

GroupWise 8 Support Pack 2

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Novell®

1 Overview

GroupWise 8 Support Pack 2 provides enhancements for both administrators and end users.

For Administrators

- ♦ Access control for distribution lists for controlling which users can send to a restricted distribution list
- ♦ Attachment restrictions for specified file types
- ♦ Limitation on the number of recipients for items

For End Users

- ♦ Improved WebAccess functionality
 - ♦ Date range and category filters for the WebAccess Find feature
- ♦ Improved integration with Novell Teaming 2.1
 - ♦ Drag-and-drop in the GroupWise Windows client for transferring GroupWise items and files to a Teaming folder that is displayed in the GroupWise Folder List
 - ♦ Find option in the GroupWise Windows client for searching a Teaming site
- ♦ Integration with Novell Conferencing
 - ♦ Schedule a conference in the GroupWise Windows client
 - ♦ Join a conference from a scheduled appointment in the GroupWise Windows client

For more information, see the [Novell Conferencing product Web site \(http://www.novell.com/products/conferencing\)](http://www.novell.com/products/conferencing).

2 GroupWise System Requirements

GroupWise 8 system requirements are listed in the *GroupWise 8 Installation Guide* (<http://www.novell.com/documentation/gw8>).

In GroupWise 8 Support Pack 2, the following additional GroupWise client operating systems are supported:

- ♦ Windows 7
- ♦ Mac OS 10.6 (Snow Leopard)

3 NetWare/Windows Installation

- ♦ Section 3.1, “NetWare/Windows Administration Software Installation Instructions,” on page 2
- ♦ Section 3.2, “Windows Client Software Installation Instructions,” on page 2

3.1 NetWare/Windows Administration Software Installation Instructions

IMPORTANT: If you are installing the GroupWise software in a cluster, refer to the *GroupWise 8 Interoperability Guide* (<http://www.novell.com/documentation/gw8>) for cluster-specific installation instructions before starting to install the GroupWise 8 Support Pack 2 software.

- 1 Download the NetWare/Windows GroupWise 8 Support Pack 2 compressed executable file to a temporary directory on your NetWare or Windows server:

```
gw802_full_nlmwin_en.zip
gw802_full_nlmwin_multi.zip
```

- 2 Extract the .zip 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 GroupWise 8 Support Pack 2 administration 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 to install the GroupWise 8 Support Pack 2 software.

When you install a Support Pack, you can streamline the update process by copying the updated agent software files but not configuring the agents again. In the Installation program, select *Install the Software Files, But Do Not Configure the Agents* on the Installation Path page when you install the POA, the MTA, and the Internet Agent.

Update the primary domain first. Start the MTA in the primary domain. Then update secondary domains, followed by the post offices in each domain. Start each MTA and POA for each domain and post office. Then update the other GroupWise agents.

For additional instructions, refer to the *GroupWise 8 Installation Guide* on the [GroupWise 8 Documentation Web site](http://www.novell.com/documentation/gw8) (<http://www.novell.com/documentation/gw8>).

3.2 Windows Client Software Installation Instructions

- 1 Download the GroupWise 8 Support Pack 2 Windows Client compressed executable file to a temporary directory on your workstation:

```
gw802_client_win_en.exe
gw802_client_win_multi.exe
```

- 2 In Windows, click *Start > Run > Browse*, then locate the directory where you downloaded the GroupWise 8 Support Pack 2 Client compressed executable file.
- 3 Double-click the downloaded file, then click *Yes* to extract the GroupWise client software and start the GroupWise client Setup program.

- 4 Follow the on-screen instructions to install the GroupWise 8 Support Pack 2 client software on your workstation.

The GroupWise Setup Progress dialog box displays a green bar during the installation process. Occasionally, long pauses might occur. You can also check the activity of the GroupWise client Setup program by viewing the *Performance* tab of the Windows Task Manager to observe CPU usage.

4 Linux Installation

- ♦ Section 4.1, “Linux Administration Software Installation Instructions,” on page 3
- ♦ Section 4.2, “Linux Client Software Installation Instructions,” on page 3
- ♦ Section 4.3, “Mac Client Software Installation Instructions,” on page 4

4.1 Linux Administration Software Installation Instructions

IMPORTANT: If you are installing the GroupWise software in a cluster, refer to the *GroupWise 8 Interoperability Guide* (<http://www.novell.com/documentation/gw8>) for cluster-specific installation instructions before starting to install the GroupWise 8 Support Pack 2 software.

- 1 Download the GroupWise 8 Support Pack 2 Administration compressed tar file to a temporary directory on your Linux server:

```
gw802_full_linux_en.tar.gz
gw802_full_linux_multi.tar.gz
```

- 2 In a terminal window at your Linux server, change to the temporary directory, then use the following command to uncompress and untar the downloaded file:

```
tar -xvzf filename.tar.gz
```

The files are extracted to the root of the directory.

- 3 Become `root` by entering `su -` and the `root` password.
- 4 In the directory where you extracted the GroupWise 8 Support Pack 2 files, use the following command to start the GroupWise Installation program:

```
./install
```

- 5 Click *Create or Update GroupWise System*.
- 6 Follow the on-screen instructions to install the GroupWise 8 Support Pack 2 software.

When you install a Support Pack, you can streamline the update process by using the *Install* option to install the updated RPM for each agent. Typically, you do not need to use the *Configure* option after installing updated agent software, if the agent configuration has not changed since the previous installation. If you encounter a problem starting the updated agent, use the *Configure* option to update the configuration information for the agent.

For additional instructions, refer to the *GroupWise 8 Installation Guide* on the [GroupWise 8 Documentation Web site](http://www.novell.com/documentation/gw8) (<http://www.novell.com/documentation/gw8>).

4.2 Linux Client Software Installation Instructions

- 1 At your Linux workstation, download the GroupWise 8 Support Pack 2 client compressed tar file to a temporary directory:

```
gw802_client_linux_en.tar.gz
gw802_client_linux_multi.tar.gz
```

- 2 In a terminal window at your Linux workstation, change to the temporary directory, then use the following command to uncompress and untar the downloaded file:

```
tar -xvzf filename.tar.gz
```

The files are extracted to the root of the directory.

- 3 In a terminal window, become root by entering `su -` and the root password.
- 4 In the directory where you extracted the GroupWise 8 Support Pack 2 client files, run the GroupWise Setup program to install the GroupWise Linux client software:

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

4.3 Mac Client Software Installation Instructions

- 1 At your Macintosh workstation, download the GroupWise 8 Support Pack 2 client file to a temporary directory

```
gw802_client_mac_en.dmg
gw802_client_mac_multi.dmg
```

- 2 Browse to the GroupWise 8 Support Pack 2 client file that you downloaded.
- 3 Double-click the `.dmg` file to install the GroupWise Mac client in the Applications folder.
- 4 Drag the GroupWise package from the Applications folder to the Mac dock to create a GroupWise icon there for convenient access.
- 5 To start the Mac client after installation, click the GroupWise icon on the Mac dock.

5 Installation Issues

- ♦ [Section 5.1, “General Installation Issues,” on page 4](#)
- ♦ [Section 5.2, “NetWare/Windows Installation Issues,” on page 5](#)
- ♦ [Section 5.3, “Linux Installation Issues,” on page 10](#)

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

5.1 General Installation Issues

- ♦ [Section 5.1.1, “eDirectory Schema Extension,” on page 5](#)
- ♦ [Section 5.1.2, “GroupWise Version Compatibility,” on page 5](#)
- ♦ [Section 5.1.3, “WebAccess and Monitor on the Same Web Server,” on page 5](#)
- ♦ [Section 5.1.4, “Additional Installation Issues,” on page 5](#)

5.1.1 eDirectory Schema Extension

GroupWise 8 includes new functionality that requires you to extend the schema of any Novell eDirectory trees where you have GroupWise objects created by an earlier version of GroupWise. The GroupWise 8 Installation program does not currently extend the eDirectory schema for you when you update to GroupWise 8. Before you update your GroupWise system, use ConsoleOne to extend the eDirectory schema for GroupWise 8.

- 1 Install the GroupWise 8 snap-ins to ConsoleOne.
- 2 In ConsoleOne, select an eDirectory tree that contains GroupWise objects.
- 3 Click *Tools > GroupWise Utilities > Check eDirectory Schema*.

If the schema is current, a message notifies you. If the schema is not current, you can use this utility to update to the current schema.

- 4 Repeat this procedure for each eDirectory tree that contains GroupWise objects.

5.1.2 GroupWise Version Compatibility

If you install GroupWise on multiple platforms, or if you run multiple versions (for example, GroupWise 6.5 or 7 and GroupWise 8 in the same GroupWise system), refer to the GroupWise Version Compatibility section in the *GroupWise 8 Installation Guide* (<http://www.novell.com/documentation/gw8>) to make sure that the combinations you are using are supported.

For example, you cannot run a GroupWise 8 client against a GroupWise 7 or earlier post office. Earlier POAs cannot support later GroupWise clients. However, you can run a GroupWise 7 or earlier client against a GroupWise 8 POA.

Also, you cannot run the GroupWise 7 or earlier snap-ins to ConsoleOne to access GroupWise 8 databases or eDirectory objects. You can use *Admin Lockout Settings* under *Tools > GroupWise System Operations > System Preferences* to specify the required version of the ConsoleOne snap-ins for each domain as needed.

See also [Section 9.1.2, “GroupWise 8 WebAccess Compatibility with Earlier Versions of WebAccess,”](#) on page 21.

5.1.3 WebAccess and Monitor on the Same Web Server

The WebAccess Application, WebPublisher Application, and Monitor Application share a common library. If you are updating from an earlier GroupWise version and if you run these applications on the same Web server, you must update all three before any of them can work properly.

5.1.4 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.

5.2 NetWare/Windows Installation Issues

- ♦ [Section 5.2.1, “Windows Client Installation in a 64-bit Environment,”](#) on page 6
- ♦ [Section 5.2.2, “Windows Client Distribution Using ZENworks,”](#) on page 6
- ♦ [Section 5.2.3, “NetWare Agent Installation from Windows Vista or Windows 7,”](#) on page 8
- ♦ [Section 5.2.4, “Windows Agent Installation Issue,”](#) on page 9

- ◆ [Section 5.2.5, “New Default Installation Paths on Windows,” on page 9](#)
- ◆ [Section 5.2.6, “Problem Installing from a Windows XP Service Pack 2 Machine,” on page 9](#)
- ◆ [Section 5.2.7, “Windows Security Rights for GroupWise Client Installation,” on page 10](#)

5.2.1 Windows Client Installation in a 64-bit Environment

The GroupWise 8.0.2 Windows client does not install successfully in a 64-bit environment when the following situations exist on the workstation:

- ◆ A GroupWise 8.0.1 or earlier GroupWise version is installed, then the 64-bit version of Office 2010 is installed, then GroupWise is updated to 8.0.2.
- ◆ The 32-bit version of Office 2007 or 2010 is installed, then a GroupWise 8.0.1 or earlier GroupWise version is installed, then Office is updated to the 64-bit version of Office 2010, then GroupWise is updated to 8.0.2.

To enable GroupWise 8.0.2 to function correctly in these situations, use either of the following workarounds:

- ◆ Run the GroupWise Windows client Setup program a second time, selecting *Repair*.
- or
- ◆ Uninstall the GroupWise Windows client, then reinstall it.

If you do not repair or reinstall the client in these situations, you encounter the following errors:

- ◆ Either there is no default mail client or the current mail client cannot fulfill the messages request.
- ◆ The 'MAPI Session Handle' of the Novell GroupWise 'Objet Request Broker' could not be accessed. The address book cannot run.
- ◆ GroupWise is not properly installed. The Address Book component could not be initialized.

5.2.2 Windows Client Distribution Using ZENworks

To successfully distribute the GroupWise Windows client using ZENworks, some .msi files must be distributed in advance of the GroupWise software. These .msi files are part of the standard client installation, but they are not successfully installed when you perform a ZENworks silent installation using the /qb or /qn switches. (The /qn switch is used by default.)

- ◆ [Section 5.2.2.1, “ZENworks 10.3 Configuration Management,” on page 6](#)
- ◆ [Section 5.2.2.2, “ZENworks 7 Desktop Management,” on page 7](#)

5.2.2.1 ZENworks 10.3 Configuration Management

For ZENworks 10, the following .msi files must be distributed before the GroupWise client software:

- ◆ wse3.msi
- ◆ msxml.msi

To successfully distribute the GroupWise Windows client software using ZENworks 10:

- 1** Create a ZENworks bundle for each .msi file:
 - 1a** In the ZENworks Control Center, click *Bundles*, then click *New > Bundle*.
 - 1b** Select *Windows Bundle*, then click *Next*.
 - 1c** Select *MSI Application*, then click *Next*.
 - 1d** Specify a name for the bundle such as WSE3, MSXML, or GroupWise Windows Client, then click *Next*.
 - 1e** Select the .msi file for the bundle that you are creating:
 - 1e1** In the *Upload .msi file for normal install* field, browse to and select the .msi file in your GroupWise software distribution directory:
`\grpwise\software\client\win32`
 - 1e2** (Conditional) If you are creating a bundle for the wse3.msi or msxml.msi file, do not select *Include all files in and below the directory of this file*.

or

(Conditional) If you are creating a bundle for the groupwise.msi file, select *Include all files in and below the directory of this file*.

This includes all the contents of the win32 subdirectory, which is the GroupWise client software.
 - 1e3** Click *OK*.
 - 1f** Click *Next*.
 - 1g** Finish creating the bundle as usual.
 - 1h** Repeat [Step 1](#) until you have created all the bundles that you need.
- 2** After you create all three bundles, set the executable security level for each bundle:
 - 2a** Click a bundle name, then click the *Actions* tab.
 - 2b** Click the *Install* tab, then click *Install MSI*.
 - 2c** Click *More Options*.
 - 2d** Set *Executable security level* to *Run as dynamic administration*, then click *OK*.
 - 2e** Repeat [Step 2](#) for each bundle that you created.
- 3** Assign each bundle to the appropriate GroupWise users.
- 4** Create a launch schedule for each bundle so that the bundles launch in the following order:
 - ◆ wse3.msi
 - ◆ msxml.msi
 - ◆ groupwise.msi

5.2.2.2 ZENworks 7 Desktop Management

For ZENworks 7, the following files must be distributed before the GroupWise client software:

- ◆ dotnetfx.exe (if .NET 2.0 or later is not already installed on workstations)
- ◆ wse3.msi
- ◆ msxml.msi

To successfully distribute the GroupWise Windows client software using ZENworks 7:

- 1** Copy the GroupWise client installation directory from the GroupWise software distribution directory:
`\grpwise\software\client\win32`
to a convenient location on the ZENworks server or other network location.
- 2** Create a NAL Application object for each file that you need to distribute:
 - 2a** In ConsoleOne, right-click the container where you want to create the NAL Application object, then click *New > Object > Application*.
 - 2b** (Conditional) When you are creating the object for `dotnetfx.exe`, select *A simple application*, then click *Next*.
or
(Conditional) When you are creating the object for a `.msi` file, select *An application that has an .MSI file*.
 - 2c** Click *Next*.
 - 2d** Specify the path to the file, then click *Next*.
 - 2e** Specify the name for the NAL Application object, such as `DOTNETFX`, `WSE3`, `MSXML`, or `GroupWise Windows Client`, then click *Next*.
 - 2f** Finish creating each NAL Application object as usual.
 - 2g** Repeat [Step 2](#) for each file that you need to distribute.
- 3** (Conditional) When you are installing `dotnetfx.exe`:
 - 3a** Right-click the `DOTNETFX` NAL Application object that you created in [Step 2b](#), then click *Properties*.
 - 3b** Click the *Run Options* tab, then click *Application*.
 - 3c** In the *Parameters* field, specify:
`/q:a /c:"install /q"`
 - 3d** Click *OK*.
- 4** Select *Force Cache* for each NAL Application object.
- 5** Assign each NAL Application object to the appropriate GroupWise users.
- 6** Create a schedule for each NAL Application object so that the applications are installed in the following order:
 - ◆ `dotnetfx.exe`
 - ◆ `wse3.msi`
 - ◆ `msxml.msi`
 - ◆ `groupwise.msi`

5.2.3 NetWare Agent Installation from Windows Vista or Windows 7

During Support Pack installation on a Windows Vista or Windows 7 machine, when you specify the path to your existing software distribution directory on a NetWare server, you might receive the following error message:

```
Path: drive:\grpwise\software - Please specify a valid network path.
```

This message can occur even when you see that the drive is correctly mapped and correctly specified. Use a UNC path instead, such as:

```
\\NetWare_server\volume\grpwise\software
```

If the UNC path also fails, use one of the following workarounds:

- ◆ Install the latest Novell Client for Vista from [Novell Downloads](http://download.novell.com) (<http://download.novell.com>).
- ◆ Perform the installation from a Windows XP machine.

5.2.4 Windows Agent Installation Issue

Before you update existing GroupWise agent software, make sure that the GroupWise agents have been stopped on the Windows server. If the GroupWise agents are running during the installation process, the agent software is not updated, but the GroupWise Installation program does not notify you that it was unable to update the agent software.

5.2.5 New Default Installation Paths on Windows

On Windows workstations and servers, the default GroupWise 8 software locations are consolidated under `c:\Program Files\Novell` into the following subdirectories:

GroupWise Component	Previous Default Location	Current Default Location
Client	<code>c:\novell\groupwise</code>	<code>c:\Program Files\Novell\GroupWise</code>
Agents	<code>c:\grpwise</code>	<code>c:\Program Files\Novell\GroupWise Server\Agents</code>
Internet Agent	<code>c:\grpwise\gwia</code>	<code>c:\Program Files\Novell\GroupWise Server\GWIA</code>
WebAccess Agent	<code>c:\webacc</code>	<code>c:\Program Files\Novell\GroupWise Server\WebAccess</code>
Monitor Agent	<code>c:\gwmon</code>	<code>c:\Program Files\Novell\GroupWise Server\Monitor</code>

If you update existing software with GroupWise 8 software, the default location is the existing location. If you install GroupWise 8 software on a new machine, the default location is as listed above. In either case, you can override the default and specify a different location.

5.2.6 Problem Installing from a Windows XP Service Pack 2 Machine

When you install 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 program claims that it cannot find some of the directories to which you want to install software.

5.2.7 Windows Security Rights for GroupWise Client Installation

If the GroupWise Windows client is originally installed by the Windows Administrator user, the Administrator user must also perform software updates. When the client is installed by the Administrator, the GroupWise client software cannot be updated by a regular user or a Windows Power User.

5.3 Linux Installation Issues

- ♦ [Section 5.3.1, “SUSE Linux Enterprise Server 11 Issues,” on page 10](#)
- ♦ [Section 5.3.2, “Domain Services for Windows Issues,” on page 10](#)
- ♦ [Section 5.3.3, “GroupWise Installation to a Xen Guest on SUSE Linux Enterprise Server 10,” on page 10](#)
- ♦ [Section 5.3.4, “Problem Copying the Monitor Files to the Software Distribution Directory,” on page 11](#)
- ♦ [Section 5.3.5, “Upgrading from an Incomplete Software Distribution Directory,” on page 11](#)
- ♦ [Section 5.3.6, “eDirectory Reinstallation on Open Enterprise Server,” on page 11](#)

5.3.1 SUSE Linux Enterprise Server 11 Issues

- ♦ eDirectory 8.8.5 is supported on SUSE Linux Enterprise Server (SLES) 11. Earlier versions are not supported.
- ♦ SLES 11 does not include Tomcat, so Tomcat is included with the GroupWise 8 Support Pack 2 software. The GroupWise 8 Support Pack 2 Installation program detects SLES 11, installs Tomcat, and configures it for use with GroupWise.

5.3.2 Domain Services for Windows Issues

Starting with GroupWise 8 Support Pack 1, GroupWise is supported in a Domain Services for Windows (DSfW) environment. However, workarounds are required for two specific situations:

- ♦ The GroupWise Installation program cannot add GroupWise accounts to User objects if the User objects are located in a DSfW partition. Use ConsoleOne to create GroupWise accounts for such users after you install the GroupWise software.
- ♦ The GroupWise Installation program can create all GroupWise objects in a DSfW partition except for the WebAccess Application object (named GroupWiseWebAccess). Use ConsoleOne to create the WebAccess Application object, then run the Installation program to install and configure the WebAccess Application software.

5.3.3 GroupWise Installation to a Xen Guest on SUSE Linux Enterprise Server 10

When you install GroupWise on SUSE Linux Enterprise Server (SLES) 10 to a Xen guest, you might receive the following error message:

```
The current window is not large enough to run install. Please resize the window and run install again.
```

At present, the SLES 10 Xen console window does not report its dimensions properly. To work around this:

- 1 Make sure that SSH is enabled on the Xen guest.

- 2 Open an X terminal window on the SLES 10 Xen host, using the following command:

```
ssh -X root@guest_ip_address
```

- 3 Run the GroupWise Installation program from the Xen host.

5.3.4 Problem Copying the Monitor Files to the Software Distribution Directory

On SLES 10 SP2, the Installation program occasionally cannot copy the Monitor software files to the software distribution directory. This appears to be a timing issue. Try again using the Installation program, or manually copy the Monitor files to the software distribution directory.

5.3.5 Upgrading from an Incomplete Software Distribution Directory

All GroupWise components on a server must be updated at the same time. Therefore, if you are installing GroupWise 8 from a software distribution directory that does not contain RPMs for all the components installed on the server, you receive the following error:

```
Install failed for an unknown reason (7)
```

The GroupWise 8 component cannot be updated because its RPM is not present in the software distribution directory. You can use the *GroupWise 8 for Linux* downloaded image to update the server, then use *Install Products > GroupWise Administration > Configure Administration* in the GroupWise Installation program to create a complete software distribution directory.

5.3.6 eDirectory Reinstallation on Open Enterprise Server

If you need to uninstall and reinstall eDirectory on Open Enterprise Server for Linux, your GroupWise system is affected, because the GroupWise objects in eDirectory are lost when eDirectory is uninstalled. Therefore, you need to re-create the GroupWise objects in the new eDirectory tree.

- 1 (Conditional) If ConsoleOne has been uninstalled and reinstalled along with eDirectory, reinstall the GroupWise snap-ins to ConsoleOne, as described in “Installing ConsoleOne and the GroupWise Snap-Ins on Linux” in “System” in the *GroupWise 8 Administration Guide* (<http://www.novell.com/documentation/gw8>).
- 2 In ConsoleOne, extend the eDirectory schema for GroupWise objects, as described in “Check eDirectory Schema” in “System” in the *GroupWise 8 Administration Guide* (<http://www.novell.com/documentation/gw8>).
- 3 Graft the GroupWise objects into the new eDirectory tree:
 - 3a Access the primary GroupWise domain directory, as described in “Select Domain” in “System” in the *GroupWise 8 Administration Guide* (<http://www.novell.com/documentation/gw8>).
 - 3b Graft your GroupWise domains and post offices into the new eDirectory tree, as described in “Graft GroupWise Objects” in “System” in the *GroupWise 8 Administration Guide* (<http://www.novell.com/documentation/gw8>).
For additional assistance, see [TID 7004121: How to Graft GroupWise Objects](http://www.novell.com/support) (<http://www.novell.com/support>).
 - 3c Graft in GroupWise users and other GroupWise objects that belong to post offices.
- 4 Start all the GroupWise agents.

6 Administration Issues

- ♦ Section 6.1, “General Administration Issues,” on page 12
- ♦ Section 6.2, “NetWare/Windows Administration Issues,” on page 13
- ♦ Section 6.3, “Linux Administration Issues,” on page 14

6.1 General Administration Issues

- ♦ Section 6.1.1, “Server Names,” on page 12
- ♦ Section 6.1.2, “Identity Manager Driver Version Compatibility,” on page 12
- ♦ Section 6.1.3, “Identity Manager Driver in a 64-Bit Environment,” on page 12
- ♦ Section 6.1.4, “Identity Manager Configuration Issue,” on page 13
- ♦ Section 6.1.5, “Server-Based Anti-Virus Software,” on page 13

6.1.1 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.

6.1.2 Identity Manager Driver Version Compatibility

Do not run a DirXML or Identity Manager (IDM) driver earlier than version 3.5.2 against a GroupWise 8 system. Older drivers are not compatible. You can download the latest version of the GroupWise IDM driver from [Novell Downloads \(http://download.novell.com\)](http://download.novell.com).

For more information, see TID 7002222: “How is the GroupWise 8 Driver Configured for Identity Manager?” in the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support).

6.1.3 Identity Manager Driver in a 64-Bit Environment

The GroupWise 8 product is comprised of many 32-bit services and applications. These pieces all run successfully on 64-bit hardware and operating systems.

The Identity Manager (IDM) driver for GroupWise is also a 32-bit application. It requires either a 32-bit version of the Identity Manager engine, or a 32-bit version of the IDM Remote Loader. For most installations, we recommend deploying the 64-bit version of the Identity Manager engine on a 64-bit system, and then deploy the 32-bit IDM Remote Loader along with the IDM driver for GroupWise on a 32-bit system as described here.

- 1 Set up a 32-bit server for use by the IDM driver for GroupWise.
- 2 Install and configure the IDM Remote Loader on the 32-bit server.

Follow the setup instructions for your version of Identity Manager:

- ♦ [Identity Manager 4.0 Remote Loader Guide \(http://www.novell.com/documentation/idm40/idm_remoteloader/data/bookinfo.html\)](http://www.novell.com/documentation/idm40/idm_remoteloader/data/bookinfo.html)
 - ♦ [Identity Manager 3.6.1 Remote Loader Guide \(http://www.novell.com/documentation/idm36/idm_remoteloader/data/bookinfo.html\)](http://www.novell.com/documentation/idm36/idm_remoteloader/data/bookinfo.html)
- 3 Install and configure the IDM driver for GroupWise on the same 32-bit server with the IDM R3mote Loader.

Follow the setup instructions for your version of the IDM driver for GroupWise:

- ◆ [Identity Manager 4.0 Driver for GroupWise \(http://www.novell.com/documentation/idm40drivers/groupwise/data/bktitle.html\)](http://www.novell.com/documentation/idm40drivers/groupwise/data/bktitle.html)
- ◆ [Identity Manager 3.6 Driver for GroupWise \(http://www.novell.com/documentation/idm36drivers/groupwise/data/bktitle.html\)](http://www.novell.com/documentation/idm36drivers/groupwise/data/bktitle.html)

In this configuration, the IDM Remote Loader on the 32-bit server communicates successfully with the Identity Manager engine and with the GroupWise agents that are both running on 64-bit servers.

6.1.4 Identity Manager Configuration Issue

The *Identity Manager Accessory Portlet Reference Guide* provides information for configuring GroupWise portlets. In particular, it instructs you to edit lines in the `webacc.cfg` file to appear as follows:

```
Security.UseClientIP.enable=false  
Security.UseClientCookie.enable=false
```

It is preferable to make these changes in ConsoleOne, rather than in the `webacc.cfg` file. The *Use client IP in security sessions* setting and the *Use Cookies* settings default to selected (true) in ConsoleOne. If you do not deselect them in ConsoleOne, the “true” settings are written to the `webacc.cfg` file, overwriting your manual changes to that file. If this happens, the WebAccess client prompts for login multiple times.

- 1 In ConsoleOne, browse to and select the Domain object.
- 2 Right-click the GroupWiseWebAccess object, then click *Properties*.
- 3 Click *Application > Security*.
- 4 Deselect *Use client IP in securing sessions*.
- 5 Deselect the check boxes in the *Use Cookies* column.
- 6 Click *OK*.

6.1.5 Server-Based Anti-Virus Software

If you run server-based anti-virus 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 \(http://www.novell.com/partnerguides/section/468.html\)](http://www.novell.com/partnerguides/section/468.html) for compatible products.

6.2 NetWare/Windows Administration Issues

- ◆ [Section 6.2.1, “eDirectory and Windows Support,” on page 13](#)
- ◆ [Section 6.2.2, “Domain Services for Windows Issues,” on page 14](#)
- ◆ [Section 6.2.3, “GWTSAs and Duplicate Source Directories,” on page 14](#)
- ◆ [Section 6.2.4, “Quotas on NSS Volumes,” on page 14](#)

6.2.1 eDirectory and Windows Support

Versions of Novell eDirectory earlier than 8.8.4 are not supported on Windows Server 2008.

6.2.2 Domain Services for Windows Issues

- ◆ If you create users in a Domain Services for Windows (DSfW) domain, then add those users to a new GroupWise system as you install GroupWise, the users are not successfully added to the post offices specified during GroupWise system setup. You must manually assign the users to post offices after setup of the new GroupWise system is complete.
- ◆ If you create a DSfW static group and then convert it to a GroupWise distribution list by assigning it to a post office, e-mail messages addressed to the group are not delivered to GroupWise users. To correct the problem, synchronize the post office that owns the distribution list. In ConsoleOne, select the post office, then click *Tools > GroupWise Utilities > Synchronize*.

6.2.3 GW TSA and Duplicate Source Directories

The GroupWise Target Service Agent (GW TSA) handles situations where the same directory names are used for backups on different volumes 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 the GW TSA with GroupWise 6.5 Support Pack 1 or later, you must re-create your backup jobs because the path has changed.

6.2.4 Quotas on NSS Volumes

If you use NSS volumes with quotas turned on, you must turn on quotas on all GroupWise directories. Otherwise, you receive No Disk Space errors.

6.3 Linux Administration Issues

- ◆ [Section 6.3.1, “NFS Not Supported,” on page 14](#)
- ◆ [Section 6.3.2, “Pathnames and Filenames in Lowercase,” on page 14](#)
- ◆ [Section 6.3.3, “Unavailable Administration Features,” on page 15](#)

6.3.1 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 if you must use Windows ConsoleOne to access a domain located on a Linux server.

6.3.2 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.

6.3.3 Unavailable Administration Features

GroupWise 8 administration on Linux does not include the following features that are available in GroupWise 8 on NetWare and Windows:

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

7 Agent Issues

- ♦ [Section 7.1, “General Agent Issues,” on page 15](#)
- ♦ [Section 7.2, “NetWare/Windows Agent Issues,” on page 16](#)
- ♦ [Section 7.3, “Linux Agent Issues,” on page 16](#)

7.1 General Agent Issues

- ♦ [Section 7.1.1, “New View Files Now Overwrite Existing View Files,” on page 15](#)
- ♦ [Section 7.1.2, “Audit Reports,” on page 15](#)
- ♦ [Section 7.1.3, “Evolution Compatibility with the POA and SOAP,” on page 16](#)

7.1.1 New View Files Now Overwrite Existing View Files

When you update the POA software to GroupWise 8, updated view files are copied to the software distribution directory, but not to post offices. This maintains any customizations you might have made in the view files in post offices.

However, when each GroupWise 8 POA starts for the first time, it copies the new view files from the software distribution directory to its post office. Therefore, if you have created custom view files with the same names as standard view files, you must create backup copies before starting the GroupWise 8 POA, so that your customized view files are not lost when the post office view files are updated. After you start the GroupWise 8 POA, restore your custom view files.

Occasionally, the POA is unable to copy the updated view files from the software distribution directory to its post office. When this happens, users receive a message that their view files are out of date. To resolve this, use the *Refresh Views* option under *Tools > GroupWise Utilities > System Maintenance* in ConsoleOne to update the post office view files from the software distribution directory. After you refresh the views, you must restore your customized view files to the post office.

7.1.2 Audit Reports

Whenever the POA runs an audit report, it causes the MTA for the domain to restart. In a domain with a large number of post offices, these MTA restarts might become noticeable. This is working as designed, although improved functionality has been requested.

7.1.3 Evolution Compatibility with the POA and SOAP

Users might experience problems using Evolution to connect to their GroupWise mailboxes if they are using Evolution 2.6.0 or earlier. In addition, earlier versions of Evolution can cause high utilization on GroupWise servers. To encourage users to update to the latest version of Evolution, you can use the `/evocontrol` switch in the POA startup file to configure the POA to allow only specified versions of Evolution. The `/evocontrol` switch takes either of the following parameters:

```
/evocontrol-"Evolution-1.10-yyyy-mm-dd"  
/evocontrol-"Evolution-Data-Server-1.10-yyyy-mm-dd"
```

You can put up to 10 switch entries in the startup file, so you can list as many as 10 versions of Evolution. Entries beyond 10 are ignored. You can view the current entries at the POA Web console with the other SOAP settings. The POA log file lists the settings in the Soap Session section.

7.2 NetWare/Windows Agent Issues

- ◆ [Section 7.2.1, “NetWare POA Cannot Index PDF Files,” on page 16](#)

7.2.1 NetWare POA Cannot Index PDF Files

The third-party viewer application that converts PDF files to HTML for indexing is not working properly on NetWare. Use the following startup switch with the NetWare POA to prevent it from trying to index PDF files:

```
/dcfilter-pdf
```

On Linux and Windows, the POA successfully indexes PDF files.

7.3 Linux Agent Issues

- ◆ [Section 7.3.1, “Non-root Agents on Open Enterprise Server for Linux Support Pack 2,” on page 16](#)
- ◆ [Section 7.3.2, “Maximum Number of Open Files,” on page 16](#)
- ◆ [Section 7.3.3, “libXml.so.3 Error,” on page 17](#)
- ◆ [Section 7.3.4, “Limitation of the /language Startup Switch,” on page 17](#)

7.3.1 Non-root Agents on Open Enterprise Server for Linux Support Pack 2

On Novell Open Enterprise Server 2 and SUSE Linux Enterprise Server 10, services such as IMAP and IMAP SSL, which require port numbers below 1025, cannot be initiated or restarted after the GroupWise agents are running as a `non-root` user. To initiate or restart those services, you must manually stop the services and then restart the GroupWise agents.

7.3.2 Maximum Number of Open Files

By default, the maximum number of open files on a Linux server is 1024. This default might not be sufficient for a busy POA. Therefore, the POA initializes the maximum number of open files to 200000.

The default number of open files is acceptable for the other GroupWise agents.

7.3.3 libXm.so.3 Error

If you try to start the Linux POA or MTA by using the `--show` switch 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.

7.3.4 Limitation of the /language Startup Switch

If you use the `/language` startup switch to start the agents in a language that is different from the operating system, the list of agent settings does not display correctly. As a workaround, deselect *Use UTF-8 Encoding* in YaST (*System > Language > Primary Language > Details*).

8 Client Issues

- ◆ [Section 8.1, “Windows Client Issues,” on page 17](#)
- ◆ [Section 8.2, “Linux/Mac Client Issues,” on page 19](#)

8.1 Windows Client Issues

- ◆ [Section 8.1.1, “RSS Feed Format Limitation,” on page 17](#)
- ◆ [Section 8.1.2, “Archiving over the Network,” on page 18](#)
- ◆ [Section 8.1.3, “GroupWise/Teaming Compatibility,” on page 18](#)
- ◆ [Section 8.1.4, “Novell Access Manager SSL VPN Compatibility Issue,” on page 18](#)
- ◆ [Section 8.1.5, “Windows XP and Administrator Users,” on page 18](#)
- ◆ [Section 8.1.6, “Windows XP and Power Users,” on page 18](#)
- ◆ [Section 8.1.7, “Address Books Do Not Display in GroupWise When Installing GroupWise after Outlook 2003,” on page 19](#)
- ◆ [Section 8.1.8, “Updated JAWS Script Available,” on page 19](#)

8.1.1 RSS Feed Format Limitation

The GroupWise Windows client does not recognize RSS feeds that begin with:

```
feed://
```

Use the following format instead:

```
http://
```

8.1.2 Archiving over the Network

The recommended location for a Windows client user's archive is on his or her local workstation. Creating an archive on a network drive is supported only if the Novell Map Network Drive feature of the Novell Client is used to map a network drive from the user's workstation to a NetWare server where the archive is located. Other configurations for archiving to network locations are not supported.

8.1.3 GroupWise/Teaming Compatibility

Starting in GroupWise 8 Support Pack 1, the GroupWise Windows client is designed to integrate with a Teaming 2.0 system. It cannot integrate with a Teaming 1.0 system. If you want access to a Teaming 1.0 system from GroupWise, you must continue to use the GroupWise 8 Windows client. Update your Teaming 1.0 system to Teaming 2.0 for full compatibility.

When you view a Teaming 2.0 site from the GroupWise Windows client, some functionality is different from what it would be if you accessed the Teaming site directly:

- ♦ When the Teaming site is viewed from the GroupWise client, the Teaming Workspace tree is not displayed. Teaming site navigation is performed through the GroupWise Folder List.
- ♦ When you select a team in the GroupWise Folder List, team members are listed by default. You can click a team member to display that user's profile, but folders in the user's personal workspace are not displayed when viewed from the GroupWise client.
- ♦ When you display a folder with subfolders, the Teaming Folder tree does not display the contents of subfolders. However, the subfolders can be accessed from the GroupWise Folder List.
- ♦ If you create a new subfolder, it does not immediately display in the Teaming Folder tree or in the GroupWise Folder List. However, it does display in the GroupWise Folder List the next time you access the Teaming site from GroupWise.

8.1.4 Novell Access Manager SSL VPN Compatibility Issue

If you want to run Novell Access Manager SSL VPN on the same Windows workstation with GroupWise 8, install SSL VPN, then install GroupWise 8. If any version of GroupWise is already installed on the workstation, uninstall GroupWise, install SSL VPN, then install GroupWise 8.

8.1.5 Windows XP and Administrator Users

If GroupWise 7 has already been installed on a workstation by an administrator user, and if GroupWise 8 is installed by a different administrator user, a second instance of GroupWise is installed and the first instance is not updated. To fix this problem, go to the Control Panel, then double-click *Add/Remove programs*. If GroupWise is listed twice, remove the obsolete instance.

8.1.6 Windows XP and Power Users

If you are a member of the Power Users group when you install the GroupWise Windows client, you cannot immediately uninstall the GroupWise Windows client in the Control Panel. You must follow these steps to uninstall:

- 1 Remove yourself from the Power Users group.
- 2 Log out of Windows.

- 3 Log back in to Windows.
- 4 Uninstall the GroupWise Windows client.

8.1.7 Address Books Do Not Display in GroupWise When Installing GroupWise after Outlook 2003

If you install Outlook, then install GroupWise, then uninstall Outlook, you must reinstall GroupWise in order to restore MAPI, which is uninstalled along with Outlook. To avoid this problem, uninstall Outlook before you install GroupWise.

8.1.8 Updated JAWS Script Available

Users of the JAWS screen reader should install the JAWS script available in GroupWise 7 and 8. Follow the instructions in the `\client\jaws\gw_jaws_readme.txt` file to install the JAWS script and other files on your workstation. This JAWS script includes Section 508 accessibility bug fixes that have occurred since the script was updated for GroupWise 6.5 Support Pack 3.

8.2 Linux/Mac Client Issues

- ◆ [Section 8.2.1, “Linux Client Package Dependencies,” on page 19](#)
- ◆ [Section 8.2.2, “Problem Displaying Flash Content in Web Panels,” on page 19](#)
- ◆ [Section 8.2.3, “KDE Integration with the Linux Client,” on page 20](#)
- ◆ [Section 8.2.4, “Sound Device Issue,” on page 20](#)
- ◆ [Section 8.2.5, “Indexing Limitation of the Mac Client in Caching Mode,” on page 20](#)
- ◆ [Section 8.2.6, “Running as root in Caching Mode,” on page 20](#)
- ◆ [Section 8.2.7, “Archiving Over the Network,” on page 20](#)
- ◆ [Section 8.2.8, “No Progress Bar Displayed When a Database Is Rebuilt,” on page 20](#)

8.2.1 Linux Client Package Dependencies

Depending on the Linux version on your workstation, you might need to install the following packages to resolve dependencies for the GroupWise Linux client:

- ◆ Open Motif 2.2 or later
- ◆ The GIMP Toolkit (GTK) 2 or later
- ◆ `libstdc++33` or later

Typically, these packages are part of your base Linux operating system.

8.2.2 Problem Displaying Flash Content in Web Panels

In the GroupWise Linux client, if you display a Web page that includes Flash content, and if you have Adobe Flash Player 9 installed in your Web browser, the GroupWise Linux client might crash. Install the latest Support Pack for SUSE Linux Enterprise Desktop to resolve the problem. This Support Pack includes an updated version of Flash Player 9, where the problem no longer occurs.

8.2.3 KDE Integration with the Linux Client

By default, KDE applications like Konqueror or other KDE-based applications do not launch the Linux GroupWise client when a `mailto` link is selected. To configure KDE-based applications to work with the GroupWise Linux client, see TID 7001213 in the [Novell Support Knowledgebase](http://www.novell.com/support) (<http://www.novell.com/support>).

8.2.4 Sound Device Issue

The Linux/Mac client currently requires exclusive access to the sound device in your workstation. As a result, if Notify is turned on and configured to play a sound for notifications or alarms, other programs cannot use the sound device as long as Notify is running. Novell is awaiting a Sun Java fix in order to resolve this problem.

8.2.5 Indexing Limitation of the Mac Client in Caching Mode

The new indexable file types of PDF, OpenOffice.org, and Microsoft Office 2007 are not indexed by the Mac client in Caching Mode. The module that provides this functionality is not currently available on the Mac. If you change to Online mode, the POA handles this indexing, so you can find these document types in Online mode.

8.2.6 Running as root in Caching Mode

If you run the Linux/Mac 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 are 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 are synchronized, then run as a regular user thereafter to prevent further problems.

8.2.7 Archiving Over the Network

The required location for a Linux/Mac client user's archive is on his or her local workstation. Creating an archive on a network drive is not currently supported.

8.2.8 No Progress Bar Displayed When a Database Is Rebuilt

When prompted to rebuild your database, there is no progress indicator displayed during the rebuild process.

9 WebAccess Issues

- ◆ [Section 9.1, "General WebAccess Issues," on page 20](#)
- ◆ [Section 9.2, "NetWare/Windows WebAccess Issues," on page 21](#)
- ◆ [Section 9.3, "Linux WebAccess Issues," on page 23](#)

9.1 General WebAccess Issues

- ◆ [Section 9.1.1, "Apache Optimizations for WebAccess," on page 21](#)
- ◆ [Section 9.1.2, "GroupWise 8 WebAccess Compatibility with Earlier Versions of WebAccess," on page 21](#)

- ♦ [Section 9.1.3, “Preventing Web Server Directory Browsing,” on page 21](#)
- ♦ [Section 9.1.4, “Library Names with Spaces,” on page 21](#)

9.1.1 Apache Optimizations for WebAccess

Starting in Support Pack 1, WebAccess includes Apache optimizations on NetWare and Linux servers. The optimizations improve management of static content such as images, JavaScript, and so on. On NetWare and Linux, the `HTTP EXPIRES` header is now set to one year. On NetWare, the `HTTP DEFLATE` output filter now compresses the static content that is sent from the Web server to the browser. (The `HTTP DEFLATE` output filter is not currently set on Linux servers.) If you have enabled these options manually for your Web server, you see warning messages after you install Support Pack 1. The warning messages are benign and can be ignored.

9.1.2 GroupWise 8 WebAccess Compatibility with Earlier Versions of WebAccess

Before GroupWise 8, you could successfully run different versions of the WebAccess Agent and the WebAccess Application together. For example, you could install a new version of the WebAccess Application on your Web server while still running the previous version of the WebAccess Agent for the domain.

Starting in GroupWise 8, the recommended update procedure is to update all the WebAccess Agents in your GroupWise system first, then update all the WebAccess Applications. Long-term use of the mixed-version configuration is not supported and can result in time zone problems. You must update both the WebAccess Agent and the WebAccess Application to the same version in order to ensure proper functioning of the GroupWise 8 WebAccess client.

IMPORTANT: Running a new WebAccess Application with an older WebAccess Agent is no longer supported.

9.1.3 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.

9.1.4 Library Names with Spaces

The WebAccess client and WebPublisher cannot access documents in libraries where there are spaces in the library name.

9.2 NetWare/Windows WebAccess Issues

- ♦ [Section 9.2.1, “Installation on 64-bit Windows Server 2008,” on page 22](#)
- ♦ [Section 9.2.2, “Novell iManager Compatibility on Windows,” on page 22](#)

- ♦ [Section 9.2.3, “SSL Certificate Location on NetWare in a Cluster,” on page 22](#)
- ♦ [Section 9.2.4, “Viewer Agent Issues on NetWare,” on page 22](#)

9.2.1 Installation on 64-bit Windows Server 2008

On Windows, WebAccess requires ISAPI support. ISAPI support is no longer installed by default when you install Windows Server 2008 and Internet Information Services (IIS). Ideally, you should select ISAPI support during the installation of IIS. However, if you are installing WebAccess on Windows Server 2008 and ISAPI support is not yet installed, you can add it after the fact.

- 1 In Windows Server Manager, expand *Roles*, then right-click *Web Server (IIS)*.
- 2 In the *Role Services* section, click *Add Role Services*.
- 3 Select *Application Development*, select *ISAPI Extensions* and *ISAPI Filters*, then click *Install*.
- 4 (Conditional) If you installed the GroupWise WebAccess Application before you installed ISAPI support, reinstall the GroupWise WebAccess Application.

The WebAccess Installation program restarts Tomcat and IIS to put the ISAPI changes into effect.

9.2.2 Novell iManager Compatibility on Windows

Do not install WebAccess and Novell iManager on the same Windows 2000/2003 server. Because WebAccess installs and configures its own Tomcat and Jakarta connector, it must be installed on a server where Tomcat is not already in use by another program. If they are installed on the same server, either WebAccess or iManager does not work.

9.2.3 SSL Certificate Location on NetWare in a Cluster

When you specify the location of your SSL certificate file in a NetWare cluster, do not include the virtual server name. Use the following format:

```
cluster_volume:\path_to_certificate
```

If you include the virtual server name, you receive the following error message:

```
8209 Path not found
```

9.2.4 Viewer Agent Issues on NetWare

- ♦ On NetWare, the Viewer Agent requires at least 1 GB of memory for running about 5 worker threads. By default, 5 threads are started. The maximum number of threads has been lowered to 8.
- ♦ On NetWare, *Memory Protection Fault Cleanup* must be set to *On* in order for the Viewer Agent worker processes to recover successfully when a document fails HTML conversion.
- ♦ On NetWare, *Memory Protection Restart Count* should be set greater than 1.
- ♦ On NetWare, when a document fails HTML conversion and its worker process dies, NetWare creates a small file named `core*.dmp` in the server's root directory. You should periodically delete these files.

9.3 Linux WebAccess Issues

- ♦ [Section 9.3.1, “WebAccess Installation Security,” on page 23](#)
- ♦ [Section 9.3.2, “WebAccess Update Issue,” on page 23](#)
- ♦ [Section 9.3.3, “WebAccess Re-installation Issue,” on page 23](#)
- ♦ [Section 9.3.4, “Viewer Agent Issues on Linux,” on page 23](#)

9.3.1 WebAccess Installation Security

During installation, the Linux 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 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.

9.3.2 WebAccess Update Issue

If you update an existing WebAccess installation to GroupWise 8, you must use both the *Install* and *Configure* options in the GroupWise Installation program in order for the GroupWise 8 version of the WebAccess Application to be installed and configured correctly. If you do not run the *Configure* option, you continue to run the old WebAccess Application, not the GroupWise 8 version.

9.3.3 WebAccess Re-installation Issue

If you install Linux 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 you install WebAccess on Linux.

9.3.4 Viewer Agent Issues on Linux

- ♦ On Linux, if you run the Viewer Agent as a user that is not running the X Window system, WebAccess client users cannot view embedded vector-based graphics in attachments. To enable users to view embedded vector-based graphics, make sure that the user that starts WebAccess (and hence, the Viewer Agent) is running the X Window System and has a `DISPLAY` environment variable set so that the Viewer Agent can write to the local display. One way to accomplish this is to use the `sux` command to become `root` before you start the WebAccess Agent.
- ♦ On Linux, the third-party viewer software used by the Viewer Agent has a dependency on `libXm.so.1`, which might not be included with your Linux package. To resolve this, create a symbolic link in the `agents/lib` directory to the version of the `libXm` modules that is available on your Linux server. For example:

```
ln -s /usr/X11R6/lib/libXm.so.3.0.1 /opt/novell/groupwise/  
agents/lib/libXm.so.1
```

10 Internet Agent Issues

- ♦ [Section 10.1, “General Internet Agent Issues,” on page 24](#)
- ♦ [Section 10.2, “NetWare/Windows Internet Agent Issues,” on page 24](#)
- ♦ [Section 10.3, “Linux Internet Agent Issues,” on page 24](#)

10.1 General Internet Agent Issues

- ♦ [Section 10.1.1, “Address Resolution Change Since GroupWise 6,” on page 24](#)

10.1.1 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 you are updating from GroupWise 6 to GroupWise 8 and 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.

10.2 NetWare/Windows Internet Agent Issues

None.

10.3 Linux Internet Agent Issues

- ♦ [Section 10.3.1, “Internet Agent Installation Security,” on page 24](#)
- ♦ [Section 10.3.2, “libXm.so.3 Error,” on page 25](#)

10.3.1 Internet Agent Installation Security

During installation, the Linux 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.

10.3.2 libXm.so.3 Error

If you try to start the Linux Internet Agent by using the `--show` switch 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.

11 Calendar Publishing Host Issues

- ♦ [Section 11.1, “General Calendar Publishing Host Issues,” on page 25](#)
- ♦ [Section 11.2, “NetWare/Windows Calendar Publishing Host Issues,” on page 25](#)
- ♦ [Section 11.3, “Linux Calendar Publishing Host Issues,” on page 25](#)

11.1 General Calendar Publishing Host Issues

- ♦ [Section 11.1.1, “Calendar Publishing Host Name Required During Installation,” on page 25](#)
- ♦ [Section 11.1.2, “Attachments Not Published,” on page 25](#)

11.1.1 Calendar Publishing Host Name Required During Installation

The Calendar Publishing Host Installation program now prompts for the name of the Calendar Publishing Host. If you are updating an existing Calendar Publishing Host installation, the Calendar Publishing Host name must match the name provided in ConsoleOne under *Tools > GroupWise System Operations > Web Calendar Publishing Hosts*. If the names do not match, you receive an error.

11.1.2 Attachments Not Published

If calendar items include attachments, the attachments are not published to the Web, but the calendar items themselves are still successfully published.

11.2 NetWare/Windows Calendar Publishing Host Issues

None.

11.3 Linux Calendar Publishing Host Issues

None.

12 Monitor Issues

- ♦ [Section 12.1, “General Monitor Issues,” on page 26](#)
- ♦ [Section 12.2, “Windows Monitor Issues,” on page 26](#)
- ♦ [Section 12.3, “Linux Monitor Issues,” on page 27](#)

12.1 General Monitor Issues

- ♦ [Section 12.1.1, “New Location for the Monitor Application Configuration File,” on page 26](#)
- ♦ [Section 12.1.2, “Restoring Monitor Settings after Reinstallation,” on page 26](#)
- ♦ [Section 12.1.3, “Monitor Agent SSL Configuration,” on page 26](#)

12.1.1 New Location for the Monitor Application Configuration File

The location of the Monitor Application configuration file (`gwmonitor.cfg`) has changed in GroupWise 8.

Platform	Old Location	New Location
NetWare:	<code>sys:\novell\gwmonitor</code>	<code>sys:\novell\groupwise\gwmonitor</code>
Linux:	<code>/opt/novell/groupwise/gwmonitor</code>	<code>/var/opt/novell/groupwise/monitor</code>
Windows:	<code>c:\novell\gwmonitor</code>	<code>c:\novell\groupwise\gwmonitor</code>

If you have manually modified settings in your existing `gwmonitor.cfg` file in the old location, you must make the same manual changes to the new `gwmonitor.cfg` file in the new location. Differences between the old file and the new file are not merged into the new file by the GroupWise Installation program.

12.1.2 Restoring Monitor Settings after Reinstallation

Monitor settings are stored in the `monitor.xml` file in the Monitor installation directory. Agent groups are also stored in this file. If you reinstall the Monitor software, the `monitor.xml` file is backed up as `monitor.001`. To restore previous Monitor settings and agent groups, remove the newly installed `monitor.xml` file and rename `monitor.001` to `monitor.xml`.

12.1.3 Monitor Agent SSL Configuration

If you want to enable SSL by using the Monitor Agent `/https` and `/httpcertfile` switches, the certificate file must be in PEM format. This differs from the other GroupWise agents, which take a `.b64` public certificate file and a `.key` private key file. The PEM format combines the certificate and key in a single file.

12.2 Windows Monitor Issues

None.

12.3 Linux Monitor Issues

- ◆ [Section 12.3.1, “Monitor Issues Shared with WebAccess,” on page 27](#)

12.3.1 Monitor Issues Shared with WebAccess

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

[Section 9.3.1, “WebAccess Installation Security,” on page 23](#)

[Section 9.3.2, “WebAccess Update Issue,” on page 23](#)

[Section 9.3.3, “WebAccess Re-installation Issue,” on page 23](#)

13 International Issues

- ◆ [Section 13.1, “General International Issues,” on page 27](#)
- ◆ [Section 13.2, “NetWare/Windows International Issues,” on page 30](#)
- ◆ [Section 13.3, “Linux International Issues,” on page 30](#)

13.1 General International Issues

- ◆ [Section 13.1.1, “Different Language Codes for Some Languages,” on page 27](#)
- ◆ [Section 13.1.2, “Default MIME Encoding Change,” on page 28](#)
- ◆ [Section 13.1.3, “Double-Byte Character Restrictions,” on page 29](#)
- ◆ [Section 13.1.4, “WebAccess Attachments with Extended Characters in Filenames,” on page 29](#)
- ◆ [Section 13.1.5, “Published Calendars with Extended Characters in Filenames,” on page 30](#)
- ◆ [Section 13.1.6, “Turkish Availability,” on page 30](#)
- ◆ [Section 13.1.7, “Agent Web Consoles and Internet Explorer 7,” on page 30](#)
- ◆ [Section 13.1.8, “Hebrew Not Available,” on page 30](#)

13.1.1 Different Language Codes for Some Languages

Starting with GroupWise 8, some language codes have changed from their previous values to ISO-standard values.

Language	Old Code	New Code
Danish	DK	DA
English	US	EN
Finnish	SU	FI
Hungarian	MA	HU
Japanese	JP	JA
Korean	KR	KO

Language	Old Code	New Code
Portuguese	BR	PT

13.1.2 Default MIME Encoding Change

After GroupWise 7 Support Pack 1, the GroupWise client started using UTF-8 instead of ISO for MIME encoding. This causes occasional problems in some languages where GroupWise 6.5 clients are being run against GroupWise 7 or 8 post offices. To help with the transition, a Support option has been added to GroupWise Check (GWCheck) to convert user databases back to the ISO encoding for your language.

- 1 Start GWCheck as described in GroupWise Check in Databases in the *GroupWise 8 Administration Guide* on the [GroupWise 8 Documentation Web site \(http://www.novell.com/documentation/gw8\)](http://www.novell.com/documentation/gw8).
- 2 Under *Database Type*, select *Post Office*.
- 3 In the *Database Path* field, browse to and select the post office directory.
- 4 Under *Object Type*, select *User/Resource*.
If you want to perform the conversion on all user and resource databases in the post office, specify ALL in the *User/Resource* field.
- 5 In the *Action* drop-down list, select *Reset Client Options*.
- 6 In the *Support Options* field on the *Misc* tab, type `setmimeencoding=number`, where *number* is one of the following character set numbers:

Character Set Number	Language
1	Windows default
2	ISO default
7	Arabic (Windows 1256)
9	Baltic (Windows 1257)
12	Central European (Windows 1250)
13	Chinese Simplified (GB2312)
15	Chinese Traditional (Big5)
18	Cyrillic (K018-R)
27	Hebrew (Windows 1255)
29	Japanese (ISO2022-JP)
30	Japanese (Shift-JIS)
32	Korean (EUC-KR)
33	Thai (Windows 874)
35	Turkish (Windows 1254)
3	UTF-8

7 Click *Run* to perform the conversion of user and resource databases from UTF-8 to the selected character set.

13.1.3 Double-Byte Character Restrictions

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

13.1.4 WebAccess Attachments with Extended Characters in Filenames

On Windows, Mozilla-based browsers such as Firefox and Netscape do not save extended character filenames correctly, even though the filename displays correctly in the Save As dialog box. This is a browser problem, not a GroupWise problem. There is no workaround.

In Safari on Macintosh, extended character filenames are not interpreted correctly. As a workaround, use Firefox instead of Safari if you receive attachments with extended character filenames. This is a browser problem, not a GroupWise problem.

13.1.5 Published Calendars with Extended Characters in Filenames

On Windows, Mozilla-based browsers such as Firefox and Netscape do not handle extended character filenames correctly for published calendars. This is a browser problem, not a GroupWise problem. There is no workaround.

In Safari on Macintosh, extended character filenames are not interpreted correctly. As a workaround, use Firefox instead of Safari to display published calendars. This is a browser problem, not a GroupWise problem.

13.1.6 Turkish Availability

In the Windows client, you can select Turkish as your interface language, but the online help still displays in English. In the Linux/Mac client, Turkish is not available. Turkish will be fully supported in a future release.

13.1.7 Agent Web Consoles and Internet Explorer 7

For non-English languages on Internet Explorer 7, some features of the agent Web consoles, such as viewing events in a log file, might not display correctly. Update to the latest version of Internet Explorer.

13.1.8 Hebrew Not Available

Hebrew has been dropped from the list of supported languages in GroupWise 8 Support Pack 1.

13.2 NetWare/Windows International Issues

- ♦ [Section 13.2.1, “GWCSRGEN Utility Does Not Start in Spanish,” on page 30](#)

13.2.1 GWCSRGEN Utility Does Not Start in Spanish

On a Windows server running the Spanish version of Windows, the GWCSRGEN utility does not start successfully. Use the English version of GWCSRGEN instead. GWCSRGEN runs successfully on other language versions of Windows.

13.3 Linux International Issues

- ♦ [Section 13.3.1, “Double-Byte Character Display in the Linux Client on SLED 11,” on page 30](#)
- ♦ [Section 13.3.2, “Display Problem with Agent Server Console Interfaces,” on page 31](#)
- ♦ [Section 13.3.3, “Russian Keyboard,” on page 31](#)
- ♦ [Section 13.3.4, “Mnemonics for Arabic, Hebrew, and Double-Byte Languages,” on page 31](#)
- ♦ [Section 13.3.5, “Localized Agent User Interface Display,” on page 31](#)

13.3.1 Double-Byte Character Display in the Linux Client on SLED 11

If you run the Linux client on SUSE Linux Enterprise Desktop (SLED) 11, Chinese, Japanese, and Korean characters display incorrectly. You must meet the Linux client system requirements and install SLED 11 Support Pack 1 in order for double-byte characters to display correctly.

13.3.2 Display Problem with Agent Server Console Interfaces

If you run the Linux GroupWise agents with an agent console interface in languages other than English, the 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.

13.3.3 Russian Keyboard

When you use a Russian keyboard, the Linux environment variables that provide language and locale information are usually 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 Linux/Mac 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.

13.3.4 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.

13.3.5 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.

Language	Character Set Code
French	fr_FR
German	de_DE
Portuguese	pt_BR

Language	Character Set Code
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.

14 Documentation Issues

- ♦ [Section 14.1, “General Documentation Issues,” on page 32](#)
- ♦ [Section 14.2, “NetWare/Windows Documentation Issues,” on page 32](#)
- ♦ [Section 14.3, “Linux Documentation Issues,” on page 32](#)

14.1 General Documentation Issues

None.

14.2 NetWare/Windows Documentation Issues

None.

14.3 Linux Documentation Issues

- ♦ [Section 14.3.1, “Agent Help Does Not Display When the Agent Runs as a Non-root User,” on page 32](#)
- ♦ [Section 14.3.2, “Help Image Display on a Novell Access Manager Server,” on page 32](#)

14.3.1 Agent Help Does Not Display When the Agent Runs as a Non-root User

When you start the Linux POA, the Linux MTA, and the Linux Internet Agent by using the `--show` switch to display a GUI user interface, if the agents are running as a `non-root` user, clicking *Help* does not display the agent help file. Help is displayed in a browser window and the agents currently launch the browser as `root`. Giving the user access to the browser window as `root` would be a security risk. This is working as designed.

14.3.2 Help Image Display on a Novell Access Manager Server

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

15 GroupWise Bug Fixes

For a list of the bugs that have been fixed in GroupWise 8 Support Pack 2, see the [GroupWise 8 Support Pack 2 Bug Fix List \(http://www.novell.com/documentation/gw8/resources/GW802_Fixes.html\)](http://www.novell.com/documentation/gw8/resources/GW802_Fixes.html).

16 GroupWise Documentation

All GroupWise 8 documentation is available at the [GroupWise 8 Documentation Web site \(http://www.novell.com/documentation/gw8\)](http://www.novell.com/documentation/gw8):

- ◆ Full GroupWise product Readme
- ◆ *Quick Start*
- ◆ *Installation Guide*
- ◆ *Administration Guide*
- ◆ *Multi-System Administration Guide*
- ◆ *Interoperability Guide*
- ◆ *Troubleshooting Guides*
- ◆ *GroupWise Client User Guides*
- ◆ *GroupWise Client FAQ*

NOTE: As GroupWise 8 Support Packs are released, Support Pack Readmes are placed on the GroupWise 8 Documentation Web site.

In addition to the GroupWise product documentation, the following resources provide additional information about GroupWise 8:

- ◆ [Novell Support and Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support)
- ◆ [GroupWise 8 Support Forums \(http://forums.novell.com/novell-product-support-forums/groupwise\)](http://forums.novell.com/novell-product-support-forums/groupwise)
- ◆ [GroupWise Cool Solutions \(http://www.novell.com/communities/cool solutions/gw mag\)](http://www.novell.com/communities/cool solutions/gw mag)
- ◆ [GroupWise Best Practices wiki \(http://wiki.novell.com/index.php/GroupWise\)](http://wiki.novell.com/index.php/GroupWise)
- ◆ [GroupWise 8 Good and Bad Habits wiki \(http://wiki.novell.com/index.php/GroupWise_8_Good_and_Bad_Habits\)](http://wiki.novell.com/index.php/GroupWise_8_Good_and_Bad_Habits)

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