Novell Data Synchronizer Mobility Pack 1.1

Readme

Novell®

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1 Overview

The Novell Data Synchronizer Mobility Pack creates or updates a Synchronizer system that consists of the Synchronizer services, the GroupWise Connector, and the Mobility Connector on a single server. This Synchronizer system enables you to easily synchronize GroupWise data to mobile devices.

Data Synchronizer Mobility Pack 1.1 provides the following enhanced features compared to the original Mobility Pack release:

- **Increased Number of Users:** A single Synchronizer server can now support as many as 300 users/devices.

- **Synchronizer System Update:** When you update the Mobility Pack software, you also update the Mobility database, so that all device information is retained during the update process.

- **GroupWise Authentication:** You can configure the Mobility Connector to accept GroupWise mailbox passwords instead of LDAP (network) passwords when mobile devices connect to the Synchronizer system. With GroupWise authentication enabled, GroupWise external entities are supported for synchronization.

- **GroupWise Connector Monitoring:** Synchronizer Web Admin now provides a Connector Information Monitoring page for the GroupWise Connector, similar to what was already available for the Mobility Connector.

- **Improved Device Blocking:** The Mobility Connector Information Monitoring page displays the traffic level for each mobile device. This assists in recognizing when a device needs to be blocked because it is having synchronization problems. This prevents a synchronization issue with one device from impacting performance for all other devices.

- **Device Security Policy:** As an administrator, you can control several aspects of the behavior of mobile devices that connect to your Synchronizer system. By establishing a security policy for the passwords that users set on their mobile devices, you help prevent unauthorized access to your Synchronizer system from lost or misplaced devices.

- **Improved SSL Security:** By default, the Mobility Connector accepts connections from mobile devices that use SSLv3 and TLSv1, but now rejects connections from mobile devices that use SSLv2. If a user's mobile device tries to connect using SSLv2, the user receives an error and cannot connect.

- **Folder Selection:** By default, all GroupWise folders are synchronized to your mobile device, although the contents of the folders are not synchronized until you open each folder on your mobile device. You can now deselect any folders that you do not want to synchronize to your mobile device.

- **Improved Attachment Synchronization:** If an attachment exceeds the administrator-defined size limit, a text attachment notifies you of the size limit that prevented the synchronization of the original attachment. On devices that support Smart Forward, if you forward an item that has an attachment the exceeded the size limit for synchronization, the original attachment is included with the forwarded version of the item.
- **Improved Session Handling:** Session caching provides faster synchronization. Authentication occurs regularly every 15 minutes, and credentials are cached to provide an immediate response to each synchronization request.
- **Synchronization of Discussion Notes:** Instead of being automatically synchronized along with e-mail messages, GroupWise discussion notes can be synchronized or not synchronized independently from e-mail messages.
- **Nightly Maintenance:** Items in the Mobility database that have exceeded the age limit for retention on mobile devices are automatically cleared from the database to maintain optimum database performance.

For a list of the bugs that have been fixed since the original release of the Data Synchronizer Mobility Pack, see the Novell Data Synchronizer Mobility Pack 1.1 Bug Fix List (http://www.novell.com/documentation/datasynchronizer1/resources/datasync11_bugfixlist.html).

2 System Requirements

See "Data Synchronizer System Requirements" in the *Novell Data Synchronizer Mobility Pack Installation Guide*.

3 Mobility Pack Update Instructions

Follow the instructions in this section to update an existing Synchronizer system to Mobility Pack 1.1.

If you are installing Novell Data Synchronizer Mobility Pack 1.1 as your initial Synchronizer system, see Section 4, "Mobility Pack Installation Instructions," on page 3.

You can obtain the Mobility Pack 1.1 ISO from the Novell Customer Center or from the Novell Download Web site. Then you use YaST to update your Synchronizer system to Mobility Pack 1.1.

- Section 3.1, "Obtaining the Mobility Pack 1.1 ISO from the Novell Customer Center," on page 2
- Section 3.2, "Obtaining the Mobility Pack 1.1 ISO from the Novell Downloads Web Site," on page 3
- Section 3.3, "Updating to Mobility Pack 1.1," on page 3

NOTE: If you need to uninstall and reinstall the Mobility Pack, follow the instructions in "Uninstalling the Mobility Pack" in the *Novell Data Synchronizer Mobility Pack Installation Guide*. See also Section 5.8, "Thorough Uninstallation Required," on page 6.

3.1 Obtaining the Mobility Pack 1.1 ISO from the Novell Customer Center

1 Log in to the Novell Customer Center (http://www.novell.com/customercenter).

2 In the *All Products* list, click *Novell GroupWise*.

3 Under *Novell GroupWise 8*, locate *Data Synchronizer Mobility Pack*, then click *Media*.

4 Click *Proceed to Download*, then follow the online instructions to download the Mobility Pack 1.1 ISO to a convenient temporary directory on the Synchronizer server.

5 Skip to Section 3.3, "Updating to Mobility Pack 1.1," on page 3

3.2 Obtaining the Mobility Pack 1.1 ISO from the Novell Downloads Web Site

On Novell Downloads (http://download.novell.com), click *Search Patches*.

> **IMPORTANT**: The Mobility Pack 1.1 software is located on the *Patches* list, not the *Products* list.

6 Select *Data Synchronizer*, then click *Search*.

7 Under *Data Synchronizer Mobility Pack 1.1*, click *Novell Data Synchronizer Mobility Pack 1.1 x86-64*.

8 Click *Proceed to Download*, then follow the online instructions to download the Mobility Pack 1.1 ISO to a convenient temporary directory on the Synchronizer server.

9 Continue with Updating to Mobility Pack 1.1

3.3 Updating to Mobility Pack 1.1

1 On the Synchronizer server, use YaST to update the Mobility Pack repository from the new ISO file:

   1a Under *Groups*, click *Software*, then click *Patch CD Update*.

   1b Follow the prompts to install the updated software from the ISO file.

2 Run the Update script to update the Synchronizer database (`datasync`) and the Mobility database (`mobility`) for use with the updated software:

```
/opt/novell/datasync/update.sh
```

3 Restart the Synchronizer services.

4 Verify that Mobility Pack 1.1 has been applied:

```
cat /opt/novell/datasync/version
```

The version number in the `version` file should match the version number in the filename of the ISO from which you installed Mobility Pack 1.1. For convenience, this version number is also displayed in Synchronizer Web Admin.

For more detailed update instructions, see "Installing the Mobility Pack Update" in "Mobility Pack Installation" in the *Novell Data Synchronizer Mobility Pack Installation Guide*.

4 Mobility Pack Installation Instructions

Follow the instructions in this section if you are installing Novell Data Synchronizer Mobility Pack 1.1 in order to create your initial Synchronizer system. The Mobility Pack 1.1 ISO is available from the Novell Customer Center and from the Novell Downloads Web site. Then you use YaST to install Mobility Pack 1.1 from the downloaded ISO.

- Section 4.1, "Obtaining the Mobility Pack 1.1 ISO from the Novell Customer Center," on page 4
- Section 4.2, "Obtaining the Mobility Pack 1.1 ISO from the Novell Downloads Web Site," on page 4
- Section 4.3, "Installing Mobility Pack 1.1," on page 4

NOTE: If you need to uninstall and reinstall the Mobility Pack, follow the instructions in "Uninstalling the Mobility Pack" in the *Novell Data Synchronizer Mobility Pack Installation Guide*. See also Section 5.8, "Thorough Uninstallation Required," on page 6.

4.1 Obtaining the Mobility Pack 1.1 ISO from the Novell Customer Center

1 Log in to the Novell Customer Center (http://www.novell.com/customercenter).

2 In the *All Products* list, click *Novell GroupWise*.

3 Under *Novell GroupWise 8*, locate *Data Synchronizer Mobility Pack*, then click *Media*.

4 Click *Proceed to Download*, then follow the online instructions to download the Mobility Pack 1.1 ISO to a convenient temporary directory on the Synchronizer server.

5 Skip to Section 4.3, "Installing Mobility Pack 1.1," on page 4

4.2 Obtaining the Mobility Pack 1.1 ISO from the Novell Downloads Web Site

On Novell Downloads (http://download.novell.com), click *Search Patches*.

IMPORTANT: The Mobility Pack 1.1 software is located on the *Patches* list, not the *Products* list.

6 Select *Data Synchronizer*, then click *Search*.

7 Under *Data Synchronizer Mobility Pack 1.1*, click *Novell Data Synchronizer Mobility Pack 1.1 x86-64*.

8 Click *Proceed to Download*, then follow the online instructions to download the Mobility Pack 1.1 ISO to a convenient temporary directory on the Synchronizer server.

9 Continue with Installing Mobility Pack 1.1

4.3 Installing Mobility Pack 1.1

1 Make sure that the Linux server where you plan to install the Mobility Pack meets the system requirements.

For system requirements, see "Data Synchronizer System Requirements" in the *Novell Data Synchronizer Mobility Pack Installation Guide*.

For additional planning assistance, see the Data Synchronizer Mobility Pack Best Practices Wiki (http://wiki.novell.com/index.php/Data_Synchronizer_Mobility_Pack_Best_Practices).

2 If a Web server is currently running on the Synchronizer server, stop it, and preferably disable it.

3 Use YaST to install the Data Synchronizer Mobility Pack 1.1 ISO:

    3a Under *Groups*, click *Software*, then click *Add-On Products*.

    3b Install the Data Synchronizer Mobility Pack as an add-on product.

Complete installation instructions are available in "Installing and Setting Up a Data Synchronizer System" in the *Novell Data Synchronizer Mobility Pack Installation Guide*.

5 Installation Issues

5.1 Virtualization Support

The Data Synchronizer Mobility Pack is supported in a virtual environment, but performance might be somewhat slower when virtualized. Individual results might vary.

5.2 GroupWise Trusted Application Creation

Before you run the Mobility Pack Installation program, you must create a GroupWise trusted application so that the GroupWise Connector can log in to a GroupWise Post Office Agent (POA) in order to access GroupWise mailboxes without needing personal user passwords. When you set up the GroupWise Connector as a trusted application, you only need to fill in three fields in the Create Trusted Application dialog box in ConsoleOne: *Name*, *Location for Key File*, and *Name of Key File*. Do not fill in any other fields. If you fill in additional fields, the trusted application does not work correctly with the GroupWise Connector.

5.3 YaST Proposal Error

When you run the Data Synchronizer Mobility Pack Installation program in YaST, you might see the following error:

```
The proposal contains an error that must be resolved before continuing
```

This error indicates that you clicked *Next* without providing the configuration information for your Synchronizer system. Instead of clicking *Next*, click *Change > Mobility Pack Configuration*, then provide the configuration as prompted. After you provide the configuration information, click *Next*.

5.4 YaST Hangs When Browsing Files in the Installation Program

When you run the Data Synchronizer Mobility Pack Installation program on SLES 11 SP1,the Installation program might hang if you browse to and select a file. This can occur if you try to browse to and select any of the following files during installation:

- Mobility Pack ISO file
- GroupWise trusted application key file
- Certificate file

As a workaround, type the full path and filename for the file instead of browsing to it.

5.5 Required Python Package Version

If you already have Python packages installed on the server where you are installing the Data Synchronizer Mobility Pack, the Data Synchronizer Mobility Pack Installation program needs to update the existing packages, rather than install new packages. This does not happen by default.

When you run the Installation program, you are prompted if packages need to be updated. Enter 1 for `Solution 1` to update each package.

5.6 Mobility Pack Installation Program Fails on a 32-Bit/x86 Processor

The Mobility Pack must be installed on a server with a 64-bit/x86 processor. If you try to install it on a server with a 32-bit/x86 processor, the Mobility Pack Installation program does not detect the problem. It tries to run, but it cannot run correctly.

If the behavior of the Mobility Pack Installation program does not match the installation instructions provided in the *Novell Data Synchronizer Mobility Pack Installation Guide*, make sure that you are installing the Mobility Pack on a server that meets the documented system requirements.

There are currently no plans to make the Mobility Pack available in a 32-bit version.

5.7 Unnecessary Traffic Created by Extraneous Users

When you add users to your Synchronizer system, data is automatically synchronized from GroupWise to the GroupWise Connector before users connect their mobile devices to your Synchronizer system. Do not add users to your Synchronizer system who do not have mobile devices. Extraneous users create unnecessary synchronization traffic in your Synchronizer system.

5.8 Thorough Uninstallation Required

The standard uninstallation procedures provided in "Uninstalling the Mobility Pack" in the *Novell Data Synchronizer Mobility Pack Installation Guide* occasionally fail to completely uninstall the Mobility Pack because of various server-specific issues. When the Mobility Pack software is not completely uninstalled, the next installation does not proceed normally. For example, you might encounter problems configuring LDAP access during installation. To ensure that the Mobility Pack software has been completely uninstalled, perform the following checks:

- In YaST, click *Software > Add-On Products*. The Mobility Pack should not be listed. If it is still listed, select it, then click *Delete*.

- In YaST, click *Software > Software Repositories*. The Mobility Pack repository should not be listed. If it is still listed, select it, then click *Delete*.

  IMPORTANT: If you do not remove the existing Mobility Pack repository, you cannot successfully install the next version of the Mobility Pack software.

- In YaST, click *Software > Software Management*. In the *Filters* drop-down list, select *Patterns*. Under the *Primary Functions* heading, the Mobility Pack should not be listed. If it is still listed, select it. Review the *Packages* list for any packages that were not successfully uninstalled and uninstall them.

- In YaST, click *Software > Software Management*. In the *Search* field, specify `datasync`, then click *Search*. The *Packages* list should be empty. If any Data Synchronizer packages are still listed, uninstall them.

- Log in as `root` in a terminal window, then check for Data Synchronizer RPMs:

```
rpm -qa | grep datasync
```

If any Data Synchronizer RPMs are still installed, uninstall them:

```
rpm -e rpm_name.rpm
```

◆ Make sure that none of the following directories still exist on your server:

```
/opt/novell/datasync
/etc/datasync
/etc/init.d/datasync*
/var/lib/datasync
/var/log/datasync
/var/run/datasync
/var/lib/pgsql
```

If any of these directories still exist, delete them.

◆ After performing all these checks, reboot the Synchronizer server.

◆ Remove the Synchronizer certificate from any workstations where you have run Synchronizer Web Admin. For example, in Firefox, click *Tools > Options > Advanced > Encryption > View Certificates*. Select the certificate named `DataSync Web Admin`, then click *Delete*.

6 Data Synchronizer Issues

6.1 GroupWise Authentication vs. LDAP Authentication

GroupWise authentication is slower than LDAP authentication. To prevent users from experiencing slower synchronization because of the authentication process, GroupWise authentication now includes session caching. Login requests occur regularly every 15 minutes instead of every time mobile devices connect to synchronize. As a result, users are already authenticated whenever synchronization needs to occur.

6.2 Changing an LDAP Password

If you are using LDAP authentication and a user needs to change the device password:

1 Change the user's LDAP password in eDirectory.

2 Allow enough time for the new password to replicate throughout eDirectory.

3 Change the password on the mobile device.

6.3 Sync Engine Restart Stops All Connectors

When the Sync Engine is stopped or restarted, it forces all connectors to stop. After the Sync Engine is restarted, restart the Connector Manager service. After the Connector Manager service is restarted, restart each connector in Synchronizer Web Admin or configure the connectors to start automatically.

6.4 Users and Groups Not Displayed Correctly in Synchronizer Web Admin

When you add or delete a large number of users or groups, the Manage Users page or the Manage Groups page might not correctly display the presence or absence of the users or groups. Refresh the page in your browser to correctly display the users or groups.

6.5 Synchronizer Web Admin Responsiveness

After you add a large number of users to the GroupWise Connector, the responsiveness of Synchronizer Web Admin might diminish each time you restart the GroupWise Connector. For example, it might take longer to log in to Synchronizer Web Admin or you might not be able to navigate easily between pages while the GroupWise Connector is starting. This occurs because the GroupWise Connector verifies all of the users each time it starts. After the user verification process is completed, Synchronizer Web Admin behaves normally.

6.6 Illegal Server Error in Synchronizer Web Admin

You might occasionally see an Illegal Server Error when you log in to Synchronizer Web Admin immediately after stopping and starting the Synchronizer services and connectors. This occurs if the GroupWise Connector is not completely started when you access Synchronizer Web Admin. The GroupWise Connector must process any accumulated events before it is ready to provide connector status information to Synchronizer Web Admin. After the GroupWise Connector is completely started, the Illegal Server Error no longer occurs.

6.7 Connector Configuration Settings

On the Connector Configuration Settings pages for the GroupWise Connector and the Mobility Connector, if you set and save general connector settings, then set and save connector-specific settings, the general connector settings are not actually saved. However, if you set and save connector-specific settings, then set and save general connector settings, all changed settings are saved as expected.

6.8 Internet Explorer 8 Compatibility

If you use Synchronizer Web Admin on Internet Explorer 8, you must enable Compatibility View in order to display the Sync Engine Advanced options on the Engine Settings page.

1 In Internet Explorer 8, click *Tools*, then select *Compatibility View*.

Even with Compatibility View enabled, the Maintenance section on the Engine Settings page sometimes disappears when you mouse over it. However, with persistent mousing, it is still possible to click *Clear Cache*.

6.9   GroupWise Mobile Server Compatibility

Novell Data Synchronizer is the replacement for GroupWise Mobile Server (GMS). These two synchronization solutions can coexist successfully, as long as users are transitioned from GMS to Synchronizer in a timely manner. An issue with GMS can cause a user whose mobile device is configured to use both synchronization solutions to occasionally receive a large quantity of extraneous items. As you add users to Synchronizer, you should delete them from GMS. You can continue to run GMS indefinitely to support users with older mobile devices that are not supported by Synchronizer.

7   Connector Issues

7.1   General Connector Issues

7.1.1   User Deletion

In order to delete users from a connector, the connector must be running. If the connector is not running, some user event data is not properly deleted. When the connector starts again, the situation requires no action from the administrator.

7.1.2   Connector Does Not Stop

When you stop a connector in Synchronizer Web Admin and then start it again immediately, the status might indefinitely remain as *Starting*. This can happen because the connector did not completely stop before you tried to restart it. The connector might have been completing a polling cycle before shutting down, even though Synchronizer Web Admin displayed the status as *Stopped*. When you try to start a connector that is still shutting down, it cannot start normally.

To restart the connector when this situation has occurred:

1 Restart the Connector Manager on the command line:

```
rcdatasync-connectors restart
```

This should change the connector status in Synchronizer Web Admin from *Starting* to *Stopped*.

2 Start the connector in Synchronizer Web Admin.

3 Start any other connectors that stopped as a result of restarting the Connector Manager.

Some connectors restart automatically when the Connector Manager restarts.

If this problem occurs repeatedly, wait a few seconds between the time when you stop the connector and when you start it again to allow the connector to shut down completely before restarting.

7.1.3 Multiple Instances of the Same Connector

Synchronizer Web Admin allows you to manually create multiple instances of the same connector. However, this configuration is not currently supported.

If you have more users than a single connector can service, you can install one or more additional instances of the Mobility Pack until all users are being successfully serviced. Users can be organized on multiple instances of the Mobility Pack based on various schemes such as the location of the users, the location of the synchronized applications, or the desired quality of service (executives vs. regular employees, for example). Instances of the Mobility Pack do not need to mirror the structure of your GroupWise system.

7.2 Connector-Specific Issues

Refer to the Readme for each connector on the Novell Data Synchronizer Connectors Documentation Web site (http://www.novell.com/documentation/datasync_connectors1).

8 International Issues

- Section 8.1, "Application Usernames for New Users," on page 10

8.1 Application Usernames for New Users

When you add a new user to a connector, you must click *Click to set* on the Add User to Connector page and immediately set the application username for the new user. If you click *Add* without setting the application username, the translation of *Click to set* displays in the *Application User Name* column for the new user and cannot be reset at that point. The application username must be supplied by clicking *Click to set* on the Add User to Connector page.

9 GroupWise 8.0.2 Issues

The Mobility Pack depends on the GroupWise Connector and a GroupWise POA for much of its functionality. GroupWise 8.0.2 is required for use with the Mobility Pack. However, GroupWise 8.0.2 was released with some issues that impact Mobility Pack functionality. For a list of GroupWise 8.0.2 issues, see the GroupWise Connector Readme for Data Synchronizer Mobility Pack 1.1 (http://www.novell.com/documentation/datasynchronizer1/datasync11_readme_mobility/data/datasync11_readme_mobility.html).

IMPORTANT: GroupWise 8.0.2 Hot Patch 2 resolves all of these GroupWise 8.0.2 issues.

10 Mobility Pack 1.1 Bug Fixes

For all bugs that have been fixed since the original release of the Novell Data Synchronizer Mobility Pack, see the following bug fix lists:

- Novell Data Synchronizer Mobility Pack Update 1 Bug Fix List (http://www.novell.com/documentation/datasynchronizer1/resources/datasync1_bugfixlist_upd1.html)
- Novell Data Synchronizer Mobility Pack Update 2 Bug Fix List (http://www.novell.com/documentation/datasynchronizer1/resources/datasync1_bugfixlist_upd2.html)

- Novell Data Synchronizer Mobility Pack Update 3 Bug Fix List (http://www.novell.com/documentation/datasynchronizer1/resources/datasync1_bugfixlist_upd3.html)
- Novell Data Synchronizer Mobility Pack 1.1 Bug Fix List (http://www.novell.com/documentation/datasynchronizer1/resources/datasync11_bugfixlist.html).

If you have access to Novell Bugzilla (https://bugzilla.novell.com), you can look up the bug numbers for more information about each bug.

11   Documentation

Novell Data Synchronizer Mobility Pack documentation is available at the Novell Data Synchronizer Documentation Web site (http://www.novell.com/documentation/datasynchronizer1):

- Novell Data Synchronizer Mobility Pack Readme
- Novell Data Synchronizer installation and administration guides

Novell Data Synchronizer connector documentation is available at the Novell Data Synchronizer Connector Documentation Web site (http://www.novell.com/documentation/datasync_connectors1)

- Connector Readmes
- Connector Quick Starts
- Connector installation and configuration guides

In addition to the Data Synchronizer product documentation, the following resources provide additional information about Data Synchronizer:

- Novell Support and Knowledgebase (http://www.novell.com/support)
- Data Synchronizer Support Forum (http://forums.novell.com/novell-product-support-forums/data-synchronizer)
- Data Synchronization Cool Solutions (http://www.novell.com/communities/coolsolutions/datasynchronizer)
- Data Synchronizer Mobility Pack Best Practices Wiki (http://wiki.novell.com/index.php/Data_Synchronizer_Mobility_Pack_Best_Practices)
- Data Synchronizer Mobility Connector Wiki (http://wiki.novell.com/index.php/Data_Synchronizer_Mobility_Connector)
- Data Synchronizer Connector Marketplace (http://www.novell.com/products/data-synchronizer/connectors)

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