

ZENworks for Handhelds 5.1

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1.0 Overview

Novell® ZENworks® for Handhelds (ZfH) provides automated management for your growing population of handheld devices to help reduce high ownership costs, strengthen corporate data security, and increase productivity for a highly mobile workforce.

This Readme includes the installation notes and product issues that you need to know as you install and use ZfH 5.1.

See the [ZfH 5.1 Documentation Web site \(http://www.novell.com/documentation/lg/zfh51\)](http://www.novell.com/documentation/lg/zfh51) for updated information, including the *Installation and Administration* guide.

2.0 What's New In ZfH 5.1?

ZfH 5.1 introduces the following new features:

- ♦ “Support for BlackBerry Devices Running RIM OS” on page 1
- ♦ “ZfH IP Client for Palm OS Devices” on page 2
- ♦ “Enhanced Password Security for Palm OS Devices” on page 3
- ♦ “Self-Destruct Feature for Palm OS and Windows CE Devices That Are Lost or Stolen” on page 3

2.1 Support for BlackBerry Devices Running RIM OS

ZfH 5.1 provides the following features for BlackBerry* devices running Research In Motion* (RIM) OS 2.1 and newer.

ZfH supports BlackBerry 850/857 devices using the DataTAC* network and 950/957 devices using the Mobitex* network.

2.1.1 Policy Support

ZfH 5.1 provides the following policies for BlackBerry devices:

- ♦ **Handheld Import Policy:** Allows importing of BlackBerry device objects into eDirectory™. The Handheld Import Policy in the Handheld Service package has been modified to include BlackBerry under Platforms.
- ♦ **Configuration Policy:** Lets you specify a standard owner name and additional information that will be set on the associated BlackBerry devices. For example, you could specify that your company name, address, and telephone number be set on all associated BlackBerry devices to help recover lost devices.
- ♦ **Security Policy:** Lets you ensure that a password is set on associated BlackBerry devices.

- ♦ **Software and Hardware Inventory:** The BlackBerry Inventory policy lets you specify a schedule to collect hardware and software inventory. Unlike the existing inventory functionality for Palm* OS* and Windows* CE devices, you must create, configure, and schedule the BlackBerry Inventory policy.

For more information about ZfH BlackBerry policies, see [Setting Up Handheld Package Policies \(http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/ah36cb9.html\)](http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/ah36cb9.html) in the *Installation and Administration* guide.

2.1.2 Software Distribution

Software distribution lets you distribute software to BlackBerry devices that are synchronized with a cradle; ZfH does not support software distribution to BlackBerry devices using wireless synchronization.

For more information, see [Distributing Software to Handheld Devices \(http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/af8qz8x.html\)](http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/af8qz8x.html) in the *Installation and Administration* guide.

2.1.3 Groupware/E-Mail Support

ZfH 5.1 supports the same groupware/e-mail systems supported by RIM, including Microsoft* Exchange, Lotus* Notes*, and any POP3- or IMAP-compliant e-mail system (including Novell GroupWise®).

2.1.4 BlackBerry Device Lockout

Lets you disable a BlackBerry device if you suspect that it has been lost or stolen, for example. After the device is locked, no applications can run on the device.

For more information, see [BlackBerry Device Lockout \(http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/ah36cb9.html#akm6c5d\)](http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/ah36cb9.html#akm6c5d) in the *Installation and Administration* guide.

2.1.5 Reports and Queries for BlackBerry Devices

ZfH 5.1 supports reports and queries for BlackBerry devices.

For more information, see [Using Queries and Groups \(http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/af9jhas.html\)](http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/af9jhas.html) in the *Installation and Administration* guide.

2.2 ZfH IP Client for Palm OS Devices

ZfH 5 included a ZfH IP client for Windows CE devices; ZfH 5.1 now includes a ZfH IP client for Palm OS devices.

ZfH provides a wizard to install and configure the Palm IP client.

The ZfH IP client on the handheld device communicates directly with the IP conduit on the proxy service computer via TCP/IP; no third-party synchronization software is required.

Only Palm devices running Palm OS version 4.0 or later can connect automatically to the ZfH server; devices running Palm OS 3.5 must be manually connected by clicking the ZfHConsole icon on the Palm device, then clicking Connect Now.

For more information, see [Installing the ZfH Palm IP Client \(http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/af8d9om.html#ajmoeb2\)](http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/af8d9om.html#ajmoeb2) in the *Installation and Administration* guide.

2.3 Enhanced Password Security for Palm OS Devices

ZfH 5 provided enhanced security for Windows CE devices; ZfH 5.1 provides this same level of security for Palm OS devices (including Tungsten devices).

The Palm Security policy lets you ensure that a password is set on the associated Palm OS device and also lets you configure enhanced security options, such as the number of days to allow before a password expires, the number of grace logons permitted before the user must change the password, the minimum number of characters to allow for the password, and whether the password must contain a mix of letters and numbers.

After the ZfH password applet is installed on the device, users will see ZfH password dialog boxes rather than the default Palm password dialog boxes.

For more information, see [Palm Security Policy \(http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/ah36cb9.html#ah36cbk\)](http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/ah36cb9.html#ah36cbk) in the *Installation and Administration* guide.

2.4 Self-Destruct Feature for Palm OS and Windows CE Devices That Are Lost or Stolen

ZfH 5.1 enhances the security policies for both Palm OS and Windows CE devices to let you delete files or disable the device after a specified number of failed password attempts or after a specified number of days that the device has not been synchronized.

For more information, see [Palm Security Policy \(http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/ah36cb9.html#ah36cbk\)](http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/ah36cb9.html#ah36cbk) or [WinCE Security Policy \(http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/ah36cb9.html#ah36cc6\)](http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/ah36cb9.html#ah36cc6) in the *Installation and Administration* guide.

3.0 Important Information and Known Issues

3.1 You Must Create a MAPI Profile On the ZfH Server Machine

For BlackBerry functionality, you must create a MAPI profile on the ZfH server machine to be able to connect to your e-mail system. You can create a MAPI profile by installing the appropriate e-mail client onto the ZfH server machine.

For more information, see [Creating a MAPI Profile \(BlackBerry Device Support Only\) \(http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/ai1ik17.html#ajm6t9u\)](http://www.novell.com/documentation/lg/zfh51/administration_zfh/data/ai1ik17.html#ajm6t9u) in the *Installation and Administration* guide.

3.2 Uninstalling ZfH from Handspring Treo Devices

If ZfH is uninstalled on Handspring* Treo* devices, the original security application will become unusable. To restore the original security application functionality, you must perform a hard reset on the device.

3.3 Configuring BlackBerry Enterprise Server or BlackBerry Desktop Redirector to Send Messages While the Device is Cradled

If you are using RIM BlackBerry Enterprise Server (BES) 2.1 or BlackBerry Desktop Redirector, you need to change the configuration settings to allow messages to be sent while the BlackBerry device is in the cradle. If you do not change this setting, messages from the ZfH server might remain in the desktop inbox and never get sent to the cradled device.

To change this configuration setting, in BES 2.1 or BlackBerry Desktop Redirector, click Redirector Settings, then deselect the Disable Email Redirection to Handheld While In Cradle check box.

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