

GroupWise 2012 Support Pack 3

Readme

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1 Overview

GroupWise 2012 Support Pack 3 provides enhancements for both administrators and end users.

For Administrators

- ◆ Windows Server 2012 R2 is now supported.
- ◆ The GroupWise/Exchange coexistence solution integrates GroupWise and Exchange to provide users of both email systems with unified address book lookups and free/busy calendar searching. For setup instructions, see the [GroupWise/Exchange Coexistence Guide](#).

For End Users

- ◆ Windows 8.1 is now supported for the GroupWise client.
- ◆ Internet Explorer 11 and Safari 6 and 7 are now supported for WebAccess.
- ◆ iOS 5 and 6 (with Safari browser) and Android 4.1 (with Chrome browser) are now supported for WebAccess Mobile.

GroupWise 2012 SP3 includes all bug fixes that are available in GroupWise 2012 SP1, SP2, and HP1. For a list of the bugs that have been fixed in GroupWise 2012 SP3, see the [GroupWise 2012 SP3 Bug Fix List](#).

For information about the documentation updates that have been made since GroupWise 2012 SP2, see [Section 17, "GroupWise Documentation," on page 28](#).

2 GroupWise System Requirements

GroupWise 2012 system requirements are listed in "GroupWise System Requirements" in "GroupWise Product Overview" in the [GroupWise 2012 Installation Guide](#).

3 Linux Installation

- ◆ [Section 3.1, "Linux Administration Software Installation Instructions," on page 2](#)
- ◆ [Section 3.2, "Windows Client Installation from the Linux Software Image," on page 2](#)

3.1 Linux Administration Software Installation Instructions

IMPORTANT: If you are installing the GroupWise software in a cluster, refer to the [GroupWise 2012 Interoperability Guide](#) for cluster-specific installation instructions before starting to install the GroupWise 2012 SP3 software.

- 1 Download the GroupWise 2012 SP3 Administration compressed tar file to a temporary directory on your Linux server:

```
gw12.0.2_full_linux_en.tar.gz
gw12.0.2_full_linux_multi.tar.gz
```

- 2 In a terminal window at your Linux server, change to the temporary directory, then use the following command to uncompress and untar the downloaded file:

```
tar -xvzf file_name.tar.gz
```

The files are extracted to the root of the directory.

- 3 Become root by entering `su -` and the root password.
- 4 In the directory where you extracted the GroupWise 2012 SP3 files, use the following command to start the GroupWise Installation program:

```
./install
```

- 5 Click *Create or Update GroupWise System*.
- 6 Follow the on-screen instructions to install the GroupWise 2012 SP3 software.

When you install a Support Pack, you can streamline the update process by using the *Install* option to install the updated RPM for each agent. Typically, you do not need to use the *Configure* option after installing updated agent software, if the agent configuration has not changed since the previous installation. If you encounter a problem starting the updated agent, use the *Configure* option to update the configuration information for the agent.

Update the primary domain first. Start the MTA in the primary domain. Then update secondary domains, followed by the post offices in each domain. Start each MTA and POA for each domain and post office. Then update the other GroupWise agents.

For additional installation instructions, see the [GroupWise 2012 Installation Guide](#).

3.2 Windows Client Installation from the Linux Software Image

The GroupWise Windows client is included in the GroupWise 2012 SP3 Linux software image.

To install the Windows client from the Linux image:

- 1 On the Linux server where the GroupWise 2012 SP3 image is located, create a Samba share of the software distribution directory (`/opt/novell/groupwise/software`).
- 2 On the Windows workstation where you want to install the GroupWise client, map a drive to the Samba share.
- 3 Run `setup.exe` in the `\\linux_server\samba_share\software\client` directory, as described in “[Installing the GroupWise Client](#)” in the [GroupWise 2012 Installation Guide](#).

For automated distribution of the GroupWise Windows client, SetupIP is also included in the Linux software image. For usage instructions, see “[Using GroupWise AutoUpdate and SetupIP to Distribute the GroupWise Windows Client](#)” in “[Client](#)” in the [GroupWise 2012 Administration Guide](#).

4 Windows Installation

- ♦ Section 4.1, “Windows Administration and Agent Software Installation Instructions,” on page 3
- ♦ Section 4.2, “Windows Client Software Installation Instructions,” on page 3

4.1 Windows Administration and Agent Software Installation Instructions

IMPORTANT: If you are installing the GroupWise software in a cluster, refer to the [GroupWise 2012 Interoperability Guide](#) for cluster-specific installation instructions before starting to install the GroupWise 2012 SP3 software.

- 1 Download the Windows GroupWise 2012 SP3 compressed executable file to a temporary directory on your Windows server:

```
gw12.0.2_full_win_en.zip  
gw12.0.2_full_win_multi.zip
```

- 2 Extract the .zip file into a directory at the root of your local drive or to a network server drive that can handle long path names

The compressed file contains directory paths that could exceed DOS limits.

- 3 In Windows Explorer, browse to the directory where you extracted the GroupWise 2012 SP3 file.
- 4 Double-click `setup.exe` to run the GroupWise Installation program.
- 5 Click *Install GroupWise System*.
- 6 Follow the on-screen instructions to install the GroupWise 2012 SP3 software.

When you install a Support Pack, you can streamline the update process by copying the updated agent software files but not configuring the agents again. In the Installation program, select *Install the Software Files, But Do Not Configure the Agents* on the Installation Path page when you install the POA, the MTA, and the GWIA.

Update the primary domain first. Start the MTA in the primary domain. Then update secondary domains, followed by the post offices in each domain. Start each MTA and POA for each domain and post office. Then update the other GroupWise agents.

For additional instructions, refer to the [GroupWise 2012 Installation Guide](#) on the [GroupWise 2012 Documentation Web site](#) (<http://www.novell.com/documentation/groupwise2012>).

4.2 Windows Client Software Installation Instructions

- 1 Download the GroupWise 2012 SP3 Windows Client compressed executable file to a temporary directory on your workstation:

```
gw12.0.2_client_win_en.exe  
gw12.0.2_client_win_multi.exe
```

- 2 In Windows Explorer, browse to the directory where you downloaded the GroupWise 2012 SP3 Client compressed executable file.
- 3 Double-click the downloaded file to extract the GroupWise client software and start the GroupWise client Setup program.

- 4 Follow the on-screen instructions to install the GroupWise 2012 SP3 client software on your workstation.

The GroupWise Setup Progress dialog box displays a green bar during the installation process. Occasionally, long pauses might occur. You can also check the activity of the GroupWise client Setup program by viewing the *Performance* tab of the Windows Task Manager to observe CPU usage.

5 Installation Issues

- ♦ [Section 5.1, “General Installation Issues,” on page 4](#)
- ♦ [Section 5.2, “Linux Installation Issues,” on page 4](#)
- ♦ [Section 5.3, “Windows Installation Issues,” on page 6](#)

Installation issues for individual GroupWise components are located under the heading for each component.

5.1 General Installation Issues

Platform-specific installation issues are listed in separate sections below. Installation issues for individual GroupWise components are located under the heading for each component.

- ♦ [Section 5.1.1, “GroupWise Version Compatibility,” on page 4](#)

5.1.1 GroupWise Version Compatibility

If you install GroupWise on multiple platforms, or if you run multiple versions (for example, GroupWise 7 or 8 and GroupWise 2012 in the same GroupWise system), refer to [“GroupWise Version Compatibility”](#) in the *GroupWise 2012 Installation Guide* to ensure that the combinations you are using are supported.

For example, you cannot run a GroupWise 2012 client against a GroupWise 8 or earlier post office. Earlier POAs cannot support later GroupWise clients. However, you can run a GroupWise 8 or earlier client against a GroupWise 2012 POA.

Also, you should not run the GroupWise 8 or earlier snap-ins to ConsoleOne to access GroupWise 2012 databases or eDirectory objects. You can use *Admin Lockout Settings* under *Tools > GroupWise System Operations > System Preferences* to specify the required version of the ConsoleOne snap-ins for each domain as needed.

5.2 Linux Installation Issues

- ♦ [Section 5.2.1, “32-bit Runtime Libraries Required on 64-bit Linux,” on page 4](#)
- ♦ [Section 5.2.2, “SLES Base System Installation Required,” on page 5](#)
- ♦ [Section 5.2.3, “System Creation on SLES 11 in a Virtual Machine,” on page 5](#)
- ♦ [Section 5.2.4, “GroupWise Installation to a Xen Guest on SLES 10,” on page 5](#)
- ♦ [Section 5.2.5, “eDirectory Reinstallation on Open Enterprise Server,” on page 5](#)

5.2.1 32-bit Runtime Libraries Required on 64-bit Linux

When you install a Linux operating system for use with GroupWise, do not deselect the 32-bit runtime libraries. GroupWise requires the 32-bit runtime libraries.

5.2.2 SLES Base System Installation Required

When you install SUSE Linux Enterprise Server (SLES) for use with GroupWise, select the *Base System* option. If you select the *Minimal System (Appliances)* option, the GroupWise Installation program prompts you to install additional packages to meet GroupWise dependencies. Although you can manually install the additional packages after installing SLES, it is simpler to install SLES so that all GroupWise dependencies are automatically met.

5.2.3 System Creation on SLES 11 in a Virtual Machine

When you run the Linux GroupWise Installation program and create a new GroupWise system in a virtual machine on SLES 11, the system creation process might crash with a Java exception. There are two workarounds:

- ◆ Configure the virtual machine with at least 4 GB of memory to avoid the problem.
- ◆ In ConsoleOne, delete the POA object that was created during GroupWise system creation, then create a new POA object. Install and configure the agents independent from creating the GroupWise system.

5.2.4 GroupWise Installation to a Xen Guest on SLES 10

When you install GroupWise on SLES 10 to a Xen guest, you might receive the following error message:

The current window is not large enough to run install. Please resize the window and run install again.

At present, the SLES 10 Xen console window does not report its dimensions properly. To work around this:

- 1 Ensure that SSH is enabled on the Xen guest.
- 2 Open an X terminal window on the SLES 10 Xen host, using the following command:

```
ssh -X root@guest_ip_address
```

- 3 Run the GroupWise Installation program from the Xen host.

5.2.5 eDirectory Reinstallation on Open Enterprise Server

If you need to uninstall and reinstall eDirectory on Open Enterprise Server for Linux, your GroupWise system is affected, because the GroupWise objects in eDirectory are lost when eDirectory is uninstalled. Therefore, you need to re-create the GroupWise objects in the new eDirectory tree.

- 1 (Conditional) If ConsoleOne has been uninstalled and reinstalled along with eDirectory, reinstall the GroupWise snap-ins to ConsoleOne, as described in [“Installing the GroupWise Administrator Snap-Ins to Linux ConsoleOne”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.
- 2 In ConsoleOne, extend the eDirectory schema for GroupWise objects, as described in [“Check eDirectory Schema”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.
- 3 Graft the GroupWise objects into the new eDirectory tree:
 - 3a Access the primary GroupWise domain directory, as described in [“Select Domain”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.
 - 3b Graft your GroupWise domains and post offices into the new eDirectory tree, as described in [“Graft GroupWise Objects”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

For additional assistance, see TID 7004121, "How to Graft GroupWise Objects," in the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support).

- 3c Graft in GroupWise users and other GroupWise objects that belong to post offices.
- 4 Start all the GroupWise agents.

5.3 Windows Installation Issues

- ♦ [Section 5.3.1, "Windows Client Installation in a 64-bit Environment," on page 6](#)
- ♦ [Section 5.3.2, "Windows Security Rights for GroupWise Client Installation," on page 7](#)
- ♦ [Section 5.3.3, "Can't Launch the GroupWise Client from the Client Setup Program," on page 7](#)
- ♦ [Section 5.3.4, "Norton Internet Security 2010 and SetupIP," on page 7](#)

5.3.1 Windows Client Installation in a 64-bit Environment

The GroupWise Windows client is a 32-bit application. Microsoft indicates that it is not advisable to run 64-bit Office applications that use 64-bit MAPI in the same environment with 32-bit applications that use 32-bit MAPI. For background information, refer to [Building MAPI Applications on 32-Bit and 64-Bit Platforms \(http://msdn.microsoft.com/en-us/library/dd941355.aspx\)](http://msdn.microsoft.com/en-us/library/dd941355.aspx).

If you need to run the GroupWise client in the same environment with Microsoft Office, the 32-bit version of Office is recommended. If you prefer the 64-bit version of Office, GroupWise and Office do coexist successfully in the majority of environments.

Very occasionally, you might encounter the following errors when you start the GroupWise client when 64-bit Office is also installed:

- ♦ The 'MAPI Session Handle' of the Novell GroupWise 'Object Request Broker' could not be accessed. The address book cannot run.
- ♦ GroupWise is not properly installed. The Address Book component could not be initialized. Please run GroupWise Setup, or contact your system administrator.

To enable the GroupWise client to function correctly in these situations, use either of the following workarounds:

- ♦ Run the GroupWise client Setup program a second time, selecting *Repair*.
- or
- ♦ Uninstall the GroupWise client, then reinstall it.

Similarly, you might very occasionally encounter the following errors if you start 64-bit Outlook:

- ♦ Either there is no default mail client or the current mail client cannot fulfill the messages request. Please run Microsoft Outlook and set it as the default mail client.
- ♦ Cannot start Microsoft Outlook. Cannot open the Outlook window. The set of folders cannot be opened. An unexpected error has occurred. MAPI was unable to load the information service gwmsp1.dll. Be sure the service is correctly installed and configured.

To enable Outlook to start correctly, do not select the Novell GroupWise Profile that is installed with the GroupWise Windows client. Instead, create a new profile as you start Outlook, so that the profile is compatible with 64-bit Outlook.

5.3.2 Windows Security Rights for GroupWise Client Installation

If the GroupWise Windows client is originally installed by the Windows Administrator user, the Administrator user must also perform software updates. When the client is installed by the Administrator, the GroupWise client software cannot be updated by a regular user or a Windows Power User.

5.3.3 Can't Launch the GroupWise Client from the Client Setup Program

Starting in GroupWise 2012 SP1, you cannot launch the GroupWise client directly from the client Setup program. You must exit the client Setup program, then launch the GroupWise client.

5.3.4 Norton Internet Security 2010 and SetupIP

Older versions of Norton Internet Security 2010 incorrectly identify GroupWise SetupIP as a virus and automatically remove it while it is trying to install the GroupWise Windows client on a workstation. Symantec indicates that this problem is resolved by running LiveUpdate to obtain the latest version of Norton Internet Security 2010. If you still encounter the problem, you must disable Norton Internet Security 2010 before SetupIP can successfully run on a workstation.

6 Administration Issues

- ♦ [Section 6.1, "General Administration Issues,"](#) on page 7
- ♦ [Section 6.2, "Linux Administration Issues,"](#) on page 8
- ♦ [Section 6.3, "Windows Administration Issues,"](#) on page 9

6.1 General Administration Issues

- ♦ [Section 6.1.1, "GWCSRGEN Functionality,"](#) on page 7
- ♦ [Section 6.1.2, "Server Names,"](#) on page 7
- ♦ [Section 6.1.3, "Identity Manager Driver Version Compatibility,"](#) on page 8
- ♦ [Section 6.1.4, "Identity Manager Driver in a 64-bit Environment,"](#) on page 8
- ♦ [Section 6.1.5, "Server-Based Antivirus Software,"](#) on page 8

6.1.1 GWCSRGEN Functionality

In earlier versions of GroupWise, the GroupWise Generate CSR Utility (GWCSRGEN) created a certification signing request (CSR) that returned an [MD5](http://en.wikipedia.org/wiki/MD5) (<http://en.wikipedia.org/wiki/MD5>) certificate. The MD5 algorithm is now considered compromised and should not be used.

Starting in GroupWise 2012 SP1, GWCSRGEN creates a CSR that returns an [SHA-1](http://en.wikipedia.org/wiki/SHA-1) (<http://en.wikipedia.org/wiki/SHA-1>) certificate. The SHA-1 algorithm is more secure than MD5, but also has some potential weaknesses.

For the most stringent security needs, GWCSRGEN should no longer be used for generating CSRs. For suggested alternatives, see "[Generating a Certificate Signing Request](#)" in "[Security Administration](#)" in the *GroupWise 2012 Administration Guide*.

6.1.2 Server Names

When filling in a *UNC Path* field in ConsoleOne, you must specify the server name. You cannot use an IP address or DNS hostname.

6.1.3 Identity Manager Driver Version Compatibility

Do not run a DirXML or Identity Manager driver earlier than version 3.5.2 against a GroupWise 2012 system. Older drivers are not compatible. You can download the latest version of the GroupWise Identity Manager driver from [Novell Downloads \(http://download.novell.com\)](http://download.novell.com).

For more information, see TID 7002222: "How is the GroupWise Driver Configured for Identity Manager?" in the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support).

6.1.4 Identity Manager Driver in a 64-bit Environment

The GroupWise 2012 product is comprised of many 32-bit services and applications. These pieces all run successfully on 64-bit hardware and operating systems.

The Identity Manager driver for GroupWise is also a 32-bit application. It requires either a 32-bit version of the Identity Manager engine, or a 32-bit version of the Identity Manager Remote Loader. For most installations, we recommend deploying the 64-bit version of the Identity Manager engine on a 64-bit system, and then deploying the 32-bit Identity Manager Remote Loader along with the Identity Manager driver for GroupWise on a 32-bit system as described here.

- 1 Set up a 32-bit server for use by the Identity Manager driver for GroupWise.
- 2 Install and configure the Identity Manager Remote Loader on the 32-bit server.

Follow the setup instructions for your version of Identity Manager:

- ♦ *Identity Manager 4.0 Remote Loader Guide* (http://www.novell.com/documentation/idm40/idm_remoteloader/data/bookinfo.html)
- ♦ *Identity Manager 3.6.1 Remote Loader Guide* (http://www.novell.com/documentation/idm36/idm_remoteloader/data/bookinfo.html)

- 3 Install and configure the Identity Manager driver for GroupWise on the same 32-bit server as the Identity Manager Remote Loader.

Follow the setup instructions for your version of the Identity Manager driver for GroupWise:

- ♦ *Identity Manager 4.0 Driver for GroupWise Implementation Guide* (<http://www.novell.com/documentation/idm40drivers/groupwise/data/bktitle.html>)
- ♦ *Identity Manager 3.6 Driver for GroupWise Implementation Guide* (<http://www.novell.com/documentation/idm36drivers/groupwise/data/bktitle.html>)

In this configuration, the Identity Manager Remote Loader on the 32-bit server communicates successfully with the Identity Manager engine and with the GroupWise agents that are both running on 64-bit servers.

6.1.5 Server-Based Antivirus Software

If you run server-based antivirus software, you must configure it so that it does not scan GroupWise directory structures such as domains and post offices. Running antivirus software on GroupWise directory structures creates file locking conflicts with the GroupWise agents, which prevents email and administration messages from being delivered.

If you need virus scanning on GroupWise data, check the [GroupWise Partner Products page \(http://www.novell.com/partnerguides/section/468.html\)](http://www.novell.com/partnerguides/section/468.html) for compatible products.

6.2 Linux Administration Issues

- ♦ [Section 6.2.1, "NFS Not Supported," on page 9](#)
- ♦ [Section 6.2.2, "SNMP Not Supported on 64-bit Linux Operating Systems," on page 9](#)

- ♦ [Section 6.2.3, “GWTSAFS Discontinued,” on page 9](#)
- ♦ [Section 6.2.4, “Path Names and File Names in Lowercase,” on page 9](#)
- ♦ [Section 6.2.5, “Unavailable Administration Features,” on page 9](#)

6.2.1 NFS Not Supported

Because of long-standing file lock issues with NFS, you cannot use an NFS mount to mount a server file system where your GroupWise system is located to a workstation where you are running ConsoleOne. In addition, you cannot use an NFS mount between Linux servers, for example when a POA needs access to a remote restore area or a remote document storage area.

Use a Samba mount if you want to use Windows ConsoleOne to access a domain located on a Linux server. For access between Linux servers, use a Samba mount or an NCP (Novell Core Protocol) mount. For instructions to set up a Samba mount or an NCP mount, see “[ConsoleOne Administration Tool](#)” in “[System](#)” in the *GroupWise 2012 Administration Guide*.

6.2.2 SNMP Not Supported on 64-bit Linux Operating Systems

All GroupWise agents can be monitored through an SNMP management console. However, 64-bit Linux operating systems do not include the 32-bit components required for communication with the 32-bit GroupWise engine. Therefore, SNMP monitoring of GroupWise agents is not currently available on 64-bit Linux operating systems.

6.2.3 GWTSAFS Discontinued

GroupWise 2012 does not include GWTSAFS. The supported versions of Novell Open Enterprise Server (OES) provide TSAFS, which is the preferred backup approach moving forward. For more information, see “[GroupWise Backup](#)” in the *Storage Management Services Administration Guide* for your version of OES. See www.novell.com/documentation for access to the OES documentation.

6.2.4 Path Names and File Names in Lowercase

All directory names in paths to GroupWise domains and post offices should consist of lowercase letters. File names should also consist of lowercase letters. There are no length restrictions.

However, on Open Enterprise Server (OES), when you create an NSS volume, the volume name automatically appears in all uppercase in the path name. Because the use of lowercase letters in directory names is recommended for convenience, but is not required by any GroupWise program, this behavior on OES does not present any problems for GroupWise. You simply need to remember to type the uppercase letters when you specify the path name on OES.

6.2.5 Unavailable Administration Features

GroupWise 2012 administration on Linux does not include the following features that are available in GroupWise 2012 on Windows:

- ♦ Import/Export utility in ConsoleOne
- ♦ Document Properties Management feature in ConsoleOne

6.3 Windows Administration Issues

- ♦ [Section 6.3.1, “eDirectory and Windows Support,” on page 10](#)
- ♦ [Section 6.3.2, “Domain Services for Windows Issue,” on page 10](#)
- ♦ [Section 6.3.3, “Quotas on NSS Volumes,” on page 10](#)

6.3.1 eDirectory and Windows Support

Versions of eDirectory earlier than 8.8.4 are not supported on Windows Server 2008.

6.3.2 Domain Services for Windows Issue

If you create a DSfW static group and then convert it to a GroupWise distribution list by assigning it to a post office, email messages addressed to the group are not delivered to GroupWise users. To correct the problem, synchronize the post office that owns the distribution list. In ConsoleOne, select the post office, then click *Tools > GroupWise Utilities > Synchronize*.

6.3.3 Quotas on NSS Volumes

If you use NSS volumes with quotas turned on, you must turn on quotas on all GroupWise directories. Otherwise, you receive `No Disk Space` errors.

7 Agent Issues

- ♦ [Section 7.1, "General Agent Issues,"](#) on page 10
- ♦ [Section 7.2, "Linux Agent Issues,"](#) on page 11

7.1 General Agent Issues

- ♦ [Section 7.1.1, "SOAP Required for the POA,"](#) on page 10
- ♦ [Section 7.1.2, "Incoming Message Size Limit,"](#) on page 10
- ♦ [Section 7.1.3, "New View Files Overwrite Existing View Files,"](#) on page 11
- ♦ [Section 7.1.4, "Audit Reports,"](#) on page 11

7.1.1 SOAP Required for the POA

The GroupWise 2012 WebAccess Application communicates directly with the POA through SOAP. Therefore, the POA that the WebAccess Application is configured to communicate with must have SOAP enabled in order for WebAccess to function. For appropriate security, SSL should be enabled on the SOAP connection.

For setup instructions, see the following sections in the [GroupWise 2012 Administration Guide](#):

- ♦ ["Supporting SOAP Clients"](#)
- ♦ ["Securing the Post Office with SSL Connections to the POA"](#)

7.1.2 Incoming Message Size Limit

When the GWIA receives an incoming message from the Internet, it creates a MIME version of the message that includes the message and any attached files. This doubles the size of the message.

You can restrict message size at the GWIA, the MTA, and the POA. The message size that you set at the GWIA determines the maximum size of messages that are allowed into your GroupWise system. However, because of the way that the GWIA creates the MIME version of incoming messages, message size limits at the MTA and POA must be two to three times the size set at the GWIA. Otherwise, some messages can successfully enter your GroupWise system at the GWIA, but they cannot be delivered because of the size limits set at the MTA or the POA.

When such a delivery failure occurs, no undeliverable message is sent, so no one is notified of the problem.

7.1.3 New View Files Overwrite Existing View Files

When you update the POA software to GroupWise 2012, updated view files are copied to the software distribution directory, but not to post offices. This maintains any customizations you might have made in the view files in post offices.

However, when each GroupWise 2012 POA starts for the first time, it copies the new view files from the software distribution directory to its post office. Therefore, if you have created custom view files with the same names as standard view files, you must create backup copies before starting the GroupWise 2012 POA. This ensures that your customized view files are not lost when the post office view files are updated. After you start the GroupWise 2012 POA, restore your custom view files.

Occasionally, the POA is unable to copy the updated view files from the software distribution directory to its post office. When this happens, users receive a message that their view files are out of date. To resolve this, use the *Refresh Views* option under *Tools > GroupWise Utilities > System Maintenance* in ConsoleOne to update the post office view files from the software distribution directory. After you refresh the views, you must restore your customized view files to the post office.

7.1.4 Audit Reports

Whenever the POA runs an audit report, it causes the MTA for the domain to restart. In a domain with a large number of post offices, these MTA restarts might become noticeable. This is working as designed, although improved functionality has been requested.

7.2 Linux Agent Issues

- ♦ [Section 7.2.1, “Non-root GroupWise Agents and Low Port Numbers,” on page 11](#)
- ♦ [Section 7.2.2, “Maximum Number of Open Files,” on page 11](#)
- ♦ [Section 7.2.3, “Document Viewer Agent Issues,” on page 11](#)

7.2.1 Non-root GroupWise Agents and Low Port Numbers

On Novell Open Enterprise Server and SUSE Linux Enterprise Server, services such as IMAP and IMAP SSL, which require port numbers below 1025, cannot be initiated or restarted after the GroupWise agents are running as a non-root user. To initiate or restart those services, you must manually stop the services and then restart the GroupWise agents.

7.2.2 Maximum Number of Open Files

By default, the maximum number of open files on a Linux server is 1024. This default might not be sufficient for a busy POA. Therefore, the POA initializes the maximum number of open files to 200000.

The default number of open files is typically acceptable for the other GroupWise agents.

7.2.3 Document Viewer Agent Issues

- ♦ If you run the Document Viewer Agent (DVA) as a user that is not running the X Window system, WebAccess users cannot view embedded vector-based graphics in attachments. To enable users to view embedded vector-based graphics, ensure that the user that starts the DVA is running the X Window System and has a DISPLAY environment variable set so that the DVA can write to the local display. One way to accomplish this is to use the `sux` command to become root before you start the DVA.

- ♦ The third-party viewer software used by the DVA has a dependency on `libXm.so.1`, which might not be included with your Linux package. To resolve this, create a symbolic link in the `agents/lib` directory to the version of the `libXm` modules that is available on your Linux server. For example:

```
ln -s /usr/X11R6/lib/libXm.so.3.0.1 /opt/novell/groupwise/agents/lib/libXm.so.1
```

- ♦ The third-party viewer software used in the DVA might cause some PDF files to render poorly if they contain CIDFontType2 fonts that do not have a ToUnicode table. Fonts lacking a ToUnicode table cannot be mapped correctly to UTF-8, which causes the readability of the PDF to be adversely affected.

8 Windows Client Issues

- ♦ [Section 8.1, “Windows Client Issues,” on page 12](#)

8.1 Windows Client Issues

- ♦ [Section 8.1.1, “SetupIP Programs Identified as Viruses,” on page 12](#)
- ♦ [Section 8.1.2, “New Speller,” on page 12](#)
- ♦ [Section 8.1.3, “Archiving over the Network,” on page 13](#)
- ♦ [Section 8.1.4, “GroupWise/Vibe Compatibility,” on page 13](#)
- ♦ [Section 8.1.5, “GroupWise/iFolder Compatibility,” on page 13](#)
- ♦ [Section 8.1.6, “GroupWise/Filr Compatibility,” on page 13](#)
- ♦ [Section 8.1.7, “Windows XP and Power Users,” on page 13](#)
- ♦ [Section 8.1.8, “Address Books Do Not Display in GroupWise When Installing GroupWise after Outlook 2003,” on page 14](#)
- ♦ [Section 8.1.9, “JAWS Script Available,” on page 14](#)

8.1.1 SetupIP Programs Identified as Viruses

The `setupip.exe` and `writeip.exe` SetupIP programs are falsely identified as viruses by Norton Internet Security 2010. As a workaround, configure Norton Internet Security 2010 to ignore these files.

8.1.2 New Speller

The GroupWise 2012 Windows client uses a new speller engine technology named Hunspell. You should not notice any difference in the “spell-as-you-type” mode. However, there are a few features available in the old Spell Checker dialog box that are no longer available.

- ♦ When the Spell Checker dialog box opens, it immediately begins spell checking.
- ♦ You can no longer check spelling in a paragraph, sentence, or by word.
- ♦ You can no longer add or manage multiple personal word lists from the Spell Checker dialog box. There is only one personal word list.

8.1.3 Archiving over the Network

The recommended location for a Windows client user's archive is on his or her local workstation.

Creating an archive on a network drive is supported in the following two configurations:

- ♦ The Novell Map Network Drive feature of the Novell Client is used to map a network drive from the user's workstation to a Novell Open Enterprise (OES) Linux server or a NetWare server where the archive is located.

The OES Linux server must use NSS volumes, and you must use NCP access with cross-protocol locks enabled in order to ensure safe client access to the archive. The setup for Windows client access to an OES Linux server is the same as for Windows ConsoleOne access to an OES server. For setup instructions, see "Configuring the OES Linux Server for NCP Access from Windows" in "ConsoleOne Administration Tool" in the *GroupWise 2012 Administration Guide*.

- ♦ The Windows Map Network Drive feature is used to map a network drive from the user's workstation to an OES Linux server using Novell CIFS access.

Other configurations, including Samba on a SUSE Linux Enterprise Server (SLES) server, are not currently supported.

8.1.4 GroupWise/Vibe Compatibility

If you use Novell Vibe with GroupWise, Vibe 3 or later is required for GroupWise 2012 integration.

8.1.5 GroupWise/iFolder Compatibility

Do not use iFolder with your GroupWise mailbox. For more information, see "GroupWise Files Become Corrupted in an iFolder" in "Troubleshooting" in the *Novell iFolder Cross-Platform User Guide* (http://www.novell.com/documentation/ifolders/os_ifolder37_user/data/bookinfo.html).

The issues involved with trying to use iFolder with GroupWise apply to using GroupWise with other directory synchronization applications such as Microsoft Offline Files. Do not use any of these applications with GroupWise.

8.1.6 GroupWise/Filr Compatibility

Do not use Filr with your GroupWise mailbox. As with other directory synchronization applications, Filr does not respect the database locking mechanism employed by GroupWise. Creating a copy of a GroupWise database while it is in use can result in a corrupted database. This applies to your Caching mailbox and to your archive.

8.1.7 Windows XP and Power Users

If you are a member of the Power Users group when you install the GroupWise Windows client, you cannot immediately uninstall the GroupWise Windows client in the Control Panel. You must follow these steps to uninstall:

- 1 Remove yourself from the Power Users group.
- 2 Log out of Windows.
- 3 Log in to Windows again.
- 4 Uninstall the GroupWise Windows client.

8.1.8 Address Books Do Not Display in GroupWise When Installing GroupWise after Outlook 2003

If you install Outlook, then install GroupWise, then uninstall Outlook, you must reinstall GroupWise in order to restore MAPI, which is uninstalled along with Outlook. To avoid this problem, uninstall Outlook before you install GroupWise.

8.1.9 JAWS Script Available

Users of the JAWS screen reader can install the JAWS script available for GroupWise. Follow the instructions in the `\client\jaws\gw_jaws_readme.txt` file to install the JAWS script and other files on your workstation.

If you encounter Section 508 accessibility issues in the GroupWise 2012 Windows client, continue to use the GroupWise 8 Windows client. Section 508 accessibility issues will be addressed in a future GroupWise release.

9 WebAccess Issues

- ♦ [Section 9.1, "General WebAccess Issues," on page 14](#)
- ♦ [Section 9.2, "Linux WebAccess Issues," on page 17](#)
- ♦ [Section 9.3, "Windows WebAccess Issues," on page 17](#)

9.1 General WebAccess Issues

- ♦ [Section 9.1.1, "WebAccess Time Zone," on page 14](#)
- ♦ [Section 9.1.2, "Gray Page instead of WebAccess Login Window," on page 14](#)
- ♦ [Section 9.1.3, "Shared Folder Notification Issue," on page 15](#)
- ♦ [Section 9.1.4, "Proxy Calendar Availability," on page 15](#)
- ♦ [Section 9.1.5, "WebAccess Mobile and Tablet Issues," on page 16](#)
- ♦ [Section 9.1.6, "WebPublisher Availability," on page 16](#)
- ♦ [Section 9.1.7, "WebAccess Monitoring," on page 17](#)
- ♦ [Section 9.1.8, "Preventing Web Server Directory Browsing," on page 17](#)

9.1.1 WebAccess Time Zone

In GroupWise 8 WebAccess, you had to manually set the WebAccess time zone if you wanted WebAccess to use a time zone that was different from the time zone of your post office. In GroupWise 2012, the WebAccess time zone automatically matches the time zone of your workstation. To change the WebAccess time zone, change your workstation time zone.

9.1.2 Gray Page instead of WebAccess Login Window

Occasionally, after you update the WebAccess software, the WebAccess URL displays a gray page instead of the WebAccess Login window. The problem occurs when you install multiple GroupWise Web applications in quick succession. It is possible for one Web application installation to be incomplete when the next one starts, which results in an unusable installation.

To prevent the problem, display each Web application in your Web browser before you install the next application:

http://web_server_address/gw/webacc
http://web_server_address/gwcal/admin
http://web_server_address/gwmon/gwmonitor

To resolve the problem after it has occurred:

1 Stop Tomcat.

OES 2 and SLES 10 `rctomcat5 stop`

OES 11 and SLES 11 `rctomcat6 stop`

Windows

1. At the Windows server, click *Start > Administrative Tools > Services*.
2. Right-click *Tomcat 6*, then click *Stop*.

2 Remove the gw directory from the Tomcat installation.

Tomcat on OES 2: `/var/opt/novell/tomcat5/webapps/gw`

Tomcat on SLES 10: `/srv/www/tomcat5/base/webapps/gw`

Tomcat on OES 11: `/var/opt/novell/tomcat6/webapps/gw`

Tomcat on SLES 11: `/usr/share/tomcat6/webapps/gw`

Tomcat on Windows `c:\Novell\tomcat6\webapps\gw`

3 Restart Tomcat.

OES 2 and SLES 10 `rctomcat5 start`

OES 11 and SLES 11 `rctomcat6 start`

Windows

1. At the Windows server, click *Start > Administrative Tools > Services*.
2. Right-click *Tomcat 6*, then click *Start*.

This re-creates the gw directory structure, which ensures that all files are correctly extracted from the gw.war file.

9.1.3 Shared Folder Notification Issue

Starting with GroupWise 2012, you can share folder trees. In the GroupWise Windows client, the shared folder notification for the folder tree arrives as a single notification. In WebAccess, you receive a shared folder notification for each folder in the shared folder tree. In a large folder tree, this could result in a large number of shared folder notifications.

Multiple shared folder notifications for folder trees shared in GroupWise 2012 occur in GroupWise 8 in both the Windows client and in WebAccess.

9.1.4 Proxy Calendar Availability

In the GroupWise Windows client, you can right-click a Calendar folder, then click *New Proxy Calendar* to display the Calendar of a proxy user as a sub-calendar in your own Calendar.

In WebAccess, you cannot create a Proxy Calendar, and Proxy Calendars created in the Windows client do not display in WebAccess. In WebAccess, you must proxy to the other user's mailbox in order to view that user's Calendar.

9.1.5 WebAccess Mobile and Tablet Issues

- ◆ [Section 9.1.5.1, “WebAccess Mobile on Android Tablets,” on page 16](#)
- ◆ [Section 9.1.5.2, “Attachments on a Samsung Galaxy Tablet,” on page 16](#)
- ◆ [Section 9.1.5.3, “PDF Display on an ASUS Tablet,” on page 16](#)
- ◆ [Section 9.1.5.4, “Browser Display on an ASUS Tablet,” on page 16](#)

9.1.5.1 WebAccess Mobile on Android Tablets

Android tablets that run Android 3.2 or later are supported for use with WebAccess Mobile.

Many Android tablets that run Android 4.0 or later versions work well with WebAccess Mobile. However, some tablets have device/OS-specific issues that might cause display, usability, or functionality challenges. Many of these issues have easy workarounds. However, some Android 4.0 tablets simply do not function as expected with WebAccess Mobile. When possible, use the Chrome browser on Android 4.0 and 4.2 tablet devices for best compatibility and performance.

9.1.5.2 Attachments on a Samsung Galaxy Tablet

On a Samsung Galaxy tablet, the Quickoffice HD location for attaching documents and text files might not be available, depending on the specific model of the Galaxy tablet. You can attach files in WebAccess Mobile only from locations that are available on your particular tablet.

9.1.5.3 PDF Display on an ASUS Tablet

PDF files cannot be displayed on ASUS Transformer TF101 and TF102 tablets. These tablets do not currently have a plug-in for displaying PDF files. As a result, the PDF file is downloaded to the tablet rather than being immediately displayed. To display a PDF file after it has been downloaded, use a native application such as MyLibrary or Polaris Office to view it.

9.1.5.4 Browser Display on an ASUS Tablet

ASUS tablets have browser display issues in WebAccess Mobile, including:

- ◆ Pages occasionally do not load.
- ◆ Pages might be very slow to load.
- ◆ The browser quits. When it is relaunched, the browser does not display the pages and tabs that were originally displayed when it quit.
- ◆ Typing text in the browser is very slow.

As a workaround:

- 1 Enter the following text in the address bar:

```
about :debug
```

- 2 In the browser menu, click *Settings > Debug*.
- 3 Deselect *Enable OpenGL Rendering*.
- 4 Repeat this procedure each time you restart the tablet.

9.1.6 WebPublisher Availability

WebPublisher is not part of GroupWise 2012. To continue using WebPublisher, you must maintain a GroupWise 8 domain with GroupWise 8 WebAccess to support your WebPublisher needs until comparable functionality becomes available in the future.

9.1.7 WebAccess Monitoring

Starting in GroupWise 2012, the WebAccess Application communicates directly with the POA, and the WebAccess Agent is no longer needed. As a result, WebAccess cannot be monitored by GroupWise Monitor, because Monitor communicates with agents, not with Web applications.

9.1.8 Preventing Web Server Directory Browsing

If your Web server is configured to allow directory browsing, a user can access the `/com` directory of your Web server and browse downward from there. There is no confidential information located in any of the directories that are accessible in this manner.

However, if you want to prevent access, you can change the configuration of your Web server. For example, if you are using Apache, you can modify the `httpd.conf` file to remove the access that is provided by default. Locate the section that provides directory options for the `htdocs` directory. Either remove the `Indexes` option from the `Options` directive or place a minus (-) in front of it. Restart Apache to put the change into effect.

9.2 Linux WebAccess Issues

- ♦ [Section 9.2.1, “WebAccess Update Issue,” on page 17](#)

9.2.1 WebAccess Update Issue

If you update an existing WebAccess installation to GroupWise 2012, you must use both the *Install* and *Configure* options in the GroupWise Installation program in order for the GroupWise 2012 version of the WebAccess Application to be installed and configured correctly. If you do not run the *Configure* option, you continue to run the old WebAccess Application, not the GroupWise 2012 version.

9.3 Windows WebAccess Issues

- ♦ [Section 9.3.1, “Installation on 64-bit Windows Server 2008,” on page 17](#)
- ♦ [Section 9.3.2, “Novell iManager Compatibility on Windows,” on page 18](#)
- ♦ [Section 9.3.3, “Internet Explorer and Google Chrome Frame,” on page 18](#)

9.3.1 Installation on 64-bit Windows Server 2008

On Windows, WebAccess requires ISAPI support. ISAPI support is no longer installed by default when you install Windows Server 2008 and Internet Information Services (IIS). Ideally, you should select ISAPI support during the installation of IIS. However, if you are installing WebAccess on Windows Server 2008 and ISAPI support is not yet installed, you can add it after the fact.

- 1 In Windows Server Manager, expand *Roles*, then right-click *Web Server (IIS)*.
- 2 In the *Role Services* section, click *Add Role Services*.
- 3 Select *Application Development*, select *ISAPI Extensions* and *ISAPI Filters*, then click *Install*.
- 4 (Conditional) If you installed the GroupWise WebAccess Application before you installed ISAPI support, reinstall the GroupWise WebAccess Application.

The WebAccess Installation program restarts Tomcat and IIS to put the ISAPI changes into effect.

9.3.2 Novell iManager Compatibility on Windows

Do not install WebAccess and Novell iManager on the same Windows 2003/2008 server. Because WebAccess installs and configures its own Tomcat and Jakarta connector, it must be installed on a server where Tomcat is not already in use by another program. If they are installed on the same server, either WebAccess or iManager does not work.

9.3.3 Internet Explorer and Google Chrome Frame

In Internet Explorer 6 and 7, WebAccess relies on Google Chrome Frame in order to provide a variety of advanced features. If a user's workstation does not have Google Chrome Frame, the user is prompted to download and install it from the Internet. If your WebAccess users do not have access to the Internet, you can make Google Chrome Frame available locally.

- 1 Download the Google Chrome Frame installer from the following Web site:

`http://www.google.com/chrome/frame`

The Google Chrome Frame installer is named `GoogleChromeFrameStandaloneEnterprise.msi`.

- 2 Place the `.msi` file under the document root directory on your Web server.
- 3 Test the location by viewing the URL for the file in your Web browser.
- 4 Specify the URL for the Google Chrome Frame installer in the WebAccess configuration file:

- 4a Edit the `webacc.cfg` file in an ASCII text editor.

- 4b Add the following line at the bottom of the file:

```
GoogleChromeFrame.url=installer_location
```

- 4c Replace `installer_location` with the URL that you tested in [Step 3](#).

- 4d Save the file and exit the text editor.

- 5 Restart Tomcat.

10 Internet Agent Issues

- ♦ [Section 10.1, "General Internet Agent Issues,"](#) on page 18
- ♦ [Section 10.2, "Linux Internet Agent Issues,"](#) on page 19
- ♦ [Section 10.3, "Windows Internet Agent Issues,"](#) on page 19

10.1 General Internet Agent Issues

- ♦ [Section 10.1.1, "Functionality of the --msstu Switch,"](#) on page 18

10.1.1 Functionality of the --msstu Switch

The `--msstu` switch replaces spaces with underscores (`_`) in the email address of the sender, but not in the addresses of recipients. This is working as designed.

10.2 Linux Internet Agent Issues

- ♦ [Section 10.2.1, “Internet Agent Installation Security,” on page 19](#)

10.2.1 Internet Agent Installation Security

During installation, the Linux Internet Agent Installation program requires access to eDirectory by way of LDAP authentication. The LDAP Group object includes an option named *Require TLS for Simple Binds with Password*, which is enabled by default. With this option enabled, you must provide the LDAP server’s trusted root certificate, which must be exported from the LDAP server, in order for LDAP authentication to take place (typically on port 636) during installation of the Internet Agent.

Unless you already have SSL set up, an easier alternative is to disable *Require TLS for Simple Binds with Passwords in ConsoleOne*, which allows LDAP authentication to take place using clear text (typically on port 389), during installation of the Internet Agent. After disabling the option, restart eDirectory, install the Internet Agent, then re-enable *Require TLS for Simple Binds with Password* and restart eDirectory again.

10.3 Windows Internet Agent Issues

None.

11 Calendar Publishing Host Issues

- ♦ [Section 11.1, “General Calendar Publishing Host Issues,” on page 19](#)
- ♦ [Section 11.2, “Linux Calendar Publishing Host Issues,” on page 20](#)
- ♦ [Section 11.3, “Windows Calendar Publishing Host Issues,” on page 20](#)

11.1 General Calendar Publishing Host Issues

- ♦ [Section 11.1.1, “Calendar Publishing Host Name Required During Installation,” on page 19](#)
- ♦ [Section 11.1.2, “Attachments Not Published,” on page 19](#)

11.1.1 Calendar Publishing Host Name Required During Installation

The Calendar Publishing Host Installation program prompts for the name of the Calendar Publishing Host. If you are updating an existing Calendar Publishing Host installation, the Calendar Publishing Host name must match the name provided in ConsoleOne under *Tools > GroupWise System Operations > Web Calendar Publishing Hosts*. The name must be specified identically in both places, including spacing and capitalization. If the names do not match, the Calendar Publishing Host cannot function.

11.1.2 Attachments Not Published

If calendar items include attachments, the attachments are not published to the Web, but the calendar items themselves are still successfully published.

11.2 Linux Calendar Publishing Host Issues

- ♦ [Section 11.2.1, "Linux Calendar Publishing Host Issues Shared with WebAccess," on page 20](#)

11.2.1 Linux Calendar Publishing Host Issues Shared with WebAccess

The Calendar Publishing Host and WebAccess share a substantial amount of functionality. The following WebAccess issue also pertains to the Calendar Publishing Host:

[Section 9.2.1, "WebAccess Update Issue," on page 17](#)

11.3 Windows Calendar Publishing Host Issues

None.

12 Monitor Issues

- ♦ [Section 12.1, "General Monitor Issues," on page 20](#)
- ♦ [Section 12.2, "Windows Monitor Issues," on page 20](#)
- ♦ [Section 12.3, "Linux Monitor Issues," on page 20](#)

12.1 General Monitor Issues

- ♦ [Section 12.1.1, "Monitor Agent SSL Configuration," on page 20](#)

12.1.1 Monitor Agent SSL Configuration

If you want to enable SSL by using the Monitor Agent `/https` and `/httpcertfile` switches, the certificate file must be in PEM format. This differs from the other GroupWise agents, which take a `.b64` public certificate file and a `.key` private key file. The PEM format combines the certificate and key in a single file.

12.2 Windows Monitor Issues

None.

12.3 Linux Monitor Issues

- ♦ [Section 12.3.1, "Linux Monitor Issues Shared with WebAccess," on page 20](#)
- ♦ [Section 12.3.2, "Restoring Monitor Settings after Reinstallation," on page 21](#)

12.3.1 Linux Monitor Issues Shared with WebAccess

Monitor and WebAccess share a substantial amount of functionality. The following WebAccess issue also pertains to Monitor:

[Section 9.2.1, "WebAccess Update Issue," on page 17](#)

12.3.2 Restoring Monitor Settings after Reinstallation

Monitor settings are stored in the `monitor.xml` file in the Monitor installation directory. Agent groups are also stored in this file. If you reinstall the Monitor software, the `monitor.xml` file is backed up as `monitor.001`. To restore previous Monitor settings and agent groups, remove the newly installed `monitor.xml` file and rename `monitor.001` to `monitor.xml`.

13 GroupWise/Exchange Coexistence Issues

The GroupWise/Exchange coexistence solution is available starting in GroupWise 2012 SP2.

- ♦ [Section 13.1, “General GroupWise/Exchange Coexistence Issues,” on page 21](#)
- ♦ [Section 13.2, “Address Book Synchronization Issues,” on page 21](#)
- ♦ [Section 13.3, “GroupWise Free/Busy Service Issues,” on page 23](#)

13.1 General GroupWise/Exchange Coexistence Issues

- ♦ [Section 13.1.1, “Pre-existing GroupWise/Exchange Synchronization,” on page 21](#)

13.1.1 Pre-existing GroupWise/Exchange Synchronization

If you have been using the legacy GroupWise Gateway for Microsoft Exchange or another method for connecting your GroupWise and Exchange systems, you must consider how to handle information that has already been synchronized before you implement the coexistence solution provided in GroupWise 2012 SP2. For a list of considerations, see Appendix A, “[Preexisting GroupWise/Exchange Synchronization](#)” in the *GroupWise/Exchange Coexistence Guide*.

13.2 Address Book Synchronization Issues

- ♦ [Section 13.2.1, “Address Book Synchronization Licensing,” on page 21](#)
- ♦ [Section 13.2.2, “Names for the GroupWise External Domain and Post Office Objects,” on page 22](#)
- ♦ [Section 13.2.3, “Shared Internet Domain Names,” on page 22](#)
- ♦ [Section 13.2.4, “Object Names with Spaces,” on page 22](#)
- ♦ [Section 13.2.5, “Checking Free/Busy information on GroupWise Users in a Distribution Group,” on page 22](#)
- ♦ [Section 13.2.6, “Unsupported GroupWise Send Options,” on page 22](#)

13.2.1 Address Book Synchronization Licensing

When you enable address book synchronization in ConsoleOne, you receive the following notification:

```
Exchange address book synchronization requires its own license.
If you enable Exchange address book synchronization,
your GroupWise system might be subject to additional licensing fees.
```

We invite you to contact your Novell representative, reseller, or partner to learn more about this feature or for pricing and licensing information.

Ensure that you understand the licensing fees that might apply before you implement address book synchronization.

13.2.2 Names for the GroupWise External Domain and Post Office Objects

After address book synchronization, Exchange objects are organized under an External Domain object, which is located under the GroupWise System object in ConsoleOne. The original Active Directory context of each object is represented by an External Post Office object. The External Post Office object cannot have the same name as the External Domain object.

13.2.3 Shared Internet Domain Names

If you want your GroupWise system and your Exchange system to have the same Internet domain name (for example, `nove11.com`), some specialized configuration is required. For background information, see [Configure Exchange 2012 to Route Messages for a Shared Address Space \(http://technet.microsoft.com/en-us/library/bb676395.aspx\)](http://technet.microsoft.com/en-us/library/bb676395.aspx).

- 1 Edit the Accepted Domain for the Organization Hub Transport Accepted domain.
- 2 Change it to an Internal Relay Domain.
- 3 Create a new Send Connector.
- 4 Configure it to relay by setting its SMTP Address Space to the GWIA IP address or DNS hostname.
- 5 Configure the MX record for the shared Internet domain name to point to the Exchange system, which then forwards non-local addresses to the GWIA in the GroupWise system.

13.2.4 Object Names with Spaces

During the synchronization process, GroupWise and Exchange object names become part of email addresses. The space character is not valid in email addresses. As a result, objects with spaces in their names do not synchronize, because their email addresses are invalid.

Exchange prevents the creation of invalid email addresses. For GroupWise, you must set up a preferred email ID for each object that would, by default, have an invalid email address. For more information, see “[Object Naming Consideration](#)” in “[GroupWise/Exchange Address Book Synchronization](#)” in the *GroupWise/Exchange Coexistence Guide*.

13.2.5 Checking Free/Busy information on GroupWise Users in a Distribution Group

The current version of the GroupWise Free/Busy service does not provide free/busy information for groups.

If you use the Scheduling Assistant in Outlook, you see free/busy information from GroupWise users in a group only if you expand the group.

In Outlook WebAccess, you cannot expand the group. Therefore, you cannot see free/busy information for GroupWise users in the group, and you might get an error.

13.2.6 Unsupported GroupWise Send Options

The following GroupWise send options were supported by the legacy GroupWise Exchange Gateway but are not supported in the GroupWise/Exchange coexistence solution:

- ♦ Classification (Normal, Proprietary, Confidential, Secret, Top Secret, For Your Eyes Only)
- ♦ Reply Requested (When Convenient, With *nn* Days)
- ♦ Delay Delivery
- ♦ Notify Recipients

If users select these send options in GroupWise, the options have no effect on messages sent to Exchange users.

13.3 GroupWise Free/Busy Service Issues

- ♦ [Section 13.3.1, “Passwords for the Free/Busy Service User Accounts,” on page 23](#)
- ♦ [Section 13.3.2, “GroupWise User Display in the Outlook Suggested Times Box,” on page 23](#)

13.3.1 Passwords for the Free/Busy Service User Accounts

If the passwords for the Free/Busy service user accounts that access the GroupWise and Exchange systems change for any reason, the Free/Busy service can no longer obtain free/busy information. Ideally, set up these user accounts to be exempt from password expiration rules. If these account passwords need to change for any reason, run the Free/Busy Configurator to provide the current passwords to the Free/Busy service.

13.3.2 GroupWise User Display in the Outlook Suggested Times Box

In the Outlook Scheduling Assistant, GroupWise users' schedules are correctly listed as you add attendees to the appointment. However, the Suggested Times box cannot determine the availability of GroupWise users.

14 International Issues

- ♦ [Section 14.1, “General International Issues,” on page 23](#)
- ♦ [Section 14.2, “Linux International Issues,” on page 25](#)
- ♦ [Section 14.3, “Windows International Issues,” on page 26](#)

14.1 General International Issues

- ♦ [Section 14.1.1, “SMS Texting and European Phone Numbers,” on page 23](#)
- ♦ [Section 14.1.2, “Double-Byte Character Restrictions,” on page 24](#)
- ♦ [Section 14.1.3, “Linux Agent Server Consoles,” on page 24](#)
- ♦ [Section 14.1.4, “Published Calendars with Extended Characters in File Names,” on page 24](#)
- ♦ [Section 14.1.5, “Double-Byte Characters in WebAccess Mobile,” on page 24](#)
- ♦ [Section 14.1.6, “Arabic Display of Help in Internet Explorer 9,” on page 25](#)
- ♦ [Section 14.1.7, “Hebrew Not Available,” on page 25](#)

14.1.1 SMS Texting and European Phone Numbers

GroupWise cannot correctly identify a country code in a phone number when there is no delimiter between the country code and the rest of the phone number. For example, if +49 is the country code, and if you enter a contact phone number as +491234567890, an SMS text message to that contact is undeliverable. If you put a space or a dash between the country code and the phone number, such as +49 1234567890, the SMS text message is successfully delivered.

Sending SMS text messages from GroupWise is free of charge for senders. However, in some European countries, recipients must pay a small charge when they receive SMS text messages.

14.1.2 Double-Byte Character Restrictions

- ♦ Do not use double-byte characters in directory names and file names.
- ♦ Do not use double-byte characters in user passwords. The Change GroupWise Password dialog box in ConsoleOne currently allows entry of double-byte characters. However, the GroupWise client login does not allow entry of double-byte characters in passwords, so a user who was assigned a password with double-byte characters in ConsoleOne cannot type the double-byte characters when attempting to log in to GroupWise.

14.1.3 Linux Agent Server Consoles

If you start an individual GroupWise agent in a language other than English with a command such as the following:

```
./gwmnta --show @provo.mta
```

you must turn off UTF-8 in order for the agent server console to display properly.

To turn off UTF-8 for the Linux server:

- 1 In YaST, click *System > Language > Details*.
- 2 Deselect *UTF-8 Encoding*, then click *OK*.
- 3 Click *Accept* to save the new setting, then reboot the Linux server.

If you do not want to turn off UTF-8 for the server, you can use the `grpwise` script to start the agents, because it turns off UTF-8 automatically when it starts the agents with the user interface provided by the `--show` switch. However, by default, the `grpwise` script starts the agents as daemons, without the user interface. To configure the `grpwise` script to start the agents with the user interface, see [“Starting the Linux Agents as Daemons”](#) in [“Installing GroupWise Agents”](#) in the *GroupWise 2012 Installation Guide*.

14.1.4 Published Calendars with Extended Characters in File Names

On Windows, Mozilla-based browsers such as Firefox do not handle extended character file names correctly for published calendars. This is a browser problem, not a GroupWise problem. There is no workaround.

In Safari on Macintosh, extended character file names are not interpreted correctly. As a workaround, use Firefox instead of Safari to display published calendars. This is a browser problem, not a GroupWise problem.

14.1.5 Double-Byte Characters in WebAccess Mobile

- ♦ [Section 14.1.5.1, “Login Window,”](#) on page 24
- ♦ [Section 14.1.5.2, “Name Completion,”](#) on page 25
- ♦ [Section 14.1.5.3, “Attached Files,”](#) on page 25

14.1.5.1 Login Window

On some tablets, garbage characters display in the WebAccess Mobile Login window instead of readable text. This problem tends to occur on older devices, even when they are running a supported tablet operating system.

14.1.5.2 Name Completion

On tablets, the process for inputting double-byte characters varies. The Name Completion feature in WebAccess Mobile does not work correctly when recipient names include double-byte characters.

Two workarounds are available:

- ♦ Click *User Lookup*, then browse to the recipient.
- ♦ Type the first few characters of the user's email address. Email addresses do not include double-byte characters. Therefore, the Name Completion feature can always complete the email address.

14.1.5.3 Attached Files

On some tablets, when you select a file with double-byte characters in the file name, the characters display as garbage characters. This is a problem with the device.

14.1.6 Arabic Display of Help in Internet Explorer 9

In WebAccess, the online help does not display correctly in Arabic. To correct the problem, enable Compatibility View by clicking *Tools > Compatibility View*.

14.1.7 Hebrew Not Available

Hebrew was dropped from the list of supported languages beginning with GroupWise 8 SP1.

14.2 Linux International Issues

- ♦ [Section 14.2.1, "Double-Byte Character Display in the Linux Client on SLED 11," on page 25](#)
- ♦ [Section 14.2.2, "Display Problem with Agent Server Console Interfaces," on page 25](#)
- ♦ [Section 14.2.3, "Russian Keyboard," on page 26](#)
- ♦ [Section 14.2.4, "Mnemonics for Arabic, Hebrew, and Double-Byte Languages," on page 26](#)
- ♦ [Section 14.2.5, "Localized Agent User Interface Display," on page 26](#)

14.2.1 Double-Byte Character Display in the Linux Client on SLED 11

If you run the Linux client on SUSE Linux Enterprise Desktop (SLED) 11, Chinese, Japanese, and Korean characters display incorrectly. You must meet the Linux client system requirements and install SLED 11 Service Pack 1 in order for double-byte characters to display correctly.

14.2.2 Display Problem with Agent Server Console Interfaces

If you run the Linux GroupWise agents with an agent console interface in languages other than English, the logging information might not display correctly. The problem occurs if your language encoding is set to UTF-8.

To determine your current language encoding, use the following command in a terminal window:

```
locale
```

You can change your language encoding in YaST:

- 1 Start YaST, click *System*, then double-click *Choose Language*.
- 2 Select the language you are running the agents in, then click *Details*.

- 3 Deselect *Use UTF-8 Encoding*, then click *OK*.
- 4 Stop and then restart the agents to put the new setting into effect.

14.2.3 Russian Keyboard

When you use a Russian keyboard, the Linux environment variables that provide language and locale information are usually set to ru_RU. Typically, this setting implies the Russian character set ISO-8859-5. However, on some distributions of Linux, the ISO-8859-5 character set must be set explicitly in order for your Russian keyboard to work with correctly. Use the following command to specify the character set along with the language and locale information:

```
export LANG=ru_RU.ISO-8859-5
```

In most cases, setting the LANG environment variable also sets all LC_* environment variables and resolves all Russian keyboard problems. If you set the LANG environment variable and your Russian keyboard still does not work, use the following command to view the current settings for the LANG and LC_* environment variables:

```
locale
```

If any of the LC_* environment variables have not inherited the ISO-8859-5 specification, export them individually.

14.2.4 Mnemonics for Arabic, Hebrew, and Double-Byte Languages

Keyboard mnemonics for menu items work for characters a-z and A-Z, but not for other characters.

14.2.5 Localized Agent User Interface Display

The Linux GroupWise agent user interfaces display correctly if the Linux environment is using the ISO-8859-1 character set, which is the default for the GroupWise administration languages and locales.

Language	Character Set Code
French	fr_FR
German	de_DE
Portuguese	pt_BR
Spanish	es_ES

If the Linux environment is using a different character set encoding, such as UTF-8 (for example, fr_FR.UTF-8), the localized agent user interfaces do not display correctly.

14.3 Windows International Issues

- ♦ [Section 14.3.1, "Installation Error about the component.msi File," on page 27](#)
- ♦ [Section 14.3.2, "Unwanted Language Selection Dialog Box during AutoUpdate of the GroupWise Windows Client Software," on page 27](#)
- ♦ [Section 14.3.3, "Novell Vibe Folders in the GroupWise Windows Client," on page 27](#)
- ♦ [Section 14.3.4, "GWCSRGEN Utility Does Not Start in Spanish," on page 27](#)

14.3.1 Installation Error about the *component.msi* File

When you update WebAccess, the Calendar Publishing Host, or Monitor, if you install the multilanguage version over the English-only version or vice versa, you receive the following message:

The feature you are trying to use is on a network resource that is unavailable.

Click OK to try again, or enter an alternate path to a folder containing the installation package '*component.msi*' in the box below.

Simply click *Cancel*. This is an automatic InstallShield message. The GroupWise Installation program correctly handles the situation without your assistance.

14.3.2 Unwanted Language Selection Dialog Box during AutoUpdate of the GroupWise Windows Client Software

Setting `ShowDialogs=No` in the `setup.cfg` file does not suppress the interface language dialog box that appears when you install the GroupWise Windows client from the multilanguage GroupWise software image. The interface language dialog box is displayed by InstallShield to ask what language the GroupWise Client Setup program should run in. It does not affect which client languages are installed by the Client Setup program.

To suppress the interface language dialog box:

- 1 Edit the following file in a text editor:

```
software_distribution_directory\client\win32\setup.ini
```

- 2 Locate the following line:

```
EnableLangDia=Y
```

- 3 Change Y to N.
- 4 Save the `setup.ini` file, then exit the text editor.

14.3.3 Novell Vibe Folders in the GroupWise Windows Client

Files with certain extended and double-byte characters in their file names cannot be dragged into Novell Vibe folders. The problem is resolved in Novell Vibe 3.3 and later versions.

14.3.4 GWCSRGEN Utility Does Not Start in Spanish

On a Windows server running the Spanish version of Windows, the GWCSRGEN utility does not start successfully. Use the English version of GWCSRGEN instead. GWCSRGEN runs successfully on other language versions of Windows.

15 Documentation Issues

- ♦ [Section 15.1, "General Documentation Issues," on page 27](#)
- ♦ [Section 15.2, "Linux Documentation Issues," on page 28](#)
- ♦ [Section 15.3, "Windows Documentation Issues," on page 28](#)

15.1 General Documentation Issues

None.

15.2 Linux Documentation Issues

- ♦ [Section 15.2.1, “Agent Help Does Not Display When the Agent Runs as a Non-root User,” on page 28](#)

15.2.1 Agent Help Does Not Display When the Agent Runs as a Non-root User

When you start the Linux POA, the Linux MTA, and the Linux Internet Agent by using the `--show` switch to display a GUI user interface, if the agents are running as a `non-root` user, clicking *Help* does not display the agent help file. Help is displayed in a browser window and the agents currently launch the browser as `root`. Giving the user access to the browser window as `root` would be a security risk. This is working as designed.

15.3 Windows Documentation Issues

- ♦ [Section 15.3.1, “PDF Display in Firefox,” on page 28](#)

15.3.1 PDF Display in Firefox

Starting in Firefox 19, Firefox includes a built-in PDF viewer by default. In earlier versions, Adobe Acrobat has been used with Firefox.

The built-in Firefox PDF viewer does not include the ability to expand and collapse the table of contents bookmarks in the left panel of PDF guides. In a large GroupWise guide, this expand/collapse functionality can be very useful.

To configure Firefox to use Adobe Acrobat as it did in previous versions:

- 1 Click *Firefox > Options > Applications*.
- 2 In *Portable Document Format (PDF)* field, select *Use Adobe Acrobat (in Firefox)*, then click *OK*.

16 GroupWise Bug Fixes

GroupWise 2012 SP3 includes all bug fixes that are available in GroupWise 2012 SP1, SP2, and HP1. For a list of the bugs that have been fixed in GroupWise 2012 SP3, see the [GroupWise 2012 SP3 Bug Fix List](#).

17 GroupWise Documentation

All GroupWise 2012 documentation is available at the [GroupWise 2012 Documentation web site](http://www.novell.com/documentation/groupwise2012) (<http://www.novell.com/documentation/groupwise2012>).

Each GroupWise 2012 guide lists the documentation updates that have occurred for Support Pack 3:

- ♦ [“Documentation Updates”](#) in the *GroupWise 2012 Installation Guide*
- ♦ [“Documentation Updates”](#) in the *GroupWise 2012 Administration Guide*

In addition to the GroupWise product documentation, the following resources provide information about GroupWise 2012:

- ♦ [Novell Support and Knowledgebase](http://www.novell.com/support) (<http://www.novell.com/support>)
- ♦ [GroupWise Support Forums](http://forums.novell.com/forumdisplay.php?f=356) (<http://forums.novell.com/forumdisplay.php?f=356>)
- ♦ [GroupWise Cool Solutions](http://www.novell.com/communities/cool solutions/gwmag) (<http://www.novell.com/communities/cool solutions/gwmag>)
- ♦ [GroupWise Best Practices wiki](http://wiki.novell.com/index.php/GroupWise) (<http://wiki.novell.com/index.php/GroupWise>)

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