NOKIA

Nokia Intellisync Wireless Email Administrator's Guide

Version 8.5

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About this Guide

In This Guide

This guide is organized into the following chapters.

- Chapter 1, "Nokia Intellisync Mobile Suite" introduces you to Nokia Intellisync Mobile Suite and provides information for using the application effectively.
- Chapter 2, "Using WebAdmin Console." provides an overview and instructions for maintaining data on the server using WebAdmin Console.
- Chapter 3, "Managing System Settings" provides information on managing server-related settings.
- Chapter 4, "Managing Users" provides information on managing user accounts.
- Chapter 5, "Managing Devices" provides information on managing devices.
- Chapter 6, "Managing Groups" provides information on managing groups of users.
- Chapter 7, "Managing User Settings" provides information on managing general and email settings for users.
- Chapter 8, "Management Settings" provides information on managing servers and administrators.
- Chapter 9, "Managing Reports" provides information on running reports.
- Chapter 10, "Managing Logs" provides information on user and server activity logs.

Additional information provided in this section is as follows:

- Conventions This Guide Uses
- Related Documentation
- Related Documentation

Conventions This Guide Uses

The following sections describe the conventions this guide uses, including notices, text conventions, and command-line conventions.

Notices

Warning
Warnings advise the user that bodily injury might occur because of a physical hazard.

Caution
Cautions indicate potential equipment damage, equipment malfunction, loss of performance, loss of data, or interruption of service.

Note
Notes provide information of special interest or recommendations.

Command-Line Conventions

You might encounter one or more of the following elements on a command-line path.

Table 1 Command-Line Conventions

Convention	Description
command	This required element is usually the product name or other short word that invokes the product or calls the compiler or preprocessor script for a compiled Nokia product. It might appear alone or precede one or more options. You must spell a command exactly as shown and use lowercase letters.
Italics	Indicates a variable in a command that you must supply. For example: **delete interface *if_name*** Supply an interface name in place of the variable. For example: **delete interface nic1**
angle brackets < >	Indicates arguments for which you must supply a value: **retry-limit <1–100>** Supply a value. For example: **retry-limit 60**

Table 1 Command-Line Conventions (*continued*)

Convention	Description
Square brackets [ ]	Indicates optional arguments. **delete [slot *slot_num*]** For example: **delete slot 3**
Vertical bars, also called a *pipe* (|)	Separates alternative, mutually exclusive elements. **framing <sonet | sdh>** To complete the command, supply the value. For example: **framing sonet** or **framing sdh**
-flag	A flag is usually an abbreviation for a function, menu, or option name, or for a compiler or preprocessor argument. You must enter a flag exactly as shown, including the preceding hyphen.
.ext	A filename extension, such as .ext, might follow a variable that represents a filename. Type this extension exactly as shown, immediately after the name of the file. The extension might be optional in certain products.
(. , ; + * - /)	Punctuation and mathematical notations are literal symbols that you must enter exactly as shown.
' '	Single quotation marks are literal symbols that you must enter as shown.

Text Conventions

Table 2 describes the text conventions in this guide.

Table 2 Text Conventions

Convention	Description
monospace font	Indicates command syntax, or represents computer or screen output, for example: Log error 12453
Key names	Keys that you press simultaneously are linked by a plus sign (+): Press Ctrl + Alt + Del.
Menu commands	Menu commands are separated by a greater than sign (>): Choose File > Open.

Table 2 Text Conventions (*continued*)

Convention	Description
The words enter and type	Enter indicates you type something and then press the Return or Enter key. Do not press the Return or Enter key when an instruction says *type*.
Italics	• Emphasizes a point or denotes new terms at the place where they are defined in the text. • Indicates an external book title reference. • Indicates a variable in a command: `delete interface `*`if_name`*

Related Documentation

Nokia offers a common framework for the Intellisync Mobile Suite products. For this reason, there are electronic manuals and online help systems that cover the entire suite, plus additional resources for specific products.

For instructions to access documentation, see the following topics:

■ "Accessing Server Documentation"
■ "Accessing Client Documentation"

Accessing Server Documentation

The following server guides are available for Nokia Intellisync Mobile Suite. These documents are available on the Nokia Support Site (http://support.nokia.com) in Adobe Portable Document Format (PDF) or through your system administrator.

Nokia Intellisync Wireless Email Linux Installation Guide (LinuxWEInstallGdeEN.pdf) Includes the installation requirements and other information you need to install Nokia Intellisync Wireless Email software for servers and clients.

Nokia Intellisync Mobile Suite Release Notes (ReleaseNotesEN.pdf) Includes important information you should know before you install and use Nokia Intellisync Mobile Suite. This document includes important late-breaking information that may not be included in other documentation. This document applies to the entire suite and is shared with other Nokia Intellisync Mobile Suite products.

Nokia Intellisync Wireless Email Administrator's Guide (WirelessEmailAdminGuideEN.pdf) Covers system administrative functions for managing the Wireless Email server and client operation.

Nokia Intellisync Secure Gateway Administrator's Guide (SecureGatewayGdeEN.pdf) Written as a companion book to the Nokia Intellisync Wireless Email Administrator's Guide. Covers administrative functions for managing the Secure Gateway.

Assessing Server Online Help

The following online help systems are embedded in the server applications.

Nokia Intellisync Mobile Suite WebAdmin Console Help Includes information for managing the Intellisync Mobile Suite server using a Web browser.

Accessing Client Documentation

The following electronic client documents are available on the Nokia Support Site (http://support.nokia.com) in Adobe Portable Document Format (PDF) or through your system administrator.

Client Installation and Setup Guides

Each guide includes information for installing software on devices using a specific platform, configuring synchronization settings, and synchronizing for the first time.

Table 3 Client Guides

Name	File Name
Intellisync Mobile Suite Client Guide–Palm OS Platform	PalmUsersGuideEN.pdf
Intellisync Mobile Suite Client Guide–Pocket PC Platform	PPCUsersGuideEN.pdf
Intellisync Mobile Suite Client Guide–Smartphone Platform	SmartphoneUsersGuideEN.pdf
Intellisync Mobile Suite Client Guide–S60 3rd Edition Platform	Symbian60_UsersGuideEN.pdf
Intellisync Mobile Suite Client Guide–S80 Platform	Symbian80_UsersGuideEN.pdf
Intellisync Mobile Suite Client Guide–UIQ Platform	SymbianUIQ_UsersGuideEN.pdf
Intellisync Mobile Suite Client Guide–UIQ 3rd Edition Platform	SymbianUIQ3_UsersGuideEN.pdf
Intellisync Mobile Suite Client Guide–J2ME Platform	J2ME_UsersGuideEN.pdf

Note
The client guides are *not* installed as part of the client installation. You decide whether to provide this documentation to your users.

Client Online Help

The following online help systems are embedded in the Wireless Email client application.

Nokia Intellisync PC Client (SynchroClientEN.chm) Includes information about using the Nokia Intellisync Mobile Suite client on a PC.

Intellisync Mobile Suite Web PIM Help Includes information about using the Nokia Intellisync Mobile Suite client using a Web browser.

1 Nokia Intellisync Mobile Suite

Overview

Nokia Intellisync Mobile Suite consists of both server and client components that facilitate interaction with the server. The server is the data synchronization host to which mobile devices connect. The Web-based administrative console on the server, known as WebAdmin Console, controls functions such as user authentication, user settings, communication, logging, and reporting, among others.

Nokia Intellisync Mobile Suite is a collection of products designed to help you support your mobile workforce. This collection of products handles distribution, collection, and synchronization of your e-business data, documents, and applications. At any given time, your mobile employees have access to the same data and corporate applications as your LAN-connected employees.

Figure 1 Nokia Intellisync Mobile Suite Includes Software for Server and Clients

Nokia Intellisync
Mobile Suite

Server

WebAdmin Console and other
important components run on
the server.

Mobile devices
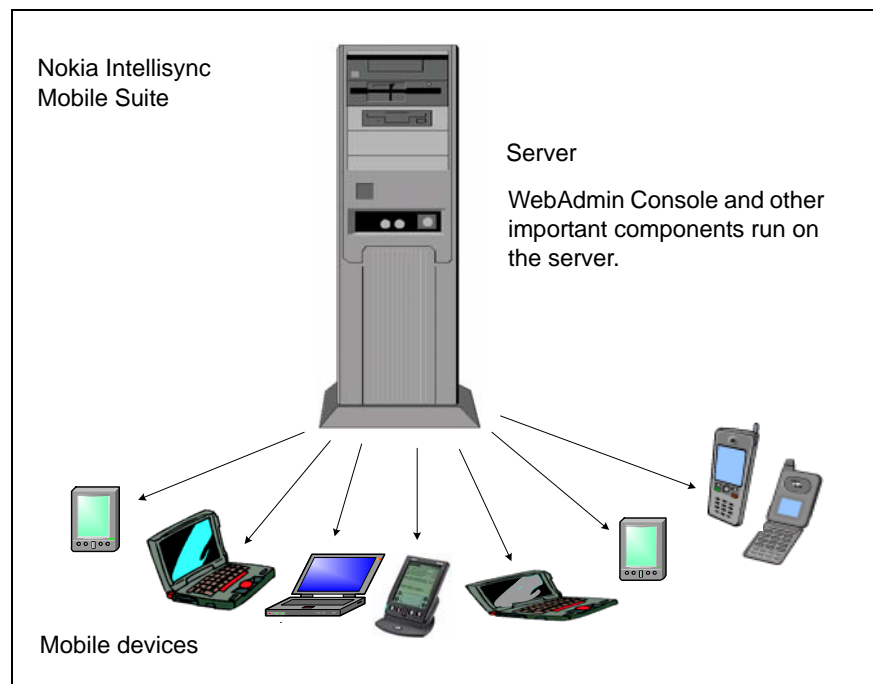
Nokia Intellisync Mobile Suite Products

The Nokia Intellisync Mobile Suite infrastructure contains the basic elements in your mobile solution. In addition to this framework, four separate products are available for you to purchase to support your mobile workforce. Nokia offers the following products as part of Nokia Intellisync Mobile Suite.

- Wireless Email
- Application Sync
- File Sync
- Device Management

These products snap into the Nokia Intellisync Mobile Suite framework. You can use the products together or separately.

Figure 2 Nokia Intellisync Mobile Suite with Products Installed
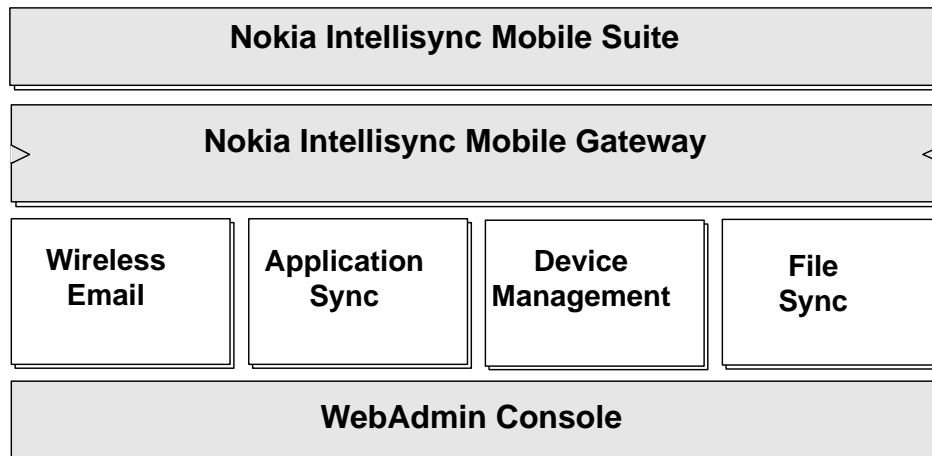
WebAdmin Console

WebAdmin Console is installed as part of the server installation and serves as the single application for managing many administrative tasks.

- Managing user and system settings
- Managing users, groups, and devices
- Running reports and viewing logs
- Managing servers and administrators
- Collect and manage asset and inventory information

For information on using WebAdmin Console, see Chapter 2, "Using WebAdmin Console."

Wireless Email

Wireless Email offers centralized email and personal information manager (PIM) synchronization for your users. Wireless Email allows users to synchronize email, contacts, memos, calendar, and to-do items among all their mobile devices, eliminating duplicate data entry. This same data is accessible from any Internet-ready mobile phone and Web browser on any computer connected to the Internet. For supported devices, you can set up the Push feature so users receive new email as it comes in, without any intervention from you.

Figure 3 Universal Synchronization Using Wireless Email
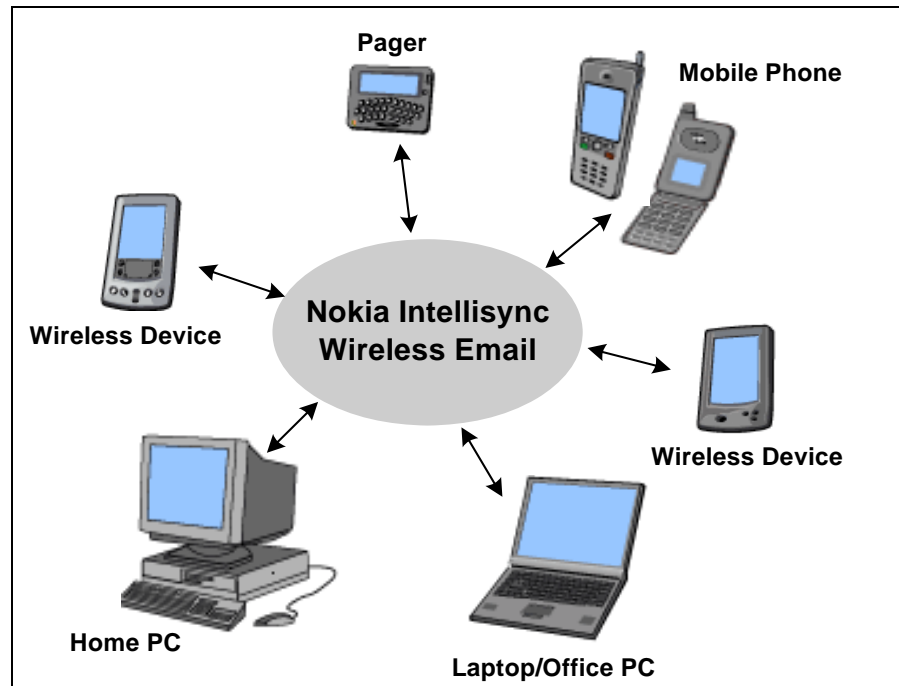
Application Sync

Application Sync synchronizes and distributes relational data among client computers that are intermittently connected to a server. Application Sync supports data synchronization for multiple combinations of databases.

Application Sync software is integrated with your company's applications, enabling synchronization without changes to your application. Application Sync captures changes from every client user, stores the changes and forwards them to the users you specify in your data sharing rules. Because Application Sync sends only the changed data to specific users, you can reduce communication costs and security risks.

File Sync

Using File Sync, you can send files or content to mobile users and also collect files or content from users.

File Sync is based on a publish-and-subscribe model. You can make files available to your users by creating packages called *publications*. These publications can remove directories, execute programs or scripts, copy files, delete files, move files, or rename files. You can also control who receives specific files by subscribing users to the files. File Sync can deliver documents of any file type, including Microsoft Word documents, Excel spreadsheets, and HTML pages.

You can create and associate publications with specific users, thereby creating a subscription. As part of the publication package, you can assign actions or create instruction scripts to run functions such as editing registry entries or launching programs. After you associate a user with a publication, the user automatically receives updates to any file in that publication.

Device Management

Device Management allows the system administrator to collect and manage asset and inventory information for mobile devices, along with several other administrative functions in WebAdmin Console.

- Manage theft/loss protection settings
- Access a user's device remotely
- Restrict the use of certain device hardware elements
- Backup files from the users' device to the server

You can schedule the collection of this asset information, as well as choose specific assets to include in those collections.

Device Management also delivers software packages and updates to your client computers using the Publications feature. Using WebAdmin Console, you can set up publications for software installation and maintenance. These publications can accomplish a variety of tasks.

- Remove directories
- Execute programs or scripts
- Copy, delete, move, or rename files
- Return client system information
- Add or delete registry keys

You can require the client computer to receive these publications or send the publications upon request.

Nokia Intellisync Mobile Suite Client

The Nokia Intellisync Mobile Suite client application provides users with easy access to information available through your server. The client application runs on client computers and mobile devices. This is the only application an end user needs to stay connected while away from the office.

The client has an easy-to-use user interface and serves as the user's launch pad for delivery of all mobile information. After a synchronization session, the user sees a summary of the new information. The user can also view summary information from previous sessions.

Different versions of the Nokia Intellisync Mobile Suite client software are available for the following platforms.

- J2ME Phone
- Palm
- PC Desktop or Laptop
- Symbian S60 2nd Edition
- Symbian S60 3rd Edition
- Symbian S80
- Symbian UIQ 2nd Edition
- Symbian UIQ 3rd Edition
- Windows Mobile Pocket PC and Windows CE
- Windows Mobile Smartphone

Nokia Intellisync Mobile Gateway

The Nokia Intellisync Mobile Gateway handles communication, connection, security and encryption, and user authentication. The Mobile Gateway is the connection between the server and the outside world. Mobile Gateway is installed as part of the server installation. The client software contains the components required to connect to the server through the Mobile Gateway.

Server Database

Nokia Intellisync Mobile Suite requires a database to store your users, groups, logs, and other important data. Nokia Intellisync Mobile Suite works with the database to store and retrieve information as needed.

The server installation program includes and establishes a database for a production environment.

For a complete list of Linux installation requirements, see the *Nokia Intellisync Wireless Email Linux Installation Guide*. These documents are available on the Nokia Support Site at (http://support.nokia.com) in Adobe Portable Document Format (PDF).

2   Using WebAdmin Console

Overview

WebAdmin Console is a Web-based application for managing administrative tasks on the server. WebAdmin Console installs automatically during the server installation, which makes it available for you to use immediately. Using WebAdmin Console, you can manage any of the following administrative functions.

- Manage user and system settings
- Manage users, groups, and devices
- Manage servers and administrators
- Running reports and viewing logs

Getting Started

System administrators can access WebAdmin Console using the following steps.

To log on to WebAdmin Console

1. From the computer on which the server is installed, open a browser window.

2. Enter **http://<serveraddress>/admin** in the address bar, and then click Go**.**

   The WebAdmin Console Login page appears.

3. Enter the user name and password you entered during the server installation and click Login. The WebAdmin Console Dashboard page appears.
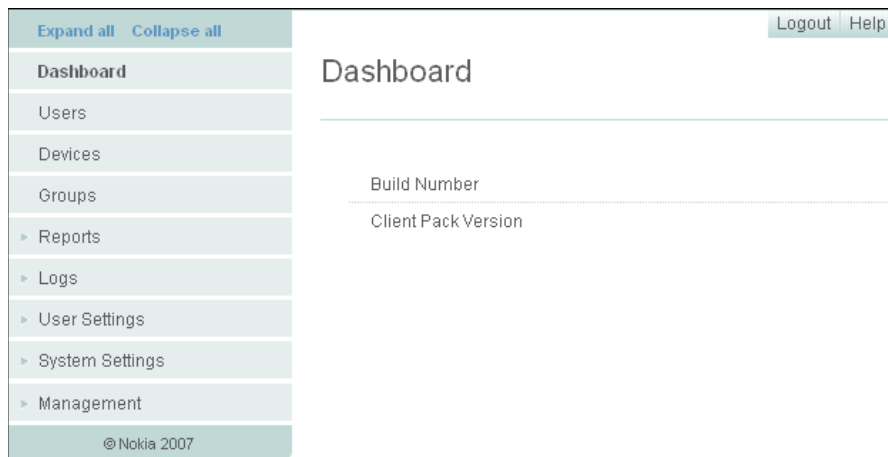
Operating Conventions

WebAdmin Console provides a navigation frame on the left for access to various administrative options, or nodes. To view specific information, select the appropriate node from the navigation frame. For comprehensive instructions on using a specific node, click Help.

Your license key determines which features are available in WebAdmin Console.

3   Managing System Settings

Overview

The System Settings node in WebAdmin Console provides easy access to manage server-related settings. From WebAdmin Console, select System Settings to access the following options.

- General Settings
- Server Names
- Server Key
- Authentication
- Directories
- Secure Gateways
- License

Note

WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

General Settings

From General Settings you can manage the following information.

- Proxy server
- SMTP server for alerts and push
- Web site security settings
- Nightly maintenance schedules
- Client language settings

To manage General Settings, select System Settings > General. To edit settings, click Edit.

Server Names Settings

From Server Names Settings you can verify your external server names and confirm your external IP address/DNS names are correct.

You can manage the following server information.

- Web site server name
- Sync server name
- Network push server and port
- Internal server name

To manage Server Names Settings, select System Settings > Server Names. To edit settings, click Edit.

Server Key Settings

From Server Key Settings you can enable a Server Key Exchange, a security feature that exchanges a unique key between the server and the client.

You can manage the following server key information.

- Server key exchange
- Server key length settings
- Default key settings
- Issue a new key

To manage Server Key Settings, select System Settings > Server Names. To edit settings, click Edit. To issue a new key, click Issue New Key.

Authentication Settings

Before a user can access your corporate computer system, the user's identification must pass an authentication process.

From Authentication Settings you can manage the following information.

- Default password for Intellisync authentication
- User and device discovery settings
- User lockout settings

To manage Authentication Settings, select System Settings > Authentication. To edit settings, click Edit.

Authentication Sources

From Authentication Sources you can configure the GroupWise source that is used to authenticate users.

To manage Authentication Sources, select System Settings > Authentication > Sources.

Directory Settings

From Directories Settings you can specify where you want to store Nokia Intellisync Mobile Suite data.

You can manage the following directory information.

- Multiple or single location for data storage
- Root location
- Mobile Gateway message store location
- Wireless Email data location
- Client deployment packages location
- Content area location

To manage Directory Settings, select System Settings > Directory. To edit settings, click Edit.

Secure Gateway Settings

From Secure Gateways Settings you can view, add, delete, export, or print Secure Gateway information. To manage Secure Gateway Settings, select System Settings > Secure Gateways, and then click the appropriate option.

License Settings

Your license is based on the products and number of licenses you purchase. Evaluation licenses expire; however, production licenses do not expire. To upgrade your license or increase the number of licensed users, contact your sales representative. To view your license information, select System Settings > License. To add a new license key number, click Edit.

4 Managing Users

Overview

All Nokia Intellisync Mobile Suite products share a common database of users and groups. Each person who sends and receives information must have a unique user name, which is used to validate the user during a synchronization session and determine which information the user can access.

From WebAdmin Console, select Users to complete the following tasks.

- Add new users
- Send an SMS message to a user's device to download and install software
- Delete users
- Export user information
- Print user information
- Modify a user's account
- View a user's synchronization activity
- Assign users to groups

Note
WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

Adding New Users

You can add new users using one of the following options.

- Manually add a user
- Import users from a text file
- Auto-discovery

Adding Users Manually

You can manually add users if you are not using the auto-discovery method. For more information on auto-discovery, see "Adding Users Through Auto-discovery" on page 33. To manually add a small number of new users, select Users, and then click New.

Importing Users From a Text File

To import users from a text file, complete the following steps.

To import users from a text file

1. Prepare a text file containing user information. The text file should have one user ID per line. To add additional user information, see "Using Tokens with Text Files" on page 28.

2. Select Users.

   The Users page appears.

3. Click Import.

   The Import Users from File page appears.

4. In the File Name field, type the text file name or click Browse, select the text file, and then click Open.

5. Click Import from File.

Using Tokens with Text Files

If you want to import additional user information, you can use tokens separated by tabs to include various properties for each user. The following tokens are available to use in your text file.

- $password=<followed by the password for this user>
- $description=<followed by some descriptive text about this user>
- $firstname=<followed by the user's first name>
- $lastname=<followed by the user's last name>
- $addtogroup=<followed by the group name to which the user should be a member>
- $active=<followed by 0 or 1, where 0 indicates inactive and 1 indicates active>
- $alertdevice=<followed by phone, pager, or email address>
- $alertphonenumber=<followed by the phone number of the alert device>
- $alertemailaddr=<followed by the email address to receive alerts>
- $alertcarrier=<followed by Verizon, Sprint, AT&T Wireless, Alltel, T-Mobile, or Cingular>
- $emailAddress=<followed by the user's email address>
- $language=<followed by two-character country code. Valid entries are EN (English), FR (French), ES (Spanish), DE (German), JA (Japanese)>
- $timezone=<followed by timezone specification>

- $authtype=<followed by -1 for NT; 0 for IMS authentication>

- $sync=<followed by 1. This triggers a synchronization session after configuration>

- $serverdevice=<one of "Domino," "GroupWise," "IMAP," "XML,<ID>" where <ID> is the XML translator identifier such as "100," or "GT,<ID>" where <ID> is the Generic Translator identifier number>

  If $serverdevice is specified, then any parameters following $serverdevice will be passed to the server connection until the end of line or you specify another $serverdevice.

- If $serverdevice = Domino:

  $dominousername=<followed by the Domino user name. The domino user name may be canonical or abbreviated. This parameter is required for courier access; otherwise, it is not used.>

  $dominoidfile=<followed by the path to the user's ID file. This parameter is required for upload ID file access; otherwise, it is not used.>

  $dominopassword=<followed by the password for the user's ID file. This parameter is required for upload ID file access; otherwise, it is not used.>

- If $serverdevice = Exchange:

  $exchangeserver=<followed by the exchange server>

  $exchangemailbox=<followed by the exchange mailbox, which can be specified using "firstname lastname" or the alias (the text before the @ in the primary email address)>

  You have to use courier access to configure Exchange.

- If $serverdevice= GroupWise:

  $GWServer=<followed by the GroupWise server>

  $GWPort=<followed by the GroupWise port number>

  $GWUuid=<followed by the GroupWise unique user ID>

  $GWDisplayName=<followed by the GroupWise user full name>

  $GWUser=<followed by the GroupWise user name>

  $GWPassword=<followed by the GroupWise user password. This parameter is not required for trusted application access.>

- If $serverdevice = IMAP:

  $IMAPServer=<followed by the IMAP server name>

  $IMAPUser=<followed by the IMAP user ID>

  $IMAPPassword=<followed by the IMAP user password>

  $IMAPInboxFolderName=<followed by the IMAP Inbox folder name on the server>

  $IMAPDraftsFolderName=<followed by the IMAP Drafts folder name on the server>

  $IMAPSentItemsFolderName=<followed by the IMAP Sent Items folder name on the server>

■   If $serverdevice = XML,<ID>:

$XMLUser=<followed by the XML user ID>

$XMLPassword=<followed by the XML user password>

$XMLCompany=<followed by the company name on the server>

Note
To ensure a successful import, review the tokens for accuracy and separate each with a tab.

Time Zone Reference List

Use the following table to reference the correct time zones when using the $timezone token.

Table 4 Time Zone Reference

For this time zone	Enter this information in the import file
A	
• "Abu Dhabi, Muscat"	• "Asia/Muscat"
• "Adelaide"	• "Australia/Adelaide"
• "Alaska"	• "America/Anchorage"
• "Almaty, Novosibirsk"	• "Asia/Novosibirsk"
• "Amsterdam, Berlin, Rome, Vienna"	• "Europe/Berlin"
• "Arizona"	• "America/Phoenix"
• "Astana, Dhaka"	• "Asia/Dacca"
• "Athens, Istanbul, Minsk"	• "Europe/Athens"
• "Atlantic Time (Canada)"	• "America/Halifax"
• "Auckland, Wellington"	• "Pacific/Auckland"
• "Azores"	• "Atlantic/Azores"
B	
• "Baghdad"	• "Asia/Baghdad"
• "Baku, Tbilisi, Yerevan"	• "Asia/Yerevan"
• "Bangkok, Hanoi, Jakarta"	• "Asia/Bangkok"
• "Beijing, Chongqing, Hong Kong, Urumqi"	• "Asia/Hong_Kong"
• "Belgrade, Bratislava, Budapest, Prague"	• "Europe/Prague"
• "Bogota, Lima, Quito"	• "America/Bogota"
• "Brasilia"	• "America/Sao_Paulo"
• "Brisbane"	• "Australia/Brisbane"
• "Brussels, Copenhagen, Madrid, Paris"	• "Europe/Paris"
• "Bucharest"	• "Europe/Bucharest"
• "Buenos Aires, Georgetown"	• "America/Buenos_Aires"

Table 4 Time Zone Reference

For this time zone	Enter this information in the import file
C	
• "Cairo"	• "Africa/Cairo"
• "Calcutta, Chennai, Mumbai, New Dehli"	• "Asia/Calcutta"
• "Canberra, Melbourne, Sydney"	• "Australia/Sydney"
• "Cape Verde Is."	• "Atlantic/Cape_Verde"
• "Caracas, La Paz"	• "America/Caracas"
• "Casablanca, Monrovia"	• "Africa/Casablanca"
• "Central America"	• "America/El_Salvador"
• "Central Time (US & Canada)"	• "America/Chicago"
• "Chihuahua, La Paz, Mazatlan"	• "America/Mazatlan"
D	
• "Darwin"	• "Australia/Darwin"
• "Dublin, Edinburgh, Lisbon, London"	• "Europe/London"
E-F	
• "Eastern Time (US & Canada)"	• "America/New_York"
• "Ekaterinburg"	• "Asia/Ekaterinburg"
• "Fiji, Marshall Is."	• "Pacific/Fiji"
G	
• "Greenland"	• "America/Godthab"
• "Guam, Port Moresby"	• "Pacific/Guam"
H	
• "Harare, Pretoria"	• "Africa/Harare"
• "Hawaii"	• "Pacific/Honolulu"
• "Helsinki, Tallinn"	• "Europe/Helsinki"
• "Hobart"	• "Australia/Hobart"
I-J	
• "Indiana (East)"	• "America/Indianapolis"
• "International Date Line West"	• "Pacific/DateLineWest"
• "Irkutsk, Ulaan Bataar"	• "Asia/Irkutsk"
• "Islamabad, Karachi, Tashkent"	• "Asia/Karachi"
• "Jerusalem"	• "Asia/Jerusalem"
K	
• "Kabul"	• "Asia/Kabul"
• "Kathmandu"	• "Asia/Katmandu"
• "Krasnoyarsk"	• "Asia/Krasnoyarsk"
• "Kuala Lumpur, Singapore"	• "Asia/Singapore"
• "Kuwait, Riyadh"	• "Asia/Kuwait"

Table 4 Time Zone Reference

For this time zone	Enter this information in the import file
M	
• "Mexico City"	• "America/Mexico_City"
• "Mid-Atlantic"	• "Atlantic/Mid"
• "Midway Island, Samoa"	• "Pacific/Pago_Pago"
• "Moscow, St. Petersburg, Volgograd"	• "Europe/Moscow"
• "Mountain Time (US & Canada)"	• "America/Denver"
N	
• "Nairobi"	• "Africa/Nairobi"
• "Newfoundland"	• "America/St_Johns"
• "Noronha"	• "America/Noronha"
• "Nuku'alofa"	• "Pacific/Tongatapu"
O-P-R	
• "Osaka, Sapporo, Tokyo"	• "Asia/Tokyo"
• "Pacific Time (US & Canada); Tijuana"	• "America/Los_Angeles"
• "Perth"	• "Australia/Perth"
• "Rangoon"	• "Asia/Rangoon"
S	
• "Santiago"	• "America/Santiago"
• "Sao Paulo"	• "America/Sao_Paulo"
• "Sarajevo, Sofija, Warsaw, Zagreb"	• "Europe/Warsaw"
• "Saskatchewan"	• "America/Regina"
• "Seoul"	• "Asia/Seoul"
• "Solomon Is."	• "Pacific/Guadalcanal"
• "Sri Jayawardenepura"	• "Asia/Colombo"
T	
• "Taipei"	• "Asia/Taipei"
• "Tehran"	• "Asia/Tehran"
V-W-Y	
• "Vladivostok"	• "Asia/Vladivostok"
• "West Central Africa"	• "Africa/Algiers"
• "Yakutsk"	• "Asia/Yakutsk"

Adding Users Through Auto-discovery

By default the server automatically adds a new user when the user logs into the Web site or synchronizes for the first time. To add users through auto-discovery, you must first create an authentication source. By default, the server authenticates a user based on how the user enters the system. For example, if you import a user from a GroupWise source, then the server uses GroupWise authentication by default.

Figure 4 Overview of User Auto-discovery Process

A user logs in to the Nokia Intellisync Web site using existing network user name and password.	→	Nokia Intellisync Mobile Suite recognizes the user, creates an account, locates the user's mailbox, and initiates a synchronization session.
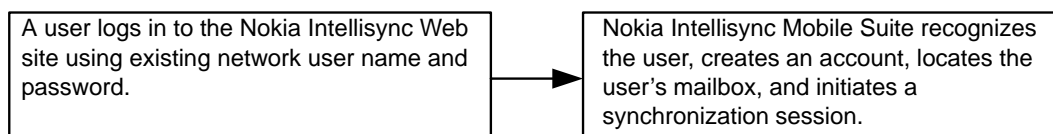
Sending an Install SMS Message

You can send an SMS message that contains a hyperlink that the user taps to download and install software. To send an SMS message, select Users, select a user from the User Name list, and then click Send Install SMS.

Deleting Users

When you delete a user, the account is removed across all licensed Nokia Intellisync Mobile Suite products. To delete a user, select Users, check the check box next to a user's name or check multiple users, and then click Delete.

Exporting User Information

To export users' information to a Microsoft Excel file, select Users, and then click Export.

Printing User Information

To print a list of users' information, select Users, and then click Print.

Modifying a User's Account

To modify a user's account, select Users, click a user's name from the list, and then click Edit.

Viewing a User's Synchronization Activity

To view a user's synchronization activity, select Users, click a user's name, and then click the User Activity link.

Assigning Users to Groups

All new users are automatically assigned to the New Users and All Users groups. To add or modify a user's assigned groups, select Users, click a user's name, and then click the Assigned Groups link.

5 Managing Devices

Overview

The Devices node provides easy access to manage device information. Devices are associated with users, which you can then assign to groups. From the Device node, you can access status information such as the last connection and last network push date and time, and general device information.

From WebAdmin Console, select Devices to complete the following tasks.

- Delete a device
- Export device information
- Print device information
- View and modify a device's information
- View and manage push log information
- View and modify theft/loss protection information

Note
WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

Deleting Devices

When you delete a device, the individual user associated with that device remains active. To delete a device, select Devices, check the check box next to a user name associated with the device you want to delete, or check multiple users, and then click Delete.

Exporting Device Information

To export device information to a Microsoft Excel file, select Devices, and then click Export.

Printing Device Information

To print device information, select Devices, and then click Print.

Viewing and Modifying Device Information

To view device information for a specific user, select Devices, and then click a Device Name from the list. To modify device information, click Edit. To view user information, click the link in the Used By field.

Viewing and Managing Push Log Information

To view push log information, click Devices, click a Device Name from the list, and then click the Push Log link.

Exporting Push Log Information

To export push log information to a Microsoft Excel file, click Export from the Push Log screen.

Printing Push Log Information

To print push log information, click Print from the Push Log screen.

Viewing and Modifying Theft/Loss Protection Information

To view theft/loss protection information, click Devices, click a Device Name from the list, and then click the Theft/Loss link. To modify Theft/Loss information, click Edit. To view user information, click the link in the Used By field.

6 Managing Groups

Overview

All Nokia Intellisync Mobile Suite products share a common database of users and groups. You can create groups and then assign users to the groups. You can also import groups from a defined GroupWise source.

From WebAdmin Console, select Groups to complete the following tasks.

- Add new groups
- View and modify a group's hierarchy
- Delete groups
- Export group information
- Print group information
- View and modify a group's information
- Manage parent groups
- Manage child groups
- Assign users to groups
- View and modify a user's account

Note
WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

Adding New Groups

A group is a collection of users sharing a common characteristic such as device type, locale, or function. Each group is identified by a unique name, and you can assign zero or more users to a group. To manually add a new group, select Groups, and then click New.

Viewing and Modifying a Group's Hierarchy

To view or modify a group's hierarchy or access specific group information, select Groups, and then click Show Tree.

Deleting Groups

When you delete a group, the individual members of the group remain active in the system. To delete a group, select Groups, check the check box next to a group name or check multiple groups, and then click Delete.

Note
You cannot delete the New Users group or the All Users group.

Exporting Group Information

To export group information to a Microsoft Excel file, select Groups, and then click Export.

Printing Group Information

To print group information, select Groups, and then click Print.

Viewing and Modifying a Group's Information

To view a group's information, select Groups, click a group name from the list. To modify group information, click Edit.

Managing Parent Groups

A group containing one or more subgroups, also known as child groups, is considered the parent group. A group can have 0 or 1 parent groups and multiple child groups.

To assign or unassign parent groups, select Groups, click a group name from the list, and then click the Parent Groups link.

Managing Child Groups

To assign or unassign child groups, select Groups, click a group name from the list, and then click the Child Groups link.

Assigning Users to Groups

All new users are automatically assigned to the New Users group and All Users group. To assign or unassign a group's users, select Groups, click a group name from the list, and then click the Assigned Users link.

7   Managing User Settings

Overview

The User Settings node in WebAdmin Console helps you manage groups of users with similar characteristics, such as levels of expertise, communication methods, and frequently used applications. User Settings allows you to ensure that users' devices have the correct settings. As the administrator, you can determine the type and number of user settings you need to effectively service your mobile community.

Your license determines which User Settings options are available.

From WebAdmin Console, select User Settings to complete the following tasks.

- View or modify general user settings
- View or modify users settings for email
- Assign settings to appropriate groups or users
- Delete user settings

Several user settings are configured for you in advance, and some of these default settings may be sufficient for your operation. However, if you want to create new user settings, use the default settings as a starting point. You do not have to change user settings for users to connect and synchronize with the server; the default user settings automatically apply to each user and group. Consider evaluating how your system operates using the default settings before making changes.

Note

WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

General User Settings

From General Users Settings you can manage the following settings.

- Client install and deployment
- Push and interval synchronization
- Security and encryption
- Web/WAP security

Client Install/Deployment User Settings

Client Install/Deployment User Settings allow you to create a set of Nokia Intellisync Mobile Suite applications for various installation and deployment profiles. The applications you specify become part of every device installation for users assigned to a particular setting. Select User Settings > General > Client Install/Deployment. To create a new setting, click Create New Setting. To edit a setting, click Edit. If more than one setting appears, click a setting name, and then click Edit.

Generating a Standalone Install Package

To allow users to install the client software without using the Nokia Intellisync Mobile Suite Web site, you can generate a standalone install package that includes the specified device, feature, proxy, server name, and server key information. To generate a standalone install package, select User Settings > General > Client Install/Deployment, and then click Edit. If more than one setting appears, click a setting name, and then click Edit.

Push/Interval Sync User Settings

From Push/Interval Sync User Settings you can create and edit push settings (both network push and SMS push) and interval synchronization settings. Push allows users to receive email messages on the device soon after the email arrives on the server. Interval Sync allows you to synchronize data automatically at intervals you define.

To view, create, or modify settings for push or interval synchronization, select User Settings > General > Push/Interval Sync, and then select a device. To edit a setting, click Edit. If more than one setting appears, click a setting name, and then click Edit.

Security/Encryption User Settings

From Security/Encryption User Settings you can define the encryption method you want to use to access the server, synchronize data, and store client authentication credentials. The encryption methods have varying levels of security; therefore, you can select the method best suited for a particular user or group. The key exchange is Diffie-Hellman.

To view, create, or modify encryption settings, select User Settings > General > Security/Encryption, and then select a device. To edit settings, click Edit. If more than one setting appears, click a setting name, and then click Edit.

Configuring User Credentials Settings

The Nokia Intellisync Mobile Suite client does not store users' passwords on the device. However, you can have the authentication credentials cached on the device. These authentication credentials, which are different from the user's password, are created when the user connects and enters a password.

To view, create, or modify user credentials, select User Settings > General > Security/ Encryption, and then click a device. If more than one setting appears, click a setting name. To edit settings, click Edit

Configuring Power-on Password Settings

To view, create, or modify power-on password settings, select User Settings > General > Security/Encryption, select a device, and then click the Power-on Password tab. If more than one setting appears, click a setting name, and then click the Power-on Password tab. To edit settings, click Edit.

Note
User-generated passwords do *not* expire. The password remains valid until a user changes the password or contacts the administrator to receive a new, randomly generated password.

Generating Random Password Settings

You can create a random safe password for users who forget their password. Select User Settings > General > Security/Encryption. Select a device, and then click the Power-on Password tab, and then click Edit. If more than one setting appears, click a setting name, click the Power-on Password tab, and then click Edit.

Web/WAP Security User Settings

Users' passwords are not stored on the device for Web access. However, you can use Web/WAP Security settings to store credentials. These credentials are created when the user connects and enters a password. To view, create, or modify Web/WAP Security settings, select User Settings > General > Web/WAP Security. If more than one setting appears, click a setting name. To edit settings, click Edit

Wireless Email Settings

From Wireless Email Settings you can manage the following settings.

■ Wireless Email User
■ Novell GroupWise
■ Push
■ Alerts
■ Filter
■ Inbox and Outbox
■ Sent Items
■ Drafts
■ PIM

Wireless Email User Settings

From Wireless Email User settings you can set user options and permissions for email. Wireless Email User Settings are separated into three tabbed pages.

■ Setting
■ Performance
■ Size Limits

To view, create, or modify Wireless Email User Settings, select User Settings > Wireless Email, and then click Wireless Email User. If more than one setting appears, click a setting name. To edit settings, click Edit.

Configuring Wireless Email Performance Settings

You can define how long items should remain in a user's Inbox, Sent Items, and Calendar folders. In addition, you can control whether users can override these settings. To view, create, or modify Wireless Email User Performance settings, select User Settings > Wireless Email > Wireless Email User, and then click the Performance tab. If more than one setting appears, click a setting name, and then click the Performance tab. To edit settings, click Edit

Note
Storing less data makes device synchronization and Internet browsing faster.

Configuring Wireless Email Size Limits Settings

You can control what happens when a user's data exceeds the server storage limits. To view, create, or modify Wireless Email User Size Limits settings, select User Settings > Wireless Email > Wireless Email User, and then click the Size Limits tab. If more than one setting appears, click a setting name, and then click the Size Limits tab. To edit settings, click Edit.

Novell GroupWise Wireless Email Settings

From Novell GroupWise user settings you can set values for the server, access methods, user options, and system address book synchronization sessions. Novell GroupWise settings are separated into two tabbed pages.

- Novell GroupWise Access Settings
- Novell GroupWise User Settings

Configuring GroupWise Access Settings

To view, create, or modify Novell GroupWise Wireless Email server and access settings, select User Settings > Wireless Email, and then click Novell GroupWise to access the Novell GroupWise Access tab. If more than one setting appears, click a setting name, and then click the GroupWise Access tab. To edit settings, click Edit.

Configuring GroupWise User Settings

To view, create, or modify Novell GroupWise Wireless Email user settings, select User Settings > Wireless Email, click Novell GroupWise, and then click the Novell GroupWise User Settings tab. If more than one setting appears, click a setting name, and then click the Novell GroupWise User Settings. To edit settings, click Edit.

Push Wireless Email Settings

Push is a feature that allows users to receive email messages and PIM data updates on their device soon after the email arrives or the PIM data is updated on the server. From Push settings you can view, create, or modify push settings. Select User Settings > Wireless Email, and then click Push. If more than one setting appears, click a setting name. To edit settings, click Edit.

Alerts Wireless Email Settings

An Alert notifies the device when new email arrives in the user's Inbox or when a calendar event is modified. From the Alerts setting you can view, create, or modify alerts settings. Select User Settings > Wireless Email, and then click Alerts. If more than one setting appears, click a setting name. To edit settings, click Edit.

Filter Wireless Email Settings

From Filter settings you can create filters to restrict calendar, contacts, tasks, email, and memo entries from synchronizing with the server and devices. For each filter you can select one or more fields to filter, create conditions and rules. Select User Settings > Wireless Email, and then click Filters. If more than one setting appears, click a setting name.

Configuring Calendar Filter Settings

To view, create, or modify Calendar Filter settings, select User Settings > Wireless Email, and then click Filter. To add conditions and rules, click New. If more than one setting appears, click a setting name.

Configuring Contacts Filter Settings

To view, create, or modify Contacts Filter settings, select User Settings > Wireless Email, click Filter, and then click the Contacts tab. To add conditions and rules, click New. If more than one setting appears, click a setting name.

Configuring Tasks Filter Settings

To view, create, or modify Tasks Filter settings, select User Settings > Wireless Email, click Filter, and then click the Tasks tab. To add conditions and rules, click New. If more than one setting appears, click a setting name.

Configuring Email Filter Settings

To view, create, or modify Email Filter settings, select User Settings > Wireless Email, click Filter, and then click the Email tab. To add conditions and rules, click New. If more than one setting appears, click a setting name.

Configuring Memos Filter Settings

To view, create, or modify Memos Filter settings, select User Settings > Wireless Email, click Filter, and then click the Memos tab. To add conditions and rules, click New. If more than one setting appears, click a setting name.

Inbox and Outbox Wireless Email Settings

From Inbox and Outbox settings you can set combinations of values for message truncation, attachment limitations, old email deletion, and preview. To view, create, or modify Inbox and Outbox settings, select User Settings > Wireless Email > Inbox & Outbox, and then select a device. If more than one setting appears, click a setting name. To edit settings, click Edit.

Sent Items Wireless Email Settings

From Sent Items settings you can set up truncation, attachment options, and old email deletion. To view, create, or modify Sent Items, select User Settings > Wireless Email > Sent Items, and then select a device. If more than one setting appears, click a setting name. To edit settings, click Edit.

Drafts Wireless Email Settings

From Drafts settings you set up truncation and attachment options. To view, create, or modify Drafts settings, select User Settings > Wireless Email > Drafts, and then select a device. If more than one setting appears, click a setting name. To edit settings, click Edit.

PIM Wireless Email Settings

From PIM settings you can manage Calendar, Contacts, Tasks, Notes, and Personalized Information settings. To view, create, or modify PIM settings, select User Settings > Wireless Email > PIM, and then select a device. If more than one setting appears, click a setting name. To edit settings, click Edit.

8 Management Settings

Overview

The Management node in WebAdmin Console helps you manage server information and administrators accounts.

From WebAdmin console, select Management to access the following options.

- Servers
- Administrators

Note
WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

Servers

From the Servers option you can complete the following tasks.

- Delete a server
- Export server information
- Print server information
- View specific server information
- Activate or deactivate a server

Deleting Servers

To delete servers, select Management > Servers, check the check box next to a server's name or check multiple servers, and then click Delete.

Exporting Server Information

To export server information to a Microsoft Excel file, select Management > Servers, and then click Export.

Printing Server Information

To print a list of servers and the associated configuration information, select Management > Servers, and then click Print.

View Specific Server Information

To view configuration information for a specific server, select Management > Servers, click a server name from the list, and then click Edit.

Activate or Deactivate a Server

To activate or deactivate a server, select Management > Servers, click a server name from the list, and then click Edit.

Administrators

From the Administrators option you can complete the following tasks.

- Add a new administrator
- Delete an administrator
- Export administrators' information
- Print administrators' information
- View and modify an administrator's information
- Activate or deactivate an administrator

Adding Administrators

To add a new administrator, select Management > Administrators, and then click New.

Deleting Administrators

To delete an administrator, select Management > Administrators, check the check box next to an administrator's name or check multiple administrators, and then click Delete.

Exporting Administrators' Information

To export administrators' information to a Microsoft Excel file, select Management > Administrators, and then click Export.

Printing Administrators' Information

To print a list of administrators, select Management > Administrators, and then click Print.

View and Modifying an Administrator's Information

To view an administrator's information, select Management > Administrators, and then click an administrator's name from the list. To modify an administrator's information, click Edit.

Activate or Deactivate an Administrator

To activate or deactivate an administrator, select Management > Servers > Administrators, click an administrator's name from the list, and then click Edit.

9 Managing Reports

Overview

The Reports node in WebAdmin provides easy access to reports. You can use reports to review information about your system.

Expand the Reports node to access the following options.

- Devices
- Performance
- License

Note

WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

Device Reports

Select Devices to access the Device Last Connect Report.

Device Last Connection Report

The Device Last Connection report provides a list of the latest connection dates and times for devices. Select the appropriate input data, and then click Refresh to generate an on-screen report. To export the report, click Export. To print the report, click Print.

Performance Reports

Select Performance to access the following reports.

System Sync Times Report

The System Sync Times report provides a list of average, maximum, and longest synchronization times, the number of synchronizations for the selected dates, and the users with the longest times. Select the appropriate input data, and then click Refresh to generate an on-screen report. To export the report, click Export. To print the report, click Print.

Sync Per Hour Report

The Sync Per Hour report provides an hourly synchronization graphical report. Select the appropriate input data, and then click Refresh to generate an on-screen report. To export the report, click Export. To print the report, click Print.

License Report

Select License to access the License Report.

The License report provides a list of the number of licenses you purchased for each product and the number of licenses in use. To export the report, click Export. To print the report, click Print.

10 Managing Logs

Overview

The Logs node in WebAdmin Console provides easy access to logs for viewing historical information about your system.

Select Logs to access the following activity logs.

- Audit Trail
- User Activity
- Server Activity

Note
WebAdmin Console provides comprehensive online help to assist you as you work with administrative tasks. In most cases, the online help provides more information and instructions than found in this guide. To access online help, click Help on any page in WebAdmin Console.

Audit Trail Log

The Audit Trail log provides a list of WebAdmin Console changes. Select the appropriate input data, and then click Refresh to generate an on-screen report. To export the report, click Export. To print the report, click Print.

User Activity Log

The User Activity log provides a list of users' synchronization activities. Select the appropriate input data, and then click Refresh to generate an on-screen report. To export the report, click Export. To print the report, click Print.

Server Activity Log

The Server Activity log provides a list of server events. Select the appropriate input data, and then click Refresh to generate an on-screen report. To export the report, click Export. To print the report, click Print.

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