

# **Installation Guide**

## **GroupWise® Mobility Service 2.1**

February 2015

**Novell®**



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# About This Guide

The *GroupWise Mobility Service 2.1 Installation Guide* helps you to understand and set up a GroupWise Mobility system by installing the GroupWise Mobility Service, which includes the GroupWise Sync Agent and the Mobility Sync Agent.

- ♦ [Chapter 1, “GroupWise Mobility Service Product Overview,” on page 7](#)
- ♦ [Chapter 2, “GroupWise Mobility Service System Requirements,” on page 11](#)
- ♦ [Chapter 3, “GroupWise Mobility Service Installation,” on page 17](#)
- ♦ [Chapter 4, “GroupWise Mobility Service Update,” on page 45](#)
- ♦ [Appendix A, “GroupWise Mobility Service Installation Troubleshooting,” on page 53](#)

## Audience

This guide is intended for network administrators who install a Mobility system to provide data synchronization between GroupWise and mobile devices.

## 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.

## Additional Documentation

For all GroupWise Mobility Service documentation, see the [GroupWise Mobility Service 2.1 Documentation website](http://www.novell.com/documentation/groupwisemobility2) (<http://www.novell.com/documentation/groupwisemobility2>).

- ♦ [GroupWise Mobility User Quick Start](#)
- ♦ [GroupWise Mobility Service Readme](#)
- ♦ [GroupWise Mobility Service Installation Guide](#)
- ♦ [GroupWise Mobility Service Administration Guide](#)

In addition to the GroupWise Mobility Service product documentation, the following resources provide information about the Mobility Service:

- ♦ [Novell Support and Knowledgebase](http://www.novell.com/support) (<http://www.novell.com/support>)
- ♦ [GroupWise Mobility Service Cool Solutions](https://www.novell.com/communities/cool solutions/tag/groupwise-mobility-service) (<https://www.novell.com/communities/cool solutions/tag/groupwise-mobility-service>)
- ♦ [GroupWise Mobility Service Devices Wiki](http://wiki.novell.com/index.php/GroupWise_Mobility_Devices) ([http://wiki.novell.com/index.php/GroupWise\\_Mobility\\_Devices](http://wiki.novell.com/index.php/GroupWise_Mobility_Devices))
- ♦ [GroupWise Support Forums](https://forums.novell.com/forumdisplay.php/356-GroupWise) (<https://forums.novell.com/forumdisplay.php/356-GroupWise>)
- ♦ [GroupWise Product Website](http://www.novell.com/products/groupwise) (<http://www.novell.com/products/groupwise>)



# 1 GroupWise Mobility Service Product Overview

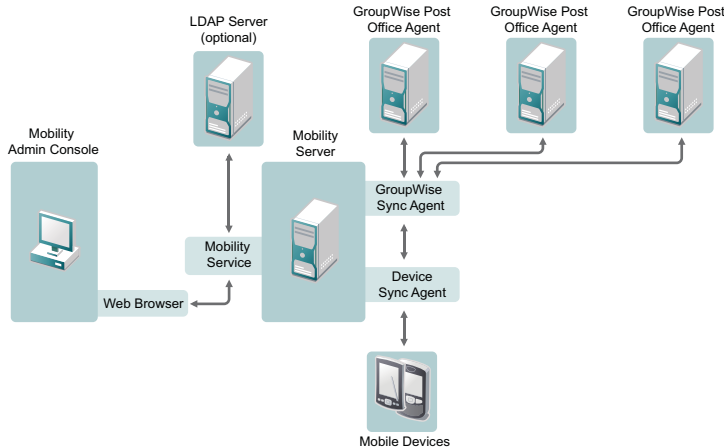
The GroupWise Mobility Service provides data synchronization between GroupWise mailboxes and mobile devices for synchronizing email, appointments, contacts, tasks, notes, and phone messages. The GroupWise Mobility Service is fast, reliable and scalable, and supports the latest device operating systems.

The GroupWise Mobility Service, the GroupWise Sync Agent, and the Device Sync Agent are installed together on a Linux server. A small Mobility system can consist of a single Mobility server. A large Mobility system can consist of multiple Mobility servers.

- ◆ [Section 1.1, “Mobility Server Configuration,” on page 7](#)
- ◆ [Section 1.2, “Single Mobility Server System,” on page 8](#)
- ◆ [Section 1.3, “Multiple Mobility Server System,” on page 8](#)
- ◆ [Section 1.4, “Synchronization Capabilities,” on page 9](#)

## 1.1 Mobility Server Configuration

The Mobility server must be able to communicate with other servers in your network, and with mobile devices outside your firewall.



Component	Required Configuration
Sync Agents	The Mobility server has one instance of each sync agent. The GroupWise Sync Agent communicates with the GroupWise POA to obtain items from users' mailboxes. The Device Sync Agent transfers GroupWise mailbox items to and from users' mobile devices.
Mobility Admin Console	The web-based Mobility Admin console communicates with the Mobility Service to enable you to configure the sync agents and monitor your Mobility system.

Component	Required Configuration
User Source	You can add users to your Mobility system from an LDAP server or from a GroupWise system. If you use LDAP as your user source, you access the Mobility Admin console as an LDAP user. If you use GroupWise as your user source, you access the Mobility Admin console as the <code>root</code> user of the server where the Mobility Service is installed.
GroupWise POA	<p>The Mobility Service must be able to communicate with one GroupWise POA during installation. That POA, as well as additional POAs where mobile device users' mailboxes are located, must be configured to support SOAP communication.</p> <p>The initial POA uses the native GroupWise redirection process to inform the GroupWise Sync Agent how to communicate with the additional POAs throughout your GroupWise system. Thereafter, the GroupWise Sync Agent communicates directly with each POA where mobile device users' mailboxes are located.</p> <p><b>IMPORTANT:</b> A Mobility server can be configured to communicate with one GroupWise system. If you have multiple GroupWise systems, you must set up a Mobility server for each GroupWise system.</p>

## 1.2 Single Mobility Server System

A Mobility system with a single Mobility server can meet the synchronization needs of approximately 750 users with up to 1000 devices. For more detailed scalability information, see [Section 2.6, "Recommended Number of Devices,"](#) on page 14.

## 1.3 Multiple Mobility Server System

You might need to set up a Mobility system that includes multiple Mobility servers to support the following situations:

- ♦ **Number of Devices:** You need to support synchronization for more than 750 users with up to 1000 devices.
 

Setting up multiple Mobility servers in virtual machines can be a convenient way to support a large number of devices.
- ♦ **Location of Users:** You need to support users that are located in distant geographical locations where synchronization performance could be adversely affected by the network connections between users and a remote Mobility server.
- ♦ **Location of Synchronized Applications:** GroupWise has meaningful organizational segments (domains and post offices). Having a Mobility server associated with each post office helps balance the synchronization load across all GroupWise users.
- ♦ **Quality of Service:** Certain segments of your user population, such as executives of your organization, might expect and require a higher level of synchronization performance than other users. This higher quality of service can be accomplished by setting up a Mobility server specifically for such high-profile users.
- ♦ **Address Book Visibility:** The GroupWise Address Book is displayed on mobile devices from the point of view of a specific GroupWise user. As an example, you might have a group of mobile device users who need access to Address Book information about upper-level management in your company and another group of mobile device users who should not have this Address Book information. To meet such needs, you would set up two Mobility servers, one with Address Book visibility that includes upper-level management, and a second one where such Address Book visibility is not provided.



## 1.4 Synchronization Capabilities

The following GroupWise item types can be synchronized to and from mobile devices:

- ◆ Email
- ◆ Appointments
- ◆ Tasks
- ◆ Notes
- ◆ Address books
- ◆ Contacts
- ◆ Phone messages
- ◆ Folders

As time passes, the following events can affect existing items, and the resulting changes in the items are also synchronized:

Items	Actions That Synchronize
Emails	<ul style="list-style-type: none"><li>◆ Send/receive messages</li><li>◆ Forward/reply to messages</li><li>◆ Mark messages read/unread</li><li>◆ Delete messages</li></ul>
Calendar Items	<ul style="list-style-type: none"><li>◆ Send/receive appointments</li><li>◆ Accept/decline appointments</li><li>◆ Modify appointments</li><li>◆ Post reminder notes</li></ul>
Tasks	<ul style="list-style-type: none"><li>◆ Send/receive/post tasks</li><li>◆ Accept/decline tasks</li><li>◆ Mark tasks completed</li><li>◆ Receive notifications of task completion</li><li>◆ Change the due date and priority for posted tasks</li><li>◆ Delete tasks</li></ul>
Contacts	<ul style="list-style-type: none"><li>◆ Add new contacts</li><li>◆ Delete contacts</li><li>◆ Modify contact information, including all contact fields and photos</li></ul>
Phone Messages	<ul style="list-style-type: none"><li>◆ Receive phone messages</li><li>◆ Delete phone messages</li></ul>
Folders	<ul style="list-style-type: none"><li>◆ Add/delete folders</li><li>◆ Select/deselect folders for synchronization</li></ul>
Attachments	<ul style="list-style-type: none"><li>◆ Forward full attachments even when the attachment size limit has been exceeded (on mobile devices that support Smart Forward functionality)</li></ul>



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# 2 GroupWise Mobility Service System Requirements

Before you install the GroupWise Mobility Service, ensure that the Mobility server meets the following system requirements:

- ◆ [Section 2.1, “Mobility Server Requirements,” on page 11](#)
- ◆ [Section 2.2, “Directory Requirements,” on page 12](#)
- ◆ [Section 2.3, “Web Browser Requirements for the Mobility Admin Console,” on page 12](#)
- ◆ [Section 2.4, “GroupWise Requirements,” on page 12](#)
- ◆ [Section 2.5, “Mobile Device Requirements,” on page 13](#)
- ◆ [Section 2.6, “Recommended Number of Devices,” on page 14](#)

## 2.1 Mobility Server Requirements

This section lists the minimum requirements for GroupWise Mobility Service. To see the recommended requirements for one server supporting approximately 750 users and 1000 devices, see [Section 2.6, “Recommended Number of Devices,” on page 14](#).

- ◆ Hardware requirements for the Mobility server:
  - ◆ x86-64 processor
  - ◆ 2.2 GHz processor; multi-processor system recommended
  - ◆ Static IP address
  - ◆ Adequate server memory depending on the number of devices supported by the Mobility server
    - ◆ 4 GB RAM to support approximately 300 devices
    - ◆ 8 GB RAM to support up to the maximum of 750 users with up to 1000 devices
  - ◆ 45 MB of disk space for the Mobility Service software
  - ◆ 200 GB of disk space recommended for data storage during system operation

Data storage disk space varies widely depending on the amount of data being synchronized, the number of devices participating in synchronization, the logging level for Mobility Service log files, and other variables specific to your Mobility system implementation.

The largest consumers of disk space are the Mobility database (`/var/lib/pgsql`) and Mobility Service log files (`/var/log/datasync`). You might want to configure the Mobility server so that `/var` is on a separate partition to allow for convenient expansion.

Another large consumer of disk space is attachment storage in the `/var/lib/datasync/syncengine/attachments` directory.

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**NOTE:** The 200 GB recommendation is appropriate for a Mobility server with a heavy load supporting approximately 750 users with up to 1000 devices. A Mobility server supporting substantially fewer devices requires substantially less disk space.

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- ◆ SUSE Linux Enterprise Server (SLES) 11 (64-bit), plus Service Pack 3
- ◆ PostgreSQL

If PostgreSQL is not already installed on the Mobility server, the Mobility Service Installation program installs it for you.

- ◆ Time synchronization

For the most reliable synchronization of time-sensitive items, such as appointments, the Mobility server and GroupWise servers should have their time synchronized as closely as possible. This is especially important on virtual machines.

In order for you to log in to the Mobility Admin console, your workstation and the Mobility server should have their time synchronized.

## 2.2 Directory Requirements

The GroupWise Mobility Service obtains users and groups from an LDAP directory or a GroupWise system.

- ◆ Lightweight Directory Access Protocol (LDAP) v3

Any shipping version of NetIQ eDirectory fills this requirement. Other LDAP directories are not currently supported.

or

- ◆ GroupWise 2014 or GroupWise 2012

See [Section 2.4, "GroupWise Requirements," on page 12](#) for complete details.

## 2.3 Web Browser Requirements for the Mobility Admin Console

Any of the following web browsers:

- ◆ Mozilla Firefox 20 or later
- ◆ Microsoft Internet Explorer 10 or later
- ◆ Safari 6 or later
- ◆ Google Chrome 35 or later

## 2.4 GroupWise Requirements

In order for the GroupWise Sync Agent to interact successfully with a GroupWise POA, your GroupWise system must meet the following requirements:

- ◆ In post offices that have mobile device users:
  - ◆ GroupWise 2014 Support Pack 1 or lateror
  - ◆ GroupWise 2012 Support Pack 3 or later

For best synchronization performance, the latest version of GroupWise is strongly recommended.

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**IMPORTANT:** When you are ready to upgrade from GroupWise 2012 to GroupWise 2014, update your Mobility system to Mobility Service 2.1 before you upgrade your GroupWise system.

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- ◆ You must have at least a basic GroupWise system (one domain and one post office) set up and running. For more information, see the documentation for your version of GroupWise:
  - ◆ GroupWise 2014: “[GroupWise System Creation](#)” in the *GroupWise 2014 Administration Guide*
  - ◆ GroupWise 2012: “[Installing a Basic GroupWise System](#)” in the *GroupWise 2012 Installation Guide*
- ◆ The GroupWise Post Office Agent (POA) that the GroupWise Sync Agent communicates with must have SOAP enabled. For more information, see the documentation for your version of GroupWise:
  - ◆ GroupWise 2014: SOAP is enabled by default.
  - ◆ GroupWise 2012: “[Supporting SOAP Clients](#)” in the *GroupWise 2012 Administration Guide*

The POA must also be configured with an HTTP user name and password on the Agent Settings property page of the POA object in the GroupWise Admin console (or in ConsoleOne in older GroupWise systems). This enables you to monitor SOAP threads in the POA web console.

The initial POA uses the native GroupWise redirection process to inform the GroupWise Sync Agent how to communicate with the additional POAs throughout your GroupWise system. Thereafter, the GroupWise Sync Agent communicates directly with each POA where mobile device users’ mailboxes are located.

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**IMPORTANT:** All POAs for post offices that have mobile device users must have SOAP enabled.

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- ◆ A GroupWise trusted application key is required so that the GroupWise Sync Agent can authenticate to GroupWise mailboxes without needing GroupWise users’ mailbox passwords. For more information, see the documentation for your version of GroupWise:
  - ◆ GroupWise 2014: “[Creating a Trusted Application and Key](#)” in the *GroupWise 2014 Administration Guide*
  - ◆ GroupWise 2012: “[Creating a Trusted Application and Key](#)” in the *GroupWise 2012 Administration Guide*

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**IMPORTANT:** A Mobility server can be configured to communicate with one GroupWise system. If you have multiple GroupWise systems, you must set up a Mobility server for each GroupWise system.

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## 2.5 Mobile Device Requirements

The Device Sync Agent communicates with mobile devices by using the [Microsoft ActiveSync](#) protocol version 14.x.

If a mobile device uses an earlier version of ActiveSync, the device can still successfully communicate with the Device Sync Agent, but functionality specific to 14.x is not available. If a mobile device uses a later version of ActiveSync, the device can still successfully communicate with the Device Sync Agent, because later versions of ActiveSync are backward compatible with version 14.x.

Supported mobile device operating systems include:

- ◆ Android 3.x, 4.x, and 5.x

- ◆ Apple iOS 5.x, 6.x, 7.x, and 8.x
- ◆ Windows Phone 7
- ◆ Windows 8 (Phone, Tablet, and Desktop)
- ◆ BlackBerry 10.x

A user can synchronize data to multiple mobile devices as needed.

For the latest information about supported mobile devices, see the [GroupWise Mobility Service Devices Wiki \(http://wiki.novell.com/index.php/GroupWise\\_Mobility\\_Devices\)](http://wiki.novell.com/index.php/GroupWise_Mobility_Devices).

Mobile devices communicate directly with the Device Sync Agent to synchronize data. Some mobile devices require a data plan to accomplish this. Others work successfully with a Wi-Fi connection. Some mobile devices can be configured to use either method. Your mobile device carrier is not involved in the synchronization process.

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**NOTE:** The Device Sync Agent does not work with POP, IMAP, SMTP, or other message transfer protocols.

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## 2.6 Recommended Number of Devices

The following are the recommended requirements for a single Mobility server. For the minimum requirements, see [Section 2.1, “Mobility Server Requirements,” on page 11](#).

A single Mobility server can comfortably support approximately 750 users with up to 1000 devices. The following variables were taken into consideration for this configuration:

- ◆ Server configuration
- ◆ System configuration
- ◆ Level of user activity, both in GroupWise and on their mobile devices

### Server Configuration

- ◆ Virtual machine
- ◆ 2.8 GHz processor
- ◆ 4 CPUs
- ◆ 8 GB RAM

### Mobility System Configuration

- ◆ 750 users
- ◆ 1000 devices

### User/Device Traffic

- ◆ Average of 181 GroupWise events per minute
  - ◆ Email send / read / move to folder / delete
  - ◆ Appointment send / accept / decline / delete
  - ◆ Folder create

- ◆ Average of 474 events per user in a 24-hour period
- ◆ Average of 165 device requests per minute
  - ◆ Email send / read
- ◆ Average of 427 emails from devices in a 24-hour period
- ◆ Average of 2479 KB per minute of attachment data transfer
  - ◆ 97% under 1 MB
  - ◆ 2% between 1 MB and 2 MB
  - ◆ 1% above 2 MB

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**NOTE:** You can observe some of these statistics for your own Mobility system using the Dashboard in the Mobility Admin console. For more information, see [“Using the Mobility Dashboard”](#) in the *GroupWise Mobility Service 2.1 Administration Guide*.

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## Device Profile

- ◆ 60% Apple devices
- ◆ 37% Android devices
- ◆ 10% Windows Mobile devices
- ◆ 3% Other

## Hardware Performance for Four Days

- ◆ 24% average CPU usage
- ◆ 17% average disk busy usage
- ◆ 26% average memory usage, with 32% maximum and 24% minimum





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# 3 GroupWise Mobility Service Installation

The GroupWise Mobility Service Installation program available in YaST helps you install the Mobility Service software. Then you use the Mobility Administration console to set up your Mobility system.

- ◆ [Section 3.1, “Planning a Mobility System,” on page 17](#)
- ◆ [Section 3.2, “Preparing to Install the Mobility Service,” on page 26](#)
- ◆ [Section 3.3, “Installing the Mobility Service,” on page 28](#)
- ◆ [Section 3.4, “Adding Users to Your Initial Mobility System,” on page 34](#)
- ◆ [Section 3.5, “Testing Your Initial Mobility System,” on page 35](#)
- ◆ [Section 3.6, “Integrating with Mobile Device Management Applications,” on page 38](#)
- ◆ [Section 3.7, “What’s Next,” on page 40](#)
- ◆ [Section 3.8, “GroupWise Mobility Service Installation Worksheet,” on page 42](#)

## 3.1 Planning a Mobility System

You can use the [“GroupWise Mobility Service Installation Worksheet” on page 42](#) to gather the information you need, so that you are prepared to provide the information requested by the Mobility Service Installation program.

The topics in this section present the required information in a convenient planning sequence. The Installation Worksheet organizes the information in the order in which you need it during the installation process.

- ◆ [Section 3.1.1, “Planning the Configuration of Your Mobility System,” on page 17](#)
- ◆ [Section 3.1.2, “Selecting Mobility Servers,” on page 18](#)
- ◆ [Section 3.1.3, “Selecting the User Source for Your Mobility System,” on page 18](#)
- ◆ [Section 3.1.4, “Gathering LDAP Information \(Optional\),” on page 19](#)
- ◆ [Section 3.1.5, “Gathering GroupWise System Information,” on page 20](#)
- ◆ [Section 3.1.6, “Gathering Mobile Device Information,” on page 23](#)
- ◆ [Section 3.1.7, “Planning the Mobility Database,” on page 24](#)
- ◆ [Section 3.1.8, “Establishing Mobility System Security,” on page 24](#)
- ◆ [Section 3.1.9, “Registering for Automatic Updates from the Novell Customer Center,” on page 25](#)

### 3.1.1 Planning the Configuration of Your Mobility System

A Mobility system can consist of a single Mobility server or multiple Mobility servers. For planning guidelines, review the following sections as needed:

- ◆ [Section 1.2, “Single Mobility Server System,” on page 8](#)
- ◆ [Section 1.3, “Multiple Mobility Server System,” on page 8](#)
- ◆ [Section 2.6, “Recommended Number of Devices,” on page 14](#)

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## MOBILITY SERVICE INSTALLATION WORKSHEET

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Print one copy of the [GroupWise Mobility Service Installation Worksheet](#) for each Mobility server that you are planning for your Mobility system.

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If you plan to install the Mobility Service on multiple servers, you can proceed through the planning sections server by server, or you can apply each planning section to all planned servers, and then proceed to the next planning section.

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**IMPORTANT:** For best security, plan to install the Mobility Service software on servers inside your DMZ.

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### 3.1.2 Selecting Mobility Servers

Each server where you install the Mobility Service must meet the system requirements listed in [Chapter 2, “GroupWise Mobility Service System Requirements,” on page 11](#). The Mobility Service requires a static IP address.

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## MOBILITY SERVICE INSTALLATION WORKSHEET

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Under *Mobility Service Server Information*, specify the IP address or DNS hostname of the server where you plan to install the Mobility Service software.

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### 3.1.3 Selecting the User Source for Your Mobility System

The GroupWise Mobility Service can obtain information about users and groups of users from an LDAP directory such as NetIQ eDirectory or from a GroupWise system.

If you use LDAP as your user source, you can do the following:

- ◆ Use your LDAP management tool to manage the users and groups that are added to your Mobility system.
- ◆ Create LDAP groups of users for use in your Mobility system that are not addressable by GroupWise users.

If you use GroupWise as your user source, you can do the following:

- ◆ Use the GroupWise Admin console (or ConsoleOne in older GroupWise systems) to manage the users and GroupWise groups (distribution lists in older GroupWise systems) that are added to your Mobility system.

This keeps user management in a single location for both your GroupWise system and your Mobility system.

- ◆ Configure the GroupWise groups (distribution lists in older GroupWise systems) that are specifically for use in your Mobility system with no visibility, so that they are not easily addressable for GroupWise users.

For more information, see the documentation for your version of GroupWise:

- ◆ GroupWise 2014: “[Controlling Object Visibility](#)” in the [GroupWise 2014 Administration Guide](#)
- ◆ GroupWise 2012: “[Controlling Object Visibility](#)” in the [GroupWise 2012 Administration Guide](#)

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## MOBILITY SERVICE INSTALLATION WORKSHEET

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Under *User Source*, mark whether you want to use LDAP or GroupWise as the source for users and groups of users.

If you plan to use your GroupWise system, skip to [Section 3.1.5, “Gathering GroupWise System Information,” on page 20](#).

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### 3.1.4 Gathering LDAP Information (Optional)

If you plan to use LDAP as your user source, the Mobility Service Installation program needs access to an LDAP directory. The LDAP information that you provide during installation provides you with access to the Mobility Admin console. It also configures the Mobility Admin console for the initial set of LDAP containers where users and groups are located.

- ◆ [“LDAP Server Network Information” on page 19](#)
- ◆ [“LDAP Directory Credentials” on page 19](#)
- ◆ [“LDAP User and Group Containers” on page 20](#)

#### LDAP Server Network Information

In order to communicate with your LDAP directory, the Mobility Service Installation program needs the IP address or DNS hostname of your LDAP server. It also needs the port number that the LDAP server listens on. The LDAP port number depends on whether the LDAP server requires a secure SSL connection. The default secure port number is 636. The default non-secure LDAP port number is 389.

---

## MOBILITY SERVICE INSTALLATION WORKSHEET

---

Under *LDAP Information*, specify the IP address or DNS hostname of your LDAP server, and mark whether a secure SSL connection is required.

---

If the LDAP server requires a secure connection, additional setup might be required. See [“Securing Communication with the LDAP Server”](#) in the *GroupWise Mobility Service 2.1 Administration Guide*.

---

**IMPORTANT:** If there is a firewall between the Mobility server and the LDAP server, be sure to configure the firewall to allow communication on the selected LDAP port (636 or 389).

---

#### LDAP Directory Credentials

In order to access the LDAP directory, the Mobility Service Installation program needs the user name and password of an administrator user in the LDAP directory who has sufficient rights to access the user and group information stored there. At least Read rights are required. You can use the `admin` LDAP user or an admin-equivalent user. For more information about the required rights for the user you choose, see TID 7006841, “Rights Needed by the LDAP Administrator for the GroupWise Mobility Service” in the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support).

Provide the user name, along with its context in your LDAP directory tree, in the following format:

```
cn=user_name,ou=organizational_unit,o=organization
```

---

## MOBILITY SERVICE INSTALLATION WORKSHEET

---

Under *LDAP Information*, specify a fully qualified user name with sufficient rights to read the user and group information in your LDAP directory, along with the password for that user.

---

## LDAP User and Group Containers

During installation, the Mobility Service Installation program configures the Mobility Admin console to search for users and groups in specified containers where you, as the LDAP administrator user, have rights to read the user and group information. The Installation program lets you browse for the user and group containers. It then displays the containers in the following LDAP format:

```
ou=container_name,ou=organizational_unit,o=organization
```

Initially, you can add users and groups to your Mobility system from those containers.

---

## MOBILITY SERVICE INSTALLATION WORKSHEET

---

Under *LDAP Containers*, specify a container object and its context in the LDAP directory tree where User objects are located. If Group objects are located in a different container, list that container as well.

---

After installation, when the Mobility Admin console generates lists of users and groups, it searches the containers you specify, as well as subcontainers. If you want the Mobility Admin console to be able to search multiple and organizationally separate containers for users and groups, you can configure this functionality in the Mobility Admin console. For setup information, see “[Searching Multiple LDAP Contexts for Users and Groups](#)” in the *GroupWise Mobility Service 2.1 Administration Guide*.

## 3.1.5 Gathering GroupWise System Information

In order to configure the GroupWise Sync Agent as you run the Mobility Service Installation program, you need to gather certain information about the GroupWise system where users want to synchronize data to mobile devices.

- ♦ “[GroupWise Trusted Application](#)” on page 20
- ♦ “[GroupWise Post Office Agent SOAP URL](#)” on page 21
- ♦ “[GroupWise Address Book User](#)” on page 22

## GroupWise Trusted Application

A GroupWise trusted application can log in to a GroupWise Post Office Agent (POA) in order to access GroupWise mailboxes without needing personal user passwords. The GroupWise Sync Agent requires such mailbox access in order to synchronize GroupWise data with mobile devices. In addition, the Device Sync Agent uses trusted application authentication through the GroupWise Sync Agent in order to access the GroupWise Address Book. This provides contact lookup beyond the contacts that are downloaded to users’ devices from personal address books.

Before you install the Mobility Service, you must set up the GroupWise Sync Agent as a GroupWise trusted application. You might name the trusted application `MobilityService` or `GroupWiseSyncAgent`.

A trusted application uses a key that consists of a long string of letters and numbers to provide authentication for the GroupWise POA. The key file is initially created in a location that is accessible to GroupWise. You must transfer the key file to a location that is accessible to the Mobility Service Installation program.

When you set up the GroupWise Sync Agent as a trusted application, you must fill in *only* these three fields in the New Trusted App Key dialog box in the GroupWise Admin console (or in the Create Trusted Application dialog box in ConsoleOne in older GroupWise systems):

- ◆ *Name*
- ◆ *Location for Key File*
- ◆ *Name of Key File*

---

**IMPORTANT:** Do not fill in any other fields.

---

For more information, see the documentation for your version of GroupWise:

- ◆ GroupWise 2014: “[Creating a Trusted Application and Key](#)” in the [GroupWise 2014 Administration Guide](#)
- ◆ GroupWise 2012: “[Creating a Trusted Application and Key](#)” in the [GroupWise 2012 Administration Guide](#)

Copy the key file to a convenient location on the Mobility server. The Installation program automatically transfers the trusted application key from the key file into the configuration of the GroupWise Sync Agent.

---

**IMPORTANT:** Do not use an existing trusted application key that is already in use by another application.

---

---

## MOBILITY SERVICE INSTALLATION WORKSHEET

---

Under *GroupWise Trusted Application*, specify the name of the trusted application that you created and the location where the Mobility Service Installation program can access the trusted application key file.

---

You need to create only one trusted application key for the GroupWise Sync Agent, regardless of the number of servers where you install the Mobility Service, and regardless of the number of domains and post offices in your GroupWise system.

---

**NOTE:** If your GroupWise system connects to any external GroupWise domains, the external GroupWise system needs its own Mobility Service installation on an additional Mobility server, along with its own separate trusted application key.

---

## GroupWise Post Office Agent SOAP URL

The GroupWise Sync Agent accesses your GroupWise system by communicating with a Post Office Agent (POA). The selected POA must be configured for SOAP. For more information, see the documentation for your version of GroupWise:

- ◆ GroupWise 2014: SOAP is enabled by default.
- ◆ GroupWise 2012: “[Supporting SOAP Clients](#)” in the [GroupWise 2012 Administration Guide](#)

The Mobility Service Installation program and the GroupWise Sync Agent need the IP address or DNS hostname of the server where the POA is running. In addition, they need the POA SOAP port. The default POA SOAP port is 7191.

Typically, the same port number is used regardless of whether the POA is configured for a secure SSL SOAP connection. The Mobility Service Installation program and the GroupWise Sync Agent need to know whether the connection is secure because they use one of the following URLs to communicate with the POA:

Non-Secure SOAP URL: `http://poa_server_address:soap_port/soap`  
Secure SOAP URL: `https://poa_server_address:soap_port/soap`

---

## MOBILITY SERVICE INSTALLATION WORKSHEET

---

Under *GroupWise Post Office Agent*, specify the IP address or DNS hostname of the server where a POA configured for SOAP is running. Specify the SOAP port, and whether or not the POA requires a secure SSL SOAP connection.

---

**IMPORTANT:** By default, the POA communicates with the GroupWise Sync Agent using port 4500 on the Mobility server. If there is a firewall between the Mobility server and the POA server, be sure to configure the firewall on the Mobility server to allow communication on port 4500 from the POA server. If necessary, you can configure the GroupWise Sync Agent to listen on a different port number after installation. For setup information, see “[Changing the GroupWise Sync Agent Listening Port](#)” in the *GroupWise Mobility Service 2.1 Administration Guide*.

---

## GroupWise Address Book User

The Device Sync Agent needs to be able to access the GroupWise Address Book to obtain user information. The Device Sync Agent establishes this access through the GroupWise Sync Agent.

The Device Sync Agent needs Address Book access that is equivalent to a typical user. You control what users see in the GroupWise Address Book by controlling object visibility. You want the Device Sync Agent to access the GroupWise Address Book with the same visibility that a typical GroupWise user has when viewing the GroupWise Address Book. For more information, see the documentation for your version of GroupWise:

- ♦ GroupWise 2014: “[Controlling Object Visibility](#)” in the *GroupWise 2014 Administration Guide*
- ♦ GroupWise 2012: “[Controlling Object Visibility](#)” in the *GroupWise 2012 Administration Guide*

You need to select a user whose view of the GroupWise Address Book matches what you want the Device Sync Agent to be able to access. You do not need to provide the password for the GroupWise user because the Device Sync Agent accesses the GroupWise Address Book through the GroupWise Sync Agent, which has trusted application status.

As an example, you might have a group of mobile device users who need access to Address Book information about upper-level management in your company and another group of mobile device users who should not have this Address Book information. To meet such needs, you would set up two Mobility servers, one with Address Book visibility that includes upper-level management, and a

second one where such Address Book visibility is not provided. You would achieve this by setting up each Mobility server with an Address Book user whose Address Book visibility provides the visibility appropriate for all users on that Mobility server.

---

#### MOBILITY SERVICE INSTALLATION WORKSHEET

---

Under *GroupWise Address Book User*, specify a valid GroupWise user name that the Device Sync Agent can use to access the GroupWise Address Book to obtain contact information.

---

### 3.1.6 Gathering Mobile Device Information

The Device Sync Agent needs certain configuration information about the mobile devices that it synchronizes GroupWise data with.

- ◆ “Mobile Device Port” on page 23
- ◆ “Server Certificate” on page 24

For device-specific information, see the [GroupWise Mobility Service Devices Wiki \(http://wiki.novell.com/index.php/GroupWise\\_Mobility\\_Devices\)](http://wiki.novell.com/index.php/GroupWise_Mobility_Devices).

#### Mobile Device Port

By default, the Device Sync Agent uses all available IP addresses on the Mobility server. You can bind the Device Sync Agent to a specific IP address after installation. For setup information, see “Binding to a Specific IP Address” in the *GroupWise Mobility Service 2.1 Administration Guide*.

Typically, the Device Sync Agent uses port 443 for secure SSL HTTP connections with mobile devices and port 80 for non-secure HTTP connections. If mobile devices connect directly to the Device Sync Agent, a secure HTTP connection is strongly recommended. If mobile devices connect to the Device Sync Agent through a security application such as NetIQ Access Manager or Novell ZENworks Mobile Management, the Device Sync Agent can appropriately be configured with a non-secure HTTP connection. For more information, see [Section 3.6, “Integrating with Mobile Device Management Applications,” on page 38](#).

---

#### MOBILITY SERVICE INSTALLATION WORKSHEET

---

Under *Mobile Device Port*, mark whether you want to configure the Device Sync Agent to use a secure or non-secure HTTP port to communicate with mobile devices. Specify the port number used by the mobile devices that your Mobility system supports.

---

**IMPORTANT:** If there is a firewall between the Mobility server and users’ mobile devices, be sure to configure the firewall to allow communication on the selected HTTP port (443 or 80).

---

## Server Certificate

In order to use a secure SSL HTTP connection between the Device Sync Agent and mobile devices, a server certificate is required. If you do not already have a certificate signed by a certificate authority (CA) for the Mobility server, the Mobility Service Installation program can generate a self-signed certificate for you. However, you should obtain a commercially signed certificate as soon after installation as possible.

---

### MOBILITY SERVICE INSTALLATION WORKSHEET

---

Under *Mobile Device Port*, mark whether you want the Mobility Service Installation program to generate a self-signed certificate for you. If you already have a commercially signed certificate, specify the location of the certificate file. Ensure that the location is accessible to the Mobility Service Installation program on the Mobility server.

---

For more information about certificates, see “[Securing Communication between the Device Sync Agent and Mobile Devices](#)” in the *GroupWise Mobility Service 2.1 Administration Guide*.

## 3.1.7 Planning the Mobility Database

When you run the Mobility Service Installation program, it creates a PostgreSQL database that is used to store the Mobility system configuration information that you see in the Mobility Admin console. It also stores pending events when synchronization is interrupted.

The Mobility Service database is named `datasync`, and the user that has access is named `datasync_user`. You must supply the password for the Mobility Service database user.

---

**IMPORTANT:** Choose the password carefully, because you cannot change it. Do not use an asterisk (\*) or a semi-colon (;) in the password.

---

---

### MOBILITY SERVICE INSTALLATION WORKSHEET

---

Under *Mobility Database*, specify the password that you want to use for the Mobility Service database.

---

## 3.1.8 Establishing Mobility System Security

Configuration and administration of your Mobility system is performed through the Mobility Administration console. From the Mobility Admin console, you can do the following:

- ◆ Add users, groups of users, and resources to your Mobility system
- ◆ Configure and monitor the sync agents
- ◆ Reconfigure the connection to your LDAP server if you are using LDAP as your user source
- ◆ Configure integration with other applications such as ZENworks Mobile Management and KeyShield SSO

To protect your Mobility system operation and configuration, the Mobility Admin console is protected by a user name and password.

If you are using LDAP as your user source, you must choose one LDAP administrator user to access the Mobility Admin console. This LDAP user becomes the initial Mobility administrator. For simplest administration, use the LDAP Admin user or an admin-equivalent user. However, if you prefer to establish a Mobility administrator user with fewer rights than the LDAP Admin user, ensure that the



user has sufficient rights to read the User and Group objects that you need to access as you add users to your Mobility system in the Mobility Admin console. Ensure that you know the LDAP administrator user's password.

If you are using GroupWise as your user source, you log in to the Mobility Admin console by using the `root` user name and password.

---

#### MOBILITY SERVICE INSTALLATION WORKSHEET

---

Under *LDAP Information*, specify the LDAP administrator user name and password that you want to grant access to the Mobility Admin console, if you are using LDAP as your user source.

Under *root Access to Mobility Admin Console*, specify the `root` password on the Mobility server. If you are using LDAP, you can use the `root` user and password to access the Mobility Admin console if the LDAP server is down.

---

If you are using LDAP as your user source, you can add more users as Mobility administrators after installation. For more information, see “[Setting Up Multiple Mobility Administrator Users](#)” in the *GroupWise Mobility Service 2.1 Administration Guide*.

### 3.1.9 Registering for Automatic Updates from the Novell Customer Center

When you create a new Mobility system, the Mobility Service Installation program can help you register to receive automatic Mobility Service software updates from the Novell Customer Center.

Before you run the Installation program, you need to know the email address that is associated with your Novell Login account for the Novell Customer Center. You also need to log in to the Customer Center and obtain the activation code necessary to register for automatic software updates.

To obtain your Mobility Service activation code:

- 1 Log in to the [Novell Customer Center \(http://www.novell.com/customercenter\)](http://www.novell.com/customercenter).
- 2 In the *Organization* drop-down list (next to your name in the upper-right corner), select your organization that is entitled to GroupWise Mobility Service.
- 3 Click *Software*.
- 4 In the Novell GroupWise section, locate *Novell GroupWise Mobility Service 2.1*, click *Keys* to view the activation code and save it for future reference.

---

#### MOBILITY SERVICE INSTALLATION WORKSHEET

---

Under *Novell Customer Center Registration*, specify the email address that you used to log in and the activation code that you obtained from the Novell Customer Center.

---

With this information, the Mobility Service Installation program registers you to receive future Mobility Service updates through the Mobility 2.1 Updates channel.

## 3.2 Preparing to Install the Mobility Service

The Mobility Service Installation program cannot run successfully unless you have properly prepared the environment where you run it.

- ♦ [Section 3.2.1, “Preparing the Linux Server,” on page 26](#)
- ♦ [Section 3.2.2, “Opening Required Ports,” on page 26](#)
- ♦ [Section 3.2.3, “Verifying GroupWise System Availability,” on page 27](#)
- ♦ [Section 3.2.4, “Verifying Certificate Availability,” on page 28](#)

### 3.2.1 Preparing the Linux Server

- 1 Ensure that the Linux server where you plan to install the Mobility Service meets the system requirements listed in [Chapter 2, “GroupWise Mobility Service System Requirements,” on page 11](#).
- 2 Ensure that the Mobility server has a static IP address.
- 3 Ensure that the Mobility server has a valid hostname.

You can check this using the following command:

```
hostname -f
```

If your SLES server is properly configured, this command returns the hostname of the server.

If you need to configure the server with a hostname:

- 3a In YaST, click *Network Devices > Network Settings*.
  - 3b Click the *Hostname/DNS* tab.
  - 3c In the *Hostname* field, specify the hostname of the Mobility server, then click *OK*.
  - 3d Exit YaST.
  - 3e Repeat the `hostname -f` command to verify the hostname.
- 4 Ensure that the Linux operating system media is available.

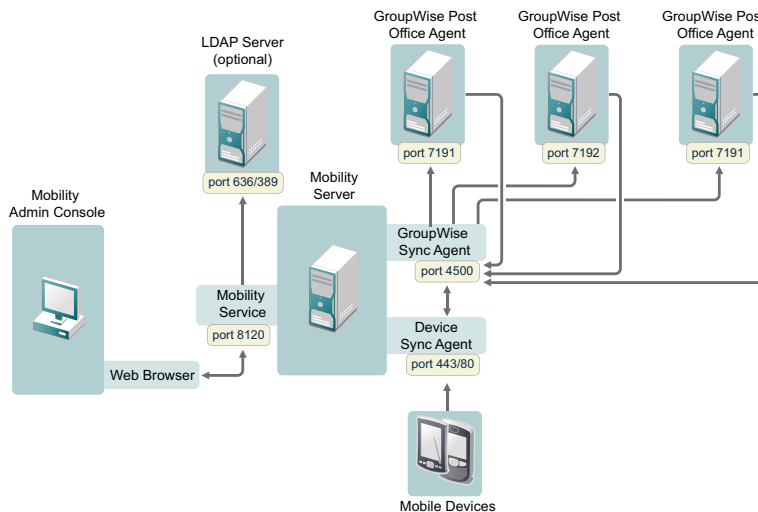
The Mobility Service Installation program might need to install additional operating system RPMs that are required by the Mobility Service. The Mobility Service Installation program can access the operating system files on a DVD or in a repository that is available from an FTP site or a web server.
- 5 Continue with [Opening Required Ports](#).

### 3.2.2 Opening Required Ports

- 1 Ensure that any firewalls between the Mobility server and other applications have been configured to allow communication on the following ports:

Port Number	On Server	Description
636/389	LDAP	LDAP server secure or non-secure port if you are using LDAP as your user source
7191	POA	GroupWise Post Office Agent (POA) SOAP port
4500	Mobility	GroupWise Sync Agent listening port for event notifications

Port Number	On Server	Description
443/80	Mobility	Mobile device secure or non-secure port
8120	Mobility	Mobility Admin console port



The GroupWise Sync Agent initially communicates with the POA that you specify during Mobility Service installation on the SOAP port that you specify. As users connect their mobile devices, the GroupWise Sync Agent determines from the initial POA the IP addresses and port numbers of all POAs where mobile device users have their mailboxes. Therefore, the GroupWise Sync Agent can communicate with multiple POAs throughout your GroupWise system.

- 2 Continue with [Verifying GroupWise System Availability](#).

### 3.2.3 Verifying GroupWise System Availability

- 1 Ensure that the GroupWise trusted application key for the GroupWise Sync Agent is accessible to the Mobility Service Installation program on the Mobility server.

For more information, see the documentation for your version of GroupWise:

- ◆ GroupWise 2014: “[Creating a Trusted Application and Key](#)” in the *GroupWise 2014 Administration Guide*
- ◆ GroupWise 2012: “[Creating a Trusted Application and Key](#)” in the *GroupWise 2012 Administration Guide*

- 2 Ensure that the GroupWise POA that the GroupWise Sync Agent will communicate with is configured for SOAP.

For more information, see the documentation for your version of GroupWise:

- ◆ GroupWise 2014: SOAP is enabled by default.
- ◆ GroupWise 2012: “[Supporting SOAP Clients](#)” in the *GroupWise 2012 Administration Guide*

- 3 Ensure that the GroupWise POA is currently running.

- 4 Continue with [Verifying Certificate Availability](#).

## 3.2.4 Verifying Certificate Availability

- 1 (Conditional) If you have a signed certificate from a certificate authority (CA) as required for configuring secure HTTP connections with mobile devices:
  - 1a Ensure that the certificate file is accessible to the Mobility Service Installation program on the Mobility server.
  - 1b (Conditional) If the key file that you received with the certificate included a password, ensure that the password has been removed.
  - 1c (Conditional) If you received the certificate as multiple files, ensure that you have combined the files into one certificate file.

For instructions, see “[Securing Communication between the Device Sync Agent and Mobile Devices](#)” in the *GroupWise Mobility Service 2.1 Administration Guide*.
- 2 (Conditional) If you chose to use YaST to generate a self-signed certificate, ensure that it was created to include the specific DNS hostname of the Mobility server.
- 3 Continue with [Installing the Mobility Service](#).

For device-specific certificate issues, see [GroupWise Mobility Service SSL Issues \(http://wiki.novell.com/index.php/Data\\_Synchronizer\\_Mobility\\_Connector\\_SSL\\_Issues\)](http://wiki.novell.com/index.php/Data_Synchronizer_Mobility_Connector_SSL_Issues).

## 3.3 Installing the Mobility Service

Before you run the Mobility Service Installation program, ensure that you have done the following:

- Review [Section 3.1, “Planning a Mobility System,”](#) on page 17.
- Fill out the [GroupWise Mobility Service Installation Worksheet](#).

If you are setting up a multi-server Mobility system, ensure that you have an Installation Worksheet for each Mobility server. Each Mobility server is independent of other Mobility servers, so you can set them up in whatever order is convenient, based on the overall configuration of your Mobility system.

- Complete the tasks in [Section 3.2, “Preparing to Install the Mobility Service,”](#) on page 26.

The following sections step you through the process of installing the Mobility Service and configuring a Mobility system.


- ♦ [Section 3.3.1, “Obtaining the GroupWise Mobility Service 2.1 ISO,”](#) on page 28
- ♦ [Section 3.3.2, “Running the Mobility Service Installation Program,”](#) on page 29
- ♦ [Section 3.3.3, “Checking the Status of the Mobility Service,”](#) on page 32
- ♦ [Section 3.3.4, “Using the Mobility Admin Console,”](#) on page 32
- ♦ [Section 3.3.5, “Uninstalling the Mobility Service,”](#) on page 33

### 3.3.1 Obtaining the GroupWise Mobility Service 2.1 ISO

You can obtain the GroupWise Mobility Service 2.1 ISO from these locations:

- ♦ [“Novell Customer Center”](#) on page 29
- ♦ [“Novell Downloads Website”](#) on page 29

## Novell Customer Center

- 1 Log in to the [Novell Customer Center \(http://www.novell.com/customercenter\)](http://www.novell.com/customercenter).
- 2 In the *Organization* drop-down list (next to your name in the upper-right corner), select your organization that is entitled to GroupWise Mobility Service.
- 3 Click *Software*.
- 4 In the Novell GroupWise section, locate *Novell GroupWise Mobility Service 2.1*, then click  to display the download page.
- 5 Follow the online instructions to download the GroupWise Mobility Service ISO to a convenient temporary directory on the Mobility server.

`novell-groupwise-mobility-service-2.1.0-x86_64-build_number.iso`

- 6 Skip to [Running the Mobility Service Installation Program](#).

## Novell Downloads Website

- 1 On [Novell Downloads \(http://download.novell.com\)](http://download.novell.com), under *Patches*, click *Search Patches* to display Patch Finder.
- 2 In the *Select a Product* drop-down list, select *GroupWise*.
- 3 At the bottom of the GroupWise product list, click *GroupWise Mobility Service 2.1* to list the available patches.
- 4 Click *GroupWise Mobility Service 2.1.0*, review the product description, then click *Proceed to Download*.
- 5 Follow the online instructions to download the GroupWise Mobility Service ISO to a convenient temporary directory on the Mobility server.

`novell-groupwise-mobility-service-2.1.0-x86_64-build_number.iso`

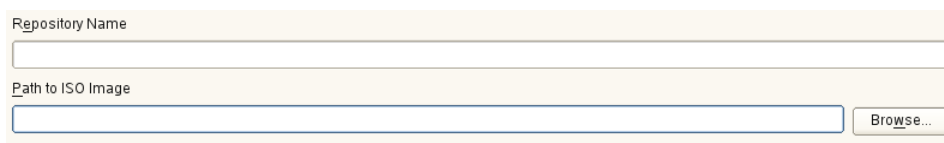
- 6 Continue with [Running the Mobility Service Installation Program](#).

### 3.3.2 Running the Mobility Service Installation Program

- 1 Ensure that you know the location where the Mobility Service ISO was downloaded on the Mobility server:

`novell-groupwise-mobility-service-2.1.0-x86_64-build_number.iso`

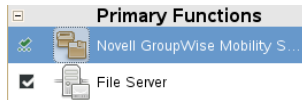
- 2 On your Linux desktop, click *Computer > YaST* to open the YaST Control Center.
- 3 Enter the `root` password.
- 4 Under *Groups*, click *Software*, then click *Add-On Products*.
- 5 On the Installed Add-On Products page, click *Add*.
- 6 On the Media Types page, select *Local ISO Image*, then click *Next*.



Repository Name

Path to ISO Image

- 7 In the *Repository Name* field, specify a name for the repository that will hold the Mobility Service software, such as *Mobility Service*.
- 8 In the *Path to ISO Image* field, specify the full path name of the ISO file from [Step 1](#), then click *Next*.
- 9 Accept the License Agreement, then click *Next*.
- 10 Under *Primary Functions*, select *Novell GroupWise Mobility Service*.

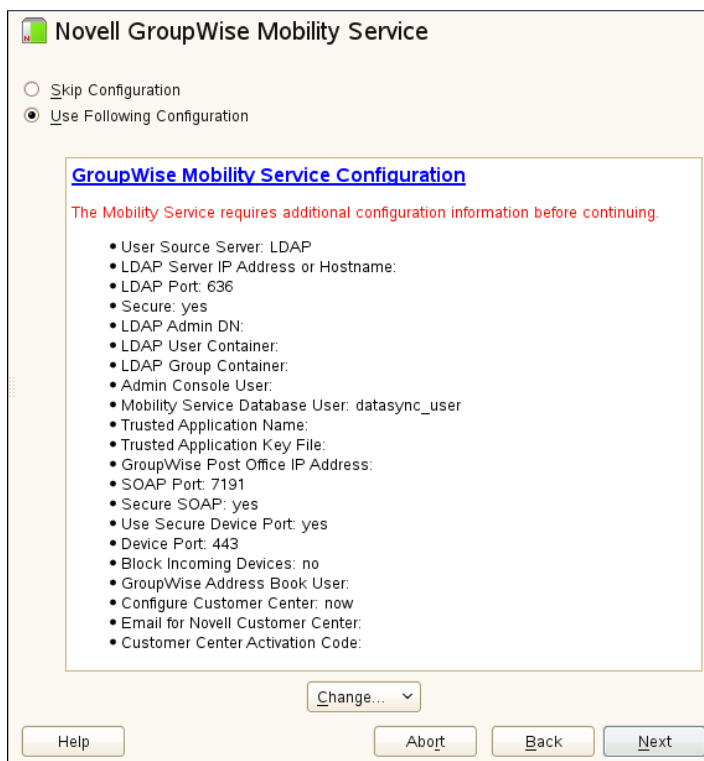


- 11 Click *Accept* to start the installation.
- 12 Click *Continue* to acknowledge the automatic changes to other aspects of the server that will be made as the Mobility Service software is installed.

---

**IMPORTANT:** Do not click *Next* at this point.

---



- 13 After the software has been installed, click *Change* > *GroupWise Mobility Service Configuration* to configure your Mobility system.
- 14 Use the information that you have entered on the [GroupWise Mobility Service Installation Worksheet](#) to provide the information that the Mobility Service Installation program prompts you for. Click *Next* to move from page to page.

**User/Server Settings:**

[GroupWise](#)  
[LDAP](#)

**LDAP Server Settings (if you selected *LDAP* as the user source):**

LDAP Server IP Address or Hostname

LDAP Port

Secure

LDAP Admin DN

LDAP Admin Password

**Mobility Service Settings (*LDAP* only):**

LDAP User Container

LDAP Group Container

Mobility Service Admin DN

**Mobility Service Settings:**

Mobility Service Database Password

**GroupWise Sync Agent Settings:**

Trusted Application Name

Trusted Application Key File

GroupWise Post Office Agent IP Address or Hostname

SOAP Port

Secure SOAP

**Device Sync Agent Settings:**

Device Port

Secure

Generate Self-Signed Certificate

Enter Certificate File

GroupWise Address Book User

**Novell Customer Center Registration:**

Customer Center Email Login

Mobility Service Activation Code

- 15** On the Mobility Service Configuration page, click *Next* to save the configuration settings and install the Mobility Service software.

You see the GroupWise Mobility Service listed on the Installed Add-on Products page.

- 16** Click *OK* to return to the YaST Control Center.

If you encounter any problems during the installation, check the Mobility Service Installation program log file for information about the problem:

```
/var/log/datasync/install.log
```

For additional assistance, see [Appendix A, "GroupWise Mobility Service Installation Troubleshooting,"](#) on page 53.

The Mobility Service Installation program creates the following directories and files:

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

---

**IMPORTANT:** Although you use the YaST Add-On Products installer to install the Mobility Service, you must use the Mobility Service `uninstall.sh` script to uninstall it. For instructions, see [Section 3.3.5, “Uninstalling the Mobility Service,” on page 33](#). If you do not uninstall the Mobility Service correctly, you cannot successfully install it again.

---

### 3.3.3 Checking the Status of the Mobility Service

The Mobility Service Installation program starts the Mobility Service for you. If the installation proceeded normally, all components of the Mobility Service should be running.

- 1 In a terminal window on the Mobility server, become `root` by entering `su -` and the root password.
- 2 Use the following command to check the status of the Mobility Service:

```
rcgms status
```

- 3 Use the following commands to manually start and stop the Mobility Service:

```
rcgms start
rcgms restart
rcgms stop
```

### 3.3.4 Using the Mobility Admin Console

The Mobility Service Installation program starts the GroupWise Sync Agent and the Device Sync Agent for you. Use the Mobility Admin console to check sync agent status.

- 1 In your web browser, access the Mobility Admin console at the following URL:

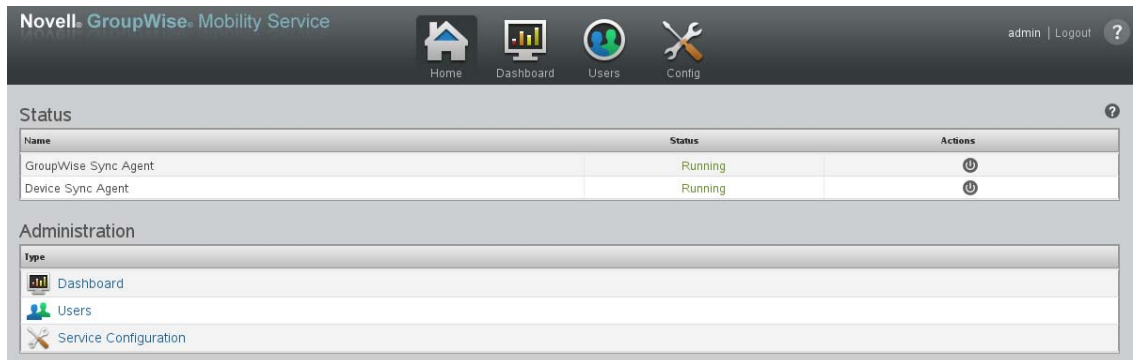
```
https://mobility_server_address:8120
```

Replace `mobility_server_address` with the IP address or DNS hostname of the server where the Mobility Service is installed.

- 2 Log in as the Mobility administrator (the LDAP Admin user that was set up during installation, or `root`).

The sync agents should display a status of *Running*.





3 (Conditional) If one or both sync agents are not yet running:

3a Start the GroupWise Sync Agent first.

3b Start the Device Sync Agent second.

The GroupWise Sync Agent accesses the GroupWise Address Book to obtain information needed by the Device Sync Agent.

4 (Conditional) If you encounter problems starting the sync agents, see the following troubleshooting resources:

- ◆ [Appendix A, “GroupWise Mobility Service Installation Troubleshooting,” on page 53](#)
- ◆ [“GroupWise Mobility System Troubleshooting” in the \*GroupWise Mobility Service 2.1 Administration Guide\*](#)
- ◆ [“Working with Log Files” in the \*GroupWise Mobility Service 2.1 Administration Guide\*](#)

5 Skip to [Section 3.4, “Adding Users to Your Initial Mobility System,” on page 34.](#)

## 3.3.5 Uninstalling the Mobility Service

---

**IMPORTANT:** When you uninstall the Mobility Service software, certificate files are also deleted. If you have obtained commercially signed certificates for use in your Mobility system, back them up before you uninstall the Mobility Service software.

---

1 In a terminal window on the Mobility server, become `root` by entering `su -` and the root password.

2 Change to the following directory:

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

3 Run the Mobility Uninstallation script:

```
./uninstall.sh
```

The Uninstallation script stops the Mobility Service, the sync agents, and the PostgreSQL database server. It also uninstalls all Mobility Service RPMs, drops the Mobility Service PostgreSQL database, and deletes the following directories and files from the Mobility server:

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

- 4 Remove the Mobility Service repository from the Linux server.

---

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

---

- 4a In YaST, click *Software > Software Repositories*.
  - 4b Select the Mobility Service repository, then click *Delete*.
- 5 (Conditional) If you encounter problems reinstalling the Mobility Service after uninstalling it, see [“A reinstallation of the Mobility Service software does not proceed normally”](#) on page 55.

## 3.4 Adding Users to Your Initial Mobility System

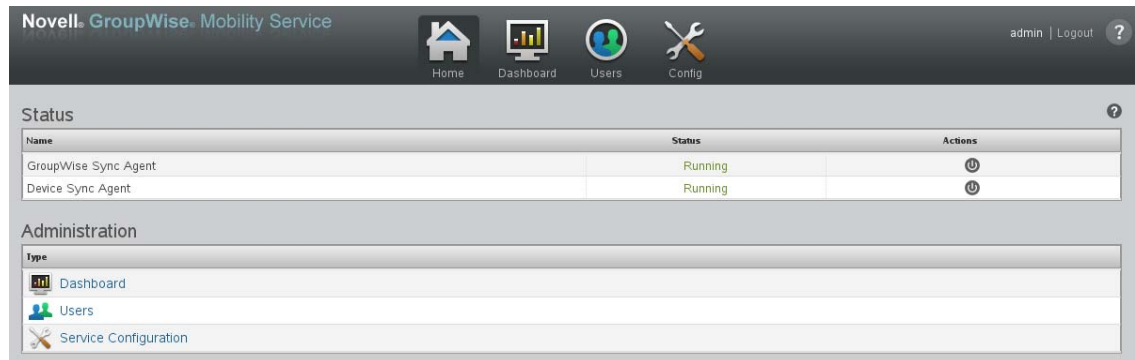
After you install the Mobility Service, use the Mobility Administration console to add users to your Mobility system. Initially, add a small number of users for testing purposes. The initial users should be active GroupWise users.

- 1 In your web browser, access the Mobility Admin console at the following URL:

```
https://mobility_server_address:8120
```

Replace *mobility\_server\_address* with the IP address or DNS hostname of the server where the Mobility Service is installed.

- 2 Log in as the Mobility administrator (the LDAP Admin user that was set up during installation, or *root*).



- 3 In the [Mobility Admin console](#), click *Users* , then click *Add Users*.

Add User Close window ?

Search  Search

LDAP  GroupWise

- 4 Select the user source (*LDAP* or *GroupWise*).
  - 5 In the *Search* field, type the first or last name of a specific user, then click *Search*.
- or

Click *Search* to list the users in the user source that the Mobility Admin console has been configured to search.



- 6 Select one or more users to add to your Mobility system.
- 7 (Conditional) If you are using LDAP as the user source and if the user's GroupWise user name is not the same as the user's LDAP user name:
  - 7a In the *Default Name* column, click the user name.
  - 7b Enter the user's GroupWise user name in the text box.

The Mobility Service uses default user names to match users who have different user names in GroupWise and in the LDAP directory.
- 8 Click *Add* to add the users to your Mobility system.

The users appear on the Users page.



- 9 After you have tested your Mobility system, add the rest of your mobile device users.  
For instructions, see “[GroupWise Mobility User Management](#)” in the *GroupWise Mobility Service 2.1 Administration Guide*.
- 10 Continue with [Testing Your Initial Mobility System](#).

## 3.5 Testing Your Initial Mobility System

After you have added a few users to your Mobility system, you can watch the initial synchronization of their devices and send a few test messages.

- ♦ [Section 3.5.1, “Managing Initial Synchronization of Users,”](#) on page 36
- ♦ [Section 3.5.2, “Helping Mobile Device Users Understand Synchronization,”](#) on page 37
- ♦ [Section 3.5.3, “Testing Synchronization,”](#) on page 37

## 3.5.1 Managing Initial Synchronization of Users

From your point of view as the Mobility administrator, initial synchronization means that GroupWise data has been synchronized from GroupWise to the Mobility System. This means that the data is ready to be synchronized to users' mobile devices as soon as users configure their devices to connect to the Mobility system.

Initial synchronization provides the following synchronization of GroupWise items:

- ◆ **Contacts** from all personal address books, excluding the Frequent Contacts address book

You can change this personal address book selection setting for users after installation in the Mobility Admin console. For instructions, see “[Customizing a User's Synchronization Settings](#)” in the *GroupWise Mobility Service 2.1 Administration Guide*. Users can also change their own synchronization settings on the [Mobility Settings](#) page in the Mobility Admin console. For more information, see the *GroupWise Mobility User Quick Start*.

The GroupWise Address Book cannot be synchronized to mobile devices. However, users can still access individual contacts in the GroupWise Address Book if their mobile devices can do a Global Address List (GAL) lookup. As an alternative, users can create a personal address book that is a subset of the GroupWise Address Book to synchronize to their mobile devices.

- ◆ **Calendar items** (appointments and reminder notes) from the last two weeks and all future calendar items

Shared calendars are synchronized only for the owners of the shared calendars. If shared calendars are very important to users, shared calendar owners can post them to the Internet. For more information, see the documentation for your version of GroupWise:

- ◆ GroupWise 2014: “[Publishing Personal Calendars on the Internet](#)” in the *GroupWise 2014 Client User Guide*
- ◆ GroupWise 2012: “[Publishing Personal Calendars on the Internet](#)” in the *GroupWise 2012 Windows Client User Guide*.

After the owner publishes the calendar, other users can view the calendar URL in the web browser on their mobile devices.

To provide this functionality, at least one Calendar Publishing Host must be set up in the GroupWise system. For more information, see the documentation for your version of GroupWise:

- ◆ GroupWise 2014: “[Setting Up the GroupWise Calendar Publishing Host](#)” in the *GroupWise 2014 Installation Guide*
- ◆ GroupWise 2012: “[Installing the GroupWise Calendar Publishing Host](#)” in the *GroupWise 2012 Installation Guide*

- ◆ **Email messages** in the Mailbox folder for the last three days

If users want to receive more existing email messages on their devices, they can configure their mobile devices to request additional existing email messages.

- ◆ **Tasks** with due dates in the last two weeks and all future tasks

Completed and uncompleted tasks are synchronized. Posted and group tasks are synchronized. Tasks that originate as other GroupWise item types (such as emails or calendar items) are synchronized as tasks when they are dragged to the Tasklist, when they are displayed in the Tasklist, or when they are changed to tasks.

The GroupWise Tasklist does not synchronize to mobile devices. You cannot create a tasklist on a mobile device that is associated with a GroupWise account.

- ◆ **Phone messages** for the last three days

- ◆ **Folders** in the Cabinet (but not items in folders until users request them by opening folders on their mobile devices)
  - ◆ **Attachments** if they do not exceed your Mobility system size limits
- If an item has an attachment that does not synchronize, a message notifies the user. For more information, see “[Controlling Synchronization Size Limits](#)” in the *GroupWise Mobility Service 2.1 Administration Guide*.

When you add several users to your Mobility system at the same time, initial synchronization is performed for four users at a time. When it finishes with one of the four users, it starts on another user.

You can monitor the progress of initial synchronization in the Mobility Admin console. For instructions, see “[Monitoring User Status](#)” and “[Monitoring Device Status](#)” in the *GroupWise Mobility Service 2.1 Administration Guide*.

---

**IMPORTANT:** You should complete initial synchronization before you notify users to configure their mobile devices. Initial synchronization can take a substantial amount of time, depending on the amount of data to synchronize.

---

Occasionally, initial synchronization fails, and troubleshooting is required. For assistance, see “[Device Troubleshooting](#)” in the *GroupWise Mobility Service 2.1 Administration Guide*.

## 3.5.2 Helping Mobile Device Users Understand Synchronization

To help your mobile device users get started efficiently, notify them of the following information:

- ◆ Users must correctly configure their mobile devices in order to connect to the Mobility system. For instructions, see the *GroupWise Mobility User Quick Start*. Ensure that you provide all the information about your Mobility system that users need in order to successfully configure their devices. To make this process easier, see “[Simplifying Device Setup for Users with the AutoDiscover Service](#)” in the *GroupWise Mobility Service 2.1 Administration Guide*.

---

**IMPORTANT:** Print the *GroupWise Mobility User Quick Start* and distribute it to your mobile device users, or email them the link to it ([http://www.novell.com/documentation/groupwisemobility2/pdfdoc/gwmob2\\_qs\\_user/gwmob2\\_qs\\_user.pdf](http://www.novell.com/documentation/groupwisemobility2/pdfdoc/gwmob2_qs_user/gwmob2_qs_user.pdf)), to help them configure their devices correctly.

---

- ◆ For device-specific information, see the [GroupWise Mobility Service Devices Wiki](http://wiki.novell.com/index.php/GroupWise_Mobility_Devices) ([http://wiki.novell.com/index.php/GroupWise\\_Mobility\\_Devices](http://wiki.novell.com/index.php/GroupWise_Mobility_Devices)).

These two sources of information can help eliminate the need for mobile device users to contact you with functional and device-specific questions as they start synchronizing GroupWise data to their mobile devices.

## 3.5.3 Testing Synchronization

- 1 Test GroupWise data synchronization by logging in to your GroupWise mailbox and sending yourself an email message.
- 2 Reply to the message from your mobile device.

If the message synchronizes to your mobile device and the reply on your mobile device synchronizes back to GroupWise, your basic Mobility system is up and running.

- 3 (Conditional) If the message does not synchronize successfully, see the following troubleshooting resources:

In this *GroupWise Mobility Service 2.1 Installation Guide*:

- ♦ “[GroupWise Mobility Service Installation Troubleshooting](#)” on page 53

In the *GroupWise Mobility Service 2.1 Administration Guide*:

- ♦ “[Device Troubleshooting](#)”
- ♦ “[Mobility Service Troubleshooting](#)”
- ♦ “[GroupWise Sync Agent Troubleshooting](#)”
- ♦ “[Device Sync Agent Troubleshooting](#)”

- 4 To customize and expand your Mobility system, see [Section 3.7, “What’s Next,”](#) on page 40.

## 3.6 Integrating with Mobile Device Management Applications




The GroupWise Mobility Service can be used with several mobile device management (MDM) applications:

- ♦ [Section 3.6.1, “Novell ZENworks Mobile Management,”](#) on page 38
- ♦ [Section 3.6.2, “BlackBerry Enterprise Service 10 and Other MDM Solutions,”](#) on page 40

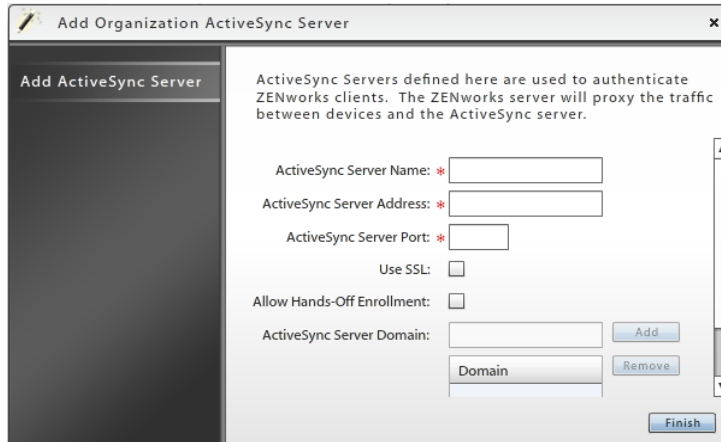
### 3.6.1 Novell ZENworks Mobile Management


Novell ZENworks Mobile Management is a mobile device management solution that provides centralized management and control of mobile devices throughout your enterprise network. For complete information, see [the ZENworks Mobile Management Documentation website \(http://www.novell.com/documentation/zenworksmobile28\)](http://www.novell.com/documentation/zenworksmobile28).

When you configure ZENworks Mobile Management to work with your Mobility system, all of the powerful features of ZENworks Mobile Management are available for managing the mobile devices of your GroupWise users.


- 1 Configure ZENworks Mobile Management with information about your Mobility server:
  - 1a Log in to the ZENworks Mobile Management Dashboard.
  - 1b Click *Organization*  > *Administrative Servers*  > *ActiveSync Servers*  to list your existing ActiveSync servers.

**1c** Click *Add ActiveSync Server*.



- 1d** In the *ActiveSync Server Name* field, specify the DNS hostname of your Mobility server, such as `gwmobility`.
  - 1e** In the *ActiveSync Server Address* field, specify the fully qualified hostname of your Mobility server, such as `gwmobility.provo.novell.com`.
  - 1f** In the *ActiveSync Server Port* field, specify `443` for a secure connection.
  - 1g** Select *Use SSL*.
  - 1h** In the *Domain* field, specify the Internet domain where your Mobility server is located, such as `novell.com`, then click *Add*.
  - 1i** Click *Finish* to save the information about your Mobility server.
  - 1j** (Conditional) If you have multiple Mobility servers, repeat [Step 1c](#) through [Step 1i](#), providing information about each Mobility server.
  - 1k** (Conditional) If you have multiple ZENworks Mobile Management servers, configure additional servers with information about your Mobility server(s).
- 2** Ensure that your GroupWise mobile device users have been added to ZENworks Mobile Management.
- 3** Configure your Mobility system with information about ZENworks Mobile Management:
- 3a** In the [Mobility Admin console](#), click *Service Configuration* .
  - 3b** On the *General* page, scroll down to the *MDM Server* field.
  - 3c** Specify the IP address of the ZENworks Mobile Management server where you provided information about your Mobility server.
  - 3d** (Conditional) If you configured multiple ZENworks Mobile Management servers with information about your Mobility server, specify the IP addresses in a comma-delimited list.
  - 3e** Click *Save* to save the new setting(s).
  - 3f** Restart the Mobility Service to put the new setting(s) into effect:

```
rcgms restart
```

- 4 View the GroupWise mobile device users that have been added to ZENworks Mobile Management:
  - 4a From the ZENworks Mobile Management Dashboard, click *Users*.
  - 4b Scroll horizontally to view various types of information about GroupWise users and their mobile devices, including the following:
    - ◆ Time of last synchronization
    - ◆ Phone number
    - ◆ Mobile device model
    - ◆ Mobile device operating system and version
- 5 Verify that the configuration is successful:
  - 5a In the [Mobility Admin console](#), click *Users* , then click a user who has a device to add.
  - 5b Add the new device through ZENworks Mobile Management.
  - 5c When the device appears on the User/Device Actions page, verify that it has `_zmm` appended to the device ID.

The `_zmm` on the device ID shows that the user connected the device to your Mobility system through ZENworks Mobile Management.

If you require existing mobile device users to re-add their devices through ZENworks Mobile Management, they initially have two device IDs, one with `_zmm` and one without. This prevents ZENworks Mobile Management requests from conflicting with regular device requests. The old device ID disappears from the User/Device Actions page in about a month.

## 3.6.2 BlackBerry Enterprise Service 10 and Other MDM Solutions

Because GroupWise Mobility Service 2.1 supports ActiveSync 14.1, it can be used with the BlackBerry Enterprise Service 10 device management and security platform, and with any other MDM solution that supports ActiveSync 14.1. No special configuration of the GroupWise Mobility Service is required to take advantage of these MDM solutions for monitoring and managing the mobile devices of GroupWise users.

## 3.7 What's Next

- ◆ [Section 3.7.1, "Managing Your Mobility System," on page 40](#)
- ◆ [Section 3.7.2, "Managing the GroupWise Sync Agent," on page 41](#)
- ◆ [Section 3.7.3, "Managing the Device Sync Agent," on page 41](#)

### 3.7.1 Managing Your Mobility System

After your Mobility system is running smoothly, see the following sections in the [GroupWise Mobility Service 2.1 Administration Guide](#) for instructions on maintaining your Mobility system:

- ◆ ["GroupWise Mobility Administration Console"](#)
- ◆ ["GroupWise Mobility System Management"](#)
- ◆ ["GroupWise Sync Agent Configuration"](#)
- ◆ ["Device Sync Agent Configuration"](#)
- ◆ ["GroupWise Mobility System Monitoring"](#)



- ◆ “GroupWise Mobility User Management”
- ◆ “GroupWise Mobility Device Management”
- ◆ “GroupWise Mobility System Security”
- ◆ “GroupWise Mobility System Troubleshooting”

## 3.7.2 Managing the GroupWise Sync Agent

After the GroupWise Sync Agent is successfully synchronizing data for the initial set of GroupWise users, see the following sections in the *GroupWise Mobility Service 2.1 Administration Guide* for instructions on customizing and maintaining the GroupWise Sync Agent:

- ◆ “Selecting GroupWise Items to Synchronize”
- ◆ “Increasing GroupWise Sync Agent Reliability or Performance”
- ◆ “Ignoring Old GroupWise Items”
- ◆ “Clearing Accumulated GroupWise Events”
- ◆ “Changing the GroupWise Sync Agent Listening Port”
- ◆ “Enabling and Disabling SSL for POA SOAP Connections”
- ◆ “Matching GroupWise Configuration Changes”
- ◆ “Modifying or Preventing Synchronization of Specified Items by Using an XSLT Filter”

## 3.7.3 Managing the Device Sync Agent

After the Device Sync Agent is successfully synchronizing data for the initial set of mobile device users, see the following sections in the *GroupWise Mobility Service 2.1 Administration Guide* for instructions on customizing and maintaining the Device Sync Agent:

- ◆ “Blocking/Unblocking All Incoming Devices”
- ◆ “Enabling a Device Password Security Policy”
- ◆ “Quarantining New Devices to Prevent Immediate Connection”
- ◆ “Controlling the Maximum Number of Devices per User”
- ◆ “Removing Unused Devices Automatically”
- ◆ “Controlling the Maximum Number of Devices per User”
- ◆ “Binding to a Specific IP Address”
- ◆ “Enabling a Device Password Security Policy”
- ◆ “Changing the Address Book User”

## 3.8 GroupWise Mobility Service Installation Worksheet

Installation Field	Value for Your Mobility System	For More Information, See
<b>Mobility Server Information</b>		Section 3.1.2, "Selecting Mobility Servers," on page 18.
<ul style="list-style-type: none"> <li>◆ IP address</li> <li>◆ Hostname</li> </ul>		
<b>User Source</b>		Section 3.1.3, "Selecting the User Source for Your Mobility System," on page 18
<ul style="list-style-type: none"> <li>◆ GroupWise</li> <li>◆ LDAP</li> </ul>		
<b>LDAP Information</b>		"Gathering LDAP Information (Optional)" on page 19.  Section 3.1.8, "Establishing Mobility System Security," on page 24.
<ul style="list-style-type: none"> <li>◆ LDAP server               <ul style="list-style-type: none"> <li>◆ IP address</li> <li>◆ Hostname</li> </ul> </li> <li>◆ Secure LDAP Port?               <ul style="list-style-type: none"> <li>◆ Yes Default port: 636</li> <li>◆ No Default port: 389</li> </ul> </li> <li>◆ LDAP server credentials               <ul style="list-style-type: none"> <li>◆ LDAP administrator DN</li> <li>◆ LDAP administrator password</li> </ul> </li> <li>◆ LDAP containers               <ul style="list-style-type: none"> <li>◆ Users</li> <li>◆ Groups</li> </ul> </li> <li>◆ Mobility Admin console credentials               <ul style="list-style-type: none"> <li>◆ Admin login DN</li> <li>◆ Admin password</li> </ul> </li> </ul>		
<b>Mobility Service Database</b>		Section 3.1.6, "Gathering Mobile Device Information," on page 23.
<ul style="list-style-type: none"> <li>◆ Database name: <code>datasync</code></li> <li>◆ Database user: <code>datasync_user</code></li> <li>◆ Database password</li> </ul>		
<b>GroupWise Trusted Application</b>		
<ul style="list-style-type: none"> <li>◆ Trusted application name</li> <li>◆ Trusted application key file</li> </ul>		"GroupWise Trusted Application" on page 20.

Installation Field	Value for Your Mobility System	For More Information, See
<b>GroupWise Post Office Agent</b>	<ul style="list-style-type: none"> <li>◆ POA IP address or DNS hostname</li> <li>◆ POA SOAP port Default port: 7191</li> <li>◆ Secure: Yes / No</li> </ul>	<a href="#">“GroupWise Post Office Agent SOAP URL” on page 21.</a>
<b>Mobile Device Port:</b>	<ul style="list-style-type: none"> <li>◆ Secure LDAP port: Yes Default port: 443 <ul style="list-style-type: none"> <li>◆ Generate self-signed certificate? <ul style="list-style-type: none"> <li>◆ Yes</li> <li>◆ No</li> </ul> </li> </ul> </li> <li>◆ Secure LDAP port: No Default port: 80</li> </ul>	<a href="#">“Mobile Device Port” on page 23</a> and <a href="#">“Server Certificate” on page 24.</a>
<b>GroupWise Address Book User:</b>		<a href="#">“GroupWise Address Book User” on page 22.</a>
<b>Novell Customer Center Registration:</b>	<ul style="list-style-type: none"> <li>◆ Register later</li> <li>◆ Register now <ul style="list-style-type: none"> <li>◆ Email address</li> <li>◆ Activation code</li> </ul> </li> </ul>	<a href="#">Section 3.1.8, “Establishing Mobility System Security,” on page 24.</a>
<b>root Access for Mobility Admin Console</b>	<ul style="list-style-type: none"> <li>◆ root password</li> </ul>	<a href="#">Section 3.1.8, “Establishing Mobility System Security,” on page 24</a>



---

# 4 GroupWise Mobility Service Update

The following sections provide information to help you update to GroupWise Mobility Service 2.1:

- ◆ [Section 4.1, “What’s New in GroupWise Mobility Service 2.1,” on page 45](#)
- ◆ [Section 4.2, “Updating to GroupWise Mobility Service 2.1,” on page 47](#)
- ◆ [Section 4.3, “Registering for Automatic Updates Later,” on page 51](#)

## 4.1 What’s New in GroupWise Mobility Service 2.1

GroupWise Mobility Service 2.1 adds protocol support for ActiveSync 14.x and provides the following enhancements over GroupWise Mobility Service 2.0:

- ◆ **Sticky Notes:** Notes created in a mobile device’s Notes app are synchronized to GroupWise, and Discussion Note items created in the GroupWise client are synchronized to the mobile device’s Notes app. For more information, see [“Synchronizing Sticky Notes”](#) in the *GroupWise Mobility Service 2.1 Administration Guide*.
- ◆ **Follow-up Flags:** GroupWise items that are flagged on the mobile device are displayed in the GroupWise client’s Tasklist. In the GroupWise client, an item can be assigned a follow-up flag by marking it as “Show in Tasklist”.
- ◆ **Mobility Administrator Login Using GroupWise Credentials:** When using GroupWise as the user source, you can enable Mobility administrators to use their GroupWise credentials to log in to the Mobility Admin console. For more information, see [“Adding GroupWise Users as Mobility Administrators”](#) in the *GroupWise Mobility Service 2.1 Administration Guide*.
- ◆ **More Supported Device Operating Systems:** Later versions of existing device operating systems are now supported. For more information, see [“Mobile Device Requirements” on page 13](#).
- ◆ **New GroupWise System Requirements:** GroupWise Mobility Service running against GroupWise 8 is no longer supported. GroupWise 2012 or 2014 is required. For more information, see [“GroupWise Requirements” on page 12](#).
- ◆ **Microsoft Outlook Client Support:** The Microsoft Outlook 2013 client for Windows can be used against the GroupWise back-end. For more information, see *GroupWise Mobility Service 2.1 for Microsoft Outlook 2013*.
- ◆ **GroupWise Address Book Photos:** Photos for users in the GroupWise system address book appear on the mobile device when adding a user to a message, displaying the message list, and displaying an address book contact. This feature requires the next major release of GroupWise, code named GroupWise Cornell.
- ◆ **Reply and Forward Icons:** Reply and forward icons appear next to items on the mobile device when the reply or forward is initiated from the GroupWise client. This feature requires the next major release of GroupWise, code named GroupWise Cornell.

## GroupWise Mobility Service 2.0 Enhancements

If you updated to GroupWise Mobility Service 2.1 from a version of the Data Synchronizer Mobility Pack, the following enhancements were added in GroupWise Mobility Service 2.0 and are also new for you:

- ♦ **ActiveSync 12.1 Support:** Synchronization capabilities of newer mobile devices are supported by ActiveSync 12.1.
- ♦ **More Supported Devices and Device Operating Systems:** New in GroupWise Mobility Service 2.0 is BlackBerry Z10 support. Later versions of existing device operating systems are now supported.
- ♦ **Task Support:** Previously available only as a preview feature, GroupWise tasks are now fully supported. This includes personal tasks that you create for yourself, as well as tasks that others assign to you. It includes tasks that are originally created as tasks, as well as other item types that are changed into tasks or displayed as tasks.
- ♦ **Phone Message Support:** GroupWise phone messages are now synchronized.
- ♦ **Improved Address Book Management:** Users can select which GroupWise personal address book new contacts are added to when they are created on mobile devices.
- ♦ **Increased Scalability:** A Mobility system can support approximately 750 users and 1000 devices on a single Mobility server.
- ♦ **Redesigned Administration Console:** The browser-based Mobility Admin console has a fresh look. Users and groups are easier to manage.
- ♦ **Improved User/Device Synchronization Status:** User and device synchronization status can now be monitored from a single page in the Mobility Admin console. For more information, see [“Monitoring User Status”](#) and [“Monitoring Device Status”](#) in the *GroupWise Mobility Service 2.1 Administration Guide*.
- ♦ **New Monitoring Dashboard:** The new Dashboard in the Mobility Admin console provides detailed monitoring and reporting capabilities to keep you up to date on the functionality of your Mobility system. For more information, see [“Using the Mobility Dashboard”](#) in the *GroupWise Mobility Service 2.1 Administration Guide*.
- ♦ **New Email Alert Notifications:** To assist you when you are not watching the Dashboard, email alert notifications arrive in your mailbox to let you know when administrator intervention is required to keep your Mobility system running smoothly. For more information, see [“Enabling System and Service Notifications”](#) in the *GroupWise Mobility Service 2.1 Administration Guide*.
- ♦ **New User Source Alternatives:** During installation, and also in the Mobility Admin console, you can choose the user source (LDAP or GroupWise) for your Mobility system. For more information, see [“Changing between LDAP and GroupWise as the User Source”](#) in the *GroupWise Mobility Service 2.1 Administration Guide*.
- ♦ **New AutoDiscover Service:** By default, mobile device users need to know the IP address or DNS hostname of the Mobility server in order to configure their email accounts on their devices. The AutoDiscover Service enables you to configure DNS so that supported mobile devices are automatically redirected to the Mobility server based on users’ email addresses. For more information, see [“Simplifying Device Setup for Users with the AutoDiscover Service”](#) in the *GroupWise Mobility Service 2.1 Administration Guide*.
- ♦ **Improved Synchronization Troubleshooting:** The MCheck utility compares device data with GroupWise data and suggests solutions when discrepancies occur. For more information, see [“Diagnosing Synchronization Problems with MCheck”](#) in the *GroupWise Mobility Service 2.1 Administration Guide*.

## 4.2 Updating to GroupWise Mobility Service 2.1

The update process pertains to either the following types of updates:

- ♦ Any version of GroupWise Mobility Service to GroupWise Mobility Service 2.1.
- ♦ Any version of the Novell Data Synchronizer Mobility Pack to GroupWise Mobility Service 2.1.

Complete the following steps to update to GroupWise Mobility Service 2.1:


- ♦ [Section 4.2.1, “Obtaining the GroupWise Mobility Service 2.1 ISO,” on page 47](#)
- ♦ [Section 4.2.2, “Installing GroupWise Mobility Service 2.1,” on page 48](#)
- ♦ [Section 4.2.3, “Checking the Status of the Mobility Service after Update,” on page 50](#)
- ♦ [Section 4.2.4, “Changing the User Source for Your Mobility System \(Optional\),” on page 51](#)

### 4.2.1 Obtaining the GroupWise Mobility Service 2.1 ISO

You can obtain the GroupWise Mobility Service 2.1 ISO from these locations:

- ♦ [“Novell Customer Center” on page 47](#)
- ♦ [“Novell Downloads Website” on page 47](#)

#### Novell Customer Center

- 1 Log in to the [Novell Customer Center](http://www.novell.com/customercenter) (<http://www.novell.com/customercenter>).
- 2 In the *Organization* drop-down list (next to your name in the upper-right corner), select your organization that is entitled to GroupWise Mobility Service.
- 3 Click *Software*.
- 4 In the Novell GroupWise section, locate *Novell GroupWise Mobility Service 2.1*, then click  to display the download page.
- 5 Follow the online instructions to download the GroupWise Mobility Service ISO to a convenient temporary directory on the Mobility server.

```
novell-groupwise-mobility-service-2.1.0-x86_64-build_number.iso
```

- 6 Skip to [“Installing GroupWise Mobility Service 2.1” on page 48](#).

#### Novell Downloads Website

- 1 On [Novell Downloads](http://download.novell.com) (<http://download.novell.com>), under *Patches*, click *Search Patches* to display Patch Finder.
- 2 In the *Select a Product* drop-down list, select *GroupWise*.
- 3 At the bottom of the GroupWise product list, click *GroupWise Mobility Service 2.1* to list the available patches.
- 4 Click *GroupWise Mobility Service 2.1.0*, review the product description, then click *Proceed to Download*.
- 5 Follow the online instructions to download the GroupWise Mobility Service ISO to a convenient temporary directory on the Mobility server.

novell-groupwise-mobility-service-2.1.0-x86\_64-build\_number.iso

- 6 Continue with [Installing GroupWise Mobility Service 2.1](#).

## 4.2.2 Installing GroupWise Mobility Service 2.1

The update process includes installing the GroupWise Mobility Service 2.1 ISO file, and then running the Update script:

- ♦ “Using Patch CD Update in YaST” on page 48
- ♦ “Running the Mobility Service Update Script” on page 49

### Using Patch CD Update in YaST

- 1 If you are updating from the Novell Data Synchronizer Mobility Pack, stop the Synchronizer services and verify that they have stopped:

```
rcdatasync stop
ps -eaf | grep datasync
```

or

If you are updating from a previous version of GroupWise Mobility Service, stop the Mobility Service and verify that it has stopped:

```
rcgms stop
rcgms status
```

- 2 Ensure that you know the location where the Mobility Service ISO was downloaded on the Mobility server:

```
novell-groupwise-mobility-service-2.1.0-x86_64-build_number.iso
```

- 3 On your Linux desktop, click *Computer* > *YaST* to open the YaST Control Center.
- 4 Enter the `root` password.
- 5 Under *Groups*, click *Software*, then click *Patch CD Update*.

---

**NOTE:** The Patch CD Update process pulls all updates in the channels that you have selected. This might include updates in addition to the GroupWise Mobility Service.

---

- 6 Click *Next* to start the update.
- 7 On the Media Types page, select *Local ISO Image*, then click *Next*.
- 8 In the *Repository Name* field, specify a name for the repository that will hold the Mobility Service software, such as `Mobility Service`.
- 9 In the *Path to ISO Image* field, specify the full path name of the ISO file from [Step 1](#), then click *Next*.
- 10 Accept the License Agreement, then click *Next*.
- 11 On the Migration Repositories page, click *Next*.
- 12 On the Distribution Upgrade Settings page, click *Next*.
- 13 In the Confirm Update dialog box, click *Start Update*.
- 14 (Conditional) If you have not already registered for the Mobility 2.1 Updates channel, select *Registration Code* under *Configure Now* on the Novell Customer Center Configuration page, click *Next*, wait while the configuration takes place, then click *OK* when the configuration is complete.



This creates and enables the Mobility-2.1-Updates channel.

or

If you prefer not to configure the Mobility server for automatic updates now, click *Configure Later*, then click *Next*.

When you want to start receiving automatic updates, follow the instructions in [Section 4.3](#), “[Registering for Automatic Updates Later](#),” on page 51.

- 15 On the Installation Completed page, click *Finish*.

You do not need to restart the server after the update.

- 16 Continue with [Running the Mobility Service Update Script](#).

## Running the Mobility Service Update Script

Running the Update script updates the Mobility Service database for use with the updated software.

---

**NOTE:** The process of updating to GroupWise Mobility Service 2.1 from versions of the Data Synchronizer Mobility Pack earlier than 1.2.5 might take longer than previous Mobility Pack updates. It is not unusual for the Update script to run for over an hour for a large database.

---

- 1 In a terminal window on the Mobility server, become `root` by entering `su -` and the root password.

- 2 Change to the following directory:

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

- 3 Ensure that PostgreSQL is running:

```
rcpostgresql status
```

- 4 Run the Mobility Service Update script:

- 4a Enter the following command:

```
./update.sh
```

You are prompted to confirm the update:

```
The update process may take some time. During this process, the GroupWise
Mobility Service will be shut down. Are you sure you want to update the
GroupWise Mobility Service now?
```

- 4b Enter `yes` to start the update.

The Update script prompts you:

```
Reset logging level for all GroupWise Mobility Services to Info?
```

The Info logging level provides sufficient logging for a typical Mobility system. If you have set the logging level to Debug in an earlier version, you can now set it to Info and still get the logging you need to manage your Mobility system.

---

**IMPORTANT:** Info is the default logging level and is strongly recommended because it balances the amount of data logged, the amount of disk space required for log files, and the load on the Mobility system.

---

For more information about logging levels, see “[Working with Log Files](#)” in the [GroupWise Mobility Service 2.1 Administration Guide](#).

- 4c Enter `yes` to reset the logging level to *Info* for the GroupWise Mobility Service.

The Update script prompts you:

```
Enable anonymous information to be automatically sent to Novell to improve
your GroupWise mobile experience?
```

You can contribute to the gathering of anonymous usage data about your Mobility system to help improve the GroupWise Mobility Service product. For more information, see “[Providing Anonymous Feedback about Your Mobility System to Novell](#)” in the *GroupWise Mobility Service 2.1 Administration Guide*.

**4d** (Optional) Enter `yes` to participate in the gathering of anonymous feedback.

The Update script now shuts down the Mobility Service, updates the Mobility Service database, then restarts the Mobility Service.

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

---

**WARNING:** Do not cancel this process, even if it takes a very long time. Cancelling the process before it finishes can cause damage to the Mobility Service database.

---

When the Update script finishes, your updated Mobility system is ready for use.

---

**NOTE:** The process of updating to GroupWise Mobility Service 2.1 from versions of the Data Synchronizer Mobility Pack earlier than 1.2.5 might take longer than previous Mobility Pack updates. It is not unusual for the Update script to run for over an hour for a large database.

---

**5** Continue with [Checking the Status of the Mobility Service after Update](#).

## 4.2.3 Checking the Status of the Mobility Service after Update

The Mobility Service Update script starts the Mobility Service for you. If the update proceeded normally, all components of the Mobility Service should be running.

- 1** In a terminal window on the Mobility server, become `root` by entering `su -` and the root password.
- 2** Use the following command to check the status of the Mobility Service:

```
rcgms status
```

- 3** Use the following commands to manually start and stop the Mobility Service:

```
rcgms start
rcgms restart
rcgms stop
```

## 4.2.4 Changing the User Source for Your Mobility System (Optional)

For background information about the user source alternatives, see [Section 3.1.3, “Selecting the User Source for Your Mobility System,” on page 18](#). For usage instructions, see “Changing between LDAP and GroupWise as the User Source” in the *GroupWise Mobility Service 2.1 Administration Guide*.

The Data Synchronizer Mobility Pack created a Synchronizer system based on LDAP as the user source for user provisioning and, optionally, for device authentication. In Synchronizer Web Admin, the *Authentication Type* setting on the Mobility Connector Settings page set the device authentication method for your Synchronizer system. This setting automatically transferred to the *Authentication* setting on the User Source page in the Mobility Admin console.

---

**IMPORTANT:** If you are comfortable with the configuration that you used for your Synchronizer system, there is no need to change it for your Mobility system.

---

If you want to start using GroupWise as the user source for provisioning, new mobile device users are added to your Mobility system based on their GroupWise location (*user\_name.post\_office\_domain*). Existing mobile device users are still associated with their LDAP context (*cn=user\_name,ou=organizational\_unit,org=organization*). On the Users page, you can determine the source of each user by mousing over it.

There is no direct way to change an existing user from being associated with LDAP to being associated with GroupWise. If it is important for you to do this, you must delete the user as an LDAP user, and then add the user as a GroupWise user. After this occurs, the best practice for data integrity is to have the mobile device user delete and re-add the email account on the device.

There is also no direct way to change from using an LDAP group to using a GroupWise group (distribution list in older GroupWise systems). As with individual users, you must delete the LDAP group from your Mobility system (which deletes all the LDAP users in the LDAP group), and then add the GroupWise group (which adds all the users based on the GroupWise group). Again, the affected users should delete and re-add their email accounts on their devices.

You might want to accomplish this transition over time, a few users at a time. If you want to accomplish the transition all at once, you can create a new Mobility system, based entirely on GroupWise provisioning and authentication, and then switch from the old system to the new system, perhaps over night, without notifying your mobile device users. Most users will likely not notice the change. You can then have those users that contact you about data integrity issues delete and re-add their email accounts in order to resynchronize the GroupWise data.

## 4.3 Registering for Automatic Updates Later

If you choose not to configure the Mobility server to receive automatic updates when you update to GroupWise Mobility Service 2.1, you can perform the configuration at your convenience at a later time, perhaps when the next update becomes available.

- ♦ [Section 4.3.1, “Obtaining the GroupWise Mobility Service Activation Code,” on page 52](#)
- ♦ [Section 4.3.2, “Registering to Receive the Update,” on page 52](#)
- ♦ [Section 4.3.3, “Installing the Update,” on page 52](#)

## 4.3.1 Obtaining the GroupWise Mobility Service Activation Code

- 1 Log in to the [Novell Customer Center \(http://www.novell.com/customercenter\)](http://www.novell.com/customercenter).
- 2 In the *Organization* drop-down list (next to your name in the upper-right corner), select your organization that is entitled to GroupWise Mobility Service.
- 3 Click *Software*.
- 4 In the Novell GroupWise section, locate *Novell GroupWise Mobility Service 2.1*, click *Keys* to view the activation code and save it for future reference.

## 4.3.2 Registering to Receive the Update

- 1 In a terminal window on the Mobility server, enter the following command:

```
suse_register -a regcode-mobility=registration_code  
              -a email=email_address -L /root/.suse_register.log
```

Replace *registration\_code* with the GroupWise Mobility Service activation code that you obtained from the Novell Customer Center in “[Obtaining the GroupWise Mobility Service Activation Code](#)” on page 52.

Replace *email\_address* with the email address that you used to log in to the Novell Customer Center.

Notifications about future GroupWise Mobile Server updates will be sent to this email address. You can then choose when to install each update.

- 2 Enter the following command to verify that the Novell Update channel for the Mobility Service has been added on your Mobility server:

```
zypper ca
```

This command lists all product-specific channels where you are registered to receive updates. The following Mobility Service update channel should be listed:

Alias	Name
nu_novell_com:Mobility-2.1-Updates	Mobility-2.1-Updates

## 4.3.3 Installing the Update

When you are notified that the next update is available:

- 1 Enter the following command:

```
zypper up -r nu_novell_com:Mobility-2.1-Updates
```

- 2 Enter *yes* to start the update process.

---

# A GroupWise Mobility Service Installation Troubleshooting

- ◆ [“The GroupWise Mobility Service Installation program does not behave as documented” on page 53](#)
- ◆ [“The GroupWise Mobility Service Installation program cannot communicate with the LDAP server” on page 53](#)
- ◆ [“The GroupWise Mobility Service Installation program cannot communicate with the GroupWise POA” on page 54](#)
- ◆ [“The GroupWise Mobility Service Installation program cannot communicate with any required application” on page 54](#)
- ◆ [“The Mobility Service does not start” on page 54](#)
- ◆ [“You cannot access the Mobility Admin console after installation” on page 55](#)
- ◆ [“A reinstallation of the Mobility Service software does not proceed normally” on page 55](#)

See also the following sections in the *GroupWise Mobility Service 2.1 Administration Guide*:

- ◆ [“Device Troubleshooting”](#)
- ◆ [“GroupWise Sync Agent Troubleshooting”](#)
- ◆ [“Device Sync Agent Troubleshooting”](#)
- ◆ [“Working with Log Files”](#)

## The GroupWise Mobility Service Installation program does not behave as documented

Possible Cause: You are trying to install the GroupWise Mobility Service on 32-bit hardware.

Action: Install the GroupWise Mobility Service on 64-bit hardware that meets the system requirements described in [Section 2.1, “Mobility Server Requirements,” on page 11](#).

## The GroupWise Mobility Service Installation program cannot communicate with the LDAP server

Possible Cause: A firewall is blocking communication between the Installation program and the LDAP server.

Action: Ensure that communication through the firewall is allowed on port 636 for a secure LDAP connection or port 389 for a non-secure LDAP connection.

Possible Cause: The LDAP server is not functioning correctly.

Action: Restart the LDAP server.

Possible Cause: You specified the LDAP server settings incorrectly.

Action: Double-check the LDAP server settings you entered in the Installation program.

## The GroupWise Mobility Service Installation program cannot communicate with the GroupWise POA

Possible Cause: A firewall is blocking communication between the Installation program and the POA server.

Action: Ensure that communication through the firewall is allowed on port 4500.

Possible Cause: The POA is not running.

Action: Start the POA.

Possible Cause: You specified the POA server settings incorrectly.

Action: Double-check the POA server settings you entered in the Installation program.

Possible Cause: There is a problem with the GroupWise trusted application key file.

Action: Re-create the GroupWise trusted application key file. You need to fill in only these three fields in the New Trusted App Key dialog box in the GroupWise Admin console (or in the Create Trusted Application dialog box in ConsoleOne in older GroupWise systems): *Name*, *Location for Key File*, and *Name of Key File*. Do not fill in any other fields.

## The GroupWise Mobility Service Installation program cannot communicate with any required application

Possible Cause: The required port number is not open.

Action: Review the list of required port numbers in [Section 3.2.2, "Opening Required Ports,"](#) on page 26.

Action: Use `telnet` to test whether ports are open.

1 Enter the following command in a terminal window:

```
telnet application_host port_number
```

Replace *application\_host* with the IP address or DNS hostname of the server where the application is running.

Replace *port\_number* with the port number on which the Installation program is attempting to communicate with the application.

2 (Conditional) If the terminal windows goes blank, with the cursor in the upper-left corner, enter `quit` to exit the telnet session.

The port is open. The Installation program should be able to communicate with the application.

3 (Conditional) If a `Connection failed` message displays, open the port through the firewall to enable the Installation program to communicate with the application.

## The Mobility Service does not start

Possible Cause: PostgreSQL is not running on the Mobility server.

Action: Check the status of PostgreSQL on the Mobility server, and start it manually if necessary.

```
rcpostgresql status  
rcpostgresql start
```

## You cannot access the Mobility Admin console after installation

Possible Cause: The date and time on the Mobility server does not match the date and time on the GroupWise server.

Action: Reset the time on the Mobility server to match the time on the GroupWise server. This Mobility system requirement is listed in [Section 2.1, “Mobility Server Requirements,”](#) on page 11.

## A reinstallation of the Mobility Service software does not proceed normally

Possible Cause: The previous installation of the Mobility Service software was not completely uninstalled.

Action: The standard uninstallation procedure provided in [Section 3.3.5, “Uninstalling the Mobility Service,”](#) on page 33 occasionally fails to completely uninstall the GroupWise Mobility Service because of various server-specific issues. When the Mobility Service software is not completely uninstalled, the next installation does not proceed normally. For example, you might encounter problems configuring LDAP access during installation.

1 To ensure that the Mobility Service software has been completely uninstalled, perform the following checks:

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

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

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

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

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

Under the *Primary Functions* heading, the GroupWise Mobility Service 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.

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

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

- ◆ Log in as `root` in a terminal window, then check for Mobility Service RPMs:

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

If any Mobility Service RPMs are still installed, uninstall them:

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

- ◆ Ensure that none of the following directories still exist on your server:

```
/opt/novell/datasync
/etc/datasync
/var/lib/datasync
/var/log/datasync
/var/run/datasync
/var/lib/pgsql
```

If any of these directories still exist, delete them.

- 2 After your performing these checks and making changes as needed, restart the Mobility server.
- 3 Remove the Mobility certificate from any workstations where you have run the Mobility Admin console.

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