

Novell Data Synchronizer 1.1.1

Readme

Novell®

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1 Overview

Novell Data Synchronizer and the GroupWise Connector provide the foundation for synchronizing data between GroupWise and other collaboration solutions such as Novell Vibe OnPrem, Salesforce.com, SharePoint, and SugarCRM.

NOTE: This configuration does not include synchronization with mobile devices.

Updates to Data Synchronizer are released regularly, in conjunction with major updates to the Data Synchronizer Mobility Pack. This ensures that the core components (Data Synchronizer and the GroupWise Connector) are the same for the major releases of the two interrelated products. The Mobility Pack releases minor updates between major updates. Data Synchronizer does not release minor updates.

NOTE: For this particular release, the minor Mobility Pack 1.1.1 update corresponds to the first major update for Data Synchronizer. Major update version numbers will align for the two products in the future.

For the list of the bugs that have been fixed since the original release of [Data Synchronizer](http://www.novell.com/documentation/datasynchronizer1/resources/datasync11_bugfixlist_dsgw_upd1.html), see the [Novell Data Synchronizer 1.1.1 Bug Fix List \(http://www.novell.com/documentation/datasynchronizer1/resources/datasync11_bugfixlist_dsgw_upd1.html\)](http://www.novell.com/documentation/datasynchronizer1/resources/datasync11_bugfixlist_dsgw_upd1.html).

2 Data Synchronizer System Requirements

See “[Data Synchronizer System Requirements](#)” in the *Novell Data Synchronizer Installation Guide*.

3 Installation Instructions for Creating a New Synchronizer System

- 1 Make sure that the Linux server where you plan to install the Mobility Pack meets the system requirements.
- 2 If a Web server is currently running on the Synchronizer server, stop it, and preferably disable it.
- 3 Download the Data Synchronizer 1.1.1 ISO (`novell-data-synchronizer-x86_64-build_number.iso`) as part of your connector package.
- 4 Use YaST to install the Data Synchronizer 1.1.1 ISO:
 - 4a Under *Groups*, click *Software*, then click *Add-On Products*.

4b Install Data Synchronizer as an add-on product.

Complete installation instructions are available in “Installing and Setting Up a Data Synchronizer System” in the *Novell Data Synchronizer Installation Guide*.

NOTE: If you need to uninstall and reinstall Data Synchronizer 1.1.1, follow the instructions in “Uninstalling Data Synchronizer” in the *Data Synchronizer Installation*. See also [Section 5.8](#), “Thorough Uninstallation Required,” on page 4.

4 Installation Instructions for Updating an Existing Synchronizer System

- 1 Download the Data Synchronizer 1.1.1 ISO (`novell-data-synchronizer-x86_64-build_number.iso`) as part of your updated connector package.
- 2 In YaST, run Patch CD Update to install the updated Data Synchronizer and GroupWise Connector components to your Synchronizer system.
- 3 Install the updated connector RPM.
- 4 Restart the Synchronizer services.

For more information, see the [Readme \(http://www.novell.com/documentation/datasync_connectors1\)](http://www.novell.com/documentation/datasync_connectors1) and the [Installation and Configuration Guide \(http://www.novell.com/documentation/datasync_connectors1\)](http://www.novell.com/documentation/datasync_connectors1) for your particular connector.

5 Installation Issues

- ♦ [Section 5.1, “Virtualization Support,” on page 2](#)
- ♦ [Section 5.2, “GroupWise Trusted Application Creation,” on page 2](#)
- ♦ [Section 5.3, “YaST Proposal Error,” on page 3](#)
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5.1 Virtualization Support

Data Synchronizer is supported in a virtual environment, but performance might be somewhat slower when virtualized. Individual results might vary.

5.2 GroupWise Trusted Application Creation

Before you run the Data Synchronizer Installation program, you must create a GroupWise trusted application so that the GroupWise Connector can log in to a GroupWise Post Office Agent (POA) in order to access GroupWise mailboxes without needing personal user passwords. When you set up the GroupWise Connector as a trusted application, you only need to fill in three fields in the Create

Trusted Application dialog box in ConsoleOne: *Name, Location for Key File, and Name of Key File*. Do not fill in any other fields. If you fill in additional fields, the trusted application does not work correctly with the GroupWise Connector.

5.3 YaST Proposal Error

When you run the Data Synchronizer Installation program in YaST, you might see the following error:

```
The proposal contains an error that must be resolved before continuing
```

This error indicates that you clicked *Next* without providing the configuration information for your Synchronizer system. Instead of clicking *Next*, click *Change > Data Synchronizer Configuration*, then provide the configuration as prompted. After you provide the configuration information, click *Next*.

5.4 YaST Hangs When Browsing Files in the Installation Program

When you run the Data Synchronizer Installation program on SUSE Linux Enterprise Server (SLES) 11 SP1, the Installation program might hang if you browse to and select a file. This can occur if you try to browse to and select any of the following files during installation:

- ♦ Data Synchronizer ISO file
- ♦ GroupWise trusted application key file

As a workaround, type the full path and filename for the file instead of browsing to it.

5.5 Required Python Package Version

If you already have Python packages installed on the server where you are installing Data Synchronizer, the Installation program needs to update the existing packages, rather than install new packages. This does not happen by default.

When you run the Installation program, you are prompted if packages need to be updated. Enter `1` for `Solution 1` to update each package.

5.6 PostgreSQL Restart Issue

If you restart PostgreSQL while the Synchronizer services are running, you might see the following error:

```
Shutting down PostgreSQLserver stopped done  
Starting PostgreSQL could not start server failed
```

However, PostgreSQL might have started successfully, regardless of the error. Use the following command to check whether PostgreSQL is running:

```
rcpostgresql status
```

If you see:

```
Checking for PostgreSQL: running
```

then PostgreSQL has started successfully in spite of the error message that was displayed.

5.7 Data Synchronizer Installation Program Fails on a 32-Bit/x86 Processor

Data Synchronizer must be installed on a server with a 64-bit/x86 processor. If you try to install it on a server with a 32-bit/x86 processor, the Data Synchronizer Installation program does not detect the problem. It tries to run, but it cannot run correctly.

If the behavior of the Installation program does not match the installation instructions provided in the [Novell Data Synchronizer Installation Guide](#), make sure that you are installing Data Synchronizer on a server that meets the documented system requirements.

There are currently no plans to make Data Synchronizer available in a 32-bit version.

5.8 Thorough Uninstallation Required

The standard uninstallation procedures provided in “[Uninstalling Data Synchronizer](#)” in the [Novell Data Synchronizer Installation Guide](#) occasionally fail to completely uninstall Data Synchronizer because of various server-specific issues. When the Data Synchronizer software is not completely uninstalled, the next installation does not proceed normally. For example, you might encounter problems configuring LDAP access during installation. To ensure that the Data Synchronizer software has been completely uninstalled, perform the following checks:

- ◆ In YaST, click *Software > Add-On Products*. Data Synchronizer should not be listed. If it is still listed, select it, then click *Delete*.
- ◆ In YaST, click *Software > Software Repositories*. The Data Synchronizer repository should not be listed. If it is still listed, select it, then click *Delete*.

IMPORTANT: If you do not remove the existing Data Synchronizer repository, you cannot successfully install the next version of the Data Synchronizer software.

- ◆ In YaST, click *Software > Software Management*. In the *Filters* drop-down list, select *Patterns*. Under the *Primary Functions* heading, Data Synchronizer should not be listed. If it is still listed, select it. Review the *Packages* list for any packages that were not successfully uninstalled and uninstall them.
- ◆ In YaST, click *Software > Software Management*. In the *Search* field, specify `datasync`, then click *Search*. The *Packages* list should be empty. If any Data Synchronizer packages are still listed, uninstall them.
- ◆ Log in as `root` in a terminal window, then check for Data Synchronizer RPMs:

```
rpm -qa | grep datasync
```

If any Data Synchronizer RPMs are still installed, uninstall them:

```
rpm -e rpm_name.rpm
```
- ◆ Make sure that none of the following directories still exist on your server:

```
/opt/novell/datasync
/etc/datasync
/etc/init.d/datasync*
/var/lib/datasync
/var/log/datasync
/var/run/datasync
/var/lib/pgsql
```

If any of these directories still exist, delete them.

- ◆ After performing all these checks, reboot the Synchronizer server.
- ◆ Remove the Synchronizer certificate from any workstations where you have run Synchronizer Web Admin. For example, in Firefox, click *Tools > Options > Advanced > Encryption > View Certificates*. Select the certificate named *DataSync Web Admin*, then click *Delete*.

6 Data Synchronizer Issues

- ◆ [Section 6.1, “Sync Engine Restart Stops All Connectors,” on page 5](#)
- ◆ [Section 6.2, “Users and Groups Not Displayed Correctly in Synchronizer Web Admin,” on page 5](#)
- ◆ [Section 6.3, “Synchronizer Web Admin Responsiveness,” on page 5](#)
- ◆ [Section 6.4, “Illegal Server Error in Synchronizer Web Admin,” on page 6](#)
- ◆ [Section 6.5, “Connector Configuration Settings,” on page 6](#)
- ◆ [Section 6.6, “Internet Explorer 8 and 9 Compatibility,” on page 6](#)

6.1 Sync Engine Restart Stops All Connectors

When the Sync Engine is stopped or restarted, it forces all connectors to stop. After the Sync Engine is restarted, restart the Connector Manager service. After the Connector Manager service is restarted, restart each connector in Synchronizer Web Admin or configure the connectors to start automatically.

6.2 Users and Groups Not Displayed Correctly in Synchronizer Web Admin

When you add or delete a large number of users or groups in Synchronizer Web Admin, the Manage Users page or the Manage Groups page might not correctly display the presence or absence of the users or groups. Refresh the page in your browser to correctly display the users or groups.

6.3 Synchronizer Web Admin Responsiveness

After you add a large number of users to the GroupWise Connector, the responsiveness of Synchronizer Web Admin might diminish each time you restart the GroupWise Connector. For example, it might take longer to log in to Synchronizer Web Admin, or you might not be able to navigate easily between pages while the GroupWise Connector is starting. This occurs because the GroupWise Connector verifies all of the users each time it starts. After the user verification process is completed, Synchronizer Web Admin behaves normally.

6.4 Illegal Server Error in Synchronizer Web Admin

You might occasionally see an Illegal Server Error when you log in to Synchronizer Web Admin immediately after stopping and starting the Synchronizer services and connectors. This occurs if the GroupWise Connector is not completely started when you access Synchronizer Web Admin. The GroupWise Connector must process any accumulated events before it is ready to provide connector status information to Synchronizer Web Admin. After the GroupWise Connector is completely started, the Illegal Server Error no longer occurs.

6.5 Connector Configuration Settings

On the Connector Configuration Settings pages for the GroupWise Connector, if you set and save general connector settings, then set and save connector-specific settings, the general connector settings are not actually saved. However, if you set and save connector-specific settings, then set and save general connector settings, all changed settings are saved as expected.

6.6 Internet Explorer 8 and 9 Compatibility

If you use Synchronizer Web Admin on Internet Explorer 8 or 9, you must enable Compatibility View in order to display the Sync Engine *Advanced* options on the Engine Settings page.

- 1 In Internet Explorer 8 or 9, click *Tools*, then select *Compatibility View*.

Even with Compatibility View enabled, the *Maintenance* section on the Engine Settings page sometimes disappears when you mouse over it. However, with persistent mousing, it is still possible to click *Clear Cache*.

7 Connector Issues

- ♦ [Section 7.1, “General Connector Issues,” on page 6](#)
- ♦ [Section 7.2, “Connector-Specific Issues,” on page 7](#)

7.1 General Connector Issues

- ♦ [“User Deletion” on page 6](#)
- ♦ [“Connector Does Not Stop” on page 7](#)
- ♦ [“Multiple Instances of the Same Connector” on page 7](#)

7.1.1 User Deletion

In order to delete users from a connector, the connector must be running. If the connector is not running, some user event data is not properly deleted. When the connector starts again, the administrator does not need to take any additional action.

7.1.2 Connector Does Not Stop

When you stop a connector in Synchronizer Web Admin and then start it again immediately, the status might indefinitely remain as *Starting*. This can happen because the connector did not completely stop before you tried to restart it. The connector might have been completing a polling cycle before shutting down, even though Synchronizer Web Admin displayed the status as *Stopped*. When you try to start a connector that is still shutting down, it cannot start normally.

To restart the connector when this situation has occurred:

- 1 Restart the Connector Manager on the command line:

```
rcdatasync-connectors restart
```

This should change the connector status in Synchronizer Web Admin from *Starting* to *Stopped*.

- 2 Start the connector in Synchronizer Web Admin.
- 3 Start any other connectors that stopped as a result of restarting the Connector Manager.

Some connectors restart automatically when the Connector Manager restarts.

If this problem occurs repeatedly, wait a few seconds between the time when you stop the connector and when you start it again to allow the connector to shut down completely before restarting.

7.1.3 Multiple Instances of the Same Connector

Synchronizer Web Admin allows you to manually create multiple instances of the same connector. However, this configuration is not currently supported.

If you have more users than a single connector can service, you can install one or more additional instances of Data Synchronizer on additional servers until all users are being successfully serviced. Users can be organized on multiple instances of Data Synchronizer based on various schemes such as the location of the users, the location of the synchronized applications, or the desired quality of service (executives vs. regular employees, for example). Instances of Data Synchronizer do not need to mirror the structure of your GroupWise system.

7.2 Connector-Specific Issues

Refer to the Readme for each connector on the [Novell Data Synchronizer Connectors Documentation Web site \(http://www.novell.com/documentation/datasync_connectors1\)](http://www.novell.com/documentation/datasync_connectors1).

8 International Issues

- ♦ [Section 8.1, “Application Usernames for New Users,” on page 7](#)

8.1 Application Usernames for New Users

When you add a new user to a connector, you must click *Click to set* on the Add User to Connector page and immediately set the application username for the new user. If you click *Add* without setting the application username, the translation of *Click to set* displays in the *Application User Name* column for the new user and cannot be reset at that point.

9 GroupWise 8.0.2 Issues

Data Synchronizer depends on the GroupWise Connector and a GroupWise POA for much of its functionality. GroupWise 8.0.2 is required for use with the Mobility Pack. However, GroupWise 8.0.2 was released with some issues that impact Mobility Pack functionality. For a list of GroupWise 8.0.2 issues, see the [GroupWise Connector Readme \(http://www.novell.com/documentation/datasync_connectors1/gwconnect11_readme/data/gwconnect11_readme.html\)](http://www.novell.com/documentation/datasync_connectors1/gwconnect11_readme/data/gwconnect11_readme.html).

IMPORTANT: GroupWise 8.0.2 Hot Patch 2 resolves all of these GroupWise 8.0.2 issues.

10 Mobility Pack 1.1.1 Data Synchronizer 1.1.1 Bug Fixes

For the list of the bugs that have been fixed since the original release of [Data Synchronizer](#), see the [Novell Data Synchronizer 1.1.1 Bug Fix List \(http://www.novell.com/documentation/datasynchronizer1/resources/datasync11_bugfixlist_dsgw_upd1.html\)](http://www.novell.com/documentation/datasynchronizer1/resources/datasync11_bugfixlist_dsgw_upd1.html).

If you have access to [Novell Bugzilla \(https://bugzilla.novell.com\)](https://bugzilla.novell.com), you can look up the bug numbers for more information about each bug.

11 Documentation

Data Synchronizer documentation is available at the [Novell Data Synchronizer Documentation Web site \(http://www.novell.com/documentation/datasynchronizer1\)](http://www.novell.com/documentation/datasynchronizer1):

- ◆ Data Synchronizer Readme
- ◆ *Data Synchronizer Installation Guide*
- ◆ *Data Synchronizer Administration Guide*

Data Synchronizer connector documentation is available at the [Novell Data Synchronizer Connector Documentation Web site \(http://www.novell.com/documentation/datasync_connectors1\)](http://www.novell.com/documentation/datasync_connectors1)

- ◆ Connector Readmes
- ◆ Connector Quick Starts
- ◆ Connector installation and configuration guides

In addition to the Data Synchronizer product documentation, the following resources provide additional information about Data Synchronizer:

- ◆ [Novell Support and Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support)
- ◆ [Data Synchronizer Support Forum \(http://forums.novell.com/novell-product-support-forums/data-synchronizer\)](http://forums.novell.com/novell-product-support-forums/data-synchronizer)
- ◆ [Data Synchronization Cool Solutions \(http://www.novell.com/communities/coolsolutions/datasynchronizer\)](http://www.novell.com/communities/coolsolutions/datasynchronizer)
- ◆ [Data Synchronizer Connector Marketplace \(http://www.novell.com/products/data-synchronizer/connectors\)](http://www.novell.com/products/data-synchronizer/connectors)

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