

Untapped Power

GroupWise 8 Backend Enhancements

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GroupWise 8 will be here in a matter of weeks (See novell.com/beta), giving you the ability to deliver a highly connected collaborative workspace that leverages Web resources and next-generation technology. While past articles have told you what your users can expect in GroupWise 8, (See *Personal Overdrive*), this article is written specifically with administrators in mind, giving you insights into some of its key server-side improvements that you'll be able to take advantage of.

One of the most dramatic time management improvements to GroupWise is free/busy searching of people on a different e-mail system.

> Calendar Publishing

Calendar publishing is somewhat similar to the calendar sharing capability in GroupWise 7, but while sharing is aimed at internal users, calendar publishing is primarily targeted at external users. The calendar publishing agent or host in GroupWise 8 enables your users to collaborate more effectively with their contacts, regardless of where they are and what e-mail system they're using. Whether they're using the Windows or WebAccess client, the calendar publishing host can dynamically generate HTML versions of their personal calendars—including free/busy information—and then publish them as a Web service. (See Figure 1.)

In addition to allowing you and your users to publish any of your personal calendars, it allows groups or organizations to publish more general-use calendars such as conference room schedules, class schedules, company holiday schedules, team project calendars and more. Once a calendar is published, it's exposed as an iCal standard calendar, giving others the ability to access or subscribe to it from any iCal-supported system, including GroupWise, Exchange and Notes.

When calendar publishing is combined with the subscribe capabilities in GroupWise 8, it enables your users to enjoy one of the most dramatic time management improvements to GroupWise: free/busy searching of people on a different e-mail system.

The publishing host in GroupWise allows your users to easily publish their free/busy information in a calendar and then provide the URL for that calendar to their external contacts (e.g., partners, suppliers and clients), or even internal contacts that might be on a different system

as a result of a merger or acquisition. Users from different organizations or systems can then subscribe to each other's free/busy calendars and busy search them to schedule appointments with each other.

To allow your users to take advantage of the ability to publish their free/busy data, as well as publish their personal calendars, you can install the calendar publishing host to a Web server on either NetWare, Linux or Windows. Each publishing host is identified by a unique name. The name might include the location of the publishing host, as well as the users it serves.

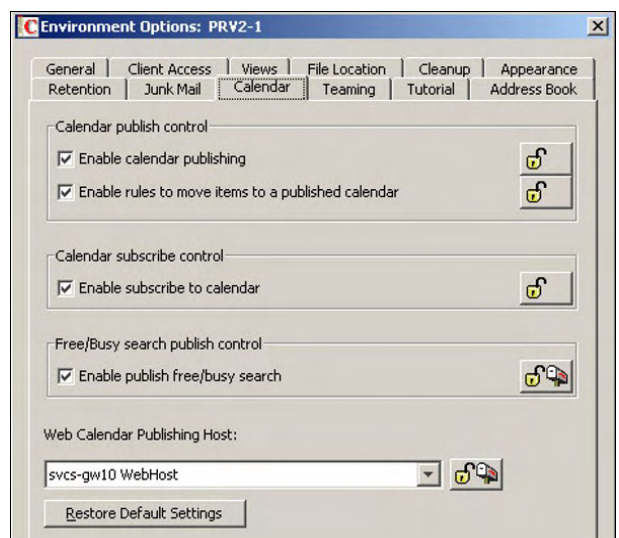
To allow external users to access published calendars, the host uses the DNS host name of the Web server as part of its URL. So, the base URL might be *abc_company.com/gwcal*, and this URL location would host a list of published calendars that users can browse to find the calendar they want to view.

In order to provide unique and easily identifiable URLs for each users' calendars, the host's base URL is simply extended. For example, expanded URLs might consist of the following:

- *abc_company.com/gwcal/cid=[calendar id string]*
- *abc_company.com/gwcal/freebusy/e-mail_address*

Once you have installed the calendar publishing host, you can configure it in ConsoleOne with the following settings (all of which are disabled by default):

Figure 1: *The calendar publishing host can dynamically generate HTML versions of users' personal calendars—including free/busy information—and then publish them as Web services.*

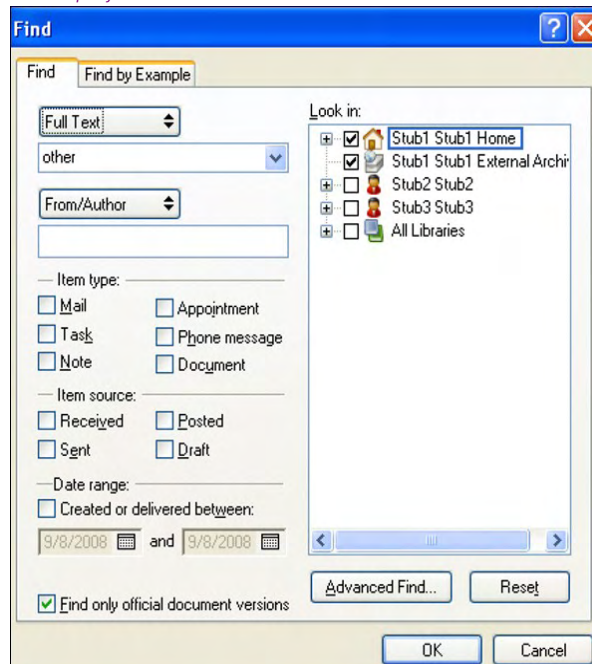


- **Enable Calendar Publishing** lets users publish their personal GroupWise calendars by simply right clicking a personal calendar, clicking Publish, and then selecting their desired options.
- **Enable Rules to Move Items to a Published Calendar** gives users the option to create rules to automatically post certain types of calendar items to specific published calendars.
- **Enable Publish Free/Busy Search** allows users to publish their appointment information so external users can perform free/busy searches on their GroupWise calendars.
- **Enable Subscribe to Calendar** allows users to subscribe to Internet calendars that are updated on a regular basis, such as calendars for sporting events.

When a user publishes a calendar, the GroupWise Post Office Agent (POA) creates calendar data in a standard ICS-formatted file and free/busy data in a standard-IFB formatted file, and then delivers them to the calendar publishing host. Depending on how a client requests a published calendar, the publishing host has the ability to render the files in HTML or deliver them in their original ICS or IFB formats.

The calendar and free/busy information published at the Publishing Host are kept up-to-date by any event changes in the user's calendar. As a GroupWise administrator, you can control whether users can publish

Figure 2: *With support of the new stub reference API, when users perform searches from within the GroupWise Windows client, GroupWise not only returns and aggregates matches from the GroupWise database, but from the third-party archival database as well.*



Novell has re-architected the GroupWise document indexer so it inherits the capabilities of the Stellent document viewer used in the Windows and WebAccess clients.

or subscribe to calendars, and whether they can publish their free/busy information. You also have the ability to deploy multiple calendar servers in different geographic locations to improve performance and scalability, especially for locations with limited Internet bandwidth.

> Attachment Indexing

Another backend enhancement found in GroupWise 8 deals with its document indexer. In the past, the document indexer didn't always recognize new file types and file formats released by application vendors. This meant that when users performed searches in their data store, attachments of those file types might not be included in the search results.

To address this problem, Novell has re-architected the GroupWise document indexer so it inherits the capabilities of the Stellent document viewer used in the Windows and WebAccess clients. This gives users a broader array of file types that GroupWise will index for attachment searching purposes, including OpenOffice files, the latest PDF versions and Office 2007 files. This new indexing feature basically means that any attachments your users can see, they can find.

While this redesign delivers immediate support for a broader base of current file types, its biggest impact is that it gives GroupWise a greater ability to keep up with new file types as they're released and then supported by the Stellent viewer.

> Aggregate Search of 3rd-party E-mail Archives

Novell always works hard to promote and facilitate innovative integration between GroupWise and third-party solutions. GroupWise 8 continues this focus with results that provide significant benefits to you and your organization. Through a joint effort between Novell and Messaging Architects, GroupWise 8 boasts a new API that provides integration with third-party e-mail retention services.

The new API leverages the stub references used by e-mail archival solutions to indicate the new location of an e-mail message that has been moved from the GroupWise database to the third-party archive database. With this API, when your users perform searches from within the GroupWise Windows client, GroupWise not only returns and aggregates matches from the GroupWise database, but also from the third-party archival database.

To make your life easier, give you greater control, and save your organization more time and money, GroupWise 8 has introduced a number of new administrative improvements.

By taking advantage of third-party solutions that leverage this API, you can better manage your message store by:

- improving the performance and scalability of GroupWise post office databases by reducing the size of their data stores
- lowering disk storage costs by enabling the transfer of older messages to low-cost storage
- archiving older messages while making them accessible to users in a transparent fashion
- simplifying management of all GroupWise-related data
- facilitating compliance with e-mail retention mandates.

Several third-party e-mail retention solution providers are actively developing solutions to support this API. As alluded to earlier, Messaging Architects has already done significant work in this area and has participated in the GroupWise 8 beta with a supporting solution. GWAVA and a number of other solution providers are also actively working on supported solutions to be delivered shortly after the GroupWise 8 release.

> Simplified Administration

To make your life easier, give you greater control, and save your organization more time and money, GroupWise 8 has introduced a number of new administrative improvements. The first of these is a more streamlined installation process. For NetWare and Windows installations, you now have a single install for Admin, Agents and the GroupWise Internet Agent. In addition, the number of system creation dialogs has been reduced from 22 to 5.

To save you time and reduce human intervention when you have multiple systems to install, you can now save your installation options for reuse. Also, the install tools have been upgraded to provide better support for newer technologies and improve the installation process even further. Additionally, the GroupWise install process now adheres to ISO standards to give you more standardized language support.

The GroupWise Internet Agent has also been improved to give you more administrative control and flexibility over how your mail flows to and from the Internet. You can designate Internet Domains as external, so messages can be routed via defined links and not

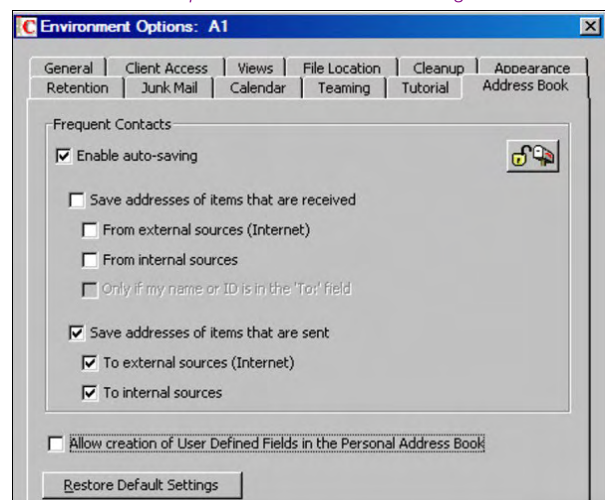
automatically sent via the GroupWise Internet Agent. You also have greater administrator control over rule-generated replies and forwards through the ability to define custom exception lists.

GroupWise 8 also gives you centralized management of your users' frequent contacts. In previous versions, the frequent contacts management settings were stored in the user's registry. Now, these settings are available in ConsoleOne, enabling you to uniformly manage and control these settings for all your users at the system, post office or domain level. While you can still allow your users to configure these settings themselves, you have the ability to override those settings as needed. By centralizing administration in this way, you can better control your users' outgoing contact information and reduce help desk costs related to frequent contacts troubleshooting. (See Figure 3.)

To help you reduce spam, GroupWise 8 publishes all possible combinations of valid e-mail addresses to the LDAP directory used by third-party spam filters. Previously, it only published default e-mail addresses. By publishing all combinations of valid e-mail addresses—such as aliases, nicknames, and various last and first name combinations—GroupWise 8 eliminates many of the loopholes that spammers employ in their attempts to get around filters. These valid address combinations are also available to third-party filtering solutions via the GroupWise SOAP interface.

Another improvement in GroupWise 8 is the ability to customize the interactive tutorial in the GroupWise help menu. In the past, this link would take your users to an external Web site hosted by the Novell authorized end-user training partner, *BrainStorm, Inc.*, where users could access free training tutorial samples. You can now modify this help menu link so it takes your users to a location of

Figure 3: *Centralized administration of frequent contacts management settings gives administrators better control of users' outgoing contact information and reduces help desk costs related to frequent contacts troubleshooting.*



your choice, such as a URL where you have installed previously purchased or internally developed training tutorials.

While there are a number of other administrative enhancements to GroupWise 8, the following are worth noting:

- **User-level audit data:** Several new pieces of user-level data about a system can be provided to facilitate audit and compliance efforts.
- **POA performance snapshots:** A new POA Performance Snapshot feature collects a wide array of statistical information to facilitate performance troubleshooting efforts.
- **Streamlined database purges:** Database purges are now streamlined to reduce and to avoid performance impact when users with auto-archiving enabled log in at the same time.

> **Raising the Bar on Personal Productivity**

GroupWise 8 not only boosts your users' productivity, enabling them to leverage the power of a fully connected collaborative workspace, but it also gives you, as an administrator, additional power and functionality. In fact, when it comes to personal productivity, we believe the administrator behind the scenes is every bit as important as the knowledge worker on the front lines. That's why GroupWise 8 delivers the security, reliability and platform flexibility you've come to expect from Novell—as well as a whole host of backend enhancements designed to help you get the job done more effectively than ever before. **N**

Platform Support

In addition to its superior security and reliability over competing collaboration solutions, one of the greatest strengths of GroupWise is its interoperability. GroupWise gives your users more freedom in where, how and with whom they collaborate. A key part of this interoperability is the freedom you, as an administrator, have in deploying it.

The following provides a summary of supported deployment options* for GroupWise 8:

- GroupWise Server Support
- SUSE Linux Enterprise Server 10
- Novell Open Enterprise Server 2.0
- NetWare 6.5
- Windows 2003 Server

GroupWise Client Support

- SUSE Linux Enterprise Desktop 10
- Windows XP Professional
- Windows Vista
- Windows 2003 Server
- Windows 2008 Server
- Mac OS 10.4—Power PC and Intel
- Mac OS 10.5 32-bit—Power PC and Intel

Browser Support

- Firefox 3.x and 2.x on Linux, Windows and Mac operating systems
- Internet Explorer 7 and Internet Explorer 6 on Windows
- Safari on Mac operating systems

Virtual Services Support

GroupWise agents can run on the following virtual services as long as those services are GroupWise-supported operating systems:

- VMWare ESX
- VMWare GSX
- Xen
- Microsoft Hyper-V

Clustering Support

- Novell Open Enterprise Server 2 on Linux
- Novell Business Continuity Clustering on Linux and NetWare
- Novell Cluster Services on NetWare

* Assumes the latest support packs have been installed.