

GroupWise 7 Gateway Support Pack 2 for Microsoft Exchange

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1 Product Overview

The GroupWise® 7 Gateway for Microsoft Exchange connects a GroupWise system and an Exchange system by creating a link between a GroupWise domain and an Exchange server.

2 System Requirements

- Microsoft* Exchange 5.5, 2000, or 2003
- Windows* Server 2000 or Windows Server 2003
- GroupWise 6.5 or GroupWise 7

3 Installation Instructions

1 Run the self-extracting executable `setupexch702.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 7 Gateway for Microsoft Exchange Installation and Administration Guide* on the [GroupWise Gateways Documentation page](http://www.novell.com/documentation/gwgateways) (<http://www.novell.com/documentation/gwgateways>).

4 Known Issues

- [Section 4.1, “Incompatibility with Microsoft Exchange Update 912442,” on page 2](#)
- [Section 4.2, “Gateway Installation after Modifying the Exchange Site Proxy,” on page 2](#)
- [Section 4.3, “Windows Services Limitation,” on page 2](#)
- [Section 4.4, “Busy Search Limitation,” on page 2](#)
- [Section 4.5, “Unique GroupWise User IDs Required,” on page 2](#)
- [Section 4.6, “Directory Exchange Limitation,” on page 3](#)
- [Section 4.7, “Display Name Required,” on page 3](#)
- [Section 4.8, “Appointment Status Limitation,” on page 3](#)

- ♦ [Section 4.9, “Task, Note, and Phone Message Limitation,” on page 3](#)
- ♦ [Section 4.10, “Unmapped Exchange Attributes,” on page 3](#)

4.1 Incompatibility with Microsoft Exchange Update 912442

If you install Microsoft Exchange Update 912442 on the Windows server where the Exchange Gateway is running, messages stop transferring from GroupWise to Exchange. Follow the steps below as a workaround for this problem:

- 1 In Active Directory Users and Computers, click *View > Advanced Features*.
- 2 Expand the server, then click *Users*.
- 3 Right-click the user that runs the gateway, then click *Properties*.
- 4 Click the *Member Of* tab.
- 5 Click *Add* to open the Select Groups dialog box, then in the *Enter the Object Names* field, type Exchange Domain Servers.
- 6 Click *OK* to add the gateway user to the Exchange Domain Servers group.
- 7 Restart the Windows server.

Normal message flow through the gateway should resume.

4.2 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 the GroupWise 7 version of the gateway. If you do not, a second site proxy object is created with the same address type.

4.3 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.

4.4 Busy Search Limitation

GroupWise users can perform Busy Searches on Exchange 2000 and Exchange 2003 users but not on Exchange 5.5 users.

4.5 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.

4.6 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.

4.7 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.”

4.8 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.

4.9 Task, Note, and Phone Message Limitation

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

4.10 Unmapped Exchange Attributes

For Exchange 2000/2003, the Country, Assistant, and Assistant Phone Number attributes cannot be mapped to fields in the GroupWise Address Book.

5 Changes Since the Last Release of the Exchange Gateway

- ◆ During installation, the proxy DLL files are always copied, so that the Addressing component always run successfully.
- ◆ The Exchange Gateway creates a separate admin thread so that messages do not back up behind directory sync/exchange requests.
- ◆ The Exchange Gateway starts reliably as a Windows service.
- ◆ GroupWise appointments display in the Outlook* preview window.
- ◆ The new /displaynamelastfirst startup switch causes the gateway to format GroupWise users' display names as Lastname, Firstname.
- ◆ The new /useimportcontainer startup switch enables you to specify the import container to place GroupWise users in.
- ◆ The new /noreadreceipt startup switch keeps read receipts from being requested when GroupWise messages pass through the gateway to Microsoft Exchange.
- ◆ The Exchange Gateway can handle a Busy Search where a user's SMTP Internet domain name is different from the Active Directory domain name.
- ◆ The Exchange Gateway can handle a Busy Search where Exchange users have different domain and post office information in Exchange Administrator than they have in the external domains and post offices in ConsoleOne.

- ◆ The Exchange Gateway correctly releases MAPI resources when processing messages with attachments larger than 100K coming from the Exchange system to the GroupWise system. This prevents the Exchange Gateway from running out of MAPI resources.
- ◆ GroupWise Monitor can successfully monitor the gateway because the gateway maintains a stable HTTP connection.
- ◆ Extended characters in plain text messages that have passed through the Exchange Gateway can be viewed in GroupWise WebAccess.
- ◆ Images in message bodies that pass through the Exchange Gateway display correctly in GroupWise WebAccess.
- ◆ In HTML messages in Outlook, a problem group of extended characters now displays correctly when the MIME encoding of the sending GroupWise client is set to UTF-8.
- ◆ The Exchange Gateway no longer strips out extended characters between 128 and 160 when HTML messages are sent from Exchange to GroupWise.
- ◆ When starting, if the Exchange Gateway detects a language code that it cannot process, it defaults to English. The gateway is available only in English.
- ◆ Fixed a gateway crash.

6 Documentation

The following source provides information about the GroupWise 7 Gateway for Microsoft Exchange:

- ◆ Online product documentation: *GroupWise 7 Gateway for Microsoft Exchange Installation and Administration Guide* (http://www.novell.com/documentation/gwgateways/gw7_exch/data/ab32nt1.html)

7 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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