

GroupWise 6.5 Support Pack 6

February 6, 2006

Overview

The information in this Readme file pertains to Novell® GroupWise® 6.5 Support Pack 6. This Support Pack contains updates for all components contained in the GroupWise 6.5 product. However, this Support Pack does not contain updates for GroupWise Messenger. GroupWise Messenger 1.0 Support Pack 6 is a separate download.

GroupWise 6.5 Support Pack 6 includes the NetWare®, Linux*, and Windows* GroupWise 6.5 software. The NetWare and Windows software is provided in one set of downloads; the Linux software, including the Cross-Platform client for Linux and Macintosh*, is provided in a separate set of downloads.

1.0 NetWare/Windows: Support Pack Installation

1.1 GroupWise Version Information

GroupWise 6.5 Support Pack 6 for NetWare and Windows can be applied to the following GroupWise versions in your software distribution directory:

- ◆ GroupWise 6.5 (original version)
- ◆ GroupWise 6.5.1 (Support Pack 1)
- ◆ GroupWise 6.5.2 (Support Pack 2)
- ◆ GroupWise 6.5.3 (Support Pack 3)
- ◆ GroupWise 6.5.4 (Support Pack 4)
- ◆ GroupWise 6.5.5 (Support Pack 5)

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

When you install updated software for any GroupWise agent on a server where multiple agents are running, update the software for all GroupWise agents on that server. Do not run different versions of agent software on the same server.

GroupWise 6.5 Pack Support Pack 6 is the last scheduled update to the GroupWise 6.5 product. You can update to GroupWise 7 to continue receiving Support Packs for GroupWise.

1.2 Prerequisites

Before installing GroupWise 6.5 Support Pack 6 for NetWare and Windows:

- ◆ 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 Downloading and Installing the NetWare/Windows Support Pack

GroupWise 6.5 Support Pack 6 for NetWare and Windows is available as two self-extracting (.exe) files, one for administrative files and one for Windows client files. English-only and multilingual versions are available. You can download the Support Pack from the [GroupWise 6.5 Product Updates page \(http://support.novell.com/filefinder/16963/index.html\)](http://support.novell.com/filefinder/16963/index.html).

1.3.1 Downloading and Installing the Administration Software

- 1** From the list of Support Packs, download GroupWise 6.5 Admin SP6 (gw656e.exe for English only or gw656m.exe for multilingual) into a temporary directory.
- 2** Extract the .exe file into a directory at the root of your local drive or to a network server drive that can handle long pathnames.

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

- 3** In Windows, click Start > Run > Browse, then locate the directory where you extracted the Support Pack files.
- 4** Select the setup.exe file, then click OK to run the GroupWise Installation program.
- 5** Click Create or Update a GroupWise System.
- 6** Follow the on-screen instructions provided in the GroupWise Installation Advisor to update the software distribution directory and the administration, agent, and client software that is in production.
- 7** After applying the Support Pack on NetWare servers where GroupWise agents are running, restart the servers to ensure that all updated NLM™ programs are loaded.

This resolves any errors you might see during the update process.

For complete installation instructions, see the *GroupWise 6.5 Installation Guide* at the [GroupWise 6.5 Documentation Web site \(http://www.novell.com/documentation/gw65\)](http://www.novell.com/documentation/gw65).

1.3.2 Downloading and Installing the Windows Client Software

- 1** From the list of Support Packs, download GroupWise 6.5 Client SP6 (gw656ce.exe for English only or gw656cm.exe for multilingual) into a temporary directory on your workstation.
- 2** Extract the .exe file into a directory at the root of your local drive.
The compressed file contains directory paths that could exceed DOS limits.
- 3** In Windows, click Start > Run > Browse, then locate the directory where you extracted the Support Pack files.
- 4** Select the setup.exe file, then click OK to run the GroupWise client Setup program.
- 5** Follow the on-screen instructions provided in the GroupWise client Setup program to update the client software on your workstation.

For complete installation instructions, see the *GroupWise 6.5 Installation Guide* at the [GroupWise 6.5 Documentation Web site \(http://www.novell.com/documentation/gw65\)](http://www.novell.com/documentation/gw65).

2.0 Linux: Support Pack Installation

2.1 GroupWise Version Information

GroupWise 6.5 Support Pack 6 for Linux can be applied to the following GroupWise versions in your software distribution directory:

- ◆ GroupWise 6.5 for Linux (original version)
- ◆ GroupWise 6.5.2 for Linux (Support Pack 2)
- ◆ GroupWise 6.5.3 (Support Pack 3)
- ◆ GroupWise 6.5.4 (Support Pack 4)
- ◆ GroupWise 6.5.5 (Support Pack 5)

NOTE: GroupWise 6.5 for Linux and GroupWise 6.5.2 for Linux were Linux-only releases. (There was no GroupWise 6.5.1 for Linux.) GroupWise 6.5.3 through 6.5.6 include all supported platforms (NetWare, Linux, and Windows) in the same Support Pack release.

The GroupWise 6.5 software distribution directory must already exist in order to install Support Pack 6. When you update the software distribution directory, all GroupWise components must be updated to keep them at the same version level.

When you install updated software for any GroupWise agent on a server where multiple agents are running, update the software for all GroupWise agents on that server. Do not run different versions of agent software on the same server.

GroupWise 6.5 Pack Support Pack 6 is the last scheduled update to the GroupWise 6.5 product. You can update to GroupWise 7 to continue receiving Support Packs for GroupWise.

2.2 Downloading and Installing the Linux Support Pack

GroupWise 6.5 Support Pack 6 for Linux is available as compressed tar files, one for the GroupWise administration software, one for the Cross-Platform client for Linux, and one for the Cross-Platform client for Macintosh. All languages are included. You can download the Support Pack from the [GroupWise 6.5 Product Updates page \(http://support.novell.com/filefinder/16963/index.html\)](http://support.novell.com/filefinder/16963/index.html).

2.2.1 Downloading and Installing the Administration Software

The administration software includes the GroupWise agents and the GroupWise Administrator snap-in to ConsoleOne®.

- 1** Download the compressed tar file (`gw656lnx.tar.gz`) to a temporary directory on your Linux server.
- 2** In a terminal window at your Linux server, change to the temporary directory, then use the following commands to uncompress and untar the downloaded file:

```
gzip -d gw656lnx.tar.gz
tar -xvf gw656lnx.tar
```

The result is a directory named `gw656lnx`.

- 3** Change to the gw656lnx directory.
- 4** Enter the following command:

```
xhost + localhost
```
- 5** In the same window, become root by entering **su** and the root password.
- 6** Start the GroupWise Installation program:

```
./install
```
- 7** Click Create or Update a GroupWise System.
- 8** Follow the on-screen instructions to update the software distribution directory and the administration and agent software that is in production.

For complete installation instructions, see the *GroupWise 6.5 Installation Guide* at the [GroupWise 6.5 Documentation Web site](http://www.novell.com/documentation/gw65) (<http://www.novell.com/documentation/gw65>).

2.2.2 Downloading and Installing the Cross-Platform Client for Linux

- 1** Download the compressed tar file (gw656clnx.tar.gz) to a temporary directory on your Linux workstation.
- 2** In a terminal window at your Linux workstation, change to the temporary directory, then use the following commands to uncompress and untar the downloaded file:

```
gzip -d gw656clnx.tar.gz  
tar -xvf gw656clnx.tar
```

The result is a directory named gw656clnx.

- 3** Change to the gw656clnx directory.
- 4** Run the GroupWise Setup program to install the GroupWise Cross-Platform client software:

```
./install
```
- 5** To start the Cross-Platform client after installation, click the GroupWise icon on your Linux desktop.

For complete installation instructions, see the *GroupWise 6.5 Installation Guide* at the [GroupWise 6.5 Documentation Web site](http://www.novell.com/documentation/gw65) (<http://www.novell.com/documentation/gw65>).

2.2.3 Downloading and Installing the Cross-Platform Client for Macintosh

- 1** Download the StuffIt file (gw656cmac.sit) to a temporary directory on your Macintosh workstation.
- 2** At your Macintosh workstation, browse to the gw656cmac.sit file.
- 3** Double-click the gw656cmac.sit file to uncompress the downloaded file.

The result is a directory named gw656cmac.

- 4** Change to the gw656cmac directory.
- 5** Double-click the GroupWise.app.sit file to install the GroupWise Cross-Platform client software.
- 6** To start the Cross-Platform client after installation, click the GroupWise icon on your Macintosh desktop.

For complete installation instructions, see the *GroupWise 6.5 Installation Guide* at the [GroupWise 6.5 Documentation Web site \(http://www.novell.com/documentation/gw65\)](http://www.novell.com/documentation/gw65).

3.0 Installation Issues

3.1 General Installation Issues

3.1.1 WebAccess and Monitor on the Same Web Server

The WebAccess Application, WebPublisher Application, and Monitor Application share a common library. If you plan to run these applications on the same Web server, you must update all three before any of them can work properly.

3.1.2 Wireless Device Support for WebAccess and Monitor

The GroupWise® WebAccess and Monitor software included in GroupWise 6.5 Support Pack 6 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 on the Novell® [GroupWise Wireless page \(http://www.novell.com/wireless\)](http://www.novell.com/wireless). We encourage you to check this site for updates and news.

3.1.3 Additional Installation Issues

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

3.2 NetWare/Windows Installation Issues

3.2.1 Recommendation for Overwriting Newer Files

When the gwpo.dc and ngwguard.dc files from the original Novell GroupWise 6.5 release are installed, they receive the date and time when they are installed rather than retaining their original date and time. As a result, they might have a newer date and time than the ngwguard.dc files in Support Pack 6. If they do, you receive the following message:

“The files you are installing are older than the files on your system. Do you want to replace these files?”

Typically you should respond No to such a prompt, but in this case you should respond Yes so that the Support Pack version of the .dc files is installed. If necessary, you can manually copy these files from the original *GroupWise 6.5 Administration* CD to the corresponding location in the software distribution directory:

```
\po\ngwguard.dc  
\client\win32\ngwguard.dc
```

You might also see this message if you are installing GroupWise 6.5 Support Pack 6 as an update to GroupWise 6.0 where Support Pack 3 or later has been installed. Again, respond Yes to overwrite newer files.

As an alternative, you can create a new software distribution directory for the GroupWise 6.5 Support Pack 6 files.

3.2.2 Internet Agent and WebAccess Agent on the Same NetWare Server

If the Internet Agent and the WebAccess Agent are installed together on the same NetWare server, an abend might occur in the Stellent viewer modules when unloading the WebAccess Agent, followed by unloading the Internet Agent. To prevent this problem, load each agent in a separate address space.

3.2.3 Problem Installing from a Windows XP Service Pack 2 Machine

When installing any GroupWise agent (Post Office Agent, Message Transfer Agent, Internet Agent, WebAccess Agent, Monitor Agent) to a NetWare[®] server from a Windows* XP machine where Service Pack 2 has been installed, you must have the Novell Client™ 4.90 SP2 or later installed on the Windows machine. If you have an earlier Novell Client, the GroupWise Installation Advisor claims that it cannot find some of the directories to which you want to install software.

3.2.4 Windows 2000 Service Pack 2 or Later Required for Agents

If the GroupWise Post Office Agent, Message Transfer Agent, Internet Agent, and WebAccess Agent are installed on Windows 2000 servers and the GroupWise domain and/or post office directories accessed by the agents are on NetWare servers, you need to apply Windows 2000 Service Pack 2 or later on the Windows servers. You can download Windows 2000 Service Packs from Microsoft* (<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 agents run, you do not need to apply Windows 2000 Service Pack 2 or later.

3.2.5 GroupWise Version Compatibility

If you still have GroupWise 4.1 domains or post offices in your GroupWise system, you must update them to at least GroupWise 5.2 before updating your primary domain to GroupWise 6.5. If you try to update a 4.1 domain or post office to 6.5 after the primary domain has already been updated to 6.5, you need to rebuild each 4.1 secondary domain database using the GroupWise 6.5 Support Pack 3 or later snap-ins to ConsoleOne[®], and you also need to have each rebuilt secondary domain database manually edited by Novell Support before it can function correctly with the 6.5 primary domain.

3.3 Linux Installation Issues

3.3.1 SUSE Linux Enterprise Server 9

Starting with Support Pack 4, the GroupWise agents are supported on SUSE[®] Linux Enterprise Server (SLES) 9.

You can also run ConsoleOne on SLES 9 with the proper preparation.

If ConsoleOne is already installed and you are running Novell eDirectory™ 8.7.3 or earlier, make sure that you install the GroupWise Administrator snap-in to ConsoleOne before you try to run ConsoleOne. This installation updates the version of the JRE to the required version.

If you need to install ConsoleOne on a server where you are running an eDirectory version later than 8.7.3, you need to make a simple modification to the installation script.

- 1** After downloading ConsoleOne and untarring it, change to the Linux directory.
- 2** Edit the c1-install script.
- 3** Locate the nds_version line.
- 4** Change 8.7.3 to the version of eDirectory that you are running (for example, 8.7.3.2 or 8.7.3.3).
- 5** Save and exit the file, then run the script to install ConsoleOne.
- 6** Install the GroupWise Administrator snap-in to ConsoleOne.

3.3.2 Novell Open Enterprise Server

Open Enterprise Server (OES) Linux includes Apache and Tomcat. When you run the GroupWise Installation Advisor to install WebAccess and Monitor, the installation options that include Apache and Tomcat, as shown in the product documentation, are not offered when you are installing Support Pack 6 on OES because Apache and Tomcat are already set up and running.

OES also uses different commands to start and stop Apache:

```
apache2 start  
apache2 restart  
apache2 stop
```

3.3.3 Moving a GroupWise 4.1 System from NetWare or Windows to Linux

The Update section of the *GroupWise 6.5 Installation Guide* provides instructions for moving from NetWare or Windows to Linux*. If you are moving post offices and domains belonging to a GroupWise 4.1 system, you might need to manually rename the domain database (wpdomain.db) from uppercase to lowercase, along with all .dc files. In addition, subdirectories in post office and domain directories might need to be renamed to lowercase.

4.0 Administration Issues

4.1 General Administration Issues

4.1.1 Server Names

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

4.1.2 Server-Based Antivirus Software

If you run server-based antivirus software, you should configure it so that it does not scan GroupWise directory structures such as domains and post offices where file locking conflicts can create problems for the GroupWise agents. If you need virus scanning on GroupWise data, check the [GroupWise Partner Products page \(http://www.novell.com/partnerguide\)](http://www.novell.com/partnerguide) for compatible products.

4.2 NetWare/Windows Administration Issues

4.2.1 Directory Names and Filenames

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

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

4.2.2 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.

4.2.3 GW TSA and Duplicate Source Directories

GW TSA handles situations where the same directory names are used on different volumes to back up by numbering the instances. For example:

Original GW TSA

GroupWise System/[Dom]Provo2:

GroupWise System/[Dom]Provo2:

Support Pack GW TSA

GroupWise System/1[DOM]Provo2:

GroupWise System/2[DOM]Provo2:

Each instance is numbered and DOM is in all uppercase letters. After updating GW TSA with Support Pack 1 or later, you must re-create your backup jobs because the path has changed.

4.2.4 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.

4.2.5 TurboFat Compatibility

If you see E811 errors on the POA or the GroupWise client, a possible cause is that TurboFat is corrupting 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.

4.3 Linux Administration Issues

4.3.1 NFS Not Supported

Because of long-standing file lock issues with NFS*, you cannot use an NFS mount to mount a server file system where your GroupWise system is located to a workstation where you are running ConsoleOne. We recommend using an SMB mount instead.

4.3.2 Pathnames and Filenames in Lowercase

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

However, if you update a GroupWise 4.1 system and move it to Linux, you might see uppercase letters in database names. This is not a problem. The Database Copy (DBCOPY) utility that you use to move domains and post office to Linux handles any uppercase/lowercase issues that might arise, so you should not manually rename any databases that have been copied to Linux using DBCOPY.

4.3.3 UNC Paths in ConsoleOne

On Linux, ConsoleOne translates UNC paths into Linux paths.

4.3.4 Display Problem with ConsoleOne Property Page Tabs

If you run ConsoleOne on SUSE Linux 9 with Ximian[®] Desktop 2 installed, the label text on the property tabs does not display. As a workaround, click the tab to select it, then use the Up-arrow and Down-arrow keys to display each property page until you reach the one you want.

4.3.5 Unavailable Administration Features

GroupWise 6.5 on Linux does not include the following administration features that are available in GroupWise 6.5 on NetWare and Windows:

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

5.0 Agent Issues

5.1 General Agent Issues

5.1.1 POA Redirection Enhancement

Starting with Support Pack 4, you can configure the POA to control where users are redirected, regardless of where users are located. In the past, a POA configured with both an internal IP address and a proxy IP address automatically redirected internal users to internal IP addresses and external users to external IP addresses. Now, you can configure two POA objects for a post office, one with only an internal IP address and one with only a proxy IP address. GroupWise clients that access the internal IP address are redirected internally, no matter where the users are located. Clients that access the proxy IP address are redirected externally, no matter where the users are located. This overrides the POA's built-in capability of detecting where users are logging in from and redirecting them accordingly.

For setup instructions, see Controlling Client Redirection Inside and Outside Your Firewall in Post Office Agent in the *GroupWise 6.5 Administration Guide*.

5.2 NetWare/Windows Agent Issues

5.2.1 POA Slows Down

If you are running the POA on NetWare 6.0 Support Pack 2 on a multiprocessor such as a Dell* 6650 PowerEdge* or an IBM* Netfinity*, the POA might gradually slow down after a few hours

or a day, depending on its load. GroupWise client users could also experience extremely slow response time from the POA. Update from NetWare 6.0 Support Pack 2 to Support Pack 3 or later.

5.2.2 Potential CAP Port Conflict

By default, the POA uses 1026 for its CAP (Calendar Access Protocol) port. On some Windows 2000 servers, port 1026 is already used by the Windows Task Scheduler or other Windows service. If this occurs, configure the POA to use a different CAP port in ConsoleOne.

5.3 Linux Agent Issues

5.3.1 libXm.so.3 Error

If you try to start the POA or MTA on a server where the X Window System* and Open Motif* are not running, you receive the following error:

```
libXm.so.3: cannot open shared object file
: no such file or directory
```

To resolve the error, start the X Window System and Open Motif before starting the POA or MTA with the --show switch. If you start the POA or MTA without the --show switch, you can use the agent's Web console to monitor the agent from your Web browser.

6.0 Client Issues

6.1 Windows Client Issues

6.1.1 Windows XP Service Pack 2

Installing Windows XP Service Pack 2 enables the Windows Firewall by default. The default Windows Firewall configuration blocks UDP (User Datagram Protocol). GroupWise is dependent on UDP for several key features such as listing new messages in your Mailbox, displaying notifications, and performing Busy Searches. To reconfigure the Windows Firewall so that it does not interfere with GroupWise functionality, follow the instructions in TID 10094089 in the [Novell Support Knowledgebase \(http://support.novell.com/search/kb_index.jsp\)](http://support.novell.com/search/kb_index.jsp).

6.1.2 Updated JAWS Script Available

Users of the JAWS screen reader should install the updated JAWS script available in GroupWise 6.5 Support Pack 3 and later. Copy the groupwise.jsb file from the \client\jaws directory of the Support Pack to the \jaws510\settings\enu directory on your workstation.

6.1.3 NetWare 5.1 SP1 Compatibility for Client Installation

If you are using the AutoUpdate feature for installing the GroupWise 6.5 client, you might encounter an error if you are installing the client from a NetWare 5.1 server where a Support Pack 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.

6.2 Cross-Platform Client Issues

6.2.1 Linux Client Installation on Red Hat 8

On Red Hat* 8, you cannot use the main GroupWise Installation Advisor (the install executable at the root of the Support Pack) to install the Cross-Platform client. Instead, you can run the install executable located in /client/linux or you can install the novell-groupwise-gwclient-6.5.6 RPM located in the same directory.

6.2.2 Cross-Platform Client Performance

For best performance, run the Cross-Platform client in Caching mode. It is noticeably faster than Online mode.

6.2.3 Running as root in Caching Mode

If you run the Cross-Platform client in Caching mode as root on Linux, you might encounter synchronization problems with your master mailbox when you next run as a regular user. If pending requests from the root session remain when you log in as a regular user, regular user requests get backed up behind the root requests, which cannot be processed while you are logged in as a regular user. To resolve any problems, run the client as root again so that all messages get synchronized, then run as a regular user thereafter to prevent further problems.

6.2.4 HTML Message Display

Some HTML-formatted messages are not rendered correctly in the Cross-Platform client.

6.2.5 “Not Accepting Jobs” Print Error

This is a Java* error. A newer version of the JVM* resolves it. The print jobs print successfully in spite of the error message.

6.2.6 Mailbox Size Limits Not Recognized

The Cross-Platform client does not recognize the mailbox size limits set in ConsoleOne (Tools > GroupWise Utilities > Client Options > Send > Disk Space Management).

6.2.7 Bold Not Displaying on Macintosh

If you have installed Microsoft Office or Internet Explorer on your Macintosh*, new messages might not display as bold in your mailbox. To resolve the problem, disable your user fonts, which are typically duplicates of your system fonts, or update to JVM 1.4.2 Update 1 or later.

6.2.8 Unavailable Client Features

The GroupWise Cross-Platform client does not currently provide some functionality that is available in the GroupWise Windows client, including:

- ◆ Spell checking
- ◆ Rules

- ◆ Categories
- ◆ Viewers for attachments
- ◆ Remote mode to support modem connections
- ◆ S/MIME (encryption and digital signatures)
- ◆ Document management

Many of these features are available in the GroupWise 7 Cross-Platform client.

7.0 Internet Agent Issues

7.1 General Internet Agent Issues

7.1.1 Address Resolution Change Since GroupWise 6

In GroupWise 6 and its 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 6.5, the address format problem for sending to distribution lists and resources was corrected. However, users who originally used GroupWise 6 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.

7.2 NetWare/Windows Internet Agent Issues

None.

7.3 Linux Internet Agent Issues

7.3.1 Installation Security

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

Unless you already have SSL set up, an easier alternative is to disable Require TLS for Simple Binds with Passwords in ConsoleOne, which allows LDAP authentication to take place using clear

text (typically on port 389), during installation of the Internet Agent. After disabling the option, restart eDirectory, install the Internet Agent, then re-enable Require TLS for Simple Binds with Password and restart eDirectory again.

7.3.2 libXm.so.3 Error

If you try to start the Internet Agent on a server where the X Window System and Open Motif are not running, you receive the following error:

```
libXm.so.3: cannot open shared object file
: no such file or directory
```

To resolve the error, start the X Window System and Open Motif before starting the Internet Agent with the --show switch. If you start the Internet Agent without the --show switch, you can use the Internet Agent Web console to monitor the Internet Agent from your Web browser.

8.0 WebAccess Issues

8.1 General WebAccess Issues

8.1.1 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 Security page (located on the Application tab), deselect the Use Client IP in Securing Sessions option.

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

- 3 Click OK to save the change.

8.1.2 Recommendation for Tomcat Memory Allocation (Heap Size)

If you are using the Tomcat servlet engine with GroupWise WebAccess, the maximum memory allocation (heap size) for Tomcat should be at least 128 MB. The maximum memory allocation is set by using the -Xmx parameter when starting Tomcat (for example, -Xmx128m).

8.1.3 “Browser Doesn’t Support Java” Error in the WebAccess Java Calendar

This error indicates a browser setup issue. You would encounter the same problem on any Web site that uses Java. Depending on your browser, check mozilla.org, sun.com, or other browser supplier for more information.

8.1.4 Preventing Web Server Directory Browsing

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

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

8.1.5 Preventing Unauthenticated Template Access

Under certain very specific circumstances, it is possible for a user to view WebAccess template files from a Web browser without logging in to WebAccess. There is no confidential information located in any of the template files that are accessible in this manner.

Starting with Support Pack 4, a line has been added to the webacc.cfg file to prevent such access:

```
Templates.requireAuthentication=true
```

With this new setting, unauthenticated users have no access to any WebAccess template files except for the Login page. If you have customized WebAccess templates for your own specialized use, this new setting causes your templates to be inaccessible, even if GroupWise authentication was not previously required. You can turn off the authentication requirement by changing the new line in the webacc.cfg file to:

```
Templates.requireAuthentication=false
```

8.2 NetWare/Windows WebAccess Issues

8.2.1 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 Downloads page \(http://download.novell.com/index.jsp\)](http://download.novell.com/index.jsp).

8.2.2 Display Problems with Netscape 4.x

If you experience display problems using Netscape* 4.x with WebAccess, update to a later version of Netscape.

8.2.3 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).

8.3 Linux WebAccess Issues

8.3.1 Novell Distribution of Apache and Tomcat

GroupWise 6.5 on Linux includes a Novell distribution of Apache and Tomcat that you can install along with the WebAccess Application if you do not already have Apache and Tomcat running on that server. The Novell distribution is installed in the following directories:

Apache: /var/opt/novell/http and /etc/opt/novell/http
Tomcat: /var/opt/novell/tomcat4 and /etc/opt/novell/tomcat4

and is started using the following customized commands:

Tomcat: /etc/init.d/novell-tomcat4 start
Apache: /etc/init.d/novell-httpd start

The WebAccess Installation program lets you choose whether you want to install the Novell distribution. During installation, select Install WebAccess Application with Apache and Tomcat if you want to install the Novell distribution. Select Install WebAccess Application if you do not want to install the Novell distribution of Apache and Tomcat because you have an existing Apache and Tomcat installation that you want to use with WebAccess.

NOTE: If you are installing on Novell Open Enterprise Server (OES), the option to install with Apache and Tomcat is not available. For more information, see [Novell Open Enterprise Server](#).

If you install the Novell distribution on a server where a standard distribution of Apache and Tomcat is already installed and running, you will encounter a port conflict on port 80. You can resolve the port conflict by choosing to run one distribution or the other, or you can reconfigure one distribution or the other.

To reconfigure the Novell distribution to use a different port number, edit the httpd.conf file in the /etc/opt/novell/httpd/conf directory. Locate the following line:

```
Listen 80
```

Change the port number to a something that is not already being used on the server, then save and exit the file.

8.3.2 Prolonged “Please Wait” Message during Installation

On slower machines, if you select Install WebAccess Application with Apache and Tomcat, your machine might appear to hang on the “Please Wait” message. Apache and Tomcat are being installed while the “Please Wait” message is displayed, before the WebAccess Application installation begins.

8.3.3 Installation Security

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

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

8.3.4 Re-installation Issue

If you install WebAccess in an eDirectory context where the WebAccess objects already exist, a message informs you that you can “use the existing objects.” In actuality, the objects are deleted

and re-created, so if you have customized the properties of the existing objects, you must customize the objects again after installing WebAccess on Linux.

8.3.5 New WebAccess URLs

Existing users of the WebAccess are accustomed to accessing the following URLs:

Web Services page: Default index.html file of the Web server

WebAccess: `http://web_server_address/servlet/webacc`

WebPublisher: `http://web_server_address/servlet/webpub`

On Linux, use the following URLs:

GroupWise-specific Web Services page: `http://web_server_address/gw/index.html`

WebAccess: `http://web_server_address/gw/webacc`

WebPublisher: `http://web_server_address/gw/webpub`

As an added benefit, GroupWise 6.5 on Linux configures SSL for you, so that the following URLs provide SSL security without additional configuration on your part:

GroupWise-specific Web Services page: `https://web_server_address/gw/index.html`

WebAccess: `https://web_server_address/gw/webacc`

WebPublisher: `https://web_server_address/gw/webpub`

8.3.6 WebPublisher Configuration

The WebAccess Installation program does not configure WebPublisher for you. Some manual configuration is required. For instructions, see the *GroupWise 6.5 Installation Guide* (`/docs/us/GroupWiseInstallationGuide.pdf`).

8.3.7 WebPublisher Template Settings Not Saved

Changes to the settings on the Templates page of the GroupWiseWebPublisher object in ConsoleOne are not saved to the `webpub.cfg` file. To work around this, after making changes on the Templates page, select a different property page on the GroupWiseWebPublisher object, then click OK or Apply to save the template settings correctly.

8.3.8 Commented Lines in Configuration Files

If you have commented out any lines in the WebAccess configuration file (`webacc.cfg`) or the WebPublisher configuration file (`webpub.cfg`), you should back up those files before installing Support Pack 6. If you use the Configure WebAccess Application option in the Installation program, those commented lines become uncommented and the settings return to their defaults. However, any other changes you have made to the configuration files are retained. You must comment out the lines again and edit the settings as needed, using the backup copies for reference.

9.0 Monitor Issues

9.1 General Monitor Issues

9.1.1 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.

9.2 Windows Monitor Issues

None.

9.3 Linux Monitor Issues

9.3.1 Monitor Issues Shared with WebAccess

Monitor and WebAccess share a substantial amount of functionality. The following WebAccess issues pertain to Monitor as well:

[Novell Distribution of Apache and Tomcat
Prolonged “Please Wait” Message during Installation
Installation Security
Re-installation Issue](#)

9.3.2 New Monitor URLs

If you’ve used Monitor on Windows, you are accustomed to accessing the following URLs:

Web Services page: Default index.html file of Web server

Monitor Web Console: `http://web_server_address/servlet/gwmonitor`

On Linux, use the following URLs:

GroupWise-specific Web Services page: `http://web_server_address/gw/index.html`

Monitor Web Console: `http://web_server_address/gwmon/gwmonitor`

9.3.3 Problem Starting Monitor on Red Hat 3 AS

If you encounter problems starting the Monitor Agent on Red Hat 3 AS, set the LC_ALL environment variable using one of the following commands:

```
export LC_ALL=C
export LC_ALL=POSIX
```

10.0 International Issues

10.1 General International Issues

10.1.1 Double-Byte Characters in Directory Names and Filenames

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

10.1.2 Double-Byte Characters in Passwords

Do not use double-byte character in user passwords.

The Change GroupWise Password dialog box in ConsoleOne currently allows entry of double-byte characters. However, the GroupWise client login does not allow entry of double-byte

characters in passwords, so a user who was assigned a password with double-byte characters in ConsoleOne cannot type the double-byte characters when attempting to log in to GroupWise.

10.1.3 Euro Character in the 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 version of the 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 later to correctly display the Euro character.

10.1.4 Unicode Support in WebAccess

Unicode* support using UTF-8 encoding has been implemented in WebAccess to provide better support for international character sets. Unicode support enables users to intermix characters within the same message and have all character sets display correctly.

For Support Pack 6, Unicode support is not fully implemented for double-byte character set languages (DBCS languages). In order to correctly compose in a DBCS language, users need to set their browser accept language to the desired DBCS language. Also in Support Pack 6, intermixing two different DBCS languages is not supported. These limitations will be removed in the next major release of WebAccess.

If you will update to Support Pack 6 in stages, update the WebAccess Agent first throughout your system, then update the WebAccess Application. If the update to Unicode support causes undesirable side effects for your particular language or combination of languages, you can turn it off using the /utf8off startup switch with the WebAccess Agent. Then comment out the Charset.default setting in the webacc.cfg and webpub.cfg files. This procedure will not be necessary after Unicode support is fully supported for DBCS languages.

10.1.5 Character Encoding in WebAccess

Auto-detection of character encoding for the WebAccess/WebPublisher index.html page does not work for some Web browsers. If you do not see the localized languages in the drop-down menu on the Web services page (index.html), set your Web browser's character encoding to UTF-8. In some browsers, you can click View > Encoding to set the Web browser's encoding.

You might also encounter character encoding problems when reading HTML-formatted messages. In this case, set your Web browser's character encoding for the new message window to UTF-8. You can do this by right-clicking in the new message window and then setting the encoding, or by clicking View > Encoding.

10.1.6 Help Display in Japanese WebAccess

If you click Help in the Japanese WebAccess client, the help text does not display properly. To correct the problem, edit the \apache2\conf\httpd.conf file and comment out the following lines:

```
ForceLanguagePriorityPreferFallback  
AddDefaultCharset
```

Then restart Apache.

10.2 NetWare/Windows International Issues

10.2.1 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.

10.2.2 RichWin and GroupWise 6.5

If you use RichWin in combination with GroupWise 6.5, be sure to run RichWin first, then run GroupWise.

10.3 Linux International Issues

10.3.1 Display Problem with Agent Console Interfaces

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

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

```
locale
```

You can change your language encoding in YaST:

- 1 Start YaST, click System, then double-click Choose Language.
- 2 Select the language you are running the agents in, then click Details.
- 3 Deselect Use UTF-8 Encoding, then click OK.
- 4 Stop and then restart the agents to put the new setting into effect.

10.3.2 Extended Characters in Attachment Filenames

If you are using the WebAccess client in the Konqueror browser, you cannot attach files that have names including accented characters. Konqueror does not send the filenames back in UTF-8 format.

10.3.3 Russian Keyboard

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

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

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

locale

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

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

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

10.3.5 Localized Agent User Interface Display

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

French: fr_FR
German: de_DE
Portuguese: pt_BR
Spanish: es_ES

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

11.0 Documentation Issues

11.1 General Documentation Issues

None.

11.2 NetWare Windows Documentation Issues

11.2.1 GroupWise 6.5 Help

To support accessibility requirements within GroupWise Help, the Help for all GroupWise components uses Microsoft HTML Help. In order for Microsoft HTML Help to display on a Windows workstation, the workstation must have Internet Explorer 4.x or later installed.

11.3 Linux Documentation Issues

11.3.1 Right-to-Left Text in Cross-Platform Client Help

Languages that display right-to-left display right-justified rather than left-justified.

11.3.2 Web Link in ConsoleOne Help

The link from the ConsoleOne help to the Novell GroupWise documentation Web site does not work. This problem will be addressed in a future version of ConsoleOne. In the meantime, you can copy the URL from the ConsoleOne help topic into your browser window in order to access the GroupWise documentation Web site.

11.3.3 Help Image Display on an iChain Server

If you display help from an agent Web console on a server where Novell iChain® is installed, and if iChain is configured to use the Path-Based Multihoming option, the image at the top of the help topic does not display.

12.0 Defect Fixes

12.1 Address Book Fixes

- ◆ In the Address Selector dialog box, you can add a GroupWise E-Mail Address column.
- ◆ In the Address Selector dialog box, when you press and hold the Down-arrow key, the list scrolls correctly.
- ◆ You can add a user whose e-mail address uses a preferred e-mail ID to a personal group.
- ◆ When you export addresses from an address book, category information is included with the exported addresses.
- ◆ You can use the Add button to add a very large number of users to a group.
- ◆ When two GroupWise systems communicate MTA to MTA, e-mail addresses are formatted correctly for reply messages.
- ◆ When you view a contact in an address book, the e-mail address link successfully opens a Mail To window when the e-mail address includes extended characters.
- ◆ In Hebrew and Arabic, when you click New > Group, text in the New Group dialog box is formatted correctly.

12.2 Administration Fixes

- ◆ You can now move users that were originally created in GroupWise 4.x into a 6.5 post office.
- ◆ When you connect to the primary domain and delete a user in a secondary domain, the correct information for who deleted the user is recorded in the MTA log file.
- ◆ If you override the allowed address formats at either the post office or user level and deselect the system default address format, then click Cancel to discard your changes, your changes are discarded.
- ◆ On the Results tab of the Scheduled Event Action dialog box associated with a POA object, you can successfully change the text of the message that the POA sends with the results of a database check.
- ◆ Under Tools > GroupWise Utilities > Client Options > Environment > Cleanup, if you lock the Manual Delete and Archive setting, allow the setting to go into effect in the client, and then unlock the setting, client users are able to change the setting in the client.
- ◆ In Linux ConsoleOne, user move status information displays correctly.
- ◆ In localized versions of ConsoleOne, text on the Logging tab of the Mailbox/Library Maintenance dialog box displays without being truncated.
- ◆ Fixed a GW TSA abend.
- ◆ The new DBCopy -b switch copies all of the contents of the source directory to the target directory, including all subdirectories and files. It is intended for use when backing up remote

document storage areas. (DBcopy already handles the subdirectories and files in domains and post offices.)

12.3 Admin API Fixes

- ◆ None.

12.4 Agent Fixes

- ◆ The POA recognizes Error Unknown (80) from an LDAP server as indicating that the LDAP server is unavailable and does not attempt to use it for LDAP authentication until the LDAP Pool Server Reset Timeout setting has been reached.
- ◆ The POA returns correct message status information for messages from a user whose e-mail address includes overrides on the username and Internet domain.
- ◆ If you put a restore area on a remote server, the POA uses the information in the Remote User Name and Remote Password fields on the Post Office Settings property page in ConsoleOne to log into the remote server and restore items.
- ◆ When using SSL connections, all resources are released when the POA exits.
- ◆ Fixed some POA abends.
- ◆ The MTA no longer slows down processing messages when it encounters order-dependent messages.
- ◆ When using SSL connections, all resources are released when the MTA exits.

12.5 Client Fixes (Windows)

- ◆ When a recipient declines an appointment, the status displays as Declined rather than Deleted.
- ◆ Delegated appointments in HTML format retain their HTML formatting when delegated multiple times.
- ◆ When you edit a recurring posted appointment, if you change the subject, place, or message, the All Instances prompt is offered. If you change the date or time, this prompt is not offered. You can change the date or time only on the selected instance.
- ◆ When you edit a recurring posted appointment that does not include message text, you receive the All Instances prompt.
- ◆ Status tracking information on reminder notes is accurate.
- ◆ Status tracking information on retracted messages displays correctly, regardless of whether the recipient is in Online, Caching, or Remote mode.
- ◆ If you have two users in different post offices that have the same first name, last name, and user ID, QuickInfo displays the correct information for each one.
- ◆ If a user's display name includes a middle name, the middle name is no longer lost when you reply to a message from that user.
- ◆ If you download a message from a POP account where the e-mail address of the sender includes dots (for example, lori.k.tanaka@novell.com) and then reply to that message, the e-mail address is formatted correctly and the message is successfully delivered.
- ◆ If you change the outgoing password on a POP account, the change is saved successfully.
- ◆ In Caching mode, you can use File > Proxy to proxy to another user's mailbox.

- ◆ In Caching mode, you can add a proxy user whose Internet address override format is first.last@Idomain.
- ◆ In Caching mode, filtering of messages in shared folders has been improved.
- ◆ In Caching mode, a rule that forwards messages to firstname.lastname@Idomain formats the e-mail address correctly.
- ◆ A search across a large number of libraries completes successfully.
- ◆ The rule operator [x] (Does Not Contain) works correctly on names or phrases that include spaces.
- ◆ Selecting an HTML Mail To: link that contains more than 60 recipients works correctly.
- ◆ If you select Encrypt for recipients under Security options on the Send Options tab of a new message and then click Send, the message is successfully encrypted.
- ◆ Encrypted attachments are saved in the correct format.
- ◆ If you have only one certificate installed for S/MIME, it is automatically set as the default certificate.
- ◆ If a third-party card reader cannot successfully export public keys, then the GroupWise client can do it.
- ◆ On a printed Franklin Day Calendar, multiday appointments appear correctly.
- ◆ Messages that did not wrap properly because they contained only carriage returns (CR), not carriage return / line feeds (LF) now format correctly because a single CR is changed to CR/LF.
- ◆ The Delete key works correctly when multiple windows and dialog boxes are open.
- ◆ In an open item, pressing Ctrl+Delete deletes the item.
- ◆ If you open a second GroupWise client main window and then close it, the original GroupWise main window stays open.
- ◆ Clicking Read Next with the Contacts folder open no longer causes the client to crash.
- ◆ On a dual-monitor system with GroupWise open on the secondary monitor, drag-and-drop functionality and right-click menus work normally.
- ◆ GroupWise users can successfully open signed and encrypted messages from users of Lotus Notes 6.x.
- ◆ QuickCorrect works correctly for double-byte languages.
- ◆ In Chinese, characters are no longer truncated in the Appointment window.
- ◆ Chinese characters entered in the GroupWise 6 client display correctly in the GroupWise 6.5 client.
- ◆ Japanese characters in a message sent from the Windows client can be viewed successfully from any Internet e-mail client.
- ◆ In Japanese, HTML-formatted messages display correctly.
- ◆ In Japanese, when you reply to an HTML-formatted messages, URLs display correctly and when you click on a URL, the page opens in your browser.
- ◆ In Japanese, when you reply to an Internet message, the original sender information that now appears in the To field of the reply displays correctly.

- ◆ In Japanese, if you change a message to an appointment and send it, the appointment displays correctly for the recipient.
- ◆ Chinese and Japanese characters are processed correctly when Tools > Options > Send > MIME Encoding is set to UTF-8.
- ◆ Chinese and Japanese characters that are Base64 encoded in an attachment display correctly.
- ◆ Czech characters display correctly when Tools > Options > Send > MIME Encoding is set to Default ISO.

12.6 Client Fixes (Windows; Section 508 Accessibility)

- ◆ If you set Read Column Labels to On in the JAWS Verbosity dialog box and then select an item in your mailbox, JAWS reads the item's position in the item list (for example, 14 of 44).
- ◆ In the Details view of the Calendar, when you cursor down through the calendar items, JAWS no longer repeats the contents of the From column after reading all the other columns.
- ◆ The Mail From window can now be sized smaller for more convenient use on low resolution monitors.
- ◆ The Address Selector dialog box now honors the Windows color scheme as the GroupWise Address Book itself always has.

12.7 Client Fixes (Cross-Platform)

- ◆ A Busy Search that includes an unknown user no longer causes an error.
- ◆ Auto-archive works correctly.
- ◆ In the Item Properties window, the creation data is correct in all time zones.
- ◆ You can successfully save a zero-byte attachment file.
- ◆ The Macintosh Cross-Platform Client can save attachments with names that include accents.

12.8 Client API Fixes

- ◆ The Client API interacts properly with multithreaded applications.
- ◆ When the Client API queries for the number of entries in the GroupWise Address Book, the correct number is returned in very large address books.
- ◆ The Client API can search for users in personal address books.
- ◆ The new `get_AccountProperty` method quickly returns the post office and domain of a user without accessing the GroupWise Address Book.
- ◆ The `DirectLogin()` method no longer calls eDirectory lookups on users.
- ◆ The Trash Entries collection is no longer limited to 5,000 messages. Everything that is in the Trash is read.
- ◆ The `ItemSaveInfo` token no longer generates an error message if it encounters a problem message in a mailbox database, which allows third-party applications to proceed smoothly past such problem messages.
- ◆ The Message Body refreshes correctly.
- ◆ `ItemSetText` and `ItemGetText` work in the BC field of draft messages and re-sent messages.

- ◆ After a Reply to All, all recipients see the other recipients on the To line.
- ◆ The message count in the Documents folder works correctly.
- ◆ An application that spawns multiple threads to log multiple users into the POA continues running when any user logs out.
- ◆ Fixed some crashes when running against a Blackberry* Enterprise Server.

12.9 Engine Fixes

- ◆ From an IMAP e-mail client, you can move one folder into another folder in your GroupWise mailbox.
- ◆ ICS files can be imported into GroupWise.
- ◆ iCal objects are parsed correctly.

12.10 GWCheck Fixes

- ◆ After a Contents Check of message databases, all related temporary files are deleted.
- ◆ The delsubscriberecords and delallsubscriberecords Support options now open the database correctly.
- ◆ The subjectpurge and itempurge Support options work correctly when there are extended characters in the Subject field.
- ◆ GWCheck replaces slashes (/), backslashes (\), and colons (:) in folder names with spaces. To date, these characters have been prevented in folder names in the Windows and Cross-Platform clients but permitted in the WebAccess client. They are now prevented in the WebAccess client as well, and are removed from existing folder names by GWCheck.
- ◆ GWCheck repairs problems experienced by proxy users when the problems are caused by moving a resource to a different post office when the resource was created in a version of GroupWise earlier than 6.5.

12.11 Internet Agent Fixes

- ◆ The Internet Agent consistently sends undeliverable messages to senders when messages exceed the message size limit set in ConsoleOne.
- ◆ When performing access control, if the MAIL FROM field in the message header is blank, the Internet Agent checks for both the IP address and the DNS hostname before denying access.
- ◆ When the Internet Agent receives a 4xxx error when sending data to an SMTP host, it defers the message and tries again later.
- ◆ X fields in the MIME headers of incoming messages are now stored in the message database so that they can be searched on by IMAP e-mail clients.
- ◆ On Linux, the Internet Agent server console has been completely localized.
- ◆ Fixed some Internet Agent abends.

12.12 Monitor Fixes

- ◆ In international versions, the Monitor Login page displays correctly.

12.13 WebAccess Fixes

- ◆ Images in HTML-formatted messages display correctly.
- ◆ In the Proxy window in the WebAccess client, specifying an incorrect username no longer brings up a login page.
- ◆ In the WebAccess client, when you use Reply to All, addresses for the replies are formatted correctly.
- ◆ In the WebAccess client, you can proxy to a user whose username includes a hyphen.
- ◆ In the WebAccess client, folder names have the same restricted characters as in the other clients. Slash (/), backslash (\), and colon (:) are not allowed.
- ◆ When using SSL connections, all resources are released when the WebAccess Agent exits.
- ◆ The WebAccess Agent no longer causes Java to go into very high utilization at random intervals.
- ◆ The Linux WebAccess Agent provides improved signal handling.
- ◆ Fixed some WebAccess Agent abends.

13.0 Documentation Conventions

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

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