

GroupWise 6 Support Pack 4

November 14, 2003

Overview

This Support Pack contains updates for all components contained in the GroupWise® 6 product. If the Support Pack file was downloaded, the Support Pack file 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, internationalization 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 earlier Support Packs 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 Web site \(http://support.novell.com/tools/csp\)](http://support.novell.com/tools/csp).

For information on the latest Support Pack issues, see TID 10085454 at the [Novell Support 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 4 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)
- ◆ GroupWise 6 SP3 (Support Pack 3)

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

GroupWise 6 Pack Support Pack 4 is the last scheduled update to the GroupWise 6 product. You can update to GroupWise 6.5 to continue receiving Support Packs for GroupWise.

1.2 Prerequisites

Before installing GroupWise 6 Support Pack 4:

- ◆ 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

- 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 the gw6_iss.txt file 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 plan to run these applications on the same Web server, you must update all three before any of them can work properly.

2.4 Wireless Device Support for WebAccess and Monitor

The GroupWise Monitor software included with GroupWise 6 SP4 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 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 4 agents run, you do not need to apply Windows 2000 Service Pack 2 or above.

2.6 Wsock32.dll Dated July/August 1995

The versions of wsock32.dll 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 might 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 GW TSA Error Message

If you load the GW TSA and then connect using SBCON, you receive the following message:

Unexpected Error:

-- FailedToOpenFile (unregistered error)

Details: <FailedToOpenFile>

<Filename>sys:\system\tsa\XisErr.xml>

The backup still runs successfully. To eliminate the error message, create an empty XisErr.xml file in sys:\system\tsa.

3.1.2 Directory Names and Filenames

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

Filenames can consist of up to 8 characters, with extensions of up to 3 characters. Do not use long filenames. 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.

3.1.3 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.

3.1.4 ConsoleOne on Windows NT

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

3.1.5 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 receive No Disk Space errors.

3.1.6 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 Newer LDAP Files

During installation of the NetWare agents, you might receive the following messages:

The file `\\path\ldapsdk.nlm` is newer than the file being installed.
Do you want to replace this file?

The file `\\path\ldapssl.nlm` is newer than the file being installed.
Do you want to replace this file?

The file `\\path\ldapx.nlm` is newer than the file being installed.
Do you want to replace this file?

Do not overwrite your new LDAP files with the older LDAP files that are in the Support Pack. The Support Pack does not rely on the older versions. The newer versions work fine.

3.2.2 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 SP4 Internet Agent accesses via IMAP.

3.4.2 Address Resolution Change Since GroupWise 6 and Previous Support Packs

In GroupWise 6 and its previous Support Packs, there was a problem with the address format used for sending to distribution lists and resources if you set Internet Addressing to one of the following formats (which are not appropriate for distribution lists and resources):

- ◆ *first_name.last_name@Internet_domain*
- ◆ *last_name.first_name@Internet_domain*

Messages to distribution lists and resources were initially undeliverable and were sent to the Internet Agent. The Internet Agent then successfully resolved the addresses and sent the messages back into the GroupWise system. Users did not notice the problem, but some administrators noticed unnecessary traffic through the Internet Agent.

In GroupWise 6 Support Pack 4, the address format problem for sending to distribution lists and resources has been corrected. However, users existing GroupWise 6 users have the erroneous address format for distribution lists and resources in their Frequent Contacts address books. If unnecessary traffic through the Internet Agent is a continuing problem, have users delete distribution lists and resources from their Frequent Contacts address books so that the correct address format is used for name completion in the future.

3.4.3 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 cannot locate the Inso viewer files.

3.4.4 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 is 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 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 no longer function. Reinstalling them does not resolve the problem. You 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 provides 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 does 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 in GroupWise 6 SP4.
- 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 might want to create a \novell\lib directory), then add the jar files (ldapfilt.jar, ldapjdk.jar, njgwap.jar, njweb.jar, spellervlet.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 in GroupWise 6 SP4.

- 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 in GroupWise 6 SP4.

- 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).

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 cannot 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 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 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 cannot function properly.

4.8 Arabic Spell Checker

If you install the client in Arabic and click Tools > Writing Tools Language, Arabic is not listed. However, you can still successfully spell-check an Arabic message, and after doing so, Arabic appears in the list of writing tools languages.

4.9 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

- ◆ Users are no longer dropped from groups in personal address books.(334536)
- ◆ E-mail addresses of external users that are added to a personal address book in the Remote client retain the correct hostname when messages are sent to them.(317725)
- ◆ Extended characters display correctly in the LDAP address book.(311748)

5.2 Administration Fixes

- ◆ Installing the GroupWise Administrator snap-in to ConsoleOne does not interfere with editing users' login scripts.(296399)
- ◆ Creating secondary domains and post offices never causes a null pointer exception.(330858, 332994)
- ◆ Secondary domain administrators can select scheduled events but not edit them.(328794)
- ◆ If you disable Caching mode for a post office, users cannot select Caching mode when logging in to the GroupWise client.(100309132)
- ◆ Only system-level administrators can modify the LDAP Authentication property field on User objects.(342323)
- ◆ Changing link configuration information in a multi-tree system does not require logging in to remote trees.(303195)
- ◆ You can edit outbound links and links to external domains without being authenticated to the tree that contains the domain that you are linked to.(338375)
- ◆ The list of software distribution directories can be displayed even if an entry in the list does not include a UNC path.(302929)
- ◆ When using the Merge utility, you are prevented from entering an invalid location in the Path to Database field.(340326, 335569, 342635)

- ◆ Editing domain properties has been made more efficient.(325779)
- ◆ On a Gateway object, the Aliases page is not preloaded, which reduces the time required to access gateway properties when the Aliases page lists thousands of aliases.(342755)
- ◆ You can smoothly update from the Small Business version of GroupWise to the full version.(347295)
- ◆ The GWTSAs puts each thread in a separate thread group so that if any one connection shuts down, other threads are unaffected.(100305148)
- ◆ The GWTSAs does not back up files during its second pass if it already backed them up in its first pass.(340357)
- ◆ The GWTSAs normalizes directory names by converting all characters to uppercase.(342695)
- ◆ A problem with installing ConsoleOne in Polish no longer occurs.(100296054, 100309963)

5.3 Admin API Fixes

- ◆ The RemoteCreateNetworkConnections token returns more accurate results.(329852)

5.4 Agent Fixes

- ◆ The IP address provided by the /ip startup switch is used with all port numbers, not just the client/server port (for example, MTP port, HTTP port, IMAP port, and so on).(323674, 331862)
- ◆ The POA performs LDAP pooling correctly when User Authentication Method is set to Bind.(327613)
- ◆ The POA performs intruder detection correctly for POP clients.(346338)
- ◆ In a clustered environment, you can successfully change the log file path.(323680)
- ◆ In a clustered environment, the POA and MTA load successfully in protected memory.(340094)
- ◆ The POA consistently respects send size limits across a TCP/IP link.(332526)
- ◆ Under no circumstances does the POA cross-link an attachment to the wrong message.(332447)
- ◆ When the POA deletes a library, it deletes the library reference in the guardian database so that the deleted library directory is not erroneously re-created at a later time. It also deletes the remote storage area reference, which prevents errors that would otherwise occur if the post office was subsequently moved.(340007) (336725)
- ◆ The POA correctly returns a number rather than a string when responding to a particular request from Monitor.(325015)
- ◆ Fixed several POA abends.(324808, 332617, 336381, 336934)
- ◆ The MTA consistently respects send size limits when sending to the POA.(334972)
- ◆ The MTA consistently respects send size limits when sending to the Internet Agent.(307424)
- ◆ Live Remote works reliably over a slow connection.(342384)
- ◆ If you run the NetWare MTA with GWAVA, the MTA loads the GWAVA NLM reliably. If you restart the MTA with F6, GWAVA also restarts.(331137)
- ◆ Fixed several MTA abends.(344467, 39335)

5.5 Client Fixes

- ◆ SetupIP run from NetWare 6 with Apache copies the client files successfully.(100309025)
- ◆ You can press Enter to create a new line in the Mail To window, even if you have another dialog box open as a result of using Tools > Options.(336966)
- ◆ In the Attachment window, the list scrolls correctly when the attachments have long filenames (for example, greater than 50 characters) and the filenames are in 8.3 format.(346489)
- ◆ If you are using name completion in the format of *last_name,first_name*, and you type a last name that exists in your system and a first name that does not, you receive an appropriate undeliverable message.(500287473)
- ◆ If you connect to a GroupWise 6.5 system using the GroupWise 6 client, you can change directly from your Calendar folder to your Mailbox folder.(329349)
- ◆ In a folder with over 600 items sorted in ascending order, the Select First Unread Item When Folder Is Opened option correctly identifies the first unread item.(330853)
- ◆ Quote marks in URLs are handled correctly so that the link works.(331195)
- ◆ E-mail address links in the message body are handled correctly when the link includes information for the Subject line along with the information for the To line.(331786)
- ◆ When all instances of multiple items are delegated, the pop-up for keeping or discarding the original appears as it should.(100305156)
- ◆ After you move or link a message to a folder, the client refreshes properly so that you are successfully notified of incoming messages.(100305073)
- ◆ After you send a message from the Work in Progress folder, the folder refreshes correctly.(334183)
- ◆ If you save a message in the Work in Progress folder that has an invalid recipient address, you are prompted to resolve the address.(100348600)
- ◆ Delayed delivery messages can be saved successfully in the Work in Progress folder.(100348202)
- ◆ Users that are external entities can change their GroupWise passwords in the client, even if regular users are using LDAP passwords and are prevented from changing their GroupWise passwords.(342181)
- ◆ If you use a wildcard search to locate a certificate and there are several matches, the results are ordered alphabetically so that the correct certificate is attached to the message.(342931)
- ◆ When receiving a message that has both a signing certificate and an encryption certificate, the client imports both certificates.(343631)
- ◆ When trying to encrypt a message to a user who does not have a certificate or who has multiple certificates, the search for a valid certificate continues past invalid (expired) certificates.(331778)
- ◆ The GroupWise client can decode a certificate that is malformed in certain ways.(353929)
- ◆ When you send an encrypted message to a distribution list and are prompted to find certificates for the members of the distribution list, the members in the list are displayed correctly.(346553)
- ◆ Multiple copies of the same user certificate with a message are ignored.(342361)
- ◆ Attachments with spaces in their names are retained with encrypted messages when using a third-party certificate authority.(330508)

- ◆ When you use ActivCard* as your default S/MIME provider, you can successfully trust any certificate from a signed message.(340446)
- ◆ You can select multiple attachments to print.(308511)
- ◆ You can successfully print messages that have been saved in the Work in Progress folder.(324109)
- ◆ You can successfully print a message that you intend to forward but have not yet sent.(334853)
- ◆ When printing in HTML format, dates in long format print correctly.(345208)
- ◆ HTML messages print with a header.(338241)
- ◆ Mailing labels print with a quarter-inch left margin to accommodate the unprintable zone of some printers.(330129)
- ◆ Predefined text in a Mail view does not overwrite message text.(324250)
- ◆ Busy Search recovers gracefully if provided with an invalid time range to search (for example, 8:00 a.m. - 5:00 a.m.).(343310)
- ◆ You can resend a sent item that has been archived and unarchived after the recipient has emptied it from the mailbox.(348218)
- ◆ Retraction of appointments works the same from the Calendar view as it does from the Properties page of appointments.(305034)
- ◆ In the Month view of the Calendar, you can create an appointment that is more than one day long.(100305095)
- ◆ In the Month view of the Calendar, posted appointments that include multiple separate lines of text display and print correctly.(344632)
- ◆ The Multi-User Calendar refreshes correctly when appointments are modified or deleted in Caching mode.
- ◆ Alarms on auto-dated posted appointments are not removed if you ignore several notifications and then clear remaining notifications.(338029)
- ◆ When you send an item to a resource and the resource has a rule to delegate the message to another user, the message arrives to the recipient with the message text unchanged.(327417)
- ◆ When you create a rule to attach files, the files to attach are not duplicated when you later edit the rule.(339177)
- ◆ When a user is moved, invalid Declined status messages are no longer sent for auto-dated appointments.(314184, 339073)
- ◆ After a user is moved, the Resend option is still available in the Calendar view.(329213)
- ◆ When you move a user to a different post office and you move that user's documents to a different library, the documents in the user's shared folder have correctly updated document references to the new library location.
- ◆ An external user who is moved into a regular post office can accept shared folders.(100302596)
- ◆ If you save a new version of a document in a shared folder, the document is listed in the shared folder with the correct version information.(327331)
- ◆ In a folder that contains only one message or no messages, you can create a subfolder when View By is set to Discussion Thread.(100302767)

- ◆ When proxied into another user's mailbox, you can successfully delete a folder if you have been granted rights to do so.(303228)
- ◆ You can successfully proxy to a mailbox that contains a very large number of shared folders.(329346)
- ◆ In Caching or Remote mode, replies to messages never get ?? put in for the address.(333759, 336318)
- ◆ In Caching mode, personal address books can be successfully downloaded by all users.(330158)
- ◆ In Caching mode, you can double-click in the Multi-User Calendar to create an appointment.(344777)
- ◆ In Remote mode, you can successfully use a filter to download only selected entries from the Address Book.(279129)
- ◆ In Remote mode, the filter for downloading only specific Address Book entries works correctly.(279129)
- ◆ Hit the Road can now download certain messages that previously stopped the download process even though those messages could be successfully opened, replied to, forwarded, archived, and unarchived.(323899)
- ◆ Hit the Road can download personal address books that contain more than 4961 entries.(100308181)
- ◆ The client respects the Allow Purge of Items Not Backed Up setting in ConsoleOne, so that if it is deselected, items that are not backed up cannot be deleted. The count of items in the Trash folder reflects this functionality correctly.(337541)
- ◆ After subscribing to multiple new groups on the same NNTP news server, you can sort the news group subfolders, then send and receive successfully.(334902)
- ◆ Notify behaves consistently under low-memory conditions.(331944)
- ◆ If you receive a message from an external source that has a comprtf.001 file attached, and if you forward this message with new text in the message body, the new text is visible for the recipient.(328704)
- ◆ You can attached JPEG images with meta-data to messages.(330679)
- ◆ The GroupWise client no longer hangs when a particular cryptographic security provider is selected.(335642)
- ◆ Extraneous 0-byte files are no longer created in the client directory.(329785)
- ◆ Accessing a mailbox with a MAPI application no longer creates hidden folders that interfere with mailbox access for users of handheld devices.(218498)
- ◆ Using a MAPI application to send a message to a specified user works when the Frequent Contacts address book precedes the system Address Book in the search order.(340720)
- ◆ Excel integration has been improved.(345956, 345957, 316853)
- ◆ After upgrading from GroupWise 5.5 to GroupWise 6, printing with an Enhanced HP printer driver produces text in the expected language.(500286007)
- ◆ The GroupWise client can open and forward Netscape Communicator TNEF mails.(340851)
- ◆ When viewing TNEF files, the message body displays the same in the Mail view and the Viewer window.(325327, 325328)

- ◆ When using Outlook 2002 on a Windows XP workstation to access your GroupWise mailbox, you can send, reply to, and forward messages.(334333)
- ◆ Tasks imported from Outlook into GroupWise appear on the correct date.(352696)
- ◆ When using Word 2002 on a Windows XP workstation, you can edit multiple Word documents that are stored in a GroupWise library.(334542)
- ◆ In localized versions, pictures attached to messages in HTML format display correctly for recipients because all characters in pathnames and filenames are handled correctly.(100303141)
- ◆ In localized versions, a search on a library that returns a large number of hits does not contain extraneous empty lines.(100305026)
- ◆ In Chinese, problems with Calendar options no longer occur.(100302452)
- ◆ In Arabic and Hebrew text entry in the HTML Compose view default right to left.(100303143)
- ◆ In Hebrew, English text no longer appears in Calendar and Appointment views and the About GroupWise dialog box is fully translated.(100302971, 100302956)
- ◆ In the Hungarian client, the Selected Folder option on the Options tab of Print Calendar successfully prints the items in the selected folder.(339122)

5.6 Client API Fixes

- ◆ The Library.Search command now returns document profile and document extension information.(330050)
- ◆ The CustomizeToolBar function no longer creates duplicate buttons.(332958)
- ◆ The WantCommand function is called only once for the Reply command.(342245)
- ◆ The Complete command executes only once.(343775)
- ◆ The ItemSetText token works correctly when applied to the To field of a draft message.(342073)
- ◆ The Object API can create a draft message when the mailbox already contains a large number of messages.(345542)
- ◆ A problem with late binding on .NET was resolved.(339132)
- ◆ In Windows 98, you can add an icon to the main toolbar.(335488)
- ◆ Fixed a memory leak with C3PO™ toolbar buttons.(34684)

5.7 Engine Fixes

- ◆ None.

5.8 GWCheck Fixes

- ◆ GWCheck can be run on a large number of users at the same time.(338073, 336458)
- ◆ GWCheck can repair more instances of error 60 (invalid user found) and error 66 (unable to correct display name).(331380)
- ◆ GWCheck never deletes the wrong proxy record.(341039)

- ◆ On the Misc tab, you can use the `delsubscriberecords` support option to resolve problems with users' Notify alarms.(325609)
- ◆ The `deldupfolders` support option correctly identifies and removes all duplicate folders.(316334)
- ◆ The new `attfindpurge` support option deletes all messages that have an attachment with a specified filename. This is useful for virus cleanup.(346192)
- ◆ GWCheck no longer removes resources from users' notification lists, so that owners of resource continue receiving proper notifications after a content check has been run.(331214)
- ◆ GWCheck can successfully perform an expire and reduce operation on Windows NT.(313352)

5.9 Internet Agent Fixes

- ◆ The Internet Agent uses the IP addresses on the Post Office Links property page of the GWIA object, not the ones on the POA objects themselves.(342135)
- ◆ POP clients no longer time out on certain formats of the MIME header.(339381)
- ◆ Members of distribution lists receive one copy of Internet messages, not multiple copies.(337216)
- ◆ The Internet Agent correctly handles messages to over 100 internal and external recipients when Blind Copy recipients are included.(34247)
- ◆ In multipart/mixed messages, two spaces in sequence do not disrupt the boundary definition established by quotation marks, allowing attachments to be successfully displayed.(332904)
- ◆ The Internet Agent properly formats alert messages from NetWare Remote Manager.(334416)
- ◆ The Internet Agent can resolve addresses of the format `domain.post_office.user@IDomani`.(341596)
- ◆ The Internet Agent handles messages where the address in the From line is surrounded by quotation marks (").(343704)
- ◆ If the Internet Agent is accessing a domain located on a remote server and that server is brought down, the Internet Agent can reestablish the connection when the remote server comes back up.(337635)
- ◆ The Internet Agent defers all messages correctly when the `/smpthome` switch is used.(345002)
- ◆ The `/forceoutboundauth` startup switch works correctly with the `gwauth.cfg` file to route messages through an external SMTP relay host.(336111)
- ◆ An IMAP client can download a folder that contains more than 5000 items.(100304288)
- ◆ When an SSL certificate is not configured, the Internet Agent no longer expects a secure response from POP and IMAP clients.(332022)
- ◆ Internet user names that contain a middle initial display correctly in the To field.(333762)
- ◆ The Internet Agent filters correctly on `*.mail.com` when determining whether to deny or accept a connection.(337146)
- ◆ The Internet Agent handles messages with PDF attachments that are encrypted in Base64.(343551)
- ◆ The Internet Agent handles messages with `.xml` attachments so that they are not rejected by Norton AntiVirus* for Gateways.(334702)

- ◆ The default date format is *dd month yyyy*, where *month* is the month name rather than a number so that dates are unambiguous in all countries.(100307436)
- ◆ The Internet Agent responds correctly to an EHLO request so that IMAP clients can log in successfully.(100310326)
- ◆ SMTP error messages in the range 4xxx are handled correctly.(343825)
- ◆ In localized versions, the Mime.822 filename is no longer passing through the translation processing that was resulting in random characters for the filename.(345871)
- ◆ Fixed several Internet Agent abends.(331771, 337204, 337992, 344713, 345224, 347939, 351684, 100305994)

5.10 Monitor Fixes

- ◆ When sending an alert, the Monitor Agent initiates the SMTP session correctly.(335232)

5.11 WebAccess Fixes

- ◆ The WebAccess Installation program successfully installs to Apache 2 and Tomcat 4.(322007, 316444)
- ◆ WebAccess-only users (who do not use the Windows client) can be moved without experiencing password problems.(332517)
- ◆ Attachments on a forwarded item can always be viewed and saved.(347212)
- ◆ The Unopened Items folder displays unopened items reliably for all users.(336445)
- ◆ You can create an appointment that starts at 12:00 a.m.(346031)
- ◆ The WebAccess client respects the Allow Purge of Items Not Backed Up setting under Client Options in ConsoleOne. If it is not selected, users cannot delete items that have not been backed up.(337700)
- ◆ The WebAccess client interface no longer looks for the Location parameter when it is not required.(345956)
- ◆ Accessing the Address Book and canceling out of it does not lose text from the message body.(343708)
- ◆ In the WebAccess client, the <All User Access> setting for the proxy access list works as intended.(334917)
- ◆ If your eDirectory password and GroupWise password are different, you can still proxy into a mailbox of a user whose eDirectory and GroupWise passwords are the same.(328129)
- ◆ WebAccess servers are more secure because the Secure.Random class from java.security is used when generating contexts.(350710)
- ◆ In the WebAccess client, the buttons in the left frame display correctly when Threshold for Warning Users is set to 0 (zero) under the Disk Space Management tab of Client Options in ConsoleOne.(317906)
- ◆ You can view images embedded in documents when using Microsoft Internet Information Server.(336933)
- ◆ The NetWare WebAccess Agent loads successfully in protected memory when running for a domain located on a remote server.(100307031)

- ◆ The WebAccess Agent Web console displays the correct number of client/server processing threads.(336345)
- ◆ WebAccess generates WML strictly according to WAP specifications.(332769)
- ◆ A WML template was added to support specific WAP phones.(346711)
- ◆ When using the WebAccess client on a wireless device, you can change the duration of an appointment.(324655)
- ◆ The international WebAccess Simple Template displays the mailbox in the same language as the login page.(336772)
- ◆ Japanese characters display correctly in the WebAccess Address Book Description field.(100302238)
- ◆ A high utilization problem on the WebAccess server was solved.(334985)
- ◆ Fixed several WebAccess abends.(329527, 331926, 334019, 334764, 335201, 335617, 335898, 336889, 342051, 343941, 345053, 345319, 343453, 346574, 348452, 348590)

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 4
- ◆ NetWare 5.1 Support Pack 7
- ◆ NFS* Services 3.0 Support Pack 6
- ◆ Native File Access Pack 1.0 Support Pack 4
- ◆ Novell Client 4.83 for Windows NT/2000/XP Support Pack 2
- ◆ Novell Client 3.32 for Windows 95/98 Support Pack 2

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 10085454 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 that shipped with GroupWise 6 Support Pack 1, where new features were added. These component Readmes do not contain Support Pack 4 issues.

Agents: `\gw6sp4\us\agents\readmeus.txt`

Client: `\gw6sp4\us\client\win32\readmeus.txt`

WebAccess: `\gw6sp4\us\internet\webaccess\readmeus.txt`

Internet Agent: \gw6sp4\us\internet\gwia\readmeus.txt
Monitor: \gw6sp4\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 \gw6sp4\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.

8.0 Documentation Conventions

In this documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

A trademark symbol (®, ™, etc.) denotes a Novell trademark; an asterisk (*) denotes a third-party trademark.

9.0 Legal Notices

Novell, Inc. makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc. makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

You may not export or re-export this product in violation of any applicable laws or regulations including, without limitation, U.S. export regulations or the laws of the country in which you reside.

U.S. Patent Nos. 4,555,775; 4,580,218; 5,412,772; 5,701,459; 5,717,912; 5,760,772; 5,870,739; 5,873,079; 5,884,304; 5,903,755; 5,913,209; 5,924,096; 5,946,467; 5,963,938; 6,081,804; 6,138,170; 6,167,393; D393,457 and Patents Pending.

Copyright © 2003 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

BorderManager, GroupWise, NetWare, and Novell are registered trademarks of Novell, Inc. in the United States and other countries.

NLM is a trademark of Novell, Inc.

All third-party trademarks are the property of their respective owners.