Novell
GroupWise® Mobile Server, Powered By Intellisync*

7

INSTALLATION GUIDE

October 12, 2006

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Contents

About This Guide

This Novell® *GroupWise® Mobile Server Installation Guide* helps you install a new GroupWise Mobile Server system. The guide is divided into the following sections:

Audience

This guide is intended for network administrators who install and administer GroupWise Mobile Server.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comment feature at the bottom of each page of the online documentation, or go to www.novell.com/documentation/feedback.html and enter your comments there.

Documentation Updates

For the most recent version of the *GroupWise Mobile Server Installation Guide*, visit the Novell GroupWise 7 Documentation Web site (http://www.novell.com/documentation/gw7).

Additional Documentation

For additional GroupWise Mobile Server documentation, see the following guides at the Novell GroupWise 7 Documentation Web site (http://www.novell.com/documentation/gw7):

- *GroupWise Mobile Server Administration Guide*
- *Client Guides*

In addition to the electronic versions of the manuals, the following online help systems are available via the help menu:

- *Email Accelerator Help*
- *Management Help*
- *Profile Settings Help*

Documentation Conventions

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

A trademark symbol (®, ™, etc.) denotes a Novell trademark. An asterisk (*) denotes a third-party trademark.

When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as Linux*, should use forward slashes as required by your software.

When a startup switch can be written with a forward slash for some platforms or a double hyphen for other platforms, the startup switch is presented with a forward slash. Users of platforms that require a double hyphen, such as Linux, should use double hyphens as required by your software.

Introduction and Requirements

<div style="text-align: right; font-size: 2em;">1</div>

This section introduces you to GroupWise® Mobile Server and presents some concepts for using GroupWise Mobile Server effectively.

1.1 Overview

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

NOTE: GroupWise Mobile Server requires a database such as Sybase* ASA or SQL Server to operate. If no database is present, Sybase ASA is available on the installation download, and you can use it for installations with about 1000 users. For a production environment with more than 1000 users, you should use SQL Server 2000 (Service Pack 3). This full-version database environment offers expanded support for a large number of simultaneously connected clients. If you choose to use SQL Server, it should be installed prior to installing GroupWise Mobile Server.

1.1.1 Product Features

GroupWise Mobile Server includes several important features to help you access your GroupWise data and to help you manage your GroupWise Mobile system. These include:

- Synchronization with Palm OS, Windows CE, Windows Mobile-based Smartphones, Symbian OS, syncML devices, and BREW devices.
- You can access your e-mail, calendar entries, address book, and to-do lists from any Web browser or Internet-ready mobile phone.
- For supported devices, you can set up the Push feature so your device receives new mail as it comes in, without any intervention from you.
- You can connect GroupWise Mobile Server to one or more GroupWise POAs.
- If you have users on multiple POAs, GroupWise Mobile Server uses GroupWise redirecting to find the users on other POAs during the initial search for the users. GroupWise Mobile Server always connects to the POA that the users are on.

- You can use the Secure Gateway to configure GroupWise Mobile Server behind your corporate firewall, providing added security.
- A single point of administration to easily manage your system, as well as remote administration.
- The ability to cluster GroupWise Mobile Server or the Secure Gateway.
- The ability to clear a device through the management console.

1.2 Licensing

GroupWise Mobile Server requires a valid software license to operate. A license can limit which products are installed, how long the product remains operational (as in the case of evaluation software), and the number of users that can use the software.

GroupWise Mobile Server comes with an evaluation license that allows you to use the software for 90 days.

Contact Novell to upgrade an evaluation license or add more client users to an existing license. After you obtain a new license key, use the following steps to reach the Intellisync Licensing dialog box, enter the new license key in the Intellisync Licensing dialog box. :

1. From the *Intellisync Mobile Suite* control, select *Intellisync Mobile Suite*.
2. Click *Action > About Intellisync Mobile Suite*.
3. Click *License* to view or modify the license information for the software.

1.3 Recommended Server Configuration

Many factors affect how you should set up your system, such as number of users, number of concurrent users, and volume of information shared. This section provides some general guidelines to use.

- Section 1.3.1, "Components Requiring Dedicated Computers," on page 10
- Section 1.3.2, "Environment Analyzer," on page 10

1.3.1 Components Requiring Dedicated Computers

Depending on the size of your installation and the number of users you serve, some components can be installed on the same computer. Other components perform best when each component is installed on a dedicated computer. GroupWise Mobile Server and your GroupWise system should not be installed on the same computer. Likewise, the Secure Gateway and GroupWise Mobile Server should not be installed on the same computer.

1.3.2 Environment Analyzer

The most common installation problems result from insufficient or improperly set up prerequisites. Intellisync's Environment Analyzer checks your system configuration and requirements to help ensure a successful installation.

Environment Analyzer is part of the installation program. When you begin an installation, the Environment Analyzer runs to make sure all conditions are right for a successful installation. If the

analyzer detects potential problems, the installation program stops. You must correct any problems before you can install the software.

1.4 System Requirements

The following sections show the minimum requirements for all GroupWise Mobile Server products. These are minimum requirements, and might not provide the optimal environment for peak performance of your system.

1.4.1 Cautions

- Do not install any component of GroupWise Mobile Server through Terminal Services, because your system might not work properly.
- Do not install GroupWise Mobile Server on a server using VMWare* or similar product designed to run multiple operating systems on one server. Doing so might cause the server to reboot automatically when returning to GroupWise Mobile Server from the alternate operating system.

1.4.2 Minimum Client Requirements

Table 1-1 *GroupWise Mobile Server Minimum Requirements for the Client*

	PC Client	Pocket PC Client	SmartPhone	Palm OS Client	Symbian
HARDWARE					
Processor Type	Pentium*	Supported processor type:			
Hard Disk Space	64 MB	ARM - XScale			
Memory	64 MB RAM	32 MB RAM	32 MB RAM	8 MB RAM	32 MB RAM
SOFTWARE					
Operating System	Windows 2000 Windows 2003 Windows XP	Pocket PC 2003 or later (on device) HPC 2002	Microsoft* Windows Mobile Smartphone 2003 or later	Palm OS 3.5 or later (on device)	Symbian OS 7.0 UIQ

	PC Client	Pocket PC Client	SmartPhone	Palm OS Client	Symbian
Browser	Microsoft Internet Explorer 5.0 or later				
	Mozilla* Firefox* 1.5 or later				
Other	Microsoft TCP/IP protocol network environment				Sony* Ericsson* P800, P900
					Motorola* A920

1.4.3 Minimum Server Requirements

Table 1-2 *GroupWise Mobile Server Minimum requirements for the Server*

	GroupWise Mobile Server
HARDWARE	
Processor	Pentium III 900MHz
Hard Disk Space	1 GB
Memory	1 GB RAM
SOFTWARE	
Operating System	Windows 2000 (SP4)
	Windows 2003
Browser	Internet Explorer 5.0 or later or Mozilla Firefox 1.5 or later
Other	Microsoft TCP/IP Protocol network environment
	Microsoft Management Console 1.2
	Microsoft Internet Information Services (IIS) 5.0 SP2 (or later) with all Hot Fixes applied
Supported Databases	SQL Server 2000 (SP3) (build 2000.81.9031.14)
	Sybase ASA
	See Additional Information About Server Requirements for more information about databases and user permissions.
OTHER REQUIREMENTS	
Permissions	Local Admin

Additional Information About Server Requirements

-
-
-

Database Information

GroupWise Mobile Server provides its own internal database for standalone operation. If you choose to use an external database, GroupWise Mobile Server requires one of the supported databases listed in to operate.

Sybase ASA is available on the installation download, and you can use it for systems of 500-1000 users. If you do not have Microsoft SQL Server on another computer, you can install Sybase ASA along with the GroupWise Mobile Server components. For a large production environment, use a full-version database environment (such as Microsoft SQL Server) to get expanded support for a large number of simultaneously connected clients.

SQL Server

GroupWise Mobile Server recommends that you install the SQL Server in case-insensitive mode.

If you are using SQL Server with named instances, specify the TCP/IP port used by the named instance when prompted for database server, username, and password information.

Windows Server User Permissions

The user that the GroupWise Mobile Server runs as must be a local Admin user and must have the following local security policies enabled:

- Act as part of the operating system
- Adjust memory quotes for a process
- Allow log on locally
- Logon as a service
- Replace a process level token

These permissions are set as part of the installation process.

In addition, the following services must be enabled on the Windows server:

- Distributed Transaction Coordinator
- Secondary Logon

Server Installation

2

This section contains the information for installing GroupWise® Mobile Server on the server. In addition to basic installation instructions, there are steps you can take before and after installation to make sure GroupWise Mobile Server functions correctly.

2.1 Before You Install

Complete the following tasks before you install the software:

1 Read the Readme.

   The Readme on the installation download contains important information about installing GroupWise Mobile Server.

2 Using the requirements in Chapter 1, "Introduction and Requirements," on page 9," verify that all prerequisite software is installed and functioning properly.

3 Read Section 2.1.1, "Collecting Information," on page 15 and Section 2.2.2, "The Default Web Site," on page 28.

4 Read and fill out Section 2.6, "GroupWise Mobile Server Worksheet," on page 29.

5 Enable the RunAs service for the duration of the installation if you are using Windows 2000 server.

6 Close all applications.

2.1.1 Collecting Information

You must collect specific information before you begin the installation. The amount of information varies based on the type of installation (new, upgrade, or evaluation) and the installation feature you select. Refer to Section 2.6, "GroupWise Mobile Server Worksheet," on page 29 to gather information for GroupWise Mobile Server and the Remote Admin Console.

By completing the worksheet before you install the software, you have important information readily available for the installation. In addition, you are verifying prerequisites to help ensure a successful installation.

2.2 Server Installation

The server installation program uses the Environment Analyzer to ensure that your computer meets specific requirements before installing software for the server and the Remote Admin Console. If the

Environment Analyzer detects a problem, a message appears and the installation stops. You can restart the installation once you correct the problem.

1 Download the GroupWise Mobile Server compressed executable file (gms701.exe) from the Novell download Web site (http://www.novell.com/download) 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 Click *Next*. The contents of the installation package extract and the Welcome dialog box appears.
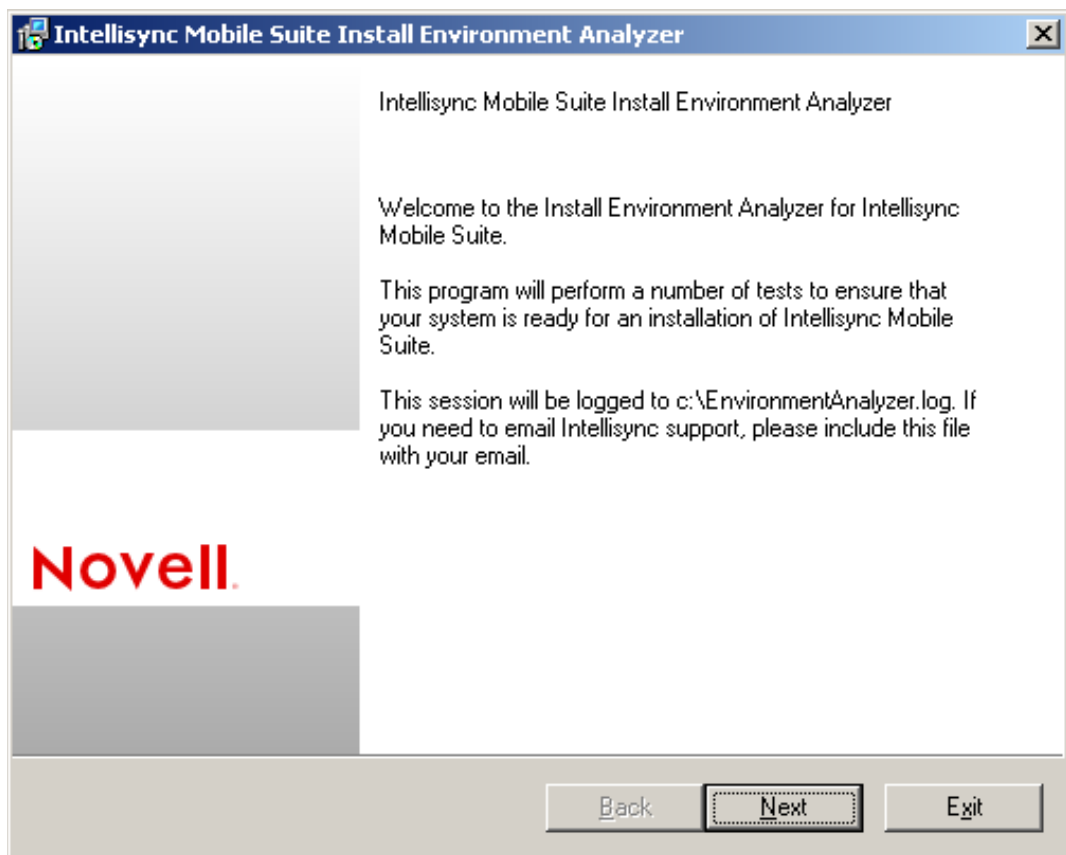
6 Click *Next* to display the License Agreement dialog box.
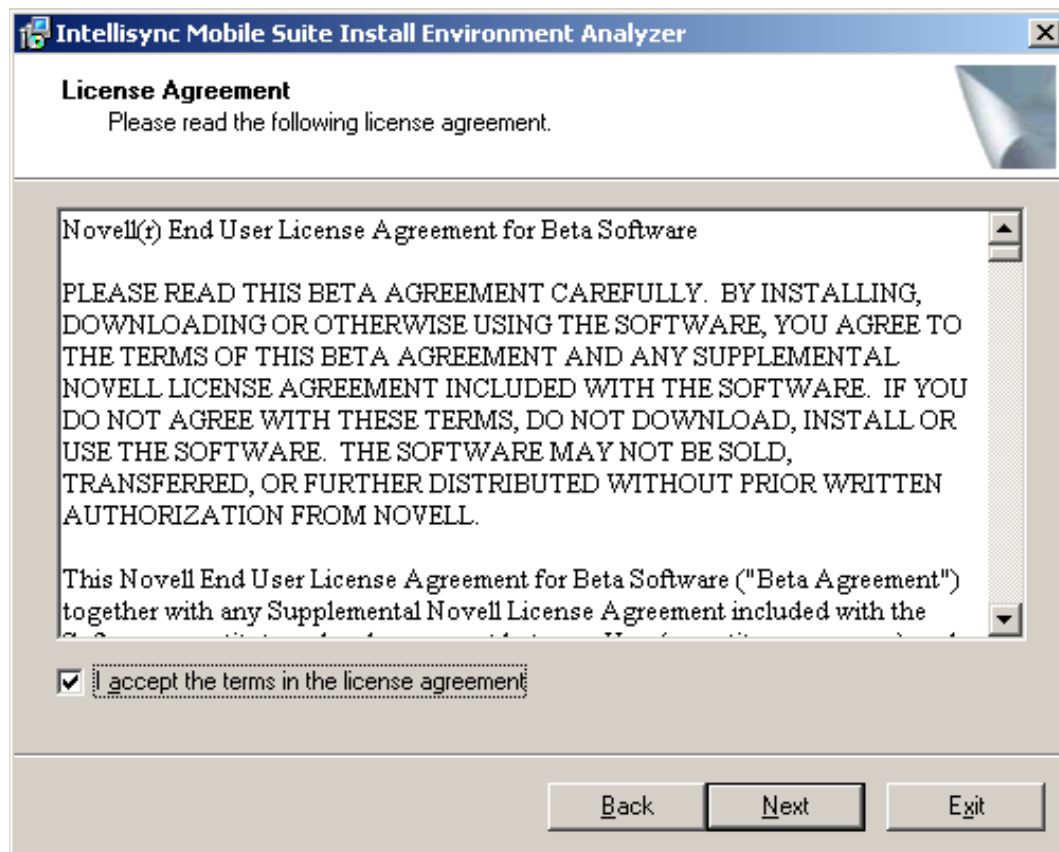
7 Read the license agreement, select *I accept the terms in the license agreement*, then click *Next*.

8 Specify the license key for your software as planned under item 3 of the worksheet, then click *Next*.
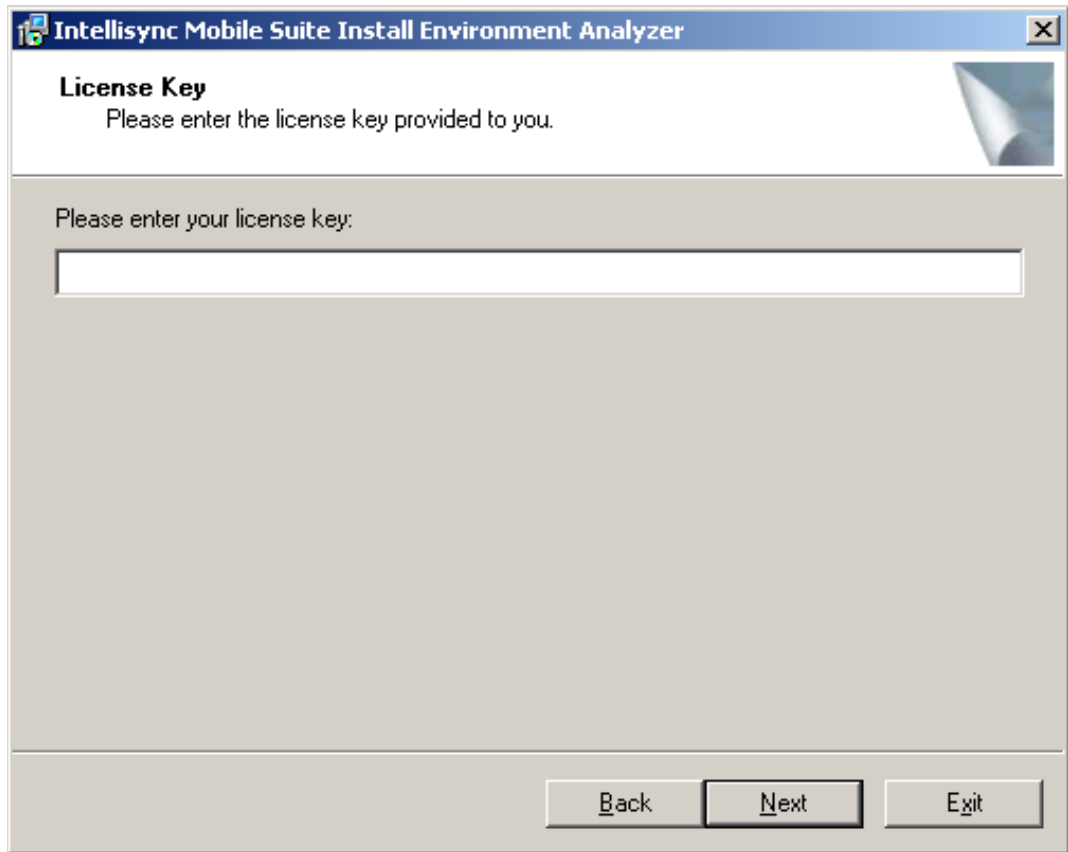
9 Select one of the following installation options as planned under item 4 of the worksheet:

- ◆ **Intellisync Mobile Suite:** Installs the complete server program for all Intellisync Mobile Suite products. Only products enabled by the license key are accessible. This is the GroupWise Mobile Server.
- ◆ **Remote Admin Console:** Installs only the remote administration components, including the Intellisync Mobile Suite control, on a computer other than the Intellisync server. This allows you to remotely administer the GroupWise Mobile Server.
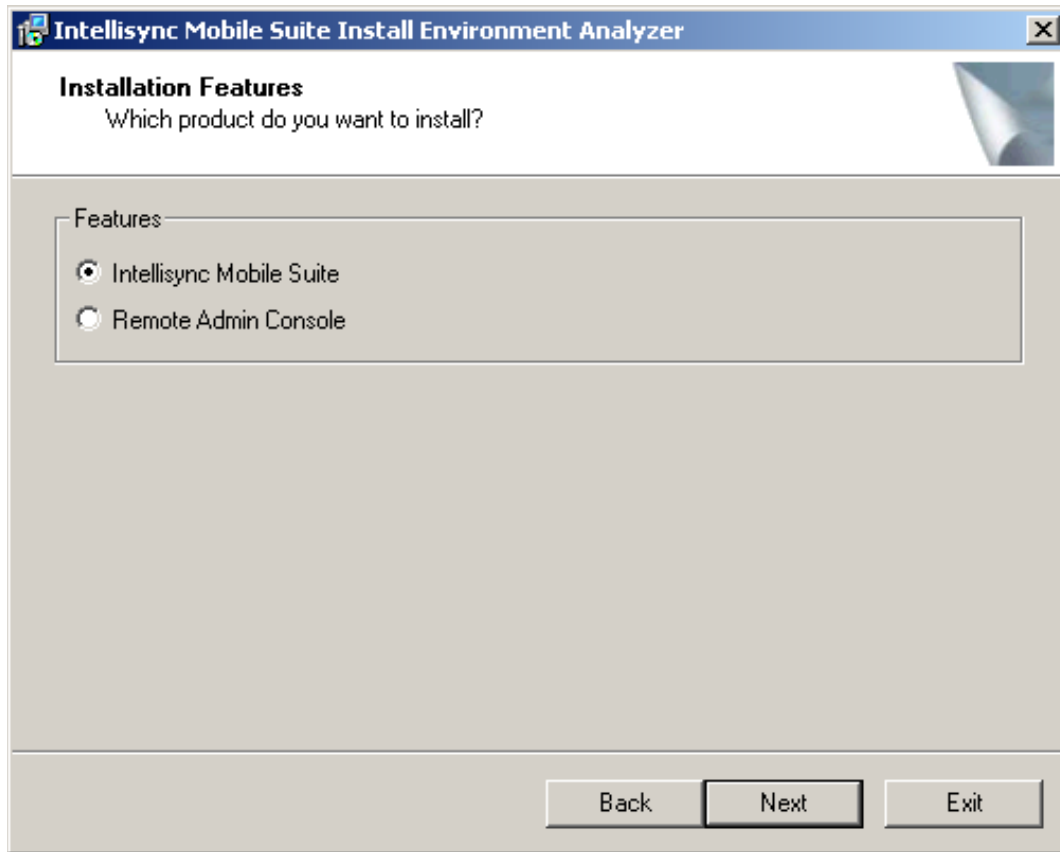
10 Click *Next*.

11 Specify the username and password for the Windows server as planned under item 5 of the worksheet, then click *Next*.

12 Specify the location on where the GroupWise Mobile Server should be installed as planned under item 6 of the worksheet, then click *Next*.

13 If you are installing the GroupWise Mobile Server to a cluster or if you need to configure external databases, select *Check here if you are installing as part of a cluster, or if you need to configure external databases*, then click *Next*.
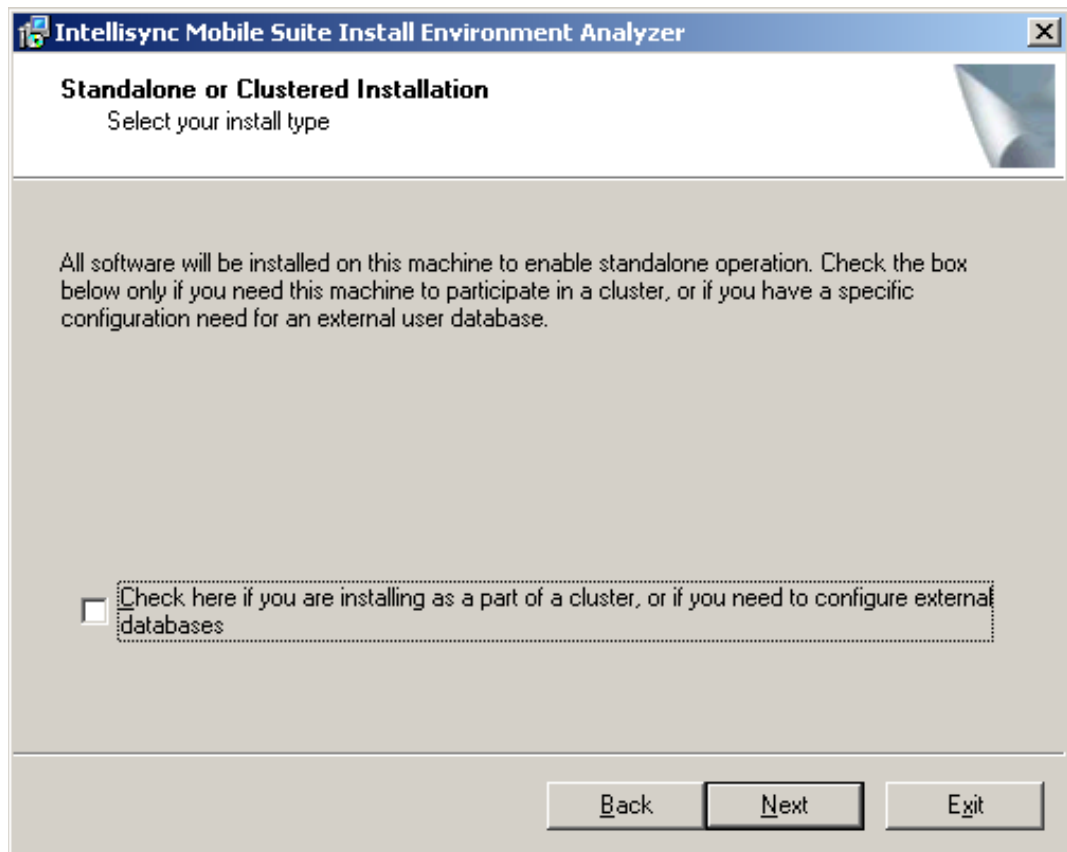
If you selected *Check here if you are installing as part of a cluster, or if you need to configure external databases*, continue with Section 2.2.1, "Installing GroupWise Mobile Server with an External User Database," on page 26. If you didn't select this option, continue with step 14.

14 Select *Novell GroupWise 7 SP1 or greater* as planned under item 7 of the worksheet, then click *Next*.
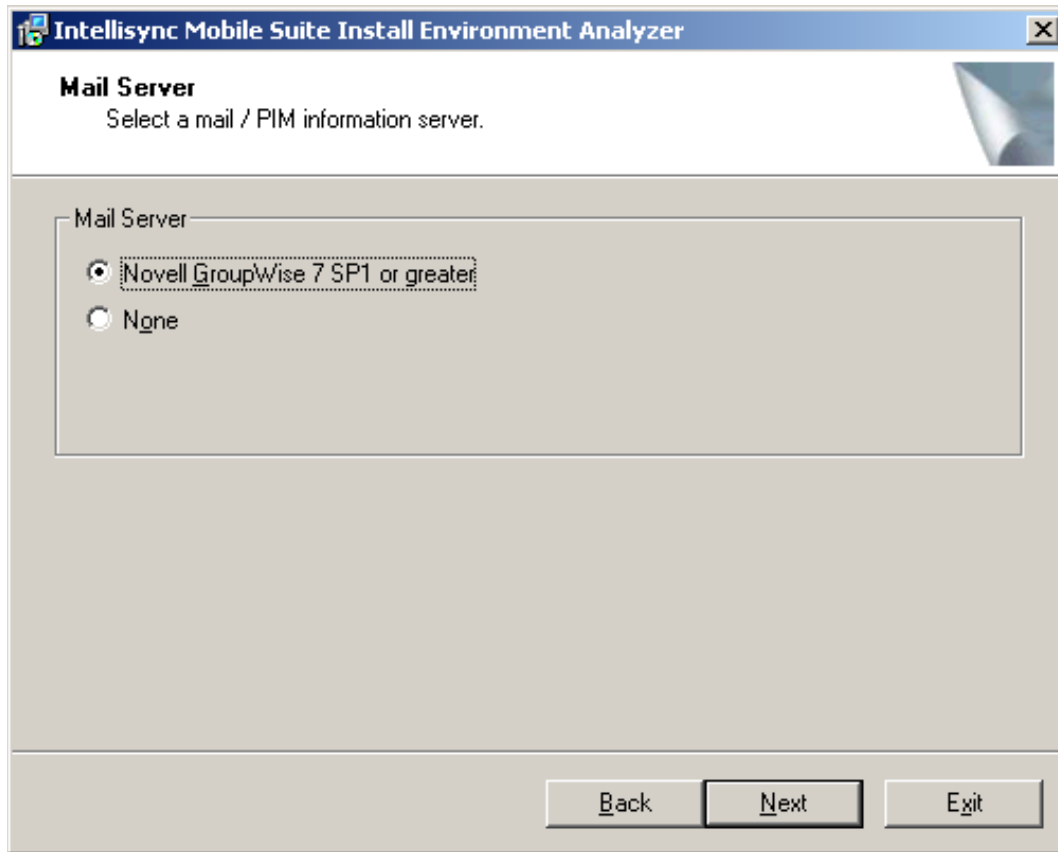
15 Specify the IP address or full DNS hostname for the GroupWise server as planned under item 8 of the worksheet.

16 Specify the SOAP port for the GroupWise server. The default port is 7191.

17 Specify a GroupWise username and password to test the GroupWise connection as planned under item 9 of the worksheet, then click *Next*.

18 Select *Same account used to access Intellisync Mobile Server; must be using GroupWise authentication* to use the same user, as planned under item 10 of the worksheet, then click *Next*.

or

Select *A separate GroupWise account that the user specifies to use a different user for authentication*, then click *Next*.
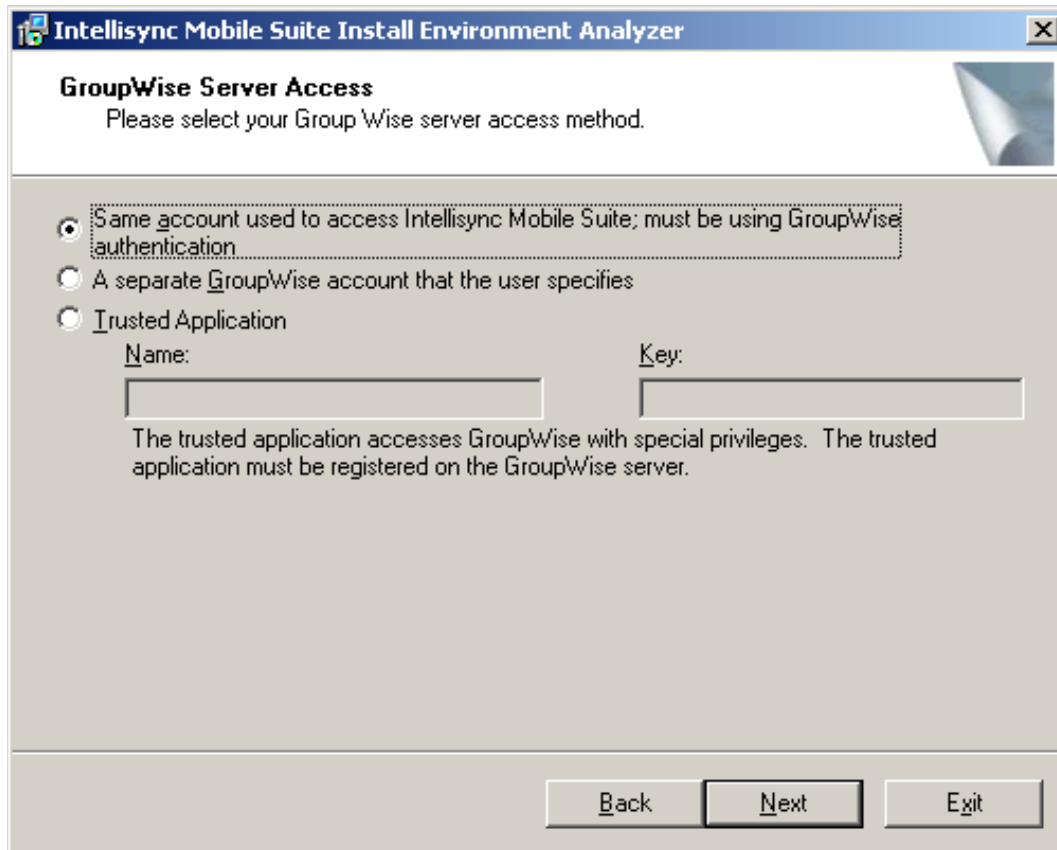
If this is the first time you are installing GroupWise Mobile Server, you cannot select *Trusted Application*. You must use a GroupWise user on the POA to authenticate. When you have finished the installation and started GroupWise Mobile Server for the first time, you can change the access method to Trusted Application. For information on how to set up a trusted application, see "Accessing GroupWise Using a Trusted Application" in the *GroupWise Mobile Server 7 Administration Guide*.

19 Specify the URL to access the GroupWise Mobile Server over the Web as planned under item 11 of the worksheet, then click *Next*.

20 Select all of the following items after you have verified that you meet the requirement on your Windows server as planned under item 12 of the worksheet:

- ◆ I can reach this server via HTTP from within my corporate firewall.
- ◆ I can reach this server via HTTP from outside of my corporate firewall or no firewall exists.
- ◆ I've verified that if antivirus software is running on this server then the PIM\SharedFileSystem directory, under the Intellisync Mobile Suite install directory, is excluded from virus scanning. Failure to do this can significantly degrade performance.
- ◆ I understand that Intellisync Mobile Suite is not intended to be installed on the same machine as other third party server software.

21 Click *Next*.

The Environment Analysis Completed dialog box appears.
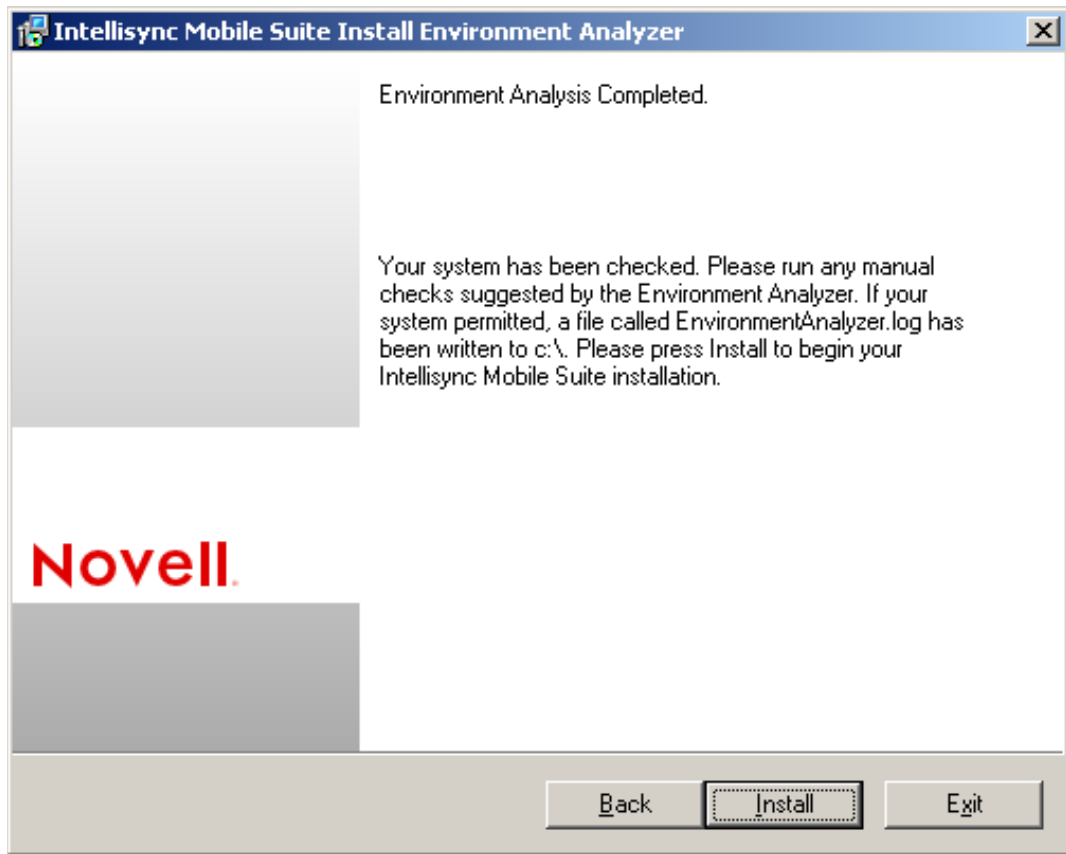
22 Click *Install* to start the installation process.

When the installation process is finished, the following dialog box appears:
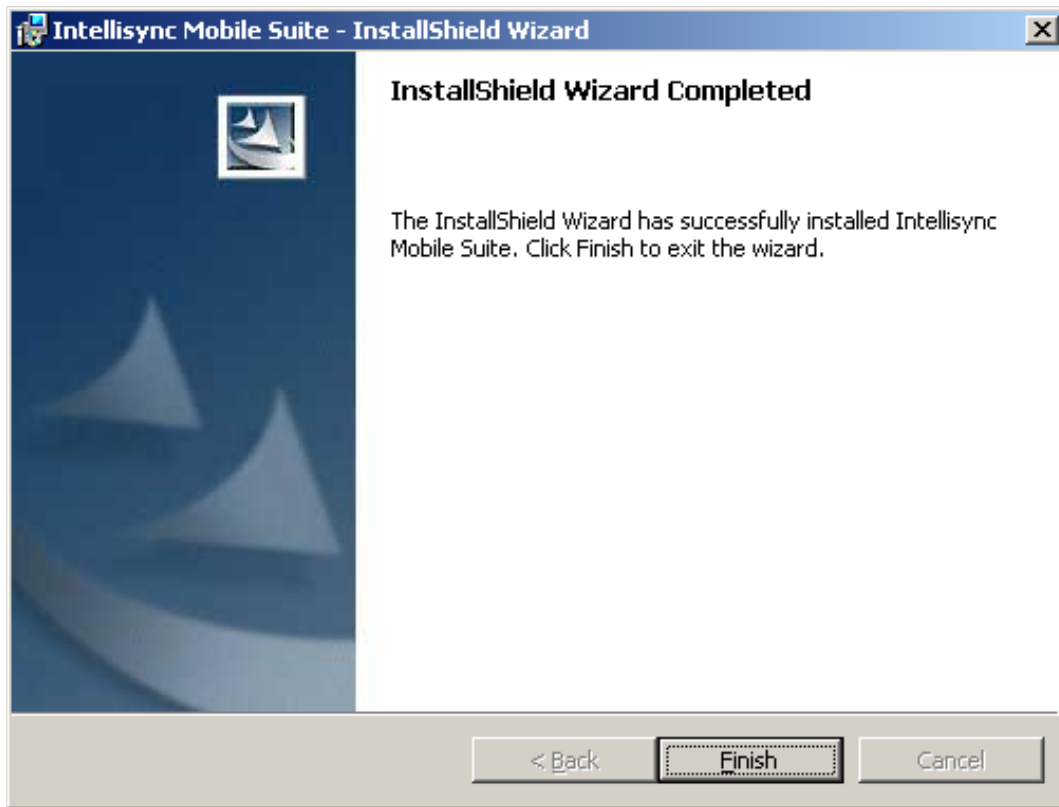
23 Click *Finish* to close the installation program.

2.2.1 Installing GroupWise Mobile Server with an External User Database

If you selected to install GroupWise Mobile Server with an external user database, you need to provide the following information during the installation process:

1 During the GroupWise Mobile Server installation process, select *Check here if you are installing as part of a cluster, or if you need to configure external databases*, then click *Next*.
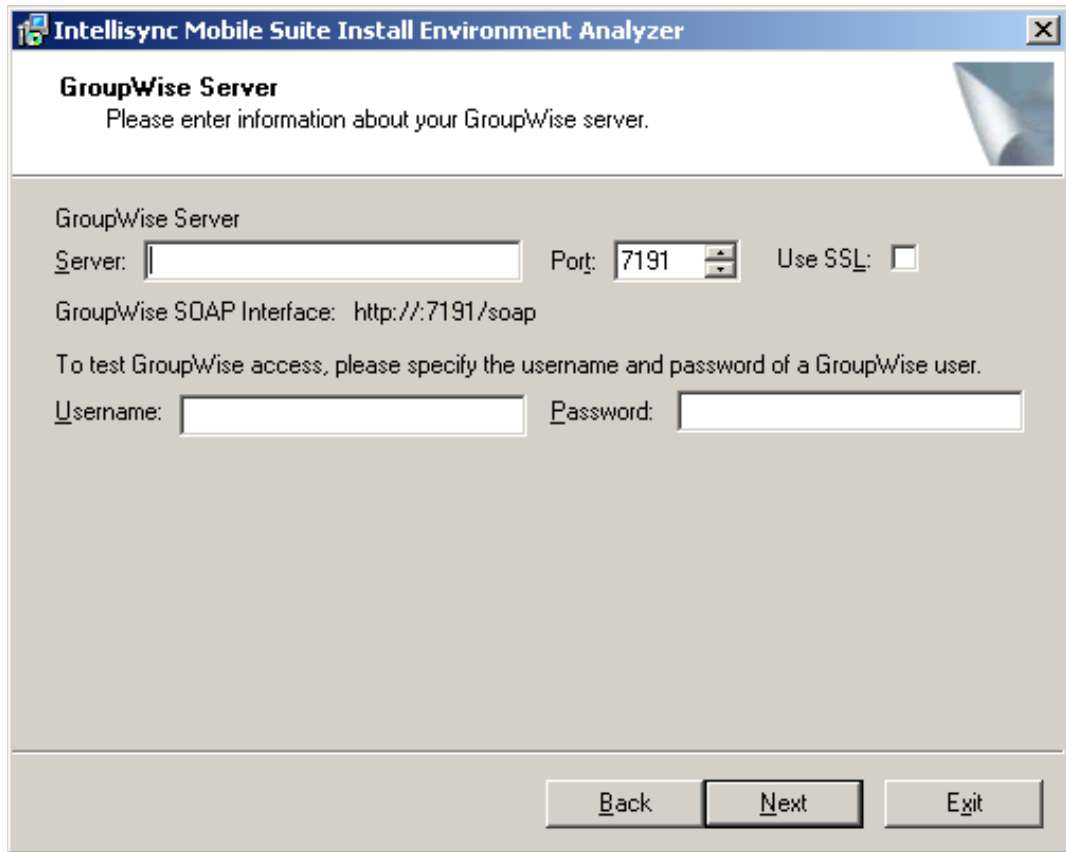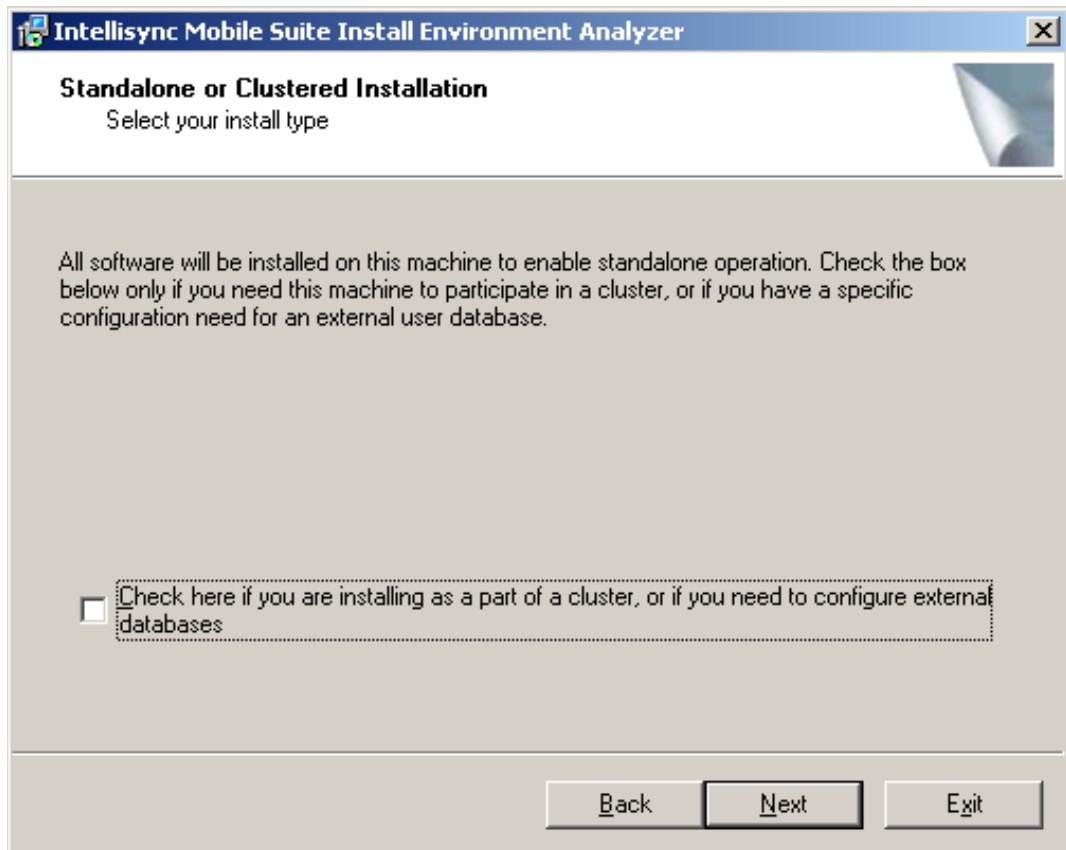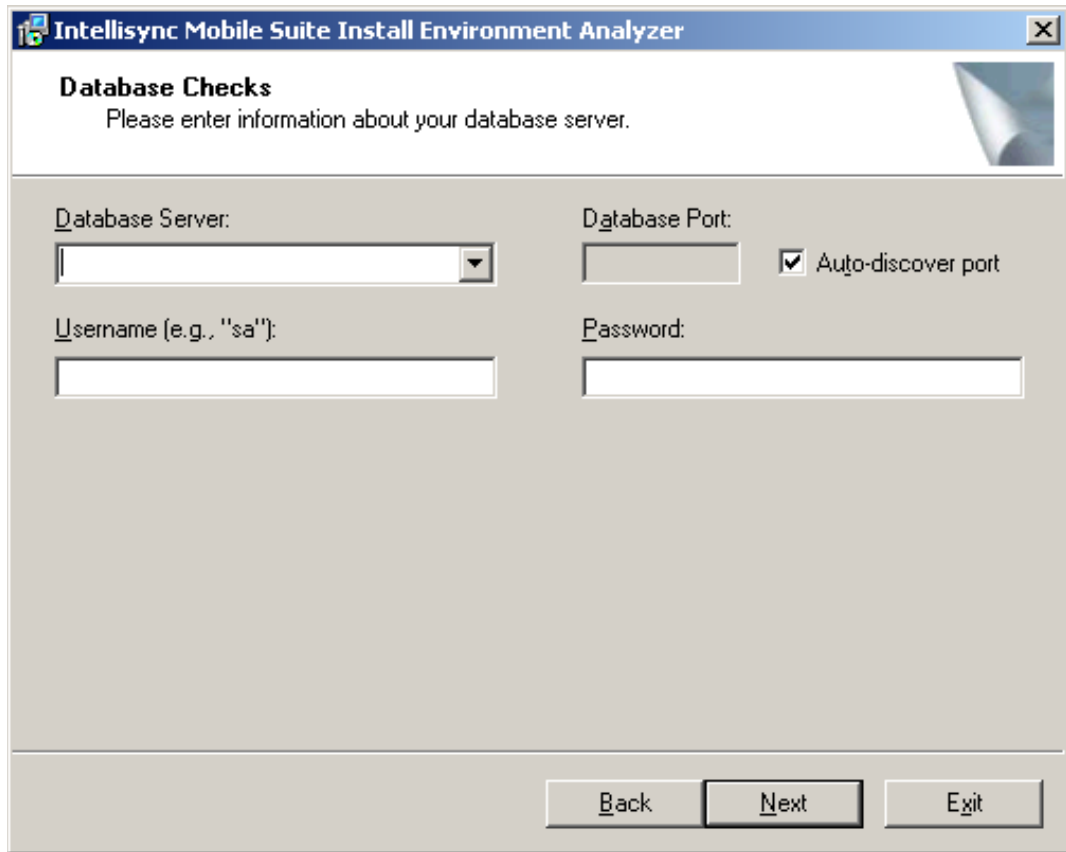
2 Select the database for GroupWise Mobile Server to use, then click *Next*.
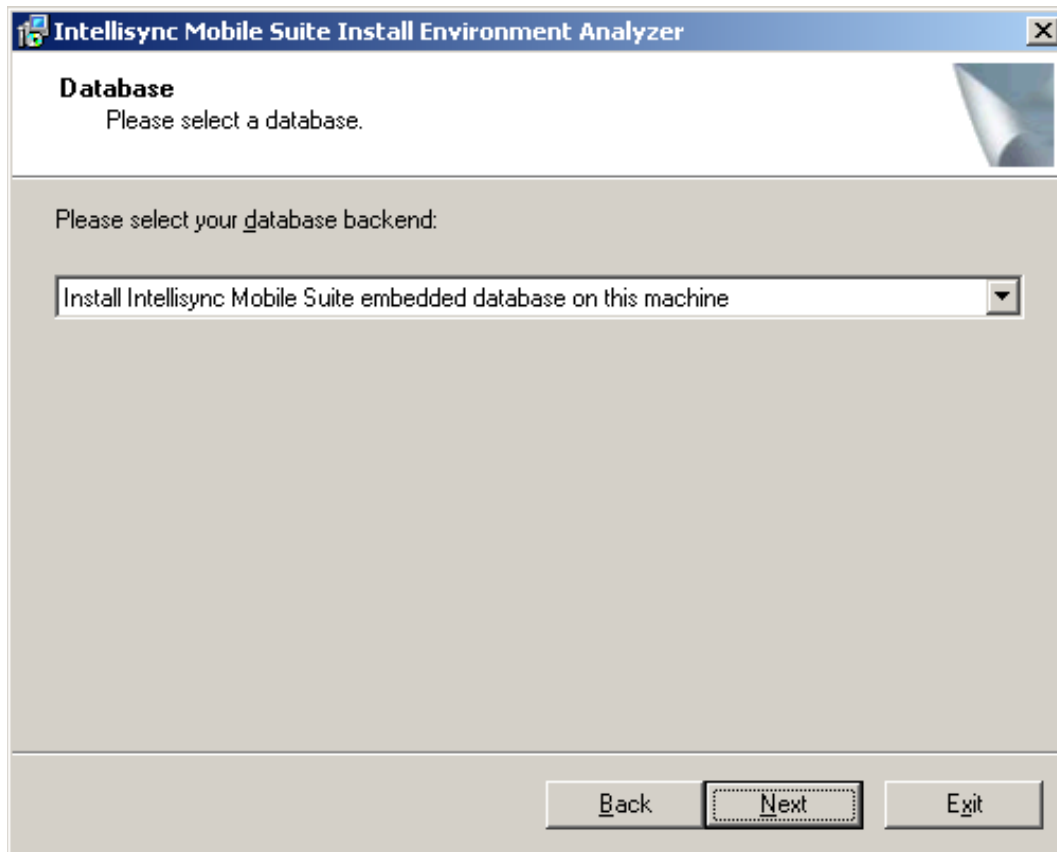
3 If you select *Existing SQL Server 2000 or greater, or MSDE 2.0 or greater*, specify the database server, database port, database username and password as planned under item 13 and item 14 of the worksheet, then click *Next*.

If you select to *Auto-discover port* GroupWise Mobile Server automatically tries to discover the correct port number.

4 Continue with of the installation process.

2.2.2 The Default Web Site

When you install Microsoft Internet Information Server (IIS), the program creates a default Web site. GroupWise Mobile Server does not modify the existing default Web site during the installation process (except to stop it). Instead, the installation program creates a new site called Intellisync Web Site.

The Web site used by GroupWise Mobile Server should be the only one running on the server, and this site should not be used by another Web site.

2.3 Installing the Software on Multiple Servers

If you expect to serve a large number of users, consider running GroupWise Mobile Server across multiple servers to balance the load.

GroupWise Mobile Server is designed to support multiple or "clustered" servers in most load balancing environments, including Windows 2000 Advanced Server: Network Load Balancing, Cisco Systems* LocalDirector, and SonicWALL Load Balancer, among others. For additional help with load balancing and clustering, contact Novell Consulting Services.

2.4 Configuring SMTP Relay for SMS Push

If you use SMS push for synchronization with GroupWise, then you must configure relaying on the GroupWise Internet Agent (GWIA) to allow relaying SMS messages through the GWIA.

There are three different levels you can configure:

- **Open SMTP relay:** Allows anyone to relay messages through SMTP.
- **Domain-based/IP address SMTP relay:** Allows only users associated with a particular domain or IP address to relay through SMTP, such as cingular.net. In addition to a single IP address, an IP block can be used, such as 192.168.
- **E-Mail SMTP relay:** Allows a specific e-mail address to relay through SMTP, such as bob@cingular.net.

For security reasons, Novell recommend either domain-based SMTP relay or e-mail SMTP relay. If open SMTP relay is selected, anyone can relay through your GWIA, which can cause security problems.

For instructions on setting up an SMTP relay in the GWIA, see "Enabling SMTP Relaying" in the *GroupWise 7 Administration Guide*.

2.5 Uninstalling the Server Software

1 Close all programs.
2 From the Windows Start menu, click *Settings > Control Panel* to display the Control Panel window.
3 Double-click *Add/Remove Programs*.
4 From the list, select *Intellisync Mobile Suite*, then click *Remove*. An Add/Remove Programs confirmation dialog box appears.
5 Click *Yes* to confirm the deletion. The InstallShield Wizard automatically removes the Intellisync Mobile Suite software and the associated files. The database and data files remain intact.
6 Click *Close* to close the Add/Remove Programs dialog box.

2.6 GroupWise Mobile Server Worksheet

The GroupWise Mobile Server Installation program helps you create your GroupWise Mobile Server system and install the GroupWise Mobile Server software. The Installation program prompts you for the information in the worksheet. Print the worksheet and fill in the information for your GroupWise Mobile Server system before you start the GroupWise Mobile Server Installation program.

Item	Explanation

1) Server Information
    ◆ Microsoft Windows 2003 Server
    ◆ Microsoft Windows 2000 Server SP 4
	Select the platform where you plan to install and run the GroupWise Mobile Server.
	
	See "Minimum Server Requirements" on page 12.

Item	Explanation
2) Windows Server Components ◆ IIS	For the Windows server, verify that IIS is installed and functioning properly.
3) GroupWise Mobile Server License Key	A valid license key is needed to use the GroupWise Mobile Server, whether that is an evaluation license or a full license.

4) Features to Install
 	
    ◆ Intellisync Mobile Server
    ◆ Remote Admin Console
	When installing GroupWise Mobile Server, you have two different products to install:
	
	    ◆ **Intellisync Mobile Suite:** This is the GroupWise Mobile Server and Admin Console.
	    ◆ **Remote Admin Console:** This allows for remote administration of the GroupWise Mobile Server from a workstation.

5) Windows Server Permissions
 	
    ◆ Username
    ◆ Password
	For the Windows server, the username and password with the proper permissions to run the GroupWise Mobile Server.
	
	See "Windows Server User Permissions" on page 13

6) Installation Path	Displays the directory where GroupWise Mobile Server is installed. This path cannot be changed.
7) Mail Server	Select the mail server that GroupWise Mobile Server should use. You should select *Novell GroupWise 7 SP1 or greater*.

8) GroupWise Server
 	
    ◆ IP Address or Hostname
    ◆ SOAP Port
    ◆ SSL
	Specify the IP address or full DNS hostname for the GroupWise POA that GroupWise Mobile Server needs to connect to.
	
	Specify the SOAP port for the above POA, the default SOAP port for GroupWise is 7191.
	
	Select if you want to use SSL for this connection.

9) GroupWise Access
 	
    ◆ Username
    ◆ Password
	For the GroupWise POA, the username and password for a user on the POA. GroupWise Mobile Server uses this user to connect to GroupWise and communicate.

10) GroupWise Access Method
 	
    ◆ Same Account
    ◆ User Specified Account
    ◆ Trusted Application
	Select the authentication method you want to use to connect to the GroupWise POA. However, you cannot use Trusted Application because GroupWise Mobile Server has not registered with GroupWise as a trusted Application. After the installation is complete and GroupWise Mobile Server has connected to the POA you can modify the settings in the Admin Console to connect to GroupWise as a trusted application.
	
	See "Accessing GroupWise Using a Trusted Application" in the *GroupWise Mobile Server 7 Administration Guide*.

11) Web Server URL	Specify the URL for the GroupWise Mobile Server Web site. The GroupWise Mobile Server Web site is the primary Web site for the Web Server. See "The Default Web Site" on page 28.

Item	Explanation
12) Manual Checks • I can reach this server via HTTP from within my corporate firewall • I can reach this server via HTTP from outside my corporate firewall or no firewall exists • Antivirus Software • Third Party Software	Verify that you have completed all of the following tasks: • I can reach this server via HTTP from within my corporate firewall. • I can reach this server via HTTP from outside my corporate firewall or no firewall exists. • I've verified that if antivirus software is running on this server, then the PIM\SharedFileSystem directory, under the Intellisync Mobile Suite directory, is excluded from virus scanning. Failure to do this can significantly degrade performance. • I understand that Intellisync Mobile Suite is not intended to be installed on the same machine as other third-party server software.
13) Database Server • Database Server • Port Number	Specify the database server and port number for the database, or select *Auto-discover port* to have GroupWise Mobile Server automatically find the port number.
14) Database Access • Username • Password	Specify the username and password to use to access the database server.

Initial Testing for GroupWise Mobile Server

3

After installing GroupWise Mobile Server, test your system using the instructions in this section.

3.1 Web Site Availability

The first test verifies if the Web site is available. Users can use the Web site to log in, configure their account settings, and install the device.

1 On the GroupWise Mobile Server machine, type

```
localhost
```

in your browser. The formal address is http://localhost/en/logon.asp.

The Logon window appears.

Figure 3-1   *Logon window from the Web Server Test*

Intellisync Mobile Suite - Logon - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Back   Search   Favorites   Media

Address   http://localhost/en/logon.asp   Go   Links »

● ● ● Logon

User Name:
Password:

GO!

☐ Remember password on this computer

intelli**sync**
Mobile Suite™

Intellisync Mobile Suite manages your mobile devices and keeps them updated with all sorts of information--email, application data, file content, web pages, software, and PIM data (e.g., calendar and contacts). The suite includes the products listed below.

Intellisync Email Accelerator gives you full mobile access to corporate email, calendar, contacts, to do list, and memos. Through wireless or wireline connections, you can synchronize your Pocket PC, Palm OS, Symbian, or PC mobile device and send and receive email. For some devices, Email Accelerator can even send or "push" email messages and PIM information updates to your device immediately. Email Accelerator helps manage your business travel by automatically retrieving your itinerary information and presenting it on your mobile devices, along with appropriate driving directions, maps, and weather forecasts for your trips. You can also access your information from any web browser or internet-ready mobile phone.

Intellisync Systems Management updates your device with the latest software from headquarters and gives administrators tools to troubleshoot any problems you might have with synchronization. It also provides backup and restore capabilities in case your device is ever damaged, lost, or the battery is completely drained.

Intellisync File Sync can send file and website updates to your device while you are mobile. When a document changes, only the changes are sent to your device. Sending only changes and not the entire document reduces the amount of time that you need to be connected.

Intellisync Data Sync mobilizes enterprise applications by synchronizing the data between various back end data sources, such as Oracle, DB2, and SQL Server, and the local database on mobile devices such as laptops, tablets, and PDAs. Intellisync Data Sync uses a store-and-forward architecture and synchronizes the data while the client is offline to optimize the user experience and provide high scalability.

Local intranet

This step validates the following:

- The server is operational.
- IIS configuration is correct.
- The Web site is available.

If you receive an HTTP error or other IIS access errors, try the following.

- Restart IIS
- Check the default Web site port and confirm that the port is set to 80.
- Restart the computer.

3.2 GroupWise Logon Test

The easiest and best approach to user access is GroupWise authentication, which is the default at installation. For a more in-depth discussion about authentication choices, see the *GroupWise Mobile Server 7 Administration Guide*.

To test GroupWise logon, enter a valid GroupWise user name and password in the appropriate fields of the logon window, then click *Go*.

Figure 3-2 *Logon Window*
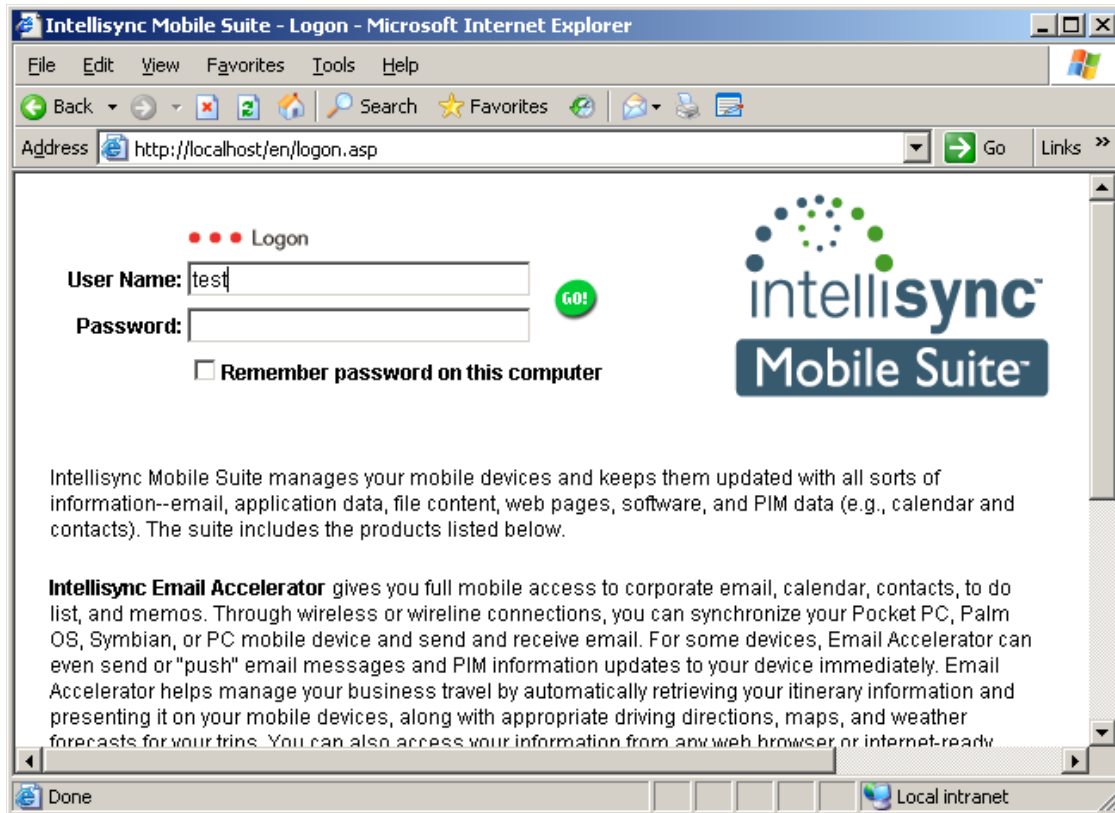
Depending on the computer capabilities, this might take some time. The first access to GroupWise might be slower than subsequent accesses.

3.2.1 Logon Troubleshooting

If the server does not recognize the account or password, the logon fails. A window appears similar to the following.

Figure 3-3 *Failure at Logon*
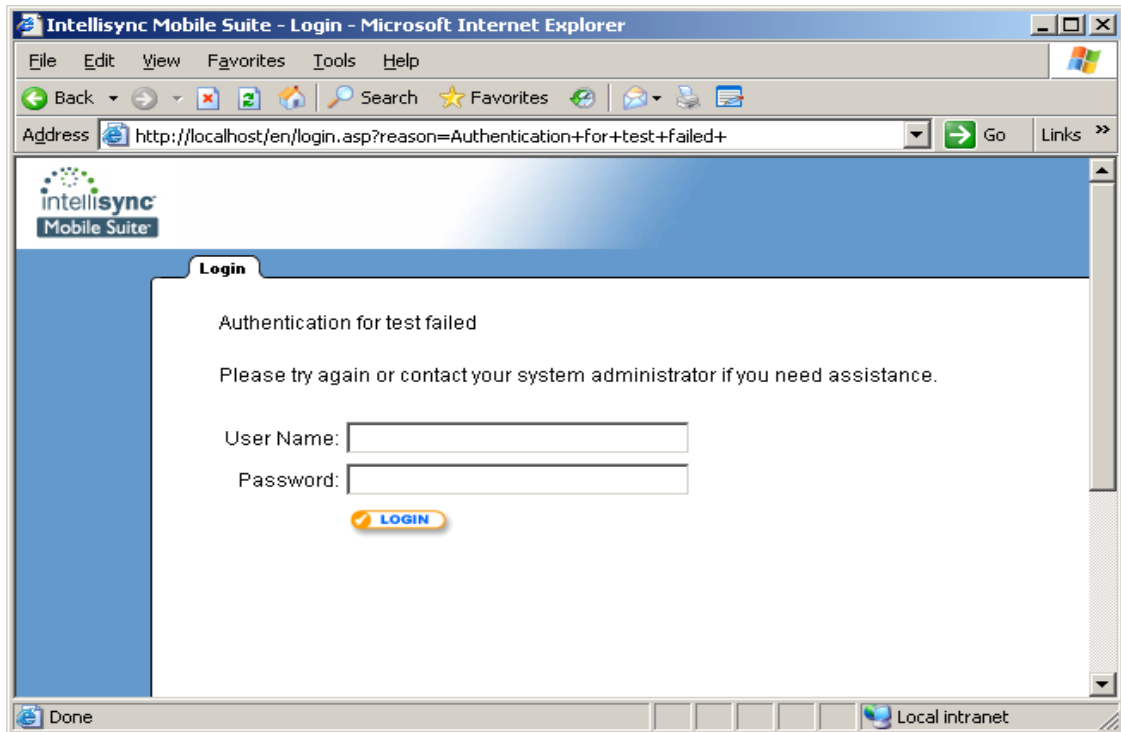
Make sure you typed the correct user name and password, then try again.

If the user name and password are correct but you still cannot log on, try the following suggestions.

- Check the "GroupWise Mobile Server Worksheet" on page 29 to spot any potential problems.
- Ensure that all Intellisync services are started.
- Check the permissions of the Intellisync installation folder. (If you accepted the default selections during the installation, the installation folder is `\\Program Files\Intellisync`.) Use the following steps:
  a. From Windows Explorer, right-click the Intellisync installation folder, then choose *Properties*.
  b. Click the *Security* tab.
  c. Make sure that Everyone has permissions with Full Control. If not, select *Everyone*, then select *Full Control*.
  d. Click *Advanced*, then select the following check boxes:
     - *Allow inheritable permissions from the parent to propagate to this object and all child objects.*
     - *Replace permission entries on all child objects with entries shown here that apply to child objects.*

e. Click *Apply*.

 ◆ Make sure the account supplied at installation has rights to Act as part of the operating system.

    a. From the Windows Start menu, click *Settings > Control Panel*.

    b. Double-click *Administrative Tools*, then click *Local Security Policy*.

    c. Double-click *Local Policies*, then click *User Rights Assignment*.

    d. Select *Act as part of the operating system*.

    e. Click *Action > Properties*.

    f. Make sure the user account supplied at installation is in the group.

 ◆ For non-domain users, make sure the user exists in the alternate source or is in the Intellisync Mobile Suite control.

 ◆ Make sure that the number of users does not exceed the number of licenses.

3.2.2 Successful Authentication

Use the information in this section to verify that authentication is working properly.

Successful Access to GroupWise

On successful authentication, the server uses the SOAP port you submitted during the installation to query the GroupWise 7.0.1 POA to gather information. The most important information is mailbox discovery.

1 Specify your username and password, then click *GO*.

2 Enter the necessary information.

3 Click *Submit*. Access to the GroupWise POA begins.

Figure 3-4   *Verify Account Settings Page*

3.3 Setting Up Devices

After you submit valid account information, the device configuration page appears. Various options are controlled by the default profiles (set using the Intellisync Mobile Suite control). At a later time, you can tune these options for your deployment.

Figure 3-5 *Configure Account page*
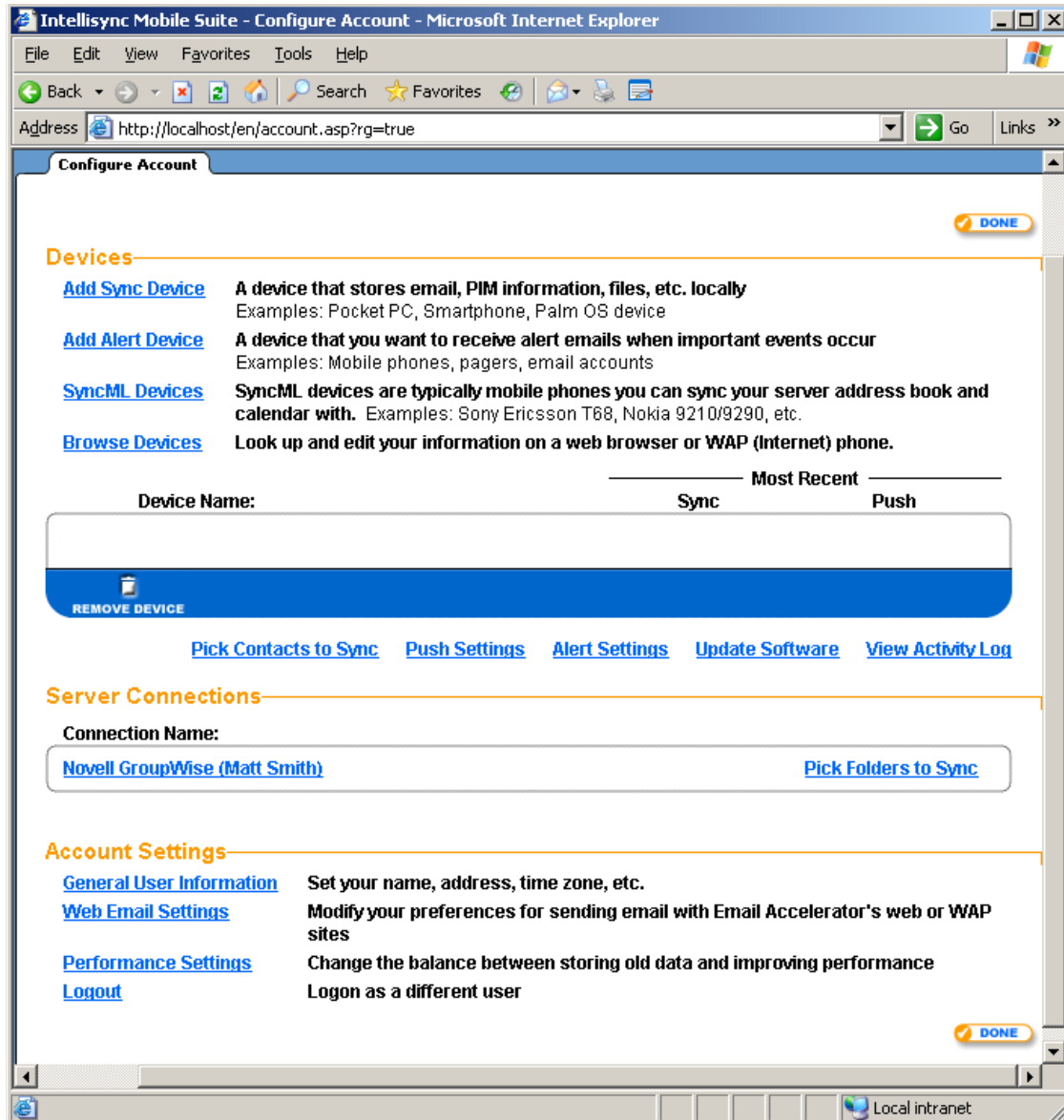
To set up devices:

1 On the Configuration Account page, click *Add Sync Device*.
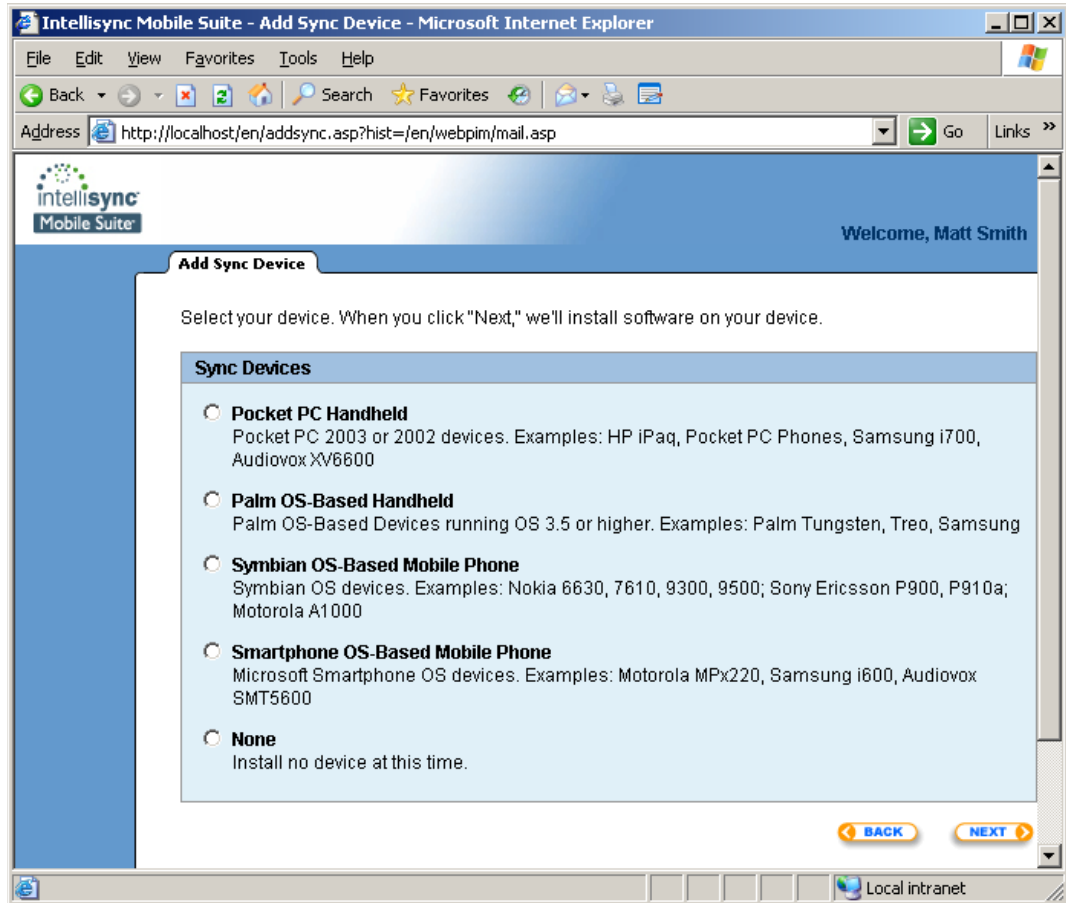
2 Make your selections and follow the prompts.

Users can add devices at any time by selecting the *Setup > Account* (or *Setup > New Sync Device*) from the menu.

3.4 Reviewing GroupWise Data

After you click *Done* on the device page, the Intellisync Mobile Suite main page appears.

Figure 3-6   *GroupWise Data Review Page*
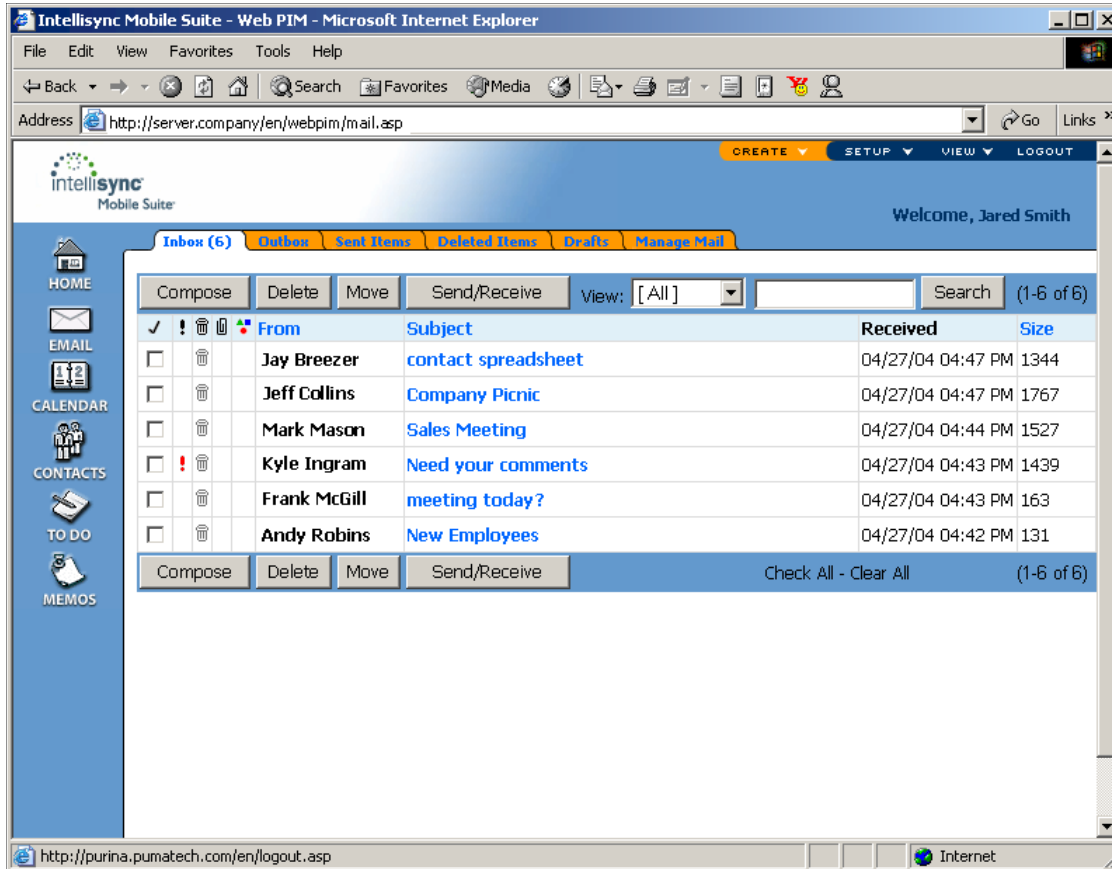
Use this page to review the data retrieved from the GroupWise POA. This review is important, because the data you see here will be synchronized to the device.

Click an icon on the left to review e-mail, calendar items, contacts, to-do items, and memos.

3.5 Testing GroupWise SOAP Connectivity

If the GroupWise Logon tests fail, there could be a problem with your connection to GroupWise. To test your SOAP connection with GroupWise:

1 From the Windows server, open a command prompt.

2 Enter the following at the command prompt:

```
telnet groupwise servername 7191
```

The following should be displayed:

```
HTTP/1.0 500
Date: Wed, 26 Apr 2006 13:29:22 GMT
Server: Linux GroupWise POA 7.0.1
```

```
Content-Type: text/html

Pragma: no-cache

Connection to host lost.
```

If you cannot telnet to the SOAP port, verify that GroupWise is running and that SOAP port is enabled. See the *GroupWise Mobile Server 7 Administration Guide* for information on how to enable SOAP.

3.6 Test Complete

After you complete these initial tests, the system is ready for user access.

Refer to the *GroupWise Mobile Server 7 Administration Guide* for additional information on setting up and managing your server.

Using the Secure Gateway

4

This section contains information to install and configure your network for secure synchronization traffic.

4.1 Overview

Your company policy might dictate how you deploy GroupWise Mobile Server within your network configuration. There are several configuration options available; however, Novell recommends the configuration described in this section using a demilitarized zone (DMZ) or screened subnet with the Secure Gateway. The DMZ is a computer or small subnetwork that sits between a trusted internal network, such as a corporate private LAN, and an untrusted external network, such as the public Internet. The Secure Gateway allows you to connect to a server in the DMZ then connect the computer in the DMZ to a computer behind the corporate private LAN.

The Secure Gateway is a communications infrastructure component of GroupWise Mobile Server. Secure Gateway offers secure and scalable communications between mobile devices and servers.The benefits of this configuration include simplicity, performance, and security.

Simplicity

- The installation application allows you to quickly install and configure the Secure Gateway.
- A single outbound-initiated TCP/IP port is open in the firewall and you can restrict it to a single IP address.
- DNS routing makes the experience simple whether the client is internal or external.

Performance

- The Secure Gateway does not significantly reduce performance.
- The Secure Gateway handles load-balanced connections to multiple Mobile Gateway servers. You can assign the round-robin connections based on "next available" or server load.

Security

- The Secure Gateway is highly secure. This configuration securely controls communications between the DMZ and the enterprise.
- This configuration routes traffic to a different protocol and port, thereby restricting any pass-through attempts to the firewall.

4.2 Recommended Secure Gateway configuration

Novell recommends using the Secure Gateway configuration within your network. The Secure Gateway offers secure and scalable communications between mobile devices and servers and consists of an HTTP listener and communications services.

The server intercepts the HTTP requests from mobile devices and then routes the requests through TCP/IP to a specific port that you define. The process encrypts all traffic end-to-end.

The following diagram illustrates the recommended configuration for the GroupWise Mobile Server solution. In this scenario, all GroupWise Mobile Server components and enterprise servers accessed by GroupWise Mobile Server are behind the corporate inner firewall.

NOTE: For detailed information on installing and configuring the Secure Gateway, refer to the *GroupWise Mobile Server 7 Administration Guide*.

Figure 4-1   *Secure Gateway Configuration*
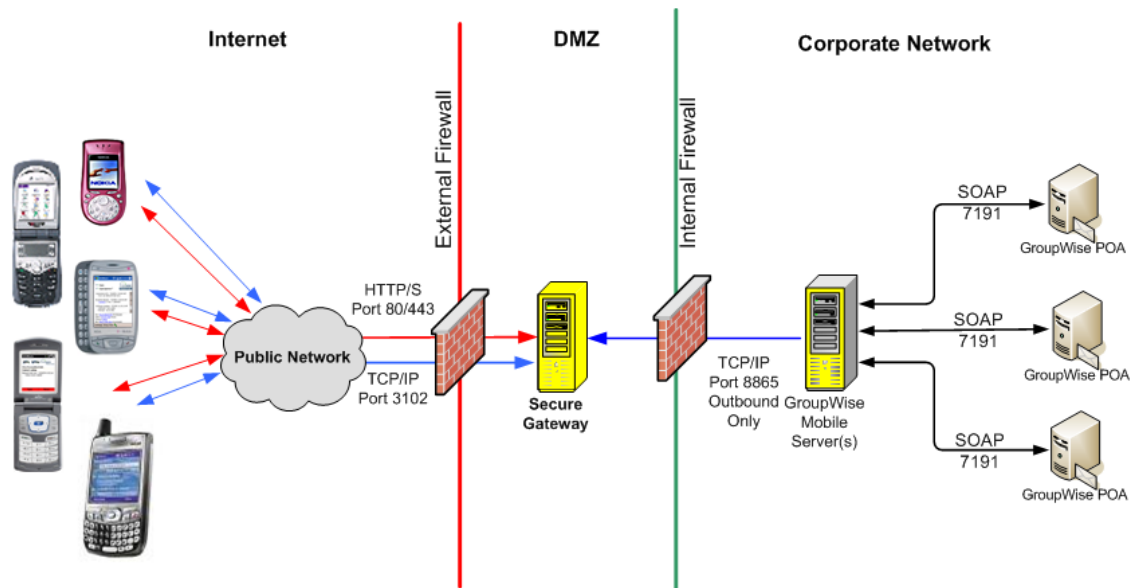
The following table shows the default port settings. Your port settings might be different depending on your network configuration.

Table 4-1   *Default Port Settings*

Communication Protocol	Default Port	Products
HTTP Sync traffic	80 (configurable)	GroupWise Mobile Server
HTTPS Sync traffic	443 (configurable)	Groupwise Mobile Server

Communication Protocol	Default Port	Products
HTTP	80	
Push traffic		
SSL		Mobile Gateway to a Secure Gateway outbound-only connection
Push traffic		

4.3 Installing the Secure Gateway

1 From the installation source folder, double-click the `setup.exe` file. The Secure Gateway Setup starts and prepares the wizard application for the installation.

2 On the Secure Gateway Welcome page, click *Next*.

3 To install to a location other than the default folder, click *Change*. Otherwise, click *Next*.

4 Complete the following fields:

Username: Use the *Domain\username* format for the user under which you want the Secure Gateway to run. This user must have Log On as Service rights on the Secure Gateway computer.

Password: Type the password for the specified user.

5 Click *Next*.

6 Click *Install*.

The installation program installs the Secure Gateway components into the specified location. When the installation is complete, the InstallShield Wizard Completed screen appears.

7 Click *Finish*.

After the installation, you must specify the name of the Secure Gateway computer.

1 On the GroupWise Mobile Server, select *Intellisync Mobile Suite* in the console tree.

2 Click *Action > Properties*.

3 Click the *Secure Gateway* tab.

4 Click *Add*.

5 Type the name or IP address (the IP address is preferred) in the field, then click *OK*. The Secure Gateway dialog box closes, and the server name appears in the Secure Gateway Servers field.

You can also specify a port number for the Secure Gateway Server but make sure you set the port number correctly or communications will fail. In most cases, the default port number setting is sufficient.

6 Click the *Server Name* tab.

7 Specify the Secure Gateway server name in the following fields:

- ◆ *Website Server Name*
- ◆ *Sync Server Name*
- ◆ *Network Push Server*

8 Click *OK*.

You must restart the Intellisync services for your changes to take effect.

4.4 Troubleshooting Secure Gateway Issues

This section provides steps to follow to help identify, isolate, and resolve sync or push related issues with GroupWise Mobile Server and Secure Gateway.

4.4.1 Verifying Server Name Values and Connections

1 From the console tree, select *Intellisync Mobile Suite*.
2 Click *Action > Properties*.
3 Click the *Server Name* tab.
4 Verify that *Sync Server Name* and *Network Push Server* are set to the external DNS/IP address that resolves to the Secure Gateway server.

   To view information on the Secure Gateway server, click the *Secure Gateway* tab.
5 Click *OK*.
6 From the GroupWise Mobile Server machine, use Telnet to verify you can connect to localhost 80.
7 From a computer connected to the Internet, use Telnet to verify you can connect to the following:
   - *SyncServerName* 80
   - *NetworkPushServer* 3102
8 Install the Intellisync Mobile Suite client on a test device and the verify that the Sync Server Name value and Network Push Server value are correct.

4.4.2 Verifying Secure Gateway Values and Connections

1 From the console tree, select *Intellisync Mobile Suite*.
2 Click *Action > Properties*.
3 Click the *Secure Gateway* tab.
4 Verify that the Secure Gateway servers listed are correct DNS/IP addresses, then click *OK*.
5 From the GroupWise Mobile Server machine, use Telnet to verify you can connect to *SecureGateway* 8865.
6 From the Secure Gateway server, use Telnet to verify that you can connect to the following:
   - localhost 80
   - localhost 3102

4.4.3 Verifying Network Configuration on GroupWise Mobile Server

- Add all IP addresses bound to all NICs to the `hosts` file, resolving to the hostname.
- Add any IP addresses for Secure Gateway servers to the `hosts` file, resolving to the hostname (only required if the hostname was specified in the Intellisync Mobile Suite Admin Console).
- If possible, verify and set the Speed and Duplex values for all NICs.
- Verify that `ipconfig /all` returns correct and expected values.

◆ Verify that `netstat -a` returns correct and expected values.

4.4.4 Verifying Network Configuration on Secure Gateway Servers

◆ Add all IP addresses bound to all NICs to the `hosts` file, resolving to the hostname.

◆ Remove all registered DNS server entries on all NICs.

◆ Disable the *Register this connection's addresses in DNS* setting on all NICs.

◆ Remove all registered WINS server entries on all NICs.

◆ Disable the *Enable LMHOSTS lookup* setting on all NICs.

◆ Set the *NetBIOS* setting to *Disable NetBIOS over TCP/IP* on all NICs.

◆ Verify that `ipconfig /all` returns correct and expected values.

◆ Verify that `netstat -a` returns correct and expected values.

4.4.5 Verifying Firewall Router Configuration

◆ Verify that any nodes (usually firewalls and load balancers) between the Internet and the Secure Gateway server allow idle connections on port 80 and 3102 to stay active for longer than 15 minutes.

◆ Verify that no IDS or packet inspection devices modify data on port 80 or 3102.

4.4.6 Testing Network Connections

◆ From a computer connected to the Internet, use a browser to verify that you can access the GroupWise Mobile Server Web site.

◆ From a test device, use the browser to verify that you can access the GroupWise Mobile Server Web site.

◆ Run SocketLife on the Secure Gateway server and verify that a Palm device can consistently connect to port 80 and 3102 with a Seed Time value of 1, 5, and 15. You can obtain a copy of the SocketLife program from Intellisync Technical Support.

Installing the Client

5

This section offers options for installing the client software.

Before you install the client software, check the requirements in Chapter 1, "Introduction and Requirements," on page 9," to verify that all required software is installed and functioning properly on each device.

- Section 5.1, "Client Installation Options," on page 49
- Section 5.2, "Cradle Synchronization Client," on page 50
- Section 5.3, "Manuals and References for the Client," on page 55
- Section 5.4, "Uninstalling the Client Software," on page 55

5.1 Client Installation Options

You can install the device software for the users, or you can have the users install the client software themselves. Either way, you have several options available:

- Installing from the mobile Web site
- Installing over the air from the mobile Web site
- Installing from a standalone installation you generate through the Intellisync Mobile Suite control

5.1.1 Installing from the Mobile Web Site

Users can install software on their devices through the mobile Web site created by the Intellisync installation program. To do this, users need the full server URL you entered during the server installation. Instructions for installing software from the mobile Web site are included in the appropriate Client User's Guide. See Section 5.3, "Manuals and References for the Client," on page 55 for information about editing and distributing these documents to your users.

5.1.2 Installing Over the Air from the Mobile Web Site

Over the air (OTA) installation enables users to download and install the Wireless Email client and Sync Client to a mobile device through a wireless connection. The user simply navigates to the installation URL, which can be sent through SMS, adds the server account, and downloads and installs the client.

The installation process is similar to the previous process, although you now have the option to install the client software over the air, as shown in the following figure.

Figure 5-1   Installing Software Over the Air

5.1.3 Installing from a Custom Installation Program

You can use the Client Install Deployment utility to generate a custom, stand-alone installation that allows users to install client software without using the mobile Web site.

The Client Install Deployment utility is available from the Intellisync Mobile Suite control. From the Intellisync Mobile Suite control, select *Profile Settings*, *General*, then *Client Install Deployment*. For more information, see to the *GroupWise Mobile Server 7 Administration Guide*.

5.2 Cradle Synchronization Client

You can download and install the cradle synchronization client from the Mobile Web site. The synchronization client allows you to synchronize your mobile device using the cradle. In order to do this, you must have pre-installed the synchronization software for your mobile device.

- Section 5.2.1, "Using a Cradle to Synchronize Palm Devices," on page 51
- Section 5.2.2, "Using a Cradle to Synchronize Pocket PC Devices," on page 52
- Section 5.2.3, "Using a Cradle to Synchronize Symbian OS Devices," on page 53
- Section 5.2.4, "Using a Cradle to Synchronize Smartphone OS Devices," on page 53

5.2.1 Using a Cradle to Synchronize Palm Devices

Disabling Other PIM Data

Before you begin the installation of the cradle synchronization client, you must disable the PIM information from synchronizing to your device. You can have only one cradle synchronization client synchronizing data to your device at one time. If you do not disable the PIM synchronization, you could have duplicate information on your device.

1 Right-click the HotSync client in the system tray.

2 Click Custom.

3 Select *Calendar*, then click *Change*.

4 Select *Do nothing*, then click *Set as default*.

5 Select *Contacts*, then click *Change*.

6 Select *Do nothing*, then select *Set as default*.

7 Select *Tasks*, then click *Change*.

8 Select *Do nothing*, then click *Set as default*.

9 Click *Done*.

Downloading the Cradle Synchronization Client

1 From the client machine, open a Web browser and specify your GroupWise Mobile Server URL, then press Enter.

2 Specify your GroupWise username and password in the appropriate fields, then click *GO*.

3 Click *SETUP > NEW SYNC DEVICE*.

4 Select *Palm OS-Based Handheld*, then click *Next*.

5 Under *No thanks. Please install through my PC*, click *Next*.

6 Click *Install* to start the download process.

7 When the files have finished downloading, double-click the setup.exe file to begin the installation process.

Installing and Configuring the Cradle Synchronization Client

1 On the Mobile Suite Installation page, click *Install*.

  Several screens are displayed during the installation process. When the installation is finished, the Installation Complete page is displayed.

2 Click *Exit* to finish the installation.

3 Right-click the *HotSync* icon in the system tray, then click *Custom*.

4 Select *Intellisync Mobile Suite*, then click *Change*.

5 Select *Synchronize the files*, select *Set as default*, then click *OK*.

6 Click *Done*.

Synchronizing the Palm OS Device in the Cradle

1 Make sure that the Intellisync software is running on your computer. If you see a Mobile Suite Client icon in the system tray on the bottom right area of your screen, the Intellisync software is running. If the Mobile Suite Client icon is not in the system tray, click *Start > Programs > Intellisync Mobile Suite > Mobile Suite Client*.

2 Place the Palm OS device in a cradle that is connected to the computer, and press the power button on the device to start the Palm OS device.

3 Press the *HotSync* button on the cradle (or in the HotSync application on the Palm OS device).

4 Select one of the following options:

  ◆ **Refresh:** If you select this option, the data on the server replaces the data on the device.

  ◆ **Merge:** If you select this option, the data on the server combines with the data on the device.

When the synchronization is complete, a message is displayed in the HotSync window confirming that the synchronization has completed successfully.

5.2.2 Using a Cradle to Synchronize Pocket PC Devices

Disabling Other PIM Data

Before you begin the installation of the cradle synchronization client, you must disable the PIM information from synchronizing to your device. You can have only one cradle synchronization client synchronizing data to your device at one time. If you do not disable the PIM synchronization, you could have duplicate information on your device.

1 Double-click the *ActiveSync* icon in the system tray.

2 Click *Tools > Options*.

3 Deselect the following items:

  ◆ *Calendar*

  ◆ *Contacts*

  ◆ *Tasks*

  ◆ *Inbox*

  ◆ *Enable synchronization with a server*

Downloading the Cradle Synchronization Client

1 From the client machine, open a Web browser and specify your GroupWise Mobile Server URL, then press Enter.

2 Specify your GroupWise username and password in the appropriate fields, then click *GO*.

3 Click *SETUP > NEW SYNC DEVICE*.

4 Select *Pocket PC Handheld*, then click *Next*.

5 Under *No thanks. Please install through my PC*, click *Next*.

6 Click *Install* to start the download process.

7 When the files have finished downloading, double-click the setup.exe file to begin the installation process.

Installing and Configuring the Cradle Synchronization Client

1 Before you begin the installation process, your Pocket PC device must be connected to your computer and ActiveSync.

2 On the Mobile Suite Installation page, click *Install*.

Several screens are displayed during the installation process. When the installation is finished, the Installation Complete page is displayed.

3 Click *Yes* to install the Sync Client to the default application directory.

4 Click *OK*.

5 On the Pocket PC device, specify your GroupWise password, then click *OK*.

Synchronizing the Pocket PC OS Device in the Cradle

1 On the device, tap *Start > Programs > Intellisync*.

2 Tap *Sync*.

3 Specify your GroupWise password in the appropriate field, then tap *OK*.

4 Select one of the following options:

- **Refresh:** If you select this option, the data on the server replaces the data on the device.

- **Merge:** If you select this option, the data on the server combines with the data on the device.

When the synchronization is complete, a message is displayed in the Intellisync window on the device confirming that the synchronization has completed successfully.

5.2.3 Using a Cradle to Synchronize Symbian OS Devices

Currently cradle synchronization for Symbian OS devices is not supported. Symbian OS Devices can only be synchronized wirelessly. See the *Symbian Client Guide* for instructions.

5.2.4 Using a Cradle to Synchronize Smartphone OS Devices

Disabling Other PIM Data

Before you begin the installation of the cradle synchronization client, you must disable the PIM information from synchronizing to your device. You can have only one cradle synchronization client synchronizing data to your device at one time. If you do not disable the PIM synchronization, you could have duplicate information on your device.

1 Double-click the *ActiveSync* icon in the system tray.

2 Click *Tools > Options*.

3 Deselect the following items:

 ◆ *Calendar*

 ◆ *Contacts*

 ◆ *Tasks*

 ◆ *Inbox*

 ◆ *Enable synchronization with a server*

Downloading the Cradle Synchronization Client

1 From the client machine, open a Web browser and specify your GroupWise Mobile Server URL, then press Enter.

2 Specify your GroupWise username and password in the appropriate fields, then click *GO*.

3 Click *SETUP > NEW SYNC DEVICE*.

4 Select *Smartphone OS-Based Mobile Phones*, then click *Next*.

5 Under *No thanks. Please install through my PC*, click *Next*.

6 Click *Install* to start the download process.

7 When the files have finished downloading, double-click the `setup.exe` file to begin the installation process.

Installing and Configuring the Cradle Synchronization Client

1 Before you begin the installation process, your Smartphone OS device must be connected to your computer and ActiveSync.

2 On the Mobile Suite Installation page, click *Install*.

 Several screens are displayed during the installation process. When the installation is finished, the Installation Complete page is displayed.

3 Click *Yes* to install the Sync Client to the default application directory.

4 Click OK.

5 On the Smartphone OS device, specify your GroupWise password, then click *OK*.

Synchronizing the Smartphone OS Device in the Cradle

1 1.Make sure that the Intellisync software is running on your computer. If you see a Mobile Suite Client icon in the system tray on the bottom right area of your screen, the Intellisync software is running. If the Mobile Suite Client icon is not in the system tray, click *Start > Programs > Intellisync Mobile Suite > Mobile Suite Client*.

2 Click *Start > Programs > Intellisync*.

3 Click *Sync*.

4 Specify your GroupWise password in the appropriate field, then click *Done*.

5 Select one of the following options:

- **Refresh:** If you select this option, the data on the server replaces the data on the device.

- **Merge:** If you select this option, the data on the server combines with the data on the device.

When the synchronization is complete, a message is displayed in the Intellisync window on the device confirming that the synchronization has completed successfully.

5.3 Manuals and References for the Client

In addition to this guide, the following client documentation is provided in Adobe Portable Document Format (PDF), at the Novell GroupWise 7 Documentation Web site (http://www.novell.com/documentation/gw7):

- *Palm Client User Guide*
- *Pocket PC Client User Guide*
- *Smartphone Client User Guide*
- *Symbian Client User Guide*

Documentation is available in the root directory of the extracted download file.

NOTE: These documents are not installed as part of the client installation. It is your decision whether to provide the client documentation to your users. These documents are provided to you in Adobe Portable Document Format (`.pdf`) as part of the server installation. You have the following options:

- Distribute the documents as is to your users using the PDF files.
- Provide users with your own publications instead of these documents.

5.4 Uninstalling the Client Software

This section covers how to remove the Intellisync client software from the Pocket PC, Smartphone, Symbian OS device, and Palm OS device.

5.4.1 Uninstalling Client Software on a Pocket PC Device

1 Tap the *Windows Start* menu.

2 Tap *Settings*.

3 Tap the *System* tab.

4 Tap *Remove Programs*.

5 In the *Programs in storage memory* box, tap *Synchrologic Client*.

6 Tap *Remove*.

7 Tap *Yes* to confirm the deletion.

8 Tap *OK* to exit the *Remove Programs* dialog box.

If you do not want to install the client software on the device the next time you synchronize, you must also remove the software from the workstation using Add/Remove Programs.

5.4.2 Uninstalling client software on the Smartphone device

1 From the Home panel, navigate to *Programs*.

2 Choose *Settings > Remove Programs*, then choose *Synchrologic Client*.

3 Select *Menu > Remove*.

4 Choose *Yes* to confirm the deletion.

5 Choose *Done* to exit the *Remove Programs* panel.

5.4.3 Uninstalling Client Software on a Symbian OS Device

1 On the device, click *Tools*, then *Control Panel*.

2 Click *Data management > Application manager*.

3 Select *ClientShell*, then click *Remove*.

4 Click *OK* to confirm the deletion.

5 Click *OK* to end the uninstall process.

6 Click Close, then Exit twice.

5.4.4 Uninstalling Client Software on a Palm OS Device

To remove the client software from a Palm OS device, complete the following steps:

1 Tap the *Applications* icon.

2 Tap the *Menu* icon. The *Applications* (App) list appears.

3 Tap *Delete*. The *Delete* panel appears with a list of applications.

4 Delete any of the following applications that appear:

- EMailAcc
- FileSync
- iFDClient
- Intellisync
- SharedLog
- SyncMail
- Synchrologic

To delete, tap the application, then tap *Delete*.

5 Tap *Yes* to confirm the deletion.

6 Tap *Done* to exit the *Delete* panel.

Documentation Updates

A

This section lists updates to the *GroupWise Mobile Server Installation Guide* that have been made since the initial release of GroupWise® Mobile Server. The information will help you to keep current on documentation updates and, in some cases, software updates (such as a Support Pack release).

The information is grouped according to the date when the *GroupWise Mobile Server Installation Guide* was republished.

The *GroupWise Mobile Server Installation Guide* has been updated on the following dates:

◆

A.1 October 12, 2006

Table A-1 *October 12, 2006 Updates*

Location	Update
Section 1.4.2, "Minimum Client Requirements," on page 11	Removed support for Pocket PC 2002.