Novell GroupWise Mobile Server 2.0.3 for Windows, Powered by Intellisync

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1 Overview

With Novell® GroupWise® Mobile Server 2 for Windows*, you can synchronize e-mail messages and other personal information manager (PIM) data from your GroupWise mailbox to supported mobile devices.

GroupWise Mobile Server 2 for Windows includes the following modules from Intellisync* Mobile Suite:

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

Some Intellisync Mobile Suite modules are not included in GroupWise Mobile Server 2. For supported devices and module details, see the *GroupWise Mobile Server 2 Getting Started Guide* on the GroupWise Mobility Documentation Web site (http://www.novell.com/documentation/gwmobility/index.html).

2 Installing GroupWise Mobile Server 2.0.3 for Windows

1 If you have a Web server running on the server where you plan to install GroupWise Mobile Server 2 for Windows, stop the Web server.

2 Download the GroupWise Mobile Server 2.0.3 for Windows compressed executable (`gms203.exe`) from the Novell Downloads Web site (http://www.novell.com/download) to a temporary directory at the root of a local drive or to a network server drive that can handle long pathnames.

3 On your Windows desktop, click *Start > Run*, then browse to the directory where you extracted the GroupWise Mobile Server files.

4 Select the *setup.exe* file, then click *OK* to run the GroupWise Mobile Server Installation program.

5 Follow the on-screen instructions to install GroupWise Mobile Server 2 for Windows.

For detailed installation instructions, see the *GroupWise Mobile Server 2 Getting Started Guide* and the *Intellisync Mobile Suite Installation Guide* on the GroupWise Mobility Documentation Web site (http://www.novell.com/documentation/gwmobility/index.html).

3 Client Installation Instructions for Mobile Devices

For information about installing the GroupWise Mobile Server client software on mobile devices, see the device-specific *Client Guides* on the GroupWise Mobility Documentation Web site (http://www.novell.com/documentation/gwmobility/index.html). Use the GroupWise Mobile Server machine URL and your GroupWise username and password to log in from your mobile device to install the client software.

4 Known Issues for GroupWise Mobile Server 2 Support Pack 3

For a list of known issues and fixes in Intellisync Mobile Suite, see the *Intellisync Mobile Server Release Notes* on the GroupWise Mobility Documentation Web site (http://www.novell.com/documentation/gwmobility/index.html).

4.1 Synchronization Problem With Two NICs

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

To resolve the problem:

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

2 Log in as the GroupWise Mobile Server administrator.

3 Click *Wireless Email*, then scroll down to the *Add Property* field.

4 In the field to the left of the equal sign (=), specify:
```
GroupWise.Listener
```

5 In the field to the right of the equal sign (=), specify one or more NIC addresses:
hostname=*ip_address*:*port*[,*more_definitions*]

For example:
```
dnsname=172.16.5.19:8191
```

6 Click *Set*.

7 Restart the Intellisync Mobile Suite service for the changes to take affect:
```
/etc/init.d/mobilesuite restart
```

8 Delete all the Intellisync Mobile Suite users.

9 Add the users again manually.

or

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

For detailed instructions, see "Managing Users" the *Intellisync Mobile Suite Linux Administrator's Guide* on the GroupWise Mobility Documentation Web site (http://www.novell.com/documentation/gwmobility/index.html).

4.2 Web PIM Not Working

After upgrading from GroupWIse Mobile Server 1 to GroupWise Mobile Server 2, it is possible that the Web PIM might not work.

To resolve the problem, delete the `genweb` directory, which is located by default at `c:\Program Files\Intellisync Mobile Suite\Tomcat\webapps`. After you delete the `genweb` directory, restart the GroupWise Mobile Server machine to re-create the directory with updated contents.

4.3 VMWare Support

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

Support Pack 3 has not been officially certified to run on VMWare, although experience indicates that it runs successfully on versions of VMWare for workstations and for servers.

4.4 GroupWise Highlights from the Nokia Intellisync Mobile Suite Release Notes

- "GroupWise-Specific Known Issues" on page 3
- "GroupWise-Specific Fixes" on page 3

4.4.1 GroupWise-Specific Known Issues

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

4.4.2 GroupWise-Specific Fixes

- In some cases in a GroupWise environment, you would receive server errors when creating several recurring events and synchronizing those events in a single session. This issue is resolved; reference 69419.
- In some cases in a GroupWise environment, you would receive server errors when creating a task in GroupWise without a start/assigned date. This issue is resolved; reference 69420.

5 Defect Fixes

For a complete list of defect fixes, see the *Intellisync Mobile Suite Release Notes* on the GroupWise Mobility Documentation Web site (http://www.novell.com/documentation/gwmobility/index.html).

6 Documentation

The GroupWise Mobile Server 2 for Linux documentation is available at the GroupWise Mobility Documentation Web site (http://www.novell.com/documentation/gwmobility).

The following documentation is provide by Novell:

- GroupWise Mobile Server 2 Product Readme
- GroupWise Mobile Server 2 Support Pack Readmes
- *GroupWise Mobile Server 2 Getting Started Guide*

The following Linux server documentation is provided by Nokia:

- *Intellisync Mobile Suite Release Notes*
- *Intellisync Mobile Suite Linux Installation Guide*
- *Intellisync Mobile Suite Linux Administrator's Guide*
- *Intellisync Mobile Suite Windows-to-Linux Server Migration Guide*
- *Intellisync Mobile Suite Secure Gateway Administrator's Guide*
- Online help for the WebAdmin Console

The following client documentation is provided by Nokia:

- Device-specific *Client Guides*
- On-device help for client users

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Nokia documentation includes a section that describes Nokia documentation conventions.

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