

XIV Client

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Setting Up GroupWise Modes and Accounts

This section will familiarize you with GroupWise[®] modes and accounts, and help you set up users to use them.

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GroupWise Modes

GroupWise provides three different ways to run the GroupWise client: Online mode, Caching mode, and Remote mode.

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- ♦ “Caching Mode” on page 919
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Most GroupWise features are available in all three GroupWise modes, with a few exceptions. Subscribing to other users’ notifications is not available in Caching mode. Subscribing to other users’ notifications and Proxy are not available in Remote mode.

The system administrator can add or remove a drop-down list on the client toolbar that allows users to select the GroupWise mode being used.

- 1** In ConsoleOne[®], click Tools > GroupWise Utilities > Client Options.
- 2** Click Environment > the Client Access tab.
- 3** Select or deselect By Default, Show Login Mode Drop-Down List on Client Toolbar.

Online Mode

When using Online mode, users are connected to the post office on the network. The mailbox displays the messages and information stored in the Online mailbox (also called the network mailbox). Online mode is connected to the Online mailbox continuously. Users should use this mode if they do not have a lot of network traffic. If the Post Office Agent shuts down or if users lose the network connection, they will lose the connection to their mailbox.

Caching Mode

Users can use GroupWise in Caching mode whether or not the network or Post Office Agent is available. Because users are not connected to the network all the time, this mode cuts down on network traffic and has the best performance. A connection is automatically made to retrieve and send new messages. All updates are performed in the background so GroupWise is not interrupted.

Caching mode stores a copy of the entire Online mailbox, including messages and other information, on a user's local drive. When users run Caching mode and Remote mode on the same computer, the same local mailbox (also called the Caching mailbox or Remote mailbox) can be used to minimize disk space usage. To use Caching mode, the client installation must be a standard installation, not a workstation installation.

Allowing or Forcing Use of Caching Mode

The system administrator can allow or disallow the use of Caching mode, and can also force users to log in to GroupWise in Caching mode.

- 1 In ConsoleOne, click Tools > GroupWise Utilities > Client Options.
- 2 Click Environment > the Client Access tab.
- 3 Select or deselect Allow Use of Caching Mode.
- 4 Select or deselect Force Use of Caching Mode.

Downloading the System Address Book

When users prime their Caching mailboxes, they receive a copy of the system address book. After the initial priming of the Caching mailbox, users can re-download the system address book and their personal address books in Caching mode by clicking View > Retrieve System Address Book or View > Retrieve Personal Address Book while in the Address Book. Address books will also be re-downloaded in Caching mode when users click Tools > Retrieve Entire Mailbox.

Users can also specify to download the system address book (and any rules they have created) on a regular basis. In Remote or Caching mode, click Accounts > Account Options > the GroupWise account > Properties > the Advanced tab > select Refresh Address Books and Rules Every __ Days. By default this is set to 7 days, but can be changed.

If you configure the POA to generate the system address book regularly, Caching mode users will always have a current copy to download. In ConsoleOne, right-click the POA object > click Properties. On the GroupWise Agent Settings page, make sure that Generate Address Book for Remote is selected. You can choose the time when you want the generation to take place.

If you want to generate the system address book for download more often than once a day, you can delete the existing wprof50.db file from the \wpcout\ofs subdirectory of each post office. A new downloadable system address book will be generated automatically for users on each post office.

Remote Mode

- ◆ [“Remote Password” on page 921](#)
- ◆ [“Async Gateway and X.25 Gateway” on page 921](#)
- ◆ [“Remote Performance” on page 921](#)
- ◆ [“Hit the Road” on page 921](#)
- ◆ [“Remote Properties” on page 922](#)
- ◆ [“Remote Mode Connections” on page 922](#)

Remote mode is familiar to GroupWise users on the road. Similar to Caching mode, a copy of the Online mailbox, or the portion of the mailbox that users specify, is stored on the local drive. Users can periodically retrieve and send messages with the type of connection they specify (modem, network, or TCP/IP). Users can restrict what is retrieved, such as only new messages or only

message subject lines. To use Remote mode, the client installation must be a standard (full) installation, not a workstation installation.

The system administrator can allow or disallow the use of Remote mode.

- 1** In ConsoleOne, click Tools > GroupWise Utilities > Client Options.
- 2** Click Environment > the Client Access tab.
- 3** Select or deselect Allow Use of Remote Mode.

Remote Password

To use Remote mode, users must have a password set in Online mode. When they run in Remote mode for the first time, they can specify to use the same password in Remote mode or choose a new one.

Async Gateway and X.25 Gateway

For GroupWise to use a modem connection, the GroupWise Async Gateway or X.25 Gateway must be installed and configured in your GroupWise system. The gateway provides the means by which the client communicates with the GroupWise system.

Remote Performance

The system administrator can configure the MTA so that it re-directs Remote mode requests to other MTAs and POAs. The GroupWise client can establish a client/server connection to an MTA across the Internet. For more information, see [“Enabling Live Remote” on page 601](#).

Hit the Road

Users can use Hit the Road on the Tools menu (or switch from Online mode to Remote mode) to create, set up, or update the Remote mailbox. A copy of the mailbox is created on the user's local drive and any current connections are detected and set up. If users have already used Caching mode, the local mailbox has already been created. Users can also use Hit the Road to create setup files on a diskette to set up their Remote mailbox on a computer that's not connected to the network. Several users can set up their Remote mailboxes on a single shared computer.

Hit the Road creates a network connection for the method (direct connection or TCP/IP) GroupWise uses to access the user's post office. GroupWise can then use this connection, when running in Remote mode, to connect to the GroupWise system. For example, a network connection lets users of docked laptops run GroupWise in Remote mode and connect to the GroupWise system through the network connection rather than a modem connection.

Hit the Road also creates modem connections for Remote Profiles in the Async Gateway or X.25 Gateway. Remote Profiles let GroupWise connect to the GroupWise system.

To use Hit the Road:

- 1** In the GroupWise client, click Tools > Hit the Road.
- 2** Follow the prompts to create the Remote mailbox on the computer or on a diskette.

Installing the Remote Mailbox from Diskette

If Hit the Road created the user's Remote mailbox on diskette, the user needs to install the Remote mailbox on the computer that will be running in Remote mode.

- 1** Insert the diskette containing the Remote mailbox into the computer's disk drive.

2 From the Windows Taskbar, click Start > Run.

3 Type **A: \SETUP** > click OK.

Follow the prompts. The setup program creates a Remote mailbox and copies the required files to the computer's hard drive.

Remote Properties

Users can change the way Remote mode is set up, including the connection, time zone, signature, and so forth, in Account Options on the Accounts menu. Remote is listed as an account.

By default, if an item is deleted from the Remote mailbox, the item will be deleted from the Online mailbox the next time a connection is made. Deletion options in Remote Properties can be changed so that an item deleted from the Remote mailbox will stay in the Online mailbox or vice versa.

Remote Mode Connections

- ◆ “Setting Up a Modem Connection” on page 922
- ◆ “Setting Up a Network Connection” on page 923
- ◆ “Setting Up a TCP/IP Connection” on page 924

Setting Up a Modem Connection

If you are going to connect with a modem, you must create at least one modem connection. A modem connection provides GroupWise with the information it needs to connect to the GroupWise system through the GroupWise Async Gateway or GroupWise X.25 Gateway.

To set up a modem connection:

1 In the client, log in or change to Remote mode.

2 Click Accounts > Account Options > double-click the Remote account.

3 Click the Connection tab, click Connect To, click New, click Modem, then click OK.

4 Type a descriptive name for the modem connection in the Connection Name box.

5 Click the country code, then type the area code and phone number for the gateway to the master GroupWise system.

You can use a comma (,) to signal a one-second pause in dialing such as 9, (800) 555-5555. The 9 accesses an outside line and the comma causes a one-second pause to wait for the dial tone before dialing the number. If you enter dashes, spaces, and parentheses, they are ignored.

6 Type the login ID for the gateway.

7 Click Password, type the gateway password, click OK, retype the password, then click OK.

8 Click the Advanced tab.

9 If your modem requires a script, specify the path to the script in the Modem Script box, click Edit Script, then specify the necessary When Given and Respond With commands.

To save the script without changing its filename, click Save > Close.

or

To save the script with a new filename, click Save As > type a name > Close.

10 Click a disconnect method.

Method	Description
When All Updates Are Received	Disconnects after requests are sent and after all responses to the requests are received (or disconnects automatically when the time allowed by the gateway has expired).
Do Not Wait for Responses	Disconnects immediately after requests are sent and pending responses are received. Pending responses are responses to other requests that are waiting to be downloaded to you.
Manually	Lets you manually control when to disconnect (or disconnects automatically when the time allowed by the gateway has expired).

- 11** Click Attempts, then specify the number of times to redial if the line is busy.
- 12** Click Retry Interval, then specify the time interval between each redial attempt.
- 13** Click OK.
- 14** Select the connection you want, then click Select.
- 15** Select the location you are connecting from in the Connecting From box. If none are listed, use the Default Location option.

If you need to create a new location, click the Connect From button. This is useful for laptop users who are calling into the GroupWise system from different geographic locations.
- 16** Select the modem to use for dialing up the gateway in the Connect Using box. If you have not yet defined your modem, click Modem to add a modem to your system.
- 17** Click OK, then click Close.

Setting Up a Network Connection

While running in Remote mode, GroupWise can connect to the user's Online mailbox using a network connection. A network is useful for laptop users connecting to the network through a docking station, or for remote users connecting through a modem using remote node software.

To create a network connection:

- 1** In the client, log in or change to Remote mode.
- 2** Click Accounts > Account Options > double-click the Remote account.
- 3** Click the Connection tab, click Connect To, click New, click Network, then click OK.
- 4** Type a descriptive name for the network connection in the Connection Name box.
- 5** Type the path to any post office directory in the master GroupWise system.

Users can connect to their own post offices or to any post office in the master GroupWise system to access their Online mailboxes.

- 6** Click a disconnect method.

Method	Description
When All Updates Are Received	Disconnects after requests are sent and after all responses to the requests are received (or disconnects automatically when the time allowed by the gateway has expired).
Do Not Wait for Responses	Disconnects immediately after requests are sent and pending responses are received. Pending responses are responses to other requests that are waiting to be downloaded to you.
Manually	Lets you manually control when to disconnect (or disconnects automatically when the time allowed by the gateway has expired).

7 Click OK.

8 Select the connection you want, then click Select.

9 Select the location you are connecting from in the Connecting From box. If none are listed, use the Default Location option.

If you need to create a new location, click the Connect From button. This is useful for laptop users who are calling into the GroupWise system from different geographic locations.

10 Click OK, then click Close.

Setting Up a TCP/IP Connection

A TCP/IP connection enables GroupWise, while running in Remote mode, to connect to the GroupWise system through a network connection using TCP/IP rather than a modem connection. A TCP/IP connection can be made through a network connection, such as a laptop connecting to the network through its docking station, or through a modem using remote node software.

To create a TCP/IP connection:

1 In the client, log in or change to Remote mode.

2 Click Accounts > Account Options > double-click the Remote account.

3 Click the Connection tab, click Connect To, click New, click TCP/IP, then click OK.

4 Type a descriptive name for the TCP/IP connection.

5 Type the IP address or the DNS name.

6 Type the IP port for this address.

7 Click a disconnect method.

Method	Description
When All Updates Are Received	Disconnects after requests are sent and after all responses to the requests are received (or disconnects automatically when the time allowed by the gateway has expired).

Method	Description
Do Not Wait for Responses	Disconnects immediately after requests are sent and pending responses are received. Pending responses are responses to other requests that are waiting to be downloaded to you.
Manually	Lets you manually control when to disconnect (or disconnects automatically when the time allowed by the gateway has expired).

- 8** Click OK.
- 9** Select the connection you want, then click Select.
- 10** Select the location you are connecting from in the Connecting From box. If none are listed, use the Default Location option.

If you need to create a new location, click the Connect From button. This is useful for laptop users who are calling into the GroupWise system from different geographic locations.
- 11** Click OK, then click Close.

Accounts

- ◆ [“Accounts Menu” on page 925](#)
- ◆ [“Enabling POP3, IMAP4, and NNTP Account Access in Online Mode” on page 925](#)

Accounts Menu

In addition to the Remote account, users can access and configure POP3 and IMAP4 Internet e-mail accounts and NNTP News accounts from the Accounts menu. While the user is in Remote and Caching mode, POP3, IMAP4, and NNTP accounts are accessed without needing to connect to the GroupWise system. If the system administrator enables it, users can also access and configure their POP3, IMAP4, and NNTP accounts from the Accounts menu while in Online mode.

Enabling POP3, IMAP4, and NNTP Account Access in Online Mode

By default, POP3, IMAP4, and NNTP accounts can be added, configured, and accessed by users in Remote and Caching mode only. Account items and information are not accessible in Online mode, nor can items and information be uploaded to the Online mailbox until the system administrator enables it.

To enable POP3, IMAP4, and NNTP account access in client users’ Online mode for an entire post office:

- 1** Make sure GroupWise 6 agents have been installed. For more information, see [“Message Transfer Agent” on page 557](#).
- 2** Make sure Internet Addressing is enabled. For more information, see [“Internet Addressing” on page 52](#).
- 3** In ConsoleOne, select the post office object.
- 4** Click Tools > GroupWise Utilities > Client Options.

- 5** Click Environment, then click the General tab.
- 6** Select Allow Use of POP and IMAP Accounts in the Online Mailbox.
- 7** Select Allow Use of News (NNTP) Accounts in the Online Mailbox.
- 8** Click OK.

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Using a Configuration File to Enable AutoUpdate and to Select Installation Responses

- ◆ “Introduction” on page 927
- ◆ “Installing with the Configuration File (setup.cfg)” on page 928
- ◆ “Modifying the Configuration File” on page 928
- ◆ “Adding LDAP Directory Service Accounts” on page 934
- ◆ “Enabling AutoUpdate” on page 935
- ◆ “Modifying Addon.cfg” on page 937
- ◆ “Error Log File” on page 938
- ◆ “Startup Switches for Administrator-Defined Setup” on page 938

Introduction

During installation and any subsequent updates, the GroupWise® 6 client setup program generally requires user intervention at the workstation to install the client software. By using a configuration file, you can cause installations and updates to occur, simplifying or eliminating the user response during installation. You can also use this configuration file to enable AutoUpdate, which forces updates to take place. This allows you to maintain current versions of the GroupWise software on the network. The use of a configuration file to install GroupWise is often called an administrator-defined setup.

Information can be added to the configuration file that will add predefined LDAP directory service accounts to the Address Book in the client during installation.

The configuration file, `setup.cfg`, is an ASCII text file that supports extended ASCII characters. The file contains the responses normally provided by the user during the installation of the client files; for example, the path for the client files, whether to complete a workstation or standard installation, and the folder for the GroupWise icon are specified in this file.

When the GroupWise client `setup.exe` file is executed, it looks in the same directory for a `setup.cfg` file. If none is found, the installation proceeds, prompting the user for the needed information. If the `setup.cfg` file is found, the setup program installs the software, using the information outlined in the configuration file. Depending on the entries in the configuration file, the user might or might not be prompted to provide information during the installation.

If you are going to use a configuration file to install client software, it is recommended that users be given Read and File Scan rights to the `software_distribution_directory\client` and `software_distribution_directory\client\win32` directories. (This does not apply if you are running AutoUpdate over an IP connection.)

Installing with the Configuration File (setup.cfg)

During the installation of GroupWise Administration, the GroupWise client files were copied to the software distribution directory on your server. For example, if you accepted the default `z:\grpwise\software` as your target, the GroupWise client software was copied to `z:\grpwise\software\client\win32`.

For GroupWise 6 Support Pack 1, the `setupip.fil` file, used when running AutoUpdate over an IP connection, is not included in the support pack image because of its size (over 44 MB). This file must be downloaded separately from [Novell Software Downloads \(http://download.novell.com\)](http://download.novell.com) and copied to `software_distribution_directory\admin\utility\setupip`.

- 1 Make a backup copy of `software_distribution_directory\client\setup.cfg`, using an ASCII text editor, edit the `setup.cfg` file entries with the values you want. See [“Modifying the Configuration File” on page 928](#) for more information.
- 2 If you want to add predefined LDAP directory service accounts to the Address Book, follow the procedure in [“Adding LDAP Directory Service Accounts” on page 934](#).
- 3 If you want to use AutoUpdate, follow the procedure in [“Enabling AutoUpdate” on page 935](#).
- 4 Save `setup.cfg`, then copy the file to the `software_distribution_directory\client\win32` directory.
- 5 If you want to install additional components on users’ workstations, follow the procedure in [“Modifying Addon.cfg” on page 937](#).

If you use several different configuration files, you will need to save them with different names and use the `config=setup filename` startup switch. See [“Startup Switches for Administrator-Defined Setup” on page 938](#) for more information.

To stop `setup.exe` from using the `setup.cfg` file, delete `setup.cfg` from the directory where `setup.exe` resides.

Modifying the Configuration File

The configuration file is divided into the following sections. In the configuration file, each section head must be enclosed in brackets [] as shown.

- ◆ “[GroupWiseSetup]” on page 929
- ◆ “[ShowDialogs]” on page 929
- ◆ “[AutoUpdate]” on page 931
- ◆ “[Startup]” on page 932
- ◆ “[GWTIP]” on page 932
- ◆ “[GWMAILTO]” on page 932
- ◆ “[GWCHECK]” on page 933
- ◆ “[IntegrationApps]” on page 933
- ◆ “[Languages]” on page 934

Additional setup profiles are available on the Internet at support.novell.com/misc/worldwide.htm

[GroupWiseSetup]

- ◆ “Version=” on page 929
- ◆ “StandardInstall=” on page 929
- ◆ “Path=” on page 929
- ◆ “Folder=” on page 929
- ◆ “DefaultIPAddress=” on page 929
- ◆ “DefaultIPPort=” on page 929

Version=

This must match the version being installed; otherwise, the setup program will not use setup.cfg. The default is 6.

StandardInstall=

Specify the type of installation desired. Specify No for a workstation installation, which allows the user to run GroupWise from the network. Specify Yes for a standard installation, which allows the user to run GroupWise from the computer's hard drive. A standard installation is required to use Caching mode and Remote mode. The default is No.

Path=

This is the path where you want GroupWise to be installed during a standard installation. The default path is c:\novell\groupwise\.

Folder=

This will create and install the GroupWise icons to the specified folder. The default folder is GroupWise.

DefaultIPAddress=

This optional entry specifies the default IP address for the client to use the first time it is started.

DefaultIPPort=

This optional entry specifies the default IP port for the client to use the first time it is started.

[ShowDialogs]

- ◆ “HideAllDialogs=” on page 930
- ◆ “Welcome=” on page 930
- ◆ “SetupOptions=” on page 930
- ◆ “DestinationDirectory=” on page 930
- ◆ “SelectOptionalComponents=” on page 930
- ◆ “SelectProgramFolder=” on page 930
- ◆ “SelectStartUpFolderSoftware=” on page 930
- ◆ “LanguageSelection=” on page 930

- ◆ “SoftwareIntegrations=” on page 930
- ◆ “StartCopyingFiles=” on page 931
- ◆ “SetupComplete=” on page 931

HideAllDialogs=

Specify No to display dialog boxes during the installation. Specify Yes to hide the dialog boxes. A progress indicator will be displayed to inform the user of the installation status. The default is No.

If an entry is missing from the setup.cfg file and HideAllDialogs=Yes, the setup program will select the default setting. If HideAllDialogs=No, the setup program will prompt the user for a selection.

Welcome=

Specify Yes to display the Welcome dialog box during the installation. Specify No to hide this dialog box. The default is Yes.

SetupOptions=

Specify Yes to display the Setup Options dialog box during the installation. Specify No to hide this dialog box. The default is Yes.

DestinationDirectory=

Specify Yes to display the Destination Directory dialog box during the installation. Specify No to hide this dialog box. The default is Yes.

SelectOptionalComponents=

Specify Yes to display the Select Optional Components dialog box during the installation. Specify No to hide this dialog box. The default is Yes.

SelectProgramFolder=

Specify Yes to display the Select Program Folder dialog box during the installation. Specify No to hide this dialog box. The default is Yes.

SelectStartUpFolderSoftware=

Specify Yes to display the Select Startup Folder Software dialog box during the installation. Specify No to hide this dialog box. The default is Yes.

LanguageSelection=

Specify Yes to display the Language Selection dialog box during the installation. Specify No to hide this dialog box. The default is Yes.

SoftwareIntegrations=

Specify Yes to display the Software Integrations dialog box during the installation. Specify No to hide this dialog box. The default is Yes.

StartCopyingFiles=

Specify Yes to display the Start Copying Files dialog box during the installation. Specify No to hide this dialog box. The default is Yes.

SetupComplete=

Specify Yes to display the Setup Complete dialog box during the installation. Specify No to hide this dialog box. The default is Yes.

[AutoUpdate]

When an update to the GroupWise software is available, users are prompted if they want to install the new software when they start GroupWise. For complete instructions on enabling AutoUpdate, see [“Enabling AutoUpdate” on page 935](#).

- ◆ [“Enabled=” on page 931](#)
- ◆ [“SetupIPEnabled=” on page 931](#)
- ◆ [“ForceUpdate=” on page 931](#)
- ◆ [“GraceLoginCount=” on page 931](#)
- ◆ [“PromptUntilUpdated=” on page 931](#)

Enabled=

Specify Yes if you want users to be prompted to update their GroupWise client software as soon as a newer version is available. Specify No if you want to disable the AutoUpdate feature. The ForceUpdate= entry is then ignored. This might be useful if you intend to distribute the client software using a different method such as ZENworks™ Application Launcher, or if you want to disable AutoUpdates at the post office level during a migration to a newer version of GroupWise. The default is Yes.

SetupIPEnabled=

The default is No. Specify Yes if you want to run AutoUpdate over an IP connection to a software distribution directory that resides on an HTTP web server.

ForceUpdate=

When this entry is set to Yes, GroupWise automatically updates the users' software. The default is No.

Users can still click Cancel to cancel out of the update; however, they cannot run the client software and access their mailboxes until they update the software.

GraceLoginCount=

Specify the number of grace logins allowed before you will require the users to update their client software. If ForceUpdate is set to No, this entry is ignored.

PromptUntilUpdated=

When PromptUntilUpdated= is set to Yes, the user will be prompted to update the client each time the GroupWise client starts. The user can choose not to install the new software when prompted

and still run the currently installed version of the client. The AutoUpdate reminder will appear the next time the user starts the client. The default is No.

[Startup]

Notify=

If you specify Yes, the setup program will place Notify in the Startup folder to be started automatically when the computer starts. The default is No.

[GWTIP]

The Tip of the Day introduces what's new in the GroupWise client, as well as displaying a variety of hints about using GroupWise. A new tip is displayed each time GroupWise is started.

- ◆ “Default=” on page 932
- ◆ “Hide=” on page 932
- ◆ “Workstation=” on page 932

Default=

If you specify No, Tip of the Day will not be installed. If you specify Yes, Tip of the Day will be installed. The default is Yes.

Hide=

If you specify No, Tip of the Day will appear in the Select Components dialog box. The default is No.

The Hide= entry allows the system administrator to force the user to install or not install a particular component. If Hide=Yes, then the component will not be listed in the Select Components dialog and the Default= entry will determine if the component is going to be installed. For example, if Hide=Yes and Default=Yes, then the component will always be installed. However, if Hide=Yes and Default=No, then the component will never be installed.

Workstation=

If you specify No, Tip of the Day will not be available for a workstation installation. If you specify Yes, Tip of the Day will be available for a workstation installation. The default is Yes.

[GWMAILTO]

This section enables Internet Browser Mail Integration, which makes the GroupWise client the default e-mail program in the user's browser. Whenever a user clicks an e-mail link on a Web page or chooses Mail in the browser, the GroupWise client opens.

- ◆ “Default=” on page 933
- ◆ “Hide=” on page 933
- ◆ “Workstation=” on page 933

Default=

If you specify No, Internet Browser Mail Integration will not be installed. If you specify Yes, Internet Browser Mail Integration will be installed. The default is Yes.

Hide=

If you specify No, Internet Browser Mail Integration will appear in the Select Components dialog box. The default is No.

The Hide= entry allows the system administrator to force the user to install or not install a particular component. If Hide=Yes, then the component will not be listed in the Select Components dialog and the Default= entry will determine if the component is going to be installed. For example, if Hide=Yes and Default=Yes, then the component will always be installed. However, if Hide=Yes and Default=No, then the component will never be installed.

Workstation=

If you specify No, Internet Browser Mail Integration will not be available for a workstation installation. If you specify Yes, Internet Browser Mail Integration will be available for a workstation installation. The default is Yes.

[GWCHECK]

This section installs and enables GroupWise Check (also called GWCheck). GroupWise Check is a tool that performs maintenance and repair tasks to keep GroupWise operating efficiently. It is essentially a standalone version of the Mailbox/Library Maintenance feature available in GroupWise Administration in ConsoleOne. GWCheck will check and repair GroupWise user, message, library, and resource databases without having ConsoleOne® and the GroupWise snap-in loaded. In addition to checking post office, user, and library databases, it will also check remote and archive databases.

- ◆ [“InstallGWCheck=” on page 933](#)
- ◆ [“GWCheckEnabled=” on page 933](#)

InstallGWCheck=

Specify Yes to install GWCheck files to the workstation. Specify No to not install GWCheck. The default is Yes.

GWCheckEnabled=

Specify Yes to install the files to the same directory as the GroupWise client, which will result in the Repair Mailbox option being enabled under the Tools menu in the client. Specify No to install the files in a GWCheck subdirectory below the GroupWise client directory, which disables the Repair Mailbox option until the files are manually copied into the GroupWise directory. The default is No.

[IntegrationApps]

GroupWise will install integration for the following applications, if found, unless the entry is set to No.

- ◆ Lotus Word Pro

- ◆ Microsoft Binder
- ◆ Microsoft Excel (versions higher than 7.0)
- ◆ Microsoft Excel 7.0
- ◆ Microsoft Word (versions higher than 7.0)
- ◆ Microsoft Word 7.0
- ◆ Microsoft PowerPoint
- ◆ Corel Presentations
- ◆ Corel Quattro Pro
- ◆ Corel WordPerfect 7.0
- ◆ Corel WordPerfect 8.0
- ◆ Corel WordPerfect 9.0
- ◆ Corel WordPerfect 10.0

[Languages]

The default language is set to English, and all other languages are set to No, meaning they will not be installed. See the setup.cfg file for a listing of the different languages. The GroupWise client might not yet be available in all listed languages.

Adding LDAP Directory Service Accounts

LDAP directory service accounts provide users with the ability to search directory services such as Bigfoot for names of people. Each search can check potentially millions of names. After locating a name through a directory service search, users can add those names to their personal address books.

You can add predefined LDAP directory service accounts to the Address Book by adding information to setup.cfg. In GroupWise 6 Support Pack 1, this information can be added even after the initial installation. After the accounts are added, this information does not have to be removed from setup.cfg. During subsequent installations, GroupWise will add any new accounts listed but will not update or duplicate existing LDAP accounts.

The user can also choose to add LDAP directory service accounts after the GroupWise client is installed.

To add an LDAP account during installation, add the following lines to the setup.cfg file, providing information that is specific to the account:

```
[LDAP Account 1]
Description=Ldap Server1
Server=ldap.server1.com
Port=389
SearchRoot=c=us
Login=TRUE
```

You can add multiple accounts:

```
[LDAP Account 2]
Description=Ldap Server2
Server=ldap.server2.com
```

Port=389
SearchRoot=0=widget, c=us
Login=FALSE

Parameter	Description
Description=	The name that displays in the list of LDAP directory services in the Address Book.
Server=	The LDAP server name or IP address.
Port=	The LDAP directory service's port number. The number is usually 389.
SearchRoot=	The base or root of the LDAP directory service where the user will search for names. For example, the base could be a country, organization, or other type of grouping. This is not required for all LDAP directory services. If a search root is required, the LDAP directory service will provide the information.
Login=	TRUE means users are prompted for a username and password when they use that LDAP directory service.

Enabling AutoUpdate

AutoUpdate can occur whether users have a mapped drive or IP connection to the software distribution directory. If users have a mapped drive to the software distribution directory, make sure they have Read and Scan rights to the *software_distribution_directory*\client and *software_distribution_directory*\client\win32 directories.

If you are going to use AutoUpdate over an IP connection, copy *software_distribution_directory*\admin\utility\setupip\setupip.fil to an HTTP web server, or copy the entire client directory to the HTTP web server.

For GroupWise 6 Support Pack 1, setupip.fil is not included in the support pack image because of its size (over 44 MB). This file must be downloaded separately from [Novell Software Downloads \(http://download.novell.com\)](http://download.novell.com) and copied to *software_distribution_directory*\admin\utility\setupip.

IMPORTANT: To install the GroupWise client using AutoUpdate, you must first make sure GroupWise 6 Administration and GroupWise 6 agents have been installed, and that administration, agent, and client software has been updated.

In the following procedure, steps 1-4 apply only if you will be using an IP connection for AutoUpdate.

- 1 Run *software_distribution_directory*\admin\utility\setupip\writeip.exe.

Specify an IP location for setupip.fil (or the IP location of the software distribution client subdirectory). For example, you can specify:

```
http://151.155.135.122/gw6/client
```

or

```
http://intranet.company.com/software/gw6/gwclient
```

You can include proxy and port information, for example:

```
http://name.mycompany.com/software/gw6/client;proxy.place.mycompany:1690
```

You can specify up to five locations. During AutoUpdate, each location is checked, in order, until a connection is made.

If you select Choose IP Address at Random, the order in which the locations are checked is selected randomly when AutoUpdate occurs. This will balance the load on the web server.

- 2** Specify other options, such as the location for downloading the client installation files (setupip.fil or the client subdirectory files).

You can have files downloaded to a temporary or specific directory.

If you select Allow the User to Change the Download Directory, the user is prompted for the location of the download directory and can change the default location.

- 3** Click OK.

Setupip.exe is created. writeip.ini is also created, which stores the options you selected in writeip.exe.

- 4** Copy setupip.exe to the *software_distribution_directory*\client\win32 directory.

- 5** Make a backup copy of *software_distribution_directory*\client\setup.cfg.

- 6** Using an ASCII text editor, edit the setup.cfg file entries with the values you want.

- 6a** Under the [AutoUpdate] heading, specify

```
Enabled=Yes
```

- 6b** Specify

```
ForceUpdate=Yes
```

if you want GroupWise to automatically update the users' client software

or

```
ForceUpdate=No
```

if you want users to be prompted to update their client software.

- 6c** Specify the number of grace logins you want to allow a user before forcing an AutoUpdate, for example:

```
GraceLoginCount=2
```

This entry is ignored if ForceUpdate=No.

- 6d** If you will be using an IP connection for AutoUpdate, specify

```
SetupIPEnabled=Yes
```

- 7** Save the file as setup.cfg. Copy setup.cfg from *software_distribution_directory*\client to *software_distribution_directory*\client\win32.

- 8** If necessary, modify the addon.cfg files with the values you want. See [“Modifying Addon.cfg” on page 937](#) for more information.

- 9** Log in to ConsoleOne as an Admin equivalent.

- 10** Click Tools > GroupWise System Operations.

- 11** Double-click Software Directory Management.

- 12** Click the software distribution directory, then click Update.

- 13** Select Force Auto-Update Check by GroupWise Components.

This causes the GroupWise client to check for a new version. If a new version is found, the next time a user starts the GroupWise client, he or she is prompted to update the client software. If you have set ForceUpdate=Yes, the user will not be prompted before installation begins. If a mapped drive to the software distribution directory is found, the client software is installed from the mapped drive. If a mapped drive to the software distribution directory is not found, GroupWise looks at the IP locations you specified in writeip.ini and installs the client software.

In the event that no connection to the software distribution directory can be made, the file setupip.err is created in c:\windows of the user's workstation. This file explains why none of the connections could be made.

Modifying Addon.cfg

The addon.cfg file is an ASCII text file that supports extended ASCII characters. The GroupWise client setup program uses the addon.cfg file to install additional components on users' workstations. The components might include software not shipped with GroupWise. The addon.cfg is specific to each program being installed. The required program files and the associated addon.cfg file must be copied to a subdirectory under *software_distribution_directory\client\win32\addons*.

During the client installation, the GroupWise setup program will search the subdirectories under the \addons directory for any addon.cfg files. The setup program will then execute the installation program for that component using the settings specified in the addon.cfg. If an entry is missing in the addon.cfg file, the installation program will prompt the user for the required information.

Addon.cfg files for Internet Browser Mail Integration and GroupWise Tip of the Day are included in the corresponding subdirectories under \addons, but the basic control for installing these two components is in the [GWMAILTO] and [GWCHECK] sections of setup.cfg.

When creating an addon.cfg for a different component, you must include at least the following section headings and associated entries. If the installation program requires additional information, you might include that information as additional entries. The required entries are as follows:

- ◆ “[GroupWiseAddon]” on page 937
- ◆ “[Name]” on page 938
- ◆ “[Description]” on page 938

[GroupWiseAddon]

This section head must be included with the following entries.

Entry	Example
Install= <i>add-on's_setup_program_filename</i>	Install=setup.exe
Parameters= <i>parameters_to_be_passed_on_to_the_add-on's_setup_program</i>	Parameters=/install
Silent= <i>parameters_to_append_to_administrator-defined_setup</i>	Silent=/s
Size= <i>installed_size_of_add-on_in_kilobytes</i>	Size=100

[Name]

Under this section head, specify the two-letter language code for the language being installed, followed by the name of the add-on. This name appears in the components listing.

Example: US=GroupWise Tip of the Day

[Description]

Under this section head, specify the two-letter language code followed by a short description of the add-on. This description appears in the Description field when the component is highlighted in the component listing.

Example: US=GroupWise Tip of the Day introduces new features and provides tips for using the GroupWise client.

Error Log File

If an error occurs during the installation and ShowDialogs=No, the error message is logged in gwsetup.err in the user's \windowS directory. If ErrorMessage=*error_text* has been added as the last entry under the [GroupWiseSetup] section, the error text will be displayed. Otherwise, a generic error message will be displayed notifying the user to contact the system administrator. The log file is an ASCII text file.

Startup Switches for Administrator-Defined Setup

For startup switches that can be used in conjunction with an administrator-defined setup, see [“Startup Switches for Administrator-Defined Setup” on page 948](#).

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Using ZENworks for Desktops to Distribute the GroupWise Client

You can use the Application Management functionality in Novell® ZENworks™ for Desktops to distribute the GroupWise® client to workstations. The following sections provide instructions:

- ♦ “Understanding the GroupWise Client .aot Files” on page 939
- ♦ “Creating a GroupWise Client Application Object” on page 940

IMPORTANT: This information assumes that you are familiar with ZENworks for Desktops. For background information, or for help completing the ZENworks tasks outlined in the steps below, see the ZENworks for Desktops documentation at the [Novell Documentation Web site \(http://www.novell.com/documentation\)](http://www.novell.com/documentation).

Understanding the GroupWise Client .aot Files

The most effective way to create a GroupWise client Application object is from an Application Object Template (.aot) file. If desired, you can use the ZENworks snAppShot™ utility to create a GroupWise client .aot file, or you can use one of the predefined .aot files included with GroupWise:

- ♦ **usonly.aot:** Creates an Application object you can use to install the English version of the GroupWise client.
- ♦ **uswms9x.aot:** Creates an Application object you can use to install the English version of the GroupWise client and the Windows Messaging System for Windows 95/98/ME.
- ♦ **uswmsnt.aot:** Creates an Application object you can use to install the English version of the GroupWise client and the Windows Messaging System for Windows.
- ♦ **multi1.aot:** Creates an Application object you can use to install the English, Danish, Dutch, Finnish, French, German, Italian, Norwegian, Portuguese, and Swedish versions of the GroupWise client.
- ♦ **multi2.aot:** Creates an Application object you can use to install the English, Czech, Hungarian, Polish, and Russian versions of the GroupWise client.
- ♦ **multi3.aot:** Creates an Application object you can use to install the English, Arabic, Chinese Simplified, Chinese Traditional, Hebrew, Japanese, Thai, and Turkish versions of the GroupWise client.

The .aot files contain the basic information required to create GroupWise client Application objects in Novell® eDirectory™. For example, the multi2.aot file can be used to create an Application object that, when associated with users, will cause the English, Czech, Hungarian, Polish, and Russian versions of the GroupWise client to be installed to a user’s workstation. For this to work, you must have already installed the files for these language versions to a GroupWise software distribution directory or another installation source directory.

Creating a GroupWise Client Application Object

To create a GroupWise client Application object from one of the .aot files:

- 1** In ConsoleOne[®], right-click the container where you want to create the GroupWise client Application object > click New > click Object to display the New Object dialog box.
- 2** In the list of objects, select App:Application, then click OK to display the New Application dialog box.
- 3** Select the Using an .AOT/.AXT File option, then click Next.
- 4** Browse for and select the .aot file you want to use, then click next.

By default, the .aot files are located in the client\zen directory in the GroupWise software distribution directory.

For example, if you want to create an Application object that will install the English, Czech, Hungarian, Polish, and Russian versions of the GroupWise client, select the multi2.aot file.

- 5** Customize the object name, source path, and target path, then click Next.

Object Name: This is the name that will be used for the Application object in eDirectory. You might want to use a descriptive name (for example, "GroupWise ECHPR Client" for the English, Czech, Hungarian, Polish, and Russian versions).

SOURCE_PATH: This is the directory from which the GroupWise client will be installed. Specify the full path to the CLIENT directory (for example, \\server1\vol1\grpwise\software\client). Unless all users will have the same drive mapping to the volume, make sure you use a UNC path.

This path is saved as the SOURCE_PATH variable. If you need to change it later, you can do so on the Application object's Macros page (Application object > Common tab > Macros page).

TARGET_PATH: This is the directory where the GroupWise client will be installed. Specify a path relative to the user's workstation.

This path is saved as the TARGET_PATH variable. If you need to change it later, you can do so on the Application object's Macros page (Application object > Common tab > Macros page).

- 6** Review the information, then click Finish to create the Application object.
- 7** Right-click the newly-created GroupWise client Application object > click Properties.
- 8** Click the Common tab > click Macros to display the Macros page.

If you used one of the multix.aot files to create the Application object, the Macros list includes a DEFAULT_LANGUAGE variable. This variable specifies the interface language that the GroupWise client will default to when it is installed. If necessary, individual users can change the language when they start the GroupWise client. If you modify the default language, use the language codes listed under **"/l-xx" on page 947**.

If you have users who use different language versions and you don't want them to need to change the default language, you can use the same .aot file to create multiple Application objects. For each Application object, you would need to specify a default language and then associate the Application object with the users who would want that default language.

- 9** Click the Availability tab, then click System Requirements to display the System Requirements page.

Verify that the system requirements are satisfactory for your environment. If necessary, add additional requirements or remove the predefined requirements.

- 10** On the Application object's Associations page (Associations tab), add the users or workstations you want the GroupWise client Application object distributed to.
- 11** Configure any other Application object settings required to provide the performance or functionality you want.

For example, you can configure the Application object so that the GroupWise client will be installed immediately upon distribution to the user's workstation, without any intervention by the user. Or, you can change the locations where the GroupWise client's icon will be displayed. For information about Application object settings, see the ZENworks for Desktops documentation at the [Novell Documentation Web site \(http://www.novell.com/documentation\)](http://www.novell.com/documentation).

After you associate the Application objects with the users you want, Novell Application Launcher/Explorer will display the Application object's icon on the users' workstations, provided the workstation meets the operating system requirements. If the Application object's icon does not appear immediately, have the user refresh the Novell Application Launcher/Explorer.

- 12** If necessary, repeat the above steps to create additional GroupWise client Application objects from the GroupWise client .aot files.

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Tools for Analyzing and Correcting GroupWise Client Problems

The following tools can assist you in analyzing and correcting GroupWise® client problems.

- ♦ “GroupWise Exception Handler” on page 943
- ♦ “GroupWise Check” on page 943

GroupWise Exception Handler

In the event that the GroupWise client causes an exception (or "crashes"), GroupWise generates a GroupWise Exception Report. This report contains information that is useful in analyzing the problem that the client is having so that it can be solved.

Location

The report is saved in \TEMP\GRPWISE.RPT. The \TEMP directory used is the one specified by the TMP environment variable, or if not defined by TMP, the one specified by the TEMP environment variable. If neither environment variable is defined, GroupWise uses the current directory specified when GRPWISE.EXE is started (Win 95/98/ME) or the Windows directory (Win NT/2000).

Size

Each time an exception or crash occurs, a new report is appended to grpwise.rpt. If the file reaches 100K, the oldest reports (at the beginning of the file) are deleted.

Contents

The GroupWise Exception Report contains information such as the date and time the report was generated, the exception code, fault address, date of grpwise.exe, computer and user name where the exception occurred, hardware and operating system information, process modules, raw stack dumps, and call stacks.

GroupWise Check

GroupWise Check (also called GWCheck) is a tool that performs maintenance and repair tasks to keep GroupWise operating efficiently. It is essentially a standalone version of the Mailbox/Library Maintenance feature available in ConsoleOne®. GroupWise Check will check and repair GroupWise user, message, library, and resource databases without having ConsoleOne and the GroupWise snap-in loaded. In addition to checking post office, user, and library databases, it will also check remote and archive databases.

Enabling GroupWise Check in the Client

GroupWise Check can be installed with the client (unless you have specified in setup.cfg that it not be installed), and is available by clicking Tools > Repair Mailbox in the client in Caching and Remote modes after you complete the following:

- 1** Locate the directory named gwcheck. this is a subdirectory of the directory where the client is installed (usually c:\novell\groupwise).
- 2** Locate grpwise.exe. It is usually in c:\novell\groupwise.
- 3** Copy all the files in gwcheck to the directory where grpwise.exe is located.

You will now be able to run GroupWise Check in Caching and Remote mode. The GroupWise Check dialog box is titled GroupWise Mailbox Maintenance. For detailed information about GroupWise Check, click Help in this dialog box, or see [“GroupWise Check \(GWCheck\)” on page 429](#).

Running GroupWise Check Before Opening a Caching or Remote Mailbox

You can use Ctrl+Shift when accessing a Caching or Remote mailbox to run GroupWise Check before opening the mailbox.

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Startup Switches

- ◆ “Startup Switches for the Client” on page 945
- ◆ “Startup Switches for Administrator-Defined Setup” on page 948

Startup Switches for the Client

GroupWise® has optional commands that you can use when you start the program. Some of these startup switches are for your convenience, while others are necessary to run GroupWise on your particular hardware.

- ◆ “/@u-?” on page 945
- ◆ “/@u-user ID” on page 946
- ◆ “/bl” on page 946
- ◆ “/c” on page 946
- ◆ “/cm” on page 946
- ◆ “/iabs” on page 946
- ◆ “/ipa-IP address or name” on page 946
- ◆ “/ipp-port number” on page 946
- ◆ “/l-xx” on page 947
- ◆ “/la-network ID” on page 948
- ◆ “/nu” on page 948
- ◆ “/ph-pathname” on page 948
- ◆ “/pc-path to caching mailbox” on page 948
- ◆ “/pr-path to remote mailbox” on page 948

/@u-?

Displays a login dialog box whenever you open the GroupWise client, allowing you to supply any necessary login information.

Syntax: /@u-?

Example: groupwise.exe /@u-?

/@u-user ID

Lets you use your GroupWise user ID to use the GroupWise client as yourself on another user's computer. The other user remains logged on to the network.

Syntax: `/@u-user ID`

Example: `groupwise.exe /@u-ltanaka`

/bl

Prevents the GroupWise client logo screen from being displayed when you start the GroupWise client.

Syntax: `/bl`

Example: `groupwise.exe /bl`

/c

Checks for unopened items. If there are unopened items, the GroupWise client opens as usual. Otherwise, the GroupWise client does not start.

Syntax: `/c`

Example: `groupwise.exe /c`

/cm

Checks for unopened items. If there are unopened items, the GroupWise client opens minimized and a beep sounds. Otherwise, the GroupWise client does not start.

Syntax: `/cm`

Example: `groupwise.exe /cm`

/iabs

Initializes the Address Book when the GroupWise client starts.

Syntax: `/iabs`

Example: `groupwise.exe /iabs`

/ipa-IP address or name

Lets you specify the IP address or the name of the IP address when you are running in client/server mode.

Syntax: `/ipa-IP_address`

Example: `groupwise.exe /ipa=127.65.45.1`

/lpp-port number

Lets you specify the IP port number when you are running in client/server mode.

Syntax: /ipp-port_number

Example: groupwise.exe /ipp-1677

/l-xx

Applies only if you have two or more language versions or language modules. This option instructs GroupWise to override the default environment language (under Environment in Options) with the language specified by the language code *xx*. The language codes are listed below. This table lists the language codes used by all Novell® products. GroupWise might not yet be available in some of the listed languages. For current information, contact your local reseller.

Language	Code
Arabic	AR
Chinese Simplified	CS
Chinese Traditional	CT
Danish	DK
Dutch	NL
Hebrew	HE
Hungarian	MA
Italian	IT
Japanese	NI
Norwegian	NO
English	US
Finnish	SU
French	FR
German	DE
Polish	PL
Portuguese-Brazil	BR
Russian	RU
Spanish	ES
Swedish	SV
Thai	TH
Turkish	TR

Syntax: /l-xx

Example: groupwise.exe /l-ES

/la-network ID

Lets you use your network ID to use the GroupWise client as yourself on another user's computer. The other user remains logged on to the network.

Syntax: */la-network_ID*

Example: `groupwise.exe /la-jgrey`

/nu

Turns off AutoRefresh. If this option is selected, click View > Refresh whenever you want to update the display to see the items currently in your mailbox.

Syntax: */nu*

Example: `groupwise.exe /nu`

/ph-pathname

Lets you specify the path to the post office.

Syntax: */ph-pathname*

Example: `groupwise.exe /ph-j:\mail\denver1`

/pc-path to caching mailbox

Opens GroupWise in Caching mode. GroupWise must be restarted when you change from Online to Caching.

Syntax: */pc-path_to_caching_mailbox*

Example: `groupwise.exe /pc-c:\novell\groupwise\cache`

/pr-path to remote mailbox

Opens the GroupWise client in Remote mode. This startup switch can be used in the Target text box only.

Syntax: */pr-path_to_remote_mailbox*

Example: `groupwise.exe /pr-c:\novell\groupwise\remote`

Startup Switches for Administrator-Defined Setup

The following startup switches can be used in conjunction with an administrator-defined setup. These switches might be used individually or in combination.

- ◆ “`config=setup filename`” on page 949
- ◆ “`noconfig`” on page 949
- ◆ “`record`” on page 949

config=setup filename

This runs the setup program using a configuration file other than SETUP.CFG. The other configuration file must be located in the software distribution directory. This switch does not apply when the GroupWise client setup program is executed by AutoUpdate.

Syntax: `config=setup filename`

Example: `setup config=test.cfg`

noconfig

This runs the setup without using the configuration file, even if one exists.

Syntax: `noconfig`

Example: `setup noconfig`

record

This option runs the setup program, displaying all installation dialog boxes, and records the installation responses as they are selected. No installation files are copied and no changes are made to your machine. After setup finishes, a corresponding setup.cfg file is created in the \windows directory of your workstation.

Syntax: `record`

Example: `setup record`

