



Omni Mobile

(GroupWise Client for Mobile Devices)

Administrator Guide

This Guide

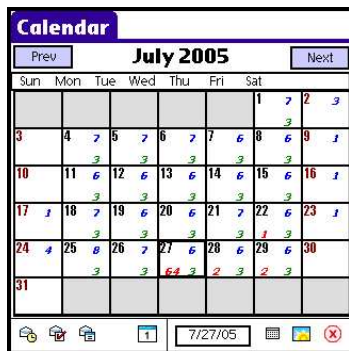
Welcome to the Omni Mobile Administrator Guide. This guide covers Omni Mobile 2.3 server installation, initial configuration, and management by the Omni Mobile Administrator.

Before you install the server component, we strongly recommend that you review the five-minute on-line [Omni Mobile Server Installation Quick Tour](#) available under the Quick Tours link on our web site: www.omni-ts.com

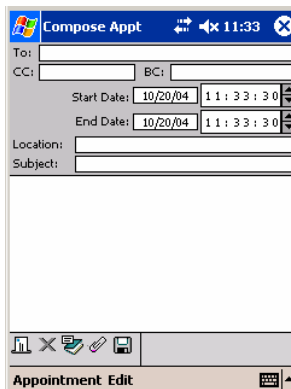
Omni Mobile is a cost-effective client for GroupWise email that supports PocketPC and Windows Mobile PDAs and Smartphones, Palm, Nokia Series 60 Devices, and Sony Ericsson PDAs and Smartphones. This guide provides setup, configuration and administration information. Client installation and configuration instructions are available in the **"Omni Mobile User Guide"** available in the Documentation section of our web site.

CRITICAL WARNING

A minimum of GroupWise WebAccess 6.5.2 is required for Omni Mobile 2. Do not proceed with the Omni Mobile installation until you have confirmed that GroupWise 6.5.2 or higher has been applied to the GroupWise WebAccess Application Server.



*Palm Client - Calendar
Month View*



*PocketPC 240x320 Client - Compose
Appointment*



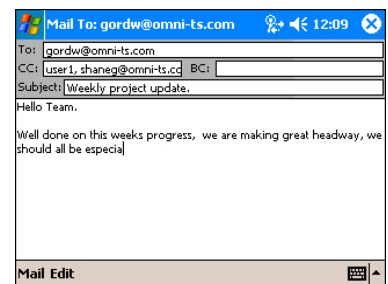
*Sony Ericsson Client Calendar Day
View*



*Pocket PC 240x240 Client -
Folders View*



*Pocket PC 240x240 Client -
Calendar View*



*Pocket PC 240x240 Client -
Calendar View*

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Outline of the Omni Mobile Installation

There are 5 steps to install Omni Mobile:

Installation Steps	Omni Mobile Guide	Page(s)
1. Meet the system requirements for the server, workstation and mobile device(s).	Omni Mobile Administrator Guide	4 - 6
2. Install the Omni Mobile Server on the server platform hosting the GroupWise WebAccess Application server.	Omni Mobile Administrator Guide <ul style="list-style-type: none"> • On a NetWare / OES Server • On a Windows 2000/2003 Server • On a Linux Server 	7 - 17 18 - 22 22 - 24
3. As the Omni Mobile administrator, enable the GroupWise accounts for Omni Mobile.	Omni Mobile Administrator Guide	26 - 27
4. As the end-user, configure the Omni Mobile synchronization policies (folders, calendars, address books, etc. and frequency of synchronization).	Omni Mobile User Guide	7 - 14
5. Install the Omni Mobile Client to the user's mobile device and provision the account.	Omni Mobile User Guide	14 - 24

Note. Omni Mobile 2.x requires the administrator to add the names of the GroupWise accounts to be enabled in the administrator WebAccess interface. Automatic Acceptance and Mobile Administrator Approval modes will be available with future releases.

System Requirements for Omni Mobile

Server Requirements:

Omni Mobile 2.x requires GroupWise 6.5.2 (or higher) running on the following server platforms:

- Novell OES or NetWare 6.x plus the latest Support Pack
- Minimum SUSE Linux Standard Server 9 or SUSE Linux Enterprise Server 9
- Windows NT4 Server or Windows 2000/2003 Server, plus the latest Service Pack for the respective version of Windows
- SUN JAVA 1.4.x
- Tomcat 3.3 or 4

Server hardware requirements:

- 15 MB (minimum to extract the server installation software)
- 128 Kbytes per user account to store user preferences
- 20 MB to store application files
- Internet connection for Over-the-Air synchronization

Server software requirements:

- GroupWise WebAccess 6.5 or 7.0 (Recommend WebAccess 6.5.2 or higher. There are known issues with WebAccess 6.5.0 and 6.5.1. Contact us about previous versions of GroupWise.)
- SUN JAVA 1.4 (J2SEv5.0.4 or higher for Windows 2003 server)
- X-Windows for the GUI installation (NetWare), X-Server (Linux), or Windows desktop
- Locally generated or commercial SSL certificate are compatible with Pocket PC and Windows Mobile devices

Workstation Requirements:

If you are using a Workstation to copy the Omni Mobile installation file and account information to the device, you will require a workstation and the appropriate mobile device communication software (current versions of Microsoft ActiveSync for Pocket PC, Palm HotSync for Palm devices, or sync software for the appropriate Sony Ericsson device) to do the initial installation and account provisioning. User account self-service and profile management requires one of the following workstation web browsers:

- Linux: Firefox and equivalent Mozilla-based browsers
- Windows: Microsoft Internet Explorer 4.0 or later; Netscape Navigator 4.0 or later
- Macintosh: Safari 1.0 or later, Microsoft Internet Explorer 4.5 or later; Netscape Navigator 4.51 or later

Mobile Device Requirements:

Omni Mobile is compatible with Pocket PC and Windows Mobile PDAs; Windows Mobile smart phones (non-touch screen); Palm OS devices and smart phones; Sony Ericsson P910, P900 and P800 Symbian smart phones; and Nokia Series 60 2nd generation smart phones.

Support for Nokia Series 80 Smart Phones will be included in a future release. Refer to the "Supported Devices" link on the Omni Mobile product web page at www.omni-ts.com for the list of supported devices.

- Supported Windows Mobile and Pocket PC devices include all 240 x 240, 640 x 480 and 320 x 240 devices in horizontal (landscape) and vertical (portrait) modes. This includes devices like the Treo 700w, iPAQ H5450 and Qtek 9100. Please note that when using these devices in horizontal mode, you will need to start Omni Mobile AFTER you turn the device into horizontal mode. The tree view screen does not change orientation dynamically. This will be updated in a future release. For now, by flipping to horizontal

mode before you start Omni Mobile, you will be able to take advantage of the full-size screen and full keyboard of devices like the Qtek 9100.

- Windows Mobile Smart Phones with a 2.2 inch QVGA TFT screen (320 x 240 or 240 x 320). "In theory", this includes the Motorola Q, Cingular 2125, T-Mobile SDA, SPV C600, Qtel 8310 and all other 240 x 320 or 320 x 240 Smart Phones. Omni Mobile does not support 172 x 240 form factor flip phones.
- Pocket PC 2000, 2002, 2003, Windows Mobile 5, Windows Mobile 5 Smartphone Edition, BlackBerry devices, Palm OS 4 and 5, and Sony Ericsson P800, P900 and P910 devices, Nokia Series 60 2nd and 3rd generation devices.
- Over-the-Air synchronisation supports all Over-the-Air communication protocols including: GPRS, GSM, CDMA/1XRTT, IDen, Bluetooth, WiFi 802.11, and Infrared.
- Minimum of 3 MB of storage space for the application.
- A minimum of 5 MB of additional storage space as recommended for the mail and calendar data. An average account with 30 days of email, 120 days of calendar entries and a total of 500 address book entries will require approximately 1.5 MB of storage space on the device.
- Omni Mobile supports commercial and locally-generated SSL certificates. Please refer to "**How to Enable Devices for SSL**" in the "**Omni Mobile User Guide**."

Omni Mobile Server Upgrade Preparation Requirements:

If you have installed Omni Mobile version 1.x, please note that the installation process for Version 2.0 will substantially modify the server information for the Omni Mobile policies and the data sent to the devices. This server release is compatible with earlier versions of the Omni Mobile client. However, to benefit from the new client features, you will need to update the Account Creator, update the Omni Mobile client on the devices and create a new set of user PDB files. If you are installing this release into an existing Omni Mobile environment, please carry out the following steps:

1. Uninstall Omni Mobile 1.x from the WebAccess Application server.
2. Make a copy of the existing \data folder where the Omni Mobile datastore is held and name the copied folder **\data.om1**:
 - e.g. For NetWare 6.5 / OES Netware – **SYS:\tomcat\4\data.om1**
 - e.g. For NetWare 6.0 – **SYS:\tomcat\33\data.om1**
 - e.g. For Windows with GroupWise 6.5 – e.g. c:\novell\java\data.om1
 - e.g. For Windows with GroupWise 7 – e.g. c:\novell\tomcat5.5\data.om1
 - e.g. For Linux - **/var/opt/novell/tomcat4/data.om1**

(If you need to restore the 1.x version of Omni Mobile, this will preserve the server datastore information to allow for a successful restore.)

3. Perform the installation of the current release of the Omni Mobile server.

Install the Omni Mobile Server

Omni Mobile can be installed on a GroupWise WebAccess server running on Novell OES or NetWare, Windows 2000 server, or a SUSE Linux server platform.

Novell OES/NetWare Installation steps

If you know the correct locations of the GroupWise WebAccess and Tomcat installation directories or if your GroupWise WebAccess server has default settings, it is approximately a five-minute server installation process. Other than the installation paths that are different for each platform, the Omni Mobile server installation process follows the same process for all supported server platforms. To install Omni Mobile on NetWare or Novell OES:

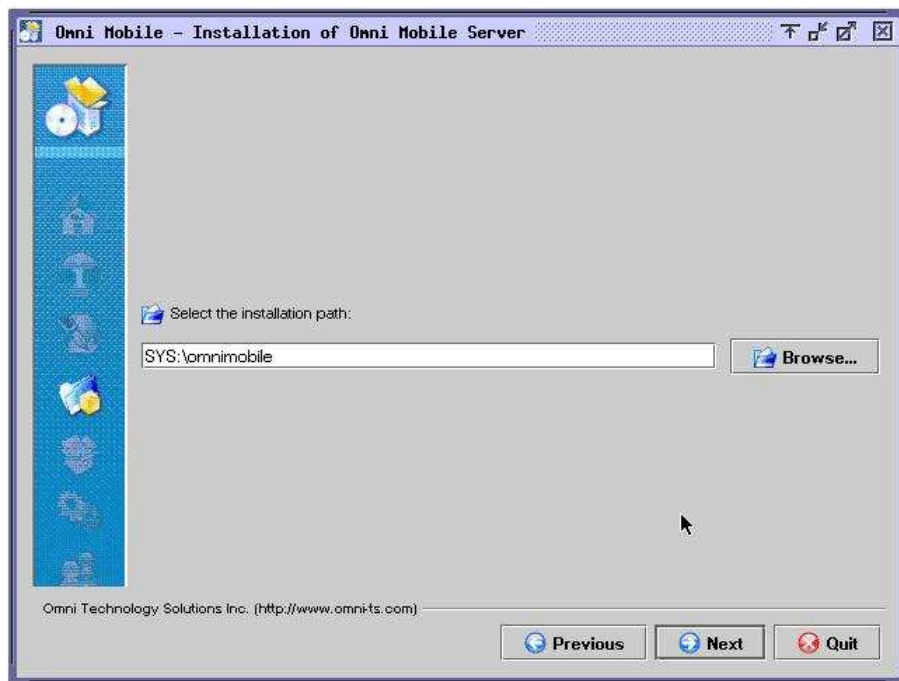
1. Copy the installer file to the root of SYS. (Note. This file does not have to be copied to the root. That is the default.) Please take note of the location and name of the file. This document assumes the file is called "omnimobile-server-installer.jar".
2. Confirm the version of Java installed. At the server console type:
 - a. **m java** (This will report the version of **java.nlm** if loaded. The version reported must read 1.4.2_02 or higher. If you do not meet the minimum requirements, stop and upgrade Java).
3. At the server console type **TC4STOP** (to stop Tomcat4) or **TOMCAT33STOP** (to stop Tomcat3).
4. Open the NetWare JAVA X-Server console GUI by typing STARTX at the NetWare / OES server console. At the server prompt, (or in the GUI console, Select **Start --> Run**) type:
 - a. **java -jar SYS:/omnimobile-server-installer.jar** This command is case sensitive. Please verify that the file name you type corresponds to the path and file name you copied earlier.



5. Select the following:
 - a. At the language selection screen, choose "English" or "Spanish" and click **Next**.
 - b. Click **Next** twice.
 - c. At the EULA window, choose to accept the terms of the license and click **Next**.

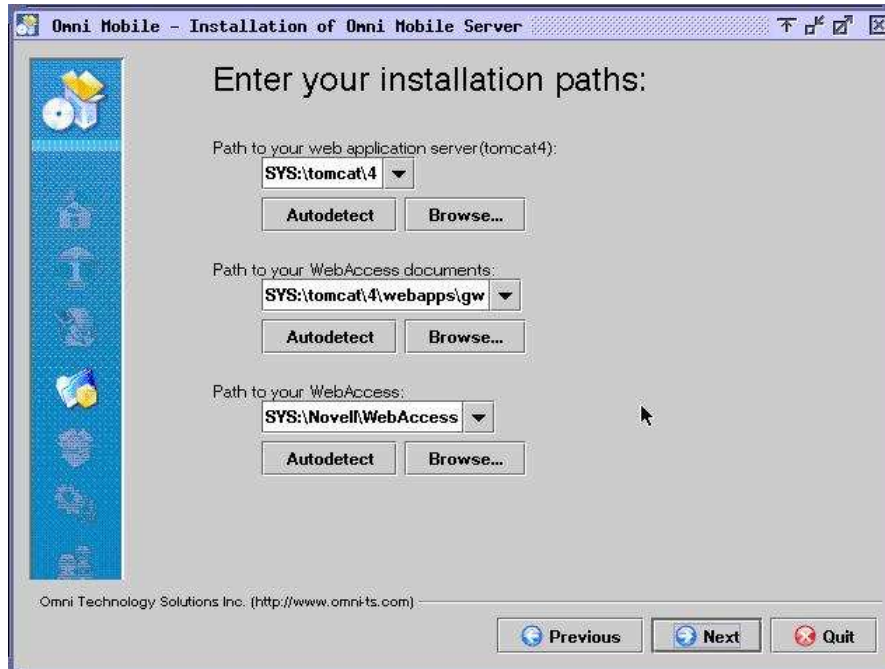


- d. At the Select the installation path: specify the appropriate location to install the Omni Mobile server files, e.g. **SYS:\omnimobile**.



Click **Next**.

- e. Set the **Path to your web application server (tomcat4)** to the correct path:
Use **SYS:\tomcat\4** (default for NetWare 6.5 running Tomcat 4)
Use **SYS:\tomcat\33** (default for NetWare 6 running Tomcat 3)

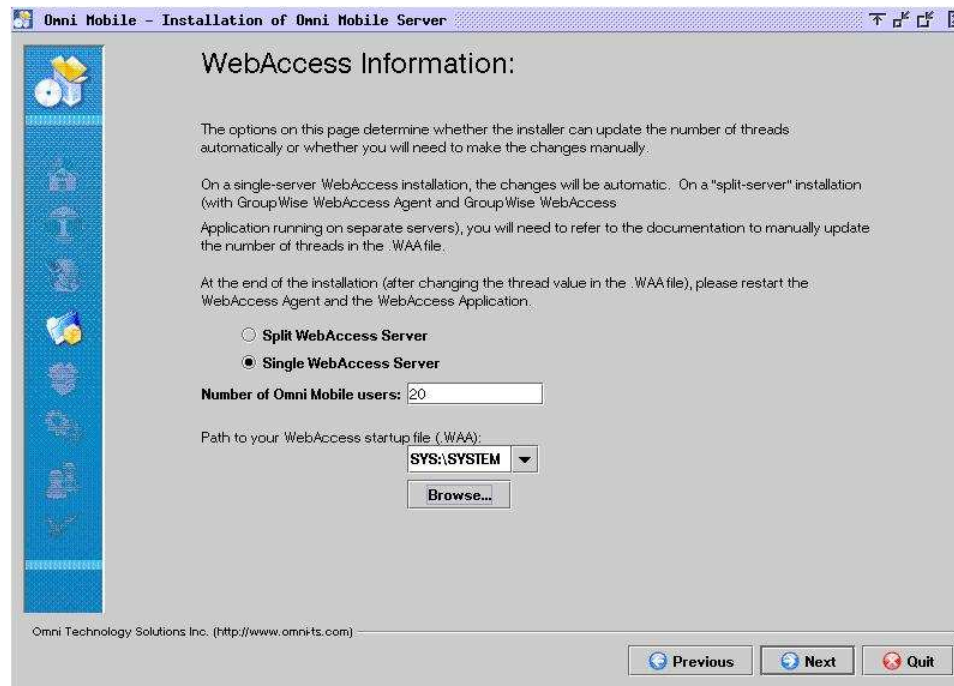


- f. Set the **Path to your WebAccess documents:** to the correct path, for example:
Use **SYS:\Apache2\htdocs** (default for GroupWise 6.5 on Apache 2)
Use **SYS:\Apache\htdocs** (default for GroupWise 6.5 running Apache 1.2)
Use **SYS:\tomcat\4\webapps\gw** (default for GroupWise 7 running Apache 2)

NOTE – If icons and graphics do not display properly after you install Omni Mobile, the path to your web server document root was not correctly identified during the installation. You will need to uninstall and re-install the Omni Mobile server with the correct path.

- g. Set the **Path to your WebAccess:** to the correct path that contains your webacc.cfg file.
e.g. **SYS:\Novell\WebAccess**

- h. At the WebAccess Information window, choose between a split server or single server installation (default):



- (1) **Single WebAccess Server** installation refers to when the GroupWise WebAccess Agent and Application Server are hosted on the same physical server. For this type of installation, select "Single WebAccess Server", specify the number of Omni Mobile users (this will adjust the .WAA file to identify the number of threads for the WebAccess Agent), and the path to the appropriate **.WAA** file

e.g. **SYS:\System\WEBAC65A.WAA** (default for GroupWise 6.5)

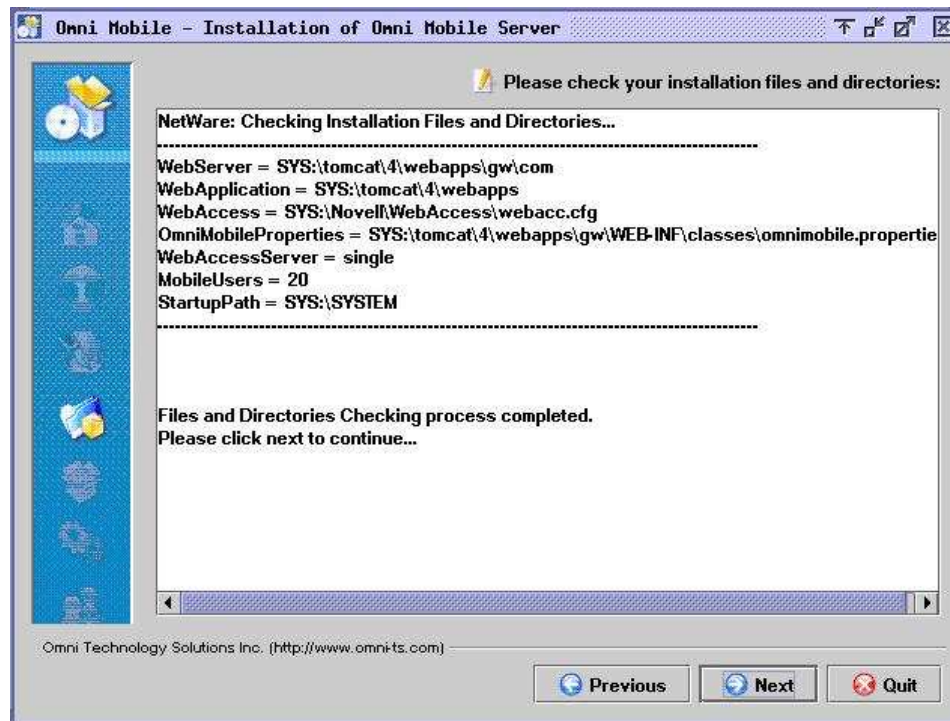
e.g. **SYS:\System\WEBAC70A.WAA** (default for GroupWise 7.0)

OR

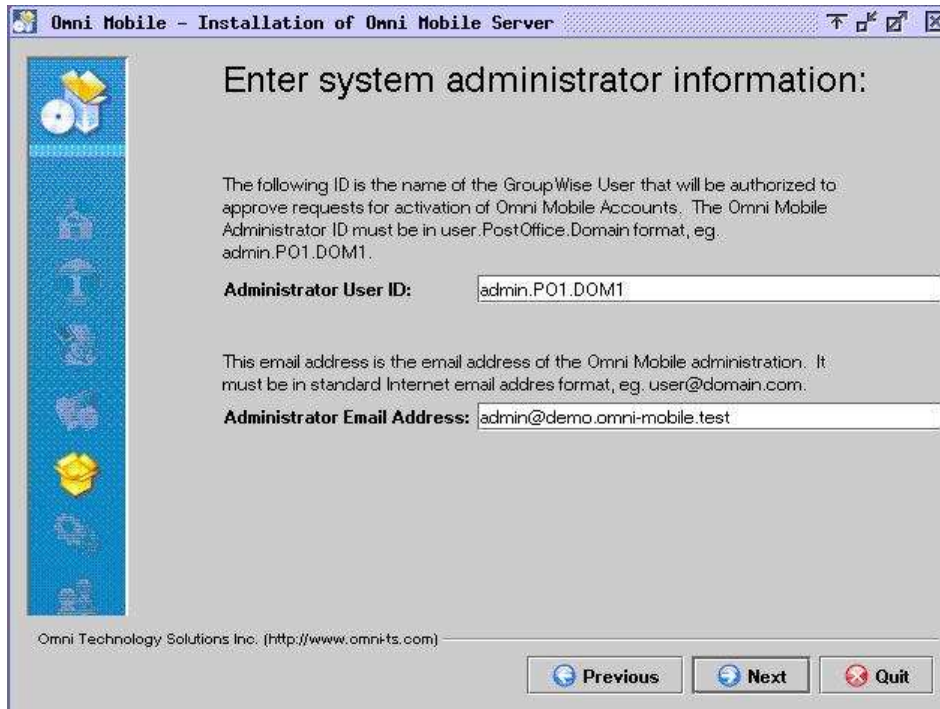
- (2) **Split WebAccess Server** installation refers to when the GroupWise WebAccess Agent and Application Server are hosted on separate physical servers. For this type of installation select "Split WebAccess Server". The installer will disregard any settings for "Number of omni Mobile Users" or "Path to your WebAccess startup file (.WAA)". **N.B.** You will have to manually modify the .WAA file on the server hosting the WebAccess Agent and restart the WebAccess Agent (refer to "How to Support Additional Users" in this Guide).

and click **Next**

- i. At the next window, confirm the installation paths and click **Next**.



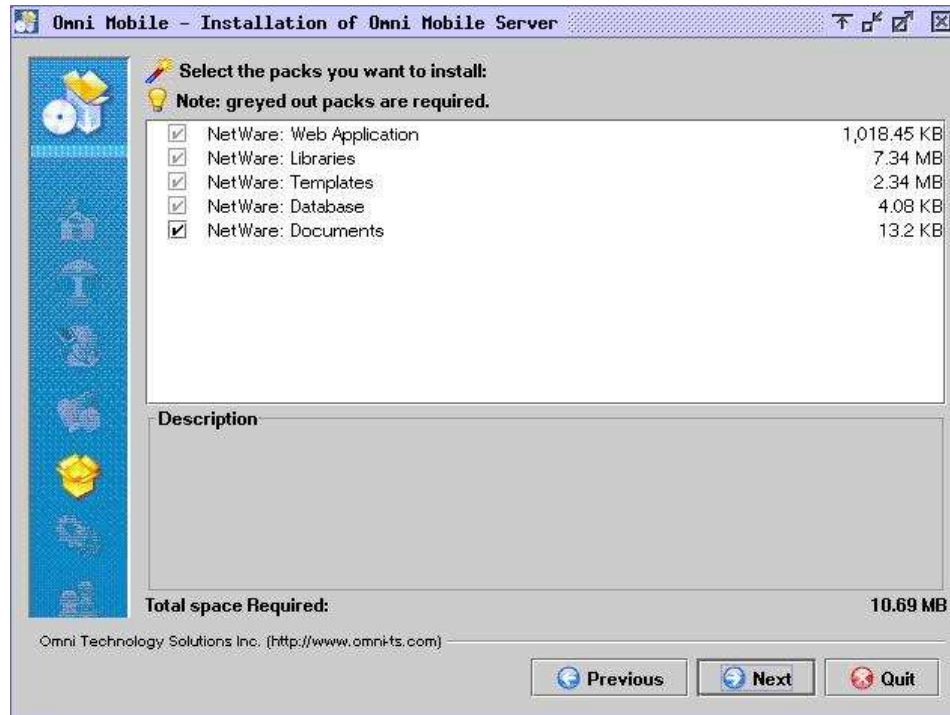
- j. At the '**Enter Your System Administrator**' window, provide the name and email address of the GroupWise ID that will be identified as the Omni Mobile administrator and click **Next**.



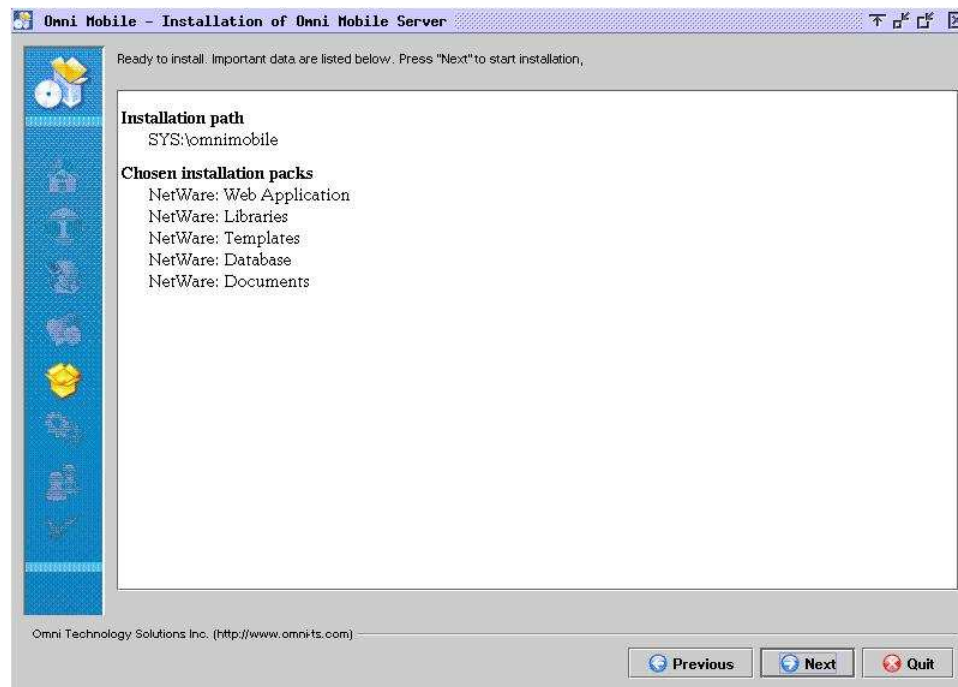
The naming convention is case sensitive and **must** be in full GroupWise format without a leading dot (e.g. **mobileadmin.P01.DOM1**) and the email address in internet addressing format for mail delivery to this account (e.g. **mobileadmin@yourdomain.com**). If GWIA is not configured, enter the email address using the common GroupWise account name (e.g. admin).

The Omni Mobile administrator account does not require any rights in eDirectory, GroupWise or the file system. This is the account that will be able to authorize Omni Mobile users and license the server. When this account logs into WebAccess, it has access to the additional screens that provide global administration modules rather than just the Synchronization Policies module that enabled accounts see. **Do not** use a GroupWise external identity for the Omni Mobile admin account.

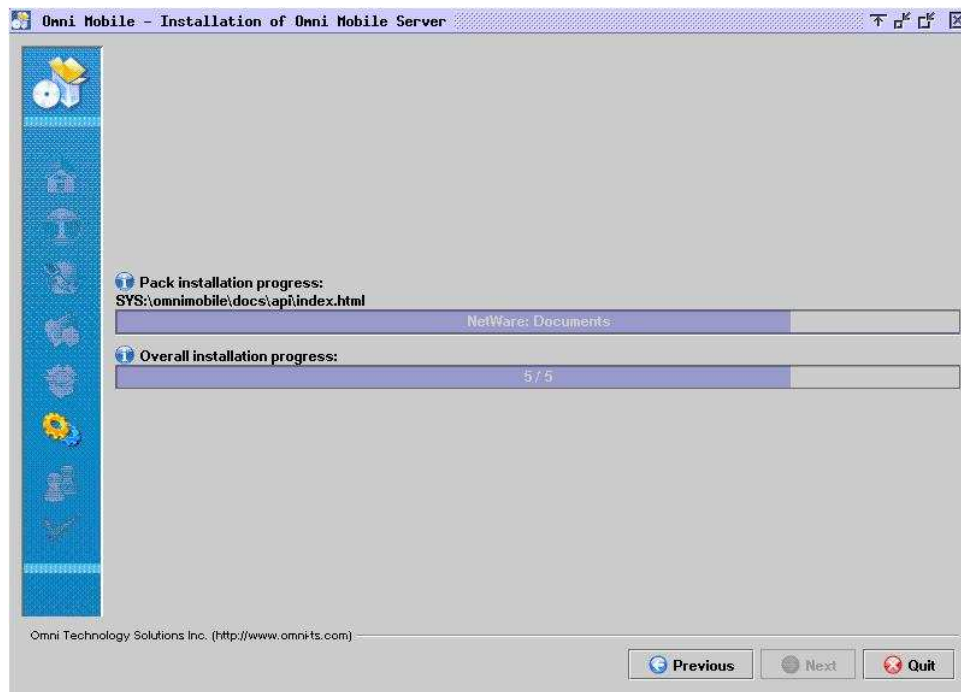
k. Accept all packages and click **Next**.



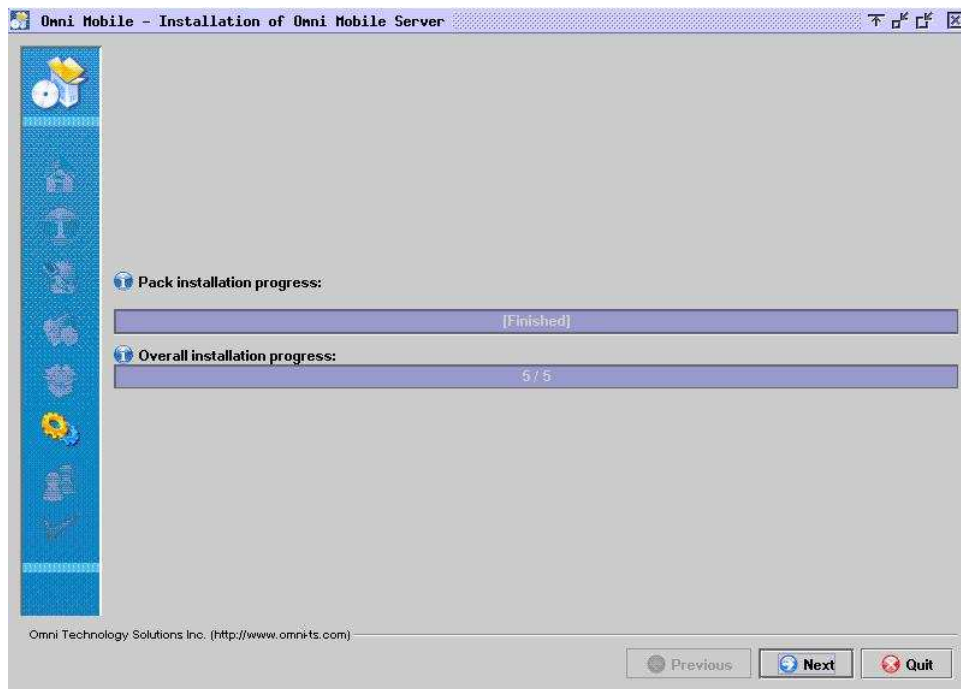
l. Note the installation path and click **Next**.



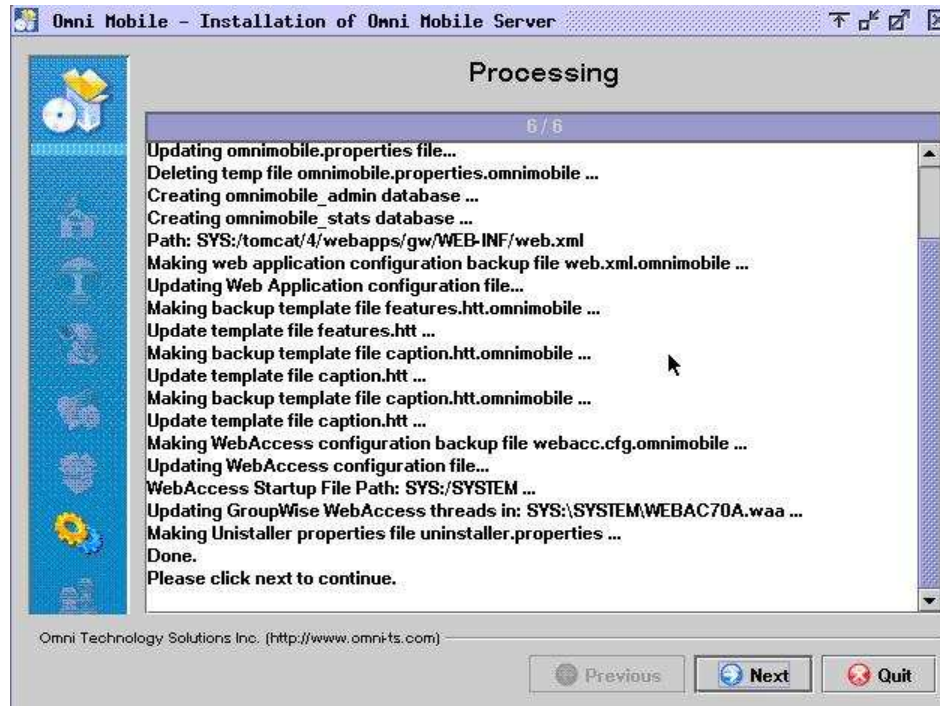
- m. The installation will start and you will see a progress screen until the installation process is finished.



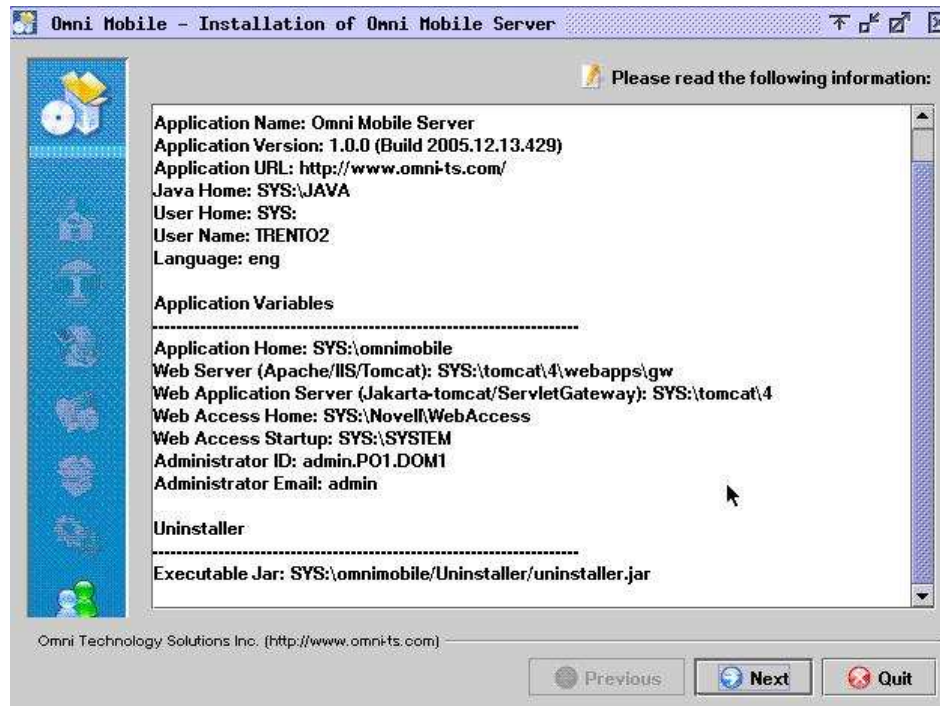
Click **Next**.



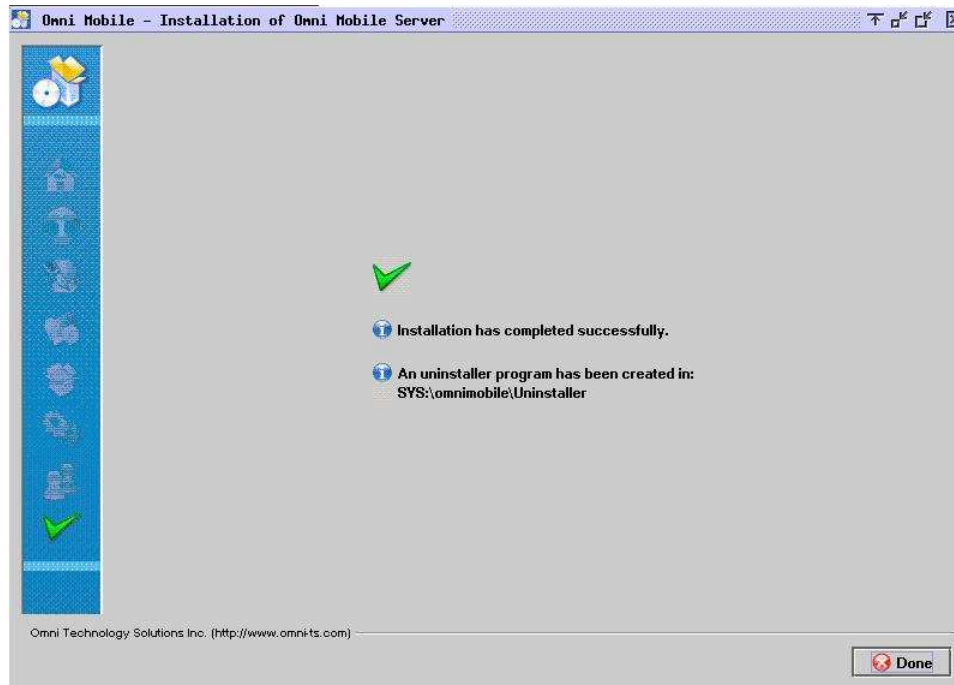
- n. At the Processing summary screen, click **Next**.



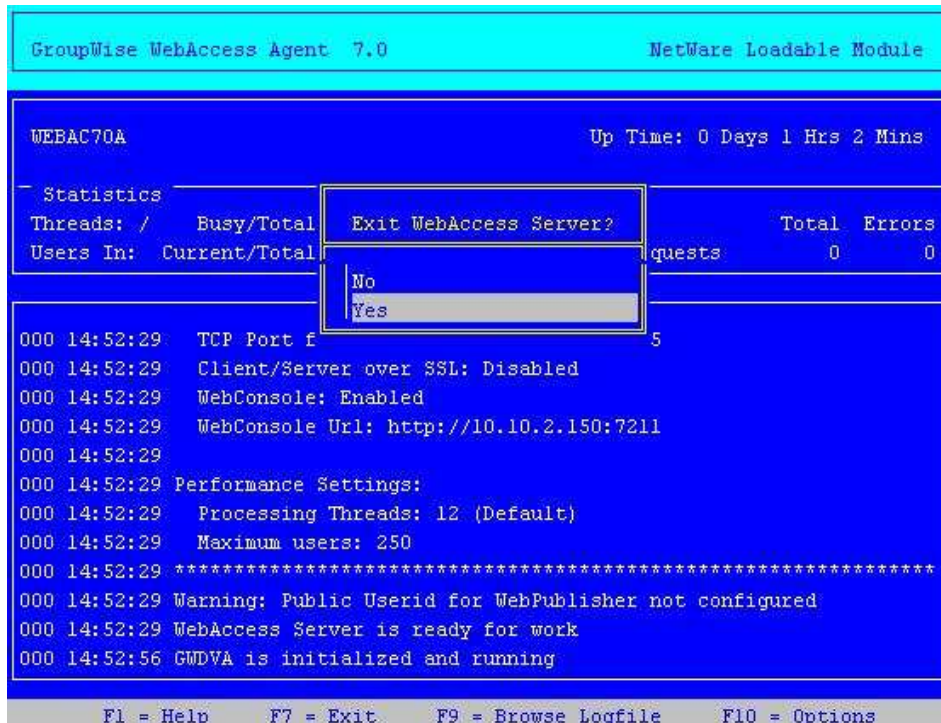
- o. You will see a window with all of the Omni Mobile installation variables and paths. Please take note of the location of the uninstaller.jar file. By default, this is: `SYS:\omnimobile\Uninstaller\uninstaller.jar` (case sensitive). Click **Next**.



- p. Click **Done** to finish the installation.



- 6. Stop and restart GroupWise WebAccess on your server. This causes the number of threads to be updated on the GroupWise WebAccess Agent. Select F7 at the WebAccess console screen to stop WebAccess. Type **STRTWEB** (or the appropriate NCF file for your environment) to start GroupWise WebAccess.



7. Add in the trial or full licence file:
 - a. Rename the licence file you received to "license.key".
 - b. Copy license.key to your classes directory:
 - e.g. **SYS:\Tomcat\4\webapps\ROOT\WEB-INF\classes** (for WebAccess 6.5)
 - e.g. **SYS:\Tomcat\4\webapps\gw\WEB-INF\classes** (for WebAccess 7.0)
8. At the server console type **TOMCAT4** (to start Tomcat4) or **TOMCAT33** (to start Tomcat3)
9. Switch to the server logger screen and confirm that Tomcat has finished loading including Omni Mobile.

```
2005-12-14 15:57:41,126 INFO - OmniMobileServlet.init(87): (C) Copyright 2005 O
omni Technology Solutions Inc. All rights reserved.
2005-12-14 15:57:41,544 INFO - PrefAdminServlet.init(75): Loading application c
ontext please wait...
Loading module NIO.NLM
  Java nio (based on 1.4.2)
  Version 1.42.04 January 5, 2005
  Copyright (c) 2005 Novell, Inc. Portions Copyright (c) 2005 Sun Microsystems
Module NIO.NLM load status OK
2005-12-14 15:58:44,883 INFO - PrefAdminServlet.init(118): <Omni Mobile Server>
  OmniMobile Servlet is ready for work.

Novell GroupWise WebAccess Spell Checker
Version 7.0
(C) Copyright 1996-2005 Novell, Inc. All rights reserved.

  Maximum suggestions: 10
  Dictionary path      : SYS:\Tomcat\4\webapps\gw\web-inf\classes\com\novell
\collexion\morphology\data

<GroupWise WebAccess Spell Checker> Spell Servlet is ready for work
Dec 14, 2005 3:58:46 PM org.apache.jk.common.ChannelSocket init
INFO: JK2: ajpl3 listening on /0.0.0.0:9010
Dec 14, 2005 3:58:46 PM org.apache.jk.server.JkMain start
INFO: Jk running ID=0 time=3/152 config=sys:\tomcat\4\conf\jk2.properties
```

10. Installation is complete.

Windows 2000/2003 Server Installation steps

The installation must be performed on the "application server" that is the server hosting WebAccess on IIS. The installation for Windows 2000 or 2003 Server requires IIS with the latest patches and uses the Novell Servlet Gateway for GroupWise 6.5 or the Tomcat 5.5 Servlet Gateway for GroupWise 7. The GroupWise WebAccess Application Server must be properly configured and running on this server.

For Windows 2003 server installations it is strongly recommended that administrators implement **all** of the suggestions in Novell TID 10085730 (<http://www.novell.com/support/search.do?cmd=displayKC&docType=kc&externalId=10085730&sliceId=&dialogID=2406075&stateId=0%200%202404720>) before Omni Mobile server is installed.

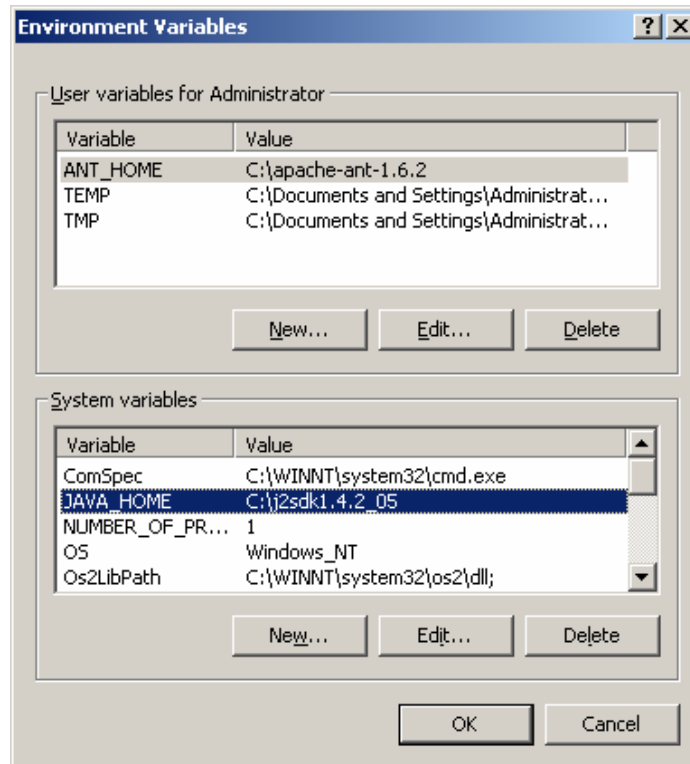
This documentation is based on GroupWise 6.5 and 7.0 running on Windows 2000. It will be necessary to replace the commands as appropriate for your environment. The paths in this document may not match your environment. This documentation refers to a GroupWise 6.5 or 7.0 installation using the following paths:

- GroupWise path = **c:\novell\gw**
- GroupWise Agents path = **c:\novell\gw\agents**
- GroupWise Software Distribution Directory = **c:\novell\gw\software**
- GroupWise System = **c:\novell\gw\GWSYS**
 - Primary Domain = **c:\novell\gw\GWSYS\DOM1**
 - Primary PO = **c:\novell\gw\GWSYS\PO1**
- WebAccess Configuration path = **c:\novell\WebAccess**
- WebAccess 6.5 \ Servlets path = **c:\novell\java\servlets** (location of omnimobile.properties and license.key files)
- WebAccess 7.0 \ Classes path = **c:\novell\tomcat5.5\webapps\gw\WEB-INF\classes** (location of omnimobile.properteis and license.key files)

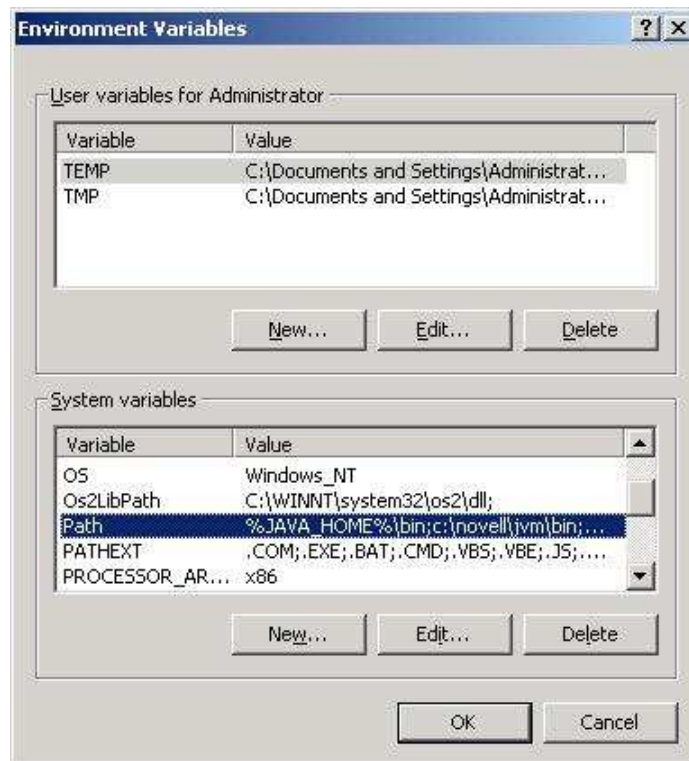
To install Omni Mobile on Windows 2000 or Windows 2003 (refer to the NetWare / Novell OES Installation steps in the first section of this manual for screen shots):

1. Login as the Windows Server local Administrator or an equivalent account.
2. You need to ensure that you know the GroupWise administrator ID such as, mobileadmin.PO1.DOM1 for the administrator ID and admin@yourdomain.com for administrator e-mail.
3. On the application server, stop the IIS or Tomcat server. Open a command (CMD) prompt window (**CMD**) and type:
net stop w3svc <enter>
4. If you are running the WebAccess Agent, you will need to stop the WebAccess agent during the installation (Verify with Computer Management > Services to confirm the name of the service). In a command (CMD) prompt window, type:
net stop "WebAccess (WEBAC65A)" <enter> (for WebAccess 6.5), or
net stop "WebAccess (WEBAC70A)" <enter> (for WebAccess 7.0)

5. Open **System Properties** and configure three **system environment** variable settings:
 - a. Specify or create a **JAVA_HOME** variable so the it is equal to either the path to the GroupWise \jvm folder or \java folde
 - e.g. **JAVA_HOME=c:\novell\jvm** (for WebAccess 6.5)
 - e.g. **JAVA_HOME=c:\novell\java** (for WebAccess 7.0)
 or to the path of the Sun JVM installation



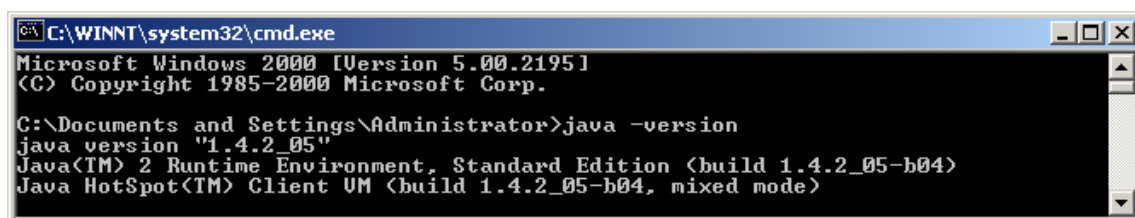
- b. Add **%JAVA_HOME%\bin;** to the beginning of the path variable; and
- c. If you declared %JAVA_HOME% to use the Sun JAV installation path, add the path to GroupWise WebAccess Agents \jvm or \java folder immediately after the **%JAVA_HOME%\bin;**
 - e.g. **%JAVA_HOME%\bin;c:\novell\jvm\bin;** (for WebAccess 6.5), or
 - e.g. **%JAVA_HOME%\bin;c:\novell\java\bin;** (for WebAccess 7.0)



After you set the environment variables, you need to test it at a new command (CMD) prompt by typing:

java -version <enter>

You should be able to see the version of your Java Virtual Machine. That should read 1.4.2_02 or higher.



6. For WebAccess 7.0 only, on the application server, stop the Tomcat server. In the command (CMD) prompt window (**CMD**) and type:
net stop "Tomcat 5.5" <enter>
7. In the command (CMD) prompt window, change to the directory to where you saved the Omni Mobile installer.jar file. Type **java -jar omnimobile-server-installer.jar** (or the appropriate name of the installer file and or path) and follow the installer instructions.

8. Select the following:
 - a. At the language selection screen, choose "English" or "Spanish" and click **Next**.
 - b. Click **Next** twice.
 - c. At the EULA window, choose to accept the terms of the license and click **Next**.
 - d. At the Select the installation path: specify the appropriate location to install the Omni Mobile server files, e.g. **c:\omnimobile** or **c:\novell\omnimobile** and click **Next**.
 - e. At the next window you should see the paths that the installer may autodetect:

For the **Path to your Servlet Gateway ... :**

e.g. use **c:\novell\java** (for GroupWise 6.5)

e.g. use **c:\novell\tomcat5.5** (for GroupWise 7)

For the **Path to your web server(IIS):**

Use **c:\Inetpub\wwwroot** (default for IIS on GroupWise 6.5)

Use **c:\novell\tomcat5.5\webapps\gw** (e.g. for Tomcat on GroupWise 7)

NOTE – If icons and graphics do not display properly after you install Omni Mobile, the path to your web server document root was not correctly identified during the installation. You will need to uninstall and re-install with the correct file path.

For the **Path to your WebAccess:** use the correct path to your webacc.cfg file.

e.g. : **c:\novell\WebAccess**

- f. At the WebAccess Information window, choose between a split server or single server installation (default) and click **Next**:
 - (1) **Single WebAccess Server** installation refers to when the GroupWise WebAccess Agent and Application Server are hosted on the same physical server. For this type of installation, select "Single WebAccess Server", specify the number of Omni Mobile users (this will adjust the .WAA file to identify the number of threads for the WebAccess Agent), and the path to the appropriate **.WAA** file
e.g. **c:\novell\gw\agents** (path to the GroupWise agent executable files)
 - (2) **Split WebAccess Server** installation refers to when the GroupWise WebAccess Agent and Application Server are hosted on the separate physical servers. For this type of installation select "Split WebAccess Server". The installer will disregard any settings for "Number of omni Mobile Users" or "Path to your WebAccess startup file (.WAA)". You will need to manually modify the .WAA file on the server hosting the WebAccess Agent and restart the WebAccess Agent (refer to "How to Support Additional Users" in this Guide).

- g. At the next window, confirm the installation paths indicated and click **Next**.
 - h. The naming convention is case sensitive and **must** be in full GroupWise format without a leading dot (e.g. **mobileadmin.PO1.DOM1**) and the email address in internet addressing format for mail delivery to this account (e.g. **mobileadmin@yourdomain.com**). If GWIA is not configured, enter the email address using the common GroupWise account name (e.g. admin).

The Omni Mobile administrator account does not require any rights in eDirectory, GroupWise or the file system. This is the account that will be able to authorize Omni Mobile users and license the. When this account logs into WebAccess, it has access to the additional screens that provide global administration modules rather than just the Synchronization Policies module that enabled accounts see. **Do not** use a GroupWise external identity for the Omni Mobile admin account.
 - i. At the next window, accept all packages and click **Next**.
 - j. At the next window, note the installation path and click **Next**.
 - k. The installation process will start and a progress screen will become visible. That screen will read "Finished" when all files have been copied to the correct locations. Click **Next**.
 - l. At the Processing summary screen, confirm that there are no errors, and click **Next**.
 - m. You will see a window displaying the Omni Mobile installation variables and paths. Please take note of the location of the uninstaller.jar file. By default, this is normally **c:\omnimobile\Uninstaller\uninstaller.jar**. Click **Next**.
 - n. Click **Done** to finish the installation.
9. Add in the full or trial licence file:
- a. Rename the licence file you received to "license.key".
 - b. Copy license.key to your servlets or classes directory:
 - e.g. **c:\novell\java\servlets** (for WebAccess 6.5)
 - e.g. **c:\novell\tomcat5.5\webapps\gw\WEB-INF\classes** (for WebAccess 7.0)

NOTE – For WebAccess 6.5 on Windows 2003, perform the following steps:

1. Delete the `-server` parameter from the `java.args=` line of the **ServletGateway.properties** file in the servlets path

e.g. change **java.args=-server -Xms64m -Xrs **
to read **java.args=-Xms64m -Xmx256m -Xrs **
2. Copy the **charsets.jar** file from an earlier version of jave (e.g. Console One installation) to the J2SE lib subdirectory

10. If you stopped the Tomcat service (WebAccess 7.0), you need to start it. In a command (CMD) prompt window type:
Net start "Tomcat 5.5" <enter>
11. If you stopped the WebAccess Agent, you need to start the agent. In a command (CMD) prompt window type:
net start "WebAccess (WEBAC65A)" <enter> (for WebAccess 6.5), or
net start "WebAccess (WEBAC70A)" <enter> (for WebAccess 7.0)
12. On the application server start IIS (or Tomcat5 as applicable). In a command (CMD) prompt window type:
net start w3svc <enter>
13. Installation is complete

Linux Server Installation Steps

The installation must be performed on the "application server" that is the server hosting GroupWise WebAccess on Apache. Please note that GroupWise WebAccess on Linux gives you the option to install using existing Tomcat and Apache installations, or you can choose to install stand-alone instances of Tomcat4 and Apache2. You will need to know the respective paths to the novell servlet gateway and web server docs and to the location of the GroupWise WebAccess webacc.cfg file.

This documentation is based on GroupWise 6.5 and 7.0 running on stand-alone instances of Tomcat4 and Apache2 on SUSE Linux Enterprise Server 9. It will be necessary to replace the commands as appropriate for your environment. The paths in this document may not match your environment and refer to a GroupWise 6.5 or 7.0 installation using the following paths:

- GroupWise path = **/grpwise**
- GroupWise Agents path = **/opt/novell/groupwise/agents/bin**
- GroupWise Software Distribution Directory = **/opt/novell/groupwise/software**
- GroupWise System = **/grpwise**
 - Primary Domain = **/grpwise/dom1**
 - Primary PO = **/grpwise/po1**
- WebAccess Startup file (.WAA) path =
/opt/novell/groupwise/agents/share (GroupWise 7)
/opt/novell/groupwise/agents/bin (GroupWise 6.5)
- WebAccess Configuration (webacc.cfg) path = **/opt/novell/groupwise/webaccess**
- WebAccess Classes path = **/var/opt/novell/gw/WEB-INF/classes** (location of omnimobile.properties and license.key files)

Refer to the NetWare/OES section at the start of this document to see screen shots of the installation process):

1. Please note that you MUST be logged in as root to complete this installation. Login as root or use su in terminal sessions.
2. Create an installer directory to hold the omni mobile installer, e.g. **mkdir /omnimobile**. Copy the installer file from the Omni Mobile download /Server-Installation directory into the installer directory.
3. Verify that you have a minimum of Java version 1.4.2_02 or higher.
4. Open a terminal session and stop the tomcat server:
 - a. **cd /var/opt/novell/tomcat4/bin**
 - b. **./shutdown.sh**
5. Run the Omni Mobile server installer:
 - a. **cd /omnimobile**
 - b. **java -jar omnimobile-server-installer.jar**
6. The Java GUI Omni Mobile installer will open. Select the following:
 - a. At the language selection screen, choose "English" or "Spanish" and click **Next**.
 - b. Click **Next** twice.
 - c. At the EULA window, choose to accept the terms of the license and click **Next**.
 - d. At the "Select the installation path", specify the appropriate location to install the Omni Mobile server files, e.g. **/var/opt/omnimobile**
 - e. At the "Enter your installation paths" screen, set the correct paths (please refer to your GroupWise WebAccess installation):
 - i. Set the **Path to Tomcat:** to the correct path:
e.g. **/var/opt/novell/tomcat4/**
 - ii. Set the **Path to your web server(Apache) documents:** to the correct path:
e.g. **/var/opt/novell/tomcat4/webapps/gw**

NOTE – If icons and graphics do not display properly after you install Omni Mobile, the path to your web server document root was not correctly identified during the installation. You will need to uninstall and re-install with the correct file path.

- iii. Set the **Path to your WebAccess:** to the correct path to your webacc.cfg file.
e.g. **/opt/novell/groupwise/webaccess**

- f. At the WebAccess Information window, choose between a split server or single server installation (default) and click **Next**:
- (3) **Single WebAccess Server** installation refers to when the GroupWise WebAccess Agent and Application Server are hosted on the same physical server. For this type of installation, select "Single WebAccess Server", specify the number of Omni Mobile users (this will adjust the .WAA file to identify the number of threads for the WebAccess Agent), and the path to the appropriate **.WAA** file (it should auto-detect either)
 - e.g. **/opt/novell/groupwise/agents/bin** (GroupWise 6.5)
 - e.g. **/opt/novell/groupwise/agents/share** (GroupWise 7)
 - (4) **Split WebAccess Server** installation refers to when the GroupWise WebAccess Agent and Application Server are hosted on separate physical servers. For this type of installation select "Split WebAccess Server". The installer will disregard any settings for "Number of omni Mobile Users" or "Path to your WebAccess startup file (.WAA)". You will need to manually modify the .WAA file on the server hosting the WebAccess Agent and restart the WebAccess Agent (refer to "How to Support Additional Users" in this Guide).
- g. At the next window, confirm the installation paths indicated and click **Next**.
- h. The naming convention is case sensitive and **must** be in full GroupWise format without a leading dot (e.g. **mobileadmin.PO1.DOM1**) and the email address in internet addressing format for mail delivery to this account (e.g. **mobileadmin@yourdomain.com**). If GWIA is not configured, enter the email address using the common GroupWise account name (e.g. admin).
- The Omni Mobile administrator account does not require any rights in eDirectory, GroupWise or the file system. This is the account that will be able to authorize Omni Mobile users and license the. When this account logs into WebAccess, it has access to the additional screens that provide global administration modules rather than just the Synchronization Policies module that enabled accounts see. **Do not** use a GroupWise external identity for the Omni Mobile admin account.
- i. At the next window, accept all packages and click **Next**.
- j. At the next window, note the installation path and click **Next**.
- k. The installation will start and you will see a progress screen until the installation process is finished. Click **Next**.
- l. At the Processing summary screen, confirm that there are no errors and click **Next**.
- m. You will see a window with all of the Omni Mobile installation variables and paths. Please note the path to the uninstaller.jar file. Click **Next** and then click **Done** to finish the installation.

7. At this point, you will see a line that needs to be updated in order for the statistics to be available to users on a Linux-based implementation:

- a. Please add the following lines in the **/opt/novell/tomcat4/bin/dtomcat4** file just before # ___ Execute The Requested Command --- line, for example:

```
### Set JAVA_OPTS environment for Omni Mobile to produce statistics properly
JAVA_OPTS="$JAVA_OPTS -Djava.awt.headless=true"
# ----- Execute The Requested Command -----
```

- b. Save the file.

8. Add the full or trial licence file:

- a. Rename the trial licence file you received to "license.key".
- b. Copy license.key to your classes directory:

```
/var/opt/novell/gw/WEB-INF/classes
```

9. In the terminal session, start the tomcat server:

```
cd /var/opt/novell/tomcat4/bin  
./startup.sh
```

10. Please restart GroupWise WebAccess.

```
cd /etc/init.d  
./novell-httpd restart
```

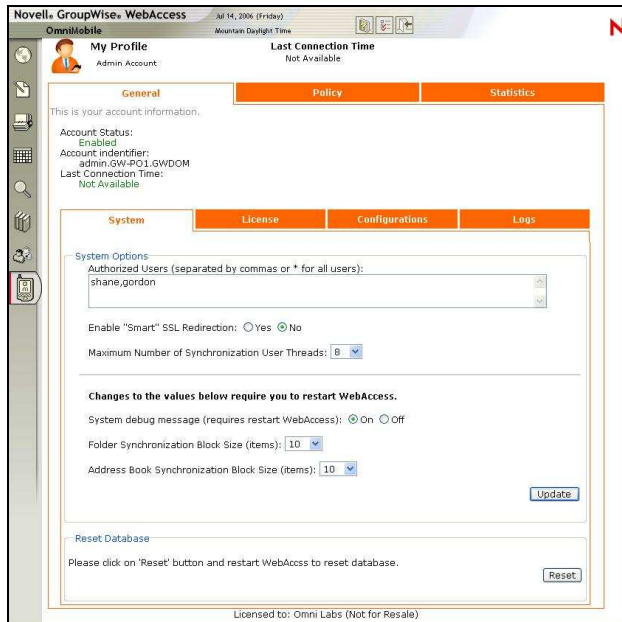
Wait for WebAccess to start

11. Installation is complete.

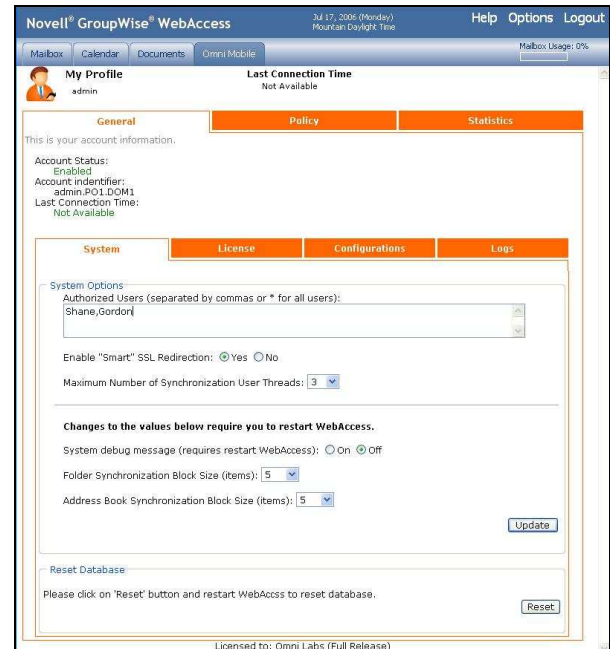
Manage the Omni Mobile Server

How-to Access the Administrator Panel

To access the Omni Mobile Admin Panel, login as the Omni Mobile administrator user in GroupWise WebAccess. Click on the Omni Mobile icon (WebAccess 6.5) or Omni Mobile tab (WebAccess 7) and select the "General" page.



Omni Mobile Admin Panel – WebAccess 6.5



Omni Mobile Admin Panel – WebAccess 7

The **General** page is divided into six information collections. At the top of the **General** page, you will find the account information for the user you are logged in as. For normal users, below the account information you will find a **Device Status** list that lists the devices enabled for the user.

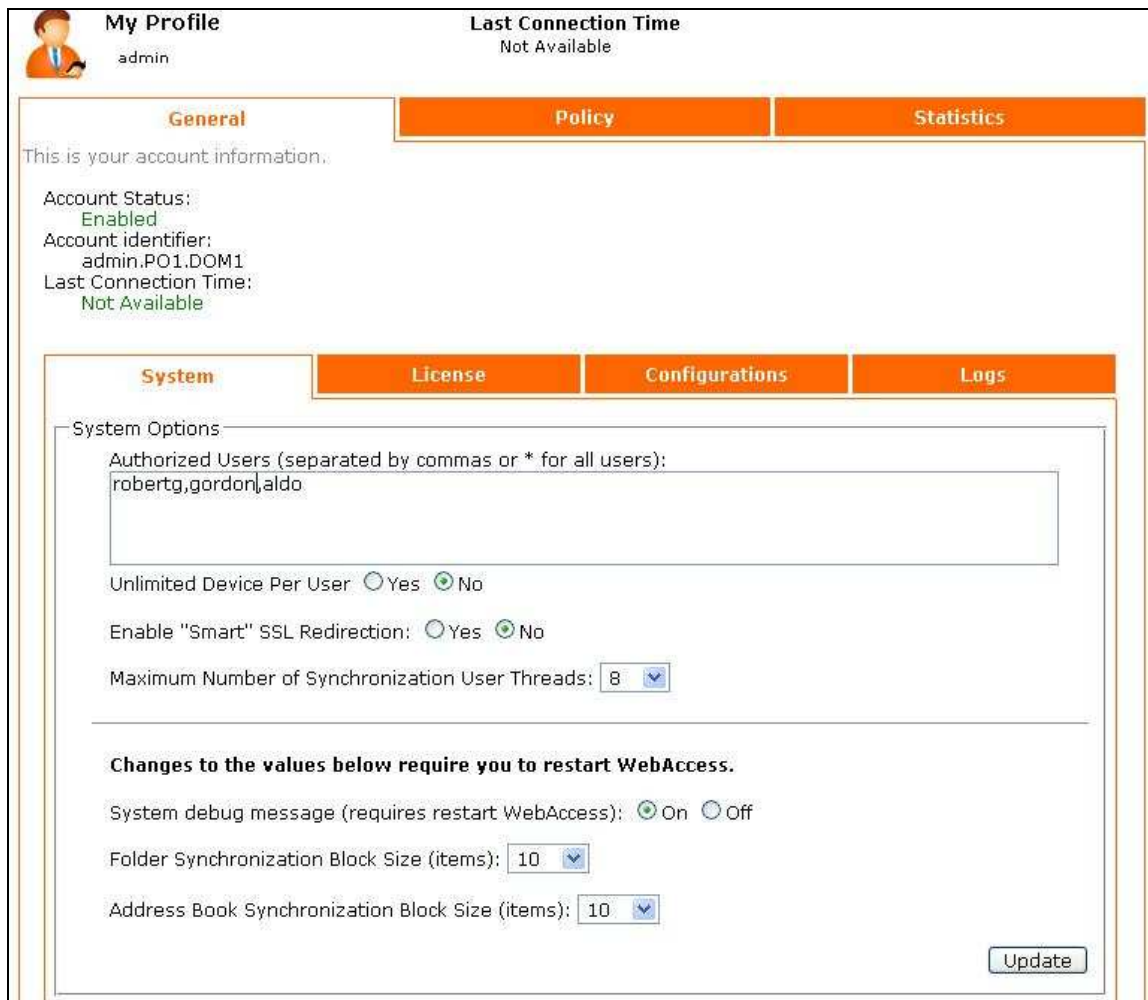
There are four detail pages (tabs) for the mobile administrator only:

- **System** detail page allows the administrator to enable debug logging, enable mobile users, and enable "Smart" SSL.
- **License** detail page displays the current license information and allows live updates to the license file when you change from trial to full licence or increase the number of licensed users.
- **Configurations** detail page shows a number of links to configuration files. These files can be downloaded to a local computer for closer examination.
- **Logs** detail page shows the various log files which can be downloaded to the local computer for closer examination.

How-to Enable Omni Mobile Users

To enable Omni Mobile for your users:

1. Login to GroupWise WebAccess as the admin user you specified during the server installation.
2. Select the Omni Mobile icon or tab.
3. Under the **General** tab, inside the **System** tab, in the **Authorized Users** input box, add the GroupWise login name(s) of the user(s) who will be enabled to use Omni Mobile. Please note that these names are separated with commas, there are **no spaces** before or after the names and there is **no comma** at the end of the list.



My Profile Last Connection Time
Not Available

admin

General Policy Statistics

This is your account information.

Account Status:
Enabled
Account identifier:
admin.PO1.DOM1
Last Connection Time:
Not Available

System License Configurations Logs

System Options

Authorized Users (separated by commas or * for all users):
robertg,gordon,aldo

Unlimited Device Per User: Yes No

Enable "Smart" SSL Redirection: Yes No

Maximum Number of Synchronization User Threads: 8

Changes to the values below require you to restart WebAccess.

System debug message (requires restart WebAccess): On Off

Folder Synchronization Block Size (items): 10

Address Book Synchronization Block Size (items): 10

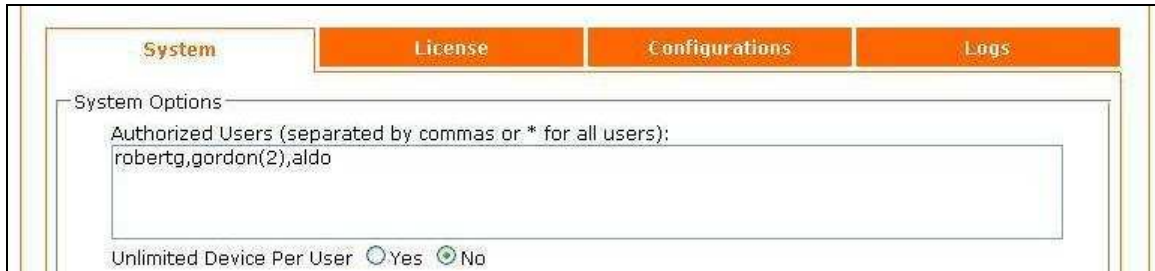
Update

Note – You can enable all users for Omni Mobile by using ` * ` instead of individual user names. Set "Unlimited Devices Per User" to "Yes" if you want users to enable more than one device per user.

4. Click **Update**.

How-to Control Devices per User

From the Omni Mobile Admin Panel, **General** tab, **System** tab, you can control how many devices per user can be enabled for Omni Mobile:



System Options

Authorized Users (separated by commas or * for all users):
robertg,gordon(2),aldo

Unlimited Device Per User Yes No

- **Unlimited Devices per User (default is "No")** – when set to **"No"** Omni Mobile limits to one device per user. To enable two or more devices, add the number of devices in brackets immediately after the user name, e.g. **gordon(2)** enables support for two devices for user gordon.
- **Unlimited Devices per User is "Yes"** – when set to **"Yes"** Omni Mobile places no restrictions on the number of devices a user can enable.

How-to Configure System Options

From the Omni Mobile Admin Panel, **General** tab, **System** tab, you can configure the following system options:



Enable "Smart" SSL Redirection: Yes No

Maximum Number of Synchronization User Threads: 8

Changes to the values below require you to restart WebAccess.

System debug message (requires restart WebAccess): On Off

Folder Synchronization Block Size (items): 10

Address Book Synchronization Block Size (items): 10

Update

- **Enable "Smart" SSL Redirection (default is "No")** – use this option to require that workstation browser sessions use SSL for communication to GroupWise WebAccess and still allow Omni Mobile devices that do not support SSL to be able to connect to your system. This setting allows Omni Mobile devices to communicate with your WebAccess server using standard port 80 HTTP calls but forces all other sessions to use HTTPS. Change this setting to "Yes" to enable "Smart" detection of SSL. Omni Mobile detects whether the request is coming in on Port 80 from an Omni Mobile device or from a

browser. If the request is from an Omni Mobile device, the request is processed using HTTP. If it is from a browser, the request is redirected to port 443 (SSL). If you have RSA or other third-party secure tokens, when the users are redirected to port 443, then additional security requirements will be initiated.

- **Maximum Number of Synchronization Threads Per User (default is "8 per user")** – allows you to select the number of GroupWise threads (range from 3 to 15) to assign to user synchronization. This value should be the average "maximum" number of folders that your users will be updating.

Changing any of the following settings requires a restart of the Tomcat or Servlet server hosting the WebAccess Application server:

- **System debug messages (default is "Off")** – this setting ensures that system debug messages are written to the Omni Mobile log files. This should only be used for trouble shooting as directed by Omni Technology Solutions technical staff.
- **Folder Synchronization Block Size (items): (default is "10")** – this setting indicates the number of email and calendar items per block that will be synchronized between the server and the client in each block during an update cycle. With the default setting, 10 items are copied to the device and then saved before starting the next block. There is no delay between updating blocks within the same update cycle except for the time it takes to save the data to the device. The time between update cycles is specified in the folder policies.
- **Address Book Synchronization Block Size (items): (default is "10")** – this setting indicates the number of address book items that will be synchronized between the server and the client in each block during an update cycle. This feature follows the same processes as "Folder Synchronization Block Size (items):"

How-to Access System Configuration Files

From the Omni Mobile Admin Panel, **General** tab, **Configuration** tab, you can view the following system options:

System	License	Configurations	Logs
Omni Mobile Configuration Files			
Name	Last Modified Date	Size(Bytes)	
versions.properties	Wed, Apr 12, 2006 12:11:51 AM	241	
license.key.omni	Tue, Apr 11, 2006 11:52:29 PM	256	
omnimobile.properties	Tue, Apr 11, 2006 11:50:56 PM	822	
log4j.xml	Tue, Apr 11, 2006 11:50:53 PM	2776	
applicationContext.xml	Mon, Apr 10, 2006 4:55:24 PM	35874	
uninstaller.properties	Mon, Apr 10, 2006 4:55:24 PM	557	
application.properties	Sun, Apr 9, 2006 1:23:36 AM	2393	
changes.log	Sun, Apr 9, 2006 1:23:36 AM	11359	
WebAccess Configuration Files			
Name	Last Modified Date	Size(Bytes)	
webacc.cfg.omnimobile	Mon, Apr 10, 2006 4:55:28 PM	18786	
spellchk.cfg	Thu, Dec 15, 2005 11:31:12 PM	3144	
commgr.cfg	Thu, Dec 15, 2005 11:31:04 PM	600	
webacc.sample	Thu, Aug 5, 2004 10:46:12 PM	18692	
spellchk.sample	Thu, Aug 5, 2004 10:14:32 PM	3093	
ldap.cfg	Thu, May 31, 2001 2:52:30 PM	1593	
ldap.sample	Thu, May 31, 2001 2:52:30 PM	1593	

- **Web Application Configuration Files** includes files normally found in the classes or servlets folder. You can click on any file and open it in read-only mode. You cannot make changes to these files.
- **Web Access Configuration Files** includes the GroupWise WebAccess .cfg files. The file webacc.cfg.omnimobile is the backup webacc.cfg file created when Omni Mobile was installed. If you uninstall Omni Mobile, webacc.cfg.omnimobile will be restored as webacc.cfg so that original WebAccess will be available for all users.

How-to Access System Log Files

From the Omni Mobile Admin Panel, **General** tab, **Logs** tab, you can access the following system options:

System	License	Configurations	Logs
Omni Mobile Log Files			
Name	Last Modified Date	Size(Bytes)	
omnimobile.log	Wed, Apr 12, 2006 10:11:15 PM	565248	
omnimobile_info.log	Wed, Apr 12, 2006 5:06:27 PM	8192	
omnimobile_info.log_2006-04-12-PM.log	Wed, Apr 12, 2006 4:54:26 PM	6777	
omnimobile.log_2006-04-12-PM.log	Wed, Apr 12, 2006 1:00:00 PM	398794	
localhost_log.2006-04-12.txt	Wed, Apr 12, 2006 12:11:50 AM	36184	
localhost_admin_log.2006-04-12.txt	Wed, Apr 12, 2006 12:06:26 AM	968	
localhost_examples_log.2006-04-12.txt	Wed, Apr 12, 2006 12:06:26 AM	729	
omnimobile_info.log_2006-04-12-AM.log	Wed, Apr 12, 2006 12:06:26 AM	13701	
WebAccess Log Files			
Name	Last Modified Date	Size(Bytes)	
0412WAS.003	Wed, Apr 12, 2006 12:11:51 AM	0	
0412WAS.002	Tue, Apr 11, 2006 11:55:01 PM	0	
0412WAS.001	Tue, Apr 11, 2006 9:32:32 PM	282	
0411WAS.001	Mon, Apr 10, 2006 8:30:32 PM	94	
0408WAS.001	Fri, Apr 7, 2006 4:12:32 PM	105	
0406WAS.001	Wed, Apr 5, 2006 5:45:40 PM	210	

- **Web Application Log Files** includes the "omnimobile.log" file and "omnimobile_stats.log" file. Various "localhost_" files which are Tomcat log files will be available. Older files will normally have a date-time stamp in the file name. You normally have to stop tomcat in order to get the latest information written to the Omni Mobile and Tomcat log files.
- **Web Access Log Files** includes the GroupWise WebAccess agent log files if they are available on the server hosting the Omni Mobile server.

How to Change the Omni Mobile Admin Account

The Omni Mobile administrator account can be changed by uninstalling the Omni Mobile server and then installing the Omni Mobile server. During the installation, specify the desired mobile administrator account. Omni Mobile administrator account can no longer be changed to a different user after the installation by modifying the "omnimobile.properties" file.

How-to Backup the Omni Mobile Server

The Omni Mobile user preference and operating files are backed up when you do your standard GroupWise WebAccess server backups. Please ensure that the Omni Mobile directories are included in your regular backups.

Prior to doing an Omni Mobile upgrade the following additional backup procedures should be performed:

1. Stop the Tomcat server or Novell Servlet Gateway:
 - **NetWare** - Stop tomcat on your server as follows:
At the system console type:
TC4STOP to unload Tomcat 4, or (NetWare 6.5/OES)
TOMCAT33STOP to unload Tomcat 3.3 (for NetWare 5.x/6.0 or higher)
 - **Linux Server** - Stop tomcat with a script as follows:
cd /var/opt/novell/tomcat4/bin
./shutdown.sh
 - **Windows** (with GroupWise 6.5) - Stop the WebAccess Gateway as follows:
Open a command (CMD) prompt
net stop w3svc
net stop "WebAccess (WEBAC65A)"
 - **Windows** (with GroupWise 7.0) - Stop the WebAccess Gateway and Tomcat as follows:
Open a command (CMD) prompt
net stop w3svc
net stop "WebAccess (WEBAC70A)"
net stop "Tomcat 5.5"
2. Make copies of the following directories and their child directories and files (directory paths are based on our installation instructions):

GroupWise and Host Server OS	Directories/Files to Backup
GroupWise 6.5 on NetWare 6.0	<ul style="list-style-type: none"> • SYS:Apache\htdocs\com\omni-ts • SYS:Novell\WebAccess • SYS:Tomcat\33\data • SYS:Tomcat\33\logs • SYS:Tomcat\33\webapps\ROOT\WEB-INF • SYS:Omnimobile
GroupWise 7 on NetWare 6.0	<ul style="list-style-type: none"> • SYS:Novell\WebAccess • SYS:Tomcat\33\data • SYS:Tomcat\33\logs • SYS:Tomcat\33\webapps\gw • SYS:Omnimobile
GroupWise 6.5 on NetWare 6.5/OES	<ul style="list-style-type: none"> • SYS:Apache\htdocs\com\omni-ts • SYS:Novell\WebAccess • SYS:Tomcat\4\data • SYS:Tomcat\4\logs • SYS:Tomcat\4\webapps\ROOT\WEB-INF • SYS:Omnimobile

GroupWise and Host Server OS	Directories/Files to Backup
GroupWise 7 on NetWare 6.5/OES	<ul style="list-style-type: none"> • SYS:Novell\WebAccess • SYS:Tomcat\4\data • SYS:\Tomcat\4\logs • SYS:\Tomcat\4\webapps\gw • SYS:Omnimobile
GroupWise on SUSE Linux Server	<ul style="list-style-type: none"> • /var/opt/novell/tomcat4/webapps/gw • /var/opt/novell/tomcat4/data • /var/opt/novell/tomcat4/logs • /var/opt/omnimobile • /opt/novell/groupwise/webaccess
GroupWise 6.5 on Windows Server	<ul style="list-style-type: none"> • c:\novell\java\servlets • c:\novell\java\data • c:\novell\java\logs • c:\novell\webaccess • c:\novell\omnimobile
GroupWise 7 on Windows Server	<ul style="list-style-type: none"> • c:\novell\tomcat5.5\webapps\gw • c:\novell\tomcat5.5\data • c:\novell\tomcat5.5\logs • c:\novell\webaccess • c:\novell\omnimobile

3. Start the Tomcat server or Novell Servlet Gateway:

- **NetWare** - Start tomcat on your server as follows:
At the system console type:
TOMCAT4 to load Tomcat 4, or (NetWare 6.5/OES)
TOMCAT33 to load Tomcat 3.3 (for NetWare 5.x/6.0 or higher)
- **Linux Server** - Start tomcat with a script as follows:
cd /var/opt/novell/tomcat4/bin
./startup.sh
- **Windows** (with GroupWise 6.5) - Start the WebAccess Gateway as follows:
Open a command (CMD) prompt
net start w3svc
net start "WebAccess (WEBAC65A)"
- **Windows** (with GroupWise 7.0) - Start the WebAccess Gateway and Tomcat as follows:
Open a command (CMD) prompt
net start "Tomcat 5.5"
net start w3svc
net start "WebAccess (WEBAC70A)"

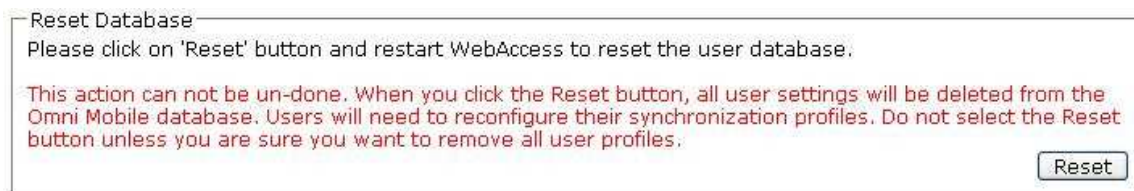
How-to Recover from a Damaged Database

The Omni Mobile server stores the user preference database in the SYS:tomcat\33\data, SYS:tomcat\4\data, C:\novell\Tomcat5.5\data, or /var/opt/novell/tomcat4/data folder. If the data files become damaged or corrupted, the Omni Mobile administrator will see the following screen in WebAccess:



Resetting the database will solve this problem. It will, however, also erase the current database files and replace them with working empty database files.

As the administrator, you may wish to manually reset the database to force a rebuild of user profiles (normally done if user profiles are no longer working as expected).



From the **Omni Mobile > General > System** click the **Reset** button.

WARNING -This will erase the current database files and replace them with working empty database files. In the case of a database reset, all user accounts will have to be enabled, and each user will have to login and rebuild their Omni Mobile profiles. All devices will need to be cleared (existing UserData needs to be removed) and provisioned with new PDB files or use the "First Run Wizard" to provision the device. (Please refer to "Configure the Omni Mobile User Profile" and "Install the Omni Mobile Client" in the **Omni Mobile User Guide**.)

How-to Restore the Database from a Backup

Rather than resetting the database, use the following procedure to restore the database from a backup:

1. Stop the Tomcat server or Novell Servlet Gateway:

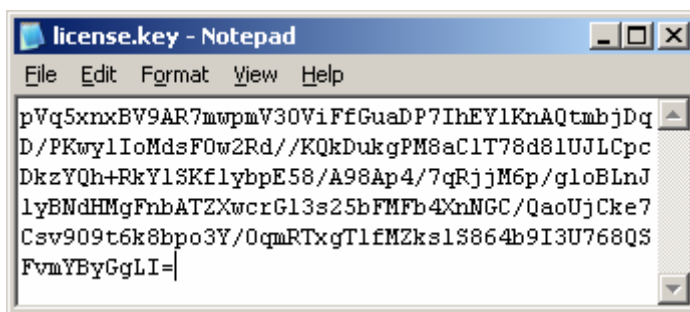
- **NetWare** - Stop tomcat on your server as follows:
At the system console type:
TC4STOP to unload Tomcat 4, or (NetWare 6.5/OES)
TOMCAT33STOP to unload Tomcat 3.3 (for NetWare 5.x/6.0 or higher)
 - **Linux Server** - Stop tomcat with a script as follows:
cd /var/opt/novell/tomcat4/bin
./shutdown.sh
 - **Windows** (with GroupWise 6.5) - Stop the WebAccess Gateway as follows:
Open a command (CMD) prompt
net stop w3svc
net stop "WebAccess (WEBAC65A)"
 - **Windows** (with GroupWise 7.0) - Stop the WebAccess Gateway and Tomcat as follows:
Open a command (CMD) prompt
net stop w3svc
net stop "WebAccess (WEBAC70A)"
net stop "Tomcat 5.5"
2. Copy the files from the backup data folder to the actual data folder on the server (refer to the backup table in "How to Backup the Omni Mobile Server" above).
3. Start the Tomcat server or Novell Servlet Gateway:
- **NetWare** - Start tomcat on your server as follows:
At the system console type:
TOMCAT4 to load Tomcat 4, or (NetWare 6.5/OES)
TOMCAT33 to load Tomcat 3.3 (for NetWare 5.x/6.0 or higher)
 - **Linux Server** - Start tomcat with a script as follows:
cd /var/opt/novell/tomcat4/bin
./startup.sh
 - **Windows** (with GroupWise 6.5) - Start the WebAccess Gateway as follows:
Open a command (CMD) prompt
net start w3svc
net start "WebAccess (WEBAC65A)"
 - **Windows** (with GroupWise 7.0) - Start the WebAccess Gateway and Tomcat as follows:
Open a command (CMD) prompt
net start "Tomcat 5.5"
net start w3svc
net start "WebAccess (WEBAC70A)"

If user accounts were enabled and/or devices were provisioned after the previous backup, those accounts will need to be re-enabled and the devices will need to be provisioned again. The simplest way to do that is to uninstall/delete the client and remove the UserData from the device and reinstall the Omni Mobile client and reprovision the device. (Please refer to "Configure the Omni Mobile User Profile" and "Install the Omni Mobile Client" in the **Omni Mobile User Guide**.)

How-to Update the Omni Mobile Licence File

Omni Mobile 2 allows you to update the Omni Mobile licence without stopping and starting the Tomcat server or the Novell servlet. Use this procedure to convert the trail licence to a full licence, to increase the number of licensed users or to update the support expiry date of your licence:

1. Make a backup copy of the "license.key" file.
2. Login to WebAccess as the Omni Mobile admin account.
3. Go to the **Omni Mobile > General > License** page.
4. Open the license.key file in Notepad or some other ASCII text editor. Highlight and copy the contents (Ctrl + C) of the file. Close Notepad without saving the file.



5. Paste the contents of the "license.key" file into the "Update License Key" field.

System	License	Configurations	Logs
<p>License Information</p> <p>Licensed to:</p> <p>Company: Omni Technology Solutions Inc.</p> <p>Product Type: LICENSE</p> <p>Server: 1. trento3.omni-ts.com</p> <p>Expiry Date: 2020.12.31</p> <p>Upgrade Maintenance Expires: 2007.06.30</p> <p>No. of Devices: 50</p> <p>Your Server Name: trento3.omni-ts.com</p>			
<p>Update License Key</p> <p>Please copy and paste the content of your license key into input box below:</p> <p>.3s25bFMFb4XnNGC/QaoUjCke7Csv909t6k8bpo3Y/0qmRTxgT1fMZks1S864b9I3U768QSFvmYByGgLI=</p> <p><input type="text"/></p> <p><input type="button" value="Update"/></p>			

6. Click **Update** to modify the installed licence.

Option 2 - How to Manually Update the Omni Mobile Licence File

When you receive a full licence file for Omni Mobile, you can use this procedure to remove the trail licence file and install the full licence file:

1. Rename the file you received to to "license.key".
2. Stop Tomcat or the Novell Servlet Gateway.
3. Copy license.key to your classes or servlet directory:

- **NetWare 6.0**

e.g. SYS:\tomcat\33\webapps\gw\WEB-INF\classes\license.key (WebAccess 7)
e.g. SYS:\tomcat\33\webapps\ROOT\WEB-INF\classes\license.key (WebAccess 6.5)

- **NetWare 6.5 / OES NetWare**

e.g. SYS:\tomcat\4\webapps\gw\WEB-INF\classes\license.key (WebAccess 7)
e.g. SYS:\tomcat\4\webapps\ROOT\WEB-INF\classes\license.key (WebAccess 6.5)

- **Windows** (normally uses Novell Servlet for WebAccess 6.5 or Tomcat 5.5 for WebAccess 7):

e.g. c:\novell\java\servlets\license.key (for WebAccess 6.5)
e.g. c:\novell\tomcat5.5\webapps\gw\WEB-INF\classes\license.key (WebAccess 7.0)

- **Linux**

e.g. /var/opt/novell/tomcat4/webapps/gw/WEB-INF/classes/license.key

4. Restart Tomcat or the Novell Servlet Gateway.

How to Fix a missing License.key File

When you install the Omni Mobile server, it uses a license.init.key file to allow the server to start without a valid license.key file. If that occurs, you will see the following screen in the "General" details page when logged in as the Omni Mobile administrator account.



The screenshot shows the "My Profile" page for a user named "Mobile Admin". The "Last Connection Time" is "Not Available". The "General" tab is selected, showing a warning message: "A valid Omni Mobile server licence has not been installed. You can submit a request for a 30-day trial licence here. Please contact Omni Technology Solutions Inc. at 780.423.4200 or send an email to support@omni-ts.com. Thank you." Below the message is a text input field labeled "Update License Key" with the instruction "Please copy and paste your license key into input box below:". An "Update" button is located to the right of the input field.

You can copy the contents of a legitimate license.key file into the "Update License Key" field and click **Update**. This will create a license.key file in the classes or servlets folder and enable the Omni Mobile server without requiring a restart of Tomcat or the Novell Servlet Gateway. Do not delete the license.init.key file.

How to Fix an Expired Trial License.key File

When an Omni Mobile trial license file expires, this will generate a warning. You will see the following screen in the "General" details page when logged in as the Omni Mobile administrator account.



The screenshot shows the 'My Profile' page for user 'admin'. At the top right, it says 'Last Connection Time: Not Available'. Below this are three tabs: 'General' (selected), 'Policy', and 'Statistics'. A red warning message states: 'Your server license is expired! Please contact Omni Technology Solutions Inc. at +1.780.423.4200 or at support@omni-ts.com to request a proper licence. Thank you.' Below the warning, the license details are listed:

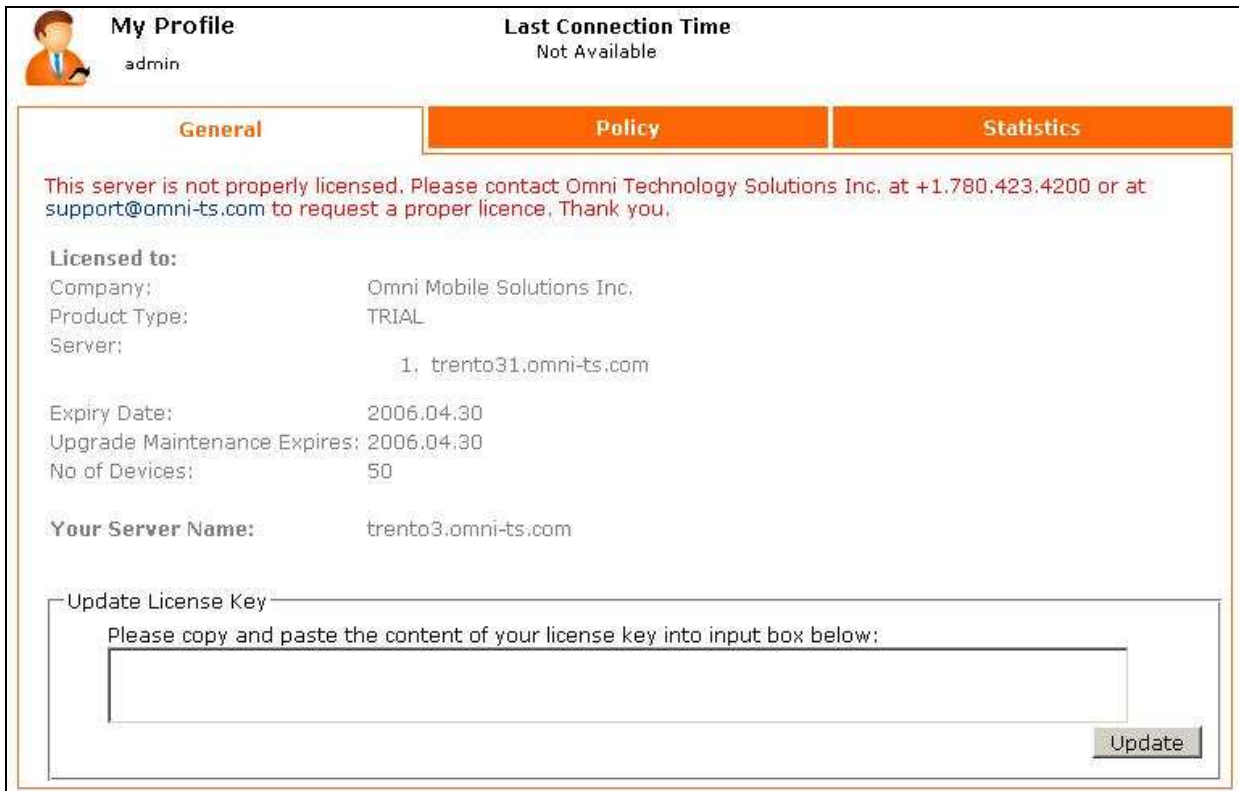
Licensed to:	
Company:	Omni Mobile Solutions Inc.
Product Type:	TRIAL
Server:	1, trento3.omni-ts.com
Expiry Date:	2006.03.31
Upgrade Maintenance Expires:	2006.03.31
No of Devices:	50

At the bottom, there is a section titled 'Update License Key' with the instruction: 'Please copy and paste the content of your license key into input box below:'. Below this is a large text input field and an 'Update' button.

You can copy the contents of a legitimate replacement license.key file into the "Update License Key" field and click **Update**. This will update the license.key file in the classes or servlets folder and enable the Omni Mobile server without requiring a restart of Tomcat or the Novell Servlet Gateway.

How to Fix an Invalid License.key File

When the Omni Mobile server is installed, or the license.key file is updated the license may contain invalid data. If that occurs, you will see the following screen in the "General" details page when logged in as the Omni Mobile administrator account. Usually the value of the **Your Server Name** field doesn't match a value in the **Server:** field. If you see this screen, email the server name information or a screen shot of this screen to support@omni-ts.com and ask for a replacement license.key file.



The screenshot shows the 'My Profile' page for the user 'admin'. The 'Last Connection Time' is 'Not Available'. The 'General' tab is selected, displaying a red error message: 'This server is not properly licensed. Please contact Omni Technology Solutions Inc. at +1.780.423.4200 or at support@omni-ts.com to request a proper licence. Thank you.' Below the message, the license details are listed: 'Licensed to: Omni Mobile Solutions Inc.', 'Product Type: TRIAL', 'Server: 1, trento31.omni-ts.com', 'Expiry Date: 2006.04.30', 'Upgrade Maintenance Expires: 2006.04.30', and 'No of Devices: 50'. The 'Your Server Name' is 'trento3.omni-ts.com'. At the bottom, there is a section titled 'Update License Key' with a text input box and an 'Update' button. The text above the input box reads: 'Please copy and paste the content of your license key into input box below:'.

You can copy the contents of a legitimate replacement license.key file into the "Update License Key" field and click **Update**. This will update the license.key file in the classes or servlets folder and enable the Omni Mobile server without requiring a restart of Tomcat or the Novell Servlet Gateway.

How to Support Additional Users

If you increase the number of mobile users being serviced by the Omni Mobile server, you must increase the WebAccess active threads to support those users. Thread management is handled by manually modifying the .waa file for the WebAccess Agent and then restarting WebAccess.

If you have properly identified the correct .WAA path as per page 7 of the installation manual, the installation process should automatically update the file with the appropriate number of threads. To manually increase number of threads:

1. Stop the WebAccess Agent.
2. Open the .waa file in a text editor.
3. Adjust the /threads-<number> to identify the required number of threads:

```

===== PERFORMANCE SWITCHES =====
;
; Number of Processing Threads
; Sets how many threads the WebAccess spawns for handling user requests.
; Default: 12
;
; Updated by Omni Mobile Installer on Tue Dec 20 17:58:48 MST 2005
/threads-192

```

Multiply the number of users that you are going to enable for Omni Mobile by the desired number of threads per user (e.g. 9) and add the original number of threads that had already been allocated for WebAccess (by default, 12). So, if you are enabling 20 users, you would change the number of threads available for WebAccess to 192. This allows for a total of 192 folders and calendars to be updated at any one specific instant. GroupWise WebAccess only allocates memory for its threads when they are in use.

4. Restart the WebAccess Agent. The increased number should appear in the WebAccess console screen in the "Total" field.

```

Groupwise webAccess Agent 7.0                                Network Loadable Module
-----
WEBAC70A                                                    Up Time: 0 Days 0 Hrs 51 Mins
-- Statistics --
Threads: \ Busy/Total/Peak: 0/ 192/ 0 | 0 | Requests    Total  Errors
Users In: Current/Total/Peak: 0/ 0/ 0 | 0 |           0      0

000 13:05:39 DOM1.P01.admin      Login
000 13:05:39 DOM1.P01.admin      Login
000 13:05:39 DOM1.P01.admin      Login
000 13:05:39 DOM1.P01.admin      Login
000 13:05:39 DOM1.P01.admin      Login
000 13:05:40 DOM1.P01.admin      Login
000 13:05:40 DOM1.P01.admin      Login
000 13:05:40 DOM1.P01.admin      Login
000 13:05:40 DOM1.P01.admin      Login
000 13:05:40 DOM1.P01.admin      Login
000 13:05:40 WebAccess Server is ready for work
000 13:06:07 GWDVA is initialized and running

```

Configure Omni Mobile User Policies

Please refer to the “**Omni Mobile User Guide**” for the instructions on configuring Omni Mobile user policies. Users must configure their individual Omni Mobile policies before installing and using the Omni Mobile client on a mobile device for the first time.

Install the Omni Mobile Client

Types of Client Installation

There are two methods to install the Omni Mobile client onto a device:

- “Desktop-Based” - is used when a workstation is available/configured with the necessary synchronization software and when the user wants to synchronize a large volume of existing email and calendar items and/or one or more large address books to the device as part of the client installation.
- “Browser-Based” - is normally used when a workstation is not available/configured or when the user is mobile. Prior to using this method, the user should configure his Omni Mobile policies to synchronize and copy a small volume of mail and calendar items and small size (200 or fewer contacts) address books. Users open the web browser on the device to download and save the client installation files to the mobile device. We recommend cradle-based or workstation-based account provisioning for accounts that want to populate lots of email history or large address books (200 entries or more).

Refer to the **Omni Mobile User Guide** for instructions for using these two methods.

How to Manually Host Omni Mobile Client Files for Browser-Based Installation

To support “Browser-Based” client installation, administrators must host the client files on an FTP or web server so that users can download and save the client files using the web browser on the mobile device. After the installation file has been downloaded, follow the device specific procedure to cause the file to be installed.

Client files can be hosted from any web server using any URL. Following is one way of setting up the WebAccess Application server to host the Omni Mobile client files:

1. **Create a directory structure to hold the client files.** If you are supporting multiple devices, create either an ‘om’ directory to host all files or a ‘om\palm’, ‘om\ppc’ and ‘om\se’ to hold the device specific client installation files. You must copy the appropriate client installation files from the “omni-mobile.zip” download file into the newly created directory structure.
2. **For WebAccess hosted on Apache on NetWare or Novell OES:**
 - a. Place a copy of the ‘om’ folder structure with the client files off the document root of the Apache server, e.g. either SYS:\Apache\htdocs\om or SYS:\Apache2\htdocs\om

- b. Modify the mime.types file located in either SYS:\Apache\conf or SYS:Apache2\conf to change the

```

application/octet-stream      bin dms lha lzh exe class so dll dmg
to
application/octet-stream      bin dms lha lzh exe class so dll dmg cab prc sis

```

- c. Restart the Apache server:
- i. For Apache 1.2 on NetWare 6.0

GWWEBDN and GWWEBUP

- ii. For Apache 2 on NetWare 6.5 and Novell OES

AP2WEBDN and AP2WEBUP

- d. Users can then point their browser to the correct location to download the client installation file(s):

If your WebAccess URL is <http://mail.mycompany.com/gw/webacc> or /servlet/webacc, use <http://mail.mycompany.com/om> to see the files or folders they can navigate to select the correct Omni Mobile client file.

3. For WebAccess hosted on IIS on Windows:

- a. Place a copy of the 'om' folder structure with the client files off the document root of the IIS server, e.g. c:\inetpub\wwwroot\om
- b. Open "Internet Services Manager" and right-click the host server and select "properties". Select Internet Information Services tab and click "Edit" for the Computer MIME map. Ensure that cab, prc, and sis are mapped to application/octet-stream. Save any changes. Right click the 'om' folder below the "Default Web Site" and select "Properties" and choose the "Directory" tab. Ensure that "Directory browser" for the "Local path \om" is selected. Save any changes.
- c. You should not have to restart the IIS server.
- d. Users can then point their browser to the correct location to download the client installation file(s):

If your WebAccess URL is <http://mail.mycompany.com/gw/webacc> or /servlet/webacc, use <http://mail.mycompany.com/om> to see the files or folders they can navigate to select the correct Omni Mobile client file.

4. For Apache on SUSE Linux Enterprise Server 9:

- a. Place a copy of the 'om' folder structure with the client files off the document root of the Novell Apache server, e.g. /var/opt/novell/httpd/htdocs/om
- b. Edit the mime.types file in /etc/opt/novell/conf to change the line

```

application/octet-stream      bin dms lha lzh exe class so dll dmg
to
application/octet-stream      bin dms lha lzh exe class so dll dmg cab prc sis

```

- c. Restart the Novell Apache server:

```
cd /etc/init.d  
./novell-httpd restart
```

- d. Users can then point their browser to the correct location to download the client installation file(s):

If your WebAccess URL is <http://mail.mycompany.com/gw/webacc> or [/servlet/webacc](http://mail.mycompany.com/servlet/webacc), use <http://mail.mycompany.com/om> to see the files or folders they can navigate to select the correct Omni Mobile client file.

Notes:

- Omni Mobile clients can be installed with the browser-based option for all Pocket PC / Windows Mobile devices
- Omni Mobile clients be installed with the browser-based option onto Palm Tungsten PDAs. For Palm Treo 600/650 devices users will be able to download the .prc files to a storage card and then manually install the client after the download.
- Due to size restrictions imposed by WAP Gateways used by Sony Ericsson devices, downloading the installer from a browser is not supported on the Sony Ericsson platform. If you would like to do an over-the-air installation for Sony Ericsson, please use, IR, SMS, or Bluetooth to retrieve the installation file. For Sony Ericsson users who "absolutely" need to retrieve the client over-the-air, the installation files can be sent to them as an email attachment that they can retrieve and install.

Additional Information

Synchronization versus Update

A more suitable word for the "Synchronization" process used by Omni Mobile is "Update". Synchronization implies that there is another database in the process that keeps a copy of the user data and synchronizes the account information between the handheld device and the third-party database. That's not the way Omni Mobile works. Omni Mobile is just another client - running on a small, handheld device. Think of Omni Mobile as being a GroupWise 6 or 7 Caching Client on a mobile device. We traditionally do not use the term synchronization when we talk about reading GroupWise mail on a Windows or X-platform client and the same applies to Omni Mobile.

User Data Store

Omni Mobile uses a server-based user preference store to keep track of user profiles and settings. This is a text-based, multi-user accessible file. Because it is a text-based file, nothing special is required to back it up. As long as you back up the Omni Mobile directories with your regular tape backup processes, the Omni Mobile data preference files will be backed up with your regular tape backups. There are no daemons running on the server that need to be loaded or unloaded. The JAVA-based backend writes directly to the data file. With the future Enterprise Management Module, for large environments, the data file can be moved to run on a MySQL or other SQL database to provide fault-tolerant, load balancing, cluster-supported implementation.

Contact support@omni-ts.com for information on how to configure Omni Mobile in this type of environment. We expect a default installation should be able to handle up to 250 users quite effectively. The bottleneck on larger systems will not be I/O access to the Omni Mobile database but rather how well the GroupWise system can handle the data load.

Data Encryption, SSL and Security with Omni Mobile

SSL Encryption is available as follows:

- Commercial SSL certificates: available on all devices.
- Locally generated SSL certificates: available on all devices. (See the “Omni Mobile Users Guide” for instructions on implementing locally generated SSL certificates on Pocket PC and Windows Mobile devices.)

Omni Mobile provides AES 192-bit encryption for password credentials at ALL TIMES on all supported platforms. For customers requiring additional data encryption, there are different levels of encryption available with versions 2.2 and 2.3 on the different mobile device platforms.

Please see the table below to confirm which options are available for your mobile device platform. Double, over-the-air encryption is achieved when using SSL.

Omni Mobile Data Encryption		
What to protect	Version 2.2	Version 2.3
Password: Stored on Device	192-bit AES encryption on all platforms.	192-bit AES encryption on all platforms.
Password: Over-the-Air	192-bit AES encryption on all platforms. Additional optional commercial or private certificate SSL on PPC and WM devices.	192-bit AES encryption on all platforms. Additional optional commercial or private certificate SSL on all devices (must use the new Appforge Crossfire client 6.5.2 or higher)
Data: Stored on Device	No encryption of data stored on device	No encryption of data stored on device
Data: Over-the-Air	Additional optional commercial or private certificate SSL on PPCand WM devices.	Additional optional commercial or private certificate SSL on all devices (must use the new Appforge Crossfire client 6.5.2 or higher)

Synchronization Policy Updates

1. When Omni Mobile is run for the first time on the mobile device, it detects the absence of user account information and starts the First-Run Wizard. After providing the login credentials, Omni Mobile reads the user properties preference store determine the synchronization options and download the appropriate information based on the policy changes.
2. Omni Mobile is similar to the GroupWise client in that it is configured to check mail at a regular interval. With Omni Mobile, you can define separate update intervals and date range for each folder.

3. Each time Omni Mobile connects to get data from GroupWise, its first action is to check to see if the "options modified" flag has been changed in the user preference data store. If there have been no changes, Omni Mobile does a regular update. If the account options have been modified, Omni Mobile checks its configuration, and implements the new configuration changes. Omni Mobile applies the new policy update. This is how the "Poison Pill" is delivered. The first option that is checked after a configuration change is to schedule the next update. If the first instruction says "Deliver Poison Pill", rather than doing an update, the Omni Mobile client will delete the contents of the Omni Mobile PDB files. No other data on the device is changed or deleted.

Email and Data Updates

When Omni Mobile is in connected mode (cradle, Wi-Fi, GPRS, or other) and can communicate with the GroupWise server, it works like the GroupWise Windows caching client – it polls the server for new email. If you have set the Tools/Options/When on-line, connect "As needed", all Omni Mobile changes are pushed immediately to the GroupWise server. These changes are brought back to the device during the next synchronization cycle. If an email is sent or a change is made on the device (deletion, mark read, read later, etc.), this change is immediately pushed to the server. If there are no changes to push to the server, Omni Mobile waits for the next scheduled update time to check for new mail.

Depending on your environment and the speed of communications, you might prefer to select "On manual update". This will cause communication to the server to be limited to either the scheduled updates or to your manual updates on each individual folder.

If Omni Mobile is in disconnected/Work Offline mode (or does not have a connection to the server), all changes are stored in the data queue and will be updated the next time Omni Mobile is able to communicate with the server.

Manual Updates

A user can force an immediate folder update by opening the mailbox, address book, a folder or the calendar and selecting the "Update" option. This causes the device to request an immediate update of the contents of the selected folder. The next time Omni Mobile reaches its scheduled update interval, it will update the folders and calendars as per the scheduled update interval.

How to Uninstall Omni Mobile

IMPORTANT NOTICE

The following steps must be performed for each user **before** uninstalling (removing) Omni Mobile from a device or from the entire environment. Ensure that user(s) login to Omni Mobile and use the Exit Door on the mail screen to logout of Omni Mobile. This ensure there are no locked files on the mobile device.

Uninstall Omni Mobile Client from Devices

Prior to removing the client application from the device, ensure that the user logs into Omni Mobile and uses the Exit Door to logout properly. This will ensure there are no modules that are left open in memory. Follow the appropriate software removal instructions for the device to remove the client.

Uninstall Omni Mobile Server from Novell OES/NetWare

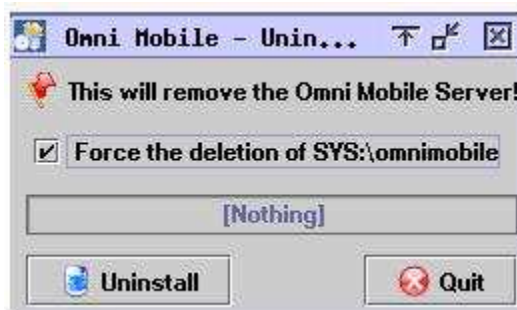
Prior to uninstalling Omni Mobile from your server, please ensure that the Omni Mobile client has been removed from devices. To permanently remove the Omni Mobile server components:

1. At the server console, type **TC4STOP** (to stop Tomcat4) or **TOMCAT33STOP** (to stop Tomcat3).
2. Open the NetWare JAVA X-Server console GUI. Select **Start --> Run**, type:

java -jar SYS:<omnimobile install folder>/Uninstaller/uninstaller.jar



Ensure that you select **Force the deletion of SYS:\omnimobile** and click **Uninstall**.



The uninstaller removes everything and changes the original webacc configuration and GWAP back to the way they were before the installation.



When the uninstaller has completed, click **Quit**.

3. At the server console type **TOMCAT4** (to start Tomcat4) or **TOMCAT33** (to start Tomcat3).
4. Review the UNINSTALL.LOG file to confirm that there were no errors. Also check that the webacc.cfg file was restored to the state that existed immediately prior to the installation of the Omni Mobile server application.
5. Installation is complete.

Uninstall Omni Mobile Server from Windows 2000/2003

Prior to permanently removing Omni Mobile server, please ensure that the Omni Mobile client has been removed from devices. To remove the Omni Mobile server:

1. Login as the Windows Server local Administrator account or an equivalent account.
2. On the application server stop IIS. Open a cmd prompt window and type:
net stop w3svc <enter>
3. If you are running the WebAccess Agent, you will need to stop the WebAccess service (note verify with Computer Management > Services to confirm the name of the service). In a command (CMD) prompt window, type:
net stop "WebAccess (WEBAC65A)" <enter> (for WebAccess 6.5), or
net stop "WebAccess (WEBAC70A)" <enter> (for WebAccess 7.0)
4. If you are running WebAccess 7.0, you will need to stop Tomcat. In a command (CMD) prompt window, type:
net stop "Tomcat 5.5" <enter>
5. In the command (CMD) prompt window, change directory to where the uninstaller.jar file has been installed, e.g. **c:\novell\omnimobile\Uninstaller**. Type **java -jar uninstaller.jar** and follow the instructions. Ensure that you select **Force the deletion of** to completely remove the Omni Mobile installation.
6. Check that the webacc.cfg file was restored to the state that existed immediately prior to the installation of the Omni Mobile server application.

7. Open **System Properties** and remove system environment variables previously established:
 - a. Remove the **JAVA_HOME** variable,
 - b. Remove the the path to GroupWise WebAccess Agents jvm binary path immediately after the **%JAVA_HOME%\bin** from the PATH= variable, and
 - c. Remove the **%JAVA_HOME%\bin;** from the PATH= variable
8. If you are running WebAccess 7.0, start Tomcat. In the command (CMD) prompt window, type:
net start "Tomcat 5.5" <enter>
9. On the application server start IIS (step 3 above). In the cmd prompt window type:
net start w3svc <enter>
10. If you stopped the WebAccess Agent, you need to start the agent. In a cmd prompt window type:
net start "WebAccess (WEBAC65A)" <enter> (for WebAccess 6.5), or
net start "WebAccess (WEBAC70A)" <enter> (for WebAccess 7.0)
11. Point your browser to your GroupWise WebAccess URL. Then, log in as administrator, and click on OmniMobile icon to activate the system.

Uninstall Omni Mobile Server from Linux

Prior to permanently removing Omni Mobile server, please ensure that the Omni Mobile client has been removed from devices. To remove Omni Mobile server:

1. Open a su terminal session and stop the tomcat server:
 - a. **cd /var/opt/novell/tomcat4/bin**
 - b. **./shutdown.sh**
2. Run the Omni Mobile server uninstaller:
 - a. **cd /var/opt/omnimobile/Uninstaller**
 - b. **java -jar uninstaller.jar**
 - c. ensure that you select **Force the deletion of** to completely remove the Omni Mobile installation.
3. In the terminal session start the tomcat server:
 - a. **cd /var/opt/novell/tomcat4/bin**
 - b. **./startup.sh**
4. Review the UNINSTALL.LOG file to confirm that there were no errors. Also check that the webacc.cfg file was restored to the state that existed immediately prior to the installation of the Omni Mobile server application.
5. Uninstallation is complete.

How to Upgrade Omni Mobile or GroupWise WebAccess with Omni Mobile Installed

IMPORTANT NOTICE

It is **NOT** recommended to try to upgrade GroupWise WebAccess with the Omni Mobile server installed. The WebAccess upgrade will overwrite WebAccess files that the Omni Mobile modified and Omni Mobile will cease to function. You will need to uninstall Omni Mobile, upgrade WebAccess, and reinstall Omni Mobile. Fortunately, when Omni Mobile is uninstalled, the data base files for Omni Mobile are preserved, so your users will not have to reconfigure their accounts.

If you are not upgrading the client build of Omni Mobile, you do not need to uninstall and reinstall the Omni Mobile client software on your devices.

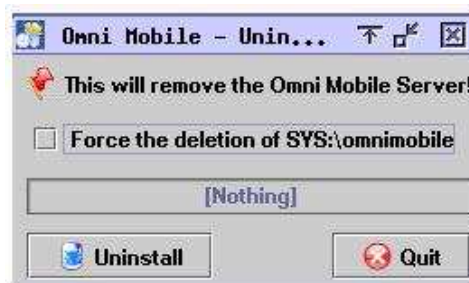
Upgrade Omni Mobile (with or without upgrading GroupWise WebAccess) on Novell OES/NetWare

To upgrade Omni Mobile (or GroupWise WebAccess) on the server:

1. At the server console type **TC4STOP** (to stop Tomcat4) or **TOMCAT33STOP** (to stop Tomcat3).
2. Open the NetWare JAVA X-Server console GUI. Select **Start --> Run**, type:

java -jar SYS:\<omnimobile install folder>\Uninstaller\uninstaller.jar

Ensure that you **do not** select **Force the deletion of** option. This will preserve the properties of the current Omni Mobile installation. The uninstaller removes the necessary files and changes the original webacc configuration and GWAP back to the way they were before the Omni Mobile installation.



3. Review the UNINSTALL.LOG file to confirm that there were no errors. Also check that the webacc.cfg file was restored to the state that existed immediately prior to the installation of the Omni Mobile server application.
4. At the server console type **TOMCAT4** (to start Tomcat4) or **TOMCAT33** (to start Tomcat3).
5. Login to GroupWise WebAccess and confirm that normal GroupWise WebAccess access works properly.

6. *This is the point at which you would carry out your GroupWise WebAccess Upgrade steps using the standard Novell GroupWise WebAccess Upgrade process.*
 - a. Carry out the standard GroupWise WebAccess Upgrade
 - b. Login to GroupWise WebAccess and confirm that normal user access works. There should be no Omni Mobile icon (GroupWise 6.5.x) or Omni Mobile Tab (GroupWise 7).
 - c. If everything works as required, you are now ready to install the new version of Omni Mobile.
7. *Perform the necessary steps to install Omni Mobile (either the current or latest release version – use the installation steps in this guide) and restart Tomcat.*
8. Login to GroupWise WebAccess as the Omni Mobile admin user and confirm that proper Omni Mobile property and profile settings have been restored.
9. Logout and login into GroupWise WebAccess as a normal user and confirm that Omni Mobile property and profile settings have been restored.
10. The Omni Mobile Upgrade (and/or the GroupWise WebAccess Upgrade) should now be complete.

Upgrade Omni Mobile (with or without upgrading GroupWise WebAccess) on Windows 2000/2003 server

To upgrade GroupWise WebAccess and restore the Omni Mobile server:

1. Login as the Windows Server local Administrator account or an equivalent account.
2. On the application server stop IIS, the WebAccess agent and the Tomcat service (WebAccess 7.0 only). Open a command (CMD) prompt window and type:

```
net stop w3svc <enter>  
net stop "WebAccess (WEBAC65A)" <enter> (for WebAccess 6.5), or  
net stop "WebAccess (WEBAC70A)" <enter> (for WebAccess 7.0)  
net stop "Tomcat 5.5" <enter> (for WebAccess 7.0 only)
```
3. In the cmd prompt window, change directory to where the uninstaller.jar file is located, e.g. `c:\novell\omnimobile\Uninstaller`. Type **java -jar uninstaller.jar** and follow the instructions. Ensure that you **do not** select **Force the deletion of** option. This will preserve the omni mobile properties of the current Omni Mobile installation. The uninstaller removes the necessary files and changes the original webacc configuration and GWAP back to the way they were before the Omni Mobile installation.
4. Also check that the webacc.cfg file was restored to the state that existed immediately prior to the installation of the Omni Mobile server application.
5. On the application server start Tomcat, WebAccess and IIS. In the command (CMD) prompt window, type:

```
net start "Tomcat 5.5" <enter> (for WebAccess 7.0 only)  
net start "WebAccess (WEBAC65A)" <enter> (for WebAccess 6.5), or  
net start "WebAccess (WEBAC70A)" <enter> (for WebAccess 7.0)  
net start w3svc <enter>
```
6. Login to GroupWise WebAccess and confirm that normal user access works.

7. *This is the point at which you would carry out your GroupWise WebAccess Upgrade steps using the standard Novell GroupWise WebAccess Upgrade process.*
 - a. On the application server stop IIS, the WebAccess agent and the Tomcat service (WebAccess 7.0 only). Open a command (CMD) prompt window and type:

```
net stop w3svc <enter>  
net stop "WebAccess (WEBAC65A)" <enter> (for WebAccess 6.5), or  
net stop "WebAccess (WEBAC70A)" <enter> (for WebAccess 7.0)  
net stop "Tomcat 5.5" <enter> (for WebAccess 7.0 only)
```
 - b. Carry out the standard GroupWise WebAccess Upgrade
 - c. On the application server start Tomcat, WebAccess and IIS. In the command (CMD) prompt window, type:

```
net start "Tomcat 5.5" <enter> (for WebAccess 7.0 only)  
net start "WebAccess (WEBAC65A)" <enter> (for WebAccess 6.5), or  
net start "WebAccess (WEBAC70A)" <enter> (for WebAccess 7.0)  
net start w3svc <enter>
```
 - d. Login to the upgraded GroupWise WebAccess and confirm that normal user access works. There should be no Omni Mobile icon (GroupWise 6.5.x) or Omni Mobile Tab (GroupWise 7).
 - e. If everything works as required, you are now ready to install the current or new version of Omni Mobile.
8. *Perform the necessary steps to install Omni Mobile (either the current or latest release version – use the installation steps in this guide).*
 - a. On the application server stop IIS, the WebAccess agent and the Tomcat service (WebAccess 7.0 only). Open a command (CMD) prompt window and type:

```
net stop w3svc <enter>  
net stop "WebAccess (WEBAC65A)" <enter> (for WebAccess 6.5), or  
net stop "WebAccess (WEBAC70A)" <enter> (for WebAccess 7.0)  
net stop "Tomcat 5.5" <enter> (for WebAccess 7.0 only)
```
 - b. Carry out the standard Omni Mobile installation
 - c. On the application server start Tomcat, WebAccess and IIS. In the command (CMD) prompt window, type:

```
net start "Tomcat 5.5" <enter> (for WebAccess 7.0 only)  
net start "WebAccess (WEBAC65A)" <enter> (for WebAccess 6.5), or  
net start "WebAccess (WEBAC70A)" <enter> (for WebAccess 7.0)  
net start w3svc <enter>
```
 - d. Login to GroupWise WebAccess as the Omni Mobile admin user and confirm that proper Omni Mobile property and profile settings have been restored, there should be an Omni Mobile icon (GroupWise 6.5.x) or an Omni Mobile Tab (GroupWise 7).
 - e. Logout and login into GroupWise WebAccess as a normal user and confirm that Omni Mobile property and profile settings have been restored, there should be an Omni Mobile icon (GroupWise 6.5.x) or an Omni Mobile Tab (GroupWise 7).
9. GroupWise WebAccess with Omni Mobile Upgrade should be complete.

Upgrade Omni Mobile (with or without upgrading GroupWise WebAccess) on a Linux Server

To upgrade GroupWise WebAccess and restore the Omni Mobile server:

1. Open a su terminal session and stop the tomcat server:
 - a. **cd /var/opt/novell/tomcat4/bin**
 - b. **./shutdown.sh**
2. Run the Omni Mobile server uninstaller:
 - a. **cd /var/opt/omnimobile/Uninstaller**
 - b. **java -jar uninstaller.jar**
 - c. Ensure that you **do not** select **Force the deletion of** option. This will preserve the omni mobile properties of the current Omni Mobile installation. The uninstaller removes the necessary files and changes the original webacc configuration and GWAP back to the way they were before the Omni Mobile installation.
3. In the terminal session start the tomcat server:
 - a. **cd /var/opt/novell/tomcat4/bin**
 - b. **./startup.sh**
4. Review the UNINSTALL.LOG file to confirm that there were no errors. Also check that the webacc.cfg file was restored to the state that existed immediately prior to the installation of the Omni Mobile server application.
5. Login to GroupWise WebAccess and confirm that normal user access works.
6. *This is the point at which you would carry out your GroupWise WebAccess Upgrade steps using the standard Novell GroupWise WebAccess Upgrade process.*
 - a. Carry out the standard GroupWise WebAccess Upgrade
 - b. In the terminal session start the tomcat server (if it is not already started):
cd /var/opt/novell/tomcat4/bin
./startup.sh
 - c. Login to the upgraded GroupWise WebAccess and confirm that normal user access works. There should be no Omni Mobile icon (GroupWise 6.5.x) or Omni Mobile Tab (GroupWise 7).
 - d. If everything works as required, you are now ready to install the new version of Omni Mobile.
7. Open a su terminal session and stop the tomcat server:
 - a. **cd /var/opt/novell/tomcat4/bin**
 - b. **./shutdown.sh**
8. *Perform the necessary steps to install Omni Mobile (either the current or latest release version – use the installation steps in this guide) and restart tomcat.*

9. In the terminal session start the tomcat server:
 - a. **cd /var/opt/novell/tomcat4/bin**
 - b. **./startup.sh**
10. Login to GroupWise WebAccess as the Omni Mobile admin user and confirm that proper Omni Mobile property and profile settings have been restored, there should be an Omni Mobile icon (GroupWise 6.5.x) or an Omni Mobile Tab (GroupWise 7).
11. Logout and login into GroupWise WebAccess as a normal user and confirm that Omni Mobile property and profile settings have been restored, there should be an Omni Mobile icon (GroupWise 6.5.x) or an Omni Mobile Tab (GroupWise 7).
12. GroupWise WebAccess with Omni Mobile Upgrade should be complete.

Support for Omni Mobile

Most problems result from not identifying the correct installation paths and correct procedures when installing Omni Mobile server or client components. Please record any error messages that may appear and refer to the online web forum before contacting Omni technical support.

Support and Maintenance Agreements

Full email and telephone support is available Monday to Friday between 8:30 a.m. and 6:00 p.m. Mountain Time (UTC -7) for customers who have a valid support and maintenance agreement. Limited email support may be available during extended hours. Email and telephone support is also available to customers who are evaluating Omni Mobile.

Contacting Support

Before contacting Omni support for assistance, please consult the product documentation and FAQ available from our website www.omni-ts.com.

You can contact support using any of the following methods (please make sure you provide as many details as possible so we can better help you):

Technical Support Email: support@omni-ts.com

License Support Email: licensing@omni-ts.com

Sales Support Email: sales@omni-ts.com

Phone: **1-780-423-4200**

Fax: 1-780-423-4711

Online Resources

Online resources for Omni Mobile include:

- Product Documentation: Go to www.omni-ts.com select **Support** and follow the link for **Documentation** and select **Mobility Documentation**
- Omni Mobile Flash Tutorials: Go to www.omni-ts.com/quicktours and choose from:
 - "Step 1 – Server Installation on NetWare" (4 mins)
 - "Step 2 – WebAccess Administration Configuration" (5 mins)

- "Step 3 – WebAccess User Configuration" (5 mins)
- "Step 4 – Client Installation for Pocket PC" (10 mins)
- "On Device Account Provisionsing in Omni Mobile" (3 mins)
- "Attachment Support in Omni Mobile" (3 mins)
- Support Forum: Go to www.omni-ts.com/forum and:
 - Select "GroupWise for PDAs and Smart Phones ~ Omni Mobile"
 - **"Omni Mobile Server Tips"** available at <http://www.omni-ts.com/forum/post--1844--page-1.html> is a collection of forum articles that provide troubleshooting and advanced management steps for the Omni Mobile server.
 - **"Omni Mobile Client Tips"** available at <http://www.omni-ts.com/forum/post--1855--page-1.html> is a collection of forum articles that provide troubleshooting and advanced management steps for the Omni Mobile client.
- Product FAQ: Go to www.omni-ts.com/mobile-groupwise/ and select **Frequently Asked Questions**

Free Help

Free support for customers who have not purchased the software maintenance and support contract is limited to information available from the product documentation in .pdf format that is available for public download, online documentation, and the online web forum. Telephone and email support can be provided on a fee per incident or fee per hour basis, whichever is greater.