

GroupWise 6 Support Pack 3

March 24, 2003

Overview

The information in this Readme file pertains to GroupWise® 6 Support Pack 3.

This Support Pack contains updates for all components contained in the GroupWise product only. If the Support Pack file was downloaded, it must be extracted at the root of the drive because it contains directory paths that could exceed the DOS limits.

The purpose of this Support Pack is to provide a bundle of fixes that have all been tested together. These files have undergone component testing, core OS testing, and integration testing with other Novell® products.

This Support Pack includes all fixes from the previous Support Packs; therefore, you do not need to install Support Pack 2 before installing this Support Pack. Do not install individual files from the Support Pack.

Install the NetWare® Support Pack before installing other Novell product support packs like GroupWise and BorderManager®. These Support Packs are included with the Consolidated Support Pack, or they can be downloaded individually from the [Consolidated Support Pack page \(http://support.novell.com/tools/csp\)](http://support.novell.com/tools/csp).

For information on the latest Support Pack issues, see TID 10077724 at the [Novell Support Connection® Web site \(http://support.novell.com/search/kb_index.htm\)](http://support.novell.com/search/kb_index.htm).

To order the Support Pack CD, go to the [Consolidated Support Pack ordering page \(http://support.novell.com/tools/csp/orderinfo.html\)](http://support.novell.com/tools/csp/orderinfo.html).

1.0 Support Pack Installation

1.1 Version Information

GroupWise 6 Support Pack 3 can be applied to any of the following GroupWise versions in your software distribution directory:

- ◆ GroupWise 6 (original version)
- ◆ GroupWise 6 SP1 (Support Pack 1)
- ◆ GroupWise 6 SP2 (Support Pack 2)

When you update the software distribution directory, we recommend that all GroupWise components be updated to keep them at the same version level.

1.2 Prerequisites

Before installing GroupWise 6 Support Pack 3:

- ◆ Ensure that the network login account used to apply the Support Pack has Read, Write, Create, and Erase rights to the GroupWise software distribution directory.
- ◆ Ensure that users do not access the software distribution directory during the update process.
- ◆ Verify that the GroupWise software distribution directory and files are not flagged Read-Only.

1.3 Installing the Support Pack

To install GroupWise 6 Support Pack 3:

- 1** If you are installing from the Web, extract the contents of the downloaded Support Pack file by copying it to a temporary directory and running it. If you are installing from the CD, no extraction is needed; continue with **Step 2**.

Extract the file on the server's sys: volume or on another server volume that has read/write access. This compressed file contains directory paths that could exceed the DOS limits. The file must be extracted in a root-level directory on your local drive or on a NetWare volume that accepts longer paths.

- 2** Use Windows to run the setup.exe program extracted in the previous step. Click Start > Run > Browse. Select the file from the temporary directory, then click OK.

See Section 1.2: Windows Version Requirements for WebAccess and Monitor in gw6_iss.txt at the root of the Support Pack if you are installing GroupWise WebAccess or GroupWise Monitor.

- 3** Follow the on-screen instructions provided in the Support Pack program to update the software distribution directory and the administration, agent, and client software in production.
- 4** After applying the update on NetWare servers where agents are running, restart the NetWare servers to ensure that all updated NLM™ programs are loaded. This will resolve any errors you might see during the update process.

2.0 Installation Issues

2.1 NDS/eDirectory Schema Extension During Installation

The installation programs for the following GroupWise® components extend the NDS®/eDirectory™ schema of the tree where you are installing the components:

- ◆ GroupWise Administration
- ◆ GroupWise WebAccess
- ◆ GroupWise Monitor

You must be an admin equivalent to extend an NDS tree's schema.

2.2 Windows Version Requirements for WebAccess and Monitor

Limitations with Windows* 95a (SR1) require that you install GroupWise WebAccess and GroupWise Monitor from a Windows 95b, Windows 98, Windows NT*, Windows XP, or Windows 2000 workstation. Do not install from a Windows 95a (SR1) workstation.

2.3 WebAccess and Monitor on the Same Web Server

The WebAccess Application, WebPublisher Application, and Monitor Application share a common library. This library changed significantly from GroupWise 6 to GroupWise 6 SP1 and above. If you will run these applications on the same Web server, you must update all three before any of them will work properly.

2.4 Wireless Device Support for WebAccess and Monitor

The GroupWise Monitor software included on the GroupWise 6 SP3 CD supports the following wireless devices:

- ♦ WAP-enabled wireless devices that use HDML 3 or WML 1.1 compatible microbrowsers
- ♦ Palm OS* devices

We are continually evaluating and adding support. As we add support for additional devices, we will post the updates at the Novell® [GroupWise Wireless Web site \(http://www.novell.com/wireless\)](http://www.novell.com/wireless). We encourage you to check this site frequently for updates and news.

2.5 Windows 2000 Service Pack 2 or Above Required for Agents

If the GroupWise Post Office Agent, Message Transfer Agent, Internet Agent, and WebAccess Agent are installed on Windows 2000 and the GroupWise domain and/or post office directories accessed by the agents are on NetWare® servers (or any non-Windows servers), you need to apply the Windows 2000 Service Pack 2 or above on the Windows servers. You can download Windows 2000 Service Packs from [Microsoft \(http://windowsupdate.microsoft.com\)](http://windowsupdate.microsoft.com).

NOTE: If, as required with the initial release of GroupWise 6, you already installed Microsoft HotFix* Q266066 on all Windows 2000 servers where GroupWise 6 Support Pack 3 agents will run, you do not need to apply Windows 2000 Service Pack 2 or above.

2.6 wsock32.dll Dated July/August 1995

wsock32.dll versions dated July 1995 and August 1995 are known to cause the following problems:

- ♦ The GroupWise Windows client installation fails as gwcmal.dll is registered with Windows.
- ♦ WebAccess installation may fail with an "invalid path" error.

An updated version of wsock32.dll is available from Microsoft as wsockupd.exe.

2.7 Additional Installation Issues

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

3.0 Component Issues

3.1 Administration Issues

3.1.1 Directory Names and File Names

All directory names in paths to GroupWise domains and post offices can consist of up to 8 characters.

File names can consist of up to 8 characters, with extensions of up to 3 characters. Do not use long file names. This requirement also applies to any files that are not specific to GroupWise (such as SSL certificates and key files) but are used by GroupWise components.

3.1.2 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 host name.

3.1.3 Current System Address Book for Caching Mode Users

The POA should be configured to generate the system Address Book for Caching mode users daily, as described in Performing Nightly User Upkeep in Post Office Agent in the [Administration guide](http://www.novell.com/documentation/lg/gw6/index.html) (<http://www.novell.com/documentation/lg/gw6/index.html>).

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.

3.1.4 GroupWise Target Service Agent and the SBackup Console

If you are using the SBackup Console (sbcon.nlm) in conjunction with the GroupWise Target Service Agent (GWTSA), you might encounter the following limitation: If you navigate down through the directory structure and then back up to the root directory, you are unable to navigate down a different directory. You can exit the SBackup Console and restart it to choose a different directory below the root directory.

3.1.5 Restoring Mailbox Items

If you create a backup copy of a post office, you must define the backup copy as a GroupWise restore area, as described in Restoring Mailbox Items in Databases in the [Administration guide](http://www.novell.com/documentation/lg/gw6/index.html) (<http://www.novell.com/documentation/lg/gw6/index.html>). If you don't define the backup as a restore area, GroupWise users can still access the restore area (if you let them know the location), but they will receive an error when they try to restore items.

3.1.6 ConsoleOne on Windows NT

If you will run ConsoleOne on Windows NT 4, you must install NT 4 Service Pack 6 before you install ConsoleOne.

3.1.7 Quotas on NSS Volumes

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

3.1.8 TurboFat Compatibility

If you see E811 errors on the POA or the GroupWise client, a possible cause is that TurboFat is causing corruption to GroupWise database pointers. The solution is to turn off TurboFat.

- ◆ To turn off TurboFat on NetWare 5.x servers, use `turbodis.nlm`.
- ◆ To turn off TurboFat on NetWare 6.x servers, use `tdis600.nlm`.

These NLM™ programs disable TurboFat at startup.

3.2 Agent Issues

3.2.1 Updating to GroupWise 6 Agents

If you are updating an existing GroupWise 5.x system, and you are running the MTA and a POA on the same machine, you should not choose to launch the agents at the end of the installation process. Start the MTA first, so that it can update the domain to a GroupWise 6 level. When this process is finished, then start the POA to update the post office.

3.2.2 Improving POA Performance on NetWare NSS Volumes

If you run the POA on NetWare 5.x or 6.x NSS volumes, you can significantly improve GroupWise performance by using the following parameters and settings on the NSS command in the `autoexec.ncf` file:

```
/NameCacheSize=20000  
/OpenFileHashShift=15  
/ClosedFileCacheSize=50000  
/CacheBalance=60
```

The best `/ClosedFileCacheSize` setting for a server depends on many things, such as the amount of memory on the server, the load on the POA, and the number of other programs running on the server. For example, the 50000 setting can work well for a server that has 650 MB of memory. Experiment with various settings in order to optimize performance.

The following TID, although originally written for GroupWise 5.x and NetWare 5.x, applies to GroupWise 6 and NetWare 6.x as well:

- ◆ **TID 10065215:** Resolving GroupWise Performance Issues with NSS Volumes

3.2.3 Unread Message Count Feature Requires at Least the SP1 Version of the POA

Starting with GroupWise 6 SP1, the client includes the Unread Message Count feature. Next to each folder, the GroupWise client displays the number of unread messages included in the folder.

For the Unread Message Count feature to work when the GroupWise client is running in Online mode, the POA must be at least the GroupWise 6 SP1 version.

3.3 Client Issues

3.3.1 NetWare 5.1 SP1 Compatibility for Client Installation

If you are using the AutoUpdate feature for installing the GroupWise 6 client, you might encounter an error if you are installing the client from a NetWare 5.1 server where Support Pack 1 has been installed. The `setupip.exe` program used during the AutoUpdate process might not run correctly.

To resolve the problem, you must modify the magnus.conf file located in the following directory:

sys:\novonyx\suitespot\http-web_server_name\config

by adding the following line:

```
MaximumFilesReturnedInIndex 500
```

Then run the client installation again.

3.4 Internet Agent Issues

3.4.1 IMAP Access Requires at Least the SP1 Version of the POA

The GroupWise 6 SP1 or above POA must be running for any post offices that the SP3 Internet Agent will access via IMAP.

3.4.2 Viewer Issue with the Internet Agent and Clustering

If you are running the Internet Agent in a clustering environment, you must copy the Inso viewer NLM files (scc*.nlm) to the sys:\system directory of each server in the Internet Agent's failover path. Otherwise, the Internet Agent will not be able to locate the Inso viewer files.

3.4.3 Display Name Format Changed for Last.First@Host Address Format

In previous releases, if a user's preferred address format was Last Name.First Name@Internet Domain Name (for example, Smith.John@novell.com), the user's display name would be Last Name First Name (Smith John). This has been changed so that the display name will be First Name Last Name (John Smith), which makes the display name format the same for all address formats.

If you want users' display names to be Last Name First Name, you can use a new /displaylastfirst startup switch with the Internet Agent. This forces the display name format to be Last Name First Name, regardless of the preferred address format.

3.5 Monitor Issues

3.5.1 Restoring Monitor Settings after Reinstallation

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

3.6 WebAccess Issues

3.6.1 Using the Latest Novell Client

If you receive an error during installation indicating that the nvweb.dll file cannot be found, update the workstation to the latest Novell Client™. The Novell Client is available for download from the [Novell Software Downloads site \(http://www.novell.com/download\)](http://www.novell.com/download).

3.6.2 Installing NetWare 5 Support Pack 3a or NetWare 5.1

If you install NetWare 5 Support Pack 3a or NetWare 5.1 after you install the WebAccess and WebPublisher Applications to a NetWare 5 server, you will need to reinstall the WebAccess and WebPublisher Applications. The Support Pack and NetWare 5.1 replace the java.cfg file and other files that are modified by the GroupWise WebAccess Installation program.

If you install the WebSphere Application Server that is part of NetWare 5.1, the WebAccess and WebPublisher Applications will no longer function. Reinstalling them will not resolve the problem. You will need to restore them from backup.

3.6.3 Installing to Non-Supported Web Servers

The GroupWise WebAccess Installation program installs the WebAccess and WebPublisher Applications to the Web servers listed below. These are the Web servers for which Novell Technical ServicesSM will provide support.

- ◆ NetWare Enterprise Web Server for NetWare 5 (and above)
- ◆ Apache Web Server 1.0.3 (or above) for NetWare 6 (and above)
- ◆ Netscape* Enterprise Server* 3.6 (or above) for Windows NT
- ◆ Microsoft Internet Information Server 4.0 (or above) for Windows NT, or Microsoft Internet Information Server 5 (or above) for Windows 2000
- ◆ Apache Web Server 1.3.3 (or above) for UNIX* Solaris*

If necessary, you can run the WebAccess and WebPublisher Applications on a non-supported Web server as long as the Web server supports a Java* servlet engine that is JSDK 2.0 and JDK* 1.1.6 compatible. However, the Installation program will not install the applications to other Web servers, which means you must manually install and configure them. When you run the Installation program, deselect the options to install the WebAccess Application and WebPublisher Application, install the WebAccess Agent, then complete the following steps to install the applications:

- 1** Unzip webaccess.zip to the root of the network server volume where the Web server resides.
webaccess.zip and the ZIP files referred to in the next three steps are in the \internet\webaccess\other directory on the GroupWise 6 SP3 CD.
- 2** Unzip webaccessdocs.zip to the Web server's document root directory.
- 3** Unzip webaccessservlets.zip to the servlet root directory.
- 4** Unzip webaccessjars.zip to a library or jar file directory on the network server (for example, you may want to create a \novell\lib directory), then add the jar files (ldapfilt.jar, ldapjdk.jar, njgwap.jar, njweb.jar, spellservlet.jar, xalan.jar, and xerces.jar) to the class path.
- 5** Modify your Java engine's servlet properties file to include the settings shown in the sample WebAccess servlets.properties file.
The WebAccess servlet.properties file is located in the \internet\webaccess\other directory on the GroupWise 6 SP3 CD.
- 6** Modify the Templates.path setting in the webacc.cfg and webpub.cfg files, located in the \novell\webaccess and \novell\webpublisher directories, to replace java/servlets with the path to the servlet root directory.
- 7** If you created the \novell directory structure in the location specified in step 4 (the root of the volume where the Web server resides), the paths for the following settings in the webacc.cfg

and `webpub.cfg` should already be correct. If not, you need to modify the paths to make them correct from the perspective of the Web server.

`File.Upload.path`

`Log.path`

`Security.Timeout.path`

`Provider.GWAP.Config.file`

`Provider.LDAP.Config.file` (`webacc.cfg` only)

- 8** Copy the `index.html` file to the Web server's document root directory. You can replace your Web server's current default home page with this file, or you can rename the file and link to it from your current default home page.
- 9** Copy the `commgr.cfg` file, located in the WebAccess gateway home directory (`domain\wpgate\webac60a`), to the `\novell\webaccess` directory and the `\novell\webpublisher` directory.

3.6.4 Configuring WebAccess to Use a Java Servlet Engine Other Than the Novell Servlet Gateway or Tomcat Servlet Engine

If you use a Java servlet engine other than the Novell Servlet Gateway or the Tomcat servlet engine, the servlet engine needs to be JSDK 2.0 and JDK 1.1.6 compatible.

After you've installed WebAccess, complete the following tasks to configure WebAccess to work with the Java servlet engine:

- 1** Modify the Java servlet engine's servlet properties file to include the settings shown in the sample WebAccess `servlets.properties` file.

The `servlets.properties` file is located in the `\internet\webaccess\other` directory on the GroupWise 6 SP3 CD

- 2** In the `webacc.cfg` and `webpub.cfg` files, modify the `Templates.path` setting to replace `java/servlets` with the path to the servlet root directory.

The files are located in the `novell\webaccess` and `novell\webpublisher` directories on the root of the server.

- 3** Add the WebAccess jar files (`ldapfilt.jar`, `ldapjdk.jar`, `njgwap.jar`, `njweb.jar`, `spellservlet.jar`, `xalan.jar`, and `xerces.jar`) to the class path.

On a NetWare server, the jar files are located in the `java\lib` directory. On a Windows NT server, the files are located in the `novell\java\lib` directory.

3.6.5 Login Page Reappears after Successful Login

If the WebAccess login page appears in one or more of the frames (for example, the Folder list or the Item list) after a WebAccess user has successfully logged in, the user is probably accessing WebAccess through one or more proxy servers.

To prevent this problem:

- 1** In ConsoleOne, right-click the WebAccess Application object (`GroupWiseWebAccess`), then click `Properties`.
- 2** On the Environment page (located on the Application tab), deselect the `Use Client IP in Securing Sessions` option.

For information about this option, click the Help button on the Environment page.

3 Click OK to save the change.

3.6.6 Security Issue with WebAccess and Internet Explorer 5.0

When using Internet Explorer 5.0 to view messages through WebAccess, URLs to messages become part of the History cache and can be read by other users who have access to the same workstation. For solutions to this problem, see TID 10056452 in the [Novell Knowledgebase \(http://support.novell.com/search/kb_index.htm\)](http://support.novell.com/search/kb_index.htm).

3.6.7 Running Busy Search on a UNIX Post Office

GroupWise WebAccess will not return valid Busy Search results for users whose mailboxes are on UNIX post offices.

4.0 International Issues

4.1 Installation on Windows 98

During installation of international versions of the Support Pack, select Copy to the GWtemp Directory in order to avoid the possibility of long file names being truncated.

4.2 Double-Byte Characters in Directory Names and File Names

Do not use double-byte characters in directory names and file names.

4.3 Double-Byte Characters in Passwords

Do not use double-byte character in users' 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 would not be able to type the double-byte characters when attempting to log in to GroupWise.

4.4 Euro Character in Subject Field

If a WebAccess client user receives a message, task, or appointment with a Euro character in the Subject field, it might display as an upside-down question mark when viewed in the Java Calendar. The issue resides with the user's browser.

Netscape users need to upgrade to Netscape Communicator* 6.

Internet Explorer users need to be using at least version 3309 of the JVM. The latest JVM can be downloaded from the Microsoft Web site and installed on the user's workstation. This JVM enables Internet Explorer 4.x and above to correctly display the Euro character.

4.5 Print Calendar Language

The GroupWise client Print Calendar feature always prints calendars in the language specified in Regional Options or Regional Settings in the Control Panel, even if the client is installed in a different language. For example, if French (Switzerland) or French (Swiss) is specified in the Control Panel and the client is installed in German, calendars will print in French.

4.6 RichWin and GroupWise 6

If you use RichWin in combination with GroupWise 6, be sure to run RichWin first, then run GroupWise 6.

4.7 Windows Messaging System

When installing the GroupWise client to a non-English or non-Japanese Windows NT/2000 operating system, users will receive a prompt asking them to replace a Windows Messaging System DLL with the English version of the DLL. Users must click Yes and replace this Windows Messaging System DLL. Otherwise, GroupWise will not function properly.

4.8 German Spell Checker

The German spell checker technology is no longer owned by Novell. The company that purchased it has changed its plans about updating that technology. If you use WordPerfect*, GroupWise can use the updated German spell checker that comes with the latest version of WordPerfect.

5.0 Changes Since the Last Support Pack

5.1 Address Book Fixes

- ◆ Searches on LDAP address books are faster. (312717)
- ◆ The Maximum Number of Matches to Return feature returns the specified number of entries from LDAP address books. (292708)
- ◆ Shared address books can be sorted by any user who can access the shared address book. (304509)
- ◆ Users can be added to a personal group from a shared address book. (322471)
- ◆ Information displays in the Description column for distribution lists. (318468)
- ◆ User-defined field names can include colons (:). (324556)
- ◆ City information is always included when you print address labels. (322946)

5.2 Administration Fixes

- ◆ ConsoleOne has been updated to version 1.3.5. (324876)
- ◆ Creation of duplicate users that would have the same Internet address is prevented even when user visibility is set to None. (289746)
- ◆ You can add a user that already has an e-mail address to a GroupWise post office without getting a Java exception error. (317893)
- ◆ Address format information is stored correctly on the GWIA object. (314569)
- ◆ You can successfully move and rename users after changing a secondary domain to be the primary domain. (313396)
- ◆ Move user logging information has been enhanced. (305150)
- ◆ You can modify the membership of a distribution list when you are not connected to the domain that owns the distribution list. (320202)

- ◆ You can modify time zone information for a domain that you are not currently connected to. (324272)
- ◆ Mailbox/Library Maintenance can be run on multiple libraries. (258982)
- ◆ Mailbox/Library Maintenance reports the correct size of users' mailboxes when run as a POA scheduled event. (314479)
- ◆ Scheduled events for the POA that are configured to run once a week do run weekly, not daily. (297588)
- ◆ NDS/eDirectory user synchronization can be performed from the GroupWise View. (311600)
- ◆ NDS/eDirectory user synchronization can handle distribution lists consisting of more than 50 users. (312473)
- ◆ When you synchronize your local GroupWise system with an external GroupWise system, the external system's IDomain information is no longer automatically added to your local system's list of IDomains. Instead, you must manually add the external system's IDomain information to your local system, which enables addressing to work correctly between the two systems. (316508)
- ◆ Directory synchronization and exchange works across gateways that are located in secondary domains. (322150)
- ◆ ConsoleOne can import external users. (311054)
- ◆ ConsoleOne can run as a published application on Citrix*, including handling of UNC paths as mapped drives to accommodate Citrix requirements. (321968)
- ◆ You can change a user's password if that user's GroupWise ID contains a German ess-tset character. (297879)
- ◆ The GroupWise Target Service Agent (GWTSA) continues to process past resources defined by the /home switch that are not currently available on the server.

5.3 Admin API Fixes

- ◆ The Admin API can set a user's visibility to None. (315861)
- ◆ The ItemByDN token now works the second time. (313392)
- ◆ Fixed a memory leak. (321910)

5.4 Agent Fixes

- ◆ The POA and the MTA set the Content-type header correctly to facilitate interaction with iChain®. (317071)
- ◆ A high-utilization problem with the POA has been fixed. (299289)
- ◆ When running in protected memory, the POA provides the correct IP address of each client/server connection. (317053)
- ◆ The POA no longer attempts to index Word files that are password protected. (322797)
- ◆ Intruder detection is properly honored when LDAP authentication is in use. (322743)
- ◆ The POA warns if its MTP port is already in use. (301914)
- ◆ The POA sends e-mail notifications of message status in the language of the client rather than the language of the POA. (317914)

- ◆ Several POA abends have been fixed. (305140, 292217, 298134, 318199, 317644, 293302)
- ◆ The MTA successfully processes the virus scanning queue directories in a routing domain. (286826)
- ◆ The MTA has improved support for third-party virus scanning programs. (331127)
- ◆ The MTA successfully processes user move and rename operations that must pass through the API gateway. (305529)
- ◆ The MTA can handle multiple live remote connections. (321638)
- ◆ When the /ip startup switch is used, the MTA listens only on the specified address, rather than to all available IP addresses. (322379)
- ◆ The MTA includes a newer version of OpenSSL that prevents a "denial of service" type of security attack. (316184)
- ◆ Several MTA abends have been fixed. (306763, 318997, 307908)

5.5 Client Fixes

- ◆ In the HTML view, font color is saved along with font type and size. (307179)
- ◆ When modifying the recipient list after a Reply to All, name completion works correctly. (301696)
- ◆ Reply to All for external users with aliases sends to the correct addresses. (296111)
- ◆ BCC is recognized as an alternative for BC to indicate Blind Copy. (323157)
- ◆ The Mailbox folder does not misleadingly have the unread items icon when there are no unread items in the mailbox. (308567)
- ◆ In Caching mode, Busy Search results return for users in a distribution list that are not on the sender's post office. (307750)
- ◆ In Caching mode, message status displays correctly on the message's properties page. (311627, 314862)
- ◆ In Caching mode, you can accept a conflicting appointment when proxied into another user's mailbox. (315410)
- ◆ In Caching mode, the client updates the mailbox regularly, even when the client user is idle for an extended period of time. (311183)
- ◆ In Remote mode, the client properly handles phone and modem information in the Windows registry when location profiles are created and deleted. (312792)
- ◆ Librarian rights applied to a search folder in Online mode are retained in Caching mode. (306364)
- ◆ The Busy Search appointment length is not reset when updating from GroupWise 5.x to GroupWise 6. (313376)
- ◆ When doing a Busy Search, you can see all users who are busy during the selected time. (3166669)
- ◆ The Available Times tab of Busy Search displays the available times for multiple resources correctly when resources are selected and deselected for the appointment. (324344)
- ◆ When you drag and drop an appointment to reschedule it, the old appointment is removed from recipients' Calendars and the new rescheduled appointment is removed from the mailbox when accepted. (313455, 326092, 328073)

- ◆ Appointments are retracted correctly from the month Calendar view. (315850, 322204)
- ◆ Appointments sent to personal groups can be retracted from the Calendar view. (305034)
- ◆ After moving a user, appointment properties display correctly in the user's Calendar view. (305825)
- ◆ The Calendar can be printed to an HTML file without losing information. (309711)
- ◆ The Calendar of a proxied user prints faster. (316692)
- ◆ The Calendar button can be put back on the toolbar after it has been removed. (312344)
- ◆ The Multi-User Calendar does not add the logged-in user to the calendar view if that user is deselected when the client is launched. (303009)
- ◆ You can post personal appointments when proxied into a resource mailbox. (300832)
- ◆ Posted items can be edited in shared folders. (315138)
- ◆ The default date format has changed to *dd month yyyy* to better accommodate both US and UK users. (321142)
- ◆ Multiple attachments can be selected and printed from the Mail view. (308511)
- ◆ You can change the margins when printing messages. (302448)
- ◆ Rules that delegate items no longer strip images from HTML-formatted items. (293894)
- ◆ If you move a user and then proxy into the moved user's mailbox, read items are properly displayed as read, not unread. (314193)
- ◆ When a discussion thread is sorted by date in descending order, the arrival of a new message no longer changes it to ascending order. (306188)
- ◆ If Notify is running and the GroupWise client is not running when a notification arrives, the user can click Read in the Notify dialog box to start the GroupWise client without getting a "server busy" message. (308676)
- ◆ Users no longer receive extraneous reminder notifications for meetings that have been cancelled and deleted. (315392)
- ◆ When a user's mailbox is restored, new items are retained along with restored items. (320916)
- ◆ The Auto-Delete Sent Items setting for a user no longer causes items to disappear from a shared folder. (317511)
- ◆ You can manually regenerate the archive indexes by holding down Shift+Ctrl while clicking File > Archive. (314555)
- ◆ Shell functionality has been enhanced for HTML forms. (313526)
- ◆ Text following a less-than symbol (<) is not lost when forwarding or replying to messages composed in Plain Text mode but forwarded or replied to by a user who defaults to HTML for the Compose View. (311026)
- ◆ Ampersand characters (&) are handled correctly in URLs in the subject line and message text. (324261)
- ◆ RFC2368 (mailto:) functionality has been added to the body of GroupWise messages. (300719, 276285)
- ◆ With S/MIME disabled, users can still forward and reply to messages from external users that include digital signatures. They can also view attachments to such messages. (321224, 321336)

- ◆ POP3 authentication has been enhanced. (318045)
- ◆ Attached documents sent from a POP3 GroupWise account retain their filename extensions. (321000)
- ◆ Using the POP/IMAP import feature, a new address book is successfully created containing the imported entries. (296245)
- ◆ The POP/IMAP import recognizes Netscape Versions 4.7.x when the GroupWise client is set up for IMAP rather than POP. (303663)
- ◆ When using an IMAP e-mail client, you can move items into the Mailbox folder. (323835)
- ◆ The GroupWise client no longer changes the default RSA full provider information in the Windows registry. (310921)
- ◆ Users can be successfully imported from a Lotus Notes* Vcard file. Their e-mail addresses are formatted correctly when sending messages to the imported users. (311631)
- ◆ Messages sent from Lotus Notes retain their attachments when viewed in GroupWise. (302117)
- ◆ The GroupWise client can open Microsoft Word XP documents. (306530)
- ◆ With document management in use and with integrations originally turned on but currently turned off, Excel 2000 and XP no longer start the GroupWise client unnecessarily. (316853)
- ◆ The GroupWise client retains the selected default font when you edit text on Windows XP. (315406)
- ◆ The GroupWise client no longer truncates attachment names on Windows XP. (306410)
- ◆ The GroupWise client creates valid links to URLs, e-mail addresses, and files in GroupWise messages on Windows XP. (314619)
- ◆ The GroupWise client can create a new file using Notepad on Windows 98. (316056)
- ◆ The POP/IMAP import feature works on Windows 95.
- ◆ When the GroupWise client is started from a third-party application, an extraneous error message no longer appears. (321774)
- ◆ An appropriate GroupWise interface language can be determined without falling back to the operating system language. (316226)
- ◆ You can drag and drop messages as attachments in several language versions where this did not work previously. (300692, 316879, 319076)
- ◆ The GroupWise spell checker can use a sublanguage as a default. (322840)
- ◆ Extended characters display correctly when replying to a message. (307468)
- ◆ Extended characters are handled properly when a message in HTML format is saved in the Work in Progress folder and then reopened. (291412)
- ◆ Signatures in central European languages (as set under Regional Options for the workstation) are no longer corrupted. (317606)
- ◆ French characters can be pasted into the To: field without the addition of an extraneous character. (278749)
- ◆ German text on the client toolbar displays correctly. (317319)
- ◆ The GroupWise client can be installed on Japanese Windows XP. (278145)
- ◆ Japanese characters display correctly on Windows 98 and Windows NT. (315022)

- ◆ Replying to plain text Japanese messages does not cause the client to crash. (313203)
- ◆ Japanese attachments are saved with the correct time stamp. (318622)
- ◆ When running the English client on Chinese Windows, the client Options dialog box displays with properly sized fonts. (316222)
- ◆ On English Windows 98 with RichWin 2000 installed, you can use the keyboard entry method to input simplified Chinese characters and the characters are retained when the message is sent. (315219)
- ◆ Single-byte characters, double-byte characters, and backslash characters can be used together in a plain text message. (319493)
- ◆ Print Preview displays Hebrew calendars. (316625)
- ◆ Appointment times print in the correct location in Hebrew and Arabic calendars. (316624)
- ◆ Error C081 no longer repeats endlessly because of a missing or damaged BLOB file associated with a message. (311466)
- ◆ Error D04F no longer appears on the client if the POA fails over to a different node in a cluster. (100296117)
- ◆ Fixed several client GPFs. (297369, 296141, 311410)

5.6 Client API Fixes

- ◆ Saving draft messages works correctly. (309783)
- ◆ Blind copy messages are handled correctly. (307938)
- ◆ Find works correctly after accessing an address book with a Multilogin command. (314427)
- ◆ Queries can return more than 4096 messages. (314958)
- ◆ File names of attachments can include special characters. (317742)
- ◆ Linked messages are not duplicated in merged archives. (289848)
- ◆ The Name Completion control returns all fields. (315226, 316340)
- ◆ Late binding always works with AddressBookEntry objects. (291986)
- ◆ The RevisionNumber property of the AddressBookEntry object increments properly. (291992)
- ◆ The GroupMembers function can handle Address Book entries that do not include an e-mail address. (313593)
- ◆ The FieldDefinition token can now add more than 20 custom field definitions to the address book. (311321)
- ◆ The PromptForPassword and RemoteSetPreferences tokens work again. (302685, 323124)
- ◆ The DisplaySettingsSetEx token customizes the column headings on the specified folder, rather than on the currently selected folder. (303042)
- ◆ The ItemAttachDelete token uses the correct index. (312300)
- ◆ The ItemSaveMessage token works for large files. (324859)
- ◆ The EnvIsRemoteConnectionActive token returns the correct values. (310132)
- ◆ The EnvIsRemoteConnectionFinished token returns the correct value when some items have not been downloaded yet. (306366)

- ◆ The FolderRightsCollection.Add method works consistently. (316133)
- ◆ The IGWMessage2 registry setting matches the value given in the gwoapi.h file. (316753)

5.7 Engine Fixes

- ◆ None.

5.8 GWCheck Fixes

- ◆ GWCheck can be run on multiple libraries. The Contents option cannot be selected on libraries. (258982)
- ◆ GWCheck can expire items that lack record IDs (specifically, items created by an earlier client than GroupWise 5). (100300746)
- ◆ The GWCheck log file includes specific information about the type of library maintenance performed. (300265)
- ◆ The SUBSCRIBER_RECORD in the user database is created if it does not exist. Without this record, Notify does not work. (306858)
- ◆ The startup switch for changing creators of documents has been enhanced. (298776)

5.9 Internet Agent Fixes

- ◆ The Internet Agent checks for additional MX records if the first one fails. (297612, 325131)
- ◆ The Internet Agent always adds the sender's IP address to the message header. (322200)
- ◆ The Internet Agent allows inbound authentication of eSMTP messages in compliance with RFC2554. (298629)
- ◆ The Internet Agent correctly processes messages with extremely long subject lines in compliance with RFC2822. (317896)
- ◆ When both GroupWise and Internet mail recipients are downloaded from POP clients, all recipients are shown and Reply to All works correctly. (295571)
- ◆ Forwarded messages to external recipients that are not forwarded as attachments display the correct recipient and sender in the To and From fields. (318959)
- ◆ The Access Control security setting is applied to members of distribution lists that are nested in other distribution lists. (300908)
- ◆ Attachments on multi-part/mixed messages that have empty message bodies are attached correctly. (296607)
- ◆ The daily maintenance that runs at midnight removes all files from the gwwork directory. (309015)
- ◆ If the user portion of the Internet recipient's address matches the user portion of an internal recipient's address, the message is correctly delivered to the Internet recipient based on other available information. (316535)
- ◆ In the context of a foreign post office with an alias, messages are no longer being relayed because of incorrect message format. (305936)
- ◆ Messages between multiple GroupWise systems that share the same Internet domain name are processed correctly. Users see all the appropriate recipients on the To: and CC: lines. (301765)

- ◆ The CC: field is no longer left blank when using the /flatfwd switch and a rule to forward messages. (310249)
- ◆ The Internet Agent creates correct status messages for delivery status notification so that the POA can process them and senders can receive status information. (323568)
- ◆ If the receiving host drops the connection with a 5xxx error, the Internet Agent sends an Undeliverable message back to the sender. (305300)
- ◆ If the Internet Agent receives a 504 DNS lookup failure error from the receiving host, it sends an Undeliverable message back to the sender. (304782)
- ◆ The Internet Agent no longer shuts down if it encounters a bad message that generates an unknown error code. (323832)
- ◆ The Internet Agent can decode a TNEF attachment when the attachment has no name. (314375)
- ◆ The IMAP fetch command returns the proper results. (307962)
- ◆ With IMAP enabled, the Internet Agent can handle the Not UID parameter. (310788)
- ◆ The Internet Agent no longer reports an IMAP LSUB command as a LIST command. (311589)
- ◆ The Internet Agent installation program runs properly on Windows 98. (278287)
- ◆ Items can be moved from one folder to another using Pegasus Mail 4.01. (311174)
- ◆ Messages sent from the Macintosh* Entourage* client that contain quoted material are handled correctly. A double period "." is no longer left on a line by itself. (298164)
- ◆ The Internet Agent can process Macintosh attachments with long file names. (321836)
- ◆ Fixed several Internet Agent memory leaks. (296901)
- ◆ Fixed several Internet Agent abends. (302327, 308060, 306633, 311175, 311586, 311680)
- ◆ The NLM Internet Agent decodes extended characters correctly. (312343)
- ◆ The subjects of Japanese messages with 8-bit MIME encoding are converted correctly. (301045)

5.10 Monitor Fixes

- ◆ None.

5.11 WebAccess Fixes

- ◆ PDF files can be viewed from the WebAccess client. (297220)
- ◆ For Palm devices, the WebAccess client limits the amount of text from the original message that goes into the reply, so that the Palm devices can handle the full reply text. (297521)
- ◆ With Internet Addressing turned on in the GroupWise system, users can be added to the proxy list in the WebAccess client. (311147)
- ◆ When using First Name Last Name addressing, recipients are not considered ambiguous when they appear in multiple personal address books. (323611)
- ◆ Web links longer than 64 characters can be successfully copied and pasted into messages. (314618)
- ◆ Items can be deleted from a query folder. (324307)

- ◆ In shared folders, all replies to messages are displayed. (309378)
- ◆ The WebAccess client no longer includes the sender in a Reply to All. (310340)
- ◆ Messages can be sent to all members of a group when the group includes both internal and external users at the same IDomain. (323993)
- ◆ Documents can be viewed successfully in the WebAccess client, without reference to a GWContentRoot file. (318080)
- ◆ The HTML view of the Address Book displays in the correct format. (100300353)
- ◆ When using the WebAccess client on a Macintosh, rules can be consistently created and executed successfully. (317958)
- ◆ The WebAccess import feature creates the Address Book entries correctly, preventing errors in the Java applet Address Book in the WebAccess client. (306999)
- ◆ WebAccess sets the Content-type header correctly to facilitate interaction with iChain. (317141)
- ◆ An error message that would appear randomly on the WebAccess client when using Apache and Tomcat has been resolved. (316444)
- ◆ On a RIM device, icons are correctly displayed when the Web server is running on UNIX. (316673)
- ◆ A message composed on a Palm device transfers correctly into GroupWise when synchronized. (314847)
- ◆ Messages can be composed using Simple templates on Linux/UNIX. (312780)
- ◆ The servlet gateway no longer causes high CPU utilization on Windows NT/2000. (286901)
- ◆ The WebAccess installation program stores the server DNS name correctly in NDS/eDirectory. (311287)
- ◆ The WebAccess installation program runs successfully on Windows 98. (278287)
- ◆ In Netscape 7.0, the WebAccess client message window can be resized. (316443)
- ◆ In Internet Explorer 5 on a Macintosh, the WebAccess client handles date/time information correctly during a Busy Search. (309987)
- ◆ Attachments sent between Macintosh users can be saved. (311998)
- ◆ The Apache Web Server for NetWare option has been added to the WebAccess installation program for French, German, and Spanish. (296872)
- ◆ In localized versions, when a message is changed to an appointment and the workstation is set to use the 24-hour clock, the Duration drop-down list is available. (100302821)
- ◆ Russian appointments are set successfully. (325298)
- ◆ Several WebAccess abends have been fixed. (313762, 315261, 320928, 324729, 324620, 100300323)

6.0 Product Testing

The Support Pack has undergone component testing, core OS testing, and integration testing with other Novell products. The Support Pack was also tested with the following:

- ◆ NetWare 6 Support Pack 3

- ◆ NetWare 5.1 Support Pack 6
- ◆ NFS* Services 3.0 Support Pack 5
- ◆ Novell Cluster Services™ 1 Support Pack 5
- ◆ GroupWise 5.5 Support Pack 5
- ◆ Native File Access Pack 1.0 Support Pack 3
- ◆ ZENworks® for Desktops 3.2 Support Pack 1
- ◆ ZENworks for Servers 3.0 Support Pack 1
- ◆ BorderManager® 3.7 Support Pack 1
- ◆ Novell Client for Windows NT/2000/XP Support Pack 2
- ◆ Novell Client for Windows 95/98 Support Pack 2
- ◆ Novell JVM* for NetWare 1.3.1

For more information about updates for the Novell Client, see TID 10062546 in the [Novell Knowledgebase](http://support.novell.com/search/kb_index.htm) (http://support.novell.com/search/kb_index.htm).

7.0 Documentation

7.1 Support Pack Documentation

For installation instructions, see readmeus.txt located at the root of the Support Pack.

For more information on the latest Support Pack issues, see TID 10070085 in the [Novell Knowledgebase](http://support.novell.com/search/kb_index.htm) (http://support.novell.com/search/kb_index.htm).

7.2 GroupWise 6 Readme Files

For Readme information about specific GroupWise 6 components, see the following additional Readme files:

Agents: \gw6sp3\us\agents\readmeus.txt
 Client: \gw6sp3\us\client\win32\readmeus.txt
 WebAccess: \gw6sp3\us\internet\webaccess\readmeus.txt
 Internet Agent: \gw6sp3\us\internet\gwia\readmeus.txt
 Monitor: \gw6sp3\us\admin\monitor\readmeus.txt

7.3 GroupWise 6 Installation Guide

For detailed installation and update instructions, see the GroupWise 6 Installation guide (GroupWiseInstallationGuide.pdf) in the \gw6sp3\us\docs\us directory of the Support Pack.

7.4 GroupWise 6 Administration Guide

For additional GroupWise 6 documentation, see the GroupWise 6 Administration guide at the [Novell Documentation Web site](http://www.novell.com/documentation) (<http://www.novell.com/documentation>).

7.5 GroupWise 6 Help

Starting with GroupWise 6 Support Pack 1, to better support accessibility requirements within GroupWise Help, the Help for the following GroupWise components has been changed from Microsoft Windows Help to Microsoft HTML Help:

- ◆ GroupWise client
- ◆ GroupWise Agents (MTA and POA) for Windows NT/2000
- ◆ GroupWise Internet Agent for Windows NT/2000
- ◆ GroupWise Monitor for Windows NT/2000
- ◆ GroupWise Check utility
- ◆ GroupWise Certificate Signing Request utility

In order for Microsoft HTML Help to display on a Windows workstation, the workstation must have Internet Explorer 4.x or higher installed.

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