

GroupWise 8

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Novell®

Overview

Novell GroupWise® 8 is a cross-platform, corporate e-mail system that provides secure messaging, calendaring, scheduling, and instant messaging. GroupWise also includes task management, contact management, document management, and other productivity tools. Companion products provide secure instant messaging, synchronization with mobile devices, teaming, and telephone and soft phone conferencing for complete enterprise connectivity and collaboration.

Your GroupWise system can run on NetWare®, Linux*, Windows*, or any combination of these operating systems. GroupWise users can access their mailboxes from desktops running Linux, Windows, or Macintosh*; in a Web browser anywhere an Internet connection is available; and on mobile devices.

This *Quick Start* provides a high-level road map for novice GroupWise installers and a concise checklist of essentials for experienced GroupWise installers. For complete system requirements and installation instructions, see the *GroupWise Installation Guide*.

LOCATING GROUPWISE DOCUMENTATION

GroupWise documentation is not included on the *GroupWise 8 DVD*. Instead, all GroupWise documentation is available on the [GroupWise 8 Documentation Web site](http://www.novell.com/documentation/gw8) (<http://www.novell.com/documentation/gw8>):

Guide	Contents
<i>GroupWise Product Readme</i>	Known issues for all GroupWise components
<i>GroupWise Quick Start</i>	Installation overview for all GroupWise components
<i>GroupWise Installation Guide</i>	Detailed system requirements and installation instructions for a basic GroupWise system and for all additional GroupWise components
<i>Administration Guide</i>	Creation and management of GroupWise domains, post offices, users, and all other GroupWise objects; configuration and optimization of all GroupWise agents; rollout strategies for the GroupWise client

Guide	Contents
<i>Multi-System Administration Guide</i>	How to connect your GroupWise system to other GroupWise systems; how to merge GroupWise systems
<i>Interoperability Guide</i>	How to use GroupWise in the context of other products, including Novell products and third-party products
<i>Troubleshooting Guides</i>	Error messages, troubleshooting strategies, message flow diagrams, and directory structure diagrams
<i>Windows Client User Guide</i>	Complete instructions for using the GroupWise Windows client; also available in the client by clicking <i>Help > User Guide</i> ; additional assistance available by clicking <i>Help > Training & Tutorial</i>
<i>Linux/Mac Client User Guide</i>	Complete instructions for using the GroupWise Linux and Mac clients; also available in the client by clicking <i>Help > User Guide</i>
<i>WebAccess Client User Guide</i>	Complete instructions for using the GroupWise WebAccess client; also available in the client by clicking <i>Help > User Guide</i>

INSTALLING A BASIC GROUPWISE SYSTEM

A basic GroupWise system consists of a domain and a post office, a document library, and users. The Post Office Agent (POA) delivers messages between users' mailboxes in each post office, and the Message Transfer Agent (MTA) routes messages between post offices and domains in a full GroupWise system.

GroupWise System Requirements

- ❑ 32-bit/x86 processor or 64-bit/x86 processor
 - On a 64-bit processor, GroupWise still runs as a 32-bit application.
- ❑ Any of the following server operating systems for the GroupWise agents, plus the latest Support Pack:
 - ♦ Novell Open Enterprise Server (OES) 2 (NetWare or Linux version), plus the latest Support Pack
 - ♦ NetWare 6.5, plus the latest Support Pack

- ◆ SUSE® Linux Enterprise Server (SLES) 10 or SLES 11, plus the latest Support Pack
 - ◆ Windows Server* 2003, Windows 2003 R2, Windows Server 2008, or Windows Server 2008 R2, plus the latest Service Pack
- ❑ eDirectory™ 8.7 or later, plus the latest Support Pack, with LDAP enabled
- ❑ ConsoleOne® 1.3.6h or later
- GroupWise 8 includes ConsoleOne 1.3.6h for Windows and for Linux on the DVD.
- ConsoleOne requires Java* Virtual Machine (JVM*) 1.5.11 or later. On Windows, ConsoleOne also requires the Novell Client™. On Linux, ConsoleOne also requires the X Window System*, version X11R6 or later.
- ❑ Any of the following environments for running ConsoleOne and the GroupWise Installation program:
- ◆ Windows XP or Windows Vista*, plus the latest Service Pack for your version of Windows, plus the Novell Client
 - ◆ Windows Server 2003, Windows Server 2003 R2, Windows Server 2008, or Windows Server 2008 R2, plus the latest Service Pack, plus the Novell Client
 - ◆ Novell Open Enterprise Server (OES) 2 (Linux version), plus the latest Support Pack
 - ◆ SUSE Linux Enterprise Server (SLES) 10 or SLES 11, plus the latest Support Pack
- The X Window System is required by the GUI GroupWise Installation program that steps you through the process of creating a new GroupWise system. A text-based Installation program is also available for installing individual components.

Basic GroupWise System Installation

- 1 Start the GroupWise Installation program by inserting the *GroupWise 8* DVD into the DVD drive of a machine that meets the Installation program system requirements.

If the Installation program does not start automatically, browse to and run the program for your platform:

```
Windows:    \netware_windows\setup.exe
Linux      /linux/install
```

- 2 On Windows, click *Install GroupWise System*.
or
On Linux, click *Create or Update a GroupWise System*.

- 3 Follow the on-screen instructions of the Installation program to:
 - ◆ Extend the eDirectory schema for GroupWise objects
 - ◆ Install the GroupWise Administrator snap-ins to ConsoleOne
 - ◆ Set up your GroupWise software distribution directory
 - ◆ Create your first domain and post office
 - ◆ Install the Message Transfer Agent (MTA) and the Post Office Agent (POA) for the new domain and post office

On NetWare and Windows, the Installation program can immediately start the agents for you.

In addition to the *GroupWise Installation Guide*, see “Domains,” “Post Offices,” “Message Transfer Agent,” and “Post Office Agent” in the *GroupWise Administration Guide* for more information.

ACCESSING YOUR GROUPWISE MAILBOX

Each GroupWise user has a mailbox in a post office. In a corporate workplace environment, users with Windows workstations can run the GroupWise Windows client to access their mailboxes and to send and receive mail. Users with Linux workstations can run the GroupWise Linux client. Users with Macintosh workstations can run the GroupWise Mac* client.

GroupWise Windows Client Workstation Requirements

- ❑ 32-bit/x86 processor or 64-bit/x86 processor
- On a 64-bit processor, GroupWise still runs as a 32-bit application.
- ❑ Any of the following Windows versions, plus the latest Service Pack:
 - ◆ Windows XP Professional on a 300 MHz or higher workstation with at least 128 MB of RAM
 - ◆ Windows 2003 on a 350 MHz or higher workstation with at least 256 MB of RAM
 - ◆ Windows 2003 R2 on a 350 MHz or higher workstation with at least 256 MB of RAM
 - ◆ Windows Vista* on a 1 GHz or higher workstation with at least 1 GB of RAM
 - ❑ 200 MB of free disk space to install the Windows client

GroupWise Windows Client Installation

- 1 At a Windows workstation that meets the client requirements, insert the *GroupWise 8* DVD. The GroupWise Installation program should start automatically. If it does not, browse to and run `\nw_win\setup.exe`.

- 2 Click *Install More Components > Install GroupWise Client* to start the client Setup program.
- 3 Follow the on-screen instructions to install the Windows client software on your workstation.
The client Setup program can immediately start the GroupWise Windows client for you. In addition, the installation process adds a GroupWise Windows client icon to your desktop.
- 4 Double-click the GroupWise Windows client icon to start the Windows client

For system-wide rollout of the Windows client software, you will probably not provide a DVD to each GroupWise user. See “Client” in the *GroupWise Administration Guide* for various client rollout alternatives, including the use of Novell ZENworks®.

GroupWise Linux Client Workstation Requirements

- 32-bit/x86 processor or 64-bit/x86 processor
On a 64-bit processor, GroupWise still runs as a 32-bit application.
- SUSE Linux Enterprise Desktop (SLED) 10 or SLED 11, plus the KDE desktop or the GNOME* desktop
- 200 MB of free disk space to install the Linux client

GroupWise Linux Client Installation

- 1 At a Linux workstation that meets the Linux client requirements, insert the *GroupWise 8* DVD.
The GroupWise Installation program should start automatically. If it does not, browse to and run `/linux/install`.
- 2 If you are prompted to allow auto-run, click *Yes*.
- 3 Specify the `root` password, then click *OK*.
- 4 Select the language you want, then click *OK*.
- 5 Click *Install Products > Install GroupWise Client*.
The GroupWise Linux client is installed to `/opt/novell/groupwise/client`. The installation process adds a GroupWise Linux client icon to your desktop.
- 6 Double-click the GroupWise Linux client icon to start the Linux client.

For system-wide rollout of the Linux client software, you will probably not provide a DVD to each GroupWise user. See “Client” in the *GroupWise Administration Guide* for various client rollout alternatives, including the use of Novell ZENworks.

GroupWise Mac Client Workstation Requirements

- 32-bit/x86 processor or 64-bit/x86 processor
On a 64-bit processor, GroupWise still runs as a 32-bit application.

- Mac OS* 10.4 (Tiger*), Mac OS 10.5 (Leopard*), Mac OS X for Intel*, or Mac OS X for PowerPC*, plus the latest update
- Apple* Java Virtual Machine (JVM) 1.5 or later
- 75 MB of free disk space to install the Mac client

GroupWise Mac Client Installation

- 1 At a Macintosh workstation that meets the Mac client requirements, insert the *GroupWise 8* DVD.
- 2 Double-click the CDROM icon that appears on your desktop.
- 3 Double-click the `mac` folder, then double-click the *GroupWise .dmg* file.
- 4 Drag the GroupWise package from the DVD to the `Applications` folder to install the software on your Mac.
- 5 Drag the GroupWise package from the `Applications` folder to the Mac dock to create a GroupWise icon there for convenient access.
- 6 Click the GroupWise Mac client icon on the dock to start the Mac client.

For system-wide rollout of the Mac client, you will probably not provide a DVD to each GroupWise user. See “Client” in the *GroupWise Administration Guide* for various client rollout alternatives, including use of Novell ZENworks.

CONNECTING YOUR GROUPWISE SYSTEM TO THE INTERNET

The GroupWise Internet Agent adds Internet messaging services to your GroupWise system. With the Internet Agent installed, GroupWise users can send messages to recipients anywhere on the Internet. They can connect to their GroupWise mailboxes by using standard POP3, IMAP4, or SOAP e-mail clients instead of a GroupWise client. GroupWise users can also subscribe to Internet list servers and RSS feeds in the GroupWise Windows client.

GroupWise Internet Agent System Requirements

- Any server operating system listed in “[GroupWise System Requirements](#)” on page 1
- Internet connectivity, including an Internet Service Provider (ISP) or in-house DNS address resolution

GroupWise Internet Agent Installation

- 1 Start the GroupWise Installation program, as described in “[Basic GroupWise System Installation](#)” on page 2.
- 2 On Windows, click *Install GroupWise System*, click *Next* to accept a Standard installation, select *Install Individual Components*, select only *GroupWise Internet Agent*, then click *Next*.
or

On Linux, click *Install Products > Install GroupWise Internet Agent*.

- 3 Follow the on-screen instructions to install the Internet Agent to a NetWare, Linux, or Windows server.

On NetWare or Windows, the Installation program can immediately start the Internet Agent for you.

In addition to the *GroupWise Installation Guide*, see “Internet Agent” in the *GroupWise Administration Guide* for more information.

ACCESSING YOUR GROUPWISE MAILBOX FROM YOUR WEB BROWSER OR MOBILE DEVICE

GroupWise WebAccess enables GroupWise users to access their GroupWise mailboxes through Web browsers and mobile devices. The WebAccess Agent communicates with other GroupWise agents to obtain information from GroupWise mailboxes. The WebAccess Application integrates into your Web server so that GroupWise mailbox information can be displayed in your Web browser or on your mobile device.

GroupWise WebAccess System Requirements

- ❑ Any server operating system listed in “GroupWise System Requirements” on page 1
- ❑ A supported Web server:
 - ♦ NetWare 6.5: Apache 2.0 plus Tomcat 4.1 or later plus the Jakarta Connector
 - ♦ Linux: Apache 2.2 plus Tomcat 5.0 plus the ModProxy module
 - ♦ Windows Server 2003/2003 R2: Microsoft Internet Information Server (IIS) 6 or later plus Tomcat 5.5 plus the Jakarta Connector 1.2 or later
 - ♦ Windows Server 2008/2008 R2: Microsoft Internet Information Server (IIS) 7 or later plus Tomcat 5.5 plus the Jakarta Connector 1.2 or later
- ❑ Any of the following Web browsers:
 - ♦ Linux: Mozilla* Firefox*
 - ♦ Windows: Microsoft Internet Explorer* 6.0 or later; Mozilla Firefox
 - ♦ Macintosh: The latest version of Safari* for your Mac OS; Mozilla Firefox
- ❑ Any mobile device that supports Wireless Access Protocol (WAP) and has a microbrowser that supports Hypertext Markup Language (HTML) 4.0 or later, or Wireless Markup Language (WML) 1.1 or later

GroupWise WebAccess Installation

- 1 Start the GroupWise Installation program, as described in “Basic GroupWise System Installation” on page 2.

- 2 On Windows, click *Install GroupWise System*, click *Next* to accept a Standard installation, select *Install More Components*, then click *Install WebAccess*.

or

On Linux, click *Install Products > Install GroupWise WebAccess*.

- 3 Follow the on-screen instructions to install the WebAccess Agent to a NetWare, Linux, or Windows server and to install the WebAccess Application to the Web server of your choice.

On NetWare and Windows, the Installation program can immediately start the WebAccess Agent and Web server for you.

- 4 To display the WebAccess client login page in your Web browser or mobile device, use the following URL:

`http://web_server_address/gw/webacc`

where *web_server_address* is the IP address or DNS hostname of your Web server.

In addition to the *GroupWise Installation Guide*, see “WebAccess” in the *GroupWise Administration Guide* for more information.

PUBLISHING YOUR CALENDAR AND FREE/BUSY INFORMATION ON THE WEB

The GroupWise Calendar Publishing Host enables GroupWise users to publish their personal GroupWise Calendars and free/busy status publicly on the Internet so that non-GroupWise users can see their schedules and availability. This helps non-GroupWise users schedule convenient appointments with GroupWise users.

In addition to the *GroupWise Installation Guide*, see “Calendar Publishing Host” in the *GroupWise Administration Guide* for more information.

SYNCHRONIZING YOUR MOBILE DEVICE WITH GROUPWISE

You can use GroupWise Mobile Server to synchronize e-mail and other Personal Information Manager (PIM) data from GroupWise to Windows CE devices, Windows Mobile*-based Smartphones, Symbian* OS devices, Palm OS* devices, and SyncML* devices. GroupWise Mobile Server is available on Linux and Windows. For installation instructions, see the *GroupWise Mobile Server Getting Started Guide* and the *GroupWise Mobile Server Installation Guide* on the [GroupWise Mobile Server Documentation Web site \(http://www.novell.com/documentation/groupwise_mobile_3\)](http://www.novell.com/documentation/groupwise_mobile_3).

You can synchronize GroupWise with your BlackBerry* device by using [BlackBerry Enterprise Server for GroupWise \(http://na.blackberry.com/eng/services/server/groupwise\)](http://na.blackberry.com/eng/services/server/groupwise). You can synchronize your Apple iPhone* and

many other devices with GroupWise by using [NotifyLink Enterprise Edition for Novell GroupWise](http://www.notifylink.com/products/notifylink_groupwise) (http://www.notifylink.com/products/notifylink_groupwise).

COMMUNICATING IN REAL TIME WITH OTHER GROUPWISE USERS

GroupWise Messenger is a cross-platform, corporate-based, secure instant messaging solution that supports instant messaging, presence, chat rooms, broadcasts, and archiving of conversations for GroupWise users. Messenger runs on NetWare, Linux, and Windows.

For basic instructions, see the *Messenger Quick Start* on the [GroupWise Messenger Documentation Web site](http://www.novell.com/documentation/nm2) (<http://www.novell.com/documentation/nm2>). For more detailed information, see the *Messenger Installation Guide* and the *Messenger Administration Guide*.

COLLABORATING WITH OTHER GROUPWISE USERS

Novell Teaming enhances GroupWise by providing easy document management and sharing, team calendars and task lists, workflows, discussion threads, wikis, blogs, RSS feeds, and more.

The Conferencing component of Novell Teaming + Conferencing enhances GroupWise by providing instant telephone conferencing, phone number management, meeting scheduling and management, meeting presence, chat, desktop sharing, whiteboarding, and more.

For installation and usage instructions, see the [Novell Teaming and Conferencing Documentation Web site](http://www.novell.com/documentation/team_plus_conf) (http://www.novell.com/documentation/team_plus_conf).

MONITORING YOUR GROUPWISE SYSTEM

GroupWise Monitor is a monitoring and management tool that allows you and other GroupWise administrators to monitor GroupWise and Messenger agents and GroupWise gateways from any location where you are connected to the Internet and have access to a Web browser. Some agent administration can also be performed from your Web browser.

GroupWise Monitor System Requirements

- ❑ Any server operating system listed in [“GroupWise System Requirements” on page 1](#)
However, the Monitor Agent is not available on NetWare.
- ❑ Any Web server listed in [“GroupWise WebAccess System Requirements” on page 4](#)
- ❑ Any Web browser listed in [“GroupWise WebAccess System Requirements” on page 4](#)

More detailed Monitor requirements are listed in the *GroupWise Installation Guide*.

GroupWise Monitor Installation

- 1 Start the GroupWise Installation program, as described in [“Basic GroupWise System Installation” on page 2](#).
- 2 On Windows, click *Install GroupWise System*, click *Next* to accept a Standard installation, select *Install More Components*, then click *Install Monitor*.
or
On Linux, click *Install Products > Install GroupWise Monitor*.
- 3 Follow the on-screen instructions to install the Monitor Agent to a Linux or Windows server and to install the Monitor Application to the Web server of your choice.
On Windows, the Installation program can immediately start the Monitor Agent and Web server for you.
- 4 To display the Monitor Web console in your Web browser, use the following URL:

```
http://web_server_address/gwmon/gwmonitor
```

where *web_server_address* is the IP address or DNS hostname of your Web server.
The Monitor Web console, which interacts with your Web server, enables you to monitor agents from outside your firewall at the following URL:

```
http://web_server_address/gwmon/gwmonitor
```
- 5 To display the more full-featured Monitor Agent Web console in your Web browser, use the following URL:

```
http://web_server_address:8200
```

The Monitor Agent Web console, provided by the Monitor Agent itself, can be accessed only from behind your firewall.

In addition to the *GroupWise Installation Guide*, see “Monitor” in the *GroupWise Administration Guide* for more information.

CLUSTERING YOUR GROUPWISE SYSTEM

Clustering ensures high availability and manageability of critical network resources by providing failover, failback, and migration (load balancing) capabilities for clustered resources. By setting up post offices in a cluster, you ensure that GroupWise users can always access their mailboxes. By setting up the WebAccess Agent in a cluster, you ensure that GroupWise users can always access their mailboxes from Web browsers and mobile devices. By setting up the Internet Agent in a cluster, you ensure that GroupWise users can always send mail across the Internet.

GroupWise can be installed in clusters on NetWare, Linux, and Windows. For more information, see the *GroupWise Interoperability Guide*.

CONNECTING YOUR GROUPWISE SYSTEM TO OTHER E-MAIL SYSTEMS

You can connect your GroupWise system to other e-mail systems, including Microsoft* Exchange and Lotus Notes*. You can also migrate Exchange users into your GroupWise system.

For more information, see the [GroupWise Gateways Documentation Web site \(http://www.novell.com/documentation/gwgateways\)](http://www.novell.com/documentation/gwgateways) and the [GroupWise Utilities Documentation Web site \(http://www.novell.com/documentation/gwutilities\)](http://www.novell.com/documentation/gwutilities).

UPDATING YOUR GROUPWISE SYSTEM WITH SUPPORT PACKS

Updates to your GroupWise software are provided on the [Novell Downloads page \(http://download.novell.com\)](http://download.novell.com).

- 1 Follow the installation instructions in the Readme for each GroupWise Support Pack, keeping in mind the following important guidelines:
 - ◆ Always update your primary domain first.
 - ◆ When updating any domain, always start the MTA first (before any POAs) so that the domain database is fully updated.
 - ◆ Only after updating a domain and starting the MTA for it should you start the updated POAs for the post offices that belong to the updated domain.

For more information, see “Update” in the *GroupWise Installation Guide*.

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