

# GroupWise 6.5 Support Pack 2

June 15, 2004

## Overview

The information in this Readme file pertains to Novell® GroupWise® 6.5 Support Pack 2. 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 2 is a separate download.

For information on the latest Support Pack issues, see the [Consolidated Support Pack Readme Addendum \(http://support.novell.com/cgi-bin/search/searchtid.cgi?/10091736.htm\)](http://support.novell.com/cgi-bin/search/searchtid.cgi?/10091736.htm).

## 1.0 Support Pack Installation

### 1.1 GroupWise Version Information

GroupWise 6.5 Support Pack 2 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)

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

### 1.2 Prerequisites

Before installing GroupWise 6.5 Support Pack 2:

- ◆ 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 the Support Pack

GroupWise 6.5 Support Pack 2 is available in regular format for installing from a local or network drive and in ISO format for burning CDs. You can choose between multilingual and English-only downloads.

### 1.3.1 Downloading the Regular Version

The regular-format download is available as one self-extracting (.exe) file that includes both administrative and client files.

- 1 In the list of Support Packs, click GroupWise 6.5 Admin/Client SP2.
- 2 Click the filename (gw65sp2m.exe for multilingual or gw65sp2e.exe for English only), then follow the instructions to download the file into a temporary directory.
- 3 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.

- 4 Continue with Section 1.4, Installing the Support Pack.

### 1.3.2 Downloading the ISO Version

The ISO-format download is available as two self-extracting (.exe) files, one for the *GroupWise Administrator CD* and one for the *GroupWise Client CD*.

- 1 In the list of Support Packs, click GroupWise 6.5 Admin SP2 ISO for the *GroupWise Administrator CD*.
- 2 Click the filename (gw65asp2m.exe for multilingual or gw65asp2e.exe for English only), then follow the instructions to download the file into a temporary directory.
- 3 In the list of Support Packs, click GroupWise 6.5 Client SP2 ISO for the *GroupWise Client CD*.
- 4 Click the filename (gw65csp2m.exe for multilingual or gw65csp2e.exe for English only), then follow the instructions to download the file into a temporary directory.
- 5 Extract the administrator and client .exe files into two separate directories at the root of your local drive or to a network server drive that can handle long pathnames.

The compressed files contain directory paths that could exceed DOS limits.

- 6 Burn a separate CD for each directory.
- 7 Continue with Section 1.4, Installing the Support Pack.

## 1.4 Installing the Support Pack

Use Windows\* to run the GroupWise setup.exe program extracted in the preceding section.

- 1 Click Start > Run > Browse.
- 2 Select the setup.exe file on the local or network drive.  
or  
Select the setup.exe file at the root of the *GroupWise Administrator CD*.
- 3 Click OK to run the GroupWise Installation program.
- 4 Follow the on-screen instructions provided in the GroupWise Installation program to update the software distribution directory and the administration, agent, and client software that is in production.
- 5 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.

## 2.0 Installation Issues

### 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 gwpo.dc and ngwguard.dc files in Support Pack 2. 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 GroupWise 6.5 Support Pack 2 to the corresponding location in the software distribution directory:

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

You might also see this message if you are installing GroupWise 6.5 Support Pack 2 as an update to GroupWise 6 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 2 files.

### 2.2 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.

### 2.3 Wireless Device Support for WebAccess and Monitor

The GroupWise WebAccess and Monitor software included in GroupWise 6.5 Support Pack 2 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.

### 2.4 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 and the GroupWise domain and/or post office directories

accessed by the agents are on NetWare<sup>®</sup> 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.

## 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 2 snap-ins to ConsoleOne<sup>®</sup>, and you also need to have each rebuilt secondary domain database manually edited by Novell Support before it will function correctly with the 6.5 primary domain.

## 2.6 Additional Installation Issues

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

# 3.0 Component Issues

## 3.1 Administration Issues

### 3.1.1 Directory Names and 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).

### 3.1.2 Server Names

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

### 3.1.3 ConsoleOne on Windows NT

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

### 3.1.4 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.

### **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 will 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 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.

## **3.2 Agent Issues**

### **3.2.1 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.

### **3.2.2 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.

## **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 6.5 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.

## 3.4 Internet Agent Issues

### 3.4.1 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.

## 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 Unicode Support

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 2, 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 2, intermixing two different DBCS languages is not supported. These limitations will be removed in the next version of WebAccess.

If you will update to Support Pack 2 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.

### 3.6.2 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).

### 3.6.3 Display Problems with Netscape 4.x

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

### 3.6.4 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 Support will provide support.

- ◆ NetWare Enterprise Web Server for NetWare 5 (and later)
- ◆ Apache Web Server 1.0.3 (or later) for NetWare 6 (and later)
- ◆ Netscape Enterprise Server\* 3.6 (or later) for Windows NT
- ◆ Microsoft Internet Information Server 4.0 (or later) for Windows NT, or Microsoft Internet Information Server 5 (or later) for Windows 2000
- ◆ Apache Web Server 1.3.3 (or later) 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.  
The webaccess.zip file and the ZIP files referred to in the next three steps are in the \internet\webaccess\other directory of GroupWise 6.5 Support Pack 2.
- 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 of GroupWise 6.5 Support Pack 2.

- 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\webac65a`), to the `\novell\webaccess` directory and the `\novell\webpublisher` directory.

### **3.6.5 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 sample `servlets.properties` file is located in the `\internet\webaccess\other` directory of GroupWise 6.5 Support Pack 2.

- 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 server, the files are located in the `novell\java\lib` directory.

### **3.6.6 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.

### **3.6.7 Security Issue with WebAccess and Internet Explorer 5.0**

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

### **3.6.8 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).

## **4.0 International Issues**

### **4.1 Double-Byte Characters in Directory Names and Filenames**

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

### **4.2 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.

### **4.3 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 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.

### **4.4 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.

## 4.5 RichWin and GroupWise 6.5

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

# 5.0 Defect Fixes

## 5.1 Address Book Fixes

- ◆ You can search on Department when the Address Book is opened from a message.(352965)
- ◆ Multiple users can edit the same shared personal address book at the same time.(100352282)
- ◆ Entries in a personal address book synchronize correctly with the GroupWise Address Book even if it contains entries from a shared address book that no longer exists.(349515)
- ◆ E-mail addresses obtained from received messages auto-complete from the Frequent Contacts address book.(353325)
- ◆ When you change your address book sort order, members of distribution lists are displayed in the selected order.(349113)
- ◆ When you create a new contact using the Address Book Selector, the e-mail address information is saved in the proper order.(369796)
- ◆ If a personal group includes CC and BC recipients, each recipient type expands onto the appropriate line in the message being written.(345972)
- ◆ Within an address book, you can create a group within a group.(363375)
- ◆ The Address Book returns Internet address overrides correctly.(367386)
- ◆ External addresses now have the e-mail address appended to the display name.(371478)

## 5.2 Administration Fixes

- ◆ You can run ConsoleOne to administer GroupWise on a workstation where the Microsoft client for NetWare is installed, rather than the Novell Client, and not cause database damage.(349057)
- ◆ When you update user information in ConsoleOne, it is replicated to the GroupWise Address Book for the user and for any distribution lists the user belongs to.(358389)
- ◆ When you use the Override feature to make a duplicate e-mail address unique, ConsoleOne checks to make sure that the e-mail address you provide is unique.(355420)
- ◆ You can delete new system-level records from a secondary domain. System-level records include IDomains, trusted applications, and LDAP server records.(352780)
- ◆ If you disable Caching mode at the post office level, this prevents the client from offering the Caching mode option in the login dialog box.(348041)
- ◆ A connection to a domain database is not required to view the properties of a User object that does not have a GroupWise account associated with it.(358073)

- ◆ When the administrator for a domain is a distribution list and you synchronize the distribution list, all members of the distribution list receive administrative messages, such as the results of Mailbox/Library Maintenance.(351818)
- ◆ When you have multiple software distribution directories, the one you select for each post office is saved correctly.(351564)
- ◆ On the Post Office Settings page of the Post Office object, the Remote File Server Settings work correctly.(350914)
- ◆ In a multi-tree system, it is necessary to authenticate to the tree containing the object you are changing in Link Configuration.(344619)
- ◆ In a multi-tree system, when changes are made to objects, the user making the changes is logged correctly, regardless of which tree the user and objects reside in.(346556)
- ◆ The Recover Deleted Account feature can successfully recover a GroupWise user account even if Novell eDirectory™ information is missing from the object.(347169)
- ◆ In the Expired Records list, you can delete external users as well as regular users.(344821)
- ◆ You can move a user that has a gateway alias that is similar in format to an Internet address.(358553)
- ◆ Users can be moved successfully from an external post office to a regular post office, with all user information synchronizing correctly.(345216)
- ◆ External system synchronization works properly when one of the primary domains used to be a secondary domain.(364185)
- ◆ You can upgrade a post office from GroupWise 5.5 to 6.5 when it belongs to a domain with a very long name.(350072)
- ◆ On the Internet Addressing page of objects, the Allowed Address Formats setting applies to POP3/IMAP4 client connections as well as to incoming messages. Therefore, you should not deselect *userID@intenet\_domain* as an allowed format if you have POP3/IMAP4 users.
- ◆ 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.(343308)
- ◆ Trusted applications can perform their functions in secondary domains.(356047)
- ◆ The GW TSA no longer gets access denied and copy failed errors after running successfully several times.(350440)
- ◆ The GW TSA no longer backs up some files twice.(100353346)

### 5.3 Admin API Fixes

- ◆ None.

### 5.4 Agent Fixes

- ◆ The POA provides improved response time for IMAP e-mail clients.(349519)
- ◆ The POA's intruder lockout feature now works for POP3 e-mail clients.(346338, 350762, 354885)
- ◆ The POA's intruder lockout feature affects just the locked-out user, not users who have shared folders with the locked-out user, or users who enter their password wrong just once.(359281, 358043)

- ◆ The POA's intruder lockout feature resets the number of incorrect logins correctly.(359769)
- ◆ The POA processes the information provided by the Internet Agent when its /xspam switch is in use and uses that information to identify junk mail more accurately.(343824)
- ◆ On the first QuickFinder™ interval of the day, the POA now runs a compress as well as an update.(355057)
- ◆ Fixed some POA abends.(100350082, 100349960, 352759, 355111, 348197, 357722, 359026, 100353489, 361406, 348197, 363862, 354162, 365026, 348197, 348197, 356541, 365822, 365329)
- ◆ The MTA preserves the entire URL when it redirects from the MTP port to the HTTP port. This enables the Message Tracking feature in the MTA Web console to work correctly.(351615)
- ◆ In a routing domain, the MTA closes receiver threads properly so that message routing is not disrupted.(346217, 100349450)
- ◆ When the Delay Message Size feature is used between domains, the MTA can process a very large number of messages without slowing down.(100349450)
- ◆ The new MTA /lrwaitdata switch allows you to set the number of seconds you want the MTA to wait for a response from the POA before timing out for a user in Remote mode. In addition, the MTA now pings the POA after a five-minute timeout instead of automatically shutting down the connection. These enhancements improve live remote performance over slow connections.(346109)
- ◆ The MTA always sends out properly formatted SNMP traps.(364156)
- ◆ The MTA can handle HTML messages that include invalid URLs because of missing attachments.(365621)
- ◆ The MTA can always recover the path to its mshold directory after restarting.(352622)
- ◆ The MTA no longer creates and deletes the gwvscan subdirectories for every load and unload, which speeds up the shutdown process on very busy systems.(359231)
- ◆ Fixed some MTA abends.(348795, 350945, 358581, 365357)

## 5.5 Client Fixes

- ◆ If you receive a message from the Internet that includes a very large attachment, you can reply more quickly to the message.(348638)
- ◆ Performance over SSL connections has been substantially improved.(100354256)
- ◆ When you edit a recurring posted appointment or task, you have the option of changing the selected instance or all instances of the item.(346946)
- ◆ When you reply to all, the preferred addressing format is used for all recipients.(359331)
- ◆ When you edit a posted appointment, the time zone setting for the appointment is retained.(345625)
- ◆ You can successfully retract and resend appointments after a recipient has been renamed.(348100)
- ◆ If a user receives an autodated appointment for which return notification has been requested if the appointment is declined, and if the recipient is moved to a different post office, or if the recipient archives the appointment, the sender no longer receives an erroneous message saying that the recipient has declined the appointment.(343422, 358524)

- ◆ If a user resends an appointment with return notification set, the sender no longer receives an erroneous message saying that the recipient has declined the appointment.
- ◆ When you move a group of items from the Sent Items folder to another folder, the Sent Items folder immediately refreshes.(350063)
- ◆ In the Sent Items folder, you can successfully add a CC column.(356992)
- ◆ You can filter on the Date column in your mailbox.(354276)
- ◆ The client does not print batches of empty pages.(344019)
- ◆ If you have used categories and you print your calendar on a color printer, the category colors are printed.(353567)
- ◆ When you print an HTML message, the date prints in the format selected using Tools > Options > Date/Time > Format.(345208)
- ◆ When you resend an HTML message that includes images and attach a large attachment, the images are resent along with the message.(347197)
- ◆ Disabling HTML viewing at the domain level does not affect the functioning of the QuickViewer.(100209780)
- ◆ Signature text is not truncated when you reply to an HTML message.(358276)
- ◆ HTML attachments are not lost when you forward Internet messages.(363538)
- ◆ When you save an HTML attachment, you are prompted to provide a unique name for it.(368297)
- ◆ If your default read view is set to Plain Text and Force and you view an HTML-only message, images as well as the HTML message are inaccessible. In addition, you receive a message stating that it is an HTML-only message.(349435, 356316)
- ◆ When creating a filter for your mailbox, you can go into the Address Book and use a filter in the Address Book to locate entries to select for your mailbox filter.(359764)
- ◆ If you create a customized view with the View Designer and you change the tab order, an HTML message sent with a vCard\* can be opened in HTML view as well as Plain Text view.(100352797)
- ◆ The custom view location (Tools > Options > Environment > File Location > Custom Views) is always saved correctly.(367969)
- ◆ The client can process a Busy Search if the time range is set incorrectly (for example, 8:00 a.m. to 5:00 a.m.).(344021)
- ◆ The client no longer crashes if you try to view a 0-byte attachment.(353603)
- ◆ You can view PDF files attached to messages.(352995)
- ◆ Wildcard addressing (for example, \*.\*.domain\_name) can be used in rules.(100352123)
- ◆ In Remote mode, the client correctly downloads the Internet proxy client/server port number, not the local intranet client/server port number.(349631)
- ◆ When you use Hit the Road to download the GroupWise Address Book, you can filter the download so that only a portion of the Address Book is downloaded.(279129)
- ◆ When message retention is enabled in Caching mode, users can still empty their Trash.(364722)
- ◆ In Caching mode, changes and deletions in the Multi-User Calendar display immediately.(348063)

- ◆ In Caching mode, you never get duplicate entries in your Frequent Contacts address book.(367841)
- ◆ The Multi-User Calendar view refreshes when you create an appointment for another user so that the appointment is immediately visible in the calendar.(344777)
- ◆ When using the QuickViewer in the Multi-User Calendar, you cannot view other users' private appointments.(100351352)
- ◆ You can have more than 10 customized tabs in the Multi-User Calendar view.(351790)
- ◆ If you create a posted appointment with multiple lines of text in the Month view of the calendar, the text displays and prints correctly.(344632)
- ◆ In the Day View in the Calendar, days for which there are items are bolded and days for which there are no items are accurately not bolded.(351288)
- ◆ If a CAP query arrives for a calendar item that does not exist, you no longer get all calendar items as a response.(349960)
- ◆ The Work in Progress folder refreshes correctly after you finish and send a draft message.(344525)
- ◆ You can save Delayed Delivery messages in the Work in Progress folder.(100348202)
- ◆ If you try to save a message in the Work in Progress folder that is addressed to an invalid recipient, you are prompted to resolve the address before the message is saved.(100348600, 100352924)
- ◆ You can save a message that has a very long subject line (for example, longer than 230 characters).(100352676)
- ◆ Special characters are handled correctly in query folders.(353017)
- ◆ If you archive and unarchive a sent item that the recipient has deleted and emptied, and then resend that item, you can archive it again even if the recipient has again deleted and emptied it.(348218)
- ◆ Auto-archiving does not stop archiving when it encounters an invalid message.(355340)
- ◆ The Junk Mail Handling filter now handles additional domain types such as .biz, .us, .fr, and so on.(351399)
- ◆ You can drag messages into the Junk Mail folder when the QuickViewer is open.(100309885)
- ◆ When you view a folder as a checklist and delete an item from the folder, the item is deleted from the Checklist folder.(344572)
- ◆ When the client is configured to start with the Checklist folder displayed, keystrokes intended for another application but received by the client during startup do not cause the client to crash.(344420)
- ◆ You are not allowed to move attached messages into the Checklist folder.(100350752)
- ◆ You are not allowed to forward messages as attachments in a shared folder that you do not own.(354111)
- ◆ When you have proxied into a resource, you can open the resource's archive.(358375)
- ◆ You can edit and resend a message from an account that you are proxied into to a user in a different post office.(356273)
- ◆ When you reply to a distribution list, the address of the distribution list is formatted correctly.(100353264)

- ◆ When you send an encrypted message to a distribution list and you are prompted to find certificates for the members of the distribution list, the members in the list are displayed correctly.(347700)
- ◆ When you encrypt a message and use a wildcard search to locate the certificate you want to use, the correct certificate is always attached, even if the search produced multiple results.(344369)
- ◆ When you forward an encrypted message that has multiple encrypted messages attached to it, all attached messages arrive with the forwarded message.(345098)
- ◆ You can now view the security properties of a signed Internet message.(350055)
- ◆ When opaque signing is in use, replies include the original text without truncating it.(349436)
- ◆ The client no longer ignores non-repudiation keys and handles them appropriately.(351250)
- ◆ Entrust\* 6.0 has been added to the security provider list.(351249)
- ◆ The client can establish an SSL connection on ports other than the default SMTP SSL port of 645.(100352930)
- ◆ When functioning as a POP3 e-mail client, the GroupWise client can send messages with one or two dots in the address (for example, First.Last@Domain or First.Middle.Last@Domain).(309967, 346068)
- ◆ Inso viewers have been updated to resolve some problems with viewing Excel and WordPerfect\* files.(308943, 341234)
- ◆ When you search for documents, the Find feature correctly distinguishes between Creator and Author users.(342738)
- ◆ If you place documents in a shared folder and then move the shared folder owner to a different post office, when you move the documents to a different library, the document references for the moved documents are updated correctly with the new library information.(348714)
- ◆ Pressing Tab while viewing item properties no longer crashes the client.(336469)
- ◆ To display all the recipients of a message without using the mouse, you can press Enter or down-arrow when the cursor is in the To field.(365371)
- ◆ Pressing Esc closes the Message window when the cursor is in the message header.(367834)
- ◆ Pressing Down-Arrow in the main client windows moves the highlight down through the folder list.(365389)
- ◆ Keystroke navigation within the Calendar has been improved.(365361)
- ◆ You can use AutoUpdate and the setup.cfg file to delete Windows registry keys.(362871)
- ◆ GroupWise client DLLs have updated version numbers.(100353544)
- ◆ You can save a spreadsheet in a GroupWise library even if you opened Excel outside of GroupWise.(345958, 345959)
- ◆ In the LDAP Address Book, you can successfully change MAPI to LDAP field mappings.(100353357)
- ◆ When Excel integration is turned on manually using Tools > Options > Documents, the correct integration type is selected and macros are properly installed.(345957, 345956y)
- ◆ On Windows 98 or Windows NT, the signature text is placed correctly when you forward or reply to a message.(100351931)
- ◆ On Windows XP, HTML forms in Internet Explorer 6 successfully integrate with the client.

- ◆ On Windows XP, messages with comprtf.001 attachments are handled correctly.(362499)
- ◆ On Windows XP, pressing Ctrl+Tab no longer causes the client to crash.(500359933)
- ◆ You can use SetupIP to install the client software when the client files are located on a NetWare 6 server that is running Apache.(345048)
- ◆ If a sender includes TNEF text originating in a Microsoft product in the body of a message, the recipient can reply to the message and see the TNEF text of the original message.(350368, 359469)
- ◆ When using the GroupWise MAPI interface, third-party applications can get proper access to the message store and folders.(353548)
- ◆ Outlook\* 2003 runs successfully against the GroupWise MAPI address book providers.(351901)
- ◆ In Windows, if your default keyboard language is English but your Language for Non-Unicode Programs setting is something other than English, your keyboard layout remains English when you reply to or forward messages.(355174)
- ◆ Spell checking works correctly when the subject and message contains both single-byte and double-byte characters.(367010, 370621)
- ◆ In international versions, images inserted into HTML messages display correctly when viewed by recipients.(100303141)
- ◆ In the German client, text strings were corrected in several places.(352964, 100350550, 352967, 353042, 368387)
- ◆ In Japanese, you can print the week and month views of the Calendar when they contain Japanese characters.(353287)
- ◆ In Japanese, the font name no longer appears on the Subject line.(351167)
- ◆ In Arabic and Hebrew, if you have Default Compose View set to HTML, text inserts right to left.(350121)
- ◆ Double-byte characters are handled correctly across the Internet when the message language and the operating system language are different.(352358)
- ◆ Double-byte characters are handled correctly in the HTML View.(353218)
- ◆ You can view the properties of a message that includes double-byte characters on Windows XP.(365941)
- ◆ On a Windows workstation where the language is set to a double-byte character language, you can change a message to an appointment.

## 5.6 Client API Fixes

- ◆ The Client API can create draft messages even when the GroupWise mailbox already contains several thousand messages.(346)
- ◆ The Client API correctly handles the alarm time on posted appointments.(346982, 365350)
- ◆ The Client API no longer allows you to add attachments to received items.(350712)
- ◆ The Client API no longer crashes when trying to access a category that does not have a name.(358762)
- ◆ Token Commander works with .NET.(373013)
- ◆ The Find token works correctly in Plain Text mode.(349799)

- ◆ The Busy Search Element property Completed returns the correct Completed flag.(351423)
- ◆ The Message.PlainText and RTF properties work consistently.(355428)
- ◆ For a message in a shared folder, Address.DisplayName always returns the display name, never the e-mail address.(356483)
- ◆ The GUID returned by AddressBookEntries is the correct length.(368998)
- ◆ You can set the DelayedDeliveryDate property in Caching mode as well as in Online mode.(357765)
- ◆ The Account.LastRetentionDate property can be updated in Online mode.(100353840)
- ◆ The Name Completion control now supports launching the address selector without showing the Address Book button.(350301, 350302)
- ◆ The Name Completion control does not return blank property values.(355064)
- ◆ The CategoryDefinitions object lists all categories.(362909)
- ◆ The Message.AddExistingMessage function works correctly when a draft message has an attached message.(347806)
- ◆ The Primary.Category function returns an accurate value.(100353542)
- ◆ The Categories.Item method works for predefined categories. (344748)
- ◆ The Recipients.Add method differentiates correctly among To, BC, and CC recipients.(358355)
- ◆ The AddressBookEntries.Item method now takes an Address object.(351184)
- ◆ You can use Message.Send after using Message.Forward.(357086)
- ◆ The Query.Locations filter works properly.(361002)
- ◆ By using the AddressBookEntry.Fields collection, you can access the Middle Name and Suffix (Generation) fields even if you have set the Account.MultiLoginAddressBookSupport flag to FALSE or have not set it at all.(360264)
- ◆ The Complete command works correctly when used in a C3PO\*.(344054)
- ◆ The AttachmentAdd command allows you to attach a message to a draft message when the attached message is already attached to another message.(363447)
- ◆ Using MAPI to send messages works correctly, regardless of whether the GroupWise Address Book or the Frequent Contacts Address orders first in the list of address books.(343804)
- ◆ Message collection has been enhanced to improve speed.(370383)
- ◆ Fixed memory leak when using C3PO toolbars.(346166)

## 5.7 Engine Fixes

- ◆ IMAP processing has been enhanced to increase performance for all IMAP connections.(362968)
- ◆ IMAP processing correctly handles HTML messages with HTML attachments.(372077)
- ◆ CAP processing generates correct sequence numbers for use by CAP clients.(347715)
- ◆ CAP processing has been enhanced to handle complex queries.(348380)
- ◆ Looping status messages are prevented, so that they do not slow down message flow.(365269)

- ◆ Messages can be restored in the client and in ConsoleOne when the restore area is located on a server other than where the post office directory and POA are located.(348661)

## 5.8 GWCheck Fixes

- ◆ GWCheck in ConsoleOne (the Mailbox/Library Maintenance feature) reports missing BLOBS in the same way as the standalone version of GWCheck.(350096)
- ◆ The delsubscriberecords option has been improved to clean up extra characters on user IDs.(361174)
- ◆ The new pabdelduprec option deletes duplicate personal groups from personal address books.(357467)
- ◆ The folderreset option resets folder names based on the language of the post office or standalone GWCheck program.(367541)
- ◆ GroupWise Check uses the same method to determine a user's message database that is used by the Mailbox/Library Maintenance feature of ConsoleOne.(361993)

## 5.9 Internet Agent Fixes

- ◆ When the Internet Agent is very busy and the /smtphome startup switch is in use to specify a secondary SMTP queues directory for outbound messages, the Internet Agent defers all messages successfully.(346066)
- ◆ The new /xspam switch instructs the Internet Agent to check for the X-Spam-Flag, and if found, to attach this information to the message as it enters your GroupWise system. This improves the efficiency of the Junk Mail Handling feature in the client.(348824)
- ◆ The new /realmailfrom switch instructs the Internet Agent to use the real user in the Mail From field instead of having auto-forwards come from Postmaster and auto-replies come from Mailer-Daemon. This prevents looping in certain configurations.(347050)
- ◆ The new /popintruderdetect switch instructs the Internet Agent to log POP e-mail clients in through the POA so that the POA's intruder detection can take effect if intruder detection has been configured in ConsoleOne. This Internet Agent switch cannot be used with older POAs that do not support intruder detection.(363402)
- ◆ The new /nomappriority switch prevents the Internet Agent from mapping x-priority MIME messages to high priority GroupWise messages.(353296)
- ◆ The Internet Agent can handle non-US-ASCII characters when the sender does not specify a character set. The new /defaultcharset switch lets you set what character set to use if no character set is specified. The new /usasciilies switch lets you set what character set to use when the message says US-ASCII but contains non-US-ASCII characters anyway.(354335)
- ◆ The Internet Agent correctly processes Internet messages with a base64 encoded message body so that such messages are not placed in the gwprob directory.(358579)
- ◆ The Internet Agent properly formats messages where the message body is blank and the message is sent as a page.(366068)
- ◆ Long subject lines of Internet messages no longer lose the space that belongs at the point where the long subject line was wrapped.(361209)
- ◆ The Internet Agent uses the MIME encoding settings specified on the Send Options tab of the message.(355936)

- ◆ The Internet Agent correctly calculates the time zone offset for daylight saving time, which affects the header date, which in turn affects the creation date and start time of appointments.(100351116)
- ◆ The Internet Agent correctly handles exceptions to the blacklist.(353670)
- ◆ When the Internet Agent is configured to prevent incoming messages but is given an exception of a specific IP address, it accepts message from that IP address even if the sender is blank.(360091)
- ◆ The maximum Internet Agent log file size has been increased to 1 MB.(358722)
- ◆ The Internet Agent correctly wraps text in long HTML messages and attachments.(354540)
- ◆ POP authentication now supports AUTH PLAINM.(353378)
- ◆ The Internet Agent correctly processes message from POP3 clients where the subject line is empty.(345369)
- ◆ The Internet Agent correctly processes messages where the information on the From line is surrounded by quotation marks.(345280)
- ◆ If the Internet Agent encounters invalid characters at the end of the MIME file, it ignores them so that the message can be successfully delivered.(344391)
- ◆ The Internet Agent no longer tries to process any part of an address that is surrounded by quotation marks. It is treated as a comment.(356310)
- ◆ The Internet Agent handles addresses in the LastName,FirstName format when there is no space after the comma.(365136)
- ◆ The Internet Agent handles addresses in the FirstName, LastName format when the GroupWise system shares its Internet domain name with other GroupWise systems.(367584)
- ◆ The Internet Agent /dia switch no longer causes high CPU utilization.(351364)
- ◆ When Internet Addressing is turned on, GroupWise-style addressing information never appears in reply and forward addresses.(349504)
- ◆ When Internet Addressing is turned on, the Internet Agent never uses the contents of the Foreign ID field if override information is available.(350807, 367450, 367406)
- ◆ If the Internet Agent denies a connection, it issues a 554 code, which is correct according to RFC 2821.(352010, 352013)
- ◆ POP/IMAP e-mail clients are able to log in through the Internet Agent using various AUTH mechanisms.(346571)
- ◆ When an IMAP client requests download of a forwarded message, all parts of the message are retrieved.(350862)
- ◆ IMAP clients are not prevented from reading messages by incorrect line count information.(352282)
- ◆ IMAP performance has been improved.(100367609)
- ◆ IMAP works better with Consilient\* products.(351360)
- ◆ The IMAP Statistics screen logs statistics correctly.(348804)
- ◆ CAP queries work correctly on NetWare.(349552)
- ◆ A rule-generated message with no message body that is sent to a pager is processed correctly.(366068)

- ◆ Pager messages are no longer truncated by one character.(369252)
- ◆ The ODMA DLLs have been updated.(353548)
- ◆ Files are no longer building up in the gwwork directory.(350772)
- ◆ Fixed a memory leak.(364187)
- ◆ Fixed some Internet Agent abends.(346187, 346657, 347183, 347873, 348237, 348525, 349189, 351815, 100349720, 100350082, 100349960, 357415, 358934, 358842, 354893, 362521, 364166, 365024, 365440, 367419, 367215, 367419, 367215)

## 5.10 Monitor Fixes

- ◆ The Monitor Agent can now monitor the Notes Gateway.(368458)

## 5.11 WebAccess Fixes

- ◆ In the WebAccess client, messages in the Sent Items folder display the correct Opened/Unopened status icon.(353377)
- ◆ In the WebAccess client, you can save attachments on messages that were forwarded to you.(347313)
- ◆ In the WebAccess client, canceling out of the Address Book does not affect the body text of the message.(344625)
- ◆ In the WebAccess client, you can view a large shared address book with over 6,000 users that was created in the Windows client.(360884)
- ◆ In the WebAccess client, you can successfully cut and paste text into a message from a Word document when the text includes double-byte characters, such as the apostrophe character used in Word.(349996)
- ◆ The WebAccess client does not display simple templates when it should be displaying frames.(357934)
- ◆ The WebAccess client respects send options such as high priority when you perform a Reply, Forward, or Delegate.
- ◆ The WebAccess client retains the number of names to display in the HTML address book after you select some names as recipients.(362564)
- ◆ In the HTML address book in the WebAccess client, you can change the number of names to display after searching and have the number remain set after you select names from the search results.(349517)
- ◆ If you open the HTML address book in a reply, the drop-down list includes the First Name and Last Name options.(351038)
- ◆ In the HTML address book, you can search for users successfully even when cookies are turned off.(349992)
- ◆ If a WebAccess-only user changes his or her password before you move the user to a different post office, the user can log in using the changed password in the destination post office.(345647)
- ◆ The WebAccess client login accepts a hyphen in the password when LDAP authentication is in use.(350431)
- ◆ The WebAccess client updates its history list correctly so that a user is kept in the proxy list when the user is selected through the Address Book.(352410)

- ◆ On the Signature tab in the Options menu, the signature text displays in the correct color.(363871)
- ◆ A correction to a WML template enables additional WAP phones and gateways to access GroupWise.(346707)
- ◆ The WebAccess Agent honors the port number specified by the /ip switch in the startup file.(100352493)
- ◆ The WebAccess Agent Web console is always accessible.(364035)
- ◆ The WebAccess Spell Servlet works when installed to a clustered resource.(353879)
- ◆ The GroupWise 6.5 WebPublisher Application can be installed in an environment where the 6.0 WebAccess Agent is still in use.(346301)
- ◆ “Not available” errors no longer display when viewing documents in WebPublisher.(371408)
- ◆ On NetWare 6, WebAccess is installed with a properly configured gwapache.conf file.(360919)
- ◆ The WebAccess client displays better when using the Konqueror and Safari browsers.(365847)
- ◆ The WebAccess client can access post offices where the time zone is set to Cairo or Israel.(348150)
- ◆ In the Japanese WebAccess client, the description of a new address book displays correctly.(350330)
- ◆ Thai characters display correctly in the WebAccess client when the /utf8off switch used in the startup file.(354468)
- ◆ The WebAccess client uses the browser’s character encoding settings so that Thai characters display correctly.(355981)
- ◆ In all international versions, the Find feature works without deselecting your name in the Find dialog box.(351558)
- ◆ Fixed some WebAccess Agent abends.(345948, 344429, 345058, 346917, 348719, 349098, 100350221, 355629, 357241, 358138, 357819, 500367147)

## 6.0 Documentation

### 6.1 Support Pack Readme Addendum

For information on the latest Support Pack issues, see the [Consolidated Support Pack Readme Addendum](http://support.novell.com/cgi-bin/search/searchtid.cgi?/10091736.htm) (<http://support.novell.com/cgi-bin/search/searchtid.cgi?/10091736.htm>).

### 6.2 GroupWise 6.5 Installation Guide

For detailed installation and update instructions, see the *GroupWise 6.5 Installation Guide* at the [Novell Documentation Web site](http://www.novell.com/documentation) (<http://www.novell.com/documentation>). It has been updated to correspond with GroupWise 6.5 Support Pack 2.

## 6.3 GroupWise 6.5 Administration Guide

For additional GroupWise 6.5 documentation, see the *GroupWise 6.5 Administration Guide* at the [Novell Documentation Web site \(http://www.novell.com/documentation\)](http://www.novell.com/documentation). It has been updated to correspond with GroupWise 6.5 Pack 2.

## 6.4 Original GroupWise 6.5 Readme Files

For Readme information about specific GroupWise 6.5 components, see the following additional Readme files that shipped with the original release of GroupWise 6.5:

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

These Readme files do not contain Support Pack information.

## 7.0 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.

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