Novell GroupWise Mobile Server 2.0.3 for Linux, Powered by Intellisync

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1 Overview

With Novell® GroupWise® Mobile Server 2 for Linux, you can synchronize e-mail messages and other personal information manager (PIM) data from your GroupWise mailbox to supported mobile devices. Support Pack 3 is the first version of GroupWise Mobile Server 2 that is available on Linux*.

GroupWise Mobile Server 2 for Linux 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 Uninstalling the Beta Version

If you have been a Beta site for GroupWise Mobile Server 2 for Linux, follow the instructions in "Uninstalling an Existing Linux Version of Intellisync Mobile Suite" and "Restoring Existing Data" in the *Intellisync Mobile Suite Linux Installation Guide* on the GroupWise Mobility Documentation Web site (http://www.novell.com/documentation/gwmobility/index.html) before you install the shipping version.

3 Installing GroupWise Mobile Server 2.0.3 for Linux

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

2. Download the GroupWise Mobile Server 2 for Linux compressed tar file (`gms203_linux.tar.gz`) from the Novell Downloads Web site (http://www.novell.com/download) to a temporary directory on your Linux server.

3. In a terminal window, change to the temporary directory, then use the following command to extract the `gms203_linux.tar.gz` file into the temporary directory:

```
tar -xvzf gms203_linux.tar.gz
```

4 Become `root` by entering `su -` and the `root` password.

5 Change to the `Novell` directory:

```
cd Novell
```

6 To start the installer, enter the following command:

```
sh ims.bin
```

7 Follow the on-screen instructions to install GroupWise Mobile Server 2 for Linux.

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

4 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.

5 Known Issues for GroupWise Mobile Server 2 Support Pack 3

- Section 5.1, "Compatibility with Apache Web Server," on page 2
- Section 5.2, "Synchronization Problem with Two NICs," on page 2
- Section 5.3, "VMware Support," on page 3
- Section 5.4, "Virtualization Support," on page 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).

5.1 Compatibility with Apache Web Server

GroupWise Mobile Server (specifically the Secure Gateway module) cannot run on the same server with Apache and Tomcat if both programs are installed with their default ports. Instructions for post-installation reconfiguration of either the Secure Gateway or Apache are provided in the *GroupWise Mobile Server 2 Getting Started Guide* on the GroupWise Mobility Documentation Web site (http://www.novell.com/documentation/gwmobility/index.html).

5.2 Synchronization Problem with Two NICs

If you have two NICs installed in the GroupWise Mobile Server machine, device synchronization could fail. When a user provisions an account with a mobile device, the secondary NIC is added to the GroupWise Event Configuration. This address is used to "slap" (that is, to send a notice that an event has triggered) the GroupWise Mobile Server machine whenever a change occurs in the user's

account. Because the wrong address is used, no slaps reach GroupWise Mobile Server. Therefore, synchronization does not occur.

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 effect:
`/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" in the *Intellisync Mobile Suite Linux Administrator's Guide* on the GroupWise Mobility Documentation Web site (http://www.novell.com/documentation/gwmobility/index.html).

5.3 VMware Support

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

GroupWise Mobile Server 2.0.3 for Linux 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.

5.4 Virtualization Support

GroupWise Mobile Server is not supported in a virtualized environment.

6 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).

7 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 provided 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

8 Documentation Conventions

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

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Nokia documentation includes a section that describes Nokia documentation conventions.

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