Administration Console Help
GroupWise Mobility Service 2014 R2

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About This Guide

This guide is simply the structure that the GroupWise Mobility Service Admin Console help lives in.

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1.1 GroupWise Mobility Service

1.1.1 GroupWise Mobility Administration Console

The GroupWise Mobility Administration console helps you configure and monitor your Mobility system.

Status

GroupWise Sync Agent: The GroupWise Sync Agent communicates with the GroupWise POA to obtain items from users' mailboxes.

Device Sync Agent: The Device Sync Agent transfers mailbox items to and from users' mobile devices.

Status:

| Starting Running | The sync agent is functioning normally. |
| Stopping Stopped | The sync agent is not running. |

Actions:

| Start ▶ | Start the sync agent. |
| Stop ⏻ | Stop the sync agent. |

See also:

"GroupWise Sync Agent Troubleshooting"
"Device Sync Agent Troubleshooting"

Administration

Dashboard: Click *Dashboard* 📊 to display detailed status and statistical information about the functioning of your Mobility system.

Users: Click *Users* 👥 to monitor GroupWise users and their devices. Here you also add users, resources, and groups to your Mobility system.

Service Configuration: Click *Service Configuration* 🛠 to configure the Mobility Service, the GroupWise Sync Agent, and the Device Sync Agent. Here you also configure other specialized aspects of your Mobility system.

See also:

"GroupWise Mobility System Management"
"GroupWise Mobility System Monitoring"
"GroupWise Mobility User Management"
"GroupWise Sync Agent Configuration"
"Device Sync Agent Configuration"

1.1.2 General

Sync Agent Settings

Log Level: Select the log level for the sync agent log files:

- **Info:** Logs informational messages about normal synchronization processing. This log level is suitable for a Mobility administrator who wants to observe the functioning of the Mobility system.

  Info is the default log level and is strongly recommended because it balances the amount of data logged, the amount of disk space required for log files, and the load on the Mobility system.

- **Debug:** Logs large quantities of developer-level data. This log level is appropriate for troubleshooting purposes. It puts a heavy load on the Mobility system and should be used only until the troubleshooting activities are completed.

◆ **Warning:** Logs problems that should not adversely affect synchronization processing but should be investigated and resolved for optimum performance. This log level can be appropriate for a smoothly running Mobility system where you only want to be notified of warnings and errors.

◆ **Error:** Logs error messages that indicate critical problems in synchronization processing. This log level puts the least load on the Mobility system because it logs only critical errors, but it does not log sufficient data to help resolve any errors that occur.

See also:
"Working with Log Files"

Sync Agent Startup: Select whether you want the sync agents to start automatically whenever you restart the Mobility Service.

Maximum Size Settings

Maximum Attachment Size (GroupWise to Device): By default, attachments are synchronized from GroupWise to the mobile devices if they are smaller than 500 KB. Attachments larger than 500 KB are dropped by the GroupWise Sync Agent and do not synchronize to mobile devices.

Increase or decrease the attachment size limit to control the load that attachment processing puts on the GroupWise Sync Agent.

See also:
"Controlling Maximum Attachment Size from GroupWise to Mobile Devices"

Maximum Send Mail Size (Device to GroupWise): By default, if an item is larger than 500 KB when it is sent from a device, all attachments are stripped from the item before it is sent to GroupWise. In place of each stripped attachment, the user receives a text attachment indicating that the original attachment was stripped because of the size limit and what the size limit is.

Increase or decrease the send mail size limit to control the load that attachment processing puts on the Device Sync Agent.

See also:
"Controlling Maximum Send Mail Size from Mobile Devices to GroupWise"

Dashboard Settings

The Dashboard retains some data over time.

Alert Retention: By default, alerts are retained for 14 days or until you manually delete them.

Statistic History Retention: By default, the historical data used to generate the graphs is retained for 30 days.

Notification Settings

You can configure the Mobility system to notify specified users when critical situations arise that require administrator attention.

Notification Enabled: Select this option to begin sending notifications.

SMTP IP Address: Specify the IP address of an SMTP host for sending email. This could be a GroupWise GWIA server, but you can also use another email system such as sendmail on a Linux server or a personal email account.

SMTP Port: The port number on which the Mobility Service can communicate with the SMTP host.

Authentication User Name: The email user name to send the notification messages from.

Authentication User Password: (Conditional) The email password if one is required on the email account.

System Notifications: A comma-delimited list of email addresses to send a notification to when the Mobility server encounters a critical (red) alert or condition.

Service Notifications: A comma-delimited list of email addresses to send a notification to when a new device needs to be released from the quarantine.

See also:
"Enabling System and Service Notifications"
"Quarantining New Devices to Prevent Immediate Connection"

Miscellaneous Settings

MDM Server: Specify the IP address of the ZENworks Mobile Management server where you provided information about your Mobility server. If you configured multiple ZENworks Mobile Management servers with information about your Mobility server, specify the IP addresses in a comma-delimited list.

See also:
"Integrating with Mobile Device Management Applications"

Send Anonymous Feedback: When you enable anonymous feedback, a script runs daily to gather statistics about the usage of your Mobility system. The statistics are sent daily to Novell.

See also:
"Providing Anonymous Feedback about Your Mobility System to Novell"

1.1.3 GroupWise Sync Agent

Server Settings

IP Address / Port: Specify the GroupWise Sync Agent server IP address and port for internal communication within your local network. By default, the GroupWise Sync Agent communicates with the GroupWise POA using port 4500.

POA SOAP URL: Specify the URL where the GroupWise Sync Agent can communicate with the POA, for example:

Non-Secure SOAP URL:	`http://poa_server_address:soap_port/soap`
Secure SOAP URL:	`https://poa_server_address:soap_port/soap`

See also:
"Changing the GroupWise Sync Agent Listening Port"
"GroupWise Post Office Agent SOAP URL"
"Enabling and Disabling SSL for POA SOAP Connections"

Trusted Application Settings

A GroupWise trusted application can log in to a GroupWise Post Office Agent (POA) in order to access GroupWise mailboxes without needing personal user passwords.

Trusted Application Name: Specify the name of the trusted application that enables the GroupWise Sync Agent to log in to the POA.

Trusted Application Key: Specify the trusted application key. The key is encrypted as it is saved.

See also:

"GroupWise Trusted Application"

GroupWise Item Setting

GroupWise Items to Sync: By default, all GroupWise items are synchronized to mobile devices. Deselect any items that you do not want the GroupWise Sync Agent to synchronize.

Miscellaneous GroupWise Settings

Sticky Notes: By default, Sticky Notes are synchronized between GroupWise and mobile devices. Deselect this option if you do not want Sticky Notes to synchronize.

Sticky Notes refer to the following item types:

- *Mobile device*: An item created by the device's Notes app. On iOS devices, the native *Notes* app is supported. On Blackberry devices, the native *Remember* app is supported. On Android devices, the third-party *TouchDown* app and *Tasks and Notes for MS Exchange* app are supported. For additional information about supported apps, see "Synchronizing Sticky Notes" in the GroupWise Mobility Service 2014 r2 Administration Guide.
- *GroupWise client*: A Discussion Note item created in or moved to the *Mobile Notes* folder. GroupWise automatically creates the *Mobile Notes* folder when the Sticky Notes option is enabled. In some cases, the folder might be named *Notes* rather than *Mobile Notes.*

Sticky Notes synchronization is bidirectional. Notes that are created, modified, or deleted on the device are synchronized to the *Mobile Notes* folder. Discussion Note items that are created, modified, or deleted in the *Mobile Notes* folder are synchronized to the mobile device.

Clear Old Events: By default, when the GroupWise Sync Agent restarts, it processes all accumulated events. Select this option to delete accumulated events (not recommended unless you are troubleshooting).

Ignore Events After: By default, the GroupWise POA does not transfer items to the GroupWise Sync Agent if they are older than 30 days.Decrease this setting to decrease sync agent traffic if device users typically have a smaller window for wanting items retained on their devices.

Poll POA for Events: If the GroupWise POA encounters an error and stops notifying the GroupWise Sync Agent about GroupWise events, GroupWise events stop synchronizing to mobile devices. By default, the GroupWise Sync Agent polls the POA for new events every 3600 seconds (1 hour). Adjust the frequency of POA polling based on the stability of the POA.

See also:

"Synchronizing Sticky Notes"
"Clearing Accumulated GroupWise Events"
"Ignoring Old GroupWise Items"
"Increasing GroupWise Sync Agent Reliability or Performance"

1.1.4 Device Sync Agent

Server Settings

IP Address: By default, the Device Sync Agent uses all available IP addresses on the Mobility server. Specify a specific IP address to bind the Device Sync Agent to that address.

Port: Displays the port on which the Device Sync Agent communicates with mobile devices.

Secure: By default, the Device Sync Agent uses a secure SSL connection on port 443. Deselect this option to use a non-secure connection on port 80.

See also:
"Binding to a Specific IP Address"
"Enabling and Disabling SSL for Device Connections"

Device Settings

Allow Connections: Select this option to allow devices to connect to the Mobility system. You can also select which types of devices can connect: *Default Apps*, *Outlook Client*, and *Outlook Mobile App*.

Quarantine New Devices: By default, when a user configures a new mobile device to synchronize GroupWise data, the device can immediately connect to your Mobility system and start synchronizing data. Select this option to prevent new devices from connecting until you allow access.

Maximum Devices per User: By default, each user can connect to your Mobility system with as many devices as he or she wants. As needed, specify the maximum number of devices that a user can connect. To remove an existing limit, delete the number for an unlimited number of devices.

Remove Unused Devices: By default, mobile devices that have not connected to your Mobility system for 30 days are automatically removed from your Mobility system. As needed, increase or decrease the time limit for unused devices.

See also:
"Blocking/Unblocking All Incoming Devices"
"Quarantining New Devices to Prevent Immediate Connection"
"Controlling the Maximum Number of Devices per User"
"Removing Unused Devices Automatically"

Device Security Settings

By establishing a security policy for the passwords that users set on their mobile devices, you help prevent unauthorized access to your Mobility system from lost or misplaced devices.

Device Security Policy: Select this option to enable a device security policy for your Mobility system.

Both Letters and Numbers: By default, any combination of characters is permitted in device passwords. Enable this option to require device passwords that include at least one letter and one number. You can also specify the number of special characters are required in the device password.

Minimum Password Length: By default, the user can set a device password of any length. Enable this option to specify the minimum number of characters required in device passwords. The minimum value is 0; the maximum value is 18. If you specify 0, the security policy does not require the user to set a password on the device.

Inactivity Time: By default, the mobile device does not lock itself in the absence of user activity. Enable this option to specify the number of minutes after which a mobile device locks itself when no user activity occurs.

Reset Device after Failures: By default, an external Reset command must be sent to the mobile device in order to wipe personal data from it. Enable this option to specify the number of failed password attempts after which the mobile device automatically resets itself to factory default settings.

See also:

"Enabling a Device Password Security Policy"

Maximum Limits Settings

By default, users are allowed to synchronize a maximum of 30 days of email and 180 days of calendar items.

Maximum Email Sync Limit: As needed, adjust the maximum number of days for email.

Maximum Calendar Sync Limit: As needed, adjust the maximum number of days for calendar items.

See also:

"Controlling Maximum Item Synchronization"

Address Book Setting

The Device Sync Agent accesses the GroupWise Address Book to obtain contact information for synchronization to mobile devices. The Device Sync Agent can obtain the information it needs by logging in as any valid GroupWise user.

Address Book User: Specify the GroupWise user name of the user whose view of the GroupWise Address Book best meets the needs of your mobile device users.

See also:

"Changing the Address Book User"

1.1.5 User Source

The initial user source was selected during installation.

Provisioning: Select the source from which users, groups, and resources are added to your Mobility system.

- ◆ **LDAP:** The users, groups, and resources that are listed in the Mobility Admin console are obtained from the LDAP directory that is defined in the *LDAP* section that displays when you select *LDAP*.

- ◆ **GroupWise:** The users, groups, and resources that are listed in the Mobility Admin console are obtained from the GroupWise system. GroupWise information is obtained through the POA that was specified during installation.

Authentication: Selects the method users must use in order to authenticate their mobile devices to the Mobility system. If you select *GroupWise* in the *Provisioning* field, *GroupWise* is automatically selected in the *Authentication* field and cannot be changed.

- ◆ **LDAP:** Users authenticate from their mobile devices to their GroupWise mailboxes by using their LDAP user name and password. This authentication takes place through the LDAP server.

- ◆ **GroupWise:** Users authenticate from their mobile devices to their GroupWise mailboxes by using the same authentication method that they use themselves to log into their mailboxes. This authentication takes place through the POA and could be either GroupWise authentication or LDAP authentication.

Group Membership Poll Rate: By default, the Mobility Admin console polls the user source for changes in group membership every 1800 seconds (30 minutes). Increase or decrease the poll rate as needed, based on how frequently the memberships in the groups change.

Poll Now: Click *Poll Now* to immediately check for changes in group memberships and in the GroupWise system address book.

See also:

"Changing between LDAP and GroupWise as the User Source"

"Adjusting the Mobility Admin Console Polling Rate for Groups of Users"

1.1.6 LDAP

When you select *LDAP* in the *Provisioning* field, the Mobility Admin console must access an LDAP server in order to locate users and groups of users to add to your Mobility system.

LDAP Server Settings

IP Address: Specify the IP address or DNS hostname of the LDAP server that you want to use for provisioning or authentication.

Port: Specify the port number for communicating with the LDAP server.

The LDAP port number depends on whether the LDAP server requires a secure SSL connection. The default secure port number is 636. The default non-secure LDAP port number is 389.

Secure: Select this option for a secure SSL connection.

Admin Full DN: Specify the fully qualified user name of an administrator user that the Mobility Service can use to access the LDAP server, for example:

```
cn=admin,ou=users,o=example
```

Admin Password: Specify the password for the administrator user.

See also:

"Changing the LDAP Server for Provisioning and Authentication"

LDAP DN Settings

When you add users and groups to your Mobility system, the Mobility Admin console searches the specified containers and their subcontainers for users and groups to add.

Base User DNs: Specify one or more containers where User objects are located.

Base Group DNs: Specify one or more containers where GroupWise objects are located.

See also:

"Searching Multiple LDAP Contexts for Users and Groups"

1.1.7 Single Sign-On

If you are using a single sign-on solution such as NetIQ Access Manager or KeySheild SSO, the Mobility Admin console does not require authentication when you are already logged in to the single sign-on solution.

- ◆ For Access Manager, no extra configuration is required.
- ◆ For KeyShield SSO, you must provide Keyshield SSO settings on the Single Sign-On page in the Mobility Admin console. For more information, see KeyShieldSSO (http://www.keyshieldsso.com).

1.1.8 Users

The Users list displays all users in your Mobility system. Users that have been added as a member of a group are marked with the Group icon 👥. Mouse over the group icon to display the group that the user is a member of. Mouse over the User icon 👤 to display the user source information (the LDAP context for LDAP users or the GroupWise *user_name.post_office_domain* address for GroupWise users.)

Add Users: Click *Add Users* to add individual users and resources to your Mobility system.

Search: Type all or part of a user's first name, last name, or GroupWise user name to filter the list. From the drop-down list, select a device state to filter the list.

User ID: The user's Mobility user name. Mouse over the user name to display the LDAP context or GroupWise *user_name.post_office.domain* location. Click the user name to display actions to perform for the user and the user's devices.

Name: The user's first and last name as displayed in the GroupWise Address Book.

User State:

The *User State* column displays the following states that indicate the progress of initial synchronization from GroupWise into the Mobility system:

User State	Explanation
Queued	The initial synchronization process from GroupWise to the Mobility system has not yet started for this user.
Syncing-Init	The initial synchronization process is in progress. As many as four users can be synchronizing at once. As one user is finished, initial synchronization for the next user starts.
Sync-Validate	The Mobility system has received all of the user's GroupWise data, and is in the process of comparing the data in the Mobility system with the data in GroupWise to verify the completeness of the data transfer.
Synced	The initial synchronization process is complete.
Syncing-Days+	After initial synchronization, users can request more email in addition to the default of the email in the Mailbox folder for the last three days.
Blocked	The specific user is currently blocked from connecting any devices.
Failed	The initial synchronization process has failed. For failed users, the GroupWise Sync Agent automatically retries as many as four times after all other users have been synchronized.
Delete	The user is in the process of being deleted from your Mobility system. If the user has a large amount of data and attachments in the system, the deletion process can take some time.
Re-Init	The user is in the process of being reinitialized. During reinitialization, the user's GroupWise data is deleted from the Mobility system and is requested again from the GroupWise system. If the user has a large amount of GroupWise data and attachments, the reinitialization process might take a long time.

If the user state is *Failed* or *Blocked*, click the user name to perform user actions.

Device State:

If there are multiple lines in the *Device State* column. the user has multiple devices. Hover over the device state icon to display the device ID.

The *Device State* column displays the following states that indicate the status of each device's connection to the Mobility system:

Device State	Explanation
Never Connected	The user has not yet configured the device to connect to the Mobility system. Device synchronization has not yet begun.
Normal ✔	The device has successfully connected to the Mobility system and synchronization to the device is complete.
Blocked 🚫	The device is being prevented from connecting to the Mobility system for either of these conditions: ◆ All devices have been prevented from connecting by using the Block All Devices setting on the Device Sync Agent Configuration page. ◆ An individual device has been manually blocked on the User/Device Actions page because it was having a problem that was adversely affecting the Mobility system.
Quarantined	A new device is being prevented from connecting until you release it from the device quarantine.
Resetting	A Reset command has been sent to a device in order to wipe all personal data from it.
Reset	The device has acknowledged the Reset command and has been successfully wiped.

See also:

"Monitoring Device Status"
"Blocking/Unblocking All Incoming Devices"
"Blocking/Unblocking Specific Devices"
"Releasing a New Device from the Quarantine"
"Resetting a Device to Factory Default Settings"

1.1.9   Add User

You can add users individually to your Mobility system.

NOTE: For long-term management, it can be more convenient to create groups of users, and then add the groups to your Mobility system.

Select *LDAP* or *GroupWise* as the user source. Your selection should match the *Provisioning* setting on the User Source page.

Search: Click *Search* to list all users that are available in the selected user source.

Type all or part or a user's first name, last name, or user name, then click *Search* to list one user or a group of related users.

Resources are listed along with users, and can be added to your Mobility system in the same way as users.

Select Users

The information listed for users differs depending on the user source.

Name:

- **LDAP:** The user's user name in the LDAP directory.
- **GroupWise:** The user's first and last name associated with the GroupWise mailbox

ID:

- **LDAP:** The user's fully qualified user name and context in the LDAP directory.
- **GroupWise:** The user's *user_name.post_office.domain* address in the GroupWise system.

Type: User or resource.

Default Name:

- **LDAP:** If the user's LDAP user name is different from the user's GroupWise user name, click the default name, then specify the user's GroupWise user name.
- **GroupWise:** If the user's GroupWise user name is different from the user's Preferred Email ID that is part of the user's email address, click the default name, they specify the user's Preferred Email ID.

Select one or more users, then click *Add*.

See also:

"Managing Mobile Device Users"

1.1.10 User Status/Actions

Lists the user's first and last name. Users that have been added as a member of a group are marked with the Group icon 👪. Mouse over the group icon to display the group that the user is a member of. Mouse over the User icon 👤 to display the user source information (the LDAP context for LDAP users or the GroupWise *user_name.post_office_domain* address for GroupWise users.)

User State

The user state indicates whether the GroupWise Sync Agent has successfully transferred GroupWise data from the user's mailbox to the Device Sync Agent.

User ID: The user's GroupWise user name.

State:

The *User State* column displays the following states that indicate the progress of initial synchronization from GroupWise into the Mobility system:

User State	Explanation
Queued	The initial synchronization process from GroupWise to the Mobility system has not yet started for this user.
Syncing-Init	The initial synchronization process is in progress. As many as four users can be synchronizing at once. As one user is finished, initial synchronization for the next user starts.
Sync-Validate	The Mobility system has received all of the user's GroupWise data, and is in the process of comparing the data in the Mobility system with the data in GroupWise to verify the completeness of the data transfer.
Synced	The initial synchronization process is complete.

User State	Explanation
Syncing-Days+	After initial synchronization, users can request more email in addition to the default of the email in the Mailbox folder for the last three days.
Blocked	The specific user is currently blocked from connecting any devices.
Failed	The initial synchronization process has failed. For failed users, the GroupWise Sync Agent automatically retries as many as four times after all other users have been synchronized.
Delete	The user is in the process of being deleted from your Mobility system. If the user has a large amount of data and attachments in the system, the deletion process can take some time.
Re-Init	The user is in the process of being reinitialized. During reinitialization, the user's GroupWise data is deleted from the Mobility system and is requested again from the GroupWise system. If the user has a large amount of GroupWise data and attachments, the reinitialization process might take a long time.

Settings: To change the user's synchronization settings, click Device Settings 📱 or GroupWise Settings 📧.

Actions:

User Action	Description
Reinitialize User ⟳	For users in the *Failed* state, reinitialize the user. During reinitialization, the user's GroupWise data is deleted from the Mobility system and is requested again from the GroupWise system. If the user has a large amount of GroupWise data and attachments, the reinitialization process might take a long time.
Unblock User ⊗	For users in the *Blocked* state, unblock the user.
	◆ If you blocked all devices using the Block All Devices setting on the Device Sync Agent Configuration page, deselect the setting to unblock all devices.
	◆ If you blocked individual devices, unblock them individually on the User/ Device Actions page.

See also:
Device Status/Actions
"Monitoring User Status"
"Reinitializing a User"
"Blocking/Unblocking All Incoming Devices"
"Blocking/Unblocking Specific Devices"

1.1.11   Device Status/Actions

Lists all of the user's devices.

Devices List

The device state indicates whether the Device Sync Agent has successfully transferred data to the user's mobile device. If the user has more than one device, the device state might not be the same for all devices.

Device ID: The unique identifier for the device.

State:

If there are multiple lines in the *Device State* column. the user has multiple devices. Hover over the device state icon to display the device ID.

The *Device State* column displays the following states that indicate the status of each device's connection to the Mobility system:

Device State	Explanation
Never Connected ⬜	The user has not yet configured the device to connect to the Mobility system. Device synchronization has not yet begun.
Normal ✔	The device has successfully connected to the Mobility system and synchronization to the device is complete.
Blocked 🚫	The device is being prevented from connecting to the Mobility system for either of these conditions: ◆ All devices have been prevented from connecting by using the Block All Devices setting on the Device Sync Agent Configuration page. ◆ An individual device has been manually blocked on the User/Device Actions page because it was having a problem that was adversely affecting the Mobility system.
Quarantined 🔶	A new device is being prevented from connecting until you release it from the device quarantine.
Resetting ⏻	A Reset command has been sent to a device in order to wipe all personal data from it.
Reset ⏻	The device has acknowledged the Reset command and has been successfully wiped.

See also:
"Monitoring Device Status"
"Managing Mobile Devices"
"Blocking/Unblocking All Incoming Devices"
"Blocking/Unblocking Specific Devices"
"Releasing a New Device from the Quarantine"
"Resetting a Device to Factory Default Settings"

Type: The type of device, such as iPhone, Android, or iPad.

OS: The version of the device operating system.

Protocol: The version of ActiveSync that is running on the device.

Last Sync: The date and time when the device last synchronized data with the Mobility system.

Actions:

Device Action	Description
Resync Device	Resynchronizes the mobile device with the Mobility system. Use this option to resolve the following problems: ◆ Synchronization from the Mobility system to a mobile device might occasionally stop, perhaps because abnormal cellular network conditions resulted in dropped synchronization data. ◆ Data on a mobile device might not match data as displayed in the GroupWise mailbox. A user can accomplish the same thing by removing the account from the mobile device and re-adding it, so that the GroupWise data resynchronizes from the Mobility system to the mobile device. If resynchronizing the device does not resolve discrepancies between data on the device and data in GroupWise, you must reinitialize the user. During reinitialization, the user's GroupWise data is deleted from the Mobility system and is requested again from the GroupWise system. If the user has a large amount of GroupWise data and attachments, the reinitialization process might take a long time.
Block Device	Prevents the mobile device from connecting to the Mobility system. Use this option when a mobile device is temporarily disrupting your Mobility system by using excessive system resources.
Unblock Device	Enables a blocked mobile device to connect again to your Mobility system.
Allow Device	Allows a quarantined device to connect for the first time to your Mobility system.
Reset Device	Resets the mobile device to factory default settings. Use this option when a user has lost a mobile device. On some mobile devices, this functionality is known as a "remote wipe" or a "kill pill." Regardless of the device-specific functionality, this is a very serious step to take with a mobile device. The Device Sync Agent sends the Reset command to the mobile device, but different devices respond to the Reset command in different ways. Some devices do not respond to a Reset command unless a security policy has been set on the device. The Reset Device button does not display for a device if it will not respond to a Reset command.
Delete Device	Deletes the mobile device from your Mobility system. Use this option when a user is no longer using a particular mobile device.

See also:

User Status/Actions
"Resynchronizing a Device"
"Blocking/Unblocking All Incoming Devices"
"Blocking/Unblocking Specific Devices"
"Releasing a New Device from the Quarantine"
"Resetting a Device to Factory Default Settings"
"Enabling a Device Password Security Policy"
"Deleting a Device"

Folder List

Click *Folder List* to display the totals of pending and synchronized items in each folder in the user's GroupWise mailbox.

1.1.12 Edit User's Device Settings

As the Mobility administrator, you can configure some device settings for the user. The user can override these settings by logging in to his or her Mobility Settings page of the Mobility Admin console. You can also override the user's settings.

Mobility Certificate File: If a user's device does not automatically accept a certificate file in PEM format, you can provide one in DER format for the user to download. Then, on the mobile device, click ⚙.

See also:
"Manually Converting a Certificate to DER Format for Use on Mobile Devices"
"Manually Downloading a Certificate to a Mobile Device"

Folder Selection: Select the GroupWise folders to synchronize to the user's device.

Mobility User Name: The user name associated with the email account on the user's device. This might or might not be the same as the GroupWise user name.

See also:
"Accessing the Mobility Admin Console as a Mobile Device User"

1.1.13 Edit User's GroupWise Settings

As the Mobility administrator, you can configure some GroupWise settings for the user. The user can override these settings by logging in to his or her Mobility Settings page of the Mobility Admin console. You can also override the user's settings.

Address Books to Sync: By default, all GroupWise personal address books are synchronized to the user's mobile device, except the Frequent Contacts address book. Deselect any personal address books that you do not want to synchronize. Select the Frequent Contacts address book if you want it to synchronize to your mobile device.

Mobility Default Address Book: Select the GroupWise personal address book that you want contacts added to when contacts are added from the mobile device.

Items to Sync: By default, most GroupWise item types are synchronized. Adjust the selections as needed.

GroupWise User Name: Displays the user name associated with the user's GroupWise account. This might or might not be the same as the user name associated with the email account on the user's device.

See also:
"Accessing the Mobility Admin Console as a Mobile Device User"

1.1.14 Groups

The Groups list displays all groups in your Mobility system.

Add Groups: Click *Add Groups* to add a group of users to your Mobility system.

Group membership is not managed in the Mobility Admin console. Manage the membership of LDAP groups in the LDAP directory. Manage the membership of GroupWise distribution lists in ConsoleOne. Changes to membership synchronize regularly into your Mobility system.

Search: Type all or part of a group name to filter the list.

Group ID: The full name of the group. To see the members of the group, view the group in the LDAP directory or in ConsoleOne.

Actions:

Action	Description
Delete Group ⊗	Deletes the group from your Mobility system. Members of the group are also removed from your Mobility system.

See also:
"Managing Groups of Users"

1.1.15 Add Groups

When you add a group of users to your Mobility system, you can add and remove members of the group without having to change your Mobility system.

Group membership is not managed in the Mobility Admin console. Manage the membership of LDAP groups in the LDAP directory. Manage the membership of GroupWise distribution lists in ConsoleOne. Changes to membership synchronize regularly into your Mobility system.

Select *LDAP* or *GroupWise* as the group source. Your selection should match the *Provisioning* setting on the User Source page.

Search: Click *Search* to list all groups that are available in the Mobility Admin console.

Type all or part or a group name, then click *Search* to list one group or a collection of related groups.

Select Groups

The information listed for groups differs depending on the source.

Name:

- ◆ **LDAP:** The name of the LDAP group.
- ◆ **GroupWise:** The name of the GroupWise distribution list.

ID:

- ◆ **LDAP:** The group's fully qualified name and context in the LDAP directory.
- ◆ **GroupWise:** The distribution list's `dislist_name.post_office.domain` address in the GroupWise system.

Select one or more groups, then click *Add*.

See also:
"Managing Groups of Users"

2 GroupWise Mobility Administration Console Dashboard Help

2.1 GroupWise Mobility Dashboard

2.1.1 GroupWise Mobility Administration Console Dashboard

The Dashboard in the GroupWise Mobility Administration console helps you quickly and easily resolve data synchronization issues between GroupWise and mobile devices.

The following icons and colors provide status information:

Icon	Color	Meaning
	Red	Critical

Icon	Color	Meaning
⚠	Orange	Warning
⚠	Yellow	Caution
✓	Green	Normal
?	White	Unknown

The Mobility Dashboard provides several types of information.

Agents panel: Lists the Mobility Service components (the GroupWise Sync Agent, the Device Sync Agent, and the server where they are running).

Click a Mobility Service component to display health information in the Listing panel.

Click *Agent Alerts* for details if the agent status is not Normal.

The number of agent alerts accumulates until you delete the alerts. The number and color of agent alerts do *not* indicate the overall health of your Mobility system. The other fields in the Agents panel and the fields in the Details panel provide the best view of the overall status of your Mobility system.

Details panel: Lists the participants in the synchronization process (users, devices, POAs, and connections to data sources).

Click a Mobility Service synchronization participant to display status information in the Listing panel.

Performance Indicators panel: Gathers statistics from the Mobility Service components into useful groupings.

Click a performance indicator to display the individual statistics in the Listing panel.

Listing panel: Lists the detailed statistics for each Mobility Service component, synchronization participant, or performance indicator.

The header of the Listing panel lets you customize the listings:

Icon	Description
⬇	Select a specific listing in the drop-down list, or create a customized listing view. In a customized listing view, you can select your own columns, sort order, and search filter for the listing. When you select a customized listing view, it remains in effect until you log out. Then you must select it again.
🔍	Specify a search filter to restrict the content of the listing.
📥	Export the listing to a CSV file for use in a spreadsheet program.
⚙	Select the columns to display in the listing.

Click the graph for any statistic in order to view the statistic over time.

2.1.2   Agents

Sync Agents

Agent: Lists the sync agents (GroupWise Sync Agent and Device Sync Agent).

Status: Displays the current status of the sync agents.

Up Time: Shows how long the sync agents have been running.

Last Refresh: Shows the amount of time since the sync agents last reported their status.

Click *Refresh* [⟳] to display the latest reported status information.

Mobility Service Components

Click a Mobility Service component to display detailed health information.

GroupWise Sync: Displays health information for the GroupWise Sync Agent, such as its connections to POAs, the rate at which events are being received from GroupWise, and the success with processing attachments from GroupWise.

Device Sync: Displays health information for the Device Sync Agent, such as device activity, slow processing of events, and attachment uploading to devices.

System: Displays health information about the server where the sync agents are running, such as available memory, disk space usage, and CPU utilization.

Agent Alerts: Click *Agent Alerts* to list situations that require your immediate attention.

The number of agent alerts accumulates until you delete the alerts. The number and color of agent alerts do *not* indicate the overall health of your Mobility system. The other fields in the Agents panel and the fields in the Details panel provide the best view of the overall status of your Mobility system.

2.1.3 Details

Users: Click *Users* to list users' devices, the POAs that are servicing users' mailboxes, users' GroupWise event rates, and their device request rates.

Devices: Click *Devices* to list device IDs, device types, the last time each device synchronized, the number of requests per minute for each device, and the amount of data each device is sending.

POAs: Click *POAs* to list their post offices, the domain each post office belongs to, the number of users in each post office, the state of the POA and its connection with the GroupWise Sync Agent, the events per minute, and the length of any delays that might be occurring.

LDAP Connection: If the connection to the LDAP server is not active, verify that the LDAP server is running. If the LDAP server is running, restart the Mobility Service to reestablish the connection between the Device Sync Agent and the LDAP server.

If GroupWise is the user source, this field indicates the status of the connection between the Device Sync Agent and the POA. If the status is not *Active*, verify that the POA is running, then restart the Mobility Service.

DB Connection: If *Database Connection* is not displaying *Active,* verify that PostgreSQL is running, then restart the Mobility Service.

2.1.4 Performance Indicators

Click a performance indicator to display all related statistics in the Listing panel. The statistics pertain to your entire Mobility system.

Event Timing: Displays the most important value of the Event Timing statistics.

Event Processing: Displays the most important value of the Event Processing statistics.

Attachment Sync: Displays the most important value of the Attachment Sync statistics.

GroupWise Sync: Displays the most important value of the GroupWise Sync statistics.

Device Sync: Displays the most important value of the Device Sync statistics.

2.1.5 User Details

Displays information about the selected user.

Full Name: The user's name as displayed in the GroupWise Address Book.

Mobile User: The user's name as displayed on the mobile device.

GroupWise Email: The user's GroupWise email address that is associated with the email account on the mobile device.

LDAP ID: The user's fully qualified name in the LDAP directory.

If GroupWise is the user source, it displays the user's `user_name.post_office.domain` address in the GroupWise system.

Initialized: Lists the date and time when initial synchronization or the most recent reinitialization took place.

POA: The post office whose POA updates the user's mailbox.

Click *POA* to display current POA status in the Listing panel.

GroupWise Sync: *Ready* if the contents of the user's mailbox have successfully transferred to the GroupWise Sync Agent. If the *GroupWise Sync* field is not showing *Ready*, check the status of the user.

Device Sync: *Ready* if the user's device is correctly configured and has successfully performed initial synchronization. If the *Device Sync* field shows *Failed* or if it shows *Initializing* for a very long time, check the status of the device.

See also:

"Monitoring User Status"
"Monitoring Device Status"

2.1.6 User Performance Indicators

Click a performance indicator to display all related statistics in the Listing panel. The statistics pertain to the selected user.

All Stats: A combined listing of all statistics for the selected user.

Event Timing: Displays the most important value of the Event Timing statistics.

Event Processing: Displays the most important value of the Event Processing statistics.

Attachment Sync: Displays the most important value of the Attachment Sync statistics.

GroupWise Sync: Displays the most important value of the GroupWise Sync statistics.

Device Sync: Displays the most important value of the Device Sync statistics.

User Alerts: The number of *Caution* ⚠, *Warning* ⚠, and *Critical* ☢ alerts that are associated with the user.

Click *Alerts* to list the user's alerts in the Listing panel.

2.1.7 User Devices / Folder Items

Lists the user's devices, the number of items that have synced to each device, and the total number of items that have been received for synchronization.

Click the drop-down list for each device to display detailed device statistics:

Folder: The folders in the user's GroupWise mailbox.

Resets: The number of times the Sync Agent encountered a problem with an item in a folder and needed to start over on that folder.

Pending: The number of items that have not yet synced to the device.

Synced: The number of items that have synced to the device.

The total of the *Pending* column and the *Synced* column is the total number of items that have been received for synchronization.

2.1.8 GroupWise Sync Agent Health

Listing header icons ⊙ ⊙ ⊞ ⊙ customize the listing, which is sortable on any column. The sort order remains until you log out. Click any statistic to view a graph of values over time.

The GroupWise Sync Agent communicates with the POA and with the Device Sync Agent when data is transferring between users' GroupWise mailboxes and their mobile devices.

Statistics are gathered on GroupWise events and attachments because processing for these activities creates the load on the GroupWise Sync Agent:

- ◆ **Events** occur when GroupWise users add, modify, move, or delete items in their mailboxes or on their mobile devices. The changes synchronize to and from GroupWise through the GroupWise Sync Agent. Large numbers of GroupWise users who are active in their mailboxes or on their mobile devices increase the processing load on the GroupWise Sync Agent.
- ◆ **Attached files** are often much larger than the items where they are attached. Large numbers of large attachments increase the processing load on the GroupWise Sync Agent.

Attachment KBs Received from GroupWise: The amount of data per minute in attached files that transfers from the POA to the GroupWise Sync Agent.

Attachments Blocked Due to Size Restrictions: The number of attachments per minute that were not transferred from the POA to the GroupWise Sync Agent because they were too large.

See also:

"Controlling Maximum Attachment Size from GroupWise to Mobile Devices"

Attachments Failed to be Received from GroupWise: The number of attachments per minute that were not transferred from the POA to the GroupWise Sync Agent for reasons other than size. Other reasons for failure include lack of a connection to the POA and insufficient disk space on the Mobility Service server.

Attachments Received from GroupWise: The number of attachments per minute that are successfully transferring from the POA to the GroupWise Sync Agent.

Connection to POA: If the connection to the POA is not available, verify that the POA is running. Verify that SOAP is enabled and that SSL is properly configured if it is in use. If the POA is running and is properly configured, restart the Mobility Service to reestablish the connection between the GroupWise Sync Agent and the POA.

When the GroupWise Sync Agent attempts to contact the POA, it waits one minute for a response. If the POA does not respond in the expected time interval, the GroupWise Sync Agent determines that the POA is not running. In addition to the Dashboard, you can use GroupWise Monitor to double-check the state of the POA.

See also:
"Using GroupWise Monitor"

Event Rate from GroupWise: The number of events per minute that are occurring in GroupWise mailboxes and transferring to the Mobility Service.

Events from Devices Failed Sending to GroupWise: The number of events that the GroupWise Sync Agent has received from the Device Sync Agent but cannot transfer to the POA. Some reasons for event failure, such as the POA being down, can be corrected. Other reasons for event failure cannot be corrected and are a normal part of the synchronization process.

Events from Devices Pending Processing to GroupWise: The number of events that the GroupWise Sync Agent has received from the Device Sync Agent and is currently trying to transfer to the POA. If events are pending, check the status of the connection to the POA.

Events from Devices Ready for GroupWise: The number of events that the GroupWise Sync Agent has received from the Device Sync Agent but has not yet transferred to the POA.

GroupWise Interface Usage: The percentage of available connections with the POA that are currently in use.

GroupWise Sync DB Connection: If the connection to the GroupWise Sync Agent database is not available, verify that PostgreSQL is running, then restart the Mobility Service to reestablish the connection with the database.

Pending POA Requests: The number of requests from the POA to pick up available GroupWise items that the GroupWise Sync Agent has not yet responded to.

Time to Process GroupWise Events: The average number of seconds that it takes the GroupWise Sync Agent to process an event.

2.1.9   Device Sync Agent Health

Listing header icons ⊙ ⌕ ⊞ ⚙ customize the listing, which is sortable on any column. The sort order remains until you log out. Click any statistic to view a graph of values over time.

The Device Sync Agent communicates with users' mobile devices and with the GroupWise Sync Agent as data synchronizes with users' GroupWise mailboxes.

Statistics are gathered on GroupWise events and attachments because processing for these activities creates the load on the Device Sync Agent:

- ◆ **Events** occur when GroupWise users add, modify, move, or delete items on their mobile devices or in their GroupWise mailboxes. The changes synchronize to and from their mobile devices through the Device Sync Agent. Large numbers of GroupWise users who are active on their mobile devices or in their GroupWise mailboxes increase the processing load on the Device Sync Agent.
- ◆ **Attached files** are often much larger than the items where they are attached. Large numbers of large attachments increase the processing load on the Device Sync Agent.

Attachment KBs Uploaded to Devices: The amount of data per minute in attached files that transfers from the Device Sync Agent to mobile devices.

Attachments Failing Upload to Devices: The number of attachments per minute that were not transferred to mobile devices from the Device Sync Agent. Reasons for failure are internal processing issues, not external communication issues.

Attachments Uploaded to Devices: The number of attachments per minute that are successfully transferring from the Device Sync Agent to mobile devices.

Average Device Request Time: The average number of seconds between when a mobile device sends a request to the Device Sync Agent for data and when the requested data is received by the mobile device.

Device Connection Usage: The percentage of connections between the Device Sync Agent and mobile devices that are currently in use. If device connection usage reaches 100%, additional mobile device requests must wait.

Device Requests per Minute: The number of requests per minute that mobile devices make to the Device Sync Agent for GroupWise data.

Device Send KB per Minute: The rate per minute at which data is sent from mobile devices to the Device Sync Agent.

Device Sync Agent DB Connection: If the connection to the Device Sync Agent database is not available, verify that PostgreSQL is running, then restart the Mobility Service to reestablish the connection with the database.

Events from Devices Pending Server Processing: The number of events received from the Device Sync Agent that have not yet been transferred to the POA.

Events from GroupWise Failed Server Processing: The number of events that have failed to transfer from the GroupWise Sync Agent to the Device Sync Agent.

Events from GroupWise Pending Conversion to Mobile: The number of events that the Device Sync Agent has not yet converted from native GroupWise event format into the format that mobile devices can process.

Events from GroupWise Pending Server Processing: The number of events that the GroupWise Sync Agent is in the process of transferring to the Device Sync Agent.

Events from GroupWise Ready for Server Processing: The number of events that the GroupWise Sync Agent has not yet transferred to the Device Sync Agent.

Invalid Device Requests: The number of requests per minute that the Device Sync Agent is receiving on its listen port (80 or 443) that are not coming from valid mobile devices. Invalid device requests can indicate that some process on the Mobility Service server is erroneously trying to communicate with the Device Sync Agent. Invalid device requests should be eliminated so that they do not reduce the Device Sync Agent's ability to respond promptly to valid device requests.

LDAP Server Connection: If the connection to the LDAP server is not active, verify that the LDAP server is running. If the LDAP server is running, restart the Mobility Service to reestablish the connection between the Device Sync Agent and the LDAP server.

If GroupWise is the user source, this field indicates the status of the connection between the Device Sync Agent and the POA. If the status is not *Active*, verify that the POA is running, then restart the Mobility Service.

Percentage of Events That Are Slow (Full Time): The percentage of events that have taken longer than one minute between the time when the events are received by the POA and when the results of the events are ready for mobile devices.

Percentage of Events That Are Slow (Processing Time Only): The percentage of events that have taken longer than one minute between the time when the events are received by the GroupWise Sync Agent and when the results of the events are ready for mobile devices.

Slow Events (Full Time): The number of events that have taken longer than one minute between the time when the events are received by the POA and when the results of the events are ready for mobile devices.

Slow Events (Processing Time Only): The number of events that have taken longer than one minute between the time when the events are received by the GroupWise Sync Agent and when the results of the events are ready for mobile devices.

Time to Process Events from GroupWise Sync Agent: The number of seconds that it takes for events to pass from the GroupWise Sync Agent to the Device Sync Agent.

Time to Receive Events from POA: The number of seconds that it takes for events to pass from the POA to the Device Sync Agent.

Total Events Received: The total number of events that the Device Sync Agent has received from the GroupWise Sync Agent.

2.1.10   System Health

Listing header icons 🔽 🔍 📋 ⚙ customize the listing, which is sortable on any column. The sort order remains until you log out. Click any statistic to view a graph of values over time.

The Mobility Service performs at its best when adequate system resources are available on the Mobility Service server. The red, orange, yellow, and green colors in the listing correspond to the following levels:

- Resource usage above 95% is at the critical (red) level.
- Resource usage between 85% and 95% is at the warning (orange) level.
- Resource usage between 65% and 85% is at the caution (yellow) level.
- Resource usage below 65% is normal (green). However, occasional brief spikes are also normal.

When the Mobility Service is running in a virtual environment, the system health statistics reflect the state of the virtual guest, not the state of the physical host.

CPU Utilization: The percentage of the Mobility Service server CPU that is currently busy.

Disk Busy: The current percentage of disk utilization on the Mobility Service server.

Disk KB Read: The rate per second at which the Device Sync Agent is currently reading data from disk.

Disk KB Written: The rate per second at which the Device Sync Agent is currently writing data to disk.

Disk Space Usage: The percentage of the Mobility Service server disk space that is currently full.

Memory: The percentage of the Mobility Service server memory that is currently in use.

PostgreSQL Database Daemon: If the status does not display *Yes*, restart PostgreSQL and the Mobility Service on the Mobility server.

2.1.11   Agent Alerts

Listing header icons 🔽 🔍 📑 ⚙ customize the listing, which is sortable on any column. The sort order remains until you log out. Click any statistic to view a graph of values over time.

Alerts are situations that require your immediate attention.

Last Received: The most recent date and time when the problem occurred.

Message: A description of the problem.

Location: The user or the sync agent that is having the problem.

Count: The number of times that the alert has been triggered. The count increases until you delete the alert.

Click *Delete* ❌ to the right of an alert to clear that alert. Click *Delete* ❌ in the *Count* column header to clear all alerts.

The count and color of agent alerts do *not* indicate the overall health of your Mobility system. The various status fields in the Agents panel and in the Details panel provide the best view of the overall status of your Mobility system.

2.1.12   Users

Listing header icons 🔽 🔍 📑 ⚙ customize the listing, which is sortable on any column. The sort order remains until you log out. Click any statistic to view a graph of values over time.

User: The GroupWise user name of the user. Click the user name to display detailed user information. Click the *User* icon 👤 to display the User/Device Actions page.

Status: *Ready* for users who are in the *Normal* ✅ and *Caution* ⚠ states. For users in the *Warning* ⚠ and *Critical* ⛑ states, an explanation of the state is provided. Some problem states resolve themselves over time. Others require intervention to restore normal function. New users show several statuses during initial synchronization. If a user fails to reach the *Ready* state after initial synchronization, you can reinitialize the user. All users might show *Not Configured* as the GroupWise Sync Agent is starting.

See also:
"Monitoring User Status"

"Monitoring Device Status"

Devices: The number of devices that the user has. Click the number of devices to display a list of the devices.

GroupWise Sync: Displays the most important value of the GroupWise Sync statistics.

Device Sync: Displays the most important value of the Device Sync statistics.

2.1.13 Devices

Listing header icons ⊙ 🔍 🔳 ⚙ customize the listing, which is sortable on any column. The sort order remains until you log out. Click any statistic to view a graph of values over time.

User: The GroupWise user name of the user. Click the user name to display detailed user information. Click the *User* icon 👤 to display the User/Device Actions page.

Type: The model of the mobile device.

Status: The state of the device's connection to the Mobility Service:

- ◆ **Authenticated:** The device has successfully connected and is active.
- ◆ **Failed Authentication:** The device cannot connect because the user has configured the device with an incorrect password.
- ◆ **Idle:** The device is connected but has not made any requests recently.
- ◆ **Inactive:** The device has not connected for a very long time.
- ◆ **Blocked:** The device cannot connect because it is blocked.
- ◆ **Quarantined:** A new device cannot connect until it is allowed to.
- ◆ **Folder Failure:** The device is unable to synchronize the contents of a specific folder. Check with the user about the contents of the folder.
- ◆ **Invalid User Name:** The device cannot connect because the user has configured the device with an incorrect user name.
- ◆ **Expired Password:** The device cannot connect because the user's LDAP password has expired. The user must set a new LDAP password, then reconfigure the device with the new password. This problem can be prevented by using GroupWise authentication instead of LDAP authentication.
- ◆ **Invalid Password:** The device cannot connect because the user has reset the LDAP password, but has not yet reconfigured the device with the new password.

See also:
"Managing Mobile Devices"
"Blocking/Unblocking Specific Devices"
"Releasing a New Device from the Quarantine"

Last Sync: The date and time when the device last connected to the Device Sync Agent.

Device Requests per Minute: The number of requests per minute that mobile devices make to the Device Sync Agent for GroupWise data.

2.1.14 POAs

Listing header icons ⊙ ⊙ ⊡ ⊙ customize the listing, which is sortable on any column. The sort order remains until you log out. Click any statistic to view a graph of values over time.

POA: The post office whose POA updates the user's mailbox.

Domain: The domain that the post office belongs to.

Users: The number of users in the post office who have mobile devices that are configured to work with the GroupWise Mobility Service.

Click the number of users to display a list of the users in the post office.

Connection: If the connection between the GroupWise Sync Agent and the POA is not *Active* and the POA is running, restart the Mobility Service to reestablish the connection.

Latency: The number of seconds of delay in communication between the GroupWise Sync Agent and the POA.

Events: The number of requests per minute that the GroupWise Sync Agent makes to the POA.

2.1.15 Event Timing

Listing header icons ⊙ ⊙ ⊡ ⊙ customize the listing, which is sortable on any column. The sort order remains until you log out. Click any statistic to view a graph of values over time.

Percentage of Events That Are Slow (Full Time): The percentage of events that have taken longer than one minute between the time when the events are received by the POA and when the results of the events are ready for mobile devices.

Percentage of Events That Are Slow (Processing Time Only): The percentage of events that have taken longer than one minute between the time when the events are received by the GroupWise Sync Agent and when the results of the events are ready for mobile devices.

Slow Events (Full Time): The number of events that have taken longer than one minute between the time when the events are received by the POA and when the results of the events are ready for mobile devices.

Slow Events (Processing Time Only): The number of events that have taken longer than one minute between the time when the events are received by the GroupWise Sync Agent and when the results of the events are ready for mobile devices.

Time to Receive Events from POA: The number of seconds that it takes for events to pass from the POA to the Device Sync Agent.

Time to Process Events from GroupWise Sync Agent: The number of seconds that it takes for events to pass from the GroupWise Sync Agent to the Device Sync Agent.

2.1.16 Event Processing

Listing header icons ⊙ ⌕ 🔲 ⚙ customize the listing, which is sortable on any column. The sort order remains until you log out. Click any statistic to view a graph of values over time.

Events from Devices Failed Sending to GroupWise: The number of events that the GroupWise Sync Agent has received from the Device Sync Agent but cannot transfer to the POA. Some reasons for event failure, such as the POA being down, can be corrected. Other reasons for event failure cannot be corrected and are a normal part of the synchronization process.

Events from Devices Pending Processing to GroupWise: The number of events that the GroupWise Sync Agent has received from the Device Sync Agent and is currently trying to transfer to the POA. If events are pending, check the status of the connection to the POA.

Events from Devices Pending Server Processing: The number of events received from the Device Sync Agent that have not yet been transferred to the POA.

Events from Devices Ready for GroupWise: The number of events that the GroupWise Sync Agent has received from the Device Sync Agent but has not yet transferred to the POA.

Events from GroupWise Failed Server Processing: The number of events that have failed to transfer from the GroupWise Sync Agent to the Device Sync Agent.

Events from GroupWise Pending Conversion to Mobile: The number of events that the Device Sync Agent has not yet converted from native GroupWise event format into the format that mobile devices can process.

Events from GroupWise Pending Server Processing: The number of events that the GroupWise Sync Agent is in the process of transferring to the Device Sync Agent.

Events from GroupWise Ready for Server Processing: The number of events that the GroupWise Sync Agent has not yet transferred to the Device Sync Agent.

Pending POA Requests: The number of requests from the POA to pick up available GroupWise items that the GroupWise Sync Agent has not yet responded to.

Total Events Received: The total number of events that the Device Sync Agent has received from the GroupWise Sync Agent.

2.1.17 Attachment Sync

Listing header icons ⊙ ⌕ 🔲 ⚙ customize the listing, which is sortable on any column. The sort order remains until you log out. Click any statistic to view a graph of values over time.

Attachment KBs Received from GroupWise: The amount of data per minute in attached files that transfers from the POA to the GroupWise Sync Agent.

Attachment KBs Uploaded to Devices: The amount of data per minute in attached files that transfers from the Device Sync Agent to mobile devices.

Attachments Blocked Due to Size Restrictions: The number of attachments per minute that were not transferred from the POA to the GroupWise Sync Agent because they were too large.

See also:

"Controlling Maximum Attachment Size from GroupWise to Mobile Devices"

Attachments Failed to be Received from GroupWise: The number of attachments per minute that were not transferred from the POA to the GroupWise Sync Agent for reasons other than size. Other reasons for failure include lack of a connection to the POA and insufficient disk space on the Mobility Service server.

Attachments Failing Upload to Devices: The number of attachments per minute that were not transferred to mobile devices from the Device Sync Agent. Reasons for failure are internal processing issues, not external communication issues.

Attachments Received from GroupWise: The number of attachments per minute that are successfully transferring from the POA to the GroupWise Sync Agent.

Attachments Uploaded to Devices: The number of attachments per minute that are successfully transferring from the Device Sync Agent to mobile devices.

2.1.18 GroupWise Sync

Listing header icons ⊙ ⚲ 🗄 ⚙ customize the listing, which is sortable on any column. The sort order remains until you log out. Click any statistic to view a graph of values over time.

Event Rate from GroupWise: The number of events per minute that are occurring in GroupWise mailboxes and transferring to the Mobility Service.

GroupWise Interface Usage: The percentage of available connections with the POA that are currently in use.

Pending POA Requests: The number of requests from the POA to pick up available GroupWise items that the GroupWise Sync Agent has not yet responded to.

2.1.19 Device Sync

Listing header icons ⊙ ⚲ 🗄 ⚙ customize the listing, which is sortable on any column. The sort order remains until you log out. Click any statistic to view a graph of values over time.

Device Connection Usage: The percentage of connections between the Device Sync Agent and mobile devices that are currently in use. If device connection usage reaches 100%, additional mobile device requests must wait.

Device Requests per Minute: The number of requests per minute that mobile devices make to the Device Sync Agent for GroupWise data.

Device Send KB per Minute: The rate per minute at which data is sent from mobile devices to the Device Sync Agent.

Invalid Device Requests: The number of requests per minute that the Device Sync Agent is receiving on its listen port (80 or 443) that are not coming from valid mobile devices. Invalid device requests can indicate that some process on the Mobility Service server is erroneously trying to communicate with the Device Sync Agent. Invalid device requests should be eliminated so that they do not reduce the Device Sync Agent's ability to respond promptly to valid device requests.

2.1.20 Graph Data

Data is graphed in one-hour time slots for each day.

Click a time slot to expand the graph for just that one-hour period.

Select multiple days on the calendar to compare the graphs for the selected days.

Click the name of a month to display all the days in the month.

Click *Clear* to return to the original daily graph.

The Statistics box in the lower-right corner helps you interpret the graph:

- **Critical:** The red horizontal line across the graph is the threshold when a problem becomes critical. Some graphs do not have a critical line.
- **Warning:** The orange horizontal line across the graph is the warning threshold when a problem is tending towards critical. Some graphs do not have a warning line.
- **Caution:** The yellow horizontal line across the graph is the caution threshold when a problem is tending towards warning. Some graphs do not have a caution line.
- **Peak:** The blue horizontal line across the graph marks the highest point that the graphed data has risen during the day. The blue line within the graph shows the highest value in the set of data that has been collected for that point in time.
- **Average:** The green line shows the average value in the set of data that has been collected for that point in time.
- **Minimum:** The white line shows the minimum value in the set of data that has been collected for that point in time.

Select and deselect types of statistics to customize the graph.

Click *Grid* to turn the grid lines off and on.

Close the Graph window to return to the main Mobility Service Dashboard window.

2.1.21 Listing Header Icons

Listing header icons help you customize the listing.

Icon	Description
	Select a specific listing in the drop-down list, or create a customized listing view. In a customized listing view, you can select your own columns, sort order, and search filter for the listing. When you select a customized listing view, it remains in effect until you log out. Then you must select it again.
	Specify a search filter to restrict the content of the listing.
	Export the listing to a CSV file for use in a spreadsheet program.
	Select the columns to display in the listing.

3 GroupWise Mobility Administration Console User Help

3.1 GroupWise Mobility User Settings Pages

3.1.1 GroupWise Mobility Administration Console Settings

The Mobility Settings page of the Mobility Administration console lets you customize aspects of GroupWise and device functionality to meet your synchronization preferences.

GroupWise Settings: Select the following GroupWise functionality:

- Which GroupWise personal address books you want to synchronize to your device
- Which GroupWise personal address book you want to add contacts to when you add them on your device
- The types of GroupWise items that you want to synchronize

Device Setting: Select which GroupWise folders you want to synchronize to your device.

Your Mobility administrator might have set some of these options for you. You can override the administrator's settings.

3.1.2 GroupWise Settings

Address Books to Sync: By default, all GroupWise personal address books are synchronized to the user's mobile device, except the Frequent Contacts address book. Deselect any personal address books that you do not want to synchronize. Select the Frequent Contacts address book if you want it to synchronize to your mobile device.

Your Frequent Contacts address book might be very large.

You cannot synchronize the GroupWise Address Book to your device. However, you can still access the contacts in it if your device can do a Global Address List (GAL) lookup.

Mobility Default Address Book: Select the GroupWise personal address book that you want contacts added to when contacts are added from the mobile device.

Items to Sync: By default, most GroupWise item types are synchronized. Adjust the selections as needed.

NOTE: Deselecting GroupWise item types does not remove existing items of those types from your mobile device. It prevents the deselected item types from synchronizing to your device in the future.

Your Mobility administrator might have set some of these options for you. You can override the administrator's settings.

3.1.3 Device Settings

Mobility Certificate File: If your device does not automatically accept a certificate file in PEM format, your Mobility administrator can provide one in DER format for you to download. Then, on your mobile device, click

Folder Selection: Select the GroupWise folders to synchronize to the user's device.

Your Mobility administrator might have set some of these options for you. You can override the administrator's settings.