

# Novell GroupWise Mobile Server Powered By Intellisync Mobile Support Pack 1

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## 1 Overview

Using Novell GroupWise<sup>®</sup> Mobile Server, you can synchronize Personal Information Manager (PIM) and e-mail data from Novell<sup>®</sup> GroupWise to Windows\* CE, Windows Mobile\*-based Smartphones, Symbian\* OS, Palm OS\* handheld devices, and SyncML\* devices.

The GroupWise Mobile Server includes the following modules from Intellisync\*:

- ♦ E-mail Accelerator (excluding POP3, IMAP, Exchange Connector, Lotus Notes Connector, Workgroup, and PC Monitor)
- ♦ GroupWise Connector
- ♦ Mobile device synchronization

Novell GroupWise Mobile Server Support Pack 1 includes a new client for devices. The new client is Nokia's Intellisync Mobile Suite client version 7.0.

## 2 GroupWise Mobile Server Installation Instruction

- 1 Download the GroupWise Mobile Server Beta compressed executable file (`GroupWiseMobileServerDST.exe`) to a temporary directory on your Windows server.
- 2 Extract the `.exe` file into a directory at the root of your local drive or to a network server drive that can handle long pathnames.  
  
The compressed file contains directory paths that could exceed DOS limits.
- 3 In Windows, click *Start > Run > Browse*, then locate the directory where you extracted the GroupWise Mobile Server Beta 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 the GroupWise Mobile Server Beta.

For additional instructions, refer to the *Installation Guide* (`GMSInstallationGuide.pdf`) included with the software in the `\Documentation\English` directory of the extracted download, or on-line at the [GroupWise 7 Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

## 3 PIM Client Installation Instructions

- ♦ [Section 3.1, "Installing from a Device," on page 2](#)

- ♦ [Section 3.2, “Installing from a Desktop Browser,” on page 2](#)

## 3.1 Installing from a Device

- 1 In a Web browser on your device, type the IP address or DNS name of the GroupWise Mobile Server, then type `/install`. For example, `http://123.123.123.123/install`.
- 2 Type your GroupWise username and password in the appropriate fields, then click *Next*.
- 3 Select your time zone and your country.
- 4 Type your ZIP code or postal address, then click *Next*.
- 5 Follow the URL link to install GroupWise Mobile Server client to your device.
- 6 Follow the on-screen instructions to install the GroupWise Mobile Server client.

If you are having trouble downloading the Intellisync client on a Palm device, you might need to disable the proxy settings for your device Web browser.

To disable the proxy settings, open the Web browser on your device, click the menu button, then select *Options > Preferences*. Select the *Advanced* tab, then click *Set Proxy*. Deselect all proxy settings, then click *OK*.

For additional instructions, refer to the *Installation Guide* (`GMSInstallationGuide.pdf`) included with the software in the `\Documentation\English` directory of the extracted download, or on-line at the [GroupWise 7 Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

## 3.2 Installing from a Desktop Browser

- 1 Access the GroupWise Mobile Server Web PIM in your browser by entering the IP address or DNS name of the GroupWise Mobile Server.
- 2 Type your GroupWise username and password in the appropriate fields, then click *Go*.
- 3 Select your time zone, then select *I've verified that the above time zone is correct*.
- 4 Type your city and ZIP/postal code.
- 5 Verify that your name and e-mail address are correct, then click *Next*.
- 6 Select the type of sync device you are using from the list of available devices, then click *Next*.
- 7 Select *Carrier and Phone Number*.
- 8 Select your wireless carrier in the *Wireless carrier* field.
- 9 Type your phone number in the *Phone number* field.
- 10 Click *Submit*.  
An SMS message is sent to the phone that was added.
- 11 On the mobile device, click the URL that is included in the SMS message.
- 12 Follow the on-screen instructions to install the GroupWise Mobile Server PIM client to your device.

For additional instructions, refer to the *Installation Guide* (`GMSInstallationGuide.pdf`) included with the software in the

\Documentation\English directory of the extracted download, or on-line at the [GroupWise 7 Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

## 4 Daylight Saving Time Changes

Under the new Energy Act of 2005, daylight saving time (DST), begins three weeks earlier in 2007. The change takes place on the second Sunday in March (March 11). DST is also extended by one week to the first Sunday in November (November 4). The change in DST will be observed in most of the US, Canada, and parts of Mexico.

The following events might occur if GroupWise Mobile Server Support Pack 1 is not applied or OS updates or other software patches are not applied for the DST changes.

- ◆ Calendar appointments, single and recurring, that were created using the old DST rules (not upgraded) might appear an hour late on software updates using the new DST rules (upgraded).
- ◆ Calendar appointments, single and recurring, that were created using the new DST rules (upgraded) might appear an hour early on software using the old DST rules (not upgraded).

For additional information on day light saving time, see the DST Readme at the [GroupWise 7 Documentation Web Site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

## 5 Known Issues

- ◆ [Section 5.1, “Moving GroupWise Users,” on page 3](#)
- ◆ [Section 5.2, “Memos Not Synchronized,” on page 3](#)
- ◆ [Section 5.3, “Web PIM Global Address Book,” on page 3](#)
- ◆ [Section 5.4, “Installing GroupWise Mobile Server as a Trusted Application,” on page 4](#)
- ◆ [Section 5.5, “Duplicate Authentication Sources,” on page 4](#)
- ◆ [Section 5.6, “Appointments in Mailbox Do Not Display in the Calendar,” on page 4](#)

### 5.1 Moving GroupWise Users

When you move a GroupWise user who is also a GroupWise Mobile Server user from one POA to another POA, GroupWise Mobile Server is no longer capable of receiving updates for the moved user. To resolve the problem, remove the user from the GroupWise Mobile Server, then add the user back to the system.

### 5.2 Memos Not Synchronized

Memos on a device are not synchronized with this version of the GroupWise Mobile Server.

### 5.3 Web PIM Global Address Book

The GroupWise Mobile Server Web PIM refers to the GroupWise System address book as the Global Address Book (GAL).

## 5.4 Installing GroupWise Mobile Server as a Trusted Application

In order to use a trusted application key as an authentication source, you must first install the GroupWise Mobile Server selecting GroupWise username and password authentication. Following installation, you may switch the authentication method to trusted application.

## 5.5 Duplicate Authentication Sources

When installing a newer build of GroupWise Mobile Server on top of an existing installation, it is possible to have duplicate authentication sources. It is suggested that both authentication sources are kept. If one is deleted and users are authenticating to that source, the users authenticating to that source, revert back to Intellisync authentication instead of GroupWise authentication. Because of this, users are no longer able to authenticate to GroupWise.

## 5.6 Appointments in Mailbox Do Not Display in the Calendar

When an appointment is received in the Mailbox, the appointment does not display in the Calendar until the appointment has been accepted.

# 6 Bug Fixes

- ♦ [Section 6.1, “Fix for Day Light Saving Time,” on page 4](#)
- ♦ [Section 6.2, “E-mail Not Sending from Nokia 9300 Device,” on page 4](#)
- ♦ [Section 6.3, “Appointments Spanning Multiple Days Not Synchronized,” on page 4](#)

## 6.1 Fix for Day Light Saving Time

Fixed the starting time and ending time for day light saving time.

## 6.2 E-mail Not Sending from Nokia 9300 Device

Fixed a bug that prevented e-mail from being sent to the recipients when you are using a Nokia 9300 device.

## 6.3 Appointments Spanning Multiple Days Not Synchronized

Fixed a bug that prevented appointments that span multiple days and that are created with a Palm OS device from being synchronized with GroupWise. The appointments are now created as recurring appointments in GroupWise.

# 7 Documentation

The following sources provide information about GroupWise Mobile Server:

- ♦ Product documentation is included with the software in the `\Documentation\English` directory or the root directory of the extracted software:
  - ♦ *Installation Guide* (`GMSInstallationGuide.pdf`)

- ◆ *Pocket PC Users Guide* (PPCUsers\_GuideEN.pdf)
- ◆ *Symbian Users Guide* (SymbianUsersGuideEN.pdf)
- ◆ *Palm Users Guide* (PalmUsersGuideEN.pdf)
- ◆ *Smartphones Users Guide* (SmartphoneUsersGuideEN.pdf)
- ◆ Online product documentation: [GroupWise 7 Documentation Web Site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7)
- ◆ Additional documentation for the GroupWise Mobile Server is available at the [Intellisync Product Documentation Web site \(http://www.intellisync.com/pages/Resources/Product-Documentation/\)](http://www.intellisync.com/pages/Resources/Product-Documentation/). GroupWise Mobile Server is Intellisync's Email Accelerator.

## 8 Documentation Conventions

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

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