or IP address is built into the CAB file so that when the CAB file is installed on the handheld device, it is ready to communicate.

NOTE: If Windows CE devices use Microsoft ActiveSync on a computer that has the ZENworks Handheld Management Access Point or Desktop Synchronization software installed, the appropriate CAB file is configured and automatically installed on the device when you synchronize the Windows CE device using ActiveSync. In this situation, the following procedure is not necessary. However, the automatic installation is not supported for the HP T5540 and Zebra PS2100T devices.

To create CAB files for the Windows CE IP client:

1 Insert the *ZENworks 7 Handheld Management* CD in the CD drive.

The installation program will autorun. If it does not, run `winsetup.exe` from the root of the CD.

2 Click *Handheld Management*.
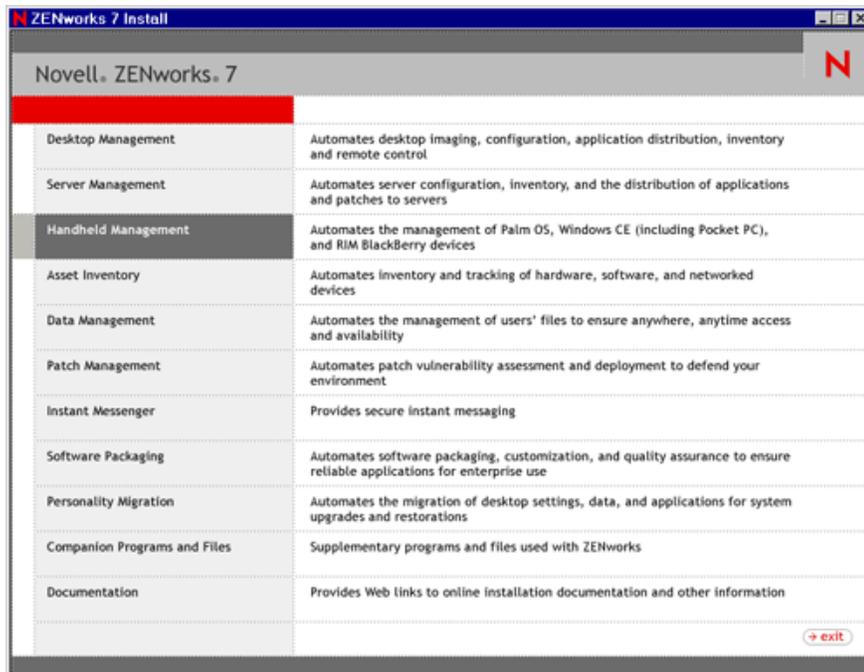
3 Click *Handheld Clients*.
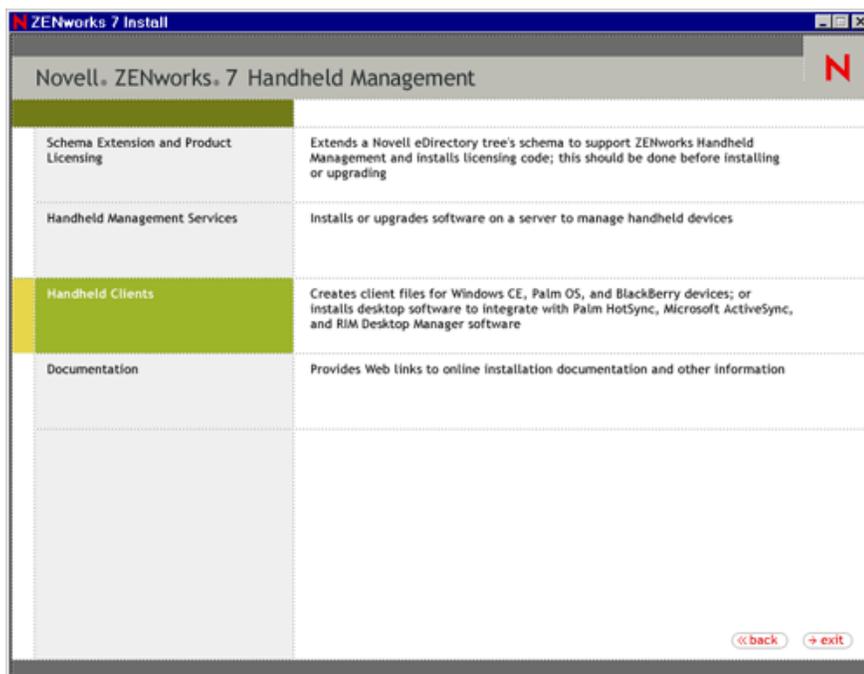
4 Click *Windows CE IP Client*.
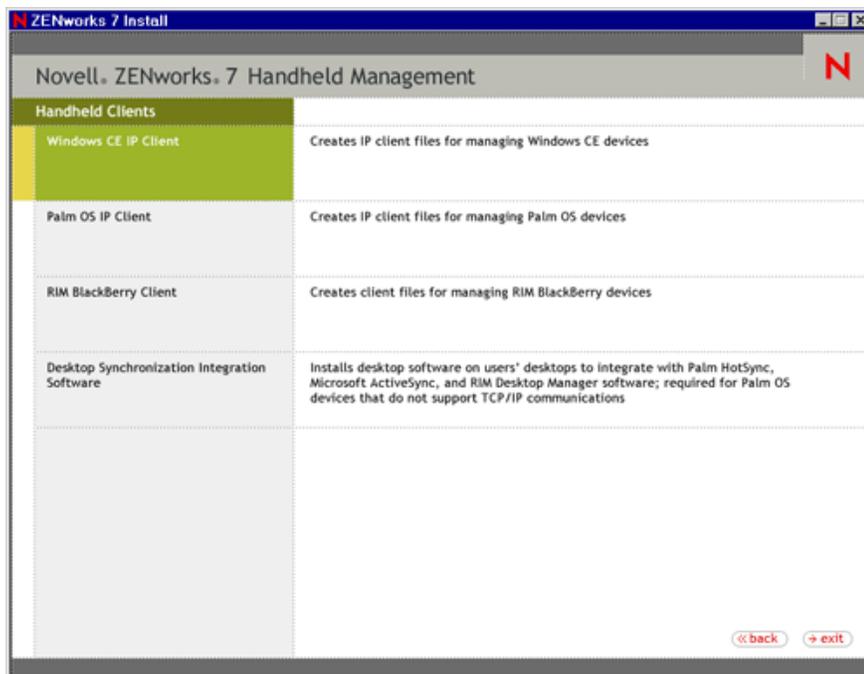
5 On the Welcome page, click *Next*.

6 Review the destination location where the installation program will install the Windows CE IP client (browse to a different location, if desired), then click *Next*.

7 On the Handheld Configuration page, do the following:
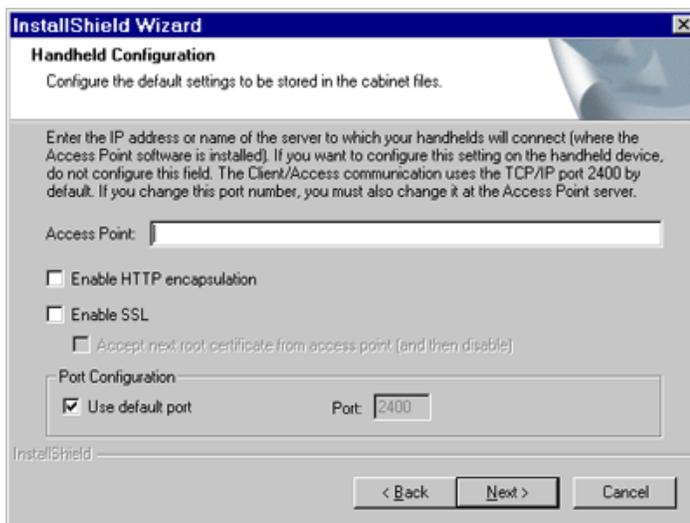
7a In the Access Point text box, type the computer name or IP address of the server or computer to which your handheld devices will connect (where the ZENworks Handheld Management Access Point is installed).

You can leave this text box empty if you want to configure this setting on the handheld device.

If you are using an IP address to specify the location of the ZENworks Handheld Management Server or ZENworks Handheld Management Access Point computer, the IP address should remain constant (for example, it doesn't change because of DHCP).

7b (Optional) Select the *Enable HTTP Encapsulation* option.

7c (Optional) Select the *Enable SSL* option, then select the *Accept Next Root Certificate from Access Point (And Then Disable)* option, if desired.

You can also configure the ZENworks Handheld Management Access Point settings (HTTP, SSL, and ports) using the `cfgip.exe` program (in the /program files/novell/zfhap directory, by default). If you select the *Publish Root Certificate for Client Download* option using `cfgip.exe`, the root certificate is automatically downloaded. For this root certificate to be accepted, you must select the *Accept Next Root Certificate from Access Point (And Then Disable)* option.

7d (Optional) If you want to change the default port that ZENworks Handheld Management uses, deselect the *Use Default Port* option, then type the desired port number in the *Port* text box.

If you change the default port number, you must also change it at the computer where the IP conduit is installed.

7e Click *Next*.

8 (Optional) Select the *Create Shortcut to the Client Console on CE Device* option, then click *Next*.
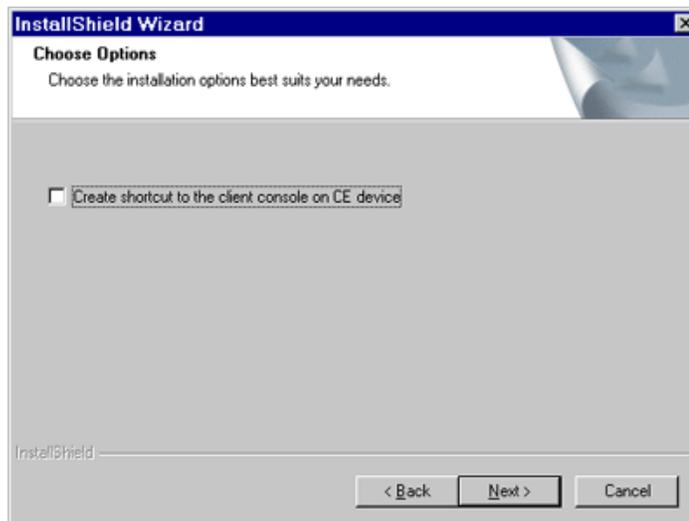
9 Review the information on the Start Copying Files page, then click *Next*.

The installation program copies the files to the destination location specified in .

10 On the InstallShield Wizard Complete page, click *Finish*.

The wizard creates CAB files for the following types of devices and copies them to the `program files\novell\zenworks windows ce ipclient` directory, by default:

Table 2-1 *List of CAB files for the Handheld devices*

Device Type	CAB File to Install
CE 3.0 (Handheld 2000) client for ARM-based Handheld PCs	`zfhipclientforce.hpc2000_arm.cab`
CE 3.0 (Handheld 2000) client for MIPS-based Handheld PCs	`zfhipclientforce.hpc2000_mips.cab`
CE 2.11 client for SH3-based Handheld PCs	`zfhipclientforce.hpc211_sh3.cab`
CE 2.11 client for ARM-based Handheld PCs	`zfhipclientforce.hpc211_arm.cab`
CE 2.11 client for MIPS-based Handheld PCs	`zfhipclientforce.hpc211_mips.cab`
MIPS-based Pocket PC 2000s (some Cassiopeia models)	`zfhipclientforce.ppc_mips.cab`
SH3-based Pocket PC 2000s (some Jornada models)	`zfhipclientforce.ppc_sh3.cab`
ARM-based Pocket PCs (iPAQ and all PPC2002 models)	`zfhipclientforce.ppc_arm.cab`
Pocket PCs running Windows Mobile 2003	`zfhipclientforce.ppc2003_arm.cab`
Denso BHT-200	`zfhipclientforce.denso_net_arm.cab`
Symbol PPT 8800	`zfhipclientforce.symbol_net_arm.cab`
Pocket PCs running Windows Mobile 5	`zfhipclientforce.ce5_arm.cab`
Pocket PCs running Windows Mobile 6	`zfhipclientforce.ce5_arm.cab`
Windows CE 6.0 (HP 5540T)	`zfhipclientforce.hpcwce5_x86.cab`
Windows CE 3.0 (Zebra PS2100T)	`zfhipclientforce.ps21xx_sh3.cab`

NOTE: For Pocket PCs running Windows Mobile 2005 devices, in addition to the CAB file installation, you have to copy `cesetup.cfg` file to the root directory of the device.

To install the Windows CE IP client:

1 Find the CAB file appropriate for your device in the directory where the CAB files were created (`program files\novell\zenworks windows ce ipclient`, by default).

2 Copy the CAB file to the device, using the method most appropriate for your environment (for example, Microsoft ActiveSync).

3 After the CAB file is on the device, run it by clicking it.

The Windows CE IP client is installed on the handheld device.

2.4.2 Installing the Palm OS IP Client

If you have Palm OS devices that can make a TCP/IP connection, you can install the ZENworks Handheld Management Palm OS IP client on each device.

To install the Palm OS IP client:

**1** Insert the *ZENworks 7 Handheld Management* CD in the CD drive.

The installation program will autorun. If it does not, run `winsetup.exe` from the root of the CD.

2 Click *Handheld Management*.
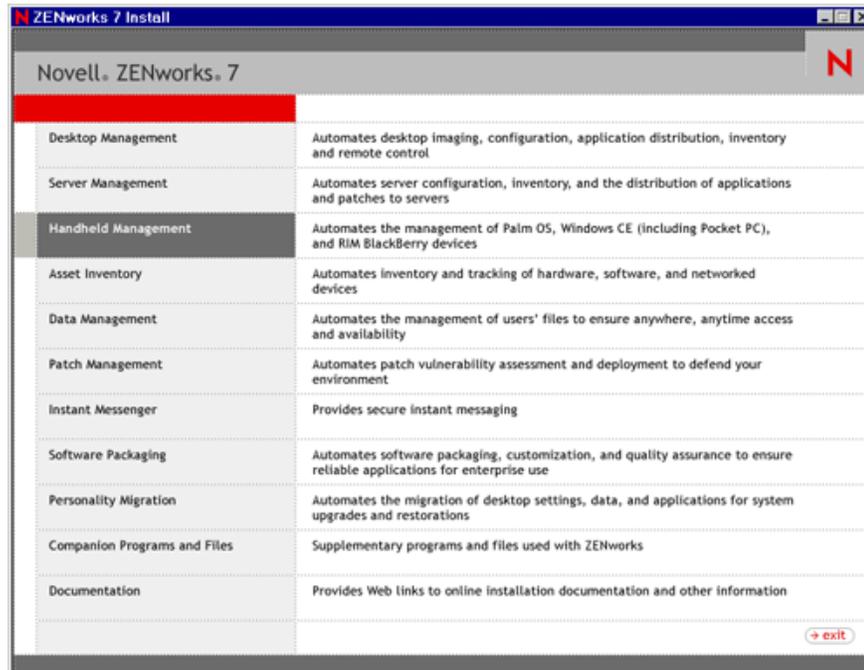
3 Click *Handheld Clients*.
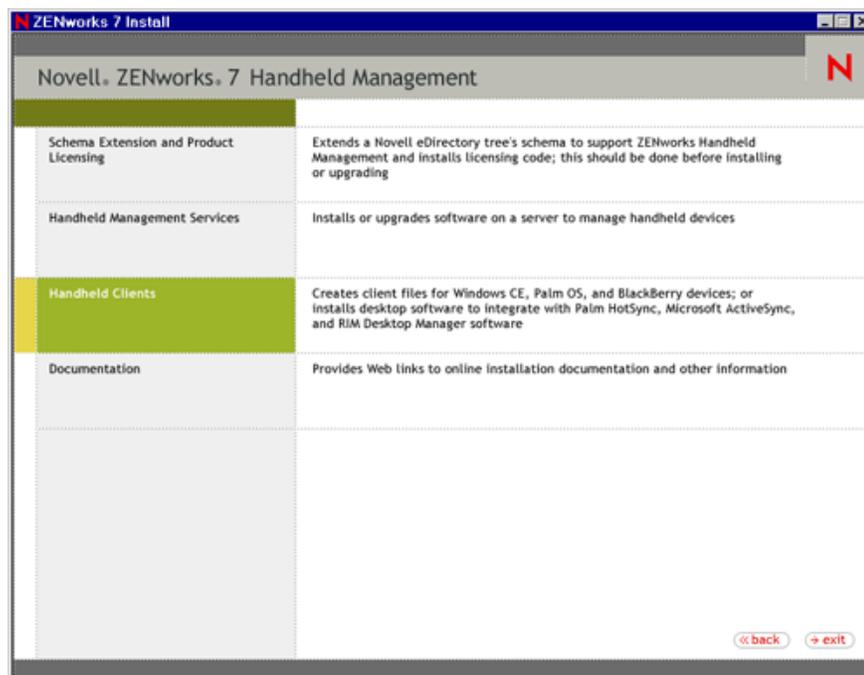
4 Click *Palm OS IP Client*.
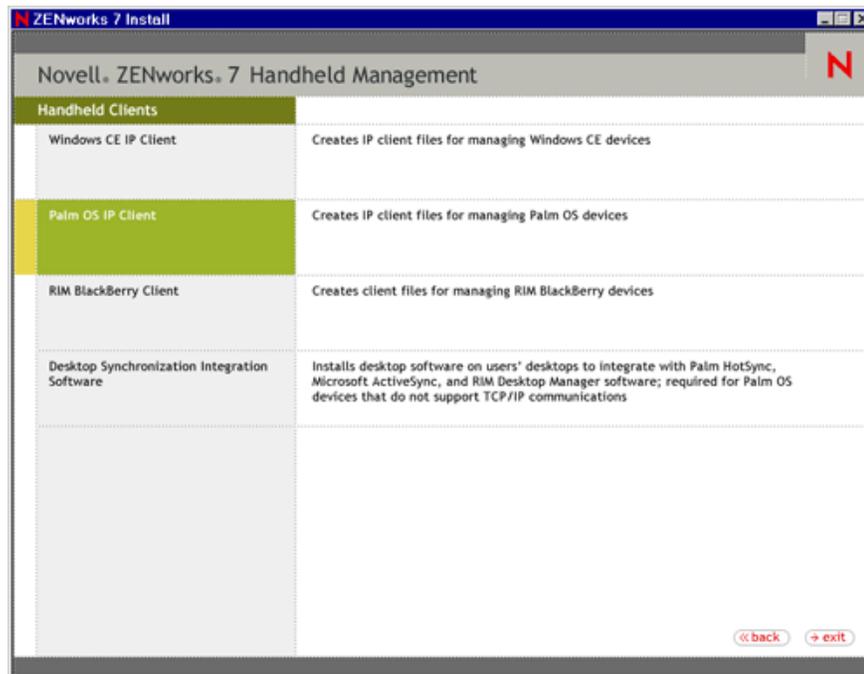
5 On the Welcome page, click *Next*.

6 Review the destination location where the installation program will install the Palm OS IP client (browse to a different location, if desired), click *Next*.

7 Review the information on the Start Copying Files page, then click *Next*.

The installation program copies the files to the destination location specified in the previous step.

8 On the Handheld Configuration page, do the following:
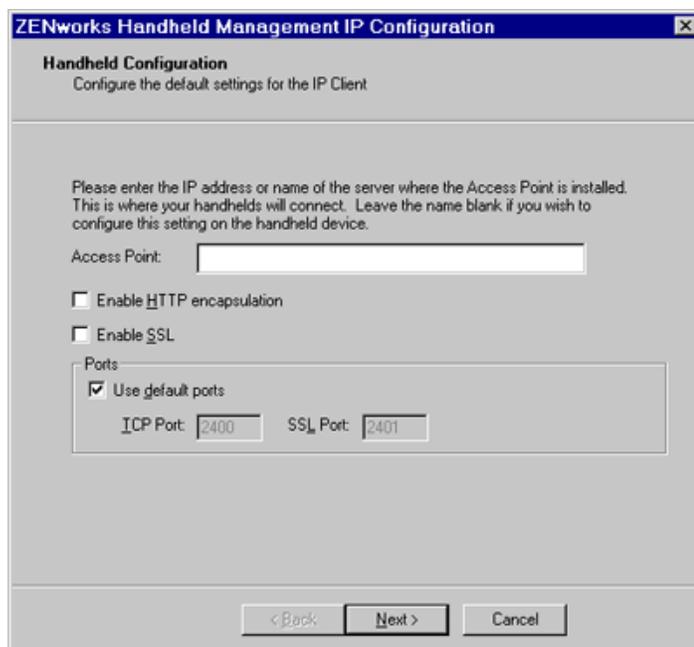
8a On the Handheld Configuration page, type the computer name or IP address of the ZENworks Handheld Management Server (or the computer on which you installed the ZENworks Handheld Management Access Point).

If you are using an IP address to specify the location of the ZENworks Handheld Management Server (or ZENworks Handheld Management Access Point, if it is installed on a computer other than the server), the IP address of the computer should remain constant (for example, it doesn't change because of DHCP).

8b (Optional) Select the *Enable HTTP Encapsulation* option.

8c (Optional) Select the *Enable SSL* option.

8d (Optional) If you want to change the default ports that ZENworks Handheld Management use, deselect the *Use Default Ports* option, then type the desired port number in the *TCP Port* and *SSL Port* text boxes.

If you change these port numbers, you must also change them at the computer where the ZENworks Handheld Management Access Point is installed (the ZENworks Handheld Management Server or the computer on which you installed the ZENworks Handheld Management Access Point).

8e Click *Next*.

9 On the Connections Options page, do the following:
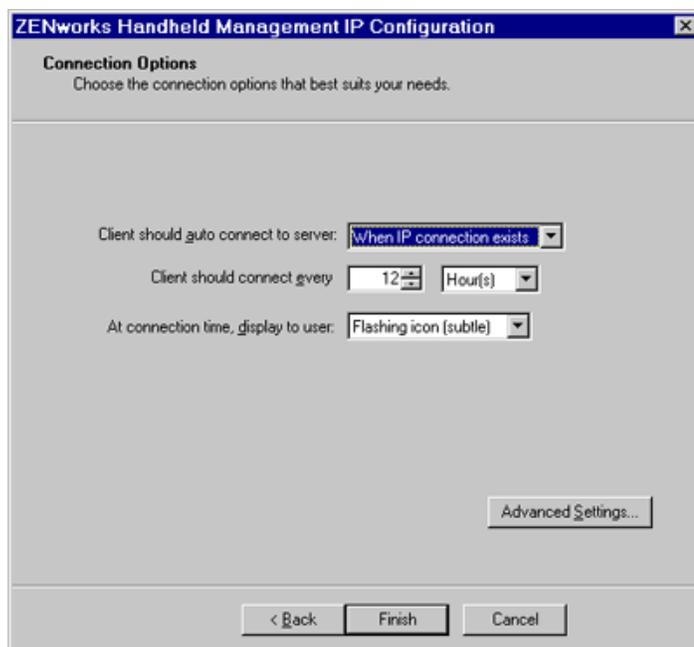
Client Should Auto Connect to Server: Select an option from the drop-down list:

- ◆ **Never:** The Palm OS IP client never automatically connects. The user must manually connect the Palm OS IP client by clicking the *ZENworks Handheld Management Console* icon on the Palm OS device, then clicking *Connect Now*.

- ◆ **When IP Connection Exists:** The Palm OS IP client automatically connects whenever an IP connection exists and it is time to connect.

  For example, if the device is cradled using an Ethernet cradle, the device has Bluetooth* running on the device, or if the device dials up using a modem, and it is time to connect (as specified in the Client Should Connect Every option), the Palm OS IP client automatically connects.

- ◆ **Always:** The Palm OS IP client tries to establish an IP connection and connect to the IP conduit automatically if it is time to connect.

Client Should Connect Every: Specify how often (in hours or minutes) the Palm OS IP client should connect.

At Connection Time, Display to User: Specify an option from the drop-down list:

- ◆ **Nothing (Just Connect):** The Palm OS device user sees a visual indication that the Palm OS IP client has connected, but the user is not be prompted to do anything.

- ◆ **Flashing Icon (Subtle):** A flashing icon displays on the Palm OS device when it is time to connect. The user can connect by clicking the *Reminder* icon and then clicking *OK*.

- ◆ **Dialog:** A dialog box displays on the Palm OS device whenever it is time to connect. The user can connect by clicking *Connect*.

- ◆ **Dialog With Timeout:** A dialog box with a timeout value displays on the Palm OS device whenever it is time for the Palm OS IP client to connect. If the user does not respond by clicking *Connect* or *Cancel* during the timeout period, the Palm OS IP client connects.

  For example, if the device is cradled using an Ethernet cradle and you are away from your desk when it is time for the Palm OS IP client to connect, the Palm OS IP client waits until the timeout period has passed and then connects.

10 If desired, click *Advanced Settings*, then fill in the fields:
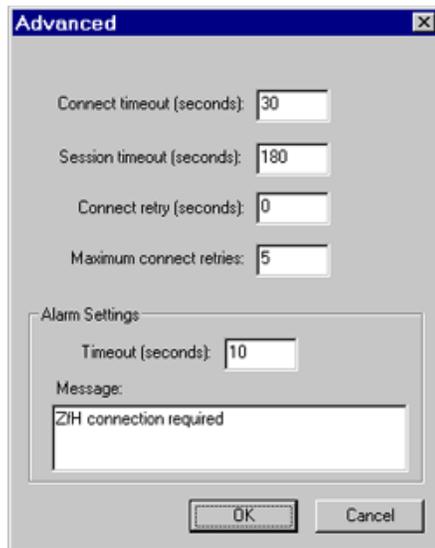
Connection Timeout (Seconds): The number of seconds you specify determines how long the Palm OS IP client tries to connect before it stops trying if a connection cannot be established.

Session Timeout (Seconds): The number of seconds you specify determines the length of time that the Palm OS IP client stays connected. If the session reaches the limit you specify, the Palm OS IP client session terminates.

For example, if you lose an IP connection, the Palm OS IP client session terminates after the number of seconds that you specify has passed.

Connect Retry (Seconds): Specify the number of seconds that you want the Palm OS IP client to wait after a failed connection before trying to connect again.

Maximum Connect Retries: Specify the maximum number of retry attempts you want the Palm OS IP client to attempt.

Timeout (Seconds): Specify the number of seconds you want to allow before closing the alarm dialog box before trying to make the connection.

Message: Type a message to be displayed on the Palm OS device when it is time for the Palm OS IP client to connect.

11 Click *OK*.

12 Click *Finish*, then click *Finish* again.

The wizard creates Palm OS IP client files and copy them to the `program files\novell\zenworks palm ip client` directory by default.

Rather than running the ZENworks Handheld Management installation program to install the Palm OS IP client, you can also copy the contents of the `program files\novell\zfh palm ip client` directory to a Palm OS device using the HotSync Manager Install Tool.

2.4.3 Installing the RIM BlackBerry Client

The ZENworks Handheld Management RIM BlackBerry client is the software that manages BlackBerry devices that use the BlackBerry wireless platform.

NOTE: If BlackBerry devices use RIM Desktop Manager on a computer that has the ZENworks Handheld Management Access Point or Desktop Synchronization software installed, ZENworks Handheld Management automatically creates the necessary installation files for the RIM BlackBerry client and adds them to the BlackBerry Application Loader. In this situation, the following procedure is not necessary.

To install the RIM BlackBerry client:

1 Insert the *ZENworks 7 Handheld Management* CD in the CD drive.

The installation program will autorun. If it does not, run `winsetup.exe` from the root of the CD.

2 Click *Handheld Management*.
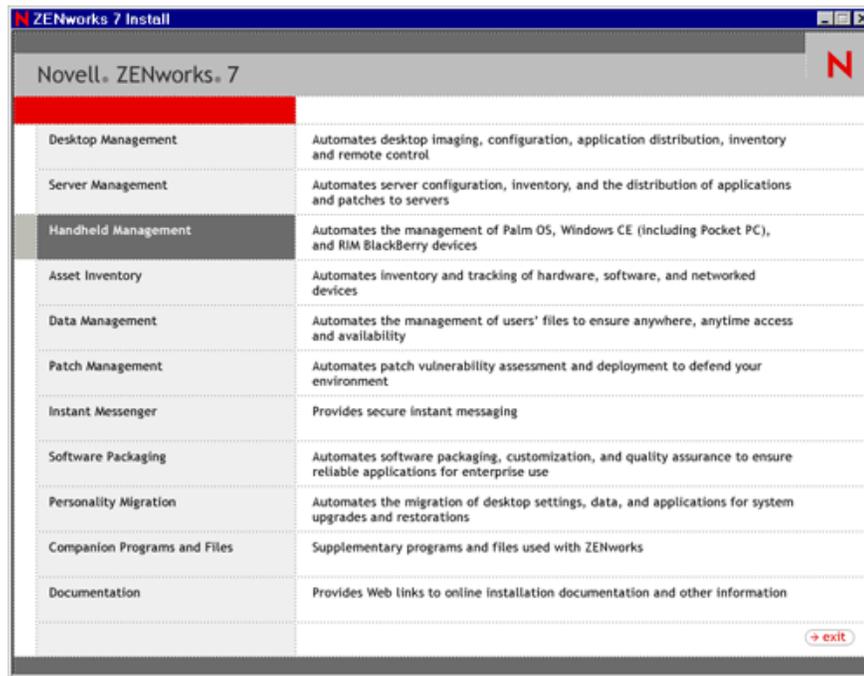
3 Click *Handheld Clients*.
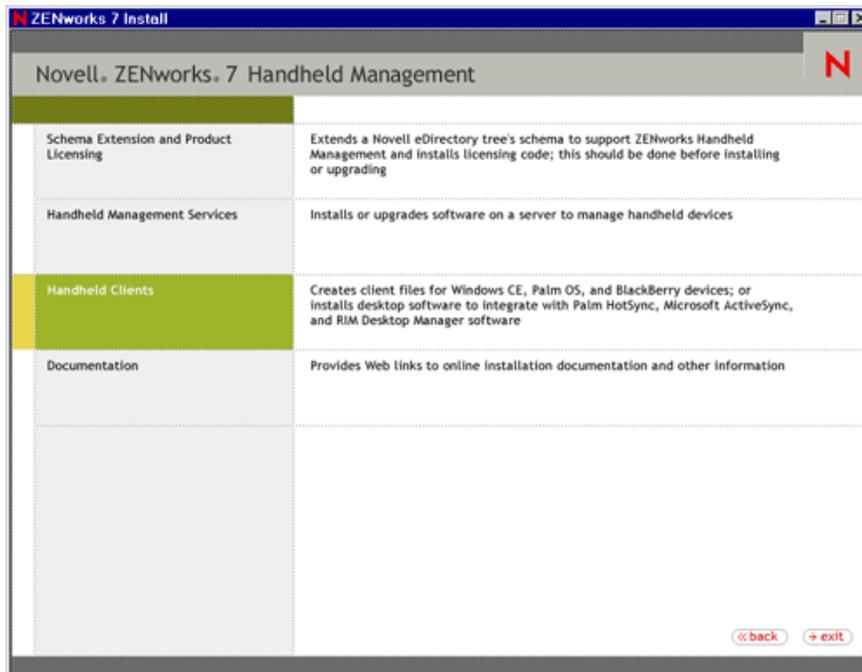
4 Click *RIM BlackBerry Client*.

5 On the Welcome page, click *Next*.

6 Review the destination location where the installation program will install the RIM BlackBerry client (browse to a different location, if desired), then click *Next*.

7 Review the information on the Start Copying Files page, then click *Next*.

The RIM BlackBerry client files that are copied to the destination location include two client `.dll` files: one file for devices that use the Mobitex network and one file for devices that use the DataTAC network. The copied files also include the `.alx` installation file that is used by the BlackBerry Application Loader and the configuration application file.

NOTE: If your RIM Desktop Manager software is not at least version 2.1.3 (2.1 SP3), it might not recognize `.alx` files. If this is the case, you must use the BlackBerry Application Loader to copy the appropriate `.ali` file to your BlackBerry devices (`zfhbbmtexclient.ali` for the Mobitex network or `zfhbbdtacclient.ali` for the DataTAC network). The two `.ali` files are found in the `\blackberryclient` directory on the *ZENworks Handheld Management* CD.

---

8 Type the ZENworks Handheld Management server's e-mail address to be used by the BlackBerry client software that you specified during the Handheld Management Server installation (Step 28 on page 35).

ZENworks Handheld Management BlackBerry Configuration	⊠
BlackBerry Configuration Configure the default settings for the BlackBerry Client	
ZfHServer Email Address: [ ]	
< Back [Finish] Cancel	
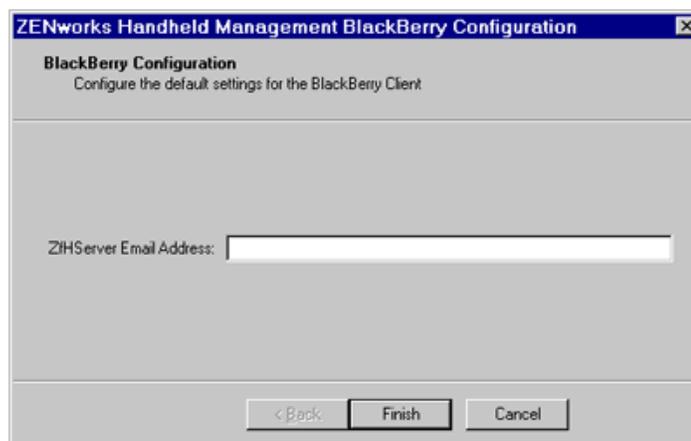
9 Click *Finish*.

The installation program copies the RIM BlackBerry client files to the *program files\novell\zenworks blackberry client* directory by default.

10 On the InstallShield Wizard Complete page, click *Add Client to BlackBerry's Application Loader* to have ZENworks Handheld Management automatically add the necessary files to the BlackBerry Application Loader.
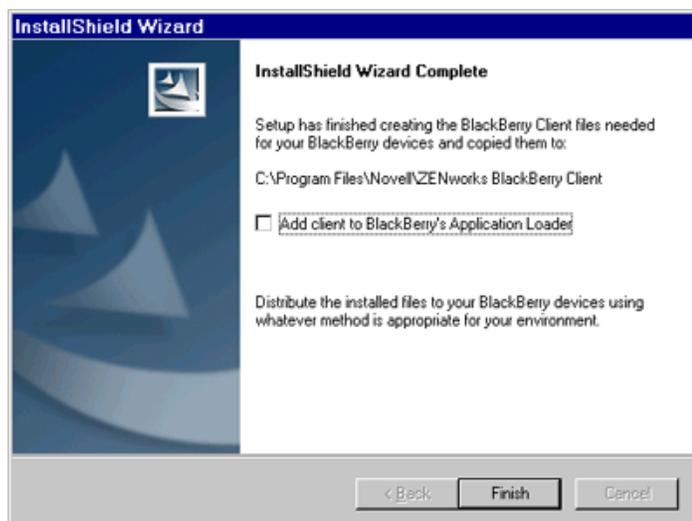
You should enable the *Add Client to BlackBerry's Application Loader* option if you are running the BlackBerry Client installation wizard from the machine on which the BlackBerry device synchronizes

11 Click *Finish*.

2.4.4 Installing the Java-Based BlackBerry Client

The ZENworks 7 Handheld Management Agent for Java BlackBerry Devices is the software that manages the Java-based BlackBerry devices that use the BlackBerry wireless platform.

To install ZENworks 7 Handheld Management Agent for Java BlackBerry Devices:

1 Download the agent for Java BlackBerry device available with TID 2972388 to a temporary directory on a machine having RIM BlackBerry Desktop Manager software installed. For more information on TID 2972388, see the Novell Support Knowledgebase (http://www.novell.com/support/).

2 Double-click the agent executable.

3 Type the ZENworks Handheld Management server's e-mail address to be used by the BlackBerry client software that you specified during the Handheld Management Server installation (Step 28 on page 35).
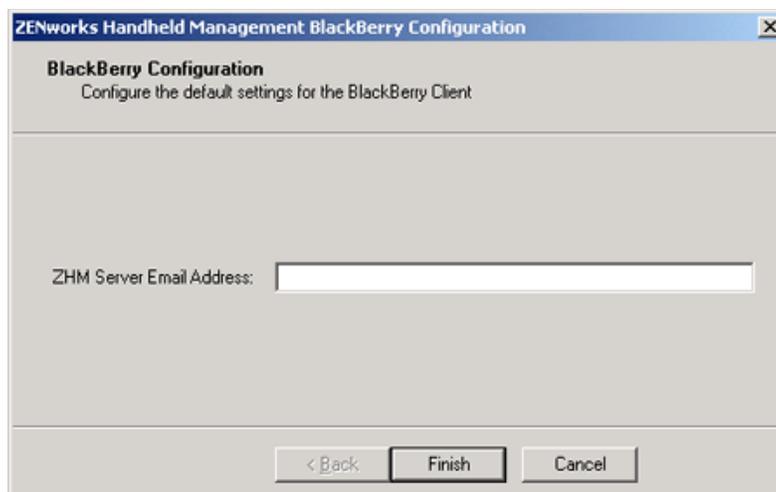
4 Click *Finish*.

The installation program copies the ZENworks 7 Handheld Management Agent for Java BlackBerry Devices files to the RIM Desktop Manager's installation directory.

2.4.5 Installing Desktop Synchronization Integration Software

You must install the ZENworks Handheld Management Desktop Synchronization Integration Software on users' desktops if:

* Handheld devices use Palm HotSync or Microsoft ActiveSync to synchronize and to connect to the network (no IP access).

* You want to use ZENworks Handheld Management to distribute applications to BlackBerry devices that use RIM Desktop Manager software. ZENworks Handheld Management lets you distribute software to BlackBerry devices that are synchronized with a cradle; software distribution to BlackBerry devices using wireless synchronization is not supported.

* You want to distribute applications to desktop computers where handheld devices synchronize (for example, installation programs that integrate with Microsoft ActiveSync or Palm HotSync).

IMPORTANT: When you install ZENworks Handheld Management Server or ZENworks Handheld Management Access Point using the installation program, the ZENworks Handheld Management Desktop Synchronization Integration Software is automatically installed on the same computer.

To install the Desktop Synchronization Integration Software:

1 Insert the *ZENworks 7 Handheld Management* CD in the CD drive on a user's computer.

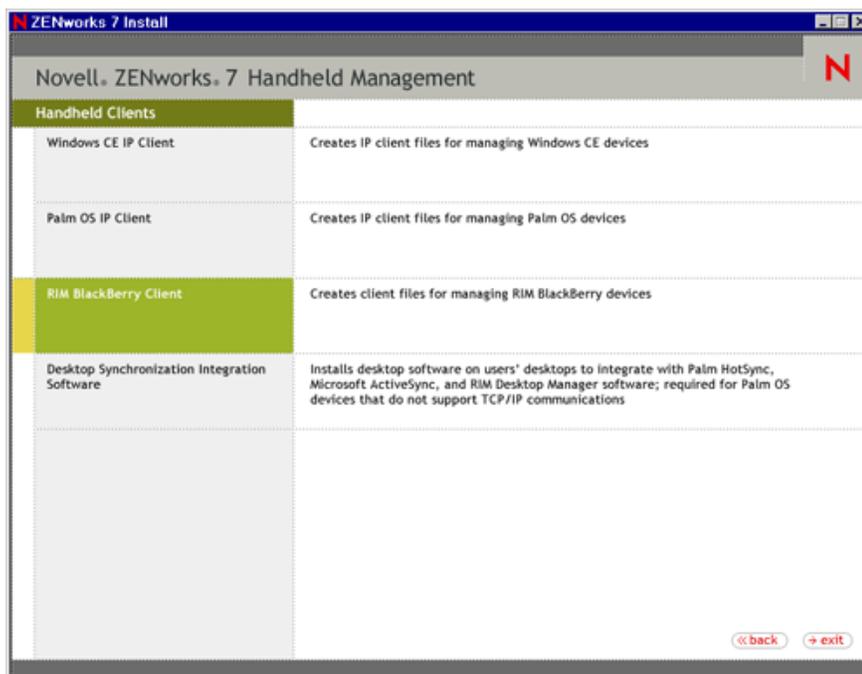The installation program will autorun. If it does not, run `winsetup.exe` from the root of the CD.

2 Click *Handheld Management*.
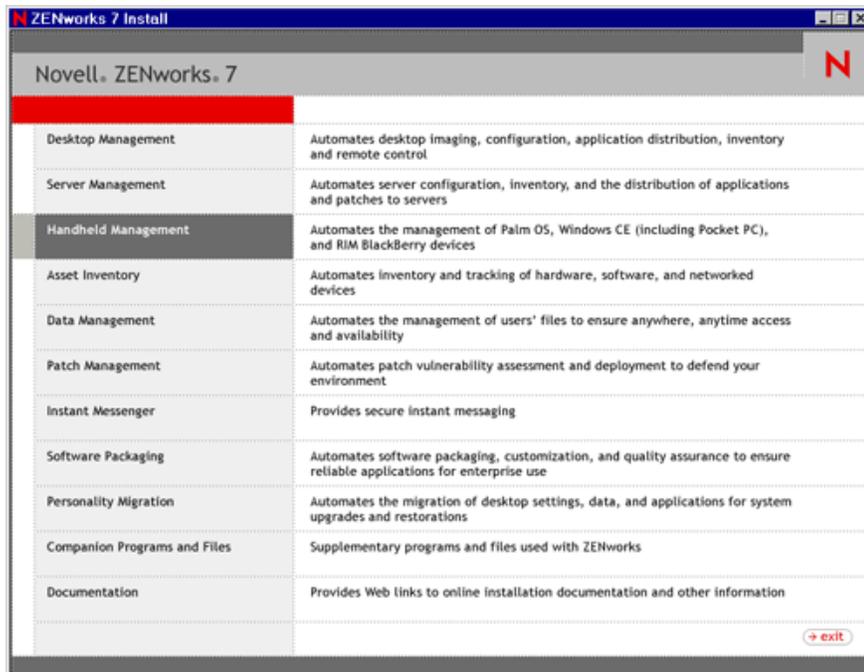
3 Click *Handheld Clients*.
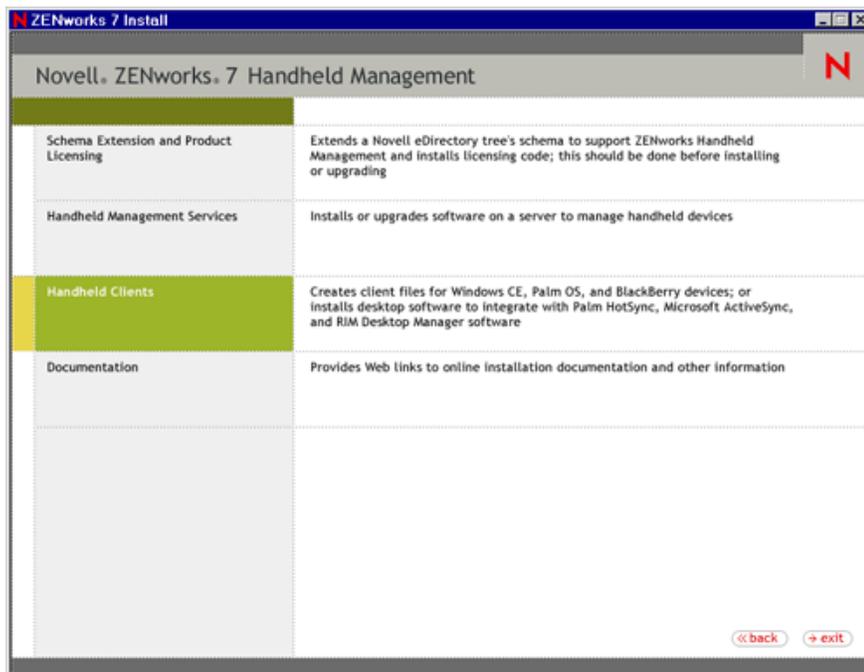
4 Click *Desktop Synchronization Integration Software*.
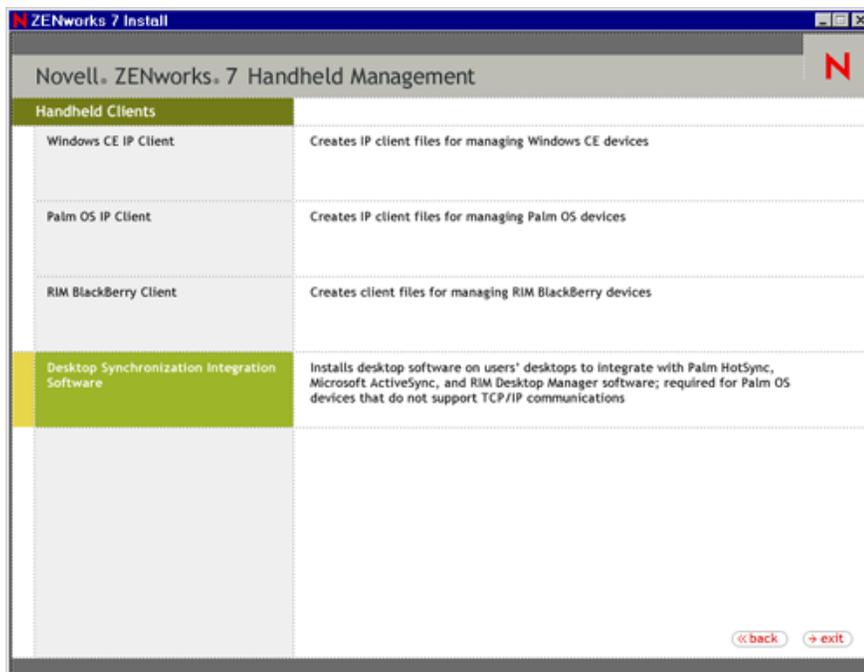
5 (Conditional) The Choose Options page is displayed only when you want to reinstall, upgrade, or uninstall the Desktop Synchronization Integration Software.

Select any of the following options:

- **Update:** Upgrades the Desktop Synchronization Integration Software from ZENworks 6.5 Handheld Management to ZENworks 7 Handheld Management.

- **Repair (Recopies all data):** Recopies the Desktop Synchronization Integration Software.

- **Uninstall:** Uninstalls the Desktop Synchronization Integration Software.

6 On the Welcome page, click *Next*.

NOTE: This page is displayed only during the new install of ZENworks Desktop Synchronization Integration Software.

7 (Optional) The *Prerequisite Check* option is selected by default. Retain the selection if you want the installation program to verify that the machine meets the installation requirements for the ZENworks 7 Desktop Synchronization Integration Software.

NOTE: This page is displayed only during the new install of ZENworks Desktop Synchronization Integration Software.

The installation program checks the version of the machine's operating system. If the operating system and support/service packs are not the correct version, the installation displays a warning and does not continue until the required software is installed and detected or until you deselect the option.

8 Read the license agreement, then click *Yes* if you agree with the terms of the license agreement.

If you do not agree with the terms of the license agreement, do not install the software.

NOTE: This page is displayed only during the new install of ZENworks Desktop Synchronization Integration Software.

9 Review the destination location where the installation program will install the Desktop Synchronization Integration Software (browse to a different location, if desired), then click *Next*.

NOTE: This page is displayed only during the new install of ZENworks Desktop Synchronization Integration Software.

10 Type the username and company information, then click *Next*.

NOTE: This page is displayed only during the new install of ZENworks Desktop Synchronization Integration Software.

11 Ensure that the components that you want to install are selected, then click *Next*.
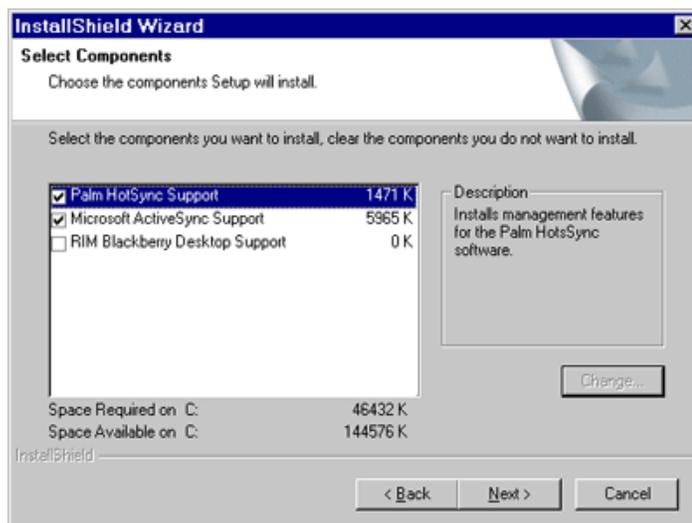
12 Type the DNS name or IP address of the computer where the ZENworks Handheld Management Server is installed, then click *Next*.

NOTE: This page is displayed only during the new install of ZENworks Desktop Synchronization Integration Software.

If you are using an IP address, the IP address of the computer where the ZENworks Handheld Management Server is installed should remain constant (for example, it doesn't change because of DHCP).

If you are using a DNS or computer name, be sure your handheld devices can resolve the name if the devices are being cradled and using a third-party synchronization package.

13 On the Handheld Communications Configuration page, do the following:

13a Type the name or IP address of the computer where the ZENworks Handheld Management Access Point is installed (the ZENworks Handheld Management Server or the computer on which you installed the ZENworks Handheld Management Access Point).

If you are using an IP address to specify the location of the computer that the ZENworks Handheld Management Access Point is installed on, the IP address should remain constant (for example, it doesn't change because of DHCP).

If you are using a DNS or computer name, be sure your handheld devices can resolve the name if the devices are being cradled and using a third-party synchronization package.

13b (Optional) Select the *Enable HTTP Encapsulation* option.

13c (Optional) Select the *Enable SSL* option, then select the *Accept Next Root Certificate* from the *Access Point (And Then Disable)* option, if desired.

You can also configure the ZENworks Handheld Management Access Point settings (HTTP, SSL, and ports) using the `cfgip.exe` program (in the `/program files/novell/zfhap` directory, by default). If you select the Publish Root Certificate for Client Download option using `cfgip.exe`, the root certificate is automatically downloaded. In order for this root certificate to be accepted, you must select the Accept Next Root Certificate from Access Point (And Then Disable) option.

13d (Optional) If you want to change the default port that ZENworks Handheld Management uses, deselect the *Use Default Port* option, then type the desired port number in the *Port* text box.

If you change this port number, you must also change the port number at the computer where the ZENworks Handheld Management Access Point is installed (the ZENworks Handheld Management Server or the computer on which you installed the ZENworks Handheld Management Access Point).

13e Click *Next*.

14 Review the information in the Start Copying Files page, then click *Next*.

The installation program copies the files to the destination location specified in .

15 After the files are copied, ensure that the *Start Desktop Sync* option is selected, then click *Finish*.

2.5 Performing Post-Installation Tasks

In order to manage the handheld devices, you must do the following:

- Import handheld devices into eDirectory.

  The following sections provide information you need for setting up an Import policy:
  - Section 2.5.1, "Creating the Handheld Service Package," on page 65
  - Section 2.5.2, "Setting Up a Handheld Import Policy," on page 66

- Ensure that the users synchronize their handheld devices using their normal synchronization process (Microsoft ActiveSync, Palm HotSync, and so forth)

  After the handheld objects are imported into the directory, you can begin using policy-based management, distributing software applications to individual handheld devices or to groups of handheld devices, collecting hardware and software inventory for all enterprise handheld devices, and more.

- Set up the policies that can be associated with handheld objects. For more information, see the *ZENworks 6.5 Handheld Management Administration Guide* (http://www.novell.com/documentation/zenworks65).

2.5.1 Creating the Handheld Service Package

A policy package is an eDirectory object containing one or more individual policies. A policy package groups policies according to function, making it easier to administer them. It also provides the means for the administrator to change policy settings and to determine how they affect other eDirectory objects.

In ZENworks Handheld Management, the Handheld Service Package contains one policy: Handheld Import.

You should create an Organizational Unit (OU) to hold the policy packages. Consider the following when determining where to place this OU:

- Partitions in your tree
- The 256-character limit in eDirectory for the full distinguished name
- The Search policy that is used to locate the policy package

To minimize tree walking, it is best to create this policy package OU at the root of the partition that contains the objects with which the policy package will be associated. It also maximizes the number of characters that will be available for naming the policy.

To create the Handheld Service Package:

1 In ConsoleOne, right-click the container where you want the container for the policy packages placed, click *New*, then click *Organizational Unit*.

  The New Organizational Unit window is displayed.

2 Give the container a short name, then click *OK*.

3 Right-click the newly created container that will hold your policy packages, click *New*, then click *Policy Package*.

4 Select *Handheld Service Package*, then click *Next*.

5 Give the policy package a short name, then click Next.

6 Review the information in the Summary page, then click *Finish*.

2.5.2 Setting Up a Handheld Import Policy

1 In ConsoleOne, right-click the Handheld Service Package object that is created during Section 2.5.1, "Creating the Handheld Service Package," on page 65, then click *Properties*.

2 Select the check box under the *Enabled* column for the Handheld Import policy.

This both selects and enables the policy with the default settings.

You can modify the settings of the Import policy. For more information, see "Setting Up Handheld Import" in the *Novell ZENworks 7 Handheld Management Administration Guide*.

3 Click the *Associations* tab, then click *Add*.

4 To associate the package, browse for the ZENworks Handheld Management Service object, the container containing the Service object, or the container object created during the installation of ZENworks Handheld Management server components.

5 Click *OK*.

Installing the ZENworks Handheld Management Access Point and Desktop Synchronization Integration Software Using a Silent Install

3

In most Novell® ZENworks® 7 Handheld Management installations, you need to install only the ZENworks Handheld Management Server. The Handheld Management Server runs as a service on a supported Windows machine (server or workstation). The ZENworks Handheld Management Server is the central point of the ZENworks Handheld Management installation and is responsible for managing communications with all clients and maintaining distribution schedules and distribution results for the installation.

The ZENworks Handheld Management Access Point is a collection of components that is automatically installed on the Handheld Management Server during installation. The ZENworks Handheld Management Access Point can also be installed on multiple computers to distribute the communication load and to provide better support for WAN configurations. You can install ZENworks Handheld Management Access Point on additional computers, either on the same LAN or at remote WAN sites. Each handheld device is then configured with the ZENworks Handheld Management Access Point that it should connect to.

The ZENworks Handheld Management Desktop Synchronization Integration Software lets you install desktop software on users' desktops to integrate with Palm HotSync, Microsoft ActiveSync, and RIM Desktop Manager software.

You can install the ZENworks Handheld Management Access Point and Desktop Synchronization Integration Software to users' desktop computers by running `setup.exe` from a network location or using the Application Management component of ZENworks Desktop Management. Additionally, you can populate the `setup.iss` file with the appropriate settings so that you can perform silent (unattended) installations of both the ZENworks Handheld Management Access Point or Desktop Synchronization Integration Software.

Silent installations allow you to install the software quickly by eliminating the prompts that are normally displayed during installation.

When you use a silent installation, the ZENworks Handheld Management Access Point or Desktop Synchronization Integration Software on each machine is configured identically because each installation is configured based on what is stored in the `setup.iss` file. For example, each machine uses the same installation path and each machine connects to the same Handheld Management Server.

If you want to distribute the ZENworks Handheld Management Access Point or Desktop Synchronization Integration Software to machines using various supported platforms, you need to perform the following steps on a machine with that OS platform. Also, the machine you perform the following steps on should have the same or similar configuration as the machines you will be installing the software on.

To create a silent install for the ZENworks Handheld Management Access Point or Desktop Synchronization Integration Software:

1 Copy the proxy directory from the *ZENworks Handheld Management* CD to a local or network drive.

If you downloaded the ZENworks Handheld Management software from the Novell Product Downloads page (http://download.novell.com) and extracted the file, you should already have the proxy directory on a local or network drive.

The proxy directory contains the `setup.exe` file to install both the ZENworks Handheld Management Access Point and Desktop Synchronization Integration Software.

2 To create a silent install for the ZENworks Handheld Management Access Point, from a command prompt, enter `SETUP.EXE -r /accesspoint`.

or

To create a silent install for the Desktop Synchronization Integration Software, from a command prompt, enter `SETUP.EXE -r`.

The `-r` command creates a `setup.iss` file in the windows directory for supported Windows platforms. The `setup.iss` file contains information to answer the installation prompts during the silent installation.

When you are installing the ZENworks Handheld Management Access Point or Desktop Synchronization Integration Software, you should specify the exact settings you want the installation program to use when installing on users' machines (for example, installation path, Handheld Management Server name, communications settings, and so forth).

For Server communication settings, `setup.iss` contains the following five entries with default values in the [DLG_TCP_SERVER_CONFIG] section:

```
[{07E428B8-63D6-48A6-8FD7-B8CD84F8E6E8}-DLG_TCP_SERVER_CONFIG-0]

TCP Port=2398

SSL Port=2402

Enable HTTP=0

Enable SSL=0

Accept Next Root Cert=0
```

You change the values of these entries, if required, but you must not delete any entries from the file. During the silent installation, these settings overwrite the existing configuration settings. You cannot choose to apply only few entries

The Proxy Task upgrade setup does not read these DLG_TCP_SERVER_CONFIG settings and does not change any of the server communication settings.

NOTE: You must record the setup in the same environment where you are running the setup in the silent mode. For example, if you want to run the silent install on a machine that does not have the ZENworks Handheld Management software installed, then you must perform the record operation on a such machine only.

---

3 Copy the `setup.iss` file from the windows directory on the supported Windows platforms to the proxy directory that you copied in Step 1.

4 Copy the proxy directory to the network location from which it will be distributed.

You can now run the `setup.exe` file from the proxy directory in the network location to install the ZENworks Handheld Management Access Point or Desktop Synchronization Integration Software on users' desktop computers.

To install the ZENworks Handheld Management Access Point, run `setup.exe -s /accesspoint.`

To install the Desktop Synchronization Integration, run `setup.exe -s.`

You can also create an Application object using the Application Management component of ZENworks Desktop Management.

When you create the Application object, you should specify `setup.exe` as the executable to run. In the Parameter field, type `-s /accesspoint` to install the ZENworks Handheld Management Access Point or type `-s` to install the Desktop Synchronization Integration.

Upgrade

4

In the following sections, the first section provides information about what's new in Novell® ZENworks® 7 Handheld Management, and the other section provide instructions to upgrade from ZENworks 6.5 Handheld Management to ZENworks 7 Handheld Management:

- Section 4.1, "What's New in This Release," on page 73
- Section 4.2, "Upgrading from ZENworks 6.5 Handheld Management," on page 75

4.1 What's New in This Release

The following sections describe the new features in ZENworks 7 Handheld Management:

- Section 4.1.1, "Upgrading from ZENworks 6.5 Handheld Management," on page 73
- Section 4.1.2, "Synchronizing the Device Password on the Handheld Device with the User's Network Password," on page 73
- Section 4.1.3, "Remotely Viewing or Controlling the IP-Enabled Windows CE Devices," on page 74
- Section 4.1.4, "Assigning Multiple ZENworks Handheld Management Access Points to a Handheld Device and Defining the Order of the Access Points to Which the Device Must Connect," on page 74
- Section 4.1.5, "Installing Software at a Predefined Time Even When the Device is Not Connected to the Network," on page 74
- Section 4.1.6, "Uninstalling Software from Windows CE Devices Using the Handheld Policy," on page 75
- Section 4.1.7, "Deleting Files from Palm or Windows CE Devices Using the Handheld Policy," on page 75

4.1.1 Upgrading from ZENworks 6.5 Handheld Management

You can upgrade from ZENworks 6.5 Handheld Management to ZENworks 7 Handheld Management. For detailed information, see Section 4.2, "Upgrading from ZENworks 6.5 Handheld Management," on page 75.

4.1.2 Synchronizing the Device Password on the Handheld Device with the User's Network Password

You can now set a user's network (Novell eDirectory™) password as the device password for the Palm OS and Windows CE devices by using the Palm Security and the WinCE Security policies respectively.

For detailed information about configuring the policies, see "Palm Security Policy" or "WinCE Security Policy" in the *Novell ZENworks 7 Handheld Management Administration Guide*.

4.1.3 Remotely Viewing or Controlling the IP-Enabled Windows CE Devices

The administrator or remote users can now perform Remote View or Remote Control operations with the IP-enabled Windows CE devices by configuring the WinCE Remote Management policy, and initiating a remote session with the devices.

Remote View: Lets you connect with a handheld device so you can view the device instead of controlling it. Remotely viewing a handheld device helps you troubleshoot problems that the user encountered. For example, you can observe how the user at a handheld device performs certain tasks to ensure that the user performs a task correctly.

Remote Control: Lets you control a handheld device from ConsoleOne® to provide user assistance. With Remote Control connections, the administrator or remote users can go beyond viewing the handheld device to taking control of it

For detailed information, see "Remotely Viewing or Controlling the IP-Enabled Windows CE Devices" in the *Novell ZENworks 7 Handheld Management Administration Guide*.

4.1.4 Assigning Multiple ZENworks Handheld Management Access Points to a Handheld Device and Defining the Order of the Access Points to Which the Device Must Connect

You can now assign multiple ZENworks Handheld Management Access Points to a device and also define the order of the ZENworks Handheld Management Access Points to which the Palm OS or Windows CE device must connect by configuring the Palm Access Point Configuration Policy or the WinCE Access Point Configuration Policy.

If the device is unable to connect to the ZENworks Handheld Management Access Point configured first, then it automatically tries to connect to the ZENworks Handheld Management Access Point configured next in the sequence.

For detailed information about configuring the policies, see "Palm Access Point Configuration Policy" or "WinCE Access Point Configuration Policy" in the *Novell ZENworks 7 Handheld Management Administration Guide*.

4.1.5 Installing Software at a Predefined Time Even When the Device is Not Connected to the Network

You can now specify the date and time when you want to install the Handheld Application object files on the device by configuring the date and time in the object's properties. This feature helps you in synchronizing the software updates across the handheld devices at the same time even when the devices are not connected to the network.

For detailed information about configuring the Handheld Application object, see "Configuring a Handheld Application Object" in the *Novell ZENworks 7 Handheld Management Administration Guide*.

4.1.6 Uninstalling Software from Windows CE Devices Using the Handheld Policy

You can now automatically uninstall the software from the Windows CE devices by configuring the software that are to be uninstalled in the WinCE Configuration policy.

For detailed information about configuring the policy, see "WinCE Configuration Policy" in the *Novell ZENworks 7 Handheld Management Administration Guide*.

4.1.7 Deleting Files from Palm or Windows CE Devices Using the Handheld Policy

You can now automatically delete the files from Palm or Windows CE devices by configuring the files to be deleted in the Palm Configuration policy or the WinCE Configuration policy respectively.

For detailed information about configuring the policies, see "Palm Configuration Policy" or "WinCE Configuration Policy" in the *Novell ZENworks 7 Handheld Management Administration Guide*.

4.2 Upgrading from ZENworks 6.5 Handheld Management

The following sections provide information to help you successfully upgrade from ZENworks 6.5 Desktop Management to ZENworks 7 Handheld Management:

- Section 4.2.1, "Upgrading the ZENworks Handheld Management Server Software," on page 75
- Section 4.2.2, "Upgrading the ZENworks Handheld Management Access Point or the Desktop Synchronization Integration Software," on page 76
- Section 4.2.3, "Upgrading the Windows CE or Palm OS IP Clients," on page 77

4.2.1 Upgrading the ZENworks Handheld Management Server Software

Before upgrading the ZENworks 6.5 Handheld Management Server, ensure you have ConsoleOne 1.3.6 installed.

You must also prepare the directory by extending the Novell eDirectory schema. For detailed information on how to extend the schema, see Section 2.2.4, "Schema Extension and Product Licensing," on page 22.

After successfully extending the schema, upgrade the ZENworks 6.5 Handheld Management Server to ZENworks 7 Handheld Management by performing the Section 2.3, "Installing ZENworks Handheld Management Server Components," on page 25 procedure.

4.2.2 Upgrading the ZENworks Handheld Management Access Point or the Desktop Synchronization Integration Software

You can upgrade the ZENworks 6.5 Handheld Management Access Point or the Desktop Synchronization Integration Software in any one of the following ways:

- "Using the ZENworks Handheld Management CD" on page 76
- "Using the Proxy (ZENworks Handheld Management Access Point) Upgrade Utility" on page 76

IMPORTANT: If you upgrade the ZENworks Handheld Management Access Point to ZENworks 7 Handheld Management, you must also upgrade the Desktop Synchronization Integration Software to ZENworks 7 Handheld Management. Also, if you upgrade the Handheld Management Server to ZENworks 7 Handheld Management, you must upgrade the ZENworks 6.5 Handheld Management Client associated to the server to ZENworks 7 Handheld Management.

Using the *ZENworks Handheld Management* CD

- **Upgrading the ZENworks Handheld Management Access Point:** To upgrade the ZENworks Handheld Management Access Point, perform the Section 2.3.2, "Installing the ZENworks Handheld Management Access Point on Additional Computers," on page 35 procedure.
- **Upgrading the Desktop Synchronization Integration Software:** To upgrade Desktop Synchronization Integration Software, perform the Section 2.4.5, "Installing Desktop Synchronization Integration Software," on page 58 procedure.

Using the Proxy (ZENworks Handheld Management Access Point) Upgrade Utility

1 Run `prxytask.exe` (in *installation_path*).
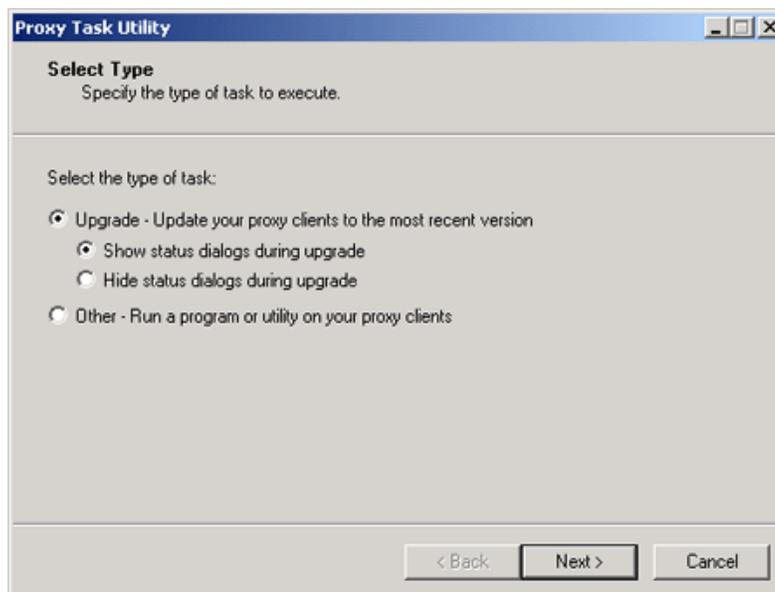
2 Click *Upgrade - Update Your Proxy Clients to the Most Recent Version*.

3 Click the desired option:

- ◆ **Show Status Dialogs During Upgrade:** Select this option if you want ZENworks Handheld Management to display an informational dialog box on the Proxy Service (ZENworks Handheld Management Access Point) machines to instruct users to not reboot during the upgrade process.

- ◆ **Hide Status Dialogs During Upgrade:** Select this option if you do not want ZENworks Handheld Management to display an informational dialog box on the Proxy Service (ZENworks Handheld Management Access Point) machines during the upgrade.

4 Click *Next*.

5 Select the Proxy Service (ZENworks Handheld Management Access Point) machines that you want to upgrade.

or

Click *Select All* to upgrade all Proxy Service machines in your installation.

6 Click *Next*, then click *Finish*.

You can verify that each Proxy Service (ZENworks Handheld Management Access Point) machine has been upgraded to ZENworks 7 Handheld Management by viewing the properties of the ZENworks Handheld Management server object in ConsoleOne.

In ConsoleOne, right-click the ZENworks Handheld Management server object, click *Properties*, then click either the *Access Points* or the *Desktop Sync Machines* tab. The Product Version column lists the version of each machine's Access Point or Desktop Synchronization Integration Software. You can sort the list by clicking the *Product Version* heading at the top of the column.

4.2.3 Upgrading the Windows CE or Palm OS IP Clients

If you have Windows CE or Palm OS devices that can make a TCP/IP connection, and these devices use the ZENworks 6.5 Handheld Management IP clients to communicate, you should upgrade the Windows CE IP client or Palm OS IP client on each device to ZENworks 7 Handheld Management.

- ◆ To upgrade the Windows CE IP client, you must create the appropriate CAB files and distribute them to each device. For step-by-step instructions, see Section 2.4.1, "Installing the Windows CE IP Client," on page 44.

  NOTE: If a Windows CE device synchronizes on a desktop machine that has the ZENworks Handheld Management Desktop Synchronization Integration Software installed, the Windows CE IP client is upgraded automatically; you do not need to create the appropriate CAB file.

- ◆ To upgrade the Palm OS IP client, see Section 2.4.2, "Installing the Palm OS IP Client," on page 48.

Uninstalling ZENworks Handheld Management

<div style="text-align: right">5</div>

Before removing the Novell® ZENworks® 7 Handheld Management software, ensure that no one is accessing the installation through a remote installation of Novell ConsoleOne®.

To uninstall ZENworks Handheld Management software:

1 Open the Control Panel on the computer with the ZENworks Handheld Management component you want to uninstall.

2 Double-click *Add/Remove Programs*.

3 Select the component that you want to uninstall:

- Novell ZENworks Handheld Management: Uninstalls the Handheld Management server components and the Handheld Management ConsoleOne snap-ins.
- Novell Desktop Synchronization Component
- Novell ZENworks Handheld Management Access Point

   NOTE: If you are uninstalling the ZENworks Handheld Management Server, you do not see the Novell ZENworks Handheld Management Access Point component listed. You see this component only if you installed the ZENworks Handheld Management Access Point on additional computers or if you upgraded the ZENworks for Handhelds 5.*x* Proxy Service software on a desktop computer to the ZENworks Handheld Management Access Point.

4 Click *Add/Remove*.

5 Click *OK* when the uninstall is complete.

You should complete the same steps on each computer where ZENworks Handheld Management components are installed.

NOTE: Uninstalling ZENworks Handheld Management components does not remove Handheld Management objects from Novell eDirectory™. To remove Handheld Management objects from the directory, right-click the object, click *Delete NDS Object*, then click *Yes* to confirm the deletion.

The address of the uninstalled ZENworks Handheld Management Access Point or Desktop Synchronization machine is not automatically deleted from the ZENworks Handheld Management Service object's properties page. You must manually delete it. If you do not delete the entry, the properties page contains a duplicate entry when you reinstall ZENworks Handheld Management Access Point or Desktop Synchronization on the same machine.

Configuring SSL and HTTP Settings

A

By default, Novell® ZENworks® 7 Handheld Management uses TCP/IP for communications between the ZENworks Handheld Management Access Point and ZENworks Handheld Management Server and between the handheld device and the ZENworks Handheld Management Access Point.

If you have just one ZENworks Handheld Management Access Point (installed as part of the ZENworks Handheld Management Server), there is no reason to turn on HTTP or SSL because the traffic between the ZENworks Handheld Management Access Point and the ZENworks Handheld Management Server is not going over the network. But you can enable HTTP and SSL for communication between handheld devices and the ZENworks Handheld Management Access Point.

If you configure SSL at the client and the server, additional encryption and verification is done on the data and the data source.

If you have installed the ZENworks Handheld Management Access Point on additional computers outside your firewall or if you have handheld devices connecting from outside a firewall, you might want to enable HTTP or SSL so that you do not need to open a port in the firewall or if you want all ZENworks Handheld Management communications to be encrypted.

If you enable HTTP at the ZENworks Handheld Management Server or ZENworks Handheld Management Access Point, these services listen to both TCP/IP and HTTP protocols.

SSL is supported on Palm OS devices running Palm OS 5.1 or later, and on Windows CE devices running Windows CE 3.0 or later. HPC 2.11 is not supported for SSL communication.

To use SSL communication in PPC 2000 devices, you must install the High Encryption pack for Pocket PC 1.0. You must reinstall the pack on every Hard-reset of the device. For more information about the High Encryption pack, see Microsoft's High Encryption Pack for Pocket PC Web site (http://www.microsoft.com/downloads).

This section includes the following:

- Section A.1, "Configuring the SSL and HTTP Communication between the ZENworks Handheld Management Server and the ZENworks Handheld Management Access Point," on page 82
- Section A.2, "Configuring SSL and HTTP Communication between the ZENworks Handheld Management Access Point and the Handheld Devices," on page 84
- Section A.3, "Changing the Default Ports on the ZENworks Handheld Management Server and ZENworks Handheld Management Access Point Communication," on page 87
- Section A.4, "Changing the Default Ports for the ZENworks Handheld Management Access Point and the Handheld Devices Communication," on page 88

A.1 Configuring the SSL and HTTP Communication between the ZENworks Handheld Management Server and the ZENworks Handheld Management Access Point

You can configure the SSL and HTTP settings using cgfip.exe.

1 Run cgfip.exe from the ZENworks Handheld Management installation folder.
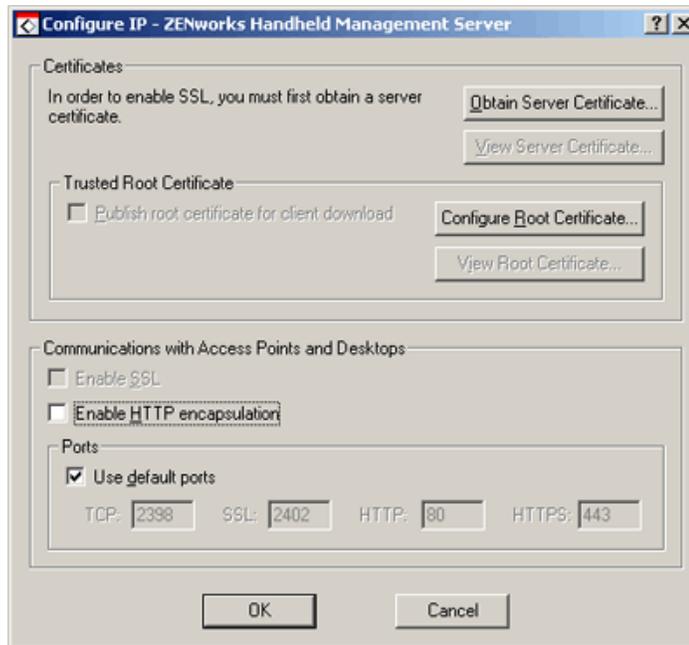
2 Obtain a server certificate before using SSL.

2a In the Configure IP dialog box, click *Obtain Server Certificate*.

2b Review the information in the Certificate Wizard page, then click *Next*.

2c In the *Common name* option, specify the name of the machine as specified during the installation of the ZENworks Handheld Management Server.

For example, if IP address is specified during the installation of the ZENworks Handheld Management Server, you must specify the IP Address in the *Common name* option. If the DNS name is specified during the installation of the ZENworks Handheld Management Server, you must specify the DNS name in the *Common name* option

2d (Conditional) If the specified DNS name is not resolvable by the network, then you must modify the machine name as follows:

2d1 Stop the ZENworks Handheld Management Services running on the system.

2d2 Run CfgSrvr.exe from ZENWorks Handheld Management installation folder to launch the ZENworks Handheld Management wizard.

2d3 Read the information on the initial screen, then click *Next*.

2d4 On the Database Type page, select *Microsoft SQL Server* and specify the new name in the *Machine name* option.

2d5 (Conditional) If you choose to use the internal database, select *Internal ODBC-compatible database*.

2d6 Follow the on-screen prompts in the wizard.

2d7 Continue with Step 2c.

2e Click *Next*.

2f Specify information for your geographic location in the *Country/Region*, *State/Providence*, and *City/Locality* text boxes, then click *Next*.

2g Specify information about your organization and organizational unit, then click *Next*.

2h Specify the location in which you want to save the certificate request, then click *Next*.

2i Click *Finish*, then click *OK*.

NOTE: To use NCS: In Novell ConsoleOne®, click *Tools*, click *Issue Certificate*, then follow the prompts. When having the certificate signed (if given a choice), save it in Base64 format.

Handheld PCs running Windows CE 3.0 and Pocket PC 2000 devices do not support certificates originating from NCS.

---

3 Perform the following steps to have the certificate self-signed by Novell Certificate Services (NCS):

3a Launch Consoleone

3b In the left pane, click *Security*.

3c In the right pane, double-click the Certificate Authority for the tree.

3d In the Properties dialog box that displays, click *Certificates*. Click *Self Signed Certificate*.

3e Click Validate. Ensure that the status in the Certificate Validation dialog box displays *Valid*, then click *OK*.

3f Click *Export*, then click *Next*.

3g Select *File in Base64 format* then click *Finish* to save the exported certificate in a Base64 format.

4 Import a server certificate before using SSL.

4a In the Configure IP dialog box, click *Import Server Certificate*.

4b Click *Next*.

4c Ensure that the *Process the Pending Request and Install the Certificate* option is enabled, then click *Next*.

4d Browse to the location where you saved the certificate during Step 2h, then click *Open*.

4e Click *Next*.

4f Click *Finish*.

5 You can publish a trusted SSL root certificate that desktop sync machines or remote ZENworks Handheld Management Access Points automatically download when they connect. This should be the root certificate of the Certificate Authority used to sign your server certificate.

If you are using a Certificate Signing Authority and the root certificate does not already exist on the PC or handheld device (for example, a root certificate from NCS), you can publish the root certificate so that is automatically downloaded.

To publish a trusted SSL root certificate:

5a In the Configure IP dialog box, click *Configure Root Certificate*.

5b Browse to and select the signed root certificate, then click *Open*.

The root certificate that you get from a Certificate Authority (CA) must be in Base64 format.

5c Click *OK* twice.

6 To enable SSL on the ZENworks Handheld Management server, select the *Enable SSL* option.

7 To enable HTTP on the ZENworks Handheld Management server, select the *Enable HTTP* option.

8 To enable SSL/HTTP on the ZENworks Handheld Management Access Point:

8a Run `console.exe` from the `ZfHAP` folder.

8b Select *Operations > Configure > Server Communications*.
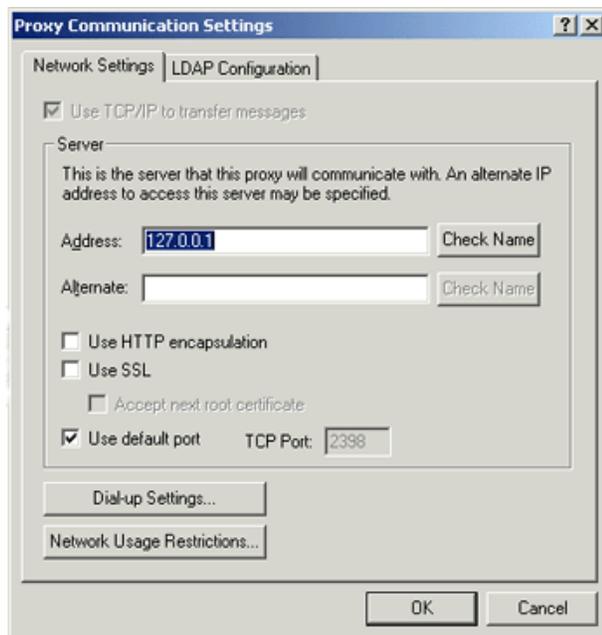
8c To enable SSL, select the *Use SSL* option. If the server certificate is signed by a non-standard certificate authority, then select the *Accept Next Root Certificate* option.

8d To enable HTTP, select the *Use HTTP Encapsulation* option.

8e Click *OK*.

A.2 Configuring SSL and HTTP Communication between the ZENworks Handheld Management Access Point and the Handheld Devices

You can configure SSL and HTTP communication between the ZENworks Handheld Management Access Point and the Handheld devices during the installation or by using `cfgip.exe` (located in the `ZfHAP` folder).

We recommend you to use SSL for communication between the ZENworks Handheld Management Access Point and the Handheld devices because SSL provides the following primary security services:

◆ **Message Privacy:** All transmissions after the initial handshake between the ZENworks Handheld Management Access Point and the Handheld device are encrypted.

◆ **Session Integrity:** A secure channel is opened between the ZENworks Handheld Management Access Point and the Handheld device.

◆ **Mutual Authentication:** The ZENworks Handheld Management Access Point and the Handheld device can establish their authenticity.

To configure SSL and HTTP communication between the ZENworks Handheld Management Access Point and the Handheld devices:

1 During installation, if you have selected the Configure Access Point HTTP and SSL settings option, the Configure IP - ZENworks Handheld Management Access Point dialog box is displayed.
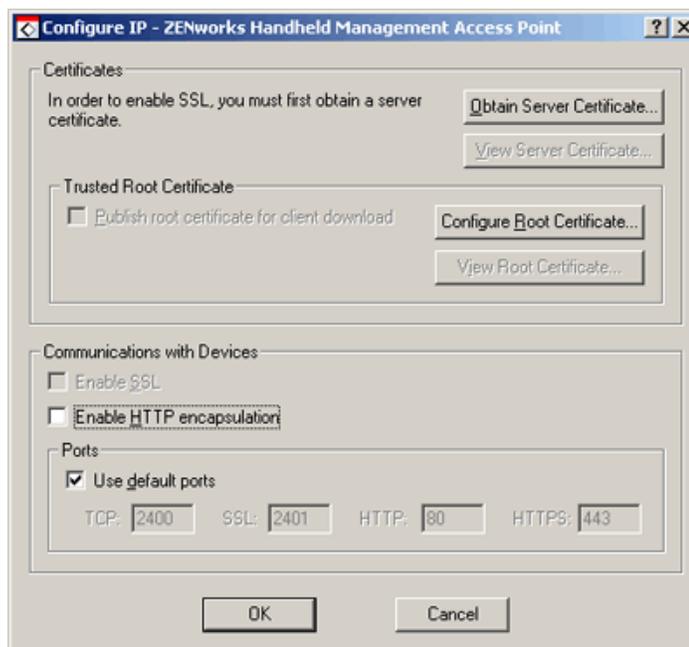
2 Obtain a server certificate before using SSL.

NOTE: Palm devices do not support adding root certificates that are bundled with them by default.

2a In the Configure IP - ZENworks Handheld Management Access Point dialog box, click *Obtain Server Certificate*.

2b Review the information on the Certificate Wizard page, then click *Next*.

2c In the *Common name* option, specify the name of the machine as specified during the installation of the ZENworks Handheld Management Access Point.

For example, if IP address is specified during the installation of the ZENworks Handheld Management Access Point, you must specify the IP Address in the *Common name* option. If the DNS name is specified during the installation of the ZENworks Handheld Management Access Point, you must specify the DNS name in the *Common name* option

NOTE: If you want to connect your PPC 2000 device using SSL, you must keep in mind the following points:

◆ The server address is stored as the IP address because the Domain Name Resolution does not work on PPC 2000 devices.

◆ If the PPC 2000 device is connected using IP client through wireless, you must specify the IP address of the ZENworks Handheld Management Access Point instead of the common name when you create the Certificate Signing Request (CSR). This enables the device to validate the Certificate server. But if the device cradle syncs, you can use the common name by selecting the *Use Desktop Sync* settings option in the ZENworks Console that is available on the device.

2d Click *Next*.

2e Specify information for your geographic location in the Country/Region, State/Providence, and City/Locality text boxes, then click *Next*.

2f Specify information about your organization and organizational unit, then click *Next*.

2g Specify the location in which you want to save the certificate request, then click *Next*.

2h Click *Finish*, then click *OK*.

NOTE: To use NCS: In ConsoleOne®, click *Tools*, click *Issue Certificate*, then follow the prompts. When having the certificate signed (if given a choice), have it saved in Base64 format.

Handheld PCs running Windows CE 3.0 and Pocket PC 2000 devices do not support certificates originating from NCS.

3 Have the certificate signed by a Certificate Signing Authority, such as Novell Certificate Services (NCS) or VeriSign. To have the certificate signed by NCS, continue with Step 4, else skip to Step 5.

4 (Conditional) Perform the following steps to have the certificate self-signed by NCS:

4a Launch Consoleone

4b In the left pane, click *Security*.

4c In the right pane, double-click the Certificate Authority for the tree.

4d In the Properties dialog box that displays, click *Certificates*. Click *Self Signed Certificate*.

4e Click Validate. Ensure that the status in the Certificate Validation dialog box displays *Valid*, then click *OK*.

4f Click *Export*, then click *Next*.

4g Select *File in Base64 format* then click *Finish* to save the exported certificate in a Base64 format.

5 Import a server certificate before using SSL:

5a In the Configure IP - ZENworks Handheld Management Access Point dialog box, click *Import Server Certificate*.

5b Click *Next*.

5c Ensure that the Process the Pending Request and Install the Certificate option is enabled, then click *Next*.

5d Browse to the location where you saved the certificate during Step 2h, then click *Open*.

5e Click *Next*.

5f Click *Finish*.

6 You can publish a trusted SSL root certificate that Windows CE clients automatically download when they connect. This should be the root certificate of the Certificate Authority used to sign your server certificate.

If you are using a third-party Certificate Signing Authority and the root certificate does not already exist on the PC or handheld device (for example, a root certificate from NCS), you can publish the root certificate so that is automatically downloaded.

To publish a trusted SSL root certificate:

6a In the Configure IP - ZENworks Handheld Management Access Point dialog box, click *Configure Root Certificate*.

6b Browse to and select the signed root certificate, then click *Open*.

The root certificate that you get from a Certificate Authority (CA) must be in Base64 format.

6c Click *OK* twice.

7 To enable SSL on the ZENworks Handheld Management Access Point, select the *Enable SSL* option.

8 To enable HTTP on the ZENworks Handheld Management Access Point, select the *Enable HTTP encapsulation* option.

9 To enable SSL/HTTP on a handheld device, open the ZENworks console and do the following:

9a For PalmOS devices, select the server from the drop-down list and select *Use SSL*.

or

For Windows CE devices, click *Configure > Use SSL*.

If you are publishing a root certificate, click *Accept Next Root Certificate*.

9b To enable HTTP for Palm devices, select *Server* from the drop-down list, then click *Use HTTP Encapsulation*.

or

For Windows CE devices, click *Configure*, then click *Use HTTP Encapsulation*.

NOTE: If multiple Access Points are configured then repeat Step 1 through Step 9 for every Access Point.

A.3 Changing the Default Ports on the ZENworks Handheld Management Server and ZENworks Handheld Management Access Point Communication

1 Run `cfgip.exe` from the ZENworks Handheld Management server installation folder.

2 In the Configure IP- ZENworks Handheld Management Server dialog box, do the following:

    2a Deselect the *Use Default* option.

    2b Type the desired TCP, SSL, HTTP, and HTTPS ports that you want the ZENworks Handheld Management Server to use.

    2c Click *OK*.
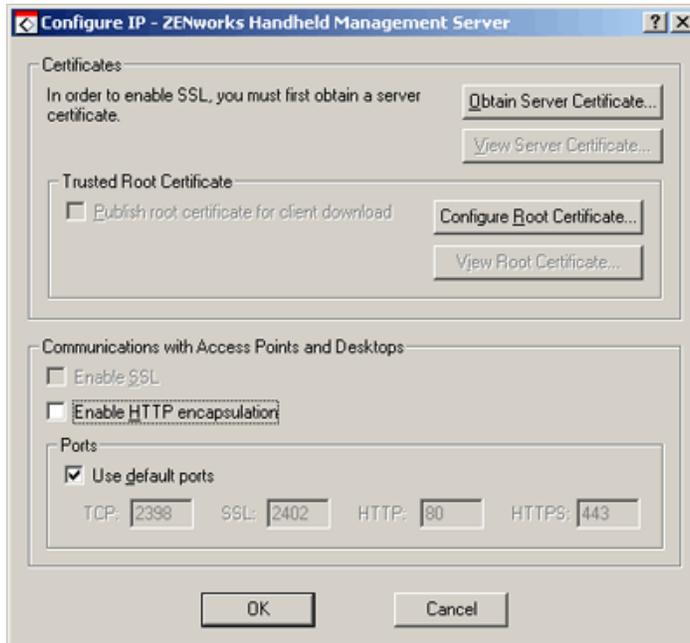
3 Configure the ZENworks Handheld Management Access Point to connect to the new ports.

    3a Run `console.exe` from the `ZFHAP` folder.

    3b Select *Operations > Configure > Server Communication*.

    3c Deselect the *Use Default Port* option.

    3d Type the desired port that you want the ZENworks Handheld Management Access Point to use for communicating with the ZENworks Handheld Management Server.

4 Click *OK*.

A.4 Changing the Default Ports for the ZENworks Handheld Management Access Point and the Handheld Devices Communication

1 During installation, if you have selected the *Configure Access Point HTTP and SSL* settings option, do the following in the Configure IP - ZENworks Handheld Management Access Point dialog box:

    1a Deselect the *Use Default Ports* option.

    1b Type the desired TCP, SSL, HTTP, and HTTPS ports that you want the ZENworks Handheld Management Access Point to use.

1c Click *OK*.
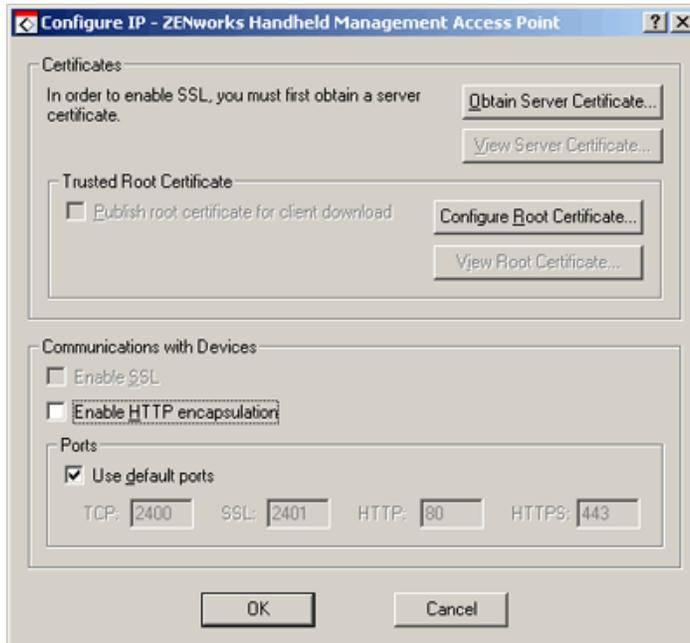
2 On the Handheld device, open the ZENworks console and do the following:

For Palm OS devices, click the *ZENworks* menu > *Server*, then deselect the *Use Default Port* option. Type the port that you want the device to use for connecting to the ZENworks Handheld Management Access Point.

or

For Windows CE devices, click *Configure > Use SSL*, then deselect the *Use Default Port* option. Type the port that you want the device to use when connecting to the ZENworks Handheld Management Access Point.

Troubleshooting

<div style="text-align: right">B</div>

The following section explains the scenarios that you might encounter when using ZENworks Handheld Management:

Unable to uninstall the handheld client from a device

Explanation: Some of the handheld devices support the removal of the handheld client from the device. For example, you can choose to uninstall the client for Windows CE device by using the device's Remove Programs dialog box.

It might be possible that a device might not support the removal of the handheld client or the remove programs feature of the device is unable to uninstall the handheld client.

Action: To manually uninstall the handheld client from a device, perform the following steps:

1 Delete the following registry entries:

+ `HKEY_LOCAL_MACHINE\SOFTWARE\Apps\Novell ZENworks Client 7.`*x.x.x*

+ `HKEY_LOCAL_MACHINE\SOFTWARE\ZENworks for Handhelds`

2 Delete the `\Program Files\ZENworks for Handhelds` folder.

Documentation Updates

C

This section contains information on documentation content changes that have been made in the *Installation Guide* after the initial release of Novell® ZENworks® 7 Handheld Management. The information helps you to keep current on updates to the documentation.

All changes that are noted in this section were also made in the documentation. The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the documentation changes listed in this section.

The documentation update information is grouped according to the date the changes were published. Within a dated section, the changes are alphabetically listed by the names of the main table of contents sections for ZENworks 7 Handheld Management.

If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains the date it was published on the front title page or in the Legal Notices section immediately following the title page.

The documentation was updated on the following dates:

C.1 January 24, 2011 (Support Pack 1 Interim Release 4 Hot Patch 6)

Updates were made to the following sections. The changes are explained below.

C.1.1 What Is Novell Handheld Management?

Location	Change
"Supported Devices" on page 11	Updated the section.

C.1.2 Installing ZENworks Handheld Management

Location	Change
"Handheld Client Requirements" on page 18	Updated the section.
"Installing the Windows CE IP Client" on page 44	◆ Added the following information: The automatic installation is not supported for the HP T5540 and Zebra PS2100T devices. ◆ Updated the list of the CAB files for Handheld devices. See Table 2-1 on page 48.

C.1.3 Troubleshooting

Location	Change
"Troubleshooting" on page 91	Newly added this section.

C.2 June 17, 2009 (Support Pack 1 Interim Release 4)

Updates were made to the following sections. The changes are explained below.

Table C-1   *Content Changed on May 22, 2007*

Location	Change
"Configuring SSL and HTTP Settings" on page 81	Updated the section.

C.3 Sep 19, 2008

Updates were made to the following sections. The changes are explained below.

Table C-2   *Content Changed on May 22, 2007*

Location	Change
"Supported Devices" on page 11	Added BlackBerry 8000 series devices to the list of BlackBerry devices supported by ZENworks 7 Handheld Management. Also added, Windows Mobile 5.0 and Windows Mobile 6.0 to the supported devices list.
"Handheld Client Requirements" on page 18	Added "BlackBerry 8000 series devices" to the list of BlackBerry devices supported by ZENworks 7 Handheld Management. Also added, Windows Mobile 5.0 and Windows Mobile 6.0 to the list.

Location	Change
"Installing the Windows CE IP Client" on page 44	In Table 2-1, renamed Windows Mobile 2005 to Windows Mobile 5. Also added the CAB file for Windows Mobile 6 to the list.

C.4 May 22, 2007 (SP1 R2)

Updates were made to the following sections. The changes are explained below.

Table C-3   *Content Changed on Sep 19, 2008*

Location	Change
Table 2-1 on page 48	Added informatation related to Pocket PCs running Windows 2005 Mobile Devices.

C.5 December 9, 2005

The page design of the entire guide was reformatted to comply with revised Novell documentation standards.

C.6 October 7, 2005

Updates were made to the following sections. The changes are explained below.

 • Section C.6.1, "Installing ZENworks Handheld Management," on page 95

C.6.1 Installing ZENworks Handheld Management

The following changes were made in this section:

Location	Change
Section 2.1.4, "Handheld Client Requirements," on page 18	Added "BlackBerry 6000 and 7000 series devices" to the list of BlackBerry devices supported by ZENworks 7 Handheld Management.
"RIM BlackBerry Client" on page 19	This is a new section.
Section 2.4.5, "Installing Desktop Synchronization Integration Software," on page 58	This is a new section.