

# **NOKIA**

## **Intellisync Wireless Email Administrator's Guide**

Version 9.2

Published August 2008

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# About This Guide

This guide provides system administrators information required to perform tasks in Nokia Intellisync Wireless Email. Wireless Email is a full-featured wireless email application that lets users easily access their email, calendar, contacts, notes, and tasks on mobile devices. Wireless Email provides administrators a comprehensive infrastructure to manage a broad range of devices and email access methods.

This guide is organized into the following chapters:

- [Chapter 1, “Nokia Intellisync Mobile Suite,”](#) introduces you to Nokia Intellisync Mobile Suite and provides information for using the application effectively.
- [Chapter 2, “Using WebAdmin Console,”](#) provides an overview, access information, and operating conventions.
- [Chapter 3, “Managing System Settings,”](#) provides information on managing server-related settings.
- [Chapter 4, “Managing Users,”](#) provides information on managing user accounts.
- [Chapter 5, “Managing Devices,”](#) provides information on managing devices.
- [Chapter 6, “Managing Groups,”](#) provides information on managing groups of users.
- [Chapter 7, “Managing User Settings,”](#) provides information on managing general and email settings for users.
- [Chapter 8, “Management Settings,”](#) provides information on managing servers and administrators.
- [Chapter 9, “Managing Reports,”](#) provides information on running reports.
- [Chapter 10, “Managing Logs,”](#) provides information on running logs.
- [Chapter 11, “Backing Up Data on a Linux Server,”](#) provides information on backing up and restoring the Nokia Intellisync directory structure, files, and data on a Linux server.

Additional information provided in this section is as follows:

- [Conventions This Guide Uses](#)
- [Related Documentation](#)

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## Conventions This Guide Uses

The following sections describe the conventions this guide uses, including notices, text conventions, and command-line conventions.

### Notices



#### Warning

Warnings advise the user that bodily injury might occur because of a physical hazard.

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#### Caution

Cautions indicate potential equipment damage, equipment malfunction, loss of performance, loss of data, or interruption of service.

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#### Note

Notes provide information of special interest or recommendations.

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## Command-Line Conventions

You might encounter one or more of the following elements on a command-line path.

**Table 1 Command-Line Conventions**

Convention	Description
command	This required element is usually the product name or other short word that invokes the product or calls the compiler or preprocessor script for a compiled Nokia product. It might appear alone or precede one or more options. You must spell a command exactly as shown and use lowercase letters.
<i>Italics</i>	Indicates a variable in a command that you must supply. For example: <b>delete interface <i>if_name</i></b>  Supply an interface name in place of the variable. For example: <b>delete interface nic1</b>
angle brackets < >	Indicates arguments for which you must supply a value: <b>retry-limit &lt;1-100&gt;</b>  Supply a value. For example: <b>retry-limit 60</b>

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**Table 1 Command-Line Conventions (*continued*)**

Convention	Description
Square brackets [ ]	Indicates optional arguments. <b>delete [slot slot_num]</b>  For example: <b>delete slot 3</b>
Vertical bars, also called a <i>pipe</i> ( )	Separates alternative, mutually exclusive elements. <b>framing &lt;sonet   sdh&gt;</b>  To complete the command, supply the value. For example: <b>framing sonet</b> or <b>framing sdh</b>
-flag	A flag is usually an abbreviation for a function, menu, or option name, or for a compiler or preprocessor argument. You must enter a flag exactly as shown, including the preceding hyphen.
.ext	A filename extension, such as .ext, might follow a variable that represents a filename. Type this extension exactly as shown, immediately after the name of the file. The extension might be optional in certain products.
( . , ; + * - / )	Punctuation and mathematical notations are literal symbols that you must enter exactly as shown.
''	Single quotation marks are literal symbols that you must enter as shown.

## Text Conventions

Table 2 describes the text conventions in this guide.

**Table 2 Text Conventions**

Convention	Description
monospace font	Indicates command syntax, or represents computer or screen output, for example: Log error 12453
Key names	Keys that you press simultaneously are linked by a plus sign (+): Press Ctrl + Alt + Del.
Menu commands	Menu commands are separated by a greater than sign (>): Choose File > Open.

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**Table 2 Text Conventions (*continued*)**

Convention	Description
The words enter and type	Enter indicates you type something and then press the Return or Enter key. Do not press the Return or Enter key when an instruction says <i>type</i> .
<i>Italics</i>	<ul style="list-style-type: none"><li>Emphasizes a point or denotes new terms at the place where they are defined in the text.</li><li>Indicates an external book title reference.</li><li>Indicates a variable in a command: <code>delete interface <i>if_name</i></code></li></ul>

## Related Documentation

Nokia offers a common framework for all Nokia Intellisync Mobile Suite products. Electronic manuals and online help systems cover the entire suite and additional resources address specific products. The server guides are as follows:

For instructions to access documentation, see the following topics:

- [“Accessing Server Documentation” on page 12](#)
- [“Assessing Server Online Help” on page 13](#)
- [“Accessing Client Documentation” on page 13](#)

## Accessing Server Documentation

Server guides are available for Nokia Intellisync Wireless Email. These documents are available on the Nokia Support Site (<http://support.nokia.com>) in Adobe Portable Document Format (PDF), or obtain the guide from your system administrator.

- ***Nokia Intellisync Wireless Email Linux Installation Guide*** (*LinuxWEInstallGdeEN.pdf*)—includes the installation requirements and other information you need to install Wireless Email software for servers and clients.
- ***Nokia Intellisync Mobile Suite Release Notes (ReleaseNotesEN.pdf)***—includes important information you should know before you install and use Nokia Intellisync Mobile Suite. This document includes important late-breaking information that may not be included in other documentation. This document applies to the entire suite and is shared with other Mobile Suite products.
- ***Nokia Intellisync Wireless Email Administrator’s Guide*** (*WirelessEmailAdminGuideEN.pdf*)—covers system administrative functions for managing the Wireless Email server and client operation.
- ***Nokia Intellisync Secure Gateway Administrator’s Guide (SecureGatewayGdeEN.pdf)***—written as a companion book to the *Nokia Intellisync Wireless Email Administrator’s Guide*, and includes administrative functions for managing the Secure Gateway server.

## Assessing Server Online Help

Nokia Intellisync Mobile Suite installs an online help system to assist administrators working in WebAdmin Console.

**Nokia Intellisync Mobile Suite WebAdmin Console Help**—includes information for using WebAdmin Console to manage the Nokia Intellisync Mobile Suite server.

## Accessing Client Documentation

The following electronic client documents are available on the Nokia Support Site (<http://support.nokia.com>) in Adobe Portable Document Format (PDF) or through your system administrator.

### Client Installation and Setup Guides

Each guide includes: information for installing software on devices that use a specific platform; configuring synchronization settings; and synchronizing for the first time.

**Table 3 Client Guides**

Name	File Name
Nokia Intellisync Mobile Suite Client Guide—Palm OS Platform	PalmUsersGuideEN.pdf
Nokia Intellisync Mobile Suite Client Guide—Windows Mobile Platform	WindowsMobileUsersGuideEN.pdf
Nokia Intellisync Mobile Suite Client Guide—S60 3rd Edition Platform	Symbian60_UsersGuideEN.pdf
Nokia Intellisync Mobile Suite Client Guide—S80 Platform	Symbian80_UsersGuideEN.pdf
Nokia Intellisync Mobile Suite Client Guide—UIQ 3rd Edition Platform	SymbianUIQ3_UsersGuideEN.pdf

#### Note

The client guides are *not* installed as part of the client installation. You decide whether to provide this documentation to your users.

### Client Web Site Online Help

The Web PIM interface provides online help on every page for end users.



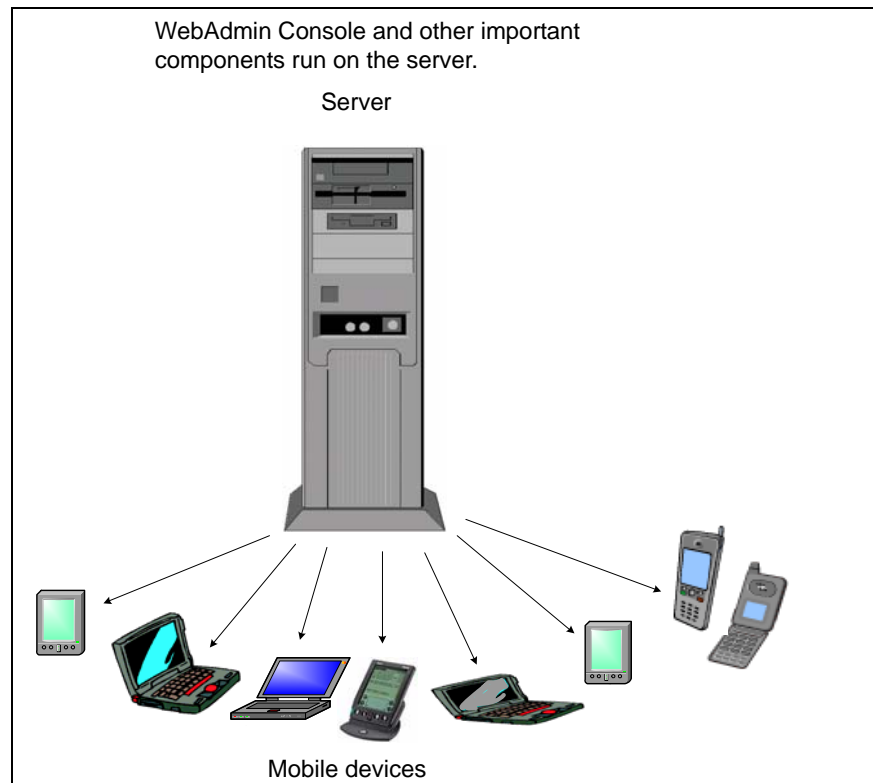
# 1

## Nokia Intellisync Mobile Suite

Nokia Intellisync Mobile Suite is a collection of products designed to help you support your mobile workforce. This collection of products handles distribution, collection, and synchronization of your e-business data, documents, and applications. At any given time, your mobile employees have access to the same data and corporate applications as your LAN-connected employees.

Nokia Intellisync Mobile Suite consists of both server and client components that facilitate interaction with the server. The server is the data synchronization host to which mobile devices connect. The Web-based administrative console on the server, known as WebAdmin Console, controls functions such as user authentication, user settings, communication, logging, and reporting, among others.

**Figure 1 Nokia Intellisync Mobile Suite Includes Software for Server and Mobile Devices**



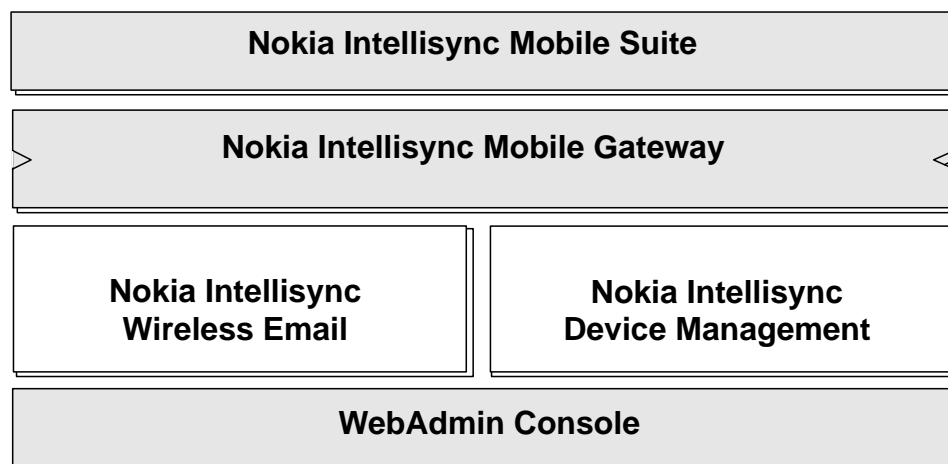
## Nokia Intellisync Mobile Suite Products

The Nokia Intellisync Mobile Suite infrastructure contains the basic elements in your mobile solution. In addition to this framework, two separate products are available for you to purchase to support your mobile workforce. Nokia offers the following products as part of Nokia Intellisync Mobile Suite:

- Wireless Email
- Device Management

These products snap into the Nokia Intellisync Mobile Suite framework. You can use the products together or separately.

**Figure 2 Nokia Intellisync Mobile Suite with Products Installed**



## WebAdmin Console

WebAdmin Console is installed as part of the server installation and it functions as the single application for managing many administrative tasks, including:

- Managing user and system settings
- Managing users, groups, and devices
- Running reports and viewing logs
- Managing servers and administrators
- Collecting and managing asset and inventory information

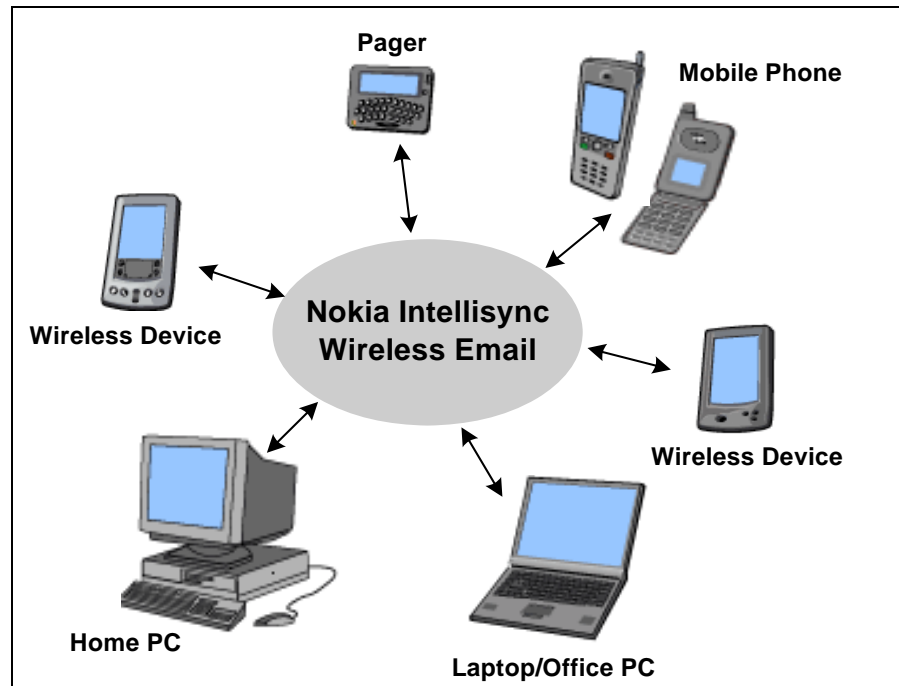
For information on using WebAdmin Console, see [Chapter 2, “Using WebAdmin Console,”](#) on page 21.



## The Nokia Intellisync Wireless Email

The Nokia Intellisync Wireless Email offers centralized email and personal information manager (PIM) synchronization for your users. Wireless Email allows users to synchronize email, contacts, memos, calendar, and to-do items among all their mobile devices, eliminating duplicate data entry. This same data is accessible from any Internet-ready mobile phone and Web browser on any computer connected to the Internet. For supported devices, you can set up the Push feature, so users receive new email as it comes in, without your intervention.

**Figure 3 Universal Synchronization Using Nokia Intellisync Wireless Email**



## Nokia Intellisync Device Management

Nokia Intellisync Device Management allows the system administrator to collect and manage asset and inventory information for mobile devices, along with several other administrative functions in WebAdmin Console.

- Manage theft/loss protection settings
- Access a user's device remotely
- Restrict the use of certain device hardware elements
- Backup files from the user's device to the server

You can schedule the collection of this asset information, as well as choose specific assets to include in those collections.

Nokia Intellisync Device Management also delivers software packages and updates to your client computers by using the Publications feature. Using WebAdmin Console, you can set up

publications for software installation and maintenance. These publications can accomplish a variety of tasks, including:

- Remove directories
- Execute programs or scripts
- Copy, delete, move, or rename files
- Return client system information
- Add or delete registry keys

You can require the client computer to receive these publications or send the publications upon request.

## **Nokia Intellisync Mobile Suite Client**

The Nokia Intellisync Mobile Suite client application provides users with easy access to information available through your server. The client application runs on client computers and mobile devices. This is the only application an end user needs to stay connected while away from the office.

The client has an easy-to-use user interface that serves as the user's launch pad for delivery of all mobile information. After a synchronization session, the user sees a summary of the new information. The user can also view summary information from previous sessions.

Different versions of the Nokia Intellisync Mobile Suite client software are available for the following platforms:

- Palm
- PC Desktop or Laptop
- Symbian S60, 3rd Edition
- Symbian S80
- Symbian UIQ, 3rd Edition
- Windows Mobile Pocket PC and Windows CE
- Windows Mobile Smartphone

## **Nokia Intellisync Mobile Gateway**

Nokia Intellisync Mobile Gateway handles communication, connection, security and encryption, and user authentication. Mobile Gateway is the connection between the server and the outside world and is installed as part of the server installation. The client software contains the components required to connect to the server through the Mobile Gateway.

## **Server Database**

Nokia Intellisync Mobile Suite requires a database to store your users, groups, logs, and other important data. Nokia Intellisync Mobile Suite works with the database to store and retrieve

information as needed. The server installation program creates a database for a production environment.

For a complete list of Linux installation requirements, see the *Nokia Intellisync Wireless Email Linux Installation Guide*. This document is available on the Nokia Support Site at (<http://support.nokia.com>) in Adobe Portable Document Format (PDF).



# 2 Using WebAdmin Console

WebAdmin Console is a Web-based application for managing administrative tasks on the server. WebAdmin Console installs automatically during the server installation, which makes it available for you to use immediately. Using WebAdmin Console, you can manage any of the following administrative functions:

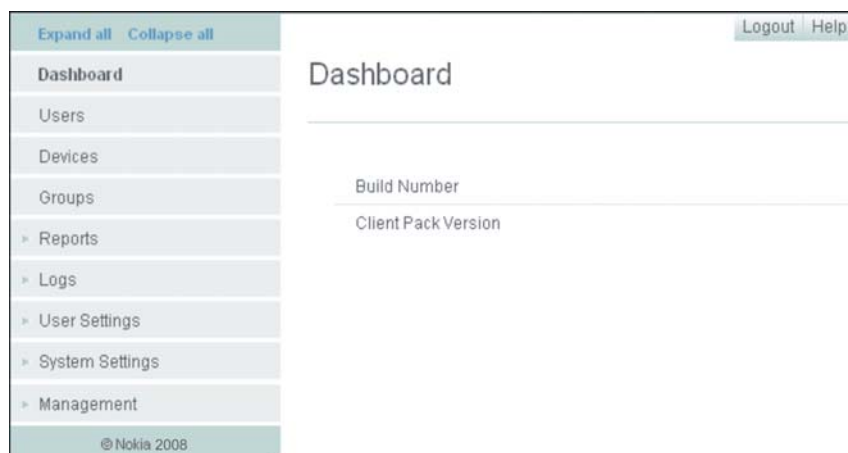
- Manage user and system settings
- Manage users, groups, and devices
- Manage servers and administrators
- Running reports and viewing logs

## Loggin On

System administrators can access WebAdmin Console by using the following procedure.

### To log on to WebAdmin Console

1. From the server, open a browser window.
2. Enter `http://<serveraddress>/admin` in the address bar, and then click Go.  
The WebAdmin Console Login page appears.
3. Enter the user name and password you entered during the server installation and click Login.  
The WebAdmin Console Dashboard page appears.



## **Operating Conventions**

WebAdmin Console provides a navigation frame on the left for access to various administrative options or nodes. To view specific information, select the appropriate node from the navigation frame. For comprehensive instructions on using a specific node, click Help.

Your license key determines which features are available in WebAdmin Console.

# 3 Managing System Settings

The System Settings node in WebAdmin Console provides easy access to manage server-related settings. From the WebAdmin Console, select System Settings to access the following options:

- [General Settings](#)
- [Server Names Settings](#)
- [Server Key Settings](#)
- [Authentication Settings](#)
- [Authentication Sources](#)
- [Directory Settings](#)
- [Secure Gateway Settings](#)
- [License Settings](#)

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**Note**

WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide.

To access online help, click Help on any page in WebAdmin Console.

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## General Settings

From General settings you can manage the following information:

- Proxy server
- SMTP server for alerts and push
- Web site security settings
- SSL certificate settings
- Nightly maintenance schedules
- Advanced notification
- Log retention
- Client language settings

### **To manage general settings**

1. Select System Settings > General.
2. To edit settings, click Edit and modify the information.

## **Server Names Settings**

From Server Names settings you can verify your external server names and confirm that your external IP address/DNS names are correct. Always use fully qualified server names. Usually, all server names are the same, but in some advanced configurations, the server names may be different from each other. The Web site and synchronized server names may point to a reverse proxy, for example, at least for communications coming from outside the firewall. The internal server name is used only inside the firewall and should never go through a reverse proxy, because it is used for non-HTTP traffic.

You can manage the following server information:

- Web site server name
- Synchronization server name
- Network push server and port
- Internal server name

### **To manage server names settings**

1. Select System Settings > Server Names.
2. To edit settings, click Edit and modify the information.

## **Server Key Settings**

From Server Key settings you can enable a security feature that exchanges a unique key between the server and the client.

Use Server Key settings to manage the following information:

- Server key exchange
- Server key length settings
- Default key settings
- Issue a new key

### **To manage server key settings**

1. Select System Settings > Server Key.
2. To edit settings, click Edit and modify the information.
3. To issue a new key, click Issue New Key.



## Authentication Settings

Before a user can access your corporate server, the user's identification must pass an authentication process. This guarantees that only authorized users are able to gain access to corporate information.

Nokia Intellisync Mobile Suite offers an internally managed authentication option, referred to as internal authentication. With this approach, user names and passwords are managed through WebAdmin console. Some companies prefer this option for administrative reasons. Even if you select another authentication source, you can use internal authentication for particular subsets of users. For example, you can use internal authentication for a temporary workforce, for giving business partners access to limited information, or for testing and evaluation purposes.

A combination of these methods can be useful for testing or for migrating from one authentication approach to another. Nokia Intellisync Mobile Suite authenticates each user with only one method, but you can use any method for a given user.

Use Authentication settings to manage the following information:

- Default password for Intellisync internal authentication
- User and device discovery settings
- User lockout settings

### To manage authentication settings

1. Select System Settings > Authentication.
2. To edit settings, click Edit and modify the information.

## Authentication Sources

From Authentication Sources you can configure the sources that are used to authenticate users. Your strategy can incorporate one or more sources. You may be able to leverage the authentication sources you currently use to avoid duplicate efforts in entering and maintaining user lists. You can import users from a text file and add users and groups through autodiscovery. By default, the server automatically adds a new user when the user logs in to the Web site or synchronizes for the first time. This approach to authentication can simplify maintenance and the user's experience.

Use Authentication Sources to configure the following sources:

- An Active Directory/LDAP (Lightweight Directory Access Protocol) authentication source.
  - For information about importing users and groups by using autodiscovery, see [“Importing Users from an Active Directory/LDAP Source”](#) on page 35.
- A GroupWise authentication source.
  - For information about importing users by using a text file, see [“Importing Users from a Text File”](#) on page 30.

From Sources you can delete sources and export or print the authentication source name, source type, and server name information.

**To manage authentication sources**

1. Select System Settings > Authentication > Sources.
2. Click the appropriate option.

## Directory Settings

Nokia Intellisync Mobile Suite stores information in a database and also centrally in a shared file system. The file system stores user and client deployment data. From Directory settings, you can choose the data storage locations. You can select a single root location with sub-directories chosen automatically, or you can select a specific location for each directory.

**To manage directory settings**

1. Select System Settings > Directory.
2. To edit settings, click Edit and modify the information.

## Secure Gateway Settings

From Secure Gateway settings, you can view, add, delete, export, or print information. For detailed information about installing and configuring Nokia Intellisync Secure Gateway, refer to *Nokia Intellisync Secure Gateway Administrator's Guide* on the Nokia Support Site (<http://support.nokia.com>) in Adobe Portable Document Format (PDF), or obtain the guide from your system administrator.

**To manage Secure Gateway settings**

1. Select System Settings > Secure Gateways.
2. To manage specific secure gateway server information, select the appropriate server name.
3. To edit settings, click Edit and modify the information.

## License Settings

Your license is based on the products and number of licenses you purchase. Evaluation licenses expire; however, production licenses do not expire. To upgrade your license or increase the number of licensed users, contact your sales representative.

If you are close to exceeding the number of users for which you are licensed, you receive a warning message. This information also appears in the Server Activity log. If you exceed the number of licensed users, you can not add any more.

**To manage license information**

1. Select System Settings > License.
2. To add a new license key, click Edit.



# 4 Managing Users

All Nokia Intellisync Mobile Suite products share a common database of users and groups. Each person who sends and receives information must have a unique user name. During a synchronization session, the system validates user identities to determine the information they are permitted to access.

From WebAdmin Console, select Users to complete the tasks as described in the following topics:

- [Adding Users Manually](#)
- [Importing Users from a Text File](#)
- [Adding Users Through Autodiscovery](#)
- [Sending Install SMS Messages](#)
- [Managing User Information](#)

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## Note

WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide.

To access online help, click Help on any page in WebAdmin Console.

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## Adding Users Manually

You can manually add a small number of new users if you are not using the autodiscovery method. For information about autodiscovery, see [“Adding Users Through Autodiscovery”](#) on page 34.

### To manually add new users

1. Select Users, and then click New.
2. Enter the user information, click Save and then click Done.

## Importing Users from a Text File

You can import a large number of users from a delimited text file. This method is recommended if you are adding a large number of users.

### To import users from a delimited text file

1. Prepare a text file containing user information. The text file should have one user ID per line. To add additional user information, see [“Using Tokens with Text Files”](#) on page 30.
2. Select Users.  
The Users page appears.
3. Click Import.  
The Import Users From File page appears.
4. In the File Name field, type the text file name or click Browse, select the text file, and then click Open.
5. Click Import From File.

## Using Tokens with Text Files

If you want to import additional user information, you can use tokens separated by tabs to include various properties for each user. The following tokens are available to use in your text file:

- \$password=<followed by the password for this user>
- \$description=<followed by some descriptive text about this user>
- \$firstname=<followed by the user’s first name>
- \$lastname=<followed by the user’s last name>
- \$addtogroup=<followed by the group name to which the user should be a member>
- \$active=<followed by 0 or 1, where 0 indicates inactive and 1 indicates active>
- \$alertdevice=<followed by phone, pager, or email address>
- \$alertphonenumber=<followed by the phone number of the alert device>
- \$alertemailaddr=<followed by the email address to receive alerts>
- \$alertcarrier=<followed by Verizon, Sprint, AT&T Wireless, Alltel, T-Mobile, or Cingular>
- \$emailAddress=<followed by the user’s email address>
- \$employeeid=<followed by the user’s employee ID>
- \$language=<followed by two-character country code. Valid entries are EN (English), FR (French), ES (Spanish), DE (German), JA (Japanese)>
- \$mobile=<followed by the user’s mobile phone number>
- \$timezone=<followed by timezone specification>
- \$authtype=<followed by -1 for NT; 0 for IMS authentication, 5 for GroupWise authentication>

- \$sync=<followed by 1. This triggers a synchronization session after configuration>
- \$serverdevice=<one of “Domino,” “GroupWise,” “IMAP,” “XML,<ID>” where <ID> is the XML translator identifier such as “100,” or “GT,<ID>” where <ID> is the Generic Translator identifier number>
 

If \$serverdevice is specified, then any parameters following \$serverdevice are passed to the server connection until the end of line or until you specify another \$serverdevice.
- If \$serverdevice = Domino:
 

\$dominousername=<followed by the Domino user name. The domino user name may be canonical or abbreviated. This parameter is required for courier access; otherwise, it is not used.>

\$dominoidfile=<followed by the path to the user’s ID file. This parameter is required for upload-ID file access; otherwise, it is not used.>

\$dominopassword=<followed by the password for the user’s ID file. This parameter is required for upload ID file access; otherwise, it is not used.>
- If \$serverdevice = Exchange:
 

\$exchangeserver=<followed by the exchange server>

\$exchangemailbox=<followed by the exchange mailbox, which can be specified using “firstname lastname” or the alias (the text before the @ in the primary email address)>

Use courier access to configure Exchange.
- If \$serverdevice= GroupWise:
 

\$GWServer=<followed by the GroupWise server>

\$GWPort=<followed by the GroupWise port number>

\$GWUuid=<followed by the GroupWise unique user ID>

\$GWDisplayName=<followed by the GroupWise user full name>

\$GWUser=<followed by the GroupWise user name>

\$GWPassword=<followed by the GroupWise user password. This parameter is not required for trusted application access.>
- If \$serverdevice = IMAP:
 

\$IMAPServer=<followed by the IMAP server name>

\$IMAPUser=<followed by the IMAP user ID>

\$IMAPPassword=<followed by the IMAP user password>

\$IMAPInboxFolderName=<followed by the IMAP Inbox folder name on the server>

\$IMAPDraftsFolderName=<followed by the IMAP Drafts folder name on the server>

\$IMAPSentItemsFolderName=<followed by the IMAP Sent Items folder name on the server>
- If \$serverdevice = XML,<ID>:
 

\$XMLUser=<followed by the XML user ID>

\$XMLPassword=<followed by the XML user password>

\$XMLCompany=<followed by the company name on the server>

---

**Note**

To ensure a successful import, review the tokens for accuracy and separate each with a tab.

---

## Time Zone Reference List

Use the following table to reference the correct time zones when using the \$timezone token.

**Table 4 Time Zone Reference**

For this time zone	Enter this information in the import file
<b>A</b>	
<ul style="list-style-type: none"><li>• “Abu Dhabi, Muscat”</li><li>• “Adelaide”</li><li>• “Alaska”</li><li>• “Almaty, Novosibirsk”</li><li>• “Amsterdam, Berlin, Rome, Vienna”</li><li>• “Arizona”</li><li>• “Astana, Dhaka”</li><li>• “Athens, Istanbul, Minsk”</li><li>• “Atlantic Time (Canada)”</li><li>• “Auckland, Wellington”</li><li>• “Azores”</li></ul>	<ul style="list-style-type: none"><li>• “Asia/Muscat”</li><li>• “Australia/Adelaide”</li><li>• “America/Anchorage”</li><li>• “Asia/Novosibirsk”</li><li>• “Europe/Berlin”</li><li>• “America/Phoenix”</li><li>• “Asia/Dacca”</li><li>• “Europe/Athens”</li><li>• “America/Halifax”</li><li>• “Pacific/Auckland”</li><li>• “Atlantic/Azores”</li></ul>
<b>B</b>	
<ul style="list-style-type: none"><li>• “Baghdad”</li><li>• “Baku, Tbilisi, Yerevan”</li><li>• “Bangkok, Hanoi, Jakarta”</li><li>• “Beijing, Chongqing, Hong Kong, Urumqi”</li><li>• “Belgrade, Bratislava, Budapest, Prague”</li><li>• “Bogota, Lima, Quito”</li><li>• “Brasilia”</li><li>• “Brisbane”</li><li>• “Brussels, Copenhagen, Madrid, Paris”</li><li>• “Bucharest”</li><li>• “Buenos Aires, Georgetown”</li></ul>	<ul style="list-style-type: none"><li>• “Asia/Baghdad”</li><li>• “Asia/Yerevan”</li><li>• “Asia/Bangkok”</li><li>• “Asia/Hong_Kong”</li><li>• “Europe/Prague”</li><li>• “America/Bogota”</li><li>• “America/Sao_Paulo”</li><li>• “Australia/Brisbane”</li><li>• “Europe/Paris”</li><li>• “Europe/Bucharest”</li><li>• “America/Buenos_Aires”</li></ul>



**Table 4 Time Zone Reference**

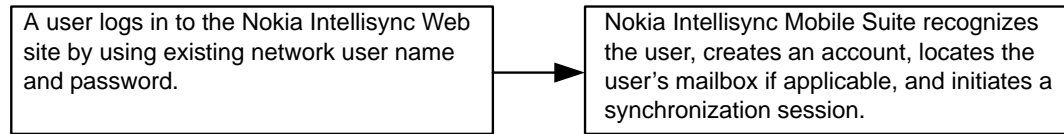
For this time zone	Enter this information in the import file
<b>C</b>	
<ul style="list-style-type: none"> <li>• "Cairo"</li> <li>• "Calcutta, Chennai, Mumbai, New Dehli"</li> <li>• "Canberra, Melbourne, Sydney"</li> <li>• "Cape Verde Is."</li> <li>• "Caracas, La Paz"</li> <li>• "Casablanca, Monrovia"</li> <li>• "Central America"</li> <li>• "Central Time (US &amp; Canada)"</li> <li>• "Chihuahua, La Paz, Mazatlan"</li> </ul>	<ul style="list-style-type: none"> <li>• "Africa/Cairo"</li> <li>• "Asia/Calcutta"</li> <li>• "Australia/Sydney"</li> <li>• "Atlantic/Cape_Verde"</li> <li>• "America/Caracas"</li> <li>• "Africa/Casablanca"</li> <li>• "America/El_Salvador"</li> <li>• "America/Chicago"</li> <li>• "America/Mazatlan"</li> </ul>
<b>D</b>	
<ul style="list-style-type: none"> <li>• "Darwin"</li> <li>• "Dublin, Edinburgh, Lisbon, London"</li> </ul>	<ul style="list-style-type: none"> <li>• "Australia/Darwin"</li> <li>• "Europe/London"</li> </ul>
<b>E-F</b>	
<ul style="list-style-type: none"> <li>• "Eastern Time (US &amp; Canada)"</li> <li>• "Ekaterinburg"</li> <li>• "Fiji, Marshall Is."</li> </ul>	<ul style="list-style-type: none"> <li>• "America/New_York"</li> <li>• "Asia/Ekaterinburg"</li> <li>• "Pacific/Fiji"</li> </ul>
<b>G</b>	
<ul style="list-style-type: none"> <li>• "Greenland"</li> <li>• "Guam, Port Moresby"</li> </ul>	<ul style="list-style-type: none"> <li>• "America/Godthab"</li> <li>• "Pacific/Guam"</li> </ul>
<b>H</b>	
<ul style="list-style-type: none"> <li>• "Harare, Pretoria"</li> <li>• "Hawaii"</li> <li>• "Helsinki, Tallinn"</li> <li>• "Hobart"</li> </ul>	<ul style="list-style-type: none"> <li>• "Africa/Harare"</li> <li>• "Pacific/Honolulu"</li> <li>• "Europe/Helsinki"</li> <li>• "Australia/Hobart"</li> </ul>
<b>I-J</b>	
<ul style="list-style-type: none"> <li>• "Indiana (East)"</li> <li>• "International Date Line West"</li> <li>• "Irkutsk, Ulaan Bataar"</li> <li>• "Islamabad, Karachi, Tashkent"</li> <li>• "Jerusalem"</li> </ul>	<ul style="list-style-type: none"> <li>• "America/Indianapolis"</li> <li>• "Pacific/DateLineWest"</li> <li>• "Asia/Irkutsk"</li> <li>• "Asia/Karachi"</li> <li>• "Asia/Jerusalem"</li> </ul>
<b>K</b>	
<ul style="list-style-type: none"> <li>• "Kabul"</li> <li>• "Kathmandu"</li> <li>• "Krasnoyarsk"</li> <li>• "Kuala Lumpur, Singapore"</li> <li>• "Kuwait, Riyadh"</li> </ul>	<ul style="list-style-type: none"> <li>• "Asia/Kabul"</li> <li>• "Asia/Katmandu"</li> <li>• "Asia/Krasnoyarsk"</li> <li>• "Asia/Singapore"</li> <li>• "Asia/Kuwait"</li> </ul>

**Table 4 Time Zone Reference**

For this time zone	Enter this information in the import file
<b>M</b>	
<ul style="list-style-type: none"> <li>• “Mexico City”</li> <li>• “Mid-Atlantic”</li> <li>• “Midway Island, Samoa”</li> <li>• “Moscow, St. Petersburg, Volgograd”</li> <li>• “Mountain Time (US &amp; Canada)”</li> </ul>	<ul style="list-style-type: none"> <li>• “America/Mexico_City”</li> <li>• “Atlantic/Mid”</li> <li>• “Pacific/Pago_Pago”</li> <li>• “Europe/Moscow”</li> <li>• “America/Denver”</li> </ul>
<b>N</b>	
<ul style="list-style-type: none"> <li>• “Nairobi”</li> <li>• “Newfoundland”</li> <li>• “Noronha”</li> <li>• “Nuku'alofa”</li> </ul>	<ul style="list-style-type: none"> <li>• “Africa/Nairobi”</li> <li>• “America/St_Johns”</li> <li>• “America/Noronha”</li> <li>• “Pacific/Tongatapu”</li> </ul>
<b>O-P-R</b>	
<ul style="list-style-type: none"> <li>• “Osaka, Sapporo, Tokyo”</li> <li>• “Pacific Time (US &amp; Canada); Tijuana”</li> <li>• “Perth”</li> <li>• “Rangoon”</li> </ul>	<ul style="list-style-type: none"> <li>• “Asia/Tokyo”</li> <li>• “America/Los_Angeles”</li> <li>• “Australia/Perth”</li> <li>• “Asia/Rangoon”</li> </ul>
<b>S</b>	
<ul style="list-style-type: none"> <li>• “Santiago”</li> <li>• “Sao Paulo”</li> <li>• “Sarajevo, Sofija, Warsaw, Zagreb”</li> <li>• “Saskatchewan”</li> <li>• “Seoul”</li> <li>• “Solomon Is.”</li> <li>• “Sri Jayawardenepura”</li> </ul>	<ul style="list-style-type: none"> <li>• “America/Santiago”</li> <li>• “America/Sao_Paulo”</li> <li>• “Europe/Warsaw”</li> <li>• “America/Regina”</li> <li>• “Asia/Seoul”</li> <li>• “Pacific/Guadalcanal”</li> <li>• “Asia/Colombo”</li> </ul>
<b>T</b>	
<ul style="list-style-type: none"> <li>• “Taipei”</li> <li>• “Tehran”</li> </ul>	<ul style="list-style-type: none"> <li>• “Asia/Taipei”</li> <li>• “Asia/Tehran”</li> </ul>
<b>V-W-Y</b>	
<ul style="list-style-type: none"> <li>• “Vladivostok”</li> <li>• “West Central Africa”</li> <li>• “Yakutsk”</li> </ul>	<ul style="list-style-type: none"> <li>• “Asia/Vladivostok”</li> <li>• “Africa/Algiers”</li> <li>• “Asia/Yakutsk”</li> </ul>

## Adding Users Through Autodiscovery

By default, the server automatically adds a new user when the user logs into the Web site or synchronizes for the first time. To add users through autodiscovery, you must first create an AD/LDAP authentication source. By default, the server authenticates a user based on how the user enters the system. For example, if you import a user from an Active Directory/LDAP source, then the server uses Active Directory/LDAP authentication by default.

**Figure 4 Overview of User Autodiscovery Process**

## Importing Users from an Active Directory/LDAP Source

To import existing users from a Lightweight Directory Access Protocol (LDAP) source, such as Microsoft Active Directory or Sun Java System Directory Server, you must first create an Active Directory/LDAP source. After creating the new AD/LDAP source, you need to import the AD/LDAP users.

### To create an Active Directory/LDAP source

1. Select System Settings > Authentication > Sources.
2. Click New AD/LDAP.

### To import LDAP users

1. Select Users.
2. Click New AD/LDAP Users.

## Sending Install SMS Messages

You can send an install SMS message to a single user, multiple users, and to users in a group. The message contains a hyperlink to download and install the client software.

### To send an SMS message to a user

1. Select Users.
2. Select a user from the User Name list.
3. Click Send Install SMS.
4. Enter the phone number of the user's device. The number must be in international format: + symbol, country prefix, followed by the device phone number, for example, +358501234567.
5. Click Send SMS.

### To send SMS messages to multiple users

1. Select Users.
2. Select multiple users from the User Name list.
3. Click Send Install SMS.

The Send Install SMS page appears.

4. Verify the users who will or will not receive the SMS message.
5. Click Send SMS.

**To send SMS messages to users in a group**

1. Select Groups.
2. Select a group from the Group Name list.
3. Click Send Install SMS.

The Send Install SMS page appears.

4. Verify the users who will or will not receive the SMS message.
5. Click Send SMS.

## **Managing User Information**

This following procedures help you manage user information.

**To delete a user**

1. Select Users.
2. Check the check box next to a user's name or check multiple users.
3. Click Delete.

When you delete a user, the account is removed across all licensed Nokia Intellisync Mobile Suite products.

**To export users' information to a CVS file**

1. Select Users.
2. Click Export.

**To print a list of users' information**

1. Select Users.
2. Click Print.

**To modify a user's account**

1. Select Users.
2. Click a user's name from the list.
3. Click Edit and modify the information.

**To access the user's Web site**

1. Select Users.
2. Click a user's name from the list.
3. Click Use Website As User.

**To view a user's synchronization activity**

1. Select Users.
2. Click a user's name.
3. Click the User Activity link.

**To add or modify a user's assigned groups**

1. Select Users.
2. Click a user's name.
3. Click the Assigned Groups link.

---

**Note**

All new users are automatically assigned to the All Users groups.

---



# 5 Managing Devices

The Devices node provides easy access to device information. Devices are associated with users, which you can then assign to groups. A user can also have multiple devices. From the Device node, you can access status information, such as the last connection and last network push date and time, and general device information.

This chapter offers several procedures to manage devices:

- [To delete a device](#)
- [To export device information to a CVS file](#)
- [To print device information](#)
- [To view device information for a specific user](#)
- [To view push log information](#)
- [To view theft/loss protection information](#)

---

**Note**

WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide.

To access online help, click Help on any page in WebAdmin Console.

---

From WebAdmin Console, select Devices to complete the following procedures:

**To delete a device**

1. Select Devices.
2. Check the check box next to a user name associated with the device you want to delete, or check multiple users.
3. Click Delete.

When you delete a device, the individual user associated with that device remains active.

**To export device information to a CVS file**

1. Select Devices.
2. Click Export.

**To print device information**

1. Select Devices.
2. Click Print.

**To view device information for a specific user**

1. Select Devices.
2. Select a Device Name from the list.
3. To modify device information, click Edit and modify the information.
4. To view user information, click the link in the Used By field.

**To view push log information**

1. Select Devices.
2. Select a Device Name from the list.
3. Click the Push Log link.  
The Push Log page appears.
4. To export push log information to a CVS file, click Export.
5. To print push log information, click Print.

**To view theft/loss protection information**

1. Select Devices.
2. Select a Device Name from the list.
3. Click the Theft/Loss link.  
The Theft/Loss Protection page appears.
4. To modify Theft/Loss information, click Edit and modify the information.
5. To view user information, click the link in the Used By field.  
The User page appears.



# 6 Managing Groups

All Nokia Intellisync Mobile Suite products share a common database of users and groups. You can create groups and then assign users to the groups.

A group is a collection of users sharing a common characteristic such as device type, locale, or function. Each group is identified by a unique name, and you can assign zero or more users to a group.

From the WebAdmin Console, select Groups to complete the tasks as described in the following topics:

- [Adding Groups Manually](#)
- [Adding Groups Through Import](#)
- [Sending Install SMS Messages](#)
- [Managing Group Information](#)

---

**Note**

WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide.

To access online help, click Help on any page in WebAdmin Console.

---

## Adding Groups Manually

You can manually add a new group by creating a new group record.

### To manually add a new group

1. From WebAdmin Console, select Groups.
2. Click New.

## Adding Groups Through Import

To add groups through import, you must first create an Active Directory/LDAP authentication source. By default, the server authenticates users in a group based on how the users enter the system. For example, if you import users in a group from an AD/LDAP source, then the server uses this authentication by default.

To import existing groups from a Lightweight Directory Access Protocol (LDAP) source such as Microsoft Active Directory or Sun Java System Directory Server, you must first create an Active Directory/LDAP source. After creating the new AD/LDAP source, you need to import the AD/LDAP groups.

### **To create an Active Directory/LDAP source**

1. Select System Settings > Authentication > Sources.
2. Click New AD/LDAP.

### **To import LDAP groups**

1. From WebAdmin Console, select Groups.
2. Click Import/Sync LDAL Groups.

## Sending Install SMS Messages

You can send an install SMS message to users in a group. The message contains a hyperlink to download and install the client software.

### **To send SMS messages to users in a group**

1. Select Groups.
2. Select a group from the Group Name list.
3. Click Send Install SMS.  
The Send Install SMS page appears.
4. Verify the users who will or will not receive the SMS message.
5. Click Send SMS.

## Managing Group Information

The following procedures help you manage group information.

### **To view or modify a group's hierarchy or access specific group information**

1. Select Groups.
2. Click Show Tree.

### **To delete a group**

1. Select Groups.
2. Check the check box next to a group name or check multiple groups.
3. Click Delete.

When you delete a group, the individual members of the group remain active in the system.

---

#### **Note**

You cannot delete the All Users group.

---

### **To export group information to a CVS file**

1. Select Groups.
2. Click Export.

### **To print group information**

1. Select Groups.
2. Click Print.

### **To view a group's information**

1. Select Groups.
2. Click a group name from the list.
3. To modify group information, click Edit and modify the information.

### **To assign or unassign parent groups**

1. Select Groups.
2. Click a group name from the list.
3. Click the Parent Groups link.

A group containing one or more subgroups, also known as child groups, is considered the parent group. A group can have zero or one parent groups and multiple child groups.



# 7

## Managing User Settings

The User Settings node in WebAdmin Console helps you manage profiles for groups of users with similar characteristics, such as levels of expertise, communication methods, and frequently used applications. User Settings allows you to ensure that users' devices have the correct settings. As an administrator, you can determine the type and number of user profiles you need to effectively service your mobile community.

Several user profiles are configured for you in advance, and some of these default profiles may be sufficient for your operation. However, if you want to create new user profiles, use the default profiles as a starting point. You do not have to change user profiles for users to connect and synchronize with the server; the default user profile automatically applies to each user and group. Consider evaluating how your system operates using the default profile before making changes.

Depending on how your system is configured, certain options may be unavailable.

From the WebAdmin Console, select User Settings to access the following options:

- [General User Settings](#)
- [Wireless Email Settings](#)

---

### Note

WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide.

To access online help, click Help on any page in WebAdmin Console.

---

## General User Settings

From General Users Settings you can manage the following settings:

- [Client Install User Settings](#)
- [Push/Interval Synchronization User Settings](#)
- [Security/Encryption User Settings](#)
- [Web/WAP Security User Settings](#)

## Client Install User Settings

Use Client Install User Settings to create a set of applications for various installation settings. The applications you specify become part of every device installation for users assigned to a particular profile.

### To view, modify, or create profiles for client installations

1. Select User Settings > General > Client Install.  
If more than one profile appears, select a profile name.
2. Click Edit to modify the profile.
3. Click New Profile to create a new profile.

## Generating a Standalone Install Package

To allow users to install the client software without using the end-user Web site, you can generate a standalone install package that includes the specified device, feature, proxy, server name, and server key information.

### To generate a standalone install package

1. Select User Settings > General > Client Install.  
If more than one profile appears, select a profile name.
2. Click Generate Standalone Install.

## Push/Interval Synchronization User Settings

From Push/Interval Synchronization User Settings you can manage profile settings for the Push (both network push and SMS push) and Interval Sync features. Interval Sync allows you to synchronize data automatically at periods you define. Push allows users to receive email messages on their devices soon after the email arrives on the server.

### To view, modify, or create profiles for push or interval synchronization

1. Select User Settings > General > Push/Interval Sync.
2. Select a device type.  
If more than one profile appears, select a profile name.
3. Click Edit to modify the profile.
4. Click New Profile to create a new profile.

## Security/Encryption User Settings

From Security/Encryption User Settings you can define the encryption method for clients to access the server and synchronize data, and store client authentication credentials. The encryption methods have varying levels of security; therefore, you can select the method best suited for a particular user or group. The key exchange is Diffie-Hellman.

### Configuring User Credentials Settings

The Nokia Intellisync Mobile Suite client does not store users' passwords on the device. However, you can have the authentication credentials cached on the device. These authentication credentials, which are different from users' passwords, are created when the user connects and enters a password.

#### To view, modify, or create user credentials

1. Select User Settings > General > Security/Encryption.
2. Select a device type.  
If more than one profile appears, select a profile name.
3. Click Edit to modify the profile.
4. Click New Profile to create a new profile.

### Configuring Power-on Password Settings

To increase security on a user's device, you can configure the device to lock after it remains inactive for a specified period of time. The lock requires that the user enter a power-on Password before regaining access to the device.

Depending on how your system is configured, certain options may be unavailable.

#### To view, modify, or create power-on password profiles

1. Select User Settings > General > Security/Encryption.
2. Select a device type.  
If more than one profile appears, select a profile name.
3. Click the Power-on Password tab.
4. Click Edit to modify the profile.
5. Click New Profile to create a new profile.

---

**Note**

User-generated passwords do *not* expire. The password remains valid until a user changes the password or contacts the administrator to receive a new, randomly generated password.

---

## Generating Random Password Settings

You can create a random, safe password for users who forget their password.

### To create a random safe password

1. Select User Settings > General > Security/Encryption.
2. Select a device type.  
If more than one profile appears, select a profile name.
3. Click the Power-on Password tab.
4. Click Edit, select Create A Random Safe Password.

## Web/WAP Security User Settings

Users' passwords are not stored on the device for Web access. However, you can use Web/WAP Security settings to store credentials. These credentials are created when the user connects and enters a password.

### To view, modify, or create Web/WAP security profiles

1. Select User Settings > General > Web/WAP Security.  
If more than one profile appears, select a profile name.
2. To modify the profile, click Edit.
3. To create a new profile, click New Profile.

## Wireless Email Settings

From Wireless Email settings, you can manage the following:

- [Wireless Email User Settings](#)
- [IMAP Server User Settings](#)
- [LDAP GAL Lookup User Settings](#)
- [Novell GroupWise Wireless Email Settings](#)
- [Push Wireless Email Settings](#)
- [Alerts Wireless Email Settings](#)
- [Filter Wireless Email Settings](#)
- [Inbox and Outbox Wireless Email Settings](#)
- [Sent Items Wireless Email Settings](#)
- [Drafts Wireless Email Settings](#)
- [PIM Wireless Email Settings](#)



## Wireless Email User Settings

From Wireless Email User settings, you can set user options and permissions for email. Wireless Email User Settings are separated into three tabbed pages:

- Setting
- Performance
- Size Limits

### To view, modify, or create wireless email user profiles

1. Select User Settings > Wireless Email > Wireless Email User.  
If more than one profile appears, select a profile name.
2. To modify the profile, click Edit.
3. To create a new profile, click New Profile.

## Configuring Wireless Email Performance Settings

You can define how long items should remain in a user's Inbox, Sent Items, and Calendar folders. In addition, you can control whether users can override these settings.

### To view or modify user performance settings

1. Select User Settings > Wireless Email > Wireless Email User.  
If more than one profile appears, select a profile name.
2. Click the Performance tab.
3. To modify performance settings, click Edit.

---

**Note**

Storing less data makes device synchronization and Internet browsing faster.

---

## Configuring Wireless Email Size Limits Settings

You can control what happens when a user's data exceeds the server storage limits.

### To view or modify user size limits settings

1. Select User Settings > Wireless Email > Wireless Email User.  
If more than one profile appears, select a profile name
2. Click the Size Limits tab.
3. To modify size limits settings, click Edit.

## IMAP Server User Settings

From Internet Message Access Protocol (IMAP) server settings, you can manage how users access their email. You can set values for user options and capabilities, specific server and user display information, and IMAP folder polling.

### To view or modify IMAP sever profiles

1. Select User Settings > Wireless Email > IMAP Server.
2. To modify the settings, click Edit.

## LDAP GAL Lookup User Settings

Global address list (GAL) lookups lets users search for corporate employee contact information from a mobile device. The Lookup Profile settings allow you to configure GAL against a Lightweight Directory Access Protocol (LDAP) source.

### To view or modify LDAP GAL lookup settings

1. Select User Settings > Wireless Email > LDAP GAL Lookup.
2. To modify the settings, click Edit.

## Novell GroupWise Wireless Email Settings

From Novell GroupWise user settings you can set values for the server, access methods, user options, and system address book synchronization sessions. Novell GroupWise settings are separated into two tabbed pages:

- Novell GroupWise Access Settings
- Novell GroupWise User Settings

### To view, modify, or create Novell GroupWise wireless email server and access settings

1. Select User Settings > Wireless Email > Novell GroupWise.  
If more than one profile appears, select a profile name.
2. To modify the settings, click Edit.
3. To create a new profile, click New Profile.

### To view or modify Novell GroupWise wireless email user settings

1. Select User Settings > Wireless Email > Novell GroupWise.  
If more than one profile appears, select a profile name.
2. Click the Novell GroupWise User Settings tab.
3. To modify the settings, click Edit.

## Push Wireless Email Settings

The Push feature allows users to receive email messages and PIM data updates on their device soon after the email arrives or the PIM data is updated on the server.

### To view, modify, or create push settings

1. Select User Settings > Wireless Email > Push.  
If more than one profile appears, select a profile name.
2. To modify the settings, click Edit.
3. To create a new profile, click New Profile.

## Alerts Wireless Email Settings

An Alert notifies the device when new email arrives in the user's inbox or when a calendar event is modified.

### To view, modify, or create alerts settings

1. Select User Settings > Wireless Email > Alerts.  
If more than one profile appears, select a profile name.
2. To modify the settings, click Edit.
3. To create a new profile, click New Profile.

## Filter Wireless Email Settings

From Filter settings you can create filters to restrict calendar, contacts, tasks, email, and memo entries from synchronizing with the server and devices. For each filter, you can select one or more fields to filter and also create conditions and rules.

### To create filters

1. Select User Settings > Wireless Email > Filter.
2. Click New Profile.

### To view, modify, or create calendar filter settings

1. Select User Settings > Wireless Email > Filter.  
If more than one profile appears, select a profile name.
2. To modify the settings, click Edit.
3. To add conditions and rules, click New.
4. To create a new profile, click New Profile.

**To view, modify, or create contacts filter settings**

1. Select User Settings > Wireless Email > Filter.  
If more than one profile appears, select a profile name.
2. To modify the settings, click Edit.
3. Click the Contacts tab.
4. To add conditions and rules, click New.

**To view, modify, or create tasks filter settings**

1. Select User Settings > Wireless Email > Filter.  
If more than one profile appears, select a profile name.
2. To modify the settings, click Edit.
3. Click the Tasks tab.
4. To add conditions and rules, click New.

**To view, modify, or create email filter settings**

1. Select User Settings > Wireless Email > Filter.  
If more than one profile appears, select a profile name.
2. To modify the settings, click Edit.
3. Click the Email tab.
4. To add conditions and rules, click New.

**To view, modify, or create memos filter settings**

1. Select User Settings > Wireless Email > Filter.  
If more than one profile appears, select a profile name.
2. To modify the settings, click Edit.
3. Click the Memos tab.
4. To add conditions and rules, click New.

## **Inbox and Outbox Wireless Email Settings**

From Inbox and Outbox settings you can set combinations of values for message truncation, attachment limitations, old email deletion, and preview.

**To view, modify, or create inbox and outbox settings**

1. Select User Settings > Wireless Email > Inbox & Outbox.
2. Select a device type.  
If more than one profile appears, select a profile name.

3. To modify the settings, click Edit.
4. To create a new profile, click New Profile.

## Sent Items Wireless Email Settings

From Sent Items settings, you can set up truncation, attachment options, and old email deletion.

### To view, modify, or create sent items

1. Select User Settings > Wireless Email > Sent Items.
2. Select a device type.  
If more than one profile appears, select a profile name.
3. To modify the settings, click Edit.
4. To create a new profile, click New Profile.

## Drafts Wireless Email Settings

From Drafts settings, you set up truncation and attachment options.

### To view, modify, or create drafts settings

1. Select User Settings > Wireless Email > Drafts.
2. Select a device type.  
If more than one profile appears, select a profile name.
3. To modify the settings, click Edit.
4. To create a new profile, click New Profile.

## PIM Wireless Email Settings

From Personal Information Management (PIM) settings you can manage calendar, contacts, tasks, notes, and personalized information settings.

### To view, modify, or create PIM settings

1. Select User Settings > Wireless Email > PIM.
2. Select a device type.  
If more than one profile appears, select a profile name.
3. To modify the settings, click Edit.
4. To create a new profile, click New Profile.



# 8 Management Settings

The Management node in WebAdmin Console helps you manage server information, administrators accounts, and send a broadcast email to all users. From WebAdmin console, select Management to access the following options:

- [Managing Servers](#)
- [Managing Administrators](#)
- [Email All Users](#)

---

**Note**

WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide.

To access online help, click Help on any page in WebAdmin Console.

---

## Managing Servers

From the Servers node, you can complete the following procedures:

- [To delete a server](#)
- [To export server information to a CVS file](#)
- [To print a list of servers and the associated configuration information](#)
- [To view or edit configuration information for a specific server](#)
- [To activate or deactivate a server](#)

**To delete a server**

1. Select Management > Servers.
2. Check the check box next to a server's name, or check multiple servers.
3. Click Delete.

**To export server information to a CVS file**

1. Select Management > Servers.
2. Click Export.

**To print a list of servers and the associated configuration information**

1. Select Management > Servers.
2. Click Print.

**To view or edit configuration information for a specific server**

1. Select Management > Servers.
2. Click a specific server name from the list.
3. To modify the information, click Edit.

**To activate or deactivate a server**

1. Select Management > Servers.
2. Click a specific server name from the list.
3. To modify the information, click Edit.

## Managing Administrators

From the Administrators node, you can complete the following procedures:

- [To add a new administrator](#)
- [To delete an administrator](#)
- [To export administrators' information to a CVS file](#)
- [To print a list of administrators](#)
- [To view or edit an administrator's information](#)
- [To activate or deactivate an administrator](#)

**To add a new administrator**

1. Select Management > Administrators.
2. Click New.

**To delete an administrator**

1. Select Management > Administrators.
2. Check the check box next to an administrator's name, or check multiple administrators.
3. Click Delete.



**To export administrators' information to a CVS file**

1. Select Management > Administrators.
2. Click Export.

**To print a list of administrators**

1. Select Management > Administrators.
2. Click Print.

**To view or edit an administrator's information**

1. Select Management > Administrators.
2. Click an administrator's name from the list.
3. To modify an administrator's information, click Edit.

**To activate or deactivate an administrator**

1. Select Management > Servers > Administrators.
2. Click an administrator's name from the list.
3. To modify the information, click Edit.

## Email All Users

By using the Email All Users feature, you can create a broadcast email message to send to users through normal synchronization channels. The user receives the message in the inbox folder on the device. Broadcast email messages are convenient for notifying users of system maintenance periods, updated client software, and the like.

**To send a broadcast email to all users**

1. Select Management > Email All Users.
2. Type the email information.
3. Click Send Email.



# 9 Managing Reports

The Reports node in WebAdmin provides easy access to reports. You can use reports to review information about your system. From WebAdmin Console, select Reports to access the following reports:

- [Device Last Connection Report](#)
- [System Sync Times Report](#)
- [Syncs Per Hour Report](#)
- [Real-Time Syncs Report](#)
- [Backend Connections Report](#)
- [License Report](#)

---

**Note**

WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide.

To access online help, click Help on any page in WebAdmin Console.

---

## Device Last Connection Report

The Device Last Connection report provides a list of the latest connection dates and times for devices.

**To generate an on-screen report**

1. Select Reports > Devices > Device Connection.
2. Select the appropriate input data.
3. Click Refresh.
4. To export the report, click Export.
5. To print the report, click Print.

## System Sync Times Report

The System Sync Times report provides the following information:

- Average, maximum, and longest synchronization times
- Number of synchronizations for the selected dates
- Users with the longest times.

### To generate an on-screen report

1. Select Reports > Performance > Sync Times.
2. Select the appropriate input data.
3. Click Refresh.
4. To export the report, click Export.
5. To print the report, click Print.

## Syncs Per Hour Report

The Syncs Per Hour report provides an hourly synchronization graphical report.

### To generate an on-screen report

1. Select Reports > Performance > Syncs Per Hour.
2. Select the appropriate input data.
3. Click Refresh.
4. To export the report, click Export.
5. To print the report, click Print.

## Real-Time Syncs Report

The Real-Time Syncs report provides a real-time synchronization graph containing an up-to-date representation of the devices synchronizing with the server.

### To generate an on-screen report

1. Select Reports > Performance > Real-Time Sync.
2. Click in the graph to manage settings.

## Backend Connections Report

The Backend Connections report provides the following information:

- Backend email servers that are configured for your end users
- Users' names the servers are hosting
- Connection latency from your server to the backend server

### To generate a backend report

1. Select Reports > Performance > Backend Connections.
2. Select the appropriate input data.
3. Click Refresh.

## License Report

The License report provides a list of the number of licenses you purchased for each product and the number of licenses in use.

### To access the License Report

1. Select Reports > License.
2. To export the report, click Export.
3. To print the report, click Print.



# 10 Managing Logs

The Logs node in WebAdmin Console provides easy access to logs for viewing historical information about your system. From WebAdmin Console, select Logs to access the following logs:

- [Audit Trail Log](#)
- [User Activity Log](#)
- [Server Activity Log](#)

---

**Note**

WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide.

To access online help, click Help on any page in WebAdmin Console.

---

## Audit Trail Log

The Audit Trail log provides a list of WebAdmin Console changes.

**To generate an on-screen report**

1. Select Logs > Server Activity.
2. Select the appropriate input data.
3. Click Refresh.
4. To export the report, click Export.
5. To print the report, click Print.

## User Activity Log

The User Activity log provides a list of users' synchronization activities.

### To generate an on-screen report

1. Select Logs > User Activity.
2. Select the appropriate input data.
3. Click Refresh.
4. To export the report, click Export.
5. To print the report, click Print.

## Server Activity Log

The Server Activity log provides a list of server events.

### To generate an on-screen report

1. Select Logs > Server Activity.
2. Select the appropriate input data.
3. Click Refresh.
4. To export the report, click Export.
5. To print the report, click Print.



# 11 Backing Up Data on a Linux Server

This chapter provides basic instructions for backing up and restoring the Nokia Intellisync directory structure, files, and data on a Linux server that uses a Sybase SQL Anywhere database.

---

**Note**

The following backup instructions are written for the most common Nokia Intellisync Mobile Suite configuration on a Linux server. Because your server configuration may be different, Nokia recommends that you adapt these general instructions to your existing backup policies and procedures.

---

## Backing Up the Nokia Intellisync Server

Nokia recommends that you back up your Nokia Intellisync Mobile Suite data on a regular basis. In addition, it is important that you follow the backup procedure *in the order outlined* in this section to ensure that various parts of your system remain synchronized.

Always back up your file system and databases at the same time. The file system keeps track of data going in and out of the database. If you need to restore the Nokia Intellisync Mobile Suite server data, be sure to use the database backup and file system backup from the same date and time.

## Backing Up a Server with a Sybase Database

Use the following procedure to back up a Nokia Intellisync Linux server that uses a Sybase SQL Anywhere database.

### To back up a Nokia Intellisync server by using a Sybase database

1. From the server running the database service, open a terminal window and stop the following services:

```
/etc/init.d/mobilesuite stop  
/etc/init.d/securegateway stop  
/etc/init.d/asadb stop
```

If you have multiple servers in a clustered environment, stop the “mobilesuite” and “securegateway” services on each server in the cluster.

2. From the server running the database service, use the following commands to copy the data folders to a backup location:

```
cp -pr /opt/ims/db/data /backup
cp -pr /opt/ims/in /backup
cp -pr /opt/ims/out /backup
cp -pr /opt/ims/content /backup
cp -pr /opt/ims/PIM/SharedFileSystem /backup
cp -pr /opt/ims/clientinstalls /backup
cp -pr /opt/ims/commsvr/filestore /backup
```

---

**Note**

The source folder path may be different than the default path shown above. To locate the path on your server, go to WebAdmin Console and click System Settings > Directories.

---

3. From the server running the database service, open a terminal window and start the following services:

```
/etc/init.d/asadb start
/etc/init.d/securegateway start
/etc/init.d/mobilesuite start
```

If you are operating in a clustered server environment, start the “mobilesuite” and “securegateway” services on each server in the cluster.

The backup is complete.

## Restoring Nokia Intellisync Server Data from a Backup

Nokia recommends that you follow the restore procedure *in the order outlined* in this section to ensure that various parts of your system remain synchronized. When restoring Nokia Intellisync Mobile Suite data, be sure to use the database backup and file system backup from the same date and time. The following section provide instructions for restoring data on a Nokia Intellisync Linux server that uses a Sybase SQL Anywhere database.

---

**Note**

The following data restoration instructions are written based on the backup instructions in this chapter. Because your server configuration may be different, Nokia recommends that you adapt these general instructions to your existing policies and procedures.

---

## Restoring Data to a Server with a Sybase Database

Use the following procedure to restore Nokia Intellisync data from a backup location to a Linux server that uses a Sybase SQL Anywhere database.

### To restore data to a Nokia Intellisync server that uses a Sybase database

1. From the server running the database service, open a terminal window and stop the following services:

```
/etc/init.d/mobilesuite stop  
/etc/init.d/securegateway stop  
/etc/init.d/asadb stop
```

If you have multiple servers in a clustered environment, stop the “mobilesuite” and “securegateway” services on each server in the cluster.

2. From the server running the database service, use the following commands to copy the data folders from the backup location to the Nokia Intellisync server:

```
cp -pr /backup/data /opt/ims/db/  
cp -pr /backup/in /opt/ims/  
cp -pr /backup/out /opt/ims/  
cp -pr /backup/content /opt/ims/  
cp -pr /backup/PIM/SharedFileSystem /opt/ims/PIM/  
cp -pr /backup/clientinstalls /opt/ims/  
cp -pr /backup/commsvr/filestore /opt/ims/commsvr/
```

---

#### Note

The destination folder path may be different than the default path shown. To locate the path on your server, go to WebAdmin Console and click System Settings > Directories.

---

3. From the server running the database service, open a terminal window and start the following services. If you are operating in a clustered server environment, start the mobilesuite and securegateway services on each server in the cluster.

```
/etc/init.d/asadb start  
/etc/init.d/securegateway start  
/etc/init.d/mobilesuite start
```

The data restoration process is complete.



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