

GroupWise 6.5 Support Pack 5

September 19, 2005

Overview

The information in this Readme file pertains to Novell® GroupWise® 6.5 Support Pack 5. 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 5 is a separate download.

GroupWise 6.5 Support Pack 5 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 5 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)

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.

1.2 Prerequisites

Before installing GroupWise 6.5 Support Pack 5 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 5 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 SP5 (gw655e.exe for English only or gw655m.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 SP5 (gw655ce.exe for English only or gw655cm.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 5 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)

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, GroupWise 6.5.4, and GroupWise 6.5.5 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 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.

2.2 Downloading and Installing the Linux Support Pack

GroupWise 6.5 Support Pack 5 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 (`gw655lnx.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 gw655lnx.tar.gz  
tar -xvf gw655lnx.tar
```

The result is a directory named `gw655lnx`.

- 3** Change to the `gw655lnx` 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 (gw655clnx.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 gw655clnx.tar.gz
tar -xvf gw655clnx.tar
```

The result is a directory named gw655clnx.

- 3** Change to the gw655clnx 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 (gw655cmac.sit) to a temporary directory on your Macintosh workstation.
- 2** At your Macintosh workstation, browse to the gw655cmac.sit file.
- 3** Double-click the gw655cmac.sit file to uncompress the downloaded file.

The result is a directory named gw655cmac.

- 4** Change to the gw655cmac 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 5 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 5. 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 5 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 5 files.

3.2.2 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.

3.2.3 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 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) (<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.

3.2.4 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 will 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 5 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
```

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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 \(http://www.novell.com/partnerguid\)](http://www.novell.com/partnerguid) 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.

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-6.5.5 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 Some Settings Not Saved

In Online mode, custom column sort settings are not saved unless the Cross-Platform client is connected to a GroupWise 6.5 or later Linux POA. The problem will be resolved for NetWare and Windows POAs in a future Support Pack.

6.2.6 “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.

6.2.7 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).

6.2.8 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.

6.2.9 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
```

(400329, 400234)

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.

(397492)

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 5. 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 5, 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 5, 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 5 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

- ◆ If you rename a distribution list that is nested in another distribution list, the change appears in ConsoleOne and in the GroupWise client.(390259)
- ◆ Internet address override now works for a non-GroupWise user that is part of a personal group.(388386)
- ◆ Information provided for the first new administrator-defined field is successfully replicated from ConsoleOne to the Address Book.(415221)
- ◆ User-defined fields in a personal address book are always created correctly.(400370)
- ◆ When using the Define Custom Filter feature in the GroupWise Address Book, the GroupWise Email Address option is available in the list of filter options.(404623)
- ◆ In Caching mode, shared address books are synchronized when changes are made in the original shared address books.(377433)
- ◆ When you print addresses in a list or on labels, the lines of the addresses do not include extraneous characters.(100368557)
- ◆ In an LDAP address book, if the Search Base field (Novell LDAP Address Book > Directories > LDAP Directory > Properties > Searching > Server Attributes) contains extended ASCII characters, no results are returned from the search.(100369905)
- ◆ In an LDAP address book, if the Search Base field (Novell LDAP Address Book > Directories > LDAP Directory > Properties > Searching > Server Attributes) contains extended ASCII characters, the SSL certificate file for the user is not found.(100369905)
- ◆ Personal group names that consist of double-byte characters are not changed when messages are resent.(414855)

12.2 Administration Fixes

- ◆ When you move a resource, the resource owner is changed correctly.(402752)

- ◆ A distribution list with visibility set to None is replicated to all post offices in the system and can be used by anyone who knows the name of the distribution list.(404992 -- doc update?)
- ◆ When adding users to the membership of a distribution list, clicking Stop halts the process.(405567)
- ◆ Internet addressing can now be configured on nicknames.(400903 -- doc update)
- ◆ You can now edit gateway aliases.(379744 -- doc update?)
- ◆ A problem with grafting External Entity objects has been resolved.(402892)
- ◆ Running an Audit Report under Mailbox/Library Maintenance no longer performs an unnecessary structural check on message databases in the post office.(397586)
- ◆ E-mail address checking correctly identifies as non-unique addresses those names where a first name could also be used as a last name and vice versa (for example, Allen James and James Allen). Depending on the allowed address format (firstname.lastname or lastname.firstname), such names could be ambiguous and are therefore prevented.(399740)
- ◆ The Recover Deleted Account utility successfully restores the accounts of users who have been moved.(400080)
- ◆ Scheduled events that specify a log file or an e-mail address to CC with the results work correctly. Scheduled events that exclude users from the selected actions work correctly.(404343, 402685)
- ◆ You can successfully move documents from remote document storage areas into a document storage area within the post office directory structure.(401498; update doc)
- ◆ If you try to connect to a newer domain version than the admin lockout setting allows, you receive an appropriate error dialog box.(405946)
- ◆ If an attempt to modify a database fails because another application already has the database locked, when that application releases the lock, the database can be successfully modified by another application without restarting the application.(399739)
- ◆ In ConsoleOne on Linux, you can successfully edit the Internet Agent and WebAccess objects.(402682)
- ◆ When deleting the User object, the JAWS script reads all the deletion options correctly.(402525)
- ◆ Keyboard navigation and responses of the JAWS script have been improved for the process of creating resources and distribution lists.(402526)
- ◆ The GroupWise Target Service Agent (GWTSA) now does incremental and differential backups.(418186)
- ◆ The GroupWise Database Copy (DBCOPY) utility now backs up the doc subdirectory of the post office.(416815)
- ◆ On Linux, the GroupWise Database Copy (DBCOPY) utility lowercases the contents of the offiles and ofmsg directories when moving a post office from NetWare to Linux.(404712)
- ◆ The GroupWise Timestamp utility (GWTMSTMP) loads in English if it fails to load because of the language setting on the local machine.(405700)

12.3 Admin API Fixes

- ◆ None.

12.4 Agent Fixes

- ◆ The Agent Installation program starts automatically after you create a new GroupWise system on SLES 9.(391280)
- ◆ POA connections no longer consume unnecessary memory.(100369825)
- ◆ Messages no longer accumulate in the offiles directory if the defer database (ngwdfc.db) is locked.(402215)
- ◆ The POA Web console displays active WebAccess client users.(414505)
- ◆ The POA includes the UDP port in its log file when logging in Diagnostic mode.(405223)
- ◆ The NetWare POA no longer fails on startup with the message “GWPOA NLM cannot initialize screen”.(379603)
- ◆ If the NetWare POA is running in a cluster, is automatically converted to all uppercase to accommodate the NetWare NCP function.(416364)
- ◆ The Linux POA always shuts down cleanly, without needing to be stopped with kill - 9.(404742)
- ◆ Fixed several POA abends.(394742, 401669, 100369185, 100369848, 409109, 420681, 420681, 421154)
- ◆ On the Links page of the MTA Web console, the Oldest Message field displays the correct time.(385089)
- ◆ The Linux MTA delivers messages to users in more than 10 post offices in a single domain.(400266)
- ◆ Fixed several MTA abends.(401076, 401163, 418209)

12.5 Client Fixes (Windows)

- ◆ Passwords are no longer stored in plain text in memory except when they are actually being used.(407630, 409677 -- based on official statement from Ed Reed through Andy Peck)
- ◆ Additional security issues have been addressed as described in:
 - ◆ TID 100420460 in the [Novell Support Knowledgebase \(http://support.novell.com/search/kb_index.jsp\)](http://support.novell.com/search/kb_index.jsp) and CAN-2005-2346 in the Common Vulnerabilities and Exposures database
 - ◆ TID 10098314 in the [Novell Support Knowledgebase \(http://support.novell.com/search/kb_index.jsp\)](http://support.novell.com/search/kb_index.jsp) and CAN-2005-2804 in the Common Vulnerabilities and Exposures database
- ◆ If you forward a message as an attachment and then add another message, both messages correctly appear as attachments.(100368836)
- ◆ Forward as Attachment is disallowed in shared folders, consistent with GroupWise 6.(410896)
- ◆ The speed and responsiveness of the Address Selector have been improved.(413174)
- ◆ In the Address Selector, distribution lists that include CC and BC recipients are handled correctly.(395872)
- ◆ You can send messages to groups selected from a shared address book.(381095)
- ◆ When replying to a message in the HTML view, you can use File > Retrieve to pull a Word document into the beginning of your reply.(369549)

- ◆ When viewing a message in the HTML view, you can double-click an attachment to view it, the return to the HTML message and print it successfully.(403515)
- ◆ The client can handle an HTML message whose format is incomplete.(407736)
- ◆ Font changes in Plain Text mode are retained.
- ◆ In a received item that is displayed in the Plain Text view, URLs that include extended characters display correctly.(374850)
- ◆ On the Send Options tab of the Mail To dialog box, changes to the Delay Delivery time are saved correctly.(418341)
- ◆ Properties of a sent item display correctly, with each recipient on a separate line so that item status can be displayed.(415208, 408110, 415205)
- ◆ In the properties of a sent item, if you click a hyperlinked e-mail address to open a Mail To window, the e-mail address displays correctly in the To field.(390059)
- ◆ The Day Schedule Calendar view no longer interferes with proxying to another user's mailbox.(376926)
- ◆ Users with lots of proxy connections and Multi-User Calendar connections do not lose their own connections to the POA.(412865)
- ◆ Print Calendar format for the Week view has been streamlined.(415532)
- ◆ A Search Results folder based on categories displays the expected results when displayed in the Checklist view.(100369761)
- ◆ Under Date & Time options, if you set Display Appointment Length to End Date and Time, and if you then select multiple days to create a posted appointment on, you do not get extra appointments.(388823)
- ◆ In the Date column of your mailbox, the year portion of the date never displays twice.(417296)
- ◆ Posted appointment and notes can be edited, then saved to the Calendar by clicking the X in the upper-right corner of the dialog box.(402366)
- ◆ Changes made to an attachment on a routing slip are saved when the attachment is opened and saved(411853) from the Quick Viewer.
- ◆ Under Security options, you can select No Password Required with eDirectory without changing your password at the same time.(401891)
- ◆ In Caching Mode, Find by Example successfully finds documents based on document properties.(100369315)
- ◆ If you have a rule that forwards message to users, the rule continues to work even if some users are deleted from the system.(368862)
- ◆ The proxy right Read Items Marked Private correctly allows proxy users to read message bodies and attachments along with subject lines.(405376)
- ◆ Users with preferred e-mail IDs no longer display twice in the proxy list.(100369279)
- ◆ If you are proxied to another user where you are prompted for a signature, if you send a message from the Work in Progress folder, you are prompted for the signature.(417446)
- ◆ When you encrypt a message and use a search to locate the certificate that you want to use, if this search produces multiple results, an expired certificate is never selected and attached.(500371049)

- ◆ You can successfully open a message when its certificate is expired.(500371474)
- ◆ You can drag and drop multiple attachments into a GroupWise folder.(377244)
- ◆ On the properties of a shared folder, the Add, Edit, and Delete options are disabled for all except the owner of the shared folder.(402791)
- ◆ NNTP newsgroup replies do not have too many quotation marks.(419044)
- ◆ The client can correctly handle messages from a POP e-mail account where the username includes periods.(414287)
- ◆ You can save a message or a document that has a comma (,) in its name.(402800)
- ◆ You can save a zero-byte file.(100370326)
- ◆ The clock icon associated with appointments and delayed delivery settings now displays on workstations where hardware configuration was preventing its display.(416995)
- ◆ If you press F9 to change the font size when composing a message, the font size change is retained when the message is sent.(417236)
- ◆ Alt+PgUp and Alt+PgDown work in the Quick Viewer to scroll through messages.(403545)
- ◆ In a new Mail To window, Alt+Enter switches to the Send Options tab.(400649)
- ◆ Mousing over the To field when it contains a large number of users no longer causes display problems.(405261)
- ◆ The client can accept digitally signed messages from Lotus Notes.(408790)
- ◆ The JAWS script correctly reads the drop-down menu for View > Display Settings > Select.(402871)
- ◆ The GroupWise client multilingual version works correctly with Entrust* 6.1.(403016)
- ◆ In Caching mode, you can proxy into a user's mailbox when that user has extended characters in the username.(100369648)
- ◆ In an HTML formatted message, Czech characters display correctly after selecting Tools > Options > Send Options > MIME Encoding > ISO Default.(411086)
- ◆ The Swedish spell checker works reliably.(396403)
- ◆ When you reply to a message in Chinese, the Chinese characters display correctly in the reply.(402056, 408082, 418764)
- ◆ In the Calendar view of the Thai client, Thai characters in the subject lines of appointments, notes, and tasks display correctly.(390821)
- ◆ The ZENWorks® *.aot files have been updated to call the current software update scripts for Chinese-Taiwan (CT).(402054)

12.6 Client Fixes (Cross-Platform)

- ◆ When you delegate an appointment, the From field displays the correct sender when the recipient opens the delegated appointment.(389320)
- ◆ The Backup Mailbox feature successfully backs up all mailbox files, regardless of the characters in the filenames.(401529)
- ◆ The Trash folder correctly displays the item delete date, rather than the creation date.(397292)

- ◆ The Cross-Platform client addresses a message correctly to a user represented by an External User object in an external domain when the Internet domain name has been overridden for the user.(409169)
- ◆ You can save a message or a document that has a comma (,) in its name.(411009)
- ◆ On Macintosh, the Cross-Platform client formats addresses correctly in the Frequent Contacts address book.(397676)
- ◆ Using the KDE desktop in Portuguese, the Cross-Platform client comes up in Portuguese, not English.(399205)
- ◆ C045 errors related to the Archive feature with the time zone set to Asian areas of the world have been resolved.(368503)

12.7 Client API Fixes

- ◆ The client API can send a message to a personal group when logged in as an NT service.(402938)
- ◆ The client API can access Category Definitions from multiple threads.(406035)
- ◆ If the client API accepts appointments, it does not return double notifications.(412669)
- ◆ The client API can access shared folders.(414567)
- ◆ Categories on Address Book entries are processed correctly.(407397)
- ◆ You can add a group from a shared address book to a draft message, then call Send() to send the message to the group.(403883)
- ◆ The Address Book Organization field can be set to the same organization name multiple times so that multiple entries for the same name are created.(418435)
- ◆ The ItemSetItemType token works correctly.(374281)
- ◆ The ItemSaveInfo token works with attached messages.(393106)
- ◆ The Fields.Item method no longer has a memory leak when used on an address book entry that does not have a value.(418434)
- ◆ The second argument in the Messages.AddExistingMessage method works correctly.(405760)
- ◆ The new GetModifiedQuickMessagesCollection() method improves performance with the QuickMessages collection by retrieving any message that was created after a given date and modified after a second date.(409888)
- ◆ GetModifiedQuickMessagesCollection handles multiple BoxType constants.(411122)
- ◆ Calling the AddressBookEntries::Item() method with a valid display name no longer returns a NULL pointer.(404006)
- ◆ Calling AddressBookEntries::Item() with an address that contains Name Parts with spaces works correctly.
- ◆ Calling AddresssBookEntries::Item() with an Address object works.(410432)
- ◆ ItemAttachmentGetCurrentIndex works again.(414499.)
- ◆ The GroupWise client always closes when you click the X in the upper right corner when there is a C3PO™ running.(418436)

- ◆ After a Reply to All with modification of the To field, all recipients see all recipients in the To field.(420189)
- ◆ A Reply to All on a personal group replies to all members of the personal group.(420188)
- ◆ You can archive items in Caching mode using Message.Archived = true.(421219)
- ◆ Messages with attachments are processed correctly.(421213)
- ◆ In an address with multiple lines, empty lines are no longer inserted when the address is read from the address book and then written back into the address book.(400976)
- ◆ Address Book entries can be repeatedly added and deleted in quick succession.(406720)
- ◆ A semaphore deadlock occurring when accessing a new folder or when emptying an item from Trash has been resolved.(401898)

12.8 Engine Fixes

- ◆ The IMAP FETCH command no longer returns an extra blank line in its response.(398777)
- ◆ The IMAP FETCH command always returns the complete message body.(419566)
- ◆ IMAP FETCH commands issued on a folder with thousands of items no longer cause high memory usage.(411046)
- ◆ The IMAP FETCH no longer contains a charset item for binary content types (like images).(407015)
- ◆ The IMAP FETCH command can create a new mime.822 attachment if the original is damaged.(412450)
- ◆ The IMAP FETCH command no longer causes the client screen to refresh.(406945)
- ◆ The IMAP FETCH command does not stop responding during archiving.(419084)
- ◆ The IMAP APPEND command now allows non-system permanent keywords.(421264)
- ◆ The IMAP message ID header field is now formatted correctly.(404968)
- ◆ After an original fetch of a folder from a Courier IMAP mail server, subsequent FETCH commands are appropriately formatted.(406524)
- ◆ When a Palm OS IMAP client sends multiple store commands without waiting for a response, the IMAP server processes all of them, not just the first one.(402427)

12.9 GWCheck Fixes

- ◆ On the Misc tab, you can use the new delallsubscriberecords support option to resolve problems with users' Notify alarms that were not resolved using the delsubscriberecords support option. The new option is more thorough.(404907)
- ◆ The Expire/Reduce action of GWCheck no longer marks shared folders or shared address books as deleted when they are not deleted and were not affected by the Expire/Reduce action.(385585)
- ◆ The pabdelduprec support option has been improved so that it removes duplicate records in the Frequent Contacts address book in a single pass and leaves one correctly linked entry.(416724)
- ◆ The storelowercase support option works reliably.(398582)

- ◆ The /pa startup switch no longer causes GWCheck to prompt the user when used in conjunction with the /batch startup switch for running in batch mode.(406105)
- ◆ The Linux GWCheck --opt and --batch startup switches work properly.(380815)

12.10 Internet Agent Fixes

- ◆ The Internet Agent no longer accepts incoming messages where the MAIL FROM address is missing the user name portion and contains only @Internet_domain or %Internet_domain. This enables such messages to be identified as spam and to be processed by the Junk Mail Handling feature in the GroupWise client.(388185)
- ◆ The Internet Agent no longer accepts incoming messages where MAIL FROM is blank and the message body is blank. This enables such messages to be identified as spam and to be processed by the Junk Mail Handling feature in the GroupWise client.
- ◆ MIME messages that do not contain the header "MIME-Version: 1.0" and do contain a line that starts with "begin" are no longer truncated starting with the word "begin."(404585, 415558)
- ◆ The Internet Agent now waits for a QUIT after denying a connection from a black list or the blocked.txt file. This results in more efficient termination of unwanted connections.(374174)
- ◆ Recurring appointments that exceed the Internet Agent's maximum number of items to download for a POP3 client no longer prevent the download of items in addition to the recurrent appointment items.(415333)
- ◆ The Internet Agent includes the display name (for example, *firstname lastname*) along with the e-mail address (for example, *userID@domain.com*) for external users.(379643)
- ◆ The Internet Agent prevents D030 errors at the POA by not sending status update messages to the POA if the host/user information is not in the DSN report provided by SMTP hosts.(411627)
- ◆ With Internet Addressing disabled, the Internet Agent provides the proper information in the To field when a user whose address include a gateway alias replies to a message.(407389)
- ◆ If you enable Reject Mail If Sender's Identity Cannot Be Verified (or use the /rejbs switch), the Internet Agent checks the Allow Messages From exception list before refusing messages from a host for which a DNS reverse lookup shows that a PTR record does not exist for the IP address of the sender's host.(408313)
- ◆ The Internet Agent consistent honors the Message Text Line Wrapping format option (/mqpmt switch).(100370277)
- ◆ The /dia switch disables Internet-style addressing, so that addresses use the mail domain name in the Foreign ID field in ConsoleOne, not the Internet domain name.(406368)
- ◆ The /keepsendgroups switch works correctly when messages are forwarded using a rule.(403227)
- ◆ The Internet Agent always uses the US date format in received headers.(405670)
- ◆ If the Internet Agent encounters a file in its gwia\results directory that it cannot process, it defers it and returns an undeliverable status, rather than discarding it.(408089)
- ◆ The Linux Internet Agent abides by the maximum number of IMAP threads established in ConsoleOne.(385288)
- ◆ The Linux Internet Agent correctly decodes TNEF messages with attachments.(409240)

- ◆ If content-language field is not present in the MIME header of a message, then the x-accept-language field is used as the content language.(405065)
- ◆ Fixed several Internet Agent abends.(385311, 399833, 400994, 397294, 399110, 393275, 403613, 403020, 406031, 409163, 403020, 415107, 417202)

12.11 Monitor Fixes

- ◆ In the Poll Settings dialog box of the Monitor Agent Console, if you specify an HTTP password, the password is successfully saved.(397648)
- ◆ Fixed a Monitor Agent abend.(413938)

12.12 WebAccess Fixes

- ◆ In the WebAccess client, a user in a post office that uses LDAP authentication can proxy into a mailbox on a post office that does not use LDAP authentication.(394618)
- ◆ In the WebAccess client, you can proxy into the mailbox of a user whose username includes extended characters.(399390)
- ◆ The WebAccess client handles passwords that include hyphens when post office security is set to High and LDAP Authentication is enabled.(355783)
- ◆ The WebAccess client displays documents beyond the first screen.(404480)
- ◆ The WebAccess client displays the twenty-first message when no other messages follow.(402957)
- ◆ In the WebAccess client, you can proxy into a resource.(410123)
- ◆ In the WebAccess client, clicking Exit in the Proxy window closes the window as expected.(405499)
- ◆ The WebAccess Speller no longer replaces misspelled words incorrectly with certain versions of Java.(408760)
- ◆ Message no longer exhibit a random 3-minute delay in displaying.(404143)
- ◆ If you disable Use Cookies on the WebAccess object in ConsoleOne, the WebAccess client can still successfully handle URLs in messages.(408369)
- ◆ When you accept a note in international versions of the WebAccess client, the text indicating the priority of the note is now localized.(399622)
- ◆ The NetWare WebAccess Agent successfully releases all memory resources when it exits.(404470)
- ◆ On NetWare 6, the WebAccess Application no longer stops responding to the WebAccess Agent at occasional intervals.(360895)
- ◆ β characters in an HTML format message no longer interfere with the format of URLs in the message.(403092)
- ◆ Fixed several WebAccess Agent abends.(399141, 403251, 403960, 405411, 399835, 410208, 408820, 419076, 418724, 420013, 421474)

13.0 Documentation Conventions

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