GroupWise 2014 R2 Administrator Quick Start

June 2016

MICRO FOCUS

About GroupWise

GroupWise 2014 R2 is a cross-platform, corporate email system that provides secure messaging, calendaring, and scheduling. GroupWise also includes task management, contact management, document management, and other productivity tools. Companion products provide secure instant messaging (GroupWise Messenger), synchronization with mobile devices (GroupWise Mobility Service), and teaming workspaces (Novell Vibe) for robust enterprise connectivity and collaboration.

Your GroupWise system can run on Linux or Windows, or a combination of these operating systems. GroupWise users can access their mailboxes from their Windows desktops, in a web browser anywhere an Internet connection is available, on tablet devices such as the Apple iPad, and on mobile devices.

This *Quick Start* provides a high-level road map for novice GroupWise administrators and a concise checklist of essentials for experienced GroupWise administrators. For complete system requirements and installation instructions, see the *GroupWise 2014 R2 Installation Guide*.

Locating GroupWise Documentation

All GroupWise documentation is available on the GroupWise 2014 R2 Documentation website (http://www.novell.com/documentation/groupwise2014r2/).

Guide	Contents
Readme	Known issues for all GroupWise components
Quick Start	Installation overview for all GroupWise components.
Installation Guide	Detailed system requirements and installation instructions for GroupWise system creation and for installation of all additional GroupWise components.
Administration Guide	Creation and management of GroupWise domains, post offices, users, and all other GroupWise objects; configuration and optimization of all GroupWise agents and web applications; rollout strategies for the GroupWise Windows client.
Interoperability Guide	How to use GroupWise in the context of other products, such as Novell Cluster Services, Microsoft Failover Clustering, Novell Messenger, Novell Vibe, and Novell ZENworks.

Guide	Contents
Client User Guide	Complete instructions for using the GroupWise client; also available in the client by clicking **Help > User Guide**; additional assistance available by clicking **Help > Training & Tutorials**.
WebAccess User Guide	Complete instructions for using GroupWise WebAccess in a desktop web browser; also available by clicking ⚙ > **Help**
WebAccess Mobile User Guide	Complete instructions for using GroupWise WebAccess on a tablet device; also available by tapping **More > Help**.

Creating a GroupWise System

A GroupWise system consists of domains, post offices, users, and agents.

- The Post Office Agent (POA) delivers messages between users' mailboxes in each post office.
- The Message Transfer Agent (MTA) routes messages between post offices and domains.
- The Internet Agent (GWIA) transfers messages to and from the Internet.
- The Document Viewer Agent (DVA) converts attached document files into HTML format for indexing by the POA and for display in GroupWise WebAccess.

GroupWise System Requirements

- ☐ x86-64 processor

- ☐ Any of the following server operating systems for the GroupWise agents:

  - ◆ Novell Open Enterprise Server (OES) 11 or Novell Open Enterprise Server (OES) 2015, plus the latest Support Pack

  - ◆ SUSE Linux Enterprise Server (SLES) 11 or SUSE Linux Enterprise Server (SLES) 12 plus the latest Service Pack

    NOTE: On Linux, the X Window System and Open Motif are required by the GUI GroupWise agent server consoles for the Post Office Agent, the Message Transfer Agent, and the Internet Agent.

    By default, the GroupWise Linux agents run as services without user interfaces. Starting and stopping the agents when they are running with a user interface is not supported in the GroupWise Administration console.

  - ◆ Windows Server 2012 R2, plus the latest Service Pack

- ☐ One or more of the following directories:

  - ◆ NetIQ eDirectory 8.8.7 or later, plus the latest Support Pack, with LDAP enabled (optional)

    You can download eDirectory from the Novell Downloads site (http://download.novell.com).

  - ◆ Microsoft Active Directory (optional)

  - ◆ Native GroupWise directory (internal; required)

- ☐ Any of the following web browsers for the GroupWise Administration console and agent consoles:

  - ◆ Linux: Mozilla Firefox; Google Chrome

  - ◆ Windows: Microsoft Internet Explorer 10 or later; Mozilla Firefox; Windows Edge

  - ◆ Macintosh: Mozilla Firefox; Google Chrome; Safari

- ☐ Adequate server memory as required by the operating system and by the GroupWise agents on the server

  For details, see "Sample Agent Memory Requirements" in the *GroupWise 2014 R2 Installation Guide*.

GroupWise System Creation

On a machine that meets the GroupWise system requirements:

1 Start the GroupWise Installation Wizard in the downloaded *GroupWise 2014* software image:

```
Linux:      /gw14.0.0-build_version/install.sh
Windows:    \groupwise\setup.exe
```

2 Follow the on-screen instructions to create your initial GroupWise system:

  - ◆ Create the primary domain and configure the Message Transfer Agent (MTA) for it.

  - ◆ (Optional) Create a post office and configure the Post Office Agent (POA) for it.

  - ◆ (Optional) Set up the Internet Agent (GWIA) to provide Internet access.

  - ◆ (Optional) Set up the Document Viewer Agent (DVA) to provide viewing and indexing services.

After you create the primary domain, you typically create secondary domains and post offices on additional servers.

For compete setup instructions, see "GroupWise System Creation" in the *GroupWise 2014 R2 Installation Guide*. For maintenance information, see "Domains," "Post Offices," "Post Office Agent," "Message Transfer Agent," "Internet Agent," and "Document Viewer Agent" in the *GroupWise 2014 R2 Administration Guide*.

Accessing Your GroupWise Mailbox on Your Windows Desktop

Each GroupWise user has a mailbox in a post office. In a corporate workplace environment, users with Windows workstations can run the GroupWise client to access their mailboxes and to send and receive mail.

GroupWise Client Workstation Requirements

- ☐ x86-32 processor or x86-64 processor

  On a 64-bit processor, GroupWise still runs as a 32-bit application.

- ☐ Any of the following desktop operating systems for the GroupWise client:

  - ◆ Windows 7 on a 1 GHz or higher workstation with at least 1 GB of RAM

  - ◆ Windows 8 or Windows 8.1 on a 1 GHz or higher workstation with at least 1 GB of RAM

  - ◆ Windows 10 on a 1 GHz or higher workstation with at least 1 GB of RAM

- ☐ Approximately 200 MB of free disk space on each user's workstation to install the GroupWise client.

GROUPWISE CLIENT INSTALLATION

At a Windows workstation that meets the client requirements:

1 Run the GroupWise Installation Wizard (gw14.*x.x*_client_win_multi.exe).

2 Click **GroupWise Client** to start the GroupWise Client Setup Wizard.

3 Follow the on-screen instructions to install the GroupWise client software on your workstation.

   The Installation Wizard adds a GroupWise client icon to your desktop.

4 Double-click the GroupWise client icon to start the GroupWise client.

For system-wide rollout of the GroupWise client software, you will probably not provide the downloaded software image to each GroupWise user. See "Client" in the *GroupWise 2014 R2 Administration Guide* for various client rollout alternatives, including the use of Novell ZENworks.

Accessing Your GroupWise Mailbox from Your Web Browser, Tablet Device, or Mobile Device

GroupWise WebAccess enables GroupWise users to access their GroupWise mailboxes through web browsers, on tablet devices such as the Apple iPad, and on mobile devices such as cell phones.

The WebAccess Application integrates into your web server so that GroupWise mailbox information can be displayed in your web browser or on your tablet device or mobile device. The WebAccess Application communicates with the Post Office Agent (POA) to obtain the mailbox information and with the Document Viewer Agent (DVA) to convert documents into HTML format for viewing in your mobile environment.

GROUPWISE WEBACCESS SYSTEM REQUIREMENTS

☐ x86-64 or x86-32 processor

☐ A supported web server for your operating system:
   - OES 11 / OES 2015 / SLES 11: Apache 2.2, plus Tomcat 7, plus IBM Java 8 Runtime Environment (JRE), plus the ModProxy Module
   - Windows Server 2008 R2 / Windows Server 2012: Microsoft Internet Information Server (IIS) 7 or later, plus Tomcat 7, plus IBM Java 8 Runtime Environment (JRE), plus Jakarta Connector 1.2, plus ISAPI support

☐ Any of the following web browsers:
   - Linux: Mozilla Firefox; Google Chrome
   - Windows: Microsoft Internet Explorer 9 or later; Mozilla Firefox; Google Chrome; Windows Edge
   - Macintosh: The latest version of Safari for your version of Mac OS; Mozilla Firefox; Google Chrome

GROUPWISE WEBACCESS MOBILE REQUIREMENTS

Any of the following tablet operating systems and tablets:

☐ Android 4.1, 5.0, or later, with Google Chrome, on any Android device

☐ Apple iOS 7.x, 8.x, or later, with Apple Safari

☐ Kindle Fire, with Amazon Silk

☐ Windows Mobile 8.0 or later Pro, with Microsoft Internet Explorer, on any Windows device (full WebAccess, no template)

GROUPWISE WEBACCESS INSTALLATION

1 Start the GroupWise Installation Wizard on a web server, as described in "GroupWise System Creation" on page 2.

2 On Linux, enter **Installation > GroupWise WebAccess**.

   or

   On Windows, click **GroupWise WebAccess**.

3 Follow the on-screen instructions to install the WebAccess Application to the web server.

   On Windows, the Installation program can immediately restart the web server for you.

4 (Conditional) On Linux, restart Apache and Tomcat.

5 To display the GroupWise WebAccess login page, use the following URL:

   http://*web_server_address*/gw/webacc

   Replace *web_server_address* with the IP address or DNS hostname of the web server.

For complete installation instructions, see "Setting Up GroupWise WebAccess" in the *GroupWise 2014 R2 Installation Guide*. For maintenance instructions, see "WebAccess" in the *GroupWise 2014 R2 Administration Guide*.

Publishing Your Calendar and Free/Busy Information on the Internet

The GroupWise Calendar Publishing Host enables GroupWise users to publish their GroupWise Calendars and free/busy status on the Internet, so that non-

GroupWise users can see their schedules and availability. This helps non-GroupWise users schedule convenient appointments with GroupWise users.

For installation instructions, see "Setting Up the GroupWise Calendar Publishing Host" in the *GroupWise 2014 R2 Installation Guide*. For maintenance instructions, see "Calendar Publishing Host" in the *GroupWise 2014 R2 Administration Guide*.

Synchronizing Your Mobile Device with GroupWise

You can use the GroupWise Mobility Service to synchronize email and other personal information manager (PIM) data from GroupWise to mobile devices that support Microsoft ActiveSync protocol 12.*x*.

Supported mobile device operating systems include:

- Android 3.*x* and 4.*x*
- Apple iOS 5.*x*, 6.x, and 7.x
- Windows Phone 7
- Windows 8 (Phone, Tablet, and Desktop)
- BlackBerry 10.**x**

For installation instructions, see the *GroupWise Mobility Service 2014 R2 Installation Guide*. For maintenance instructions, see the *GroupWise Mobility Service 2014 R2 Administration Guide*.

Communicating in Real Time with Other GroupWise Users

Novell Messenger is a cross-platform, corporate-based, secure instant messaging solution that supports instant messaging, presence, chat rooms, broadcasts, and archiving of conversations for GroupWise users. Messenger runs on Linux and Windows.

For basic instructions, see the *GroupWise and Messenger Quick Start*. For more detailed information, see the *Novell Messenger 2.2 Installation Guide* and the *Novell Messenger 2.2 Administration Guide*.

Collaborating with Other GroupWise Users

Novell Vibe enhances GroupWise by providing easy document management and sharing, team calendars and task lists, workflows, discussion threads, wikis, blogs, RSS feeds, and more.

For basic instructions, see the *GroupWise and Vibe Quick Start*. For more detailed information, see the *Novell Vibe 3.4 Installation Guide* and the *Novell Vibe 3.4 Administration Guide*.

Monitoring Your GroupWise System

GroupWise Monitor is a monitoring and management tool that allows you and other GroupWise administrators to monitor GroupWise agents from any location where you are connected to the Internet and have access to a web browser. Some agent administration can also be performed from your web browser.

GROUPWISE MONITOR SYSTEM REQUIREMENTS

- ☐ Any server operating system listed in "GroupWise System Requirements" on page 2
- ☐ Any web server listed in "GroupWise WebAccess System Requirements" on page 3
- ☐ Any web browser listed in "GroupWise WebAccess System Requirements" on page 3

More detailed Monitor requirements are listed in the *GroupWise 2014 R2 Installation Guide*.

GROUPWISE MONITOR INSTALLATION

1 Start the GroupWise Installation Wizard, as described in "GroupWise System Creation" on page 2.

2 On Linux, enter **Installation > GroupWise Monitor Agent**.

or

On Windows, click **GroupWise Monitor**.

3 Follow the on-screen instructions to install the Monitor Agent to a Linux or Windows server.

4 (Optional) Install the Monitor Application to the web server of your choice, if you want to be able to monitor the agents from outside your firewall.

On Windows, the Installation Wizard can immediately start the Monitor Agent and web server for you.

5 (Conditional) On Linux, restart Apache and Tomcat if you installed the Monitor Application.

6 (Optional) To display the main Monitor web console in your web browser either inside or outside your firewall, use the following URL:

`http://web_server_address/gwmon/gwmonitor`

Replace *web_server_address* with the IP address or DNS hostname of your web server.

7 To display the more full-featured Monitor Agent console in your web browser, use the following URL:

`http://web_server_address:8200`

The Monitor Agent console, provided by the Monitor Agent itself, can be accessed only from behind your firewall.

For complete installation instructions, see "Setting Up GroupWise Monitor" in the *GroupWise 2014 R2 Installation Guide*. For maintenance instructions, see "Monitor" in the *GroupWise 2014 R2 Administration Guide*.

Clustering Your GroupWise System

Clustering ensures high availability and manageability of critical network resources by providing failover, failback, and migration (load balancing) capabilities for clustered resources. By setting up post offices in a cluster, you ensure that GroupWise users can always access their mailboxes. By setting up the Internet Agent (GWIA) in a cluster, you ensure that GroupWise users can always send mail across the Internet.

GroupWise can be installed in clusters on Linux and Windows. For more information, see "Clustering" in the *GroupWise 2014 R2 Interoperability Guide*.

Updating Your GroupWise System with Support Packs

Updates to your GroupWise software are provided on the Novell Downloads page (http://download.novell.com).

1 Follow the installation instructions in the Readme for each GroupWise Support Pack, keeping in mind the following important guidelines:

- Always update your primary domain first.
- When you update any domain, always start the MTA first (before any updated POAs) so that the domain database is fully updated.
- After you update a domain and start the MTA for it, start the updated POAs for the post offices that belong to the updated domain.