

# Novell GroupWise Mobile Server 3 for Windows, Powered by Intellisync

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## 1 Overview

With Novell® GroupWise® Mobile Server 3 for Windows\*, you can synchronize e-mail messages and other personal information manager (PIM) data from your GroupWise mailbox to supported mobile devices.

GroupWise Mobile Server 3 for Windows includes the following modules from Intellisync\* Mobile Suite:

- ♦ Intellisync Wireless Email with the GroupWise Connector
- ♦ Intellisync Mobile Gateway
- ♦ Intellisync Secure Gateway
- ♦ Synchronization software for supported devices

Enhancements for GroupWise Mobile Server 3 include:

- ♦ Substantially faster push of data to your device
- ♦ Significantly increased battery life

Some Intellisync Mobile Suite modules are not included in GroupWise Mobile Server 3. For supported devices and module details, see the *GroupWise Mobile Server 3 Getting Started Guide* ([http://www.novell.com/documentation/groupwise\\_mobile\\_3/gms3\\_getstart/index.html?page=/documentation/groupwise\\_mobile\\_3/gms3\\_getstart/data/ab32nt1.html](http://www.novell.com/documentation/groupwise_mobile_3/gms3_getstart/index.html?page=/documentation/groupwise_mobile_3/gms3_getstart/data/ab32nt1.html)) on the GroupWise Mobility Documentation Web site (<http://www.novell.com/documentation/gwmobility/index.html>).

## 2 Installing GroupWise Mobile Server 3 for Windows

- 1 If you have a Web server running on the server where you plan to install GroupWise Mobile Server 3 for Windows, stop the Web server.
- 2 Download the GroupWise Mobile Server 3 for Windows compressed file (gms301\_win.zip) to a temporary directory at the root of a local drive or to a network server drive that can handle long pathnames.
- 3 Extract the .zip file into a directory at the root of your local drive or to a network server drive that can handle long pathnames.  
  
The compressed file contains directory paths that could exceed DOS limits.
- 4 On your Windows desktop, click *Start > Run*, then browse to the directory where you extracted the GroupWise Mobile Server files.

- 5 Select the `setup.exe` file, then click *OK* to run the GroupWise Mobile Server Installation program.
- 6 Follow the on-screen instructions to install GroupWise Mobile Server 3 for Windows.

For detailed installation instructions, see the *GroupWise Mobile Server 3 Getting Started Guide* ([http://www.novell.com/documentation/groupwise\\_mobile\\_3/gms3\\_getstart/index.html?page=/documentation/groupwise\\_mobile\\_3/gms3\\_getstart/data/ab32nt1.html](http://www.novell.com/documentation/groupwise_mobile_3/gms3_getstart/index.html?page=/documentation/groupwise_mobile_3/gms3_getstart/data/ab32nt1.html)) and the *Intellisync Mobile Suite Installation Guide* ([http://www.novell.com/documentation/groupwise\\_mobile\\_3/pdfdoc/install\\_gde/install\\_gde.pdf](http://www.novell.com/documentation/groupwise_mobile_3/pdfdoc/install_gde/install_gde.pdf)) on the GroupWise Mobile Server 3 Documentation Web site ([http://www.novell.com/documentation/groupwise\\_mobile\\_3](http://www.novell.com/documentation/groupwise_mobile_3)).

## 3 Client Installation Instructions for Mobile Devices

For information about installing the GroupWise Mobile Server client software on mobile devices, see the device-specific *Client Guides* on the [GroupWise Mobile Server 3 Documentation Web site](http://www.novell.com/documentation/groupwise_mobile_3) ([http://www.novell.com/documentation/groupwise\\_mobile\\_3](http://www.novell.com/documentation/groupwise_mobile_3)). Use the GroupWise Mobile Server machine URL and your GroupWise username and password to log in from your mobile device to install the client software.

## 4 Known Issues

- ♦ [Section 4.1, “Synchronization Problem with Two NICs,” on page 2](#)
- ♦ [Section 4.2, “Moving E-mail with Attachment Removes the Attachment,” on page 3](#)
- ♦ [Section 4.3, “VMware Support,” on page 3](#)
- ♦ [Section 4.4, “Additional Virtualization Support,” on page 3](#)
- ♦ [Section 4.5, “GroupWise Highlights from the Nokia Intellisync Mobile Suite Release Notes,” on page 4](#)

For a list of known issues and fixes in Intellisync Mobile Suite, see the *Intellisync Mobile Server Release Notes* ([http://www.novell.com/documentation/groupwise\\_mobile\\_3/pdfdoc/NIMS9.0\\_ReleaseNotesEN/NIMS9.0\\_ReleaseNotesEN.pdf](http://www.novell.com/documentation/groupwise_mobile_3/pdfdoc/NIMS9.0_ReleaseNotesEN/NIMS9.0_ReleaseNotesEN.pdf)) on the [GroupWise Mobile Server 3 Documentation Web site](http://www.novell.com/documentation/groupwise_mobile_3) ([http://www.novell.com/documentation/groupwise\\_mobile\\_3](http://www.novell.com/documentation/groupwise_mobile_3)).

### 4.1 Synchronization Problem with Two NICs

If you have two NICs installed in the GroupWise Mobile Server machine, device synchronization could fail. When a user provisions an account with a mobile device, the secondary NIC is added to the GroupWise Event Configuration. This address is used to “slap” (that is, to send a notice that an event has triggered) the GroupWise Mobile Server machine whenever a change occurs in the user’s account. Because the wrong address is used, no slaps reach GroupWise Mobile Server. Therefore, synchronization does not occur.

The same issue can arise under other circumstances where a machine has multiple IP addresses, including virtual NICs and public vs. private IP addresses.

To resolve the problem:

- 1 In a Web browser on the GroupWise Mobile Server machine, display the following URL:  
`http://localhost/diag`

- 2 Log in as the GroupWise Mobile Server administrator.
- 3 Click *Wireless Email*, then scroll down to the *Add Property* field.
- 4 In the field to the left of the equal sign (=), specify:

```
GroupWise.Listener
```

- 5 In the field to the right of the equal sign (=), specify one or more NIC addresses:

```
hostname=ip_address:port[,hostname=ip_address:port]
```

For example:

```
gmserver=172.16.5.18:80
gmserver=172.16.5.18:80,intellisyncserver=137.16.5.19:8080
```

- 6 Click *Set*.
- 7 Restart the Intellisync Mobile Suite service for the changes to take effect:
  - 7a On your Windows desktop, click *Start > Administrative Tools > Services*.
  - 7b Right-click *Intellisync Mobile Suite*, then click *Restart*.
- 8 Delete all the Intellisync Mobile Suite users.
- 9 Add the users again manually.

or

Set the Intellisync Mobile Suite to auto-discover, then have the users add themselves.

For detailed instructions, see “Managing Users” in the *Intellisync Mobile Suite Administrator’s Guide* ([http://www.novell.com/documentation/groupwise\\_mobile\\_3/pdfdoc/admin\\_gde/admin\\_gde.pdf](http://www.novell.com/documentation/groupwise_mobile_3/pdfdoc/admin_gde/admin_gde.pdf)) on the *GroupWise Mobility Documentation Web site* (<http://www.novell.com/documentation/gwmobility/index.html>).

## 4.2 Moving E-mail with Attachment Removes the Attachment

If you are using a PalmOS or Symbian device moving an e-mail with a corresponding attachment to a sub-folder may cause the attachment to become corrupted. This corruption may cause the attachment to become unreadable in both the mobile device and the GroupWise client.

## 4.3 VMware Support

GroupWise Mobile Server 2.0.2 for Windows has been certified to run on VMware\* Workstation 4.0.0, build 4460.

GroupWise Mobile Server 2.0.4 has not been officially certified to run on VMware, although experience indicates that it runs successfully on versions of VMware for workstations and for servers.

The same level of VMware support applies to GroupWise Mobile Server 3.

## 4.4 Additional Virtualization Support

GroupWise Mobile Server is not supported in virtualized environments besides VMware.

## 4.5 GroupWise Highlights from the Nokia Intellisync Mobile Suite Release Notes

- ♦ In a GroupWise environment, changes to the pattern of a monthly or yearly all-day meeting request can result in all-day meetings spanning two different days. Reference 64316.
- ♦ In a GroupWise environment, when connecting to a GroupWise mailbox through the Web PIM, users must re-enter the password after verifying the mailbox and before clicking *Next*. Reference 68392.

## 5 Documentation

The GroupWise Mobile Server 3 for Windows documentation is available at the [GroupWise Mobile Server 3 Documentation Web site \(http://www.novell.com/documentation/groupwise\\_mobile\\_3\)](http://www.novell.com/documentation/groupwise_mobile_3).

The following documentation is provided by Novell:

- ♦ GroupWise Mobile Server 3 Product Readme
- ♦ GroupWise Mobile Server 3 Support Pack Readmes
- ♦ *GroupWise Mobile Server 3 Getting Started Guide*

The following Windows server documentation is provided by Nokia:

- ♦ *Intellisync Mobile Suite Release Notes*
- ♦ *Intellisync Mobile Suite Installation Checklists*
- ♦ *Intellisync Mobile Suite Installation Guide*
- ♦ *Intellisync Mobile Suite Administrator's Guide*
- ♦ *Intellisync Mobile Suite Secure Gateway Administrator's Guide*
- ♦ Online help for the Admin Console

The following client documentation is provided by Nokia:

- ♦ *Nokia E-Mail Client Release Notes*
- ♦ Device-specific *Client Guides*
- ♦ On-device help for client users

## 6 Documentation Conventions

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

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