NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
INSTITUTIONAL OFFICE

ITC

GroupWise on your mobile device (not BlackBerry)

1 What we offer

NWU IT provides limited support for mobile phone to GroupWise integration via the popular ActiveSync® interface. This allows synchronisation of GroupWise information, and it is available to all NWU staff for use on most mobile phones, at no extra cost (excluding connection costs).

1.1 Features

Novell Data Synchronizer has different features depending on which mobile device you have, and synchronises with GroupWise through the ActiveSync® protocol:

Features	iPhone	Nokia S60	Windows	Android	BlackBerry
Mail sync	✓	✓	✓	✓	* See note below
Calendar sync	✓	✓	✓	✓	* See note below
Contacts sync	Not recommended	Not recommended	Not recommended	Not recommended	* See note below
Reminder Note	✓	✓	✓	✓	* See note below
Discussion Note	✓	✓	✓	✓	* See note below
Folder sync	✓	✓	✓	✓	* See note below
Push support	✓	✓	✓	✓	* See note below

* Blackberry support?
The interface between Blackberry and GroupWise via ActiveSync® requires a proprietary, server-side licence from Blackberry, at significant cost to the University. We are busy implementing a limited number of these licenses, available to users upon special, motivated request. Please do not revert to unsupported connection methods – it may cause instability or security problems.

2 Implications

Before enabling your mailbox to use Novell Data Synchronizer you must be aware of the following:

- As with any service using push technology, Novell Data Synchronizer may cause increased usage of your device's battery; and
- Push technology can have an impact on your data usage and this may result in extra costs on your data plan.
- The ActiveSync® protocol will not prompt you to change your password, but to re-enter it. Password changes should be done via GroupWise on your workstation, or by visiting webmail.nwu.ac.za. We recommend that you change your password before a lengthy absence from your office in order to ensure connectivity.

3 Supported devices

Please visit the Data Synchronizer Mobility Connector Wiki for supported devices:

http://wiki.novell.com/index.php/Data_Synchronizer_Mobility_Connector_Devices#Devices_by_Manufacturer

On most devices, Novell Data Synchronizer uses the Microsoft® Exchange ActiveSync® protocol. When setting up a new Exchange ActiveSync® account on your mobile device, existing data may be removed from your phone. Please make sure to **back up** your data on your mobile device before you set up Novell Data Synchronizer.

4 Setting up your account

The following steps should be followed for setting up your account:

4.1 Enable your mailbox

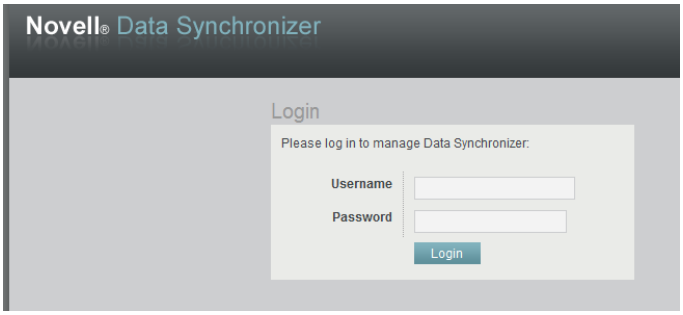
This service needs to be enabled for your mailbox before you can use it. Please contact your local Campus IT department to enable this service.

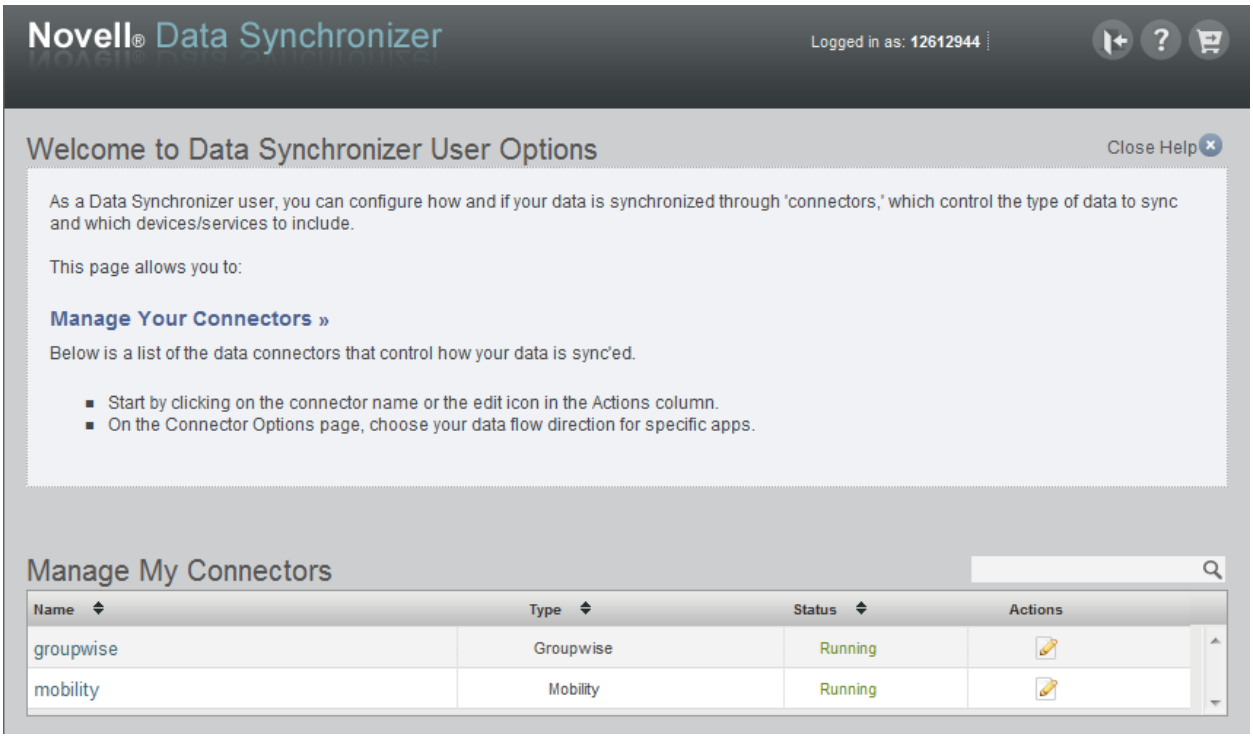
4.2 Backup your data

As previously mentioned, existing data may be removed from you phone when setting up a new ActiveSync® account. Ensure that your data is backed up before you continue with setting up your account.

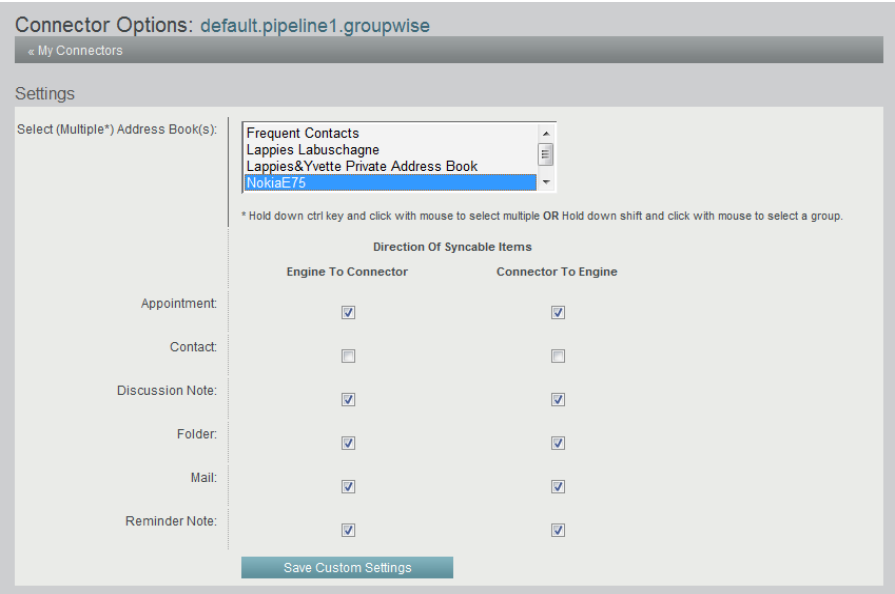
4.3 Adjust the settings on your mobile account

- On your workstation go to https://mob.nwu.ac.za:8120.
- Complete the following fields:
  - **Username**: Personnel number
  - **Password**: Novell Password



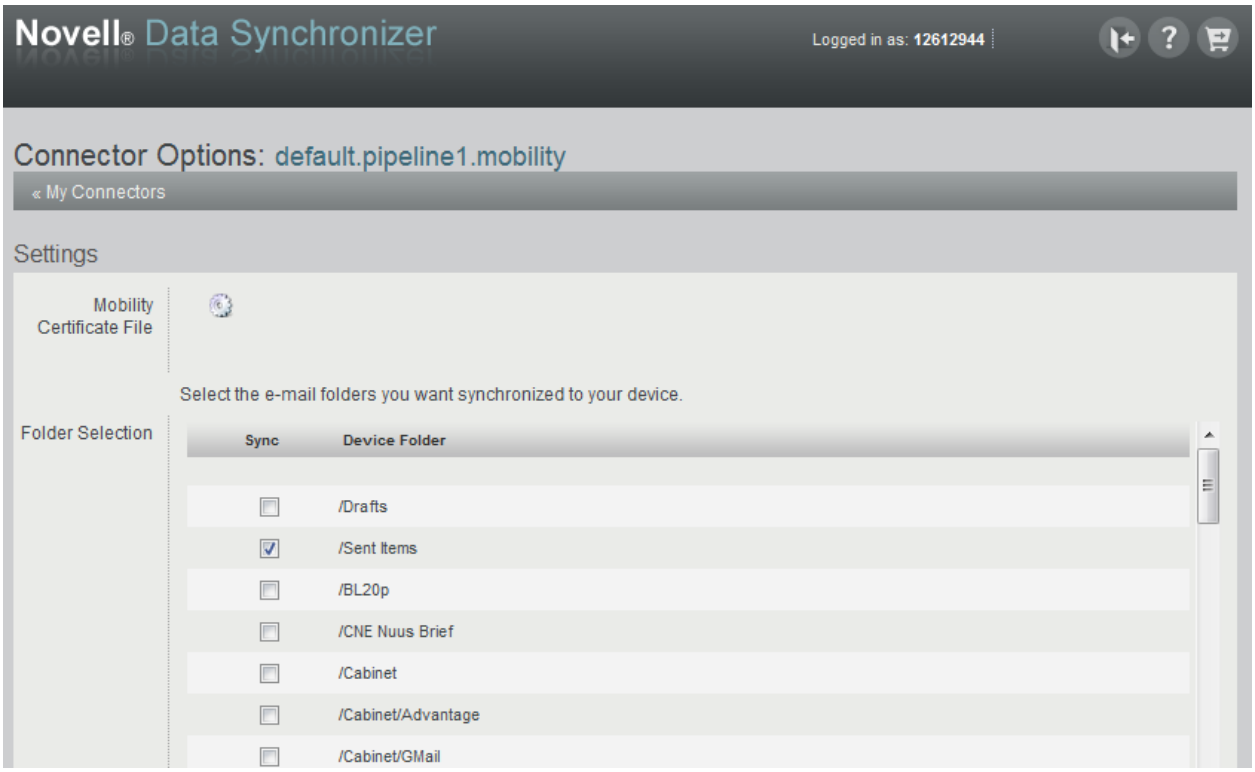


- On the “Manage My Connectors” table click on:
  - **GroupWise** to select types of features to synchronize;



Important: Contact is **not selected** but can be selected if the function is required. It is **NOT recommended** to select *Contact* as this feature can delete your entire address book on your mobile device!

- On the “Manage My Connectors” table click on:
  - **Mobility** to select the folder to sync to your device, or to get a Certificate for your device (if required).



- Settings
  - Use the following **required settings** to setup your mobile device:

Microsoft® Exchange ActiveSync® protocol Client
Email = Your University number e-mail address (example: 12612944@nwu.ac.za)
Username = Your University number (example: 12612944)

Password = Your Novell password
Server name = mob.nwu.ac.za
SSL must be **on**
Leave setting default on: ActiveSync® protocol Client

- The following setting is not required:

  Domain name

5 IT Support

IT support is limited to providing the ActiveSync® interface.

Unfortunately we cannot configure individual phones as there is no standard procedure that works on all phones. Should you experience any configuration problems please contact your mobile phone service provider.

Updated: 6 March 2012