



Intellisync Device Manager
OMA DM Edition
Release Notes

Version 2.0.3

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Intellisync Device Manager OMA DM Edition Version 2.0.3 Release Notes

The following sections in these release notes contain information about new features, resolved issues, and known issues in Nokia Intellisync Device Manager OMA DM Edition v2.0.3:

- [Additional Documentation](#)
- [New Features in v2.0.3](#)
- [Resolved Issues in v2.0.3](#)
- [Known Issues in v2.0.3](#)

Additional Documentation

For information about how to install, configure, and use Intellisync Device Manager, see the following documents:

- *Intellisync Device Manager OMA DM Edition v2.0 Planning Sheet*—which helps you plan network topology before you install Device Manager.
- *Intellisync Device Manager OMA DM Edition v2.0.3 Getting Started Guide*—which describes how to install the Device Manager components on one computer for evaluation purposes.

- *Intellisync Device Manager OMA DM Edition v2.0.3 Installation Guide*—which describes the distributed installation of Device Manager components on two computers in a production environment.
- *Intellisync Device Manager OMA DM Edition v2.0.3 Administration Guide*—which provides general information about how to use the Device Manager tools, including the Web user interface, command-line interface (CLI), and the management commands.

For instructions about how to use the Device Manager administrator Web UI, see the Intellisync Device Manager online help. To open the online help, click Help on a page in the Device Manager administrator Web UI.

New Features in v2.0.3

The following features have been added to Intellisync Device Manager v2.0.3:

- [Compatibility with Mobile Devices](#)
- [Performing Tasks On Mobile Devices](#)
- [Installing and Configuring Applications on Mobile Devices](#)
- [Delivering Settings to Mobile Devices](#)

For more information about how to use the new features, see the *Intellisync Device Manager OMA DM Edition v2.0.3 Administration Guide* or the Intellisync Device Manager OMA DM Edition v2.0.3 online help.

Compatibility with Mobile Devices

As of this publication, Intellisync Device Manager supports performing tasks on the following additional mobile devices:

- **Nokia Eseries**
 - Nokia E61i, Nokia E65—Symbian OS v9.1, S60 v3.0
 - Nokia E90—Symbian OS v9.2, S60 v3.1

- **Nokia S60 3rd Edition**
 - Nokia N75, Nokia 5500—Symbian OS v9.1, S60 v3.0
 - Nokia N76, Nokia N95—Symbian OS v9.2, S60 v3.1

Scripts for supporting additional device models and firmware versions are added to the Nokia customer support Web site when new devices are tested for compatibility with Intellisync Device Manager. For a full list of supported mobile devices, see the Nokia customer support Web site.

Performing Tasks On Mobile Devices

You can use Intellisync Device Manager v2.0.3 to perform the following tasks on compatible mobile devices:

- [Setting Task Priority](#)
- [Resetting Inventory Information for Wiped or Reset Devices](#)
- [Notifying Users](#)

Setting Task Priority

Intellisync Device Manager v2.0.3 provides five additional levels of task priority. You can set task priority levels from 0 (lowest) to 9 (highest).

Device Manager executes tasks in priority order. If Device Manager determines that a task must wait for another task, the task status is labeled as Waiting. Device Manager does not execute tasks with lower priority while a task is waiting. Change lower priority tasks to higher priority to execute them.

Device Manager executes one task at a time. If errors prevent Device Manager from completing the task, the task status is labeled as Failed. Device Manager continues to execute other tasks. If tasks fail, try changing task priority.

Check whether you need to edit the priority of v2.0.2 or earlier tasks after you upgrade to v2.0.3. For example, always set the task to deliver corporate policy control to highest priority.

Resetting Inventory Information for Wiped or Reset Devices

If you wipe a device or reset a device to original settings, you must send the device management profile to the device again. You can also reset inventory information about the device in Intellisync Device Manager to delete and recreate the device. Tasks that were directly linked to the device (for example, lock and wipe) are not remapped to the device. Tasks that are mapped to the user or user group are restarted on the mobile device the next time the device connects to Device Manager. To reset inventory information on the device, you can:

- Ask users to access the end user Web UI to reorder settings for the mobile device.
- Select Reset Inventory for Existing Devices when you resend the device management profile to the mobile device.

Note

If users receive new SIM cards because their mobile operator changes, edit the mobile number, network, and service information in device details. If you delete the old device and create a new one, tasks are restarted. As a result, duplicate settings might be created on mobile devices.

Notifying Users

You can send notes to mobile devices to inform users about device management tasks. The notes are displayed the next time the devices connect to Intellisync Device Manager.

You can also send text, service messages, and bookmarks as short messages to mobile devices.

Installing and Configuring Applications on Mobile Devices

You can use Intellisync Device Manager v2.0.3 to install the following client applications to compatible mobile devices:

- Nokia Intellisync Mobile Suite v8.0.10
- Other applications on Symbian S60 3rd Edition devices if you install Nokia Device Management Enhancements

Intellisync Device Manager can deliver values to nodes in the OMA device management (DM) tree on compatible mobile devices. This allows you to configure applications installed on mobile devices that support OMA DM.

In v2.0.3, you can apply the following additional Pointsec for Symbian OS actions on compatible mobile devices:

- Update profiles
- Uninstall Pointsec
- Use Pointsec Remote Help

Delivering Settings to Mobile Devices

You can use Intellisync Device Manager v2.0.3 to deliver the following settings to compatible mobile devices:

- Network address translation (NAT) traversal settings for Internet access points
- Voice over IP (VoIP) release v2.0 and v2.1 settings
- General VoIP settings (Call settings) for the Phone application
- Settings for any applications that support OMA DM

In addition, you can retrieve settings from mobile devices and variables from external Web servers (other than the Device Manager Web server).

Resolved Issues in v2.0.3

The following known issues in Intellisync Device Manager v2.0.2 have been fixed in v2.0.3:

- **Editing settings name**—When you create settings templates or tasks to deliver settings to mobile devices, you might specify the settings name. In v2.0.3, you can edit the settings name.
- **Specifying EAP modules in WLAN IAP settings**—Mobile devices support only the listed modules for EAP-PEAP or EAP-TTLS. You can add only modules that you have removed earlier.
- **Delivering device lock settings**—In v2.0.3, you can deliver corporate policy control and enforcement settings to compatible Nokia Eseries devices during the same device management connection. Set the priority of the corporate policy task to very high and the priority of the enforcement settings tasks to very low.

Known Issues in v2.0.3

These release notes contain information about the following known issues in Intellisync Device Manager v2.0.3:

- [Installing Intellisync Device Manager](#)
- [Using the Administrator Web UI and CLI](#)
- [Performing Tasks on All Mobile Device Models](#)
- [Managing Nokia Nseries and S60 Second Edition Devices](#)
- [Managing Nokia Eseries Devices](#)
- [Managing Nokia 9300, Nokia 9300i, Nokia 9500](#)

Installing Intellisync Device Manager

The following sections contain information about known issues in installing, upgrading, and uninstalling Intellisync Device Manager:

- [Entering Passwords During Installation](#)
- [Specifying Intellisync Device Manager Server Address](#)
- [Saving the Server Passphrase in Windows 2003](#)
- [Changing the Server Passphrase](#)

For more information about how to install, upgrade, and uninstall Device Manager, see the *Intellisync Device Manager OMA DM Edition v2.0.3 Installation Guide*.

Entering Passwords During Installation

The Intellisync Device Manager for Linux console installation displays in clear text the server passphrase and the system administrator and process-owner passwords. To help ensure the security of the server passphrase and passwords, make sure you have privacy when using console mode to install Device Manager.

The process owner password can contain numbers and letters from A to Z (upper and lower case). The rules that the operating system sets for user accounts, such as domain policies and custom restrictions, might further restrict acceptable passwords. In Windows, the password length must be between 8 and 14 characters.

Specifying Intellisync Device Manager Server Address

When you install Intellisync Device Manager, you can specify the address of the server. You can specify the address as either a fully qualified host name (FQDN) or as an IP address. If you use the self-signed certificate for the Web server, do not specify the address as an IP address, because the HTTPS connections from the Nokia communicators will not work. Instead, specify

the server address as an FQDN, or request certification for the Web server from a CA that mobile devices trust.

For more information about how to request certification, see the *Intellisync Device Manager OMA DM Edition v2.0.3 Installation Guide*.

For more information about how to troubleshoot connection problems from mobile devices, see the *Intellisync Device Manager OMA DM Edition v2.0.3 Administration Guide*.

Saving the Server Passphrase in Windows 2003

When you install Intellisync Device Manager, you can save the server passphrase in a configuration file. In Windows 2003, the passphrase is always stored in the `starter.properties` file, even if you do not select the option.

Changing the Server Passphrase

You can run the `mcs changepassphrase` command to change the 0 server passphrase on the server and Web server and generate private keys and a corresponding certificate for RMI TLS/SSL.

You must stop the database after you change the passphrase. Execute the `mcs stop` command to stop all Device Manager functions.

For more information about how to use management commands, see the *Intellisync Device Manager OMA DM Edition v2.0.3 Administration Guide*.

Using the Administrator Web UI and CLI

The following sections contain information about known issues in using the Intellisync Device Manager administrator Web UI and CLI:

- [Supported Microsoft Internet Explorer Versions](#)
- [Finding Objects](#)
- [Moving Between Pages in the Administrator Web UI](#)

For more information about how to use the administrator Web UI and CLI, see the *Intellisync Device Manager OMA DM Edition v2.0.3 Administration Guide* or the administrator Web UI online help.

Supported Microsoft Internet Explorer Versions

The Microsoft Internet Explorer version that is delivered with the standard Windows 2003 installation package contains errors that affect the use of the administrator Web UI. Upgrade Internet Explorer to a newer version.

Finding Objects

You can use the Intellisync Device Manager administrator Web UI to find objects in the database. The database sorting order depends on the default locale set for the server computer, because the database locale is set to system default locale during the installation.

Some object properties in the database, such as the firmware version of a device, might start or end with a space. If you cannot find an object, try using the question mark (?) wildcard as the first character of the search string.

You cannot use the root group as a search criterion to find groups according to their parent group.

Moving Between Pages in the Administrator Web UI

When you edit object details and then click a link on the page, your edits are lost.

Click Save after editing object details and before clicking any links.

Performing Tasks on All Mobile Device Models

The following sections contain information about known issues in performing tasks on all mobile device models:

- [Editing Connection Type in Data Synchronization Settings](#)
- [Using OMA Download to Install Applications](#)

- [Installing Pointsec for Symbian OS](#)
- [Retrieving Variables from External Web Servers](#)
- [Finding Files from Mobile Devices](#)

For more information about how to perform tasks on mobile devices, see the *Intellisync Device Manager OMA DM Edition v2.0.3 Administration Guide* or the administrator Web UI online help.

Editing Connection Type in Data Synchronization Settings

If you send data synchronization settings to mobile devices and then edit the connection setting, the port number might not be correctly updated on mobile devices.

To change the connection type for data synchronization, create and deliver new data synchronization settings to mobile devices.

Using OMA Download to Install Applications

When you create tasks to install applications to Nokia S60 3rd Edition devices, you can use the OMA download protocol to establish a new connection to Intellisync Device Manager and to download the application from the database.

To install several applications to mobile devices during one device management connection, create one task with lower priority than the other tasks. For the task with lower priority, select the Reconnect option. Do not select the Reconnect option for the other tasks.

Installing Pointsec for Symbian OS

Installing Pointsec for Symbian OS on Nokia Eseries devices might fail so that the task remains in Processing state at 66 percent (or 80 percent, when you use OMA download). Wait for at least half an hour to make sure that the task does not proceed, and then request a new connection to the devices to continue the task.

Retrieving Variables from External Web Servers

The first key="value" pair retrieved from an external Web server might not work as a session variable.

This problem occurs especially if you use a Microsoft Windows text editor to define variables in a text file and save the file as UTF-8. The text/plain content that you receive from the external Web server must not contain UTF-8 encoded characters in the key names, only in the values. Microsoft Windows editors, such as Notepad, add byte-order-markers as 3 binary bytes to the beginning of the file. The Web server might send the bytes to Intellisync Device Manager when the task reads the data. The bytes are then interpreted as part of the name of the first key.

This error might be difficult to track down, because the bytes might not be visible in your Web browser if you attempt to retrieve the settings from the external server with it.

If you need to use only ASCII characters in variables, always save content as plain text (not UTF-8) in Microsoft Windows editors. If you need to use non-ASCII characters in values, and you do not have an editor that saves UTF-8 text files without the extra leading bytes, add a dummy key="value" pair as the first line of the file. You cannot use this dummy key as a session variable, but the rest of the key="value" pairs are interpreted correctly.

Finding Files from Mobile Devices

You can find files in a particular folder on a mobile device. You can include subfolders in the search. However, if file and folder names contain other than US ASCII characters, the characters might not be displayed correctly in the search results.

Managing Nokia Nseries and S60 Second Edition Devices

The following sections contain information about known issues in managing Nokia Nseries devices:

- [Delivering GPRS IAP Settings to Nseries and S60 Second Edition Devices](#)
- [Delivering Data Synchronization Settings to Nseries Devices](#)

For more information, see the *Intellisync Device Manager OMA DM Edition v2.0.3 Administration Guide* or the administrator Web UI online help.

Delivering GPRS IAP Settings to Nseries and S60 Second Edition Devices

If your enterprise has your own GPRS access point, you can use Intellisync Device Manager to specify GPRS Internet access point (IAP) settings and create a task to deliver the IAP settings to mobile devices.

However, you cannot deliver settings for a fixed IP address to the following devices:

- Nokia Nseries—Nokia N70, N71, N80, N90, N91
- Nokia S60 second edition—Nokia 6630, 6680, 6681, 6682

If you attempt to deliver a fixed IP address to Nseries and S60 second edition devices, the tasks fail and the following error message appears in the task status section of the device details:

Device Rejected Some settings. See Web.log for Details.

When you specify GPRS IAP settings for Nseries and S60 devices, specify that mobile devices use the dynamic host configuration protocol (DHCP) to automatically retrieve IP addresses.

Installing Applications on Nokia Nseries Devices

When you install applications and deliver settings to Nokia Nseries devices during the same device management connection, the installation might fail. Use task priority to first install applications and then deliver settings.

Delivering Data Synchronization Settings to Nseries Devices

Tasks to deliver data synchronization settings fail on Nokia Nseries devices that are older than the following firmware versions:

- Nokia N71 v4.0636.1.02
- Nokia N73 v2.0626.0.0.2
- Nokia N93 v10.0.025

Users can employ a Web browser on the device or on a PC to upgrade the firmware version from the Nokia Web site:

<http://nokia.com/softwareupdate>

Managing Nokia Eseries Devices

To be able to use all the supported device management functions, Nokia recommends that you upgrade the firmware version on Eseries devices to the following versions, or later:

- Nokia E50 v6.41.3.0
- Nokia E60 v2.0618.06.05
- Nokia E61 v3.0633.09.04
- Nokia E70 v2.0618.07.10

Users can employ a Web browser on the device or on a PC to upgrade the firmware version from the Nokia Web site:

<http://nokia.com/softwareupdate>

For more information about errors that might occur when using earlier firmware versions, see the Nokia customer support Web site:

<https://support.nokia.com/>

The following sections contain information about known issues in managing Nokia Eseries devices (Nokia E50, Nokia E60, Nokia E61, Nokia E70):

- [Managing Nokia E50 Devices](#)
- [Specifying Corporate Policy for Advanced Device Management](#)
- [Scheduling Device Management Connections](#)
- [Upgrading Nokia Device Management Enhancements](#)

For more information, see the *Intellisync Device Manager OMA DM Edition v2.0.3 Administration Guide* or the administrator Web UI online help.

Managing Nokia E50 Devices

The following sections contain information about known issues in managing Nokia E50:

- [Installing Nokia Business Center](#)
- [Enforcing IAP Settings](#)

Installing Nokia Business Center

You cannot use Intellisync Device Manager to install Nokia Business Center on Nokia E50 devices.

Enforcing IAP Settings

When you create a task to deliver corporate policy enforcement settings to Nokia E50 v6.41.3.0, do not select the Enforce Internet Access Point Settings check box, or tasks to deliver Internet access points to devices fail.

Specifying Corporate Policy for Advanced Device Management

Advanced device management capabilities on the Nokia Eseries devices enable administrators to remotely control corporate policy and enforce settings on mobile devices.

Setting Task Priority

To perform other tasks during the same device management connection where you deliver corporate policy control and corporate policy enforcements, specify the task priority as follows:

- **Very High**—Deliver corporate policy (Corporate Policy Control)
- **Normal**—Other tasks
- **Very Low**—Deliver enforcement settings (Corporate Policy Enforcement)

If you deliver WLAN settings during the same device management connection in which you deliver corporate policy enforcements, it is especially important that you specify a higher priority for the WLAN task than for the Corporate Policy Enforcement task.

Renewing Certificates on Mobile Devices

When Intellisync Device Manager delivers the corporate policy to mobile a trust relationship is established based on the Device Manager Web server certificate. Typically, CA-signed certificates are valid for one year. If devices do not receive a new certificate before the old certificate expires, Device Manager can no longer perform advanced actions on them, such as lock and wipe, and users must accept device management connection requests.

Nokia recommends that you deliver the new certificate at least a month before the current certificate expires and you change it on the Web server to allow time for all devices to receive the new certificate.

You can use Device Manager to deliver a new certificate to compatible Nokia Eseries devices with firmware version 3.0633.09.04. You must deliver the certificate manually to devices with older firmware versions.

Note

You cannot use Device Manager to renew certificates for corporate policy control on Nokia E50 devices.

For more information about obtaining TLS/SSL certificates, see the *Intellisync Device Manager OMA DM Edition v2.0.3 Installation Guide*.

Displaying Warnings Before Certificates Expire

When certificates are about to expire, Intellisync Device Manager can display a warning on the main page of the administrator Web UI. Specify how long before expiration the warning appears. Until you update the certificate, the warning appears whenever you access the main page.

Recovering from Expired Certificates

If the certificate has already expired, you can turn back the device date and time to the validity period of the old certificate and then deliver the new certificate to the device.

If the device no longer responds to commands, restore original phone settings to regain control of the device. Before you restore phone settings, take backups of personal data, such as contacts, images, and messages, on the device. To restore phone settings, enter the following string when the device is in active standby mode: ***#7370#**. You need the lock code to restore phone settings.

After you restore phone settings, delete and recreate the device.

Scheduling Device Management Connections

You can install a Management Connection Scheduler plugin as part of the Nokia Device Management Enhancements to schedule connections between Intellisync Device Manager and mobile devices. You can schedule mobile devices to connect to Device Manager daily at a specified time or when an event occurs.

You use the administrator Web UI to schedule connections. You can opt to display a confirmation request to users with a specific message. However, the messages do not appear on Nokia Eseries devices, and management connections are established without user intervention.

You cannot deliver updates to settings for event-triggered connections to Nokia Eseries devices and Nokia communicators. To edit the settings, create tasks to delete old settings and to deliver new settings.

Upgrading Nokia Device Management Enhancements

You cannot upgrade Nokia Device Management Enhancements from earlier versions to the version delivered with Intellisync Device Manager v2.0.3.

To upgrade Nokia Device Management Enhancements

1. Create a task to uninstall the earlier version
2. Reboot the devices.
3. Create a task to install the new version.

Managing Nokia 9300, Nokia 9300i, Nokia 9500

The following sections contain information about known issues in managing Nokia 9300, Nokia 9300i, and Nokia 9500:

- [“Scheduling Device Management Connections”](#) on page 20.
- [Accepting Certificate Confirmation Requests](#)
- [Rejecting Configuration and Installation Requests](#)
- [Configuring Symantec Mobile Antivirus](#)
- [Creating Device Management Profiles Manually](#)
- [Delivering Settings to iPass](#)

For more information, see the *Intellisync Device Manager OMA DM Edition v2.0.3 Administration Guide* or the administrator Web UI online help.

Accepting Certificate Confirmation Requests

When Intellisync Device Manager creates device management connections to Nokia 9300, Nokia 9300i, and Nokia 9500 over HTTPS, the mobile device displays the certificate confirmation dialog and asks the user to accept the certificate. The prompt might appear repeatedly during one device management session.

During the installation, the Intellisync Device Manager installer creates a private key and corresponding device certificate for the Web server (Apache). The certificate authenticates the Web server to mobile devices that use the OMA DM protocol to connect to Device Manager.

To make the warnings disappear, you can request certification for the Web server from a CA that the mobile devices trust. For more information about how to request certification, see the *Intellisync Device Manager OMA DM Edition v2.0.3 Installation Guide*.

To use the self-signed certificate, you must deliver the certificate to mobile devices in DER format. Users can use a Web browser on their devices to fetch the Web server certificate, `server.cer` from the Web server. You can also use the administrator Web UI to send the bookmark to the following URL to mobile devices:

http://web_server_host_name/public/server.cer

Users must employ the Certificate manager client on mobile devices to mark the Web server certificate trusted for use with network security.

Rejecting Configuration and Installation Requests

On some mobile device models, such as the Nokia 9300 and Nokia 9500, users must accept the installation of applications. Even if users reject the configuration and installation requests, the Nokia 9300, Nokia 9300i, and Nokia 9500 return the OK state to Intellisync Device Manager.

If the configuration task for an application fails, the installation of the application might also have failed. You can restart tasks from the task summary and device details.

Configuring Symantec Mobile Antivirus

Intellisync Device Manager delivers Symantec Mobile Security virus definition updates to mobile devices. Add the virus definition files to Device Manager as content, then create tasks to install Symantec Mobile Security and deliver virus definition files to mobile devices. Do not select the Do Not Change Definition Set option in the Antivirus Definition Set list when you create the tasks or when delivering antivirus files to devices fails.

Creating Device Management Profiles Manually

By default, Intellisync Device Manager sends device management profile settings to mobile devices as short messages. However, if the initiator that is used to send short messages is out of order or does not support the Internet access point settings, you can create device management profiles manually and use a wireless network, such as WLAN, GPRS, or 3G, to connect to Device Manager. However, you cannot create device management profiles manually on the Nokia 9500.

Delivering Settings to iPass

You cannot use Intellisync Device Manager to deliver settings to iPass v1.1. Contact Nokia Support for instructions on how to use command line commands to deliver the settings.

