

Novell Data Synchronizer Mobility Pack 1.2.4

Readme

Novell®

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1 Overview

The Novell Data Synchronizer Mobility Pack creates or updates a Synchronizer system that consists of the Synchronizer services, the GroupWise Connector, and the Mobility Connector on a single server. This Synchronizer system enables you to easily synchronize GroupWise data to mobile devices.

Mobility Pack 1.2.4 provides the following enhanced features compared to Mobility Pack 1.2.3:

- ♦ **SLES 11 SP2 Support:** SLES 11 SP1 is still supported. SLES 11 SP2 is also supported.
- ♦ **ZENworks Mobile Management Integration:** You can use Novell ZENworks Mobile Management to monitor and control mobile devices that are synchronizing data for GroupWise users.
- ♦ **Log File Compression Method:** You can change how old log files are stored, in order to conserve disk space.

Updates to the Mobility Pack are released regularly. Some updates are major version updates, such as Mobility Pack 1.1.x to Mobility Pack 1.2.x. Other updates are minor updates to an existing version, such as Mobility Pack 1.2 to Mobility Pack 1.2.x.

For a list of the bugs that have been fixed in Mobility Pack 1.2.4, see the [Novell Data Synchronizer 1.2.4 Bug Fix List](http://www.novell.com/documentation/datasynchronizer1/resources/datasync12_bugfixlist_mobility_upd4.html) (http://www.novell.com/documentation/datasynchronizer1/resources/datasync12_bugfixlist_mobility_upd4.html).

2 Mobility Pack System Requirements

See the system requirements for each component of your Mobility Pack installation:

- ♦ “Data Synchronizer System Requirements” in the *Novell Data Synchronizer Mobility Pack Installation Guide*
- ♦ “Mobile Device Requirements” in the *Mobility Connector Installation and Configuration Guide*
- ♦ “GroupWise System Requirements” in the *GroupWise Connector Installation and Configuration Guide*

3 Installation Instructions for Creating a New Synchronizer System

Follow the instructions in this section if you are installing Mobility Pack 1.2.4 in order to create a new Synchronizer system.

The Mobility Pack 1.2.4 ISO is available from the Novell Downloads Web site. You use YaST to install Mobility Pack 1.2.4 from the downloaded ISO.

- ♦ [Section 3.1, “Obtaining the Mobility Pack 1.2.4 ISO from the Novell Downloads Web Site,”](#) on page 2
- ♦ [Section 3.2, “Installing Mobility Pack 1.2.4 to Create Your New Synchronizer System,”](#) on page 2

NOTE: If you need to uninstall and reinstall the Mobility Pack, follow the instructions in [“Uninstalling the Mobility Pack”](#) in the *Novell Data Synchronizer Mobility Pack Installation Guide*. See also [Section 5.13, “Thorough Uninstallation Required,”](#) on page 6.

3.1 Obtaining the Mobility Pack 1.2.4 ISO from the Novell Downloads Web Site

- 1 On [Novell Downloads \(http://download.novell.com\)](http://download.novell.com), click *Search Patches* to display Novell Patch Finder.

IMPORTANT: The Mobility Pack 1.2.4 software is located in the *Patches* list, not the *Products* list.

- 2 Select *Data Synchronizer*, then click *Search*.
- 3 Under *Data Synchronizer Mobility Pack 1.2*, click *Novell Data Synchronizer Mobility Pack 1.2.4*.
- 4 Click *Proceed to Download*, then follow the online instructions to download the Mobility Pack 1.2.4 ISO to a convenient temporary directory on the Synchronizer server.
- 5 Continue with [Installing Mobility Pack 1.2.4 to Create Your New Synchronizer System](#).

3.2 Installing Mobility Pack 1.2.4 to Create Your New Synchronizer System

- 1 Make sure that the Linux server where you plan to install the Mobility Pack meets the system requirements, as listed in [“Data Synchronizer System Requirements”](#) in the *Novell Data Synchronizer Mobility Pack Installation Guide*.
- 2 If a Web server is currently running on the Synchronizer server, stop it, and preferably disable it.
- 3 Use YaST to install the Mobility Pack 1.2.4 ISO:
 - 3a Under *Groups*, click *Software*, then click *Add-On Products*.
 - 3b Install the Mobility Pack as an add-on product.

Complete installation instructions are available in [“Installing and Setting Up a Data Synchronizer System”](#) in the *Novell Data Synchronizer Mobility Pack Installation Guide*.

4 Installation Instructions for Updating an Existing Synchronizer System

Follow the instructions in this section to update an existing Synchronizer system.

- 1 Obtain the Mobility Pack 1.2.4 ISO from the [Novell Customer Center \(http://www.novell.com/customercenter\)](http://www.novell.com/customercenter).

or

Obtain the Mobility Pack 1.2.4 ISO from Novell Patch Finder on the [Novell Downloads Web site \(http://download.novell.com\)](http://download.novell.com).

- 2 In YaST, run Patch CD Update to install the updated Mobility Pack ISO to your Synchronizer system.
- 3 Make sure that PostgreSQL is running:

```
rcpostgresql status
```

- 4 Run the Mobility Pack Update script:

```
/opt/novell/datasync/update.sh
```

For some version updates, the update process finishes quickly. However, the update process can take longer for a large database.

- 5 Restart the Synchronizer services and PostgreSQL:

- 5a Stop the Synchronizer services:

```
rcdatasync stop
```

- 5b Verify that all Synchronizer services have stopped:

```
ps -eaf | grep datasync
```

- 5c Restart PostgreSQL:

```
rcpostgresql restart
```

- 5d Start the Synchronizer services:

```
rcdatasync start
```

- 5e Verify that update has been installed:

The version number is displayed at the bottom of the main [Synchronizer Web Admin](#) page.

For more detailed instructions, see “[Mobility Pack Update](#)” in the *Novell Data Synchronizer Mobility Pack Installation Guide*.

5 Installation Issues

- ♦ [Section 5.1, “Untrusted Key Warning,”](#) on page 4
- ♦ [Section 5.2, “Update Issue from SLES SP1 to SLES SP2,”](#) on page 4
- ♦ [Section 5.3, “Feature Preview Script,”](#) on page 4
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- ♦ [Section 5.13, “Thorough Uninstallation Required,”](#) on page 6

5.1 Untrusted Key Warning

When you install the Mobility Pack on SLES 11 SP2, you receive the following warning:

```
Import Untrusted GnuPG Key
```

```
The following GnuPG key has been found in repository Unknown: Unknown
```

This is normal for an initial installation of the Mobility Pack on SLES 11 SP2. Click *Import* to continue.

5.2 Update Issue from SLES SP1 to SLES SP2

When you update a server where the Mobility Pack is installed from SLES 11 SP1 to SP2, you must select the Mobility Pack as an add-on product during the update process. This informs the update process that you want to retain the Mobility Pack on the updated server.

If you do not select the Mobility Pack during the update, the Mobility Pack RPMs are removed.

5.3 Feature Preview Script

The feature preview script (`previewfeature.sh`) lets you enable functionality that is currently under development but not yet officially released and supported. Such functionality is disabled by default, but you can use the feature preview script to enable it.

Some task synchronization functionality that will be available in the next release is currently available for preview.

- 1 Change to the following directory:

```
/opt/novell/datasync
```

- 2 Run the following script to enable task synchronization:

```
./previewfeature.sh --tasks --action enable
```

This enables task synchronization for all users.

- 3 (Conditional) If you want to turn off task synchronization, use the following command:

```
./previewfeature.sh --tasks --action disable
```

5.4 Synchronizer System Configuration

A Synchronizer system can communicate with only one GroupWise system. Creating multiple connectors of the same type on a single Synchronizer server is not supported. For more details, see [“Synchronizer System Configuration”](#) in [“Mobility Pack Product Overview”](#) in the *Novell Data Synchronizer Mobility Pack Installation Guide*.

5.5 Virtualization Support

The Mobility Pack is supported in a virtual environment, but performance might be somewhat slower when it is virtualized. Individual results might vary.

5.6 GroupWise Trusted Application Creation

Before you run the Mobility Pack Installation program, you must create a GroupWise trusted application so that the GroupWise Connector can log in to a GroupWise Post Office Agent (POA) in order to access GroupWise mailboxes without needing personal user passwords.

When you set up the GroupWise Connector as a trusted application, you need to fill in only three fields in the Create Trusted Application dialog box in ConsoleOne: *Name*, *Location for Key File*, and *Name of Key File*. Do not fill in any other fields. If you fill in additional fields, the trusted application does not work correctly with the GroupWise Connector.

5.7 YaST Proposal Error

When you run the Mobility Pack Installation program in YaST, you might see the following error:

```
The proposal contains an error that must be resolved before continuing
```

This error indicates that you clicked *Next* without providing the configuration information for your Synchronizer system. Instead of clicking *Next*, click *Change > Mobility Pack Configuration*, then provide the configuration as prompted. After you provide the configuration information, click *Next*.

5.8 YaST Hangs When Browsing Files

When you run the Mobility Pack Installation program on SUSE Linux Enterprise Server (SLES) 11 SP1, the Installation program might hang if you browse to and select a file. This can occur if you try to browse to and select any of the following files during installation:

- ♦ Mobility Pack ISO file
- ♦ GroupWise trusted application key file
- ♦ Certificate file

As a workaround, type the full path and filename for the file instead of browsing to it.

This problem does not occur on SLES 11 SP2.

5.9 YaST Error When Configuring LDAP

When you run the Mobility Pack Installation program, the Installation program displays the following error if you click *Browse* next to the *LDAP User Container* field or the *LDAP GroupWise Container* field on the Data Synchronizer Settings page:

```
Connection to the LDAP server cannot be established
```

```
A possible reason for the failed connection may be that your client is configured for TLS/SSL but the server does not support it
```

```
Retry connection without TLS/SSL?
```

Click *Yes* to successfully browse for the user and group containers.

This error occurs regardless of whether you specified a secure LDAP port on the LDAP Server Settings page. The same error also appears if you click *Browse* on the Add Users and Groups page.

To avoid the error, type the information, rather than browsing for the LDAP users and groups.

You can configure a secure LDAP connection after installation, as described in “[Enabling and Disabling SSL for the Synchronizer LDAP Connection](#)” in “[Synchronizer System Management](#)” in the *Novell Data Synchronizer System Administration Guide*.

5.10 Required Python Package Version

If you already have Python packages installed on the server where you are installing the Mobility Pack, the Installation program needs to update the existing packages, rather than install new packages. This does not happen by default.

When you run the Installation program, you are prompted if packages need to be updated. Enter 1 for `Solution 1` to update each package.

5.11 Mobility Pack Installation Program Fails on a 32-Bit/x86 Processor

The Mobility Pack must be installed on a server with a 64-bit/x86 processor. If you try to install it on a server with a 32-bit/x86 processor, the Mobility Pack Installation program does not detect the problem. It tries to run, but it cannot run correctly.

If the behavior of the Installation program does not match the installation instructions provided in the *Novell Data Synchronizer Mobility Pack Installation Guide*, make sure that you are installing the Mobility Pack on a server that meets the documented system requirements.

There are currently no plans to make the Mobility Pack available in a 32-bit version.

5.12 Unnecessary Traffic Created by Extraneous Users

When you add users to your Synchronizer system, data is automatically synchronized from GroupWise to the Mobility Connector before users connect their mobile devices to your Synchronizer system. Do not add users to your Synchronizer system who do not have mobile devices. Extraneous users create unnecessary synchronization traffic in your Synchronizer system.

5.13 Thorough Uninstallation Required

The standard uninstallation procedures provided in “[Uninstalling the Mobility Pack](#)” in the *Novell Data Synchronizer Mobility Pack Installation Guide* occasionally fail to completely uninstall the Mobility Pack because of various server-specific issues. When the Mobility Pack software is not completely uninstalled, the next installation does not proceed normally. For example, you might encounter problems configuring LDAP access during installation. To ensure that the Mobility Pack software has been completely uninstalled, perform the following checks:

- 1 In YaST, click *Software > Add-On Products*.

The Mobility Pack should not be listed. If it is still listed, select it, then click *Delete*.

- 2 In YaST, click *Software > Software Repositories*.

The Mobility Pack repository should not be listed. If it is still listed, select it, then click *Delete*.

IMPORTANT: If you do not remove the existing Mobility Pack repository, you cannot successfully install the next version of the Mobility Pack software.

- 3 In YaST, click *Software > Software Management*. In the *Filters* drop-down list, select *Patterns*.

Under the *Primary Functions* heading, the Mobility Pack should not be listed. If it is still listed, select it. Review the *Packages* list for any packages that were not successfully uninstalled and uninstall them.

- 4 In YaST, click *Software > Software Management*. In the *Search* field, specify `datasync`, then click *Search*.

The *Packages* list should be empty. If any Data Synchronizer packages are still listed, uninstall them.

- 5 Log in as `root` in a terminal window, then check for Data Synchronizer RPMs:

```
rpm -qa | grep datasync
```

If any Data Synchronizer RPMs are still installed, uninstall them:

```
rpm -e rpm_name.rpm
```

- 6 Make sure that none of the following directories still exist on your server:

```
/opt/novell/datasync  
/etc/datasync  
/etc/init.d/datasync*  
/var/lib/datasync  
/var/log/datasync  
/var/run/datasync  
/var/lib/pgsql
```

If any of these directories still exist, delete them.

- 7 After performing all these checks, reboot the Synchronizer server.
- 8 Remove the Synchronizer certificate from any workstations where you have run Synchronizer Web Admin.

For example, in Firefox, click *Tools > Options > Advanced > Encryption > View Certificates*. Select the certificate named `DataSync Web Admin`, then click *Delete*.

6 Data Synchronizer Issues

- ♦ [Section 6.1, “Interrupted Deletions,” on page 7](#)
- ♦ [Section 6.2, “Unsuccessful Shutdown,” on page 8](#)
- ♦ [Section 6.3, “Users and Groups Not Displayed Correctly in Synchronizer Web Admin,” on page 8](#)
- ♦ [Section 6.4, “Connector Configuration Settings,” on page 8](#)
- ♦ [Section 6.5, “GroupWise Mobile Server Compatibility,” on page 8](#)

6.1 Interrupted Deletions

Deleting a large number of users can take a long time. If you use `rcdatasync stop` during the deletion process, the Sync Engine finishes the deletion task, then shuts down normally. However, if you kill the Sync Engine process during the deletion task, the deletion task is left in an unfinished state and is never completed.

For cleanup assistance after an interrupted deletion task, see TID 7008852, “How to Completely Remove All References of the User from Mobility” in the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support).

To avoid the problem, always use `rcdatasync stop` to stop the Sync Engine.

6.2 Unsuccessful Shutdown

Occasionally, when you shut down the Synchronizer services, one or more services fails to shut down. A message notifies you of the problem. To resolve the problem:

- 1 Use the following command to identify the processes that did not shut down:

```
ps -eaf | grep python
```

- 2 (Conditional) If the Synchronizer services are the only Python processes running on the server, use the following command to kill all of them:

```
killall -9 python
```

or

(Conditional) If non-Synchronizer Python processes are running on the server, use the following command to kill each individual Synchronizer process:

```
kill -9 pid
```

Replace *pid* with the process ID of each Synchronizer Python process, as listed in [Step 1](#).

- 3 When you are finished killing Synchronizer processes, repeat the `ps` command to verify that all killed processes have actually shut down.

6.3 Users and Groups Not Displayed Correctly in Synchronizer Web Admin

When you add or delete a large number of users or groups in Synchronizer Web Admin, the Manage Users page or the Manage Groups page might not correctly display the presence or absence of the users or groups. Refresh the page in your browser to correctly display the users or groups.

6.4 Connector Configuration Settings

On the Connector Configuration Settings pages for the GroupWise Connector and the Mobility Connector, if you set and save general connector settings, then set and save connector-specific settings, the general connector settings are not actually saved. However, if you set and save connector-specific settings, then set and save general connector settings, all changed settings are saved as expected.

6.5 GroupWise Mobile Server Compatibility

The Novell Data Synchronizer Mobility Pack is the replacement for GroupWise Mobile Server (GMS). These two synchronization solutions can coexist successfully, as long as users are transitioned from GMS to Synchronizer in a timely manner.

An issue with GMS can cause a user whose mobile device is configured to use both synchronization solutions to occasionally receive a large quantity of extraneous items. As you add users to Synchronizer, you should delete them from GMS. You can continue to run GMS indefinitely to support users with older mobile devices that are not supported by Synchronizer.

7 Connector Issues

- ♦ [Section 7.1, "General Connector Issues,"](#) on page 9
- ♦ [Section 7.2, "Connector-Specific Issues,"](#) on page 9

7.1 General Connector Issues

- ♦ [Section 7.1.1, “Connector Does Not Stop,” on page 9](#)
- ♦ [Section 7.1.2, “Multiple Instances of the Same Connector,” on page 9](#)

7.1.1 Connector Does Not Stop

When you stop a connector in Synchronizer Web Admin and then start it again immediately, the status might indefinitely remain as *Starting*. This can happen because the connector did not completely stop before you tried to restart it. The connector might have been completing a polling cycle before shutting down, even though Synchronizer Web Admin displayed the status as *Stopped*. When you try to start a connector that is still shutting down, it cannot start normally.

To restart the connector when this situation has occurred:

- 1 Restart the Connector Manager on the command line:

```
rcdatasync-connectors restart
```

This should change the connector status in Synchronizer Web Admin from *Starting* to *Stopped*.

- 2 Start the connector in Synchronizer Web Admin.
- 3 Start any other connectors that stopped as a result of restarting the Connector Manager.

Some connectors restart automatically when the Connector Manager restarts.

If this problem occurs repeatedly, wait a few seconds between the time when you stop the connector and when you start it again to allow the connector to shut down completely before restarting.

7.1.2 Multiple Instances of the Same Connector

Synchronizer Web Admin allows you to manually create multiple instances of the same connector. However, this configuration is not currently supported.

If you have more users than a single connector can service, you can install one or more additional instances of the Mobility Pack on additional servers until all users are being successfully serviced. Users can be organized on multiple instances of the Mobility Pack based on various schemes such as the location of the users, the location of the synchronized applications, or the desired quality of service (executives vs. regular employees, for example). Instances of the Mobility Pack do not need to mirror the structure of your GroupWise system.

7.2 Connector-Specific Issues

Refer to the Readme for each connector on the [Novell Data Synchronizer Connectors Documentation Web site \(http://www.novell.com/documentation/datasync_connectors1\)](http://www.novell.com/documentation/datasync_connectors1).

8 Mobility Pack 1.2.4 Bug Fixes

For all bugs that have been fixed since Novell Data Synchronizer Mobility Pack 1.2.2, see the [Novell Data Synchronizer 1.2.4 Bug Fix List \(http://www.novell.com/documentation/datasynchronizer1/resources/datasync12_bugfixlist_mobility_upd4.html\)](http://www.novell.com/documentation/datasynchronizer1/resources/datasync12_bugfixlist_mobility_upd4.html).

If you have access to [Novell Bugzilla \(https://bugzilla.novell.com\)](https://bugzilla.novell.com), you can look up the bug numbers for more information about each bug.

9 Documentation

The Mobility Pack documentation is available at the [Novell Data Synchronizer Documentation Web site \(http://www.novell.com/documentation/datasynchronizer1\)](http://www.novell.com/documentation/datasynchronizer1):

- ♦ Mobility Pack Readme
- ♦ *Mobility Pack Installation Guide*
- ♦ *Data Synchronizer System Administration Guide*

Data Synchronizer connector documentation is available at the [Novell Data Synchronizer Connector Documentation Web site \(http://www.novell.com/documentation/datasync_connectors1\)](http://www.novell.com/documentation/datasync_connectors1):

- ♦ Connector Readmes
- ♦ Connector Quick Starts
- ♦ Connector installation and configuration guides

In addition to the Data Synchronizer product documentation, the following resources provide additional information about Data Synchronizer:

- ♦ [Novell Support and Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support)
- ♦ [Data Synchronizer Support Forum \(http://forums.novell.com/forumdisplay.php?f=939\)](http://forums.novell.com/forumdisplay.php?f=939)
- ♦ [Data Synchronization Cool Solutions \(http://www.novell.com/communities/cool solutions/datasynchronizer\)](http://www.novell.com/communities/cool solutions/datasynchronizer)
- ♦ [Data Synchronizer Mobility Connector Devices Wiki \(https://vibe.novell.com/vibe/groupwise_mobility_devices\)](https://vibe.novell.com/vibe/groupwise_mobility_devices)
- ♦ [Data Synchronizer Connector Marketplace \(http://www.novell.com/products/data-synchronizer/connectors\)](http://www.novell.com/products/data-synchronizer/connectors)

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