

Novell ZENworks® Handheld Management

6.5

www.novell.com

INSTALLATION GUIDE

June 1, 2005



Novell®

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Novell ZENworks 6.5 Handheld Management Installation Guide

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About This Guide

This *Installation Guide* consists of comprehensive, conceptual information to help you understand and install Novell® ZENworks® Handheld Management.

The sections include:

- ◆ Chapter 1, “What Is Novell Handheld Management?,” on page 9
- ◆ Chapter 2, “Installing ZENworks Handheld Management,” on page 15
- ◆ Chapter 3, “Installing the Access Point and Desktop Synchronization Integration Software Using a Silent Install,” on page 41
- ◆ Chapter 4, “Upgrading from ZENworks for Handhelds 5.x to ZENworks 6.5 Handheld Management,” on page 45
- ◆ Chapter 5, “Uninstalling ZENworks Handheld Management,” on page 53
- ◆ Appendix A, “Configuring SSL and HTTP Settings,” on page 55
- ◆ Appendix B, “Documentation Updates,” on page 63

Additional Documentation

For information about administering ZENworks Handheld Management, see the *Novell ZENworks 6.5 Handheld Management Administration Guide*.

Documentation Updates

This *Installation Guide* is currently being updated. When the product ships, the most current administration information will be posted on the [Novell Documentation Web site \(http://www.novell.com/documentation\)](http://www.novell.com/documentation).

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1

What Is Novell Handheld Management?

Novell® ZENworks® 6.5 Handheld Management is a directory-enabled systems management package that puts you in control of your mobile workforce and helps you reduce the cost and burden of managing handheld devices.

ZENworks 6.5 Handheld Management is part of the Novell ZENworks 6.5 product suite, which also includes ZENworks Desktop Management and ZENworks Server Management. ZENworks products provide life cycle directory-enabled management for all of your network components. For more information on the ZENworks product line, see the [Novell ZENworks product Web site \(http://www.novell.com/products/zenworks\)](http://www.novell.com/products/zenworks).

By leveraging Novell eDirectory™ and Novell ConsoleOne®, ZENworks Handheld Management helps you to automate and streamline software distribution, collect software and hardware inventory, and provide policy-based management of your enterprise BlackBerry*, Palm* OS*, and Windows* CE handheld devices.

The following sections contain additional information:

- ♦ “Supported Devices” on page 9
- ♦ “Features and Benefits” on page 10
- ♦ “Understanding the ZENworks Handheld Management Components” on page 13

Supported Devices

ZENworks Handheld Management supports handheld devices that run the following:

- ♦ **Palm OS:** ZENworks Handheld Management supports handheld devices that run Palm OS 3.5 and later, including PDA/hybrid phones.

ZENworks Handheld Management also supports expansion cards in Palm OS devices running Palm OS 4.x and later. Expansion cards are usually referred to as secure digital (SD) cards or memory sticks.

Any handheld device that runs Palm OS is referred to in this documentation as a Palm OS device.

- ♦ **Windows CE:** ZENworks Handheld Management supports handheld devices that run Windows CE 2.11 and later, including PDA/hybrid phones.

Any handheld device that runs Windows CE (including a Pocket PC) is referred to in this documentation as a Windows CE device.

- ♦ **RIM OS:** ZENworks Handheld Management supports BlackBerry 850/857 devices using the DataTAC* network and BlackBerry 950/957 devices using the Mobitex* network.

Any handheld device that runs RIM OS is referred to in this documentation as a BlackBerry device.

Features and Benefits

The following sections describe the key ZENworks Handheld Management features and their benefits:

- ◆ “Connections” on page 10
- ◆ “Using Policies to Manage Handheld Devices” on page 10
- ◆ “Distributing Software and Files” on page 11
- ◆ “Collecting Software and Hardware Inventory” on page 12

Connections

ZENworks Handheld Management is optimized for low bandwidth, unreliable communication channels using queued messaging, compression, and checkpoint/restart strategies, and it does not require the mobile user to make special connections to the LAN.

For Palm OS and Windows CE devices, ZENworks Handheld Management uses the user’s normal connection mechanism (TCP/IP connections or synchronization software, such as Palm HotSync* or Microsoft* ActiveSync*) to transfer data between the ZENworks Handheld Management Access Point and the handheld device.

BlackBerry devices use the BlackBerry wireless e-mail platform to transfer data between the ZENworks Handheld Management Access Point and the device.

Using Policies to Manage Handheld Devices

In ZENworks Handheld Management, a policy is a set of rules that defines how handheld devices can be configured and controlled, including security options, application availability, file retrieval, and more. Policies are contained within policy packages, where they are also administered and customized.

ZENworks Handheld Management provides two types of policies. User-based policies, new to ZENworks Handheld Management, let you manage handheld devices based on user credentials stored in eDirectory. Handheld-based policies, provided by previous versions of ZENworks Handheld Management, let you manage handheld devices without user authentication.

Using ConsoleOne, you can create, configure, and associate policies to do the following:

- ◆ Ensure that a password is set on BlackBerry, Palm OS, and Windows CE devices.

Because sensitive business information is stored on handheld devices (meeting notes, contact lists, and so forth), your organization might have guidelines that all handheld devices must be password-protected. Using the Security policies, you can ensure that each enterprise device has a password set. If a password is not set on a handheld device, the user is prompted to set one. You can also specify enhanced password settings for Palm OS and Windows CE devices.

- ◆ Specify which applications are allowed or not allowed on Palm OS devices and which applications are not allowed to be accessed on Windows CE devices.

You can specify a list of software programs that are allowed to be installed on Palm OS devices. Using the Palm Configuration policy, you can ensure that each Palm OS device in your organization has only authorized software programs installed. If a user installs an unauthorized program, the application is automatically removed according to the policy schedule or when the user synchronizes the device. Using the WinCE Configuration policy,

you can specify which programs you want to include on the Start menu (on a Pocket PC) or on the desktop (on a handheld PC).

- ◆ Associate different applications with the buttons on Palm OS and Windows CE devices.

By default, Palm OS and Windows CE devices have specific applications assigned to the buttons on the actual handheld devices. Your organization might have several applications that are used frequently. Using the Configuration policies, you can associate different applications to those buttons, making these applications more accessible and your users more productive.

- ◆ Specify general settings for Palm OS devices, such as Auto Off, sounds, alarms, beam states, and more.

You can ensure that each Palm OS device in your organization has the same general settings. Using the Palm Configuration policy, you can ensure that all enterprise handheld devices are consistent across your organization to help lower help desk costs.

- ◆ Set the automatic power-off and timeout values for the battery and AC adapters for Windows CE devices.

You can ensure that each Windows CE device in your organization has the same power settings. Using the WinCE Configuration policy, you can make your users more productive by preventing battery power loss to idle Windows CE devices.

- ◆ Specify files to retrieve from Palm OS and Windows CE devices to store on the network.

You can ensure that mission-critical information is retrieved from handheld devices and copied to a network location. Using the File Retrieval policies, the files that you specify are retrieved from the device and copied to the network location you specify. You can then back up these files during your normal network backup process.

Distributing Software and Files

Because handheld devices are rarely available at a central location for updating, you need a mechanism to distribute files to them, so that mobile users are kept current with the latest applications, including bug fixes, application updates, and so forth.

ZENworks Handheld Management provides this mechanism by allowing you to distribute applications and install them on remote handheld devices at your convenience.

You can even schedule distributions to recur so that handheld devices are updated with the latest files when any components of an application change.

NOTE: ZENworks Handheld Management supports software distribution to BlackBerry devices when the device is synchronized with a cradle; ZENworks Handheld Management does not support software distribution to BlackBerry devices using wireless synchronization.

ZENworks Handheld Management provides a comprehensive mechanism for scheduling software distributions to run on handheld devices. The scheduling and management of software distributions and software clients is performed from ConsoleOne.

ZENworks Handheld Management provides you with the following benefits:

Benefit	Description
Centralized scheduling	<p>Software distributions are scheduled using ConsoleOne. The administrator specifies:</p> <ul style="list-style-type: none"> ◆ The files to distribute ◆ When distributions should run ◆ How frequently distributions should run
Monitoring	<p>After software distributions are run, result information is sent to the ZENworks Handheld Management Server, so you can analyze the state of distributions and devices, including:</p> <ul style="list-style-type: none"> ◆ Overall status for all distributions in the system ◆ Details about failed distributions ◆ Distribution output
Reporting	<p>ZENworks Handheld Management reporting provides detailed reports about your handheld devices and your entire ZENworks Handheld Management system.</p> <p>For example, you can easily generate a report about all software distributions that have run for a specific handheld device or you can generate a report about all applications installed on your handheld devices.</p>
Automatic Grouping	<p>The ZENworks Handheld Management querying capabilities allow administrators to automatically create criteria-based device groups so they do not need to create them manually.</p> <p>For example, administrators can use queries to help them automatically populate device groups so that all devices with StrongARM processors are in one group, all MIPS devices are in another group, and so forth.</p>

Collecting Software and Hardware Inventory

Managing software and hardware assets is a critical function. By keeping up-to-date inventories, you can use ZENworks Handheld Management to do the following:

- ◆ Ensure licensing compliance.

ZENworks Handheld Management identifies the number of handheld devices and the number of copies of an application that are installed on those devices so you can easily verify the license count against your internal records.

- ◆ Plan for software and hardware upgrades.

If you decide to update to a specific version of an application or you decide that a certain amount of RAM is required for a new application that has been deployed, ZENworks Handheld Management helps you to quickly identify which handheld devices need to be upgraded and how many components you need to order.

Understanding the ZENworks Handheld Management Components

The following sections provide an overview of the key components of ZENworks Handheld Management:

- ◆ “ConsoleOne” on page 13
- ◆ “ZENworks Handheld Management Server” on page 13
- ◆ “Handheld Client” on page 13
- ◆ “Access Point” on page 13

ConsoleOne

ConsoleOne is the administration tool for ZENworks Handheld Management. ConsoleOne lets you perform policy-based handheld device management. The Inventory Viewer, a ConsoleOne utility, lets you view all hardware and software inventory (both for a specific device or for all of the devices in your system), build queries, and view reports.

ZENworks Handheld Management Server

The ZENworks Handheld Management Server runs as a service on a Windows NT*/2000/XP machine (server or workstation). The ZENworks Handheld Management Server is the central point of the ZENworks Handheld Management setup and is responsible for managing communications with all clients and maintaining distribution schedules and distribution results for the setup.

Handheld Client

The handheld client is a ZENworks Handheld Management component that can be installed on BlackBerry, Palm OS, and Windows CE devices.

The handheld client installs applications, collects software and hardware inventory for each device, and enforces policies.

Access Point

Handheld devices do not directly communicate with the ZENworks Handheld Management Server service. Instead handheld devices communicate with the Access Point, which then communicates with the ZENworks Handheld Management Server service.

When you install the ZENworks Handheld Management Server using the installation program, the ZENworks Handheld Management Access Point is automatically installed on the same computer.

Depending on your environment, however, you can also install the Access Point on other computers running Windows NT/2000/XP that communicate through TCP/IP with the ZENworks Handheld Management Server. For example, you might want to install the Access Point on additional computers to distribute the communication load and to provide better support for WAN configurations. The Access Point manages application and policy delivery and sends results of application installations and policy enforcements back to the ZENworks Handheld Management Server.

Desktop Synchronization Integration Software

The ZENworks Handheld Management Desktop Synchronization Integration software is required on machines where handheld devices cradle or synchronize using Microsoft* ActiveSync or Palm HotSync. If handheld devices can connect wirelessly or via an Ethernet cradle to the ZENworks Handheld Management Access Point, the Desktop Synchronization Integration is not required.

The Desktop Synchronization Integration software is also required on machines if you want to use ZENworks Handheld Management to distribute software to BlackBerry devices. The Desktop Synchronization Integration software is required for Palm OS devices that do not support TCP/IP communications.

When you install ZENworks Handheld Management Server using the installation program, the ZENworks Handheld Management Desktop Synchronization Integration software is automatically installed on the same computer.

2

Installing ZENworks Handheld Management

The following sections describe how to plan for and install Novell® ZENworks® Handheld Management software:

- ◆ “Planning the Installation” on page 15
- ◆ “Performing Pre-installation Tasks” on page 18
- ◆ “Installing ZENworks Handheld Management Server Components” on page 21
- ◆ “Installing the Handheld Clients” on page 30
- ◆ “Performing Post-Installation Tasks” on page 36

Planning the Installation

The following sections help you understand the requirements for each component of a ZENworks Handheld Management installation and give you additional information to consider as you plan for and install ZENworks Handheld Management:

- ◆ “eDirectory and ConsoleOne Requirements” on page 15
- ◆ “ZENworks Handheld Management Server Requirements” on page 16
- ◆ “ZENworks Handheld Management Access Point Requirements” on page 16
- ◆ “Handheld Client Requirements” on page 16
- ◆ “Desktop Synchronization Integration Software Requirements” on page 17
- ◆ “Firewall Considerations” on page 18

eDirectory and ConsoleOne Requirements

ZENworks Handheld Management requires Novell eDirectory™ 8.5 or later and Novell ConsoleOne® 1.3.6 or later.

NOTE: ZENworks for Handhelds 5.x required ConsoleOne 1.3.3 or later. If you are upgrading from ZENworks for Handhelds 5.x, you will need to upgrade to ConsoleOne 1.3.6, if you have not already done so.

For more information about eDirectory, see the [Novell eDirectory Web site \(http://www.novell.com/products/edirectory\)](http://www.novell.com/products/edirectory).

For more information about ConsoleOne, see the [Novell ConsoleOne Web site \(http://www.novell.com/products/soles/consoleone\)](http://www.novell.com/products/soles/consoleone).

The *ZENworks 6.5 Companion 1* CD contains the ConsoleOne and the eDirectory software.

ZENworks Handheld Management Server Requirements

The machine with the ZENworks Handheld Management Server should meet the following requirements:

- ◆ Windows NT* version 4.0 (service pack 4 or later) server or workstation, Windows Server 2003, Windows 2000 server or workstation, or Windows XP workstation
- ◆ A Pentium* or higher processor
- ◆ 20 MB of disk space at the time of installation
- ◆ A minimum of 64 MB of RAM
- ◆ A minimum screen resolution of 800 × 600
- ◆ The Novell Client™ if you want to access Novell NetWare® volumes to store application data or retrieved files

For step-by-step installation information, see [“Installing the ZENworks Handheld Management Server” on page 21](#).

ZENworks Handheld Management Access Point Requirements

The machine with the ZENworks Handheld Management Access Point software should meet the following requirements:

- ◆ Windows NT version 4.0 (service pack 4 or later) server or workstation, Windows Server 2003, Windows 2000 server or workstation, or Windows XP workstation
- ◆ A Pentium or higher processor
- ◆ 20 MB of disk space at the time of installation
- ◆ A minimum of 64 MB of RAM

For more information, see [“Installing the Access Point on Additional Computers” on page 28](#).

Handheld Client Requirements

ZENworks Handheld Management supports handheld devices running the following:

- ◆ BlackBerry 850/857 devices using the DataTAC network and BlackBerry 950/957 devices using the Mobitex network.
- ◆ Palm OS version 3.5 or later
- ◆ Windows CE version 2.11 or later, including Pocket PCs

The handheld client is the ZENworks Handheld Management component that is installed on each managed handheld device in your system. The handheld client installs applications, collects software and hardware inventory for each device, and enforces policies.

ZENworks Handheld Management provides the following types of handheld clients:

- ◆ [“Windows CE IP Client” on page 17](#)
- ◆ [“Palm OS IP Client” on page 17](#)
- ◆ [“Palm HotSync Client” on page 17](#)
- ◆ [“RIM BlackBerry Client” on page 17](#)

Windows CE IP Client

The Windows CE IP client is the software that manages Windows CE devices. The Windows CE IP client can be installed on Windows CE devices running Windows CE version 2.11 and later (including Pocket PCs).

For more information, see [“Installing the Windows CE IP Client” on page 30](#).

Palm OS IP Client

The Palm OS IP client is the software that manages Palm OS devices that use IP instead of third-party software to synchronize. The Palm IP client can be installed on Palm OS devices running Palm OS version 3.x and later.

For more information, see [“Installing the Palm OS IP Client” on page 32](#).

Palm HotSync Client

If you are using Palm HotSync to synchronize Palm OS devices, you should install the Desktop Synchronization Integration software. For more information, see [“Desktop Synchronization Integration Software Requirements” on page 17](#).

RIM BlackBerry Client

The RIM BlackBerry client is the software that manages BlackBerry devices communicating over the BlackBerry wireless network. The RIM BlackBerry client can be installed on BlackBerry 850/857 devices using the DataTAC network and BlackBerry 950/957 devices using the Mobitex network.

For more information, see [“Installing the RIM BlackBerry Client” on page 34](#).

Desktop Synchronization Integration Software Requirements

The machine with the ZENworks Handheld Management Desktop Synchronization Integration software should meet the following requirements:

- ◆ Windows NT version 4.0 (service pack 4 or later) server or workstation, Windows Server 2003, Windows 2000 server or workstation, or Windows XP workstation
- ◆ A Pentium or higher processor
- ◆ 20 MB of disk space at the time of installation
- ◆ A minimum of 64 MB of RAM

One of the following third-party synchronization software packages must be installed for devices to synchronize:

- ◆ Palm HotSync Manager, version 3.0 or later
- ◆ Microsoft ActiveSync, version 3.1 or later

If you use ActiveSync to manage your Windows CE devices, Internet Explorer 4.0 or later must be installed before installing the Access Point on the computer used for synchronization.

For more information about configuring synchronization packages for use with ZENworks Handheld Management, see [“Installing Desktop Synchronization Integration Software” on page 35](#).

Firewall Considerations

If computers on which the Access Point is installed are connecting from outside of a firewall (for example, from the Internet) to the ZENworks Handheld Management Server, the following information might be useful in configuring your firewall.

- ◆ The Access Point connects to the ZENworks Handheld Management Server using TCP port 2398. ZENworks Handheld Management IP agents on handheld devices connect using TCP port 2400. Your firewall should be configured to allow these incoming connections.
- ◆ Additionally, for optimum performance, the firewall should allow outgoing UDP packets (from the ZENworks Handheld Management Server to ZENworks Handheld Management Access Point machines) on UDP port 2398.
- ◆ If you enable HTTP encapsulation, configuring your firewall is not necessary because data transmitted will be converted into an HTTP format so that it can pass through routers that specifically block non-HTTP traffic. For more information, see [“Configuring SSL and HTTP Settings” on page 55](#).

Performing Pre-installation Tasks

Before installing the ZENworks Handheld Management Server, complete the following tasks:

- ◆ [“Creating the ZENworks Handheld Management Server’s Windows User Account” on page 18](#)
- ◆ [“Creating the Service Object’s User Account” on page 19](#)
- ◆ [“Creating a MAPI Profile \(BlackBerry Device Support Only\)” on page 19](#)
- ◆ [“Schema Extension and Product Licensing” on page 20](#)

Creating the ZENworks Handheld Management Server’s Windows User Account

The ZENworks Handheld Management Server requires a valid Windows user account that is a member of the Administrators group on the local machine in order to log in as a service and to access the ZENworks Handheld Management database and application data.

To create the server user account in the Administrators group:

- 1** On a Windows NT/2000/XP computer, log in as the Administrator or as a member of the Administrators group.
- 2** Click Start > Settings > Control Panel.
- 3** Double-click Users and Passwords.
- 4** Click Add.

If the Add button is disabled, select the “Users Must Enter a User Name and Password to Use This Computer” check box.

- 5** Type the username, full name, and description for the new account, then click Next.
- 6** Type a password for the new account, confirm the password by retyping it, then click Next.
- 7** Select the Other button, click Administrators in the drop-down list, then click Finish.

You must configure the newly created user account’s password so that it never expires. If you allow the password to expire, the service cannot load until you reconfigure the password.

To configure the password so that it never expires:

- 1** On a Windows NT/2000/XP computer, log in as the Administrator or as a member of the Administrators group.
- 2** Click Start > Settings > Control Panel.
- 3** Double-click Administrative Tools.
- 4** Double-click Computer Management.
- 5** Expand Local Users and Groups under System Tools.
- 6** Click Users.
- 7** In the right pane, right-click the user account you created in [Step 4 on page 18](#), then click Properties.
- 8** Deselect the User Must Change Password at Next Logon check box.
- 9** Select Password Never Expires.
- 10** Click OK.

Creating the Service Object's User Account

The ZENworks Handheld Management service object requires a valid user account to access eDirectory through LDAP. You create this user in ConsoleOne.

Make sure that you use a non-expiring password for this account.

This user account should have at least Read, Write, Create, Rename, Compare, and Delete rights on all tree areas that will contain ZENworks Handheld Management objects and policies.

If you want to access application data or copy retrieved files on a NetWare volume, you should have at least Read, Write, and Create rights on the NetWare server.

Creating a MAPI Profile (BlackBerry Device Support Only)

If you want to manage BlackBerry devices using ZENworks Handheld Management, you need to create a MAPI profile on the ZENworks Handheld Management Server machine to connect to your e-mail system.

ZENworks Handheld Management supports the same groupware/e-mail systems supported by RIM, including Novell GroupWise[®], Microsoft Exchange, Lotus Notes*, and any POP3- or IMAP-compliant e-mail system.

Before creating the MAPI profile, log in using the user account you created in [“Creating the Service Object's User Account” on page 19](#). Refer to Windows help or to your e-mail system help for step-by-step information on creating the MAPI profile.

Schema Extension and Product Licensing

Before installing the ZENworks Handheld Management Server, you must prepare the directory by extending the eDirectory schema for ZENworks Handheld Management.

To extend the schema, you must have root level admin privileges to the tree and you must have the Novell Client™ installed.

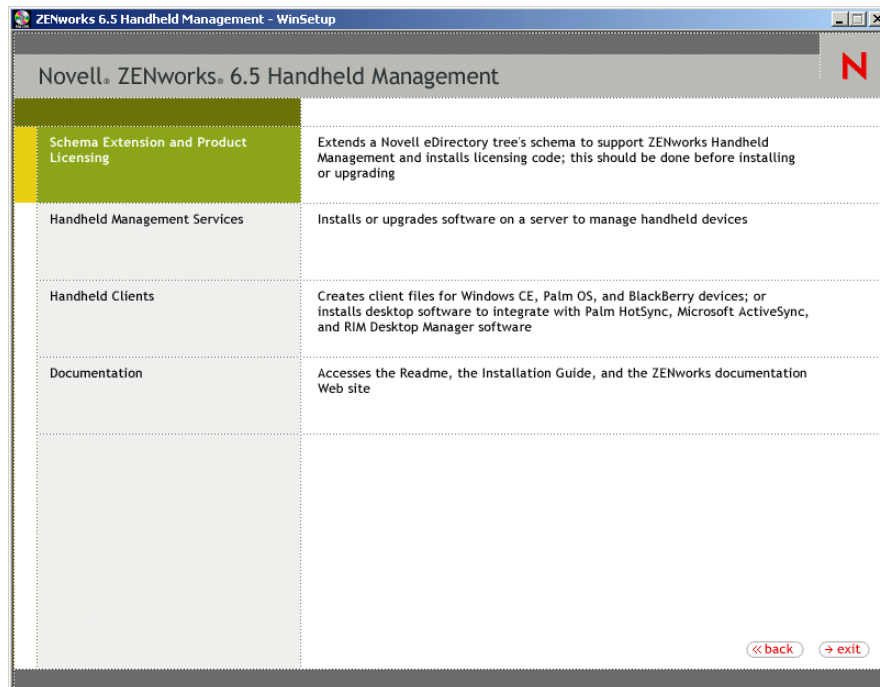
Before running the schema extension tool, ensure that you are logged in to the tree that you want to extend.


To extend the schema:

- 1 Insert the *ZENworks Handheld Management* CD on a machine that has the Novell Client running.

The installation program will autorun. If it does not, run winsetup.exe from the root of the CD.

- 2 Click Handheld Management.
- 3 Click English.
- 4 Click Schema Extension and Product Licensing.



- 5 In the Software License Agreement, select the language, select Accept, then click Next.
- 6 Click  to select the eDirectory tree for creating the objects, then select the Extend Schema check box.
- 7 Click Next.
- 8 Provide the license code.
If you do not provide the license code, you can use the product for only 90 days.
- 9 Review the installation summary. To make any changes, click Back. Click Finish to complete the schema extension and product licensing.

Installing ZENworks Handheld Management Server Components

After you have performed the steps in “Performing Pre-installation Tasks” on page 18, you are ready to install the ZENworks Handheld Management software.

The following sections provide detailed information about installing ZENworks Handheld Management:

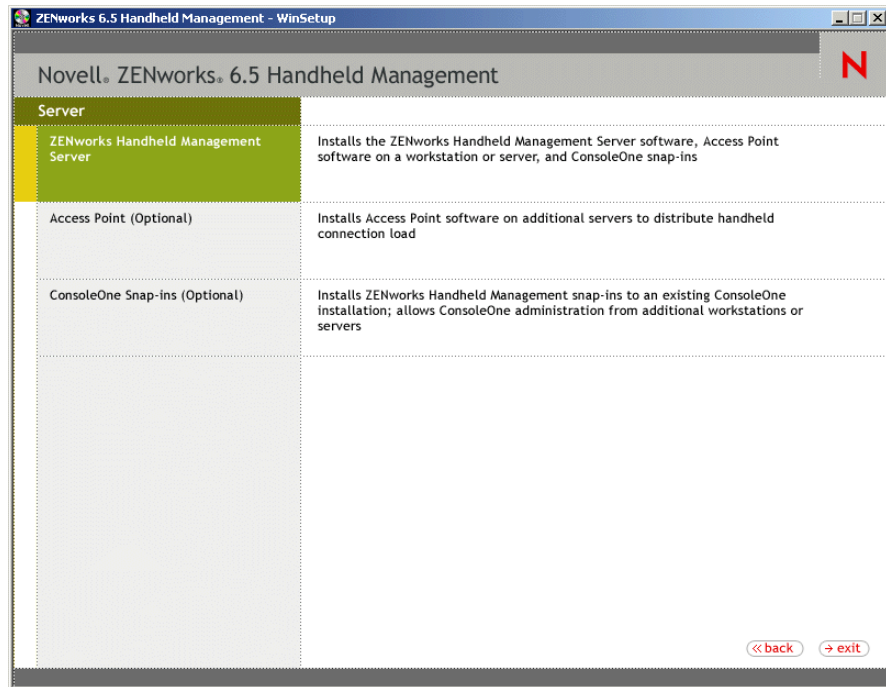
- ♦ “Installing the ZENworks Handheld Management Server” on page 21
- ♦ “Installing the Access Point on Additional Computers” on page 28
- ♦ “Installing ConsoleOne Snap-Ins on an Existing ConsoleOne Installation” on page 30

Installing the ZENworks Handheld Management Server

- 1 Insert the *ZENworks Handheld Management Product CD* in the CD drive on a Windows NT/2000/XP machine where you want to install the ZENworks Handheld Management Server.

The installation program will autorun. If it does not, run winsetup.exe from the root of the CD.

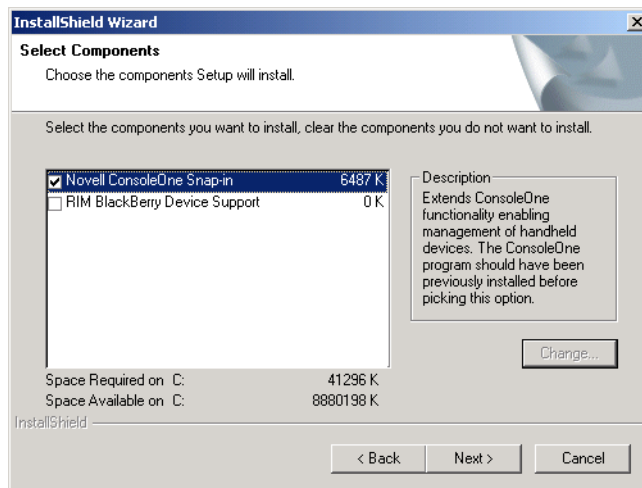
- 2 Click Handheld Management.
- 3 Click English.
- 4 Click Handheld Management Services.
- 5 Click ZENworks Handheld Management Server.



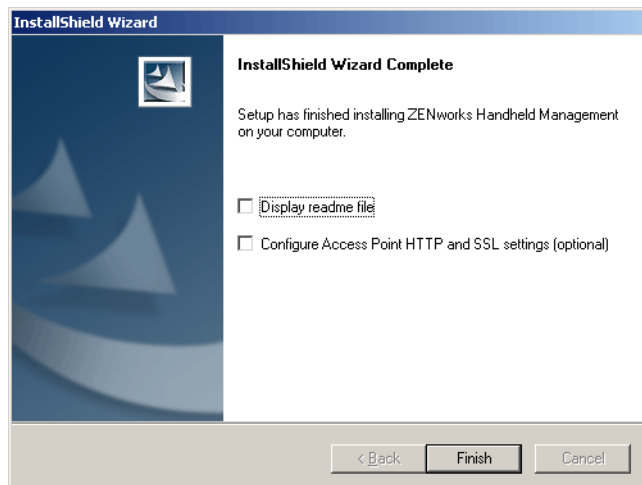
- 6 Click Next.
- 7 Read the License agreement, then click Yes if you agree with the terms of the License Agreement.

If you do not agree with the terms of the license agreement, do not install the software.

- 8 Review the destination location where the installation program will install the ZENworks Handheld Management Server software (browse to a different location, if desired), then click Next.



- 9 In the Select Components page, select the components you want to install:
- ◆ **Novell ConsoleOne Snap-In:** Extends ConsoleOne functionality to allow you to manage handheld devices. This option is enabled by default. You should have previously installed ConsoleOne 1.3.6 or later on at least one workstation or server before you install the ZENworks Handheld Management Server. For more information, see [“Installing ConsoleOne Snap-Ins on an Existing ConsoleOne Installation” on page 30](#).
 - ◆ **RIM BlackBerry Device Support:** Adds support for managing RIM BlackBerry devices. If you select this option, you must have set up a MAPI profile for e-mail access. For more information, see [“Creating a MAPI Profile \(BlackBerry Device Support Only\)” on page 19](#).
- 10 Click Next.
- 11 In the Start Copying Files page, review the settings, then click Next.

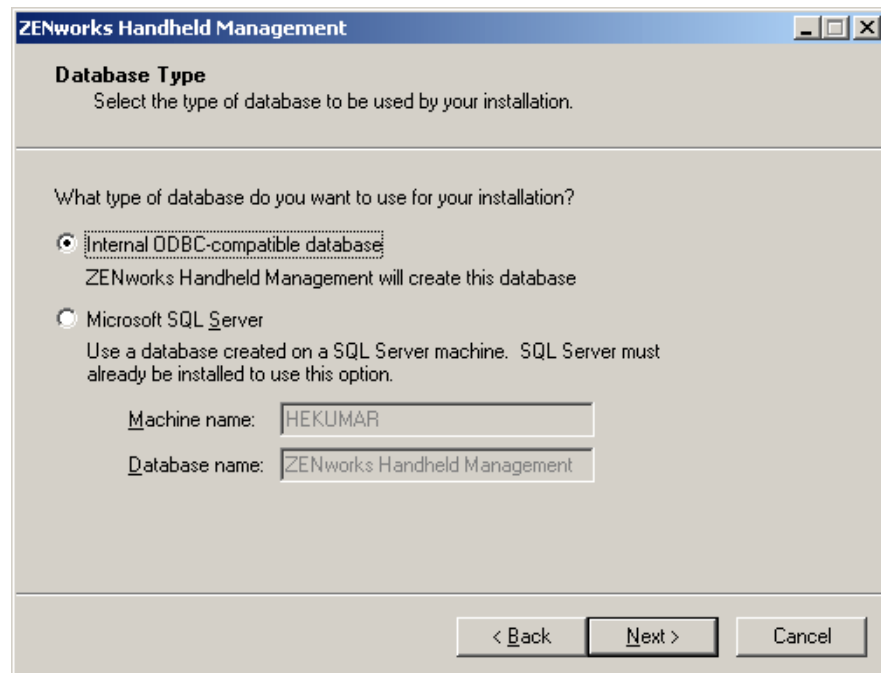


- 12** (Optional) Select Display Readme File to review the Readme file for installation notes and product issues that you need to know as you install and use ZENworks Handheld Management.
- 13** (Optional) Select the Configure Access Point HTTP and SSL Settings check box if you want to enable HTTP encapsulation, configure secure sockets layer (SSL), or change the default port settings.

NOTE: If the ZENworks Handheld Management Server is running on the same machine as Novell eDirectory, the ZENworks Handheld Management Server will fail to start when enabling HTTP unless the HTTP port is changed. By default, eDirectory uses port 80, which is the same default port the ZENworks Handheld Management Server uses. Both services cannot listen on the same port.
- 14** Click Finish.
- 15** (Conditional) If you select the Configure Access Point HTTP and SSL Settings check box in [Step 13 on page 23](#), see [Appendix A, “Configuring SSL and HTTP Settings,” on page 55](#) for step-by-step instructions on configuring SSL, enabling HTTP encapsulation, and changing the default port settings, then continue with [Step 16 on page 23](#).
- 16** Click Next.
- 17** Select Internal ODBC-Compatible Database if you want ZENworks Handheld Management to create a database for you.

or

Select Microsoft SQL Server, specify the machine name, then specify the database name.



In order to use an SQL database, SQL Server must already be installed.

NOTE: If you are currently using ZENworks Desktop Management, you cannot extend the ZENworks Desktop Management database to include the handheld inventory information; the inventory databases for ZENworks Handheld Management and ZENworks Desktop Management are currently separate.

- 18** Click Next.

- 19** In the Service User dialog box, specify the domain name, account name, and password for the account that you created in “Creating the ZENworks Handheld Management Server’s Windows User Account” on page 18, then click Next.

The screenshot shows the 'Service User' dialog box. The title bar reads 'ZENworks Handheld Management'. The main heading is 'Service User' with the instruction: 'Specify the account information of the user that was created for the server service.' Below this, a note states: 'This user account selected for the service must be a member of the Administrators group on this machine. It is used to access other Windows network resources and to log in to Microsoft SQL server (if required).' The form contains four fields: 'Domain:' (a dropdown menu), 'Account name:' (a dropdown menu with 'Hemanth' selected), 'Password:' (a text box with masked characters), and 'Confirm password:' (a text box with masked characters). At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

- 20** In the Directory User Information dialog box, specify the server name where eDirectory is installed, the username, and password for the account that you created in “Creating the Service Object’s User Account” on page 19, then click Next.

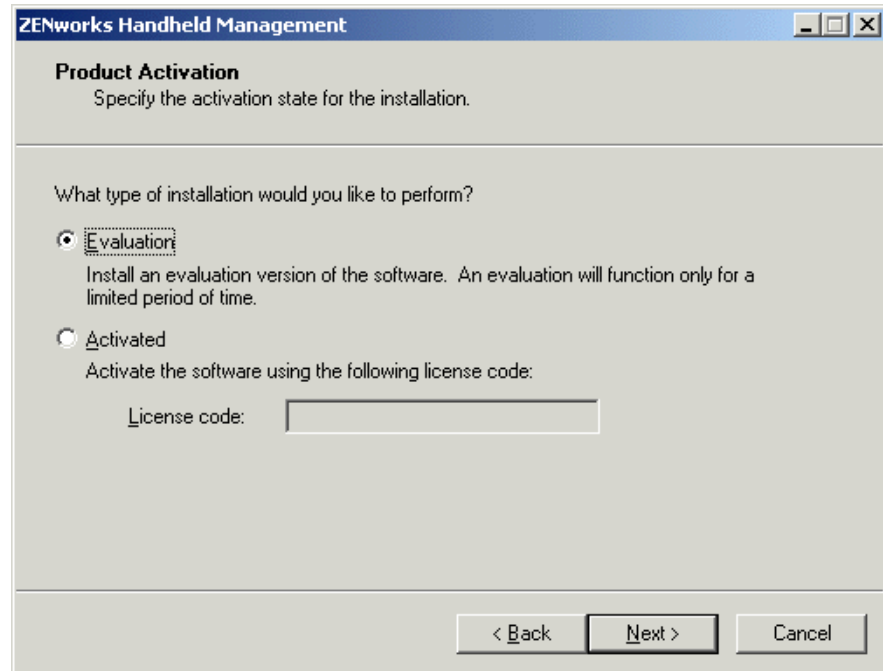
The screenshot shows the 'Directory User Information' dialog box. The title bar reads 'ZENworks Handheld Management'. The main heading is 'Directory User Information' with the instruction: 'Enter the account information required to access the directory.' Below this, a note states: 'Configure the name of the eDirectory server, secure LDAP port number, username and password to be used to access the eDirectory resources.' The form contains five fields: 'Server name:' (text box with 'hekumar'), 'Secure LDAP port:' (text box with '636'), 'Username:' (text box with 'cn=Admin,o=novell' and a browse button '...'), 'Password:' (text box with masked characters), and 'Verify password:' (text box with masked characters). At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

NOTE: The user needs rights to create the service object in the container you specify and rights to create handheld objects and to access application and policy objects in the tree. Browse to the user in the tree and specify the full context name.

- 21** (Conditional) In the Product Activation dialog box, select the Activated option and provide a license code for the product.

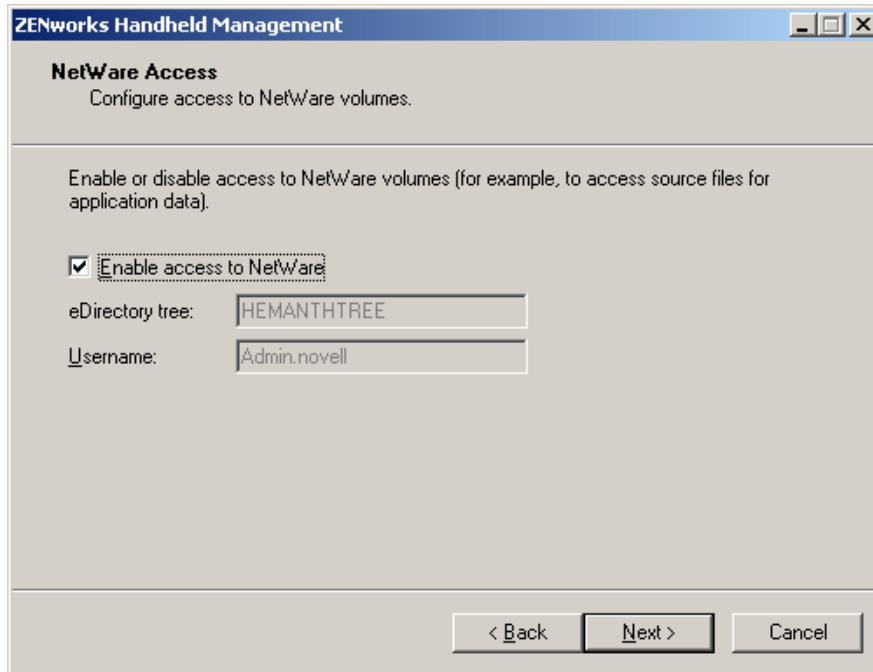
or

If you want to use the evaluation version of the product for 90 days, select Evaluation.



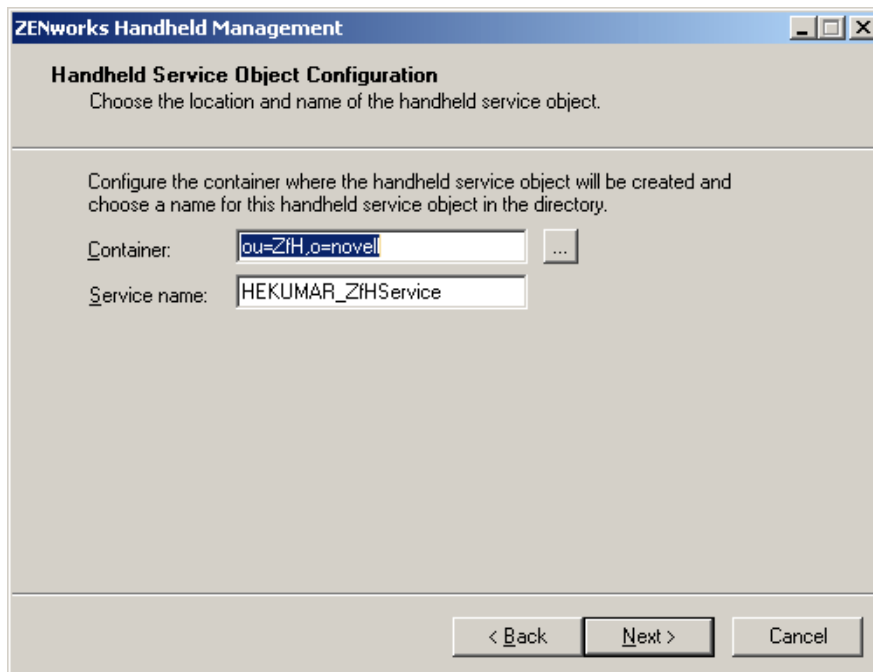
- 22** Click Next.

- 23** If you want to access objects or store retrieved files on a NetWare volume in the specified tree, select the Enable Access to NetWare check box.



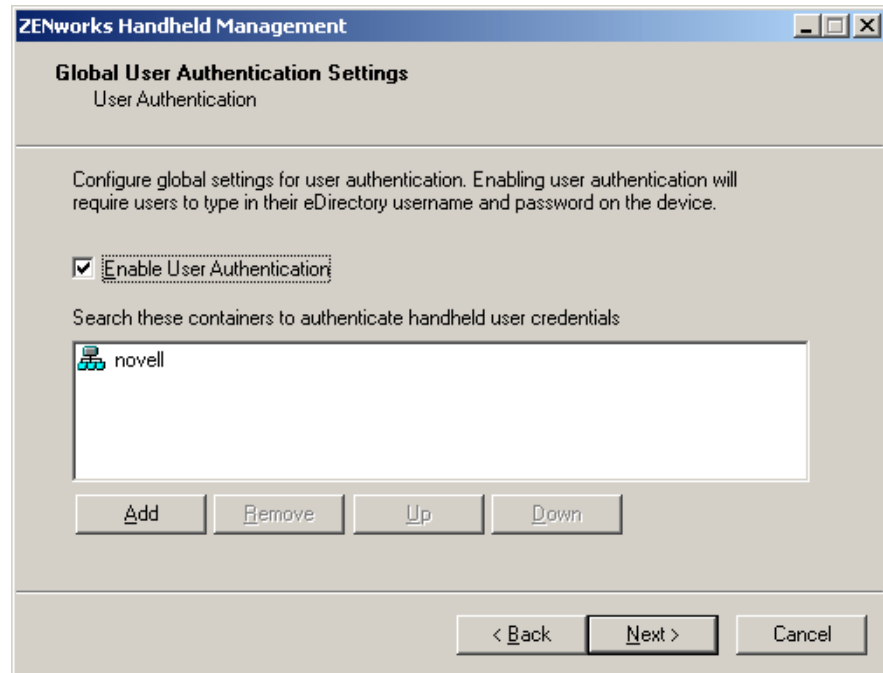
24 Click Next.

25 Select the container where you want the Service object created, then click Next.
To browse to a container you must have a valid LDAP user configured.



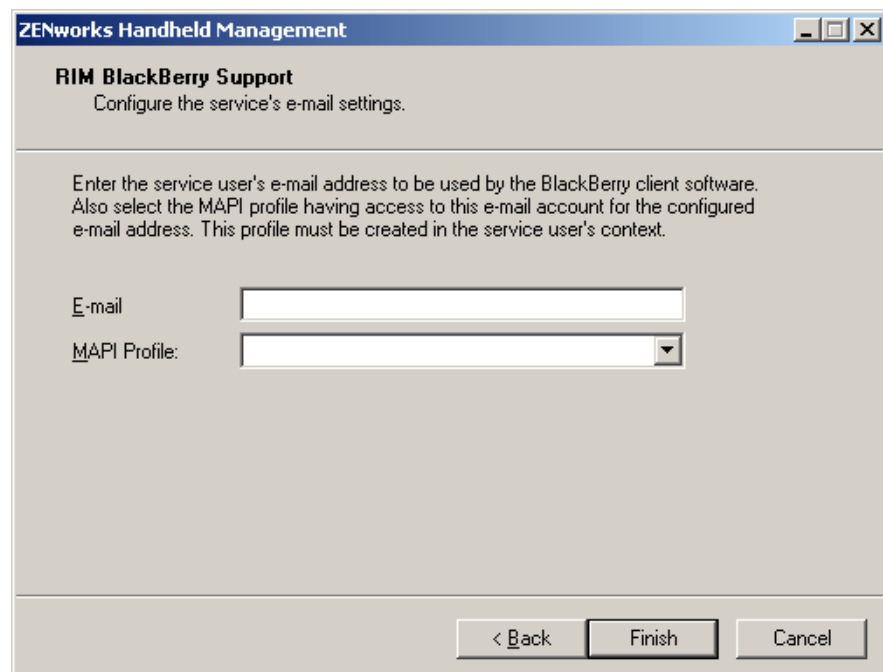
26 (Optional) In the Global User Authentication Settings page, select the Enable User Authentication check box to require that users type in their eDirectory usernames and passwords on the handheld device, click Add, specify the container to add to the container list, then click OK.

Select the Enable User Authentication check box if you want to use user-based management rather than just using device-base management.



27 Click Next.

28 (Conditional) If you chose to enable RIM BlackBerry support, type the service user's e-mail address to be used by the BlackBerry client software, then select the MAPI profile that you created in [“Creating a MAPI Profile \(BlackBerry Device Support Only\)”](#) on page 19, then click Finish.



29 Click Finish.

30 On the computer where you installed the ZENworks Handheld Management Server software, create a share to the installation directory.

The default location is `c:\program files\novell\zfh`.

Installing the Access Point on Additional Computers

When you install the ZENworks Handheld Management Server using the installation program, the ZENworks Handheld Management Access Point is installed on the same computer.

You can install the Access Point on additional computers to distribute the communication load and provide better support for WAN environments. These machines must be able to communicate to the ZENworks Handheld Management Server through TCP/IP.

You can also install the Access Point on the laptops or desktops that are usually not connected to the network but are used by Windows CE devices for synchronization. If you install the Access Point on these computers, the synchronizing Windows CE devices will be able to communicate to the Access Point even when the ZENworks Handheld Management server is not connected to the network. The communication between the Access Point and the ZENworks Handheld Management Server happens when you connect these laptops or desktops to the network.

NOTE: If computers that are disconnected from the network do not have an IP address, the Windows CE devices must be configured to use PPP_PEER as the Access Point name so that connections to the Access Point are successful.

If you are installing the Access Point, you must log in as a member of the Administrators group.

To install the Access Point on additional computers:

1 Insert the *ZENworks Handheld Management* CD in the CD drive.

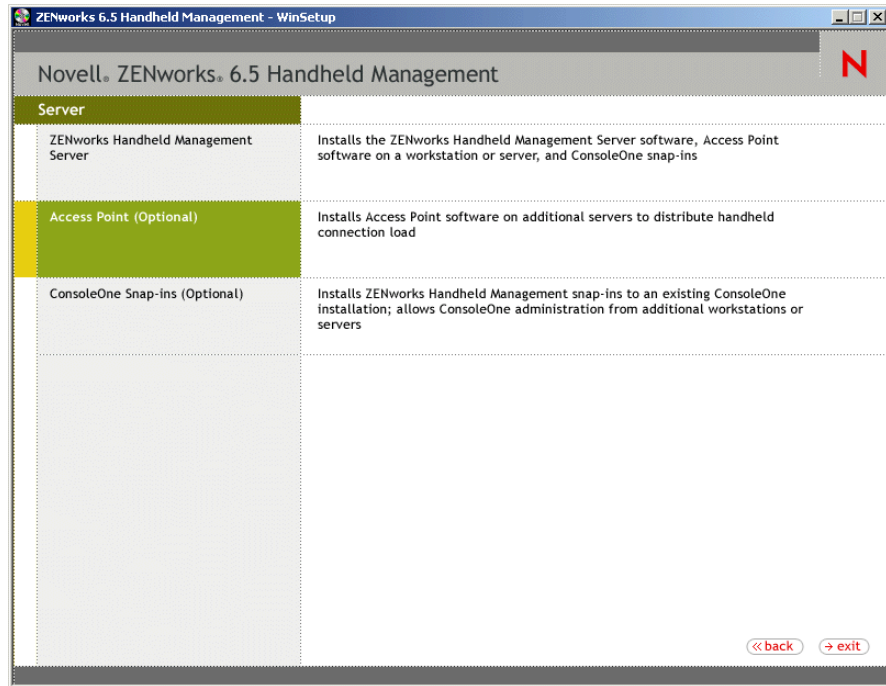
The installation program will autorun. If it does not, run `winsetup.exe` from the root of the CD.

2 Click Handheld Management.

3 Click English.

4 Click Handheld Management Services.

5 Click Access Point (Optional).



- 6** In the Welcome page, click Next.
- 7** Read the License agreement, then click Yes if you agree with the terms of the License Agreement.
If you do not agree with the terms of the license agreement, do not install the software.
- 8** Review the destination location where the installation program will install the Access Point (browse to a different location, if desired), then click Next.
- 9** In the Customer Information page, specify your name and your company name.
- 10** In the Server Configuration page, specify the name or the IP address of the machine where the ZENworks Handheld Management Server is installed.
- 11** (Optional) If you are using user-based management of handheld devices, on the eDirectory Server Information page, specify the server and secure LDAP port number that ZENworks Handheld Management should use when validating users' credentials, then click Next.
- 12** In the Start Copying Files page, review the information, then click Next.
- 13** Ensure that the Start Access Point check box is selected.
- 14** (Optional) Select the Configure Access Point HTTP and SSL Settings check box.
- 15** (Conditional) If you select the Configure Access Point HTTP and SSL Settings check box, see [Appendix A, "Configuring SSL and HTTP Settings," on page 55](#), then proceed to [Step 16 on page 29](#).
- 16** Click Finish.

NOTE: You can install the Access Point on users' desktop or laptop machines using ZENworks Desktop Management. For more information, see [Chapter 3, "Installing the Access Point and Desktop Synchronization Integration Software Using a Silent Install," on page 41](#).

Installing ConsoleOne Snap-Ins on an Existing ConsoleOne Installation

ConsoleOne and the ZENworks Handheld Management ConsoleOne snap-ins can be installed on any number of computers so that you can give other administrators or help desk staff access to ZENworks Handheld Management from multiple locations on your network.

To install the ConsoleOne snap-ins on an existing ConsoleOne installation:

- 1 On a machine where ConsoleOne is installed, insert the *ZENworks Handheld Management* CD in the CD drive.

The installation program will autorun. If it does not, run `winsetup.exe` from the root of the CD.

- 2 Click Handheld Management.
- 3 Click English.
- 4 Click Handheld Management Services
- 5 Click ConsoleOne Snap-ins (Optional), then follow the instructions in the wizard.

Installing the Handheld Clients

ZENworks Handheld Management provides IP clients for Windows CE and Palm OS devices that can make TCP/IP connections, a RIM BlackBerry Client, and Desktop Synchronization software for handheld devices that use Palm HotSync or Microsoft ActiveSync to synchronize.

The following sections contain additional information:

- ◆ [“Installing the Windows CE IP Client” on page 30](#)
- ◆ [“Installing the Palm OS IP Client” on page 32](#)
- ◆ [“Installing the RIM BlackBerry Client” on page 34](#)
- ◆ [“Installing Desktop Synchronization Integration Software” on page 35](#)

Installing the Windows CE IP Client

ZENworks Handheld Management provides an IP client for Windows CE that can make TCP/IP connections.

The Windows CE IP client supports multiple types of Windows CE devices. ZENworks Handheld Management provides a wizard that creates CAB files for all supported devices. The appropriate CAB file must then be installed on the device.

When running the wizard, you will be prompted for the name of the computer (or IP address) of the ZENworks Handheld Management Server or the computer with the Access Point installed.

The computer name or IP address is built into the CAB file so that when the CAB file is installed on the handheld device, it is ready to communicate.

NOTE: If Windows CE devices use Microsoft ActiveSync on a computer that has the Access Point or Desktop Synchronization software installed, the appropriate CAB file is configured and automatically installed on the device when you synchronize the Windows CE device using ActiveSync. In this situation, the following procedure is not necessary. For more information, see [“Access Point and Desktop Synchronization Integration Software” on page 45](#).

To create CAB files for the Windows CE IP client:

- 1 Insert the *ZENworks Handheld Management* CD in the CD drive.

The installation program will autorun. If it does not, run winsetup.exe from the root of the CD.

- 2** Click Handheld Management.
- 3** Click English.
- 4** Click Handheld Clients, then click Windows CE IP Client.
- 5** Click Next.
- 6** Review the destination location where the installation program will install the Windows CE IP client (browse to a different location, if desired), then click Next.
- 7** In the Access Point text box, type the computer name or IP address of the server or computer to which your handheld devices will connect (where the Access Point is installed).

You can leave this text box empty if you want to configure this setting on the handheld device.

If you are using an IP address to specify the location of the ZENworks Handheld Management Server or Access Point computer, the IP address should remain constant (for example, it doesn't change because of DHCP).

- 8** (Optional) Select the Enable HTTP Encapsulation check box.
- 9** (Optional) Select the Enable SSL check box, then check the Accept Next Root Certificate from Access Point (And Then Disable) check box, if desired.

You can also configure the Access Point settings (HTTP, SSL, and ports) using the cfigip.exe program (in the /program files/novell/zfhap directory, by default). If you select the Publish Root Certificate for Client Download check box using cfigip.exe, the root certificate will be automatically downloaded. For this root certificate to be accepted, you must select the Accept Next Root Certificate from Access Point (And Then Disable) check box.

- 10** (Optional) If you want to change the default port that ZENworks Handheld Management uses, deselect the Use Default Port check box, then type the desired port number in the Port text box.

If you change the default port number, you must also change it at the computer where the IP conduit is installed.

- 11** Click Next.
- 12** (Optional) Select the Create Shortcut to the Client Console on CE Device check box, then click Next.
- 13** Review the information on the Start Copying Files page, then click Next.
- 14** Click Finish.

The wizard will create CAB files for the following types of devices and copy them to the program files\novell\zfh ceipclient directory by default:

Device Type	CAB File to Install
CE 3.0 (Handheld 2000) client for ARM-based Handheld PCs	zfhclientforce.hpc2000_arm.cab
CE 3.0 (Handheld 2000) client for MIPS-based Handheld PCs	zfhclientforce.hpc2000_mips.cab
CE 2.11 client for SH3-based Handheld PCs	zfhclientforce.hpc211_sh3.cab
CE 2.11 client for ARM-based Handheld PCs	zfhclientforce.hpc211_arm.cab
CE 2.11 client for MIPS-based Handheld PCs	zfhclientforce.hpc211_mips.cab

Device Type	CAB File to Install
MIPS-based Pocket PC 2000s (some Cassiopeia models)	zfhclientforce.ppc_mips.cab
SH3-based Pocket PC 2000s (some Jornada models)	zfhclientforce.ppc_sh3.cab
ARM-based Pocket PCs (IPAQ and all PPC2002 models)	zfhclientforce.ppc_arm.cab
Pocket PCs running Windows Mobile 2003	zfhclientforce.ppc2003_arm.cab

To install the Windows CE IP client:

- 1** Find the CAB file appropriate for your device in the directory where the CAB files were created (program files\novell\zfh ceipclient by default).
- 2** Copy the CAB file to the device, using the method most appropriate for your environment (for example, Microsoft ActiveSync).
- 3** After the CAB file is on the device, run it by clicking it.

The Windows CE IP client is installed on the handheld device.

Installing the Palm OS IP Client

If you have Palm OS devices that can make a TCP/IP connection, you can install the ZENworks Handheld Management Palm OS IP client on each device.

To install the Palm OS IP client:

- 1** Insert the *ZENworks Handheld Management* CD in the CD drive.
The installation program will autorun. If it does not, run winsetup.exe from the root of the CD.
- 2** Click Handheld Management.
- 3** Click English.
- 4** Click Handheld Clients, then click Palm OS IP Client.
- 5** Click Next.
- 6** Review the destination location where the installation program will install the Palm OS IP client (browse to a different location, if desired), then click Next twice.
- 7** In the Handheld Configuration page, type the computer name or IP address of the ZENworks Handheld Management Server (or the computer on which you installed the Access Point).

If you are using an IP address to specify the location of the ZENworks Handheld Management Server (or Access Point, if it is installed on a computer other than the server), the IP address of the computer should remain constant (for example, it doesn't change because of DHCP).

- 8** (Optional) Select the Enable HTTP Encapsulation check box.
- 9** (Optional) Select the Enable SSL check box.
- 10** (Optional) If you want to change the default ports that ZENworks Handheld Management use, deselect the Use Default Ports check box, then type the desired port number in the TCP Port and SSL Port text boxes.

If you change these port numbers, you must also change them at the computer where the Access Point is installed (the ZENworks Handheld Management Server or the computer on which you installed the Access Point).

11 Click Next.

12 In the Connections Options page, fill in the fields:

Client Should Auto Connect to Server: Select an option from the drop-down list:

- ♦ **Never:** The Palm OS IP client never automatically connects. The user must manually connect the Palm OS IP client by clicking the ZENworks Handheld Management Console icon on the Palm OS device, then clicking Connect Now.
- ♦ **When IP Connection Exists:** The Palm OS IP client automatically connects whenever an IP connection exists and it is time to connect.

For example, if the device is cradled using an Ethernet cradle, the device has Bluetooth* running on the device, or if the device dials up using a modem, and it is time to connect (as specified in the Client Should Connect Every option), the Palm OS IP client automatically connects.

- ♦ **Always:** The Palm OS IP client tries to establish an IP connection and connect to the IP conduit automatically if it is time to connect.

Client Should Connect Every: Specify how often (in hours or minutes) the Palm OS IP client should connect.

At Connection Time, Display to User: Specify an option from the drop-down list:

- ♦ **Nothing (Just Connect):** The Palm OS device user sees a visual indication that the Palm OS IP client has connected, but the user is not be prompted to do anything.
- ♦ **Flashing Icon (Subtle):** A flashing icon displays on the Palm OS device when it is time to connect. The user can connect by clicking the reminder icon and then clicking OK.
- ♦ **Dialog:** A dialog box displays on the Palm OS device whenever it is time to connect. The user can connect by clicking Connect.
- ♦ **Dialog With Timeout:** A dialog box with a timeout value displays on the Palm OS device whenever it is time for the Palm OS IP client to connect. If the user does not respond by clicking Connect or Cancel during the timeout period, the Palm OS IP client connects.

For example, if the device is cradled using an Ethernet cradle and you are away from your desk when it is time for the Palm OS IP client to connect, the Palm OS IP client waits until the timeout period has passed and then connects.

13 If desired, click Advanced Settings, then fill in the fields:

Connection Timeout (Seconds): The number of seconds you specify determines how long the Palm OS IP client tries to connect before it stops trying if a connection cannot be established.

Session Timeout (Seconds): The number of seconds you specify determines the length of time that the Palm OS IP client stays connected. If the session reaches the limit you specify, the Palm OS IP client session terminates.

For example, if you lose an IP connection, the Palm OS IP client session terminates after the number of seconds that you specify has passed.

Connect Retry (Seconds): Specify the number of seconds that you want the Palm OS IP client to wait after a failed connection before trying to connect again.

Maximum Connect Retries: Specify the maximum number of retry attempts you want the Palm OS IP client to attempt.

Timeout (Seconds): Specify the number of seconds you want to allow before closing the alarm dialog box before trying to make the connection.

Message: Type a message to be displayed on the Palm OS device when it is time for the Palm OS IP client to connect.

14 Click OK.

15 Click Finish twice.

The wizard will create Palm OS IP client files and copy them to the program files\novell\zfh palm ip client directory by default.

Rather than running the ZENworks Handheld Management installation program to install the Palm OS IP client, you can also copy the contents of the program files\novell\zfh palm ip client directory to a Palm OS device using the HotSync Manager Install Tool.

Installing the RIM BlackBerry Client

The ZENworks Handheld Management RIM BlackBerry client is the software that manages BlackBerry devices that use the BlackBerry wireless platform.

NOTE: If BlackBerry devices use RIM Desktop Manager on a computer that has the Access Point or Desktop Synchronization software installed, ZENworks Handheld Management automatically creates the necessary installation files for the RIM BlackBerry client and adds them to the BlackBerry Application Loader. In this situation, the following procedure is not necessary. For more information, see [“Access Point and Desktop Synchronization Integration Software” on page 45](#).

To install the RIM BlackBerry client:

1 Insert the *ZENworks Handheld Management* CD in the CD drive.

The installation program will autorun. If it does not, run winsetup.exe from the root of the CD.

2 Click Handheld Management.

3 Click English.

4 Click Handheld Clients, then click RIM BlackBerry Client.

5 Click Next.

6 Review the destination location where the installation program will install the RIM BlackBerry client (browse to a different location, if desired), then click Next twice.

The RIM BlackBerry client files that will be copied to the destination location include two client .dll files: one file for devices that use the Mobitex network and one file for devices that use the DataTAC network. The copied files also include the .alx installation file that will be used by the BlackBerry Application Loader and the configuration application file.

NOTE: If your RIM Desktop Manager software is not at least version 2.1.3 (2.1 SP3), it might not recognize .alx files. If this is the case, you must use the BlackBerry Application Loader to copy the appropriate .ali file to your BlackBerry devices (zfhbbmtexclient.ali for the Mobitex network or zfhbbdtacclient.ali for the DataTAC network). The two .ali files are found in the \blackberryclient directory on the *ZENworks Handheld Management* CD.

7 Type the service user’s e-mail address to be used by the BlackBerry client software that you specified in [Step 28 on page 27](#).

8 Click Finish.

The installation program copies the RIM BlackBerry IP client files to the program files\novell\zfhblackberryclient directory.

- 9** In the InstallShield Wizard Complete page, click Add Client to BlackBerry's Application Loader to have ZENworks Handheld Management automatically add the necessary files to the BlackBerry Application Loader.

You should enable the Add Client to BlackBerry's Application Loader option if you are running the BlackBerry Client installation wizard from the machine on which the BlackBerry device synchronizes

- 10** Click Finish.

Installing Desktop Synchronization Integration Software

You must install the ZENworks Handheld Management Desktop Synchronization Integration software on users' desktops if:

- ♦ Handheld devices use Palm HotSync or Microsoft ActiveSync to synchronize and to connect to the network (no IP access).
- ♦ You want to use ZENworks Handheld Management to distribute applications to BlackBerry devices that use RIM Desktop Manager software. ZENworks Handheld Management lets you distribute software to BlackBerry devices that are synchronized with a cradle; software distribution to BlackBerry devices using wireless synchronization is not supported.
- ♦ You want to distribute applications to desktop computers where handheld devices synchronize (for example, installation programs that integrate with Microsoft ActiveSync or Palm HotSync).

IMPORTANT: When you install ZENworks Handheld Management Server using the installation program, the ZENworks Handheld Management Desktop Synchronization Integration software is automatically installed on the same computer.

To install the Desktop Synchronization Integration software:

- 1** Insert the *ZENworks Handheld Management* CD in the CD drive on a user's computer.
The installation program will autorun. If it does not, run winsetup.exe from the root of the CD.
- 2** Click Handheld Management.
- 3** Click English.
- 4** Click Handheld Clients, then click Desktop Synchronization Integration Software.
- 5** Click Next.
- 6** Read the License agreement, then click Yes if you agree with the terms of the License Agreement.
If you do not agree with the terms of the license agreement, do not install the software.
- 7** Review the destination location where the installation program will install the Desktop Synchronization Integration software, then click Next.
By default, the installation program copies the files to the program files\novell\zfhd directory.
- 8** Type the username and company information, then click Next.
- 9** Ensure that the components that you want to install are selected, then click Next.
- 10** Type the name or IP address of the computer where the ZENworks Handheld Management Server is installed, then click Next.

If you are using an IP address, the IP address of the computer where the ZENworks Handheld Management Server is installed should remain constant (for example, it doesn't change because of DHCP).

If you are using a DNS or computer name, be sure your handheld devices can resolve the name if the devices are being cradled and using a third-party synchronization package.

- 11** Type the name or IP address of the computer where the Access Point is installed (the ZENworks Handheld Management Server or the computer on which you installed the Access Point).

If you are using an IP address to specify the location of the computer that the Access Point is installed on, the IP address should remain constant (for example, it doesn't change because of DHCP).

If you are using a DNS or computer name, be sure your handheld devices can resolve the name if the devices are being cradled and using a third-party synchronization package.

- 12** (Optional) Select the Enable HTTP Encapsulation check box.

- 13** (Optional) Select the Enable SSL check box, then select the Accept Next Root Certificate from Access Point (And Then Disable) check box, if desired.

You can also configure the Access Point settings (HTTP, SSL, and ports) using the `cfgip.exe` program (in the `/program files/novell/zfhap` directory, by default). If you select the Publish Root Certificate for Client Download check box using `cfgip.exe`, the root certificate is automatically downloaded. In order for this root certificate to be accepted, you must select the Accept Next Root Certificate from Access Point (And Then Disable) check box.

- 14** (Optional) If you want to change the default port that ZENworks Handheld Management uses, deselect the Use Default Port check box, then type the desired port number in the Port text box.

If you change this port number, you must also change the port number at the computer where the Access Point is installed (the ZENworks Handheld Management Server or the computer on which you installed the Access Point).

- 15** Click Next.

- 16** Review the information in the Start Copying Files page, then click Next.

- 17** After the files are copied, ensure that the Start Desktop Sync check box is selected, then click Finish.

Performing Post-Installation Tasks

In order to manage the handheld devices, you must do the following:

- ◆ Import handheld devices into eDirectory.

The following sections provide information you need for setting up an Import policy:

- ◆ [“Creating the Handheld Service Package” on page 37](#)
- ◆ [“Setting Up a Handheld Import Policy” on page 38](#)
- ◆ Ensure that the users synchronize their handheld devices using their normal synchronization process (Microsoft* ActiveSync, Palm* HotSync, and so forth)

After the handheld objects are imported into the directory, you can begin using policy-based management, distributing software applications to individual handheld devices or to groups

of handheld devices, collecting hardware and software inventory for all enterprise handheld devices, and more.

- ◆ Set up the policies that can be associated with handheld objects. For more information, see [“Using ZENworks Handheld Management Policies”](#) in the [Novell ZENworks 6.5 Handheld Management Administration Guide](#).

Creating the Handheld Service Package

A policy package is an eDirectory object containing one or more individual policies. A policy package groups policies according to function, making it easier to administer them. It also provides the means for the administrator to change policy settings and to determine how they affect other eDirectory objects.

In ZENworks Handheld Management, the Handheld Service Package contains one policy: Handheld Import.

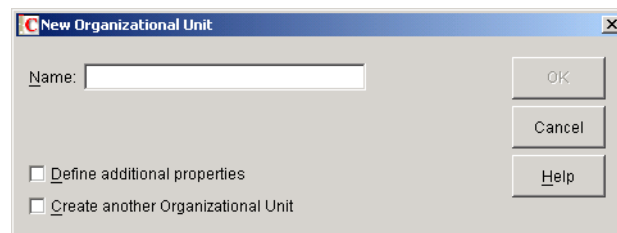
You should create an Organizational Unit (OU) to hold the policy packages. Consider the following when determining where to place this OU:

- ◆ Partitions in your tree
- ◆ The 256-character limit in eDirectory for the full distinguished name
- ◆ The Search policy that is used to locate the policy package

To minimize tree walking, it is best to create this policy package OU at the root of the partition that contains the objects with which the policy package will be associated. It also maximizes the number of characters that will be available for naming the policy.

To create the Handheld Service Package:

- 1 In ConsoleOne, right-click the container where you want the container for the policy packages placed, click New, then click Organizational Unit.



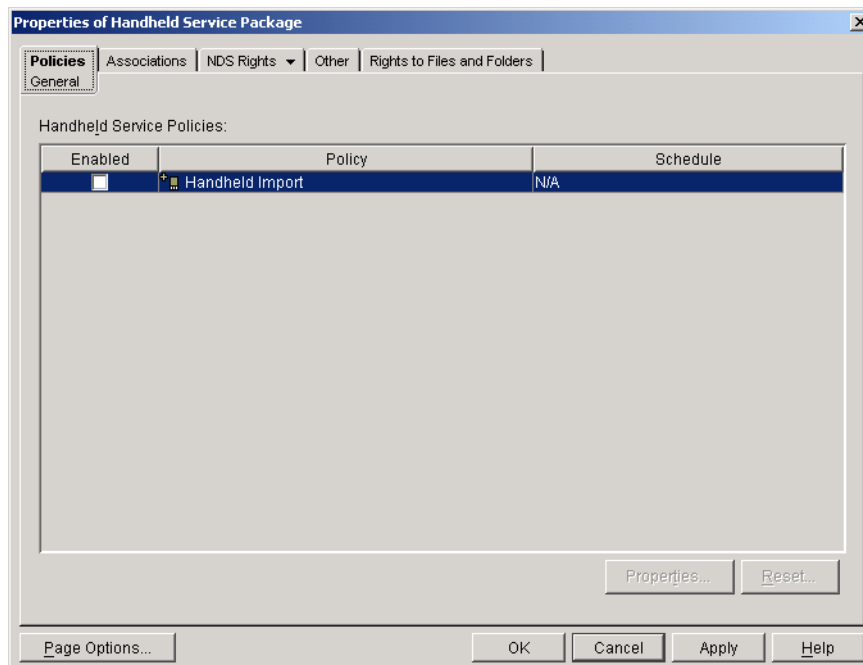
- 2 Give the container a short name, then click OK.
- 3 Right-click the newly created container that will hold your policy packages, click New, then click Policy Package.
- 4 Select Handheld Service Package, then click Next.



- 5** Give the policy package a short name, then click Next.
- 6** Review the information in the Summary page, then click Finish.

Setting Up a Handheld Import Policy

- 1** In ConsoleOne, right-click the Handheld Service Package object that is created during “Creating the Handheld Service Package” on page 37, then click Properties.



- 2** Select the check box under the Enabled column for the Handheld Import policy.
This both selects and enables the policy with the default settings.
You can modify the settings of the Import policy. For more information, see [“Setting Up Handheld Import”](#) in the [Novell ZENworks 6.5 Handheld Management Administration Guide](#).
- 3** Click the Associations tab, then click Add.
- 4** To associate the package, browse for the ZENworks Handheld Management Service object, the container containing the Service object, or the container object created during the installation of ZENworks Handheld Management server components.
- 5** Click OK.

3

Installing the Access Point and Desktop Synchronization Integration Software Using a Silent Install

In most Novell® ZENworks® 6.5 Handheld Management installations, you need to install only the ZENworks Handheld Management Server. The Handheld Management Server runs as a service on a Windows* NT*/2000/XP machine (server or workstation). The ZENworks Handheld Management Server is the central point of the ZENworks Handheld Management installation and is responsible for managing communications with all clients and maintaining distribution schedules and distribution results for the installation.

In previous versions of ZENworks for Handhelds, in addition to the ZENworks Handheld Management Server, installation of the Proxy Service software was required on each computer that a handheld device synchronized with. In ZENworks 6.5, the Proxy Service software has been replaced with the ZENworks Handheld Management Access Point or with the Desktop Synchronization Integration software.

The Access Point is a collection of components that is automatically installed on the Handheld Management Server during installation. The Access Point can also be installed on multiple computers to distribute the communication load and to provide better support for WAN configurations. You can install Access Point on additional computers, either on the same LAN or at remote WAN sites. Each handheld device is then configured with the Access Point that it should connect to.

The ZENworks Handheld Management Desktop Synchronization Integration software lets you install desktop software on users' desktops to integrate with Palm HotSync, Microsoft ActiveSync, and RIM Desktop Manager software.

For more information, see [“Access Point and Desktop Synchronization Integration Software” on page 45.](#)

You can install the Access Point and Desktop Synchronization Integration software to users' desktop computers by running setup.exe from a network location or using the Application Management component of ZENworks Desktop Management. Additionally, you can populate the setup.iss file with the appropriate settings so that you can perform silent (unattended) installations of both the Access Point or Desktop Synchronization Integration software.

Silent installations allow you to install the software quickly by eliminating the prompts that are normally displayed during installation.

When you use a silent installation, the Access Point or Desktop Synchronization Integration software on each machine is configured identically because each installation is configured based on what is stored in the setup.iss file. For example, each machine will use the same installation path and each machine will connect to the same Handheld Management Server.

If you want to distribute the ZENworks Handheld Management Access Point or Desktop Synchronization Integration software to machines using various platforms (Windows 2000,

Windows XP, and so forth), you need to perform the following steps on a machine with that OS platform. Also, the machine you perform the following steps on should have the same or similar configuration as the machines you will be installing the software on.

To create a silent install for the Access Point or Desktop Synchronization Integration software:

- 1 Copy the proxy directory from the *ZENworks Handheld Management* CD to a local or network drive.

If you downloaded the ZENworks Handheld Management software from the [Novell Product Downloads page \(http://download.novell.com\)](http://download.novell.com) and extracted the file, you should already have the proxy directory on a local or network drive.

The proxy directory contains the setup.exe file to install both the Access Point and Desktop Synchronization Integration software.

- 2 To create a silent install for the Access Point, from a command prompt, enter **SETUP.EXE -r /accesspoint**.

or

To create a silent install for the Desktop Synchronization Integration software, from a command prompt, enter **SETUP.EXE -r**.

The -r command creates a setup.iss file in the windows directory for Windows XP or in the winnt directory for Windows NT/2000. The setup.iss file contains information to answer the installation prompts during the silent installation.

When you are installing the Access Point or Desktop Synchronization Integration software, you should specify the exact settings you want the installation program to use when installing on users' machines (for example, installation path, Handheld Management Server name, communications settings, and so forth).

For Server communication settings, setup.iss contains the following five entries with default values in the [DLG_TCP_SERVER_CONFIG] section:

```
[ {07E428B8-63D6-48A6-8FD7-B8CD84F8E6E8} -DLG_TCP_SERVER_CONFIG-0 ]  
  
TCP Port=2398  
  
SSL Port=2402  
  
Enable HTTP=0  
  
Enable SSL=0  
  
Accept Next Root Cert=0
```

You change the values of these entries, if required, but you must not delete any entries from the file. During the silent installation, these settings overwrite the existing configuration settings. You cannot choose to apply only few entries

The ProxyTask upgrade setup will not read these DLG_TCP_SERVER_CONFIG settings and will not change any of the server communication settings.

NOTE: You must record the setup in the same environment where you are running the setup in the silent mode. For example, if you want to run the silent install on a machine that does not have the ZENworks Handheld Management software installed, then you must perform the record operation on a such machine only.

- 3 Copy the setup.iss file from the windows directory (for Windows XP) or from the winnt (for Windows NT/2000) to the proxy directory that you copied in [Step 1 on page 42](#).

4 Copy the proxy directory to the network location from which it will be distributed.

You can now run the `setup.exe` file from the proxy directory in the network location to install the Access Point or Desktop Synchronization Integration software on users' desktop computers.

To install the Access Point, run **`setup.exe -s /accesspoint`**.

To install the Desktop Synchronization Integration, run **`setup.exe -s`**.

You can also create an Application object using the Application Management component of ZENworks Desktop Management.

When you create the Application object, you should specify `setup.exe` as the executable to run. In the Parameter field, type **`-s /accesspoint`** to install the Access Point or type **`-s`** to install the Desktop Synchronization Integration.

4

Upgrading from ZENworks for Handhelds 5.x to ZENworks 6.5 Handheld Management

You can upgrade your Novell® ZENworks® for Handhelds 5.x installation to ZENworks 6.5 Handheld Management. You cannot upgrade from ZENworks for Handhelds 4.7 to ZENworks 6.5 Handheld Management.

The following sections contain additional information:

- ◆ “What’s New in This Release” on page 45
- ◆ “Upgrading the ZENworks Handheld Management Server Software” on page 47
- ◆ “Upgrading the Proxy Service Software” on page 49
- ◆ “Upgrading the Windows CE or Palm OS IP Clients” on page 52

What’s New in This Release

Novell ZENworks 6.5 Handheld Management introduces the following new features:

- ◆ “Access Point and Desktop Synchronization Integration Software” on page 45
- ◆ “User-Based Management and Authentication” on page 46
- ◆ “HTTP/SSL Support” on page 46
- ◆ “Enhanced Hardware Inventory” on page 46
- ◆ “Handheld Device Reset” on page 47

Access Point and Desktop Synchronization Integration Software

In previous versions of ZENworks for Handhelds, the Proxy Service software was required on each computer that a handheld device synchronized with. In ZENworks 6.5 Handheld Management, the Proxy Service software has been replaced with the Access Point and Desktop Synchronization Integration software.

The Access Point is automatically installed on the ZENworks Handheld Management Server during installation. However, the Access Point can also be installed on multiple computers to distribute the communication load and to provide better support for WAN configurations. You can install Access Point on additional computers, either on the same LAN or at remote WAN sites. Each handheld device is then configured with the Access Point that it should connect to.

The Access Point acts as a staging point for delivering applications and policy settings to handheld devices. The Access Point communicates with the handheld devices (or desktop synchronization components) directly via TCP/IP. When a handheld device connects, any staged information is then delivered to the device (directly or through a sync conduit). Additionally, any inventory

information received from the device is passed back to the ZENworks Handheld Management Server.

The ZENworks Handheld Management Desktop Synchronization Integration software integrates with Palm HotSync, Microsoft ActiveSync, and RIM Desktop Manager software.

For more information about the Access Point, see [“ZENworks Handheld Management Access Point Requirements” on page 16](#).

For more information about the Desktop Synchronization Integration, see [“Handheld Client Requirements” on page 16](#).

User-Based Management and Authentication

ZENworks Handheld Management lets you manage handheld devices both by user and by device. You can enable user-based management during installation. Alternatively, you can configure Client Configuration policies to target only specific handheld devices or groups of devices.

A new policy package has been added to ZENworks Handheld Management that lets you manage devices based on user credentials stored in eDirectory. In previous versions, ZENworks Handheld Management let you manage by handheld device only. With ZENworks Handheld Management, you can manage by both device and user (similar to ZENworks Desktop Management). If user-based management is enabled, users are prompted for their credentials and ZENworks Handheld Management authenticates the users to eDirectory through LDAP. The individual user-based policies are identical to the handheld-based policies.

For more information on configuring user-based management during installation for your entire ZENworks Handheld Management system, see [“Installing the ZENworks Handheld Management Server” on page 21](#). You can also configure user-based management on a global basis after installation. For more information, see [“Configuring User Authentication”](#) in the [Novell ZENworks 6.5 Handheld Management Administration Guide](#).

For more information on the two new Client Configuration policies, see [“Palm Client Configuration Policy”](#) and [“WinCE Client Configuration Policy”](#) in [“Using ZENworks Handheld Management Policies”](#) in the [Novell ZENworks 6.5 Handheld Management Administration Guide](#).

HTTP/SSL Support

If you enable HTTP support in ZENworks Handheld Management, data transmitted from handheld devices to the ZENworks Handheld Management Server is encapsulated in an HTTP format so that it can pass through routers that specifically block non-HTTP traffic.

When SSL is enabled, all data transmitted between the ZENworks Handheld Management Server, Access Point and the clients is encrypted and server authentication is enabled.

For more information, see [Appendix A, “Configuring SSL and HTTP Settings,” on page 55](#).

Enhanced Hardware Inventory

ZENworks Handheld Management will obtain IP and MAC addresses (and other adapter info) for devices.

For more information, see [“Using Inventory and Reports”](#) in the [Novell ZENworks 6.5 Handheld Management Administration Guide](#).

Handheld Device Reset

In previous versions of ZENworks for Handhelds, if a device was hard reset, ZENworks for Handhelds was able to use the serial number to identify it as an existing device and apply policies, but did not redeploy applications automatically. With ZENworks Handheld Management, applications are automatically resent to a handheld device that has been hard reset.

Upgrading the ZENworks Handheld Management Server Software

Before upgrading the ZENworks Handheld Management Server, you must upgrade from ConsoleOne 1.3.5 to ConsoleOne 1.3.6. You must also prepare the directory by extending the Novell eDirectory™ schema. To extend the schema, you must have root level admin privileges to the tree and you must have the Novell Client™ installed.

Before running the schema extension tool, ensure that you are logged in to the tree that you want to extend.

To extend the schema:

- 1 Insert the *ZENworks Handheld Management* CD on a machine that has the Novell Client running.

The installation program will autorun. If it does not, run winsetup.exe from the root of the CD.

- 2 Select Handheld Management.
- 3 Select the required language.
- 4 Click Schema Extension and Product Licensing
- 5 Select the eDirectory tree to be extended.
- 6 Click OK, then click Next.
- 7 Type the license code, then click Next > Finish.
- 8 Click View Log File.

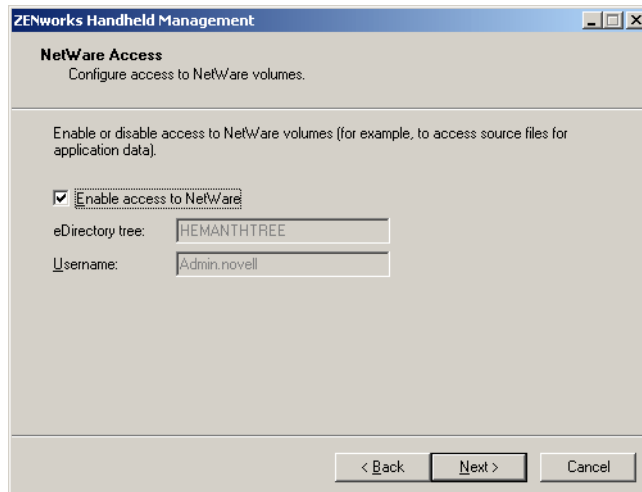
or

Click OK.

To upgrade the ZENworks Handheld Management Server:

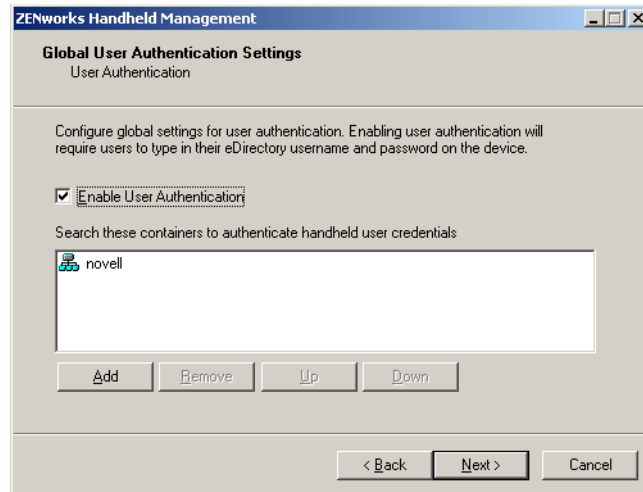
- 1 Click Handheld Management Services.
- 2 Click ZENworks Handheld Management Server.
- 3 Click Update, then click Next.
- 4 In the Select Components page, select the components you want to install:
 - ♦ **Novell ConsoleOne Snap-In:** Extends ConsoleOne functionality to allow you to manage handheld devices. This option is enabled by default.
 - ♦ **RIM BlackBerry Device Support:** Adds support for managing RIM BlackBerry devices. If you select this option, you must have a MAPI profile set up for e-mail access. For more information, see [“Creating a MAPI Profile \(BlackBerry Device Support Only\)” on page 19](#).
- 5 Click Next.
- 6 In the Start Copying Files page, review the settings, then click Next.

- 7** (Optional) In the Install Shield Wizard Maintenance Complete page, select the Display Readme File check box to review the Readme file for installation notes and product issues that you need to know as you install and use ZENworks Handheld Management.
- 8** (Optional) Select the Configure Access Point HTTP and SSL Settings check box if you want to enable HTTP encapsulation, configure secure sockets layer (SSL), or change the default port settings.
- 9** Click Finish.
- 10** (Conditional) If you checked Configure Access Point HTTP and SSL Settings in **Step 8 on page 48**, see **Appendix A, “Configuring SSL and HTTP Settings,” on page 55** for step-by-step instructions on enabling HTTP encapsulation, configuring SSL, and changing the default port settings, then continue with **Step 11 on page 48**.
- 11** Click Next.
- 12** Review the information in the Service User page, then click Next.
- 13** Review the information in the Directory User Information page, then click Next.
- 14** In the Product Activation page, specify the type of installation that you want to perform:
 - ◆ **Evaluation:** Lets you install an evaluation copy of ZENworks Handheld Management. This fully functional installation will allow you to evaluate the product for 90 days.
 - ◆ **Activated:** Lets you install an activated copy of ZENworks Handheld Management. Type your license code in the License Code text box.
- 15** Click Next.



- 16** Review the information in the NetWare Access dialog box, then click Next.

If you want to access objects or store retrieved files on a Novell NetWare[®] volume in the specified tree, select the Enable Access to NetWare check box.
- 17** Review the information in the Handheld Service Object Configuration page, then click Next.



- 18** (Optional) In the Global User Authentication Settings dialog box, select the Enable User Authentication check box to require that users type their eDirectory usernames and passwords on the handheld device, click Add, specify the container where the users are going to be located, then click OK.

NOTE: You should select Enable User Authentication check box if you want to use user-based management rather than just using device-base management.

- 19** Click Next twice.
- 20** (Conditional) If you chose to enable RIM BlackBerry support, type the service user's e-mail address to be used by the BlackBerry client software, then select the MAPI profile that you created in [“Creating a MAPI Profile \(BlackBerry Device Support Only\)”](#) on page 19, then click Finish.
- 21** Click Finish.

Upgrading the Proxy Service Software

In previous versions of ZENworks for Handhelds, installation of the Proxy Service software was required on each computer that a handheld device synchronized with. In ZENworks 6.5, the Proxy Service software has been replaced with the Access Point that is automatically installed on the ZENworks Handheld Management Server during installation. You can also install the Access Point on different machines and connect to the ZENworks Handheld Management server.

Also, new for ZENworks 6.5 Handheld Management, the Desktop Synchronization Integration software lets you install desktop software on users' desktops to integrate with Palm HotSync, Microsoft ActiveSync, and RIM Desktop Manager software.

For more information, see [“Access Point and Desktop Synchronization Integration Software”](#) on page 45.

Depending on the configuration of the Proxy Service software that you upgrade to ZENworks 6.5 Handheld Management, the installation program either upgrades the Proxy Service software with the new Access Point or the new Desktop Synchronization Integration.

If the Proxy Service software from ZENworks 5.x that you are upgrading has the IP conduit installed, the installation program upgrades the Proxy Service software with the new Access Point. If the Proxy Service software that you are upgrading does not have the IP conduit installed, the

installation program upgrades the Proxy Service software with the new ZENworks Handheld Management Desktop Synchronization Integration software.

The following sections contain additional information:

- ♦ “Using the ZENworks Handheld Management CD to Upgrade the Proxy Service Software” on page 50
- ♦ “Using the Proxy Upgrade Utility to Upgrade the Proxy Service Software” on page 50

Using the ZENworks Handheld Management CD to Upgrade the Proxy Service Software

- 1 Insert the *ZENworks Handheld Management* CD in the CD drive.

The installation program will autorun. If it does not, run `winsetup.exe` from the root of the CD.

- 2 Select Handheld Management.

- 3 Select the required language.

- 4 Click Handheld Clients.

- 5 Click Desktop Synchronization Integration Software.

- 6 Click Update, then click Next.

- 7 (Conditional) If you want to use user-based management: In the eDirectory Server Information page, specify the eDirectory server and LDAP port number that ZENworks Handheld Management should use to validate users' credentials, then click Next.

NOTE: The eDirectory Server Information window appears only if the Proxy Service machine being upgraded has the IP conduit installed and is thus being upgraded to the Access Point.

- 8 On the Start Copying Files page, review the settings, then click Next.

- 9 (Conditional) Select the Configure Access Point HTTP and SSL Settings check box if you want to enable HTTP encapsulation, configure secure sockets layer (SSL), or change the default port settings.

NOTE: The Configure Access Point HTTP and SSL Settings option is only available if the Proxy Service machine being upgraded has the IP conduit installed and is thus being upgraded to the Access Point.

- 10 Click Finish.

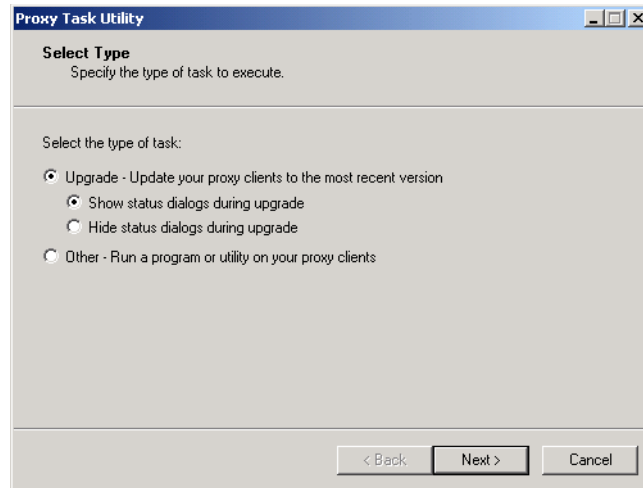
- 11 (Conditional) If you checked Configure Access Point Settings in [Step 9 on page 50](#), see [Appendix A, “Configuring SSL and HTTP Settings,” on page 55](#) for step-by-step instructions on configuring SSL, enabling HTTP encapsulation, and changing the default port settings.

Using the Proxy Upgrade Utility to Upgrade the Proxy Service Software

You can use the Proxy Upgrade utility to upgrade the Proxy Service software on all Proxy Service machines in your installation. For example, if your handheld devices use either the Window CE or Palm OS IP client to connect to the conduit, you might have only one Proxy Service machine. In this situation, you should use the *ZENworks Handheld Management* CD to upgrade the Proxy Service software. If, however, you have many Proxy Service machines in your installation, it is easier to use the Proxy Upgrade utility to upgrade all of your Proxy Service machines.

To upgrade the proxy service software:

- 1 Run `prxytask.exe` (in *installation_path*).



2 Click Upgrade - Update Your Proxy Clients to the Most Recent Version.

3 Click the desired option:

- ♦ **Show Status Dialogs During Upgrade:** Select this option if you want ZENworks Handheld Management to display an informational dialog box on the Proxy Service machines to instruct users to not reboot during the upgrade process.
- ♦ **Hide Status Dialogs During Upgrade:** Select this option if you do not want ZENworks Handheld Management to display an informational dialog box on the Proxy Service machines during the upgrade.

4 Click Next.

5 Select the Proxy Service machines that you want to upgrade.

or

Click Select All to upgrade all Proxy Service machines in your installation.

6 Click Next, then click Finish.

You can verify that each Proxy Service machine has been upgraded to ZENworks 6.5 Handheld Management by viewing the properties of the ZENworks Handheld Management server object in ConsoleOne®.

If the Proxy Service software from ZENworks 5.x that you upgraded has the IP conduit installed, the installation program upgraded the Proxy Service software with the new Access Point. If the Proxy Service software that you upgraded does not have the IP conduit installed, the installation program upgraded the Proxy Service software with the new ZENworks Handheld Management Desktop Synchronization Integration software.

In ConsoleOne, right-click the ZENworks Handheld Management server object, click Properties, then click either the Access Points or Desktop Sync Machines tab. The Product Version column lists the version of each machine's Access Point or Desktop Synchronization Integration software. You can sort the list by clicking the Product Version heading at the top of the column.

Upgrading the Windows CE or Palm OS IP Clients

If you have Windows CE or Palm OS devices that can make a TCP/IP connection, and these devices use the ZENworks for Handhelds 5.x IP clients to communicate, you should upgrade the Windows CE IP client or Palm OS IP client on each device.

To upgrade the Windows CE IP client, you must create the appropriate CAB files and distribute them to each device. For step-by-step instructions, see [“Installing the Windows CE IP Client” on page 30](#).

NOTE: If a Windows CE device synchronizes on a desktop machine that has the ZENworks Handheld Management Desktop Synchronization Integration software installed, the Windows CE IP client will be upgraded automatically; you do not need to create the appropriate CAB file.

To upgrade the Palm OS IP client, see [“Installing the Palm OS IP Client” on page 32](#).

5

Uninstalling ZENworks Handheld Management

Before removing the Novell® ZENworks® 6.5 Handheld Management software, ensure that no one is accessing the installation through a remote installation of Novell ConsoleOne®.

To uninstall ZENworks Handheld Management software:

- 1** Open the Control Panel on the computer with the ZENworks Handheld Management component you want to uninstall.
- 2** Double-click Add/Remove Programs.
- 3** Click the component that you want to uninstall:
 - ◆ Novell ZENworks Handheld Management
 - ◆ Novell ZENworks Handheld Management Access Point

NOTE: If you are uninstalling the ZENworks Handheld Management Server, you will not see the Novell ZENworks Handheld Management Access Point component listed. You see this component only if you installed the Access Point on additional computers or if you upgraded the ZENworks for Handhelds 5.x Proxy Service software on a desktop computer to the ZENworks Handheld Management Access Point.

- 4** Click Add/Remove.
- 5** Click OK when the uninstall is complete.

You should complete the same steps on each computer where ZENworks Handheld Management components are installed.

NOTE: Uninstalling ZENworks Handheld Management components does not remove Handheld Management objects from Novell eDirectory™. To remove Handheld Management objects from the directory, right-click the object, click Delete NDS Object, then click Yes to confirm the deletion.

A

Configuring SSL and HTTP Settings

By default, Novell® ZENworks® 6.5 Handheld Management uses TCP/IP for communications between the Access Point and ZENworks Handheld Management Server and between the handheld device and the Access Point.

If you have just one Access Point (installed as part of the ZENworks Handheld Management Server), there is no reason to turn on HTTP or SSL because the traffic between the Access Point and the ZENworks Handheld Management Server is not going over the network. But you can enable HTTP and SSL for communication between handheld devices and the Access Point.

If you configure SSL at the client and the server, additional encryption and verification is done on the data and the data source.

If you have installed the Access Point on additional computers outside your firewall or if you have handheld devices connecting from outside a firewall, you might want to enable HTTP or SSL so that you do not need to open a port in the firewall or if you want all ZENworks Handheld Management communications to be encrypted.

If you enable HTTP at the ZENworks Handheld Management Server or Access Point, these services will listen to both TCP/IP and HTTP protocols.

SSL is supported on Palm OS devices running Palm OS 5.1 or later, and on Windows CE devices running Windows CE 3.0 or later. HPC 2.11 is not supported for SSL communication.

To use SSL communication in PPC 2000 devices, you must install the High Encryption pack for Pocket PC 1.0. You must reinstall the pack on every Hard-reset of the device. For more information about the High Encryption pack, see [Microsoft's High Encryption Pack for Pocket PC Web site \(http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=DA49D0CF-EF96-4567-B817-215E24668F75\)](http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=DA49D0CF-EF96-4567-B817-215E24668F75).

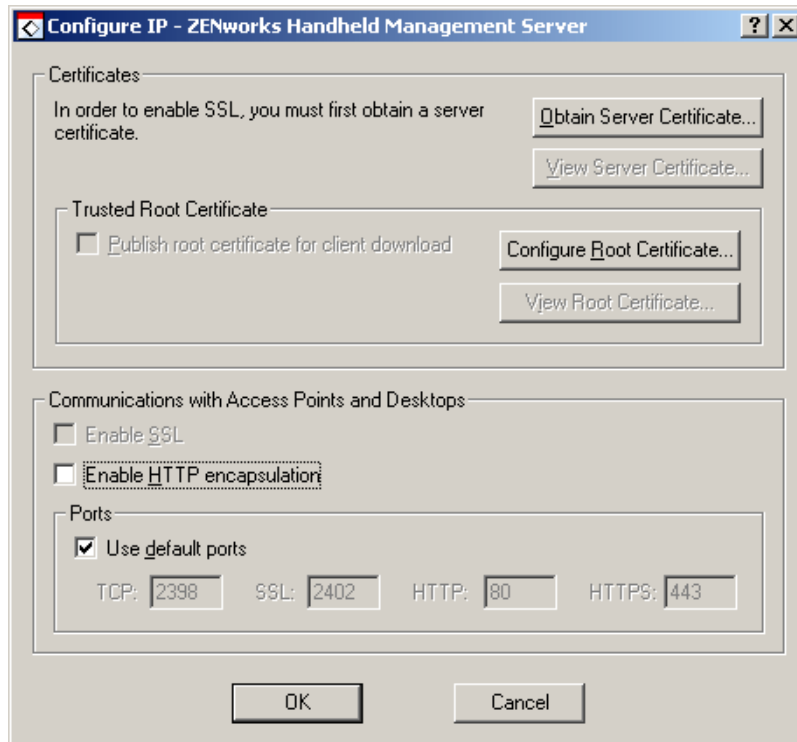
This section includes the following:

- ◆ “Configuring the SSL and HTTP Communication between the ZENworks Handheld Management Server and the Access Point” on page 56
- ◆ “Configuring the SSL and HTTP Communication between the Access Point and the Handheld Devices” on page 58
- ◆ “Changing the Default Ports on the ZENworks Handheld Management Server and Access Point Communication” on page 60
- ◆ “Changing the Default Ports for the Access Point and the Handheld Devices Communication” on page 61

Configuring the SSL and HTTP Communication between the ZENworks Handheld Management Server and the Access Point

You can configure the SSL and HTTP settings using the cgfip.exe file.

- 1 Run the cgfip.exe in the ZENworks Handheld Management installation folder.



- 2 Obtain a server certificate before using SSL.

2a In the Configure IP dialog box, click Obtain Server Certificate.

2b Review the information in the Certificate Wizard page, then click Next.

2c Specify the common name for the computer in the text box, then click Next.

NOTE: If you want to connect your PPC 2000 device using SSL, you must keep in mind the following points:

1. The server address is stored as the IP address because the Domain Name Resolution does not work on PPC 2000 devices.

2. If the PPC 2000 device is connected using IP client through wireless, you must specify the IP address of the ZENworks Handheld Management Access Point instead of the common name when you create the Certificate Signing Request (CSR). This enables the device to validate the Certificate server. But if the device cradle syncs, you can use the common name by selecting the Use Desktop sync settings check box in the ZENworks Console that is available on the device.

2d Specify information for your geographic location in the Country/Region, State/Providence, and City/Locality text boxes, then click Next.

2e Specify information about your organization and organizational unit, then click Next.

2f Specify the location in which you want to save the certificate request, then click Next.

2g Click Finish, then click OK.

2h Have the certificate signed by a Certificate Signing Authority such as Novell Certificate Services (NCS) or VeriSign*.

NOTE: To use NCS: In Novell ConsoleOne®, click Tools, click Issue Certificate, then follow the prompts. When having the certificate signed (if given a choice), have it saved in Base64 format.

Handheld PCs running Windows CE 3.0 and Pocket PC 2000 devices do not support certificates originating from NCS.

3 Import a server certificate before using SSL.

3a In the Configure IP dialog box, click Import Server Certificate.

3b Click Next.

3c Ensure that the Process the Pending Request and Install the Certificate option is enabled, then click Next.

3d Browse to the location where you saved the certificate during [Step 2h on page 57](#), then click Open.

3e Click Next.

3f Click Finish.

4 You can publish a trusted SSL root certificate that desktop sync machines or remote Access Points automatically download when they connect. This should be the root certificate of the Certificate Authority used to sign your server certificate.

If you are using a third-party Certificate Signing Authority and the root certificate does not already exist on the PC or handheld device (for example, a root certificate from NCS), you can publish the root certificate so that is automatically downloaded.

To publish a trusted SSL root certificate:

4a In the Configure IP dialog box, click Configure Root Certificate.

4b Browse to and select the signed root certificate, then click Open.

The root certificate that you get from a Certificate Authority (CA) must be in Base64 format.

4c Click OK twice.

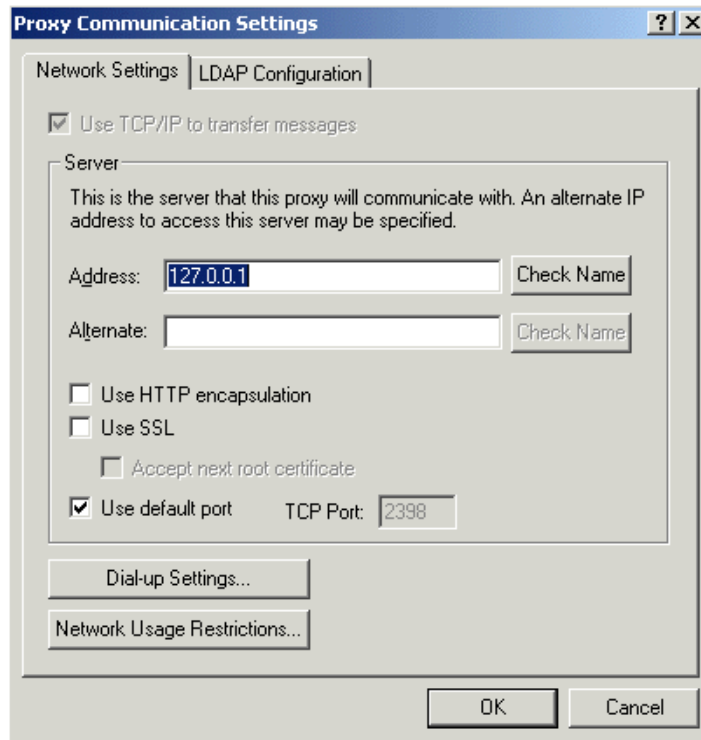
5 To enable SSL on the ZENworks Handheld Management server, select the Enable SSL check box.

6 To enable HTTP on the ZENworks Handheld Management server, select the Enable HTTP check box.

7 To enable SSL/HTTP on the Access Point:

7a Run the console.exe file from the ZfHAP folder.

7b Select Operations > Configure > Server Communications.

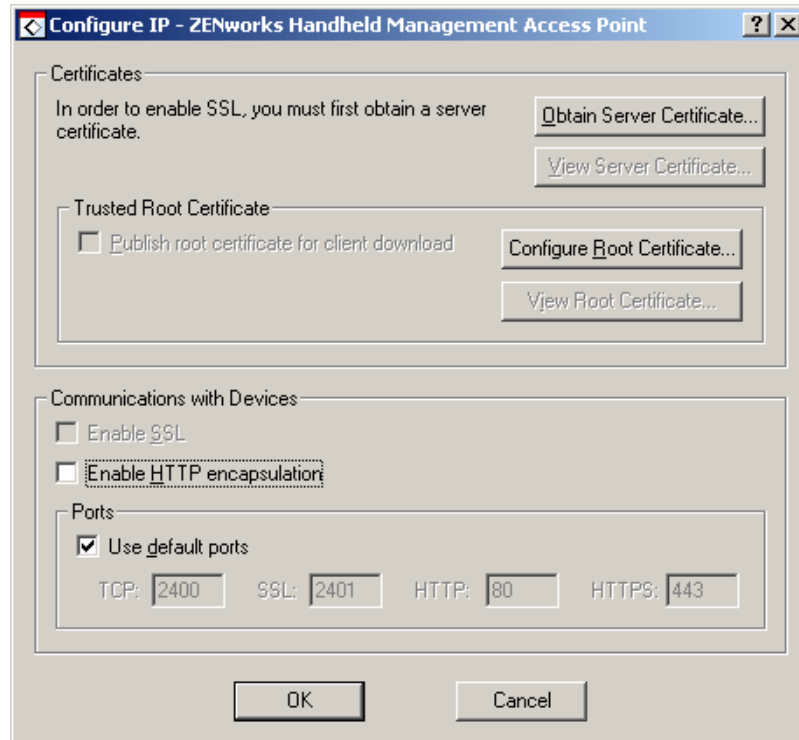


- 7c** To enable SSL, select the Use SSL check box. If the server certificate is signed by a non-standard certificate authority, then select the Accept Next Root Certificate check box.
- 7d** To enable HTTP, select the Use HTTP encapsulation check box.
- 7e** Click OK.

Configuring the SSL and HTTP Communication between the Access Point and the Handheld Devices

You can configure the SSL and HTTP communication between the Access Point and the Handheld devices during the installation or by using the `cfgip.exe` from the ZfHAP folder.

- 1** During installation, if you have selected the Configure Access Point HTTP and SSL settings check box, the Configure IP - ZENworks Handheld Management Access Point dialog box is displayed.



2 Obtain a server certificate before using SSL:

- 2a** In the Configure IP - ZENworks Handheld Management Access Point dialog box, click Obtain Server Certificate.
- 2b** Review the information on the Certificate Wizard page, then click Next.
- 2c** Specify the common name for the computer in the text box, then click Next.
- 2d** Specify information for your geographic location in the Country/Region, State/ Providence, and City/Locality text boxes, then click Next.
- 2e** Specify information about your organization and organizational unit, then click Next.
- 2f** Specify the location in which you want to save the certificate request, then click Next.
- 2g** Click Finish, then click OK.
- 2h** Have the certificate signed by a Certificate Signing Authority such as Novell Certificate Services (NCS) or VeriSign.

NOTE: To use NCS: In ConsoleOne®, click Tools, click Issue Certificate, then follow the prompts. When having the certificate signed (if given a choice), have it saved in Base64 format.

Handheld PCs running Windows CE 3.0 and Pocket PC 2000 devices do not support certificates originating from NCS.

3 Import a server certificate before using SSL:

- 3a** In the Configure IP - ZENworks Handheld Management Access Point dialog box, click Import Server Certificate.
- 3b** Click Next.
- 3c** Ensure that the Process the Pending Request and Install the Certificate option is enabled, then click Next.

- 3d** Browse to the location where you saved the certificate during [Step 2h on page 59](#), then click Open.
- 3e** Click Next.
- 3f** Click Finish.
- 4** You can publish a trusted SSL root certificate that Windows CE clients automatically download when they connect. This should be the root certificate of the Certificate Authority used to sign your server certificate.

If you are using a third-party Certificate Signing Authority and the root certificate does not already exist on the PC or handheld device (for example, a root certificate from NCS), you can publish the root certificate so that is automatically downloaded.

To publish a trusted SSL root certificate:

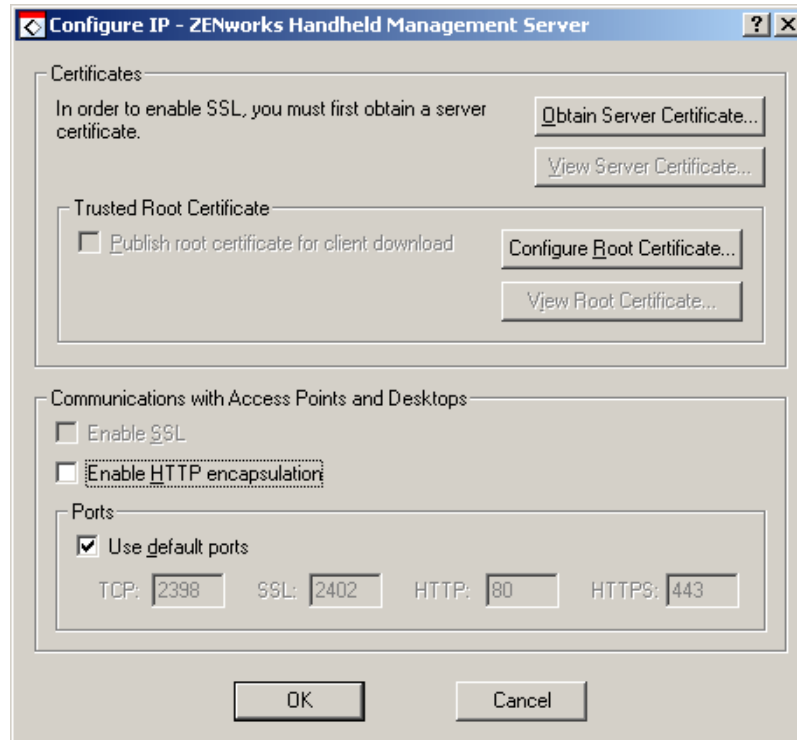
 - 4a** In the Configure IP - ZENworks Handheld Management Access Point dialog box, click Configure Root Certificate.
 - 4b** Browse to and select the signed root certificate, then click Open.

The root certificate that you get from a Certificate Authority (CA) must be in Base64 format.
 - 4c** Click OK twice.
- 5** To enable the SSL on the Access Point, select the Enable SSL check box.
- 6** To enable HTTP on the Access Point, select the Enable HTTP encapsulation check box.
- 7** To enable SSL/HTTP on a handheld device, open the ZENworks console and do the following:
 - 7a** For PalmOS devices, select the server from the drop-down list and select Use SSL
or
For Windows CE devices, click Configure > Use SSL.

If you are publishing a root certificate, click Accept Next Root Certificate.
 - 7b** To enable HTTP for Palm devices, select Server from the drop-down list, then click Use HTTP encapsulation
or
For Windows CE devices, click Configure, then click Use HTTP encapsulation.

Changing the Default Ports on the ZENworks Handheld Management Server and Access Point Communication

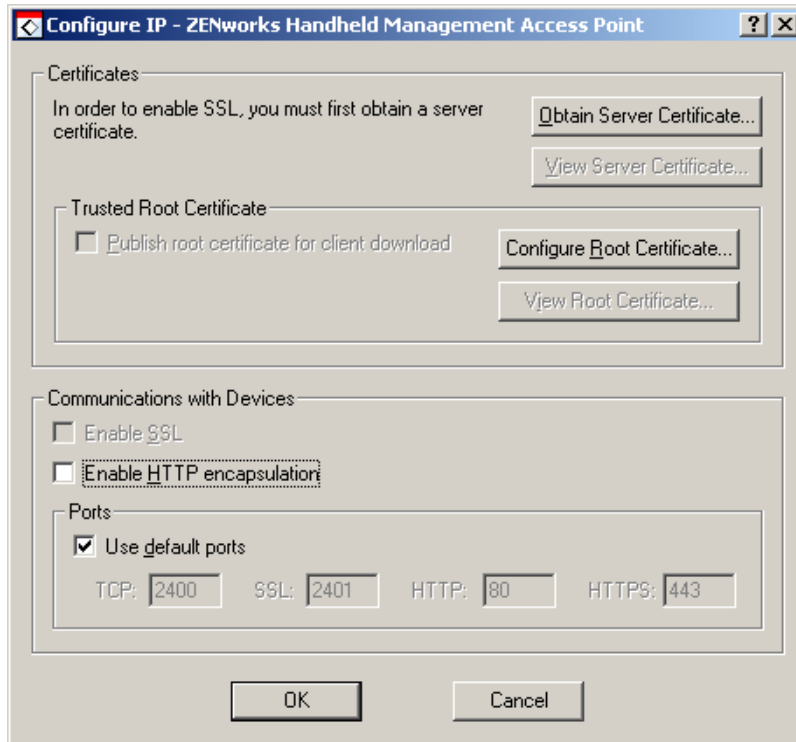
- 1** Run `cfgip.exe` from the ZENworks Handheld Management server installation folder.
- 2** In the Configure IP- ZENworks Handheld Management Server dialog box, do the following:
 - 2a** Deselect the Use Default check box.
 - 2b** Type the desired TCP, SSL, HTTP, and HTTPS ports that you want the ZENworks Handheld Management Server to use.
 - 2c** Click OK.



- 3** Configure the Access Point to connect to the new ports.
 - 3a** Run console.exe from the ZFHAP folder.
 - 3b** Select Operations > Configure > Server Communication
 - 3c** Deselect the Use Default Port check box.
 - 3d** Type the desired port that you want the Access Point to use for communicating with the ZENworks Handheld Management Server.
- 4** Click OK.

Changing the Default Ports for the Access Point and the Handheld Devices Communication

- 1** During installation, if you have selected the Configure Access Point HTTP and SSL settings check box, do the following in the Configure IP - ZENworks Handheld Management Access Point dialog box:
 - 1a** Deselect the Use Default Ports check box.
 - 1b** Type the desired TCP, SSL, HTTP, and HTTPS ports that you want the Access Point to use
 - 1c** Click OK.



2 On the Handheld device, open the ZENworks console and do the following:

For PalmOS devices, click the ZENworks menu > Server, then deselect the Use Default Port check box. Type the port that you want the device to use for connecting to the Access Point
or

For Windows CE devices, click Configure > Use SSL, then deselect the Use Default Port check box. Type the port that you want the device to use when connecting to the Access Point.

B

Documentation Updates

This section contains information on documentation content changes that have been made in the *Installation* guide since the initial release of Novell® ZENworks® 6.5 Handheld Management. The information will help you to keep current on updates to the documentation.

All changes that are noted in this section were also made in the documentation. The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the documentation changes listed in this section.

The documentation update information is grouped according to the date the changes were published. Within a dated section, the changes are alphabetically listed by the names of the main table of contents sections for ZENworks 6.5 Handheld Management.

If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains the date it was published on the front title page or in the Legal Notices section immediately following the title page.

The documentation was updated on the following dates:

- ♦ “June 1, 2005” on page 63

June 1, 2005

Updates were made to the following sections. The changes are explained below.

Location	Change
“Creating the Service Object’s User Account” on page 19	Updated this section.

