GroupWise Gateway 2.0 for Microsoft Exchange Support Pack 1

October 1, 2003

1.0 Overview

Support Pack 1 for the GroupWise® Gateway for Microsoft* Exchange provides the following improvements:

- Microsoft Exchange 2000 is supported in addition to Exchange 5.*x*.
- The Exchange Gateway has been updated to match GroupWise 6.*x* functionality in several areas.
- The Exchange Gateway can run as a Windows* service as well as an application.
- Busy Search is supported.
- Internet-style addressing is supported.
- SNMP is supported, so that the Exchange Gateway can be monitored from SNMP management and monitoring programs.
- A Web console is provided, so that the Exchange Gateway can be monitored from any location where you have access to a Web browser and the Internet.

2.0 Support Pack Installation

To install Support Pack 1 for the GroupWise Gateway for Microsoft Exchange:

1. Run the self-extracting executable setupexchsp1.exe, click Yes to confirm that you want to install the gateway, then click Next to continue.
2. Click Accept to accept the license agreement.

   The default installation option, GroupWise Gateway for Microsoft Exchange, includes installation of the Gateway Administrator snap-in to ConsoleOne®.
3. Click Next to continue.
4. Follow the on-screen instructions.

   For detailed installation instructions, see the *GroupWise Gateway Guide for Microsoft Exchange* on the GroupWise 6.5 Documentation page (http://www.novell.com/documentation/lg/gw65/index.html) or the GroupWise 6 Documentation page (http://www.novell.com/documentation/lg/gw6/index.html)
5. Before you start the gateway, configure the Exchange system to communicate with the GroupWise system, as described in the *GroupWise Gateway Guide for Microsoft Exchange*.
6. After you start the gateway, stop and then start the MTAs in the GroupWise system to establish the links to the non-GroupWise domain that represents the Exchange system.

3.0 Known Issues

3.1 Gateway Installation after Modifying the Exchange Site Proxy

If you already have the previous version of the Exchange Gateway installed, and if you have modified the Exchange site proxy information since the gateway was installed, you need to restore the original site proxy information before you install Support Pack 1 of the gateway. If you do not, a second site proxy object will be created with the same address type.

3.2 Windows Services Limitation

If you install the Exchange Gateway as a Windows service, it cannot run using the local system account. It must always run using the account that was specified during installation. The service account cannot be changed after installation.

3.3 Busy Search Limitation

GroupWise users can perform Busy Searches on Exchange 2000 users but not on Exchange 5.*x* users.

3.4 Unique GroupWise User IDs Required

In order for directory synchronization and exchange to work correctly, all GroupWise users must have unique user IDs. If directory synchronization and exchange is performed for a second user with the same user ID, the updated information for the first user is overwritten by the information for the second user.

3.5 Directory Exchange Limitation

If you have directory exchange turned on and directory synchronization turned off, deleted GroupWise users might still appear in the Exchange Address Book.

3.6 Display Name Required

User IDs must have an associated display name. The supported formats for display names are "first last" and "last, first". Other display name formats are converted into "first last."

3.7 Appointment Status Limitation

When a GroupWise user sends an appointment to an Exchange user, the accepted/declined status information returns to the GroupWise user as a notification, rather than appearing under message properties.

3.8 Task, Note, and Phone Message Limitation

GroupWise tasks, notes, and phone messages are converted into regular messages when they transfer through the Exchange Gateway.

3.9 Unmapped Exchange Attributes

For Exchange 2000, the Country, Assistant, and Assistant Phone Number attributes cannot be mapped to fields in the GroupWise Address Book.

3.10 Log File Limitation

If you set Log Level to Verbose, the filenames and message IDs of inbound status messages are not recorded in the log file.

4.0 Changes Since the Original Release

- The gateway starts automatically when it is configured as a Windows service.
- Several memory leaks have been fixed.
- Memory corruption is not caused by messages from newer versions of Outlook*.
- Exchange messages in HTML format no longer lose their HTML formatting in GroupWise.
- OLE attachments do not cause an application error.

5.0 Additional Documentation

In addition to this Readme, see the *GroupWise Gateway for Microsoft Exchange Installation and Administration Guide* on the GroupWise 6.5 Documentation page (http://www.novell.com/documentation/lg/gw65/index.html) or the GroupWise 6 Documentation page (http://www.novell.com/documentation/lg/gw6/index.html) for complete information about the Exchange Gateway.

6.0 Documentation Conventions

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

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