Kablink Teaming 2.1

February 19, 2010

1 Product Overview

Kablink Teaming 2.1 offers many enhancements over Teaming 2.0 for both Teaming users and administrators:

For Users

- **Landing Page Editor Improvements:** The friendly new Landing Page Editor presents containers (a list for a single-column layout or a table for a multi-column layout) into which you can drag and drop folders, folder entries, graphics, and so on. After creating the initial version of a landing page, you can easily modify its appearance.

- **Teaming Feed:** The new Teaming Feed displays in a compact window and lists postings as they occur on the Teaming site. You can display four types of new postings: site wide, your teams, your tracked places, or micro-blogs.

- **YouTube Video Support:** Teaming enables you to display YouTube* videos in any entry, folder, or workspace throughout the Teaming site.

- **Undelete for Workspaces and Folders:** Users can undelete workspaces, folders, and folder entries. The main sidebar and menu bars provide a Trash icon that displays all deleted items within the selected workspace or folder, so users can select what they want to undelete. Users see only items that they have rights to see and can undelete only items that they have rights to undelete. Deleted items count against data quotas until they are purged. Users can use an Advanced Search to find and review their deleted items when they need to eliminate content in order to stay within their data quotas.

- **Calendar Improvements:** In a Calendar folder, you can display all events that pertain to the Calendar folder owner, regardless of the workspace on the Teaming site where the event is actually posted.

- **Task Improvements:** In a Task folder, you can display all tasks that are assigned to the Task folder owner, regardless of the workspace on the Teaming site where the task is actually posted.

For Administrators

- **User/Entry Data Quota:** The Teaming administrator can set a maximum size limit for each Teaming user's accumulated attached files and versions in any single folder entry. Users receive a warning when they reach a "high-water mark" (a percentage of their data quota for the folder entry). When they finally reach the data quota for the folder entry, users cannot create additional file attachments or versions in that folder entry until they make space available by deleting file attachments and versions in that folder entry. Administrators can assign data quotas on an individual user basis, or use groups to easily assign the same data quota to multiple users.

- **Administrative Purge for Workspaces and Folders:** Because deleted items count against users' data quotas, the Teaming administrator can choose to purge deleted items anywhere on the Teaming site to make storage space available.
- **Workspace/Folder Export/Import:** The Teaming administrator can export workspaces, folders, and folder entries, then import them into a different Teaming system. The export process includes all content associated with the exported workspace, folder, or folder entry, such as users, groups, team members, roles, custom forms, landing pages, workflows, custom JSPs, and simple URLs. The import process attempts to reconcile imported data with data already existing in the target Teaming site.
- **Software Extension Management:** The Teaming administrator can deploy extensions to the Teaming software while logged in to the Teaming site, without manually editing the Teaming properties file (`ssf-ext.properties`). Existing Teaming software extensions can also be viewed and deleted from the new Manage Extensions page on the Teaming site.

Novell Teaming includes the following features that Kablink Teaming does not:

- Multiple Teaming site hosting (zones)
- Access to files outside of the Teaming site (mirrored folders)
- High availability Teaming installation on multiple servers
- Remote and high availability Lucene Indexing Server installation on multiple servers
- Oracle Outside In viewers (OpenOffice.org viewer technology is used instead)

2 Teaming System Requirements

System requirements are available in the *Teaming 2.1 Installation Guide* on the Kablink Teaming 2.1 Documentation Web site (http://www.novell.com/documentation/kablinkteaming21).

3 Linux Installation Instructions

1 Make sure that the Linux* server where you plan to install Kablink Teaming meets the system requirements.

2 If a Web server is currently running on the Teaming server, stop it, and preferably disable it.

3 Create or select a non-`root` Linux user and group that you want to own the Teaming directories and files and to run the Teaming software.

4 In a terminal window, become `root` by entering `su -` and the `root` password.

5 In the directory where you downloaded and extracted the Teaming software, enter the following command to start the Teaming Installation program:

```
./installer-teaming.linux
```

Complete installation instructions are available in the *Teaming 2.1 Installation Guide* on the Kablink Teaming 2.1 Documentation Web site (http://www.novell.com/documentation/kablinkteaming21).

4 Windows Installation Instructions

1 Make sure that the Windows* server where you plan to install Kablink Teaming meets the system requirements.

2 Log in to the Windows server as a user with Administrator rights.

3 If a Web server is currently running on the Teaming server, stop it, and preferably disable it.

4 In Windows Explorer, browse to the directory where you downloaded and extracted the Teaming software, then double-click the `installer-teaming.exe` file to start the Teaming Installation program.

Complete installation instructions are available in the *Teaming 2.1 Installation Guide* on the Kablink Teaming 2.1 Documentation Web site (http://www.novell.com/documentation/kablinkteaming21).

5 Installation Issues

5.1 Character Restrictions in Usernames and Passwords

Do not use extended characters or double-byte characters in Kablink Teaming usernames and passwords. This includes usernames and passwords that are synchronized from an LDAP directory into Teaming.

This limitation is caused by the open source Spring Security (http://static.springframework.org/spring-security/site) that Teaming uses for authentication, in combination with the various authentication methods (both basic authentication (http://en.wikipedia.org/wiki/Basic_access_authentication) and form-based authentication (http://en.wikipedia.org/wiki/Form_based_authentication)) used by single sign-on products such as Novell Authentication Manager, by Web services, and by WebDAV. Only ASCII characters are properly interpreted in all combinations.

5.2 Username Character Restrictions for LDAP Synchronization and Login

LDAP usernames that contain special characters (/ \ * ? " < > : |) cannot be used as Kablink Teaming usernames. If your LDAP directory includes usernames with these characters, they do synchronize to the Teaming site, but the associated users cannot log in.

These characters cannot be used in a Teaming username because a Teaming username becomes the user's workspace title, and the workspace title becomes an element of the hierarchical path that leads to the workspace. These characters are not legal characters in Linux and Windows pathnames.

5.3 Character Restrictions in the Software Installation Directory Name

Do not use extended characters or double-byte characters in the installation directory name for Kablink Teaming file. The default location for the Teaming software is:

Linux: `/opt/novell/teaming`

Windows: `c:\Program Files\Novell\Teaming`

5.4 Default Database Name

When you have the Kablink Teaming Installation program create the Teaming database for you, the database is given the name of `sitescape`. This database name is currently hard-coded into the database creation scripts used by the Installation program. The name dates back to the name of the company that previously owned the Teaming software.

If you want the Teaming database to have a different name, you can edit the database creation script, then run the database creation script manually before you start the Teaming Installation program. If you do this, you must also update the JDBC* URL when you run the Teaming Installation program.

IMPORTANT: Changing the Teaming database name is not recommended.

5.5 File Conversion and Indexing Fails for Kablink Teaming

Kablink Teaming uses OpenOffice.org* converters to prepare documents for indexing by the Lucene* Index Server. The OpenOffice.org converters are also used on the Teaming site for viewing documents (by converting them to HTML). OpenOffice.org must be continuously running as a daemon in order for it to perform its document conversion function. Before running OpenOffice.org as a daemon, you must first run it with a user interface and respond to the Welcome prompts. Otherwise, OpenOffice.org fails to perform the file conversions. Run OpenOffice.org as the same user that runs Teaming.

5.6 Restrictions on Applet Support

Applets are not supported in the following environments:

- Safari on Mac*
- 64-bit Firefox on a system with a Java* Runtime Environment (JRE*) earlier than 1.6.0_12

  On a 64-bit operating system, updating to JRE 1.6.0.12 or later enables the applets to work.

For example, multi-file drag-and-drop from the desktop, file paste from the desktop, Edit in Place, and the graphical display in the workflow editor do not work where applets are not supported.

5.7 Edit in Place Support for Mac Users

For Mac users, Teaming looks for OpenOffice.org in the following directory on users' Mac workstations:

`/Applications/OpenOffice.org.app`

If your organization's standard location for OpenOffice.org is in a different location on users' workstations, you can reconfigure Teaming to look for OpenOffice.org in your preferred location.

1 Change to the following directory:

Linux: `/opt/novell/teaming/apache-tomcat-version/`
                              `webapps/ssf/WEB-INF/classes/config`

Windows: `c:\Program Files\Novell\Teaming\apache-tomcat-version\`
                              `webapps\ssf\WEB-INF\classes\config`

2 Open the `ssf.properties` file in a text editor.

3 Locate the block of lines that start with:

`edit.in.place.mac.editor`

4 Copy that set of lines to the clipboard of your text editor.

5 Open the `ssf-ext.properties` file, which is located in the same directory as the `ssf.properties` file.

6 Paste the block of lines you copied at the end of the `ssf-ext.properties` file.

7 Edit the location of the OpenOffice.org software to reflect its location in your organization.

8 Save and close the `ssf-ext.properties` file.

9 Close the `ssf.properties` file without saving it.

10 Stop and restart Teaming to put the new software location into effect on your Teaming site.

5.8 NFS Support

NFS* file system mounts are supported for placing the Teaming file repository on a remote server from where Teaming is running. However, NFS file system mounts are not supported for placing the Lucene index on a remote server from where the Lucene Index Server is running.

5.9 Firewall Issue on Windows Server 2008

On Windows Server* 2008 R2, the firewall is enabled by default and ports 80 and 443 are blocked. Teaming needs to use these ports, so Teaming needs to be an allowed program on your Windows server.

To prepare your Windows Server 2008 machine for use with Teaming:

1 In the Control Panel, double-click *Windows Firewall*.

2 Click *Allow a program through Windows Firewall*.

3 Open the ports that Teaming needs to use through the firewall:

   3a Click *Add Port*.

3b In the *Name* field, specify a descriptive name for the HTTP port that Teaming uses for non-secure connections.

3c In the *Port* field, specify 80.

3d Click *OK*.

3e Repeat Step 3a through Step 3d for the secure HTTP port of 443.

4 After defining the two ports, click *OK* in the Windows Firewall Settings dialog box to allow Teaming to communicate through the firewall on these ports.

5.10 JDK Dependency for SSL Connections to WebDAV Servers

If you want to use an SSL connection between your Kablink Teaming site and a WebDAV server, and if the WebDAV server has a self-signed certificate rather than a certificate provided by a Certificate Authority, you must use the Sun* JDK*. The existing Teaming functionality for handling self-signed certificates is not compatible with the way the IBM* JDK handles self-signed certificates.

5.11 MySQL Version on openSUSE 11.2

OpenSUSE® 11.2 includes MySQL* 5.1.36. This version of MySQL can cause problems with the Teaming database connection. To resolve database problems, update to MySQL 5.1.40 or later.

5.12 Installation on a Double-Byte Linux Operating System

On Linux, the Kablink Teaming Installation program does not currently accept double-byte input in any input fields.

To work around this limitation:

1 Copy the `sample-installer.xml` file to create an `installer.xml` file.

2 Open the `installer.xml` file in a text editor.

3 For a Basic installation:

3a In the `Network` section, specify your settings for the following fields:

```
name=
port=
listenPort=
securePort=
secureListinPort=
shutdownPort=
ajpPort=
keystoreFile=
```

3b In the `Database` section, specify your settings for the following fields for the type of database that you plan to use:

```
username=
password=
```

3c In the `InternalInboundSMTP` section, specify your settings for the following fields in the subsection for either SMTP or secure SMTPS:

```
mail.smtp.host=
mail.smtp.user=
mail.smtp.password=
mail.smtp.port=
```

3d In the `Inbound` section, specify your settings for the following fields in the subsection for POP3 or secure POP3S, or IMAP or secure IMAPS:

```
mail.pop3.host=
mail.pop3.user=
mail.pop3.password=
mail.pop3.port=
mail.imap.host=
mail.imap.user=
mail.imap.password=
mail.imap.port=
```

4 For an Advanced installation, specify additional settings as needed.

5 Save the `installer.xml` file, then exit the text editor.

6 Run the Teaming Installation program.

The settings you specified in the `installer.xml` file display as defaults as you proceed through the installation.

6 Update Issues for Teaming 2.0 to 2.1

6.1 Themes Not Retained during Update

When you update from Teaming 2.0 to 2.1, customized themes are not automatically retained. However, the previous version of your Teaming software is backed up in `/opt/novell/teaming/teaming-backup` during the update process, so that you can restore any files that you have customized.

7 Update Issues for Teaming 1.0 to 2.1

7.1 E-Mail Address Login

Kablink Teaming 1.0 could be configured to allow users to log in using their e-mail addresses. After updating to Teaming 2.0, users must use their usernames, rather than their full e-mail addresses, to log into the Teaming site.

7.2 Possible Display Problems after a Software Update

When you update a Kablink Teaming site from version 1.0 to version 2.1, Teaming users might encounter some Teaming pages that do not display as expected. For example, they might have trouble displaying the Calendar folder. To resolve display problems, Teaming users should clear the browser cache.

7.3 Entry Type Repair for Imported Files

If you have a Kablink Teaming 1.0 site or if you participated in the Teaming 2.0 beta releases, and if you have used the Add Files to Folder feature to drag and drop a directory full of files into a Teaming folder, the files were automatically given the Discussion entry type, even if the Teaming folder was not a Discussion folder. In addition, if the directory contained subdirectories of files, the subdirectories were created as Teaming Discussion folders. If you want to change the entry type and folder type to match the top-level Teaming folder type, you can enable the Recursive Apply feature on the Configure Default Settings page of the top-level Teaming folder by editing the Teaming `ssf-ext.properties` file.

To enable the Recursive Apply feature:

1 On the Teaming server, change to the directory where the `ssf-ext.properties` file is located.

The default location of this file varies by platform:

Linux:	`/opt/novell/teaming/apache-tomcat-`*version*`/webapps/ssf/WEB-INF/classes/config`
Windows:	`c:\Program Files\Novell\Teaming\apache-tomcat-`*version*`\webapps\ssf\WEB-INF\classes\config`

2 Make a backup copy of the `ssf-ext.properties` file.

3 Open the `ssf-ext.properties` file in a text editor, then scroll to the bottom of the file.

4 Add the following line:

`ssf.allowFolderDefinitionFixups=true`

5 Save the `ssf-ext.properties` file, then exit the text editor.

6 Restart Teaming to put the change into effect.

7 To change the entry types and folder types for imported files, follow the instructions in "Recursively Applying Definition Settings" in "Managing Folders" in the *Kablink 2.1 Advanced User Guide* (http://www.novell.com/documentation/kablinkteaming21).

7.4 Ownership of the Teaming File Repository Directory Structure

On Linux, if you ran Kablink Teaming 1.0 as `root` and you want to run Kablink Teaming 2.1 as a non-`root` user (recommended), you must change the owner and group of the Teaming 1.0 file repository directory structure before you perform the update. You can create a new Linux user specifically to run Teaming (for example, a `teamingadmin` user and a `teamingadmin` group) or you can use an existing Linux user (for example, the Apache `wwwrun` user and `www` group).

1 Stop Teaming 1.0.

2 Change to the Teaming 1.0 data directory.

The default location is:

`/icecore/teamingdata`

3 As `root`, execute the following commands:

```
chown -R username *
chgrp -R group_name *
```

4 As `root`, run the Teaming 2.1 Installation program to perform the update from Teaming 1.0 to Teaming 2.1.

5 On the User ID for Kablink Teaming page, specify the username and group name that you used in Step 3.

The Teaming 2.1 Installation program updates the `/etc/init.d/teaming` script to start Teaming as the specified Teaming administrator user.

6 After the installation is complete, run the `/etc/init.d/teaming` script to start Teaming as the Teaming administrator user.

8 Teaming Issues

8.1 LDAP Synchronization Issue

If you create Kablink Teaming users by importing users from an LDAP directory, and if all users in the LDAP directory do not appear in Teaming, you might be experiencing one of the following issues:

- Your LDAP directory might not be using a consistent user attribute (exclusively uid or exclusively cn). Repeat the LDAP synchronization process and use the other user attribute. The remaining users should then appear in Teaming.

- If you selected cn, if you configured multiple contexts to search for users, and if you have multiple users with the same username, only the first instance of the duplicate username is synchronized into Teaming.

8.2 User Account Creation

By default, all Teaming users can create new Teaming accounts for other users by clicking *Add User* on the Personal Workspaces page. If you want to reserve account creation for the Teaming administrator, follow the instructions in "Preventing Users from Creating User Accounts" in "Basic Installation" in the *Teaming 2.1 Installation Guide* on the Kablink Teaming 2.1 Documentation Web site (http://www.novell.com/documentation/kablinkteaming21)

8.3 Workspace Copy Limitation

When you copy a workspace, the custom form and workflow definitions in that workspace are not transferred to the copy of the workspace. You can work around this limitation by moving the definitions to a higher level in the workspace tree.

1 Navigate to the folder in the original workspace where the definitions are located.

2 On the Workspace toolbar, click *Manage > Form and View Designers*.

3 Expand the Form and View Designers tree, then click the definition that you want to move.

4 In the Definition Properties box, click *Move This Definition* to display the workspace and folder tree for your Teaming site, then expand the tree as needed to display an appropriate destination for the definition.

To make the definition available in the copy of the original workspace, move the definition to a location in the tree that is above both the original workspace and the copy of the workspace.

To make the definition available globally on your Teaming site, move it to the root of the workspace and folder tree.

5 To move the definition, select the destination, then click *OK*.

6 Click *Close* twice to return to the main Teaming page.

7 Verify that the definition is now available in the copy of the workspace.

8 Repeat this procedure for each definition that needs to be available in the copied workspace.

8.4 Export/Import Limitation

When you export a workspace or folder that includes links to external workspaces, folders, or entries, the target data pointed to by the external links is not exported along with the workspace or folder. The reference to the external target is exported, but external data is not exported because the hierarchy at the import location would probably not accommodate data that is not part of the exported workspace or folder.

8.5 File Deletion Issue with MySQL

If you are using MySQL, you might see the following error when you upload files and then delete them:

```
class org.hibernate.exception.GenericJDBCException
Cannot release connection
```

This is related to a MySQL defect (http://bugs.mysql.com/bug.php?id=45357). To resolve the problem, update MySQL to version 5.1.40 (http://dev.mysql.com/downloads/mysql).

8.6 Password-Protected Files

Files that have been password-protected in the application where they were created cannot be viewed on the Kablink Teaming site. This is working as designed.

8.7 Date Attribute in Custom Entries and Views

If you use the Date attribute in a custom entry or view, users in different time zones might see a different date compared to what you see.

Kablink Teaming stores the date as midnight on the selected date in the Teaming user's time zone in GMT. So, for example, January 13, 2010 in the Mountain time zone is stored as GMT-7:00 (20100113T0700). No problem appears for people in the same time zone. However, for people in a different time zone, Mountain time zone midnight could be a different day for them in their time zone. This discrepancy will be resolved in an upcoming release.

8.8 Firefox Limitation When Sending E-Mail

If you send an e-mail message from the Kablink Teaming site, and you have a typographical error or invalid recipient in the *Add E-Mail Addresses* field, an error displays, along with a *Return to Previous Page* button. In Firefox, you return to the Send E-Mail page, but the message content is lost. In Internet Explorer, the message content is retained.

When you use Firefox to send e-mail from the Teaming site, select Teaming users as recipients whenever possible, or copy recipient e-mail addresses to avoid typographical errors in the *Add E-Mail Addresses* field.

8.9 Windows Update for WebDAV Functionality

In order to use the Kablink Teaming Edit in Place feature in your browser on Windows, you must install the following Windows WebDAV update:

Software Update for Web Folders (KB907306) (http://www.microsoft.com/downloads/details.aspx?familyid=17C36612-632E-4C04-9382-987622ED1D64&displaylang=en).

This Windows update enables OpenOffice.org and Microsoft Office to interact correctly with the Teaming Edit in Place feature.

8.10 WebDAV/Edit in Place Issues with Microsoft Windows Vista and Microsoft Office

Microsoft Windows Vista* has some issues with WebDAV access that affect all WebDAV interactions. In addition, a Vista-specific issue with applets can prevent the Kablink Teaming Edit in Place feature from working properly. Be sure you are running the latest version of Vista. Be sure you have installed the Windows WebDAV update described in Section 8.9, "Windows Update for WebDAV Functionality," on page 11.

Windows Vista users who are using Internet Explorer might see a Java warning when they try to use Edit in Place. (Firefox users do not see this error.)

To configure Internet Explorer to support the Teaming Edit in Place feature:

1 In Internet Explorer, click *Tools > Internet Options*.

2 Click *Security*, select *Trusted Sites*, then click *Sites*.

3 In the *Add this website to the zone* field, specify the URL of your Teaming server, then click *Add*.

4 Select or deselect *Require server verification (https:) for all sites in this zone* as appropriate for your Teaming server.

5 Click *Close*, then click *OK* to save the security settings.

To configure Windows Vista to support the Teaming Edit in Place feature in Microsoft Office, you must add new keys to the Windows registry for each Microsoft Office application.

1 In Windows Explorer, navigate to `Program Files/Microsoft Office/Office12`.

2 Scroll down to each Microsoft Office `.exe` in turn:

```
excel.exe
powerpnt.exe
winword.exe
...
```

3 Right-click each executable, then click *Properties*.

4 Click *Compatibility*.

5 Select *Run this program in compatibility mode for*, then select *Windows XP (Service Pack 2)* from the drop-down list.

6 Reboot the computer.

You should now be able to use the Teaming Edit in Place feature with Microsoft Office files.

NOTE: Although these steps enable Edit in Place for Teaming, they do not fix Vista's inability to attach via WebDAV in Teaming.

For additional information on applets, view the following Sun bulletins:

- ◆ Bug 6440902 (http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6440902)
- ◆ Bug 6432317 (http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6432317)

8.11 WebDAV/Edit in Place Issue on Windows 7

If you use the Kablink Teaming Edit in Place feature to edit a Word document using Office 2007 on a Windows 7 workstation, Word requests a location to save the edited file rather than saving it back to the Teaming site. The file can be saved to the Teaming site using Office 2003 on a Windows 7 workstation. It can also be saved to the Teaming site using Office 2007 on a Windows XP workstation.

For more information, see *WebDAV Problems on Windows 7* (http://www.techiechips.com/web-folders-web-disk-webdav-problems-on-windows-7)

8.12 WebDAV URL Issue on Windows Vista and Windows 7

If you copy the WebDAV URL associated with a Kablink Teaming folder and try to use it to map a Windows network drive to the location, Windows Vista and Windows 7 might not be able to map the drive. When you install the Windows WebDAV update described in Section 8.9, "Windows Update for WebDAV Functionality," on page 11, some Teaming WebDAV URLs work successfully on Windows Vista and Windows 7.

WebDAV URLs work reliably on Windows XP.

8.13 Viewing a Teaming Folder through Windows Explorer Displays an Additional Folder When Using Windows XP

On Windows XP, when viewing a Teaming folder through Windows Explorer, an additional sub-folder with the same name as the parent folder might be displayed.

To resolve this problem:

1 Launch a Web browser.

2 Navigate to the Microsoft Download Center and install the Software Update for Web Folders (KB907306) (http://www.microsoft.com/downloads/details.aspx?FamilyId=17C36612-632E-4C04-9382-987622ED1D64&displaylang=en)

3 Follow the on-screen instructions to install the software update.

8.14 Attachment Access Using WebDAV

When you use the Access Attachments Using WebDAV feature, authentication to the WebDAV server might fail. To resolve the problem, you need to clear your browser cache and possibly remove other types of stored data.

In Internet Explorer 8:

1 Clear the cache:

    1a Click *Tools* > *Internet Options*.

1b In the *Browsing History* section on the *General* tab, click *Delete*.

1c In the list of data types to delete, select only *Temporary Internet Files*, then click *Delete*.

1d Restart your browser, access the Teaming site, then attempt to access the attachment again.

2 If clearing the cache does not resolve the authentication problem, remove additional stored data such as your browsing history and cookies:

2a Click *Tools* > *Internet Options*.

2b In the *Browsing History* section on the *General* tab, click *Delete*.

2c Select additional types of data, then click *Delete*.

2d Restart your browser, access the Teaming site, then attempt to access the attachment again.

The Access Attachments Using WebDAV feature is not available in Firefox. Firefox does not have a mechanism for opening a WebDAV URL.

8.15 Data Quota Issue with OpenOffice.org

OpenOffice.org creates a new document version each time you click *Save*, instead of creating one new version when you exit the edited document. This behavior can cause you to quickly meet your data quota.

To avoid creating unnecessary versions of the same document, do either of the following:

- Do not click *Save* multiple times when editing a document. Instead, click *Save* only once, before closing the document in OpenOffice.org.

- When editing documents in Teaming, use a document editor other than OpenOffice.org, such as Microsoft Word.

8.16 HTML Conversion Error on SLES 10 SP3

If you see an `HTML Conversion Error` when you try to view a file, your Teaming server might not be configured correctly. Check the following:

- "Correcting the Font Path" on page 14
- "Installing Missing Libraries" on page 15

8.16.1 Correcting the Font Path

The Installation program prompts you for the TrueType* font path. Typical locations are:

```
/usr/X11R6/lib/X11/fonts/truetype
/usr/share/fonts/truetype
```

If Teaming cannot find the TrueType fonts, it cannot display HTML files correctly. To resolve the problem, you can:

- Rerun the Teaming Installation program, use the *Reconfigure* installation option, and supply the correct path.

- Modify the setting for the `DGFONTPATH` environment variable in the following file:

  ```
  /opt/novell/teaming/apache-tomcat-version/bin/catalina.sh
  ```

8.16.2 Installing Missing Libraries

1 Change to the following directory:

`/opt/novell/teaming/stellent-converter/linux/x86`

2 Run the `exporter` program.

The errors about missing input and output files are to be expected.

3 Look for errors about missing libraries.

4 If there are library errors, install any libraries that are missing.

8.17 Tutorial URL Customization

The five Video Tutorials displayed on each user's main Kablink Teaming home page are defined in the `tutorial_support_js.jsp` file. The standard Video Tutorials are available in English only.

By changing the URLs in this file, you can make different content available to your Teaming users.

1 On your Web server, organize the tutorial material that you want to present so that you know the URL of each of your customized tutorial videos.

2 On the Teaming server, change to the directory where the `tutorial_support_js.jsp` file is located.

The default location of this file varies by platform:

Linux: `/opt/novell/teaming/apache-tomcat-version/webapps/`
                        `ssf/WEB-INF/jsp/common/tutorial_support_js.jsp`

Windows: `c:\Program Files\Novell\Teaming\apache-tomcat-version\webapps\`
                        `ssf\WEB-INF\jsp\common\tutorial_support_js.jsp`

3 Make a backup copy of the `tutorial_support_js.jsp` file.

4 Open the `tutorial_support_js.jsp` file in a text editor.

5 Find the following line:

`function startTutorial( tutorialName )`

6 In the `url =` line, specify the base URL where you custom content is located.

7 In each of the `url +=` lines, provide the part of the URL that uniquely identifies each of your custom video tutorials.

8 Save the `tutorial_support_js.jsp` file, then exit the text editor.

9 Make a backup copy of your customized `tutorial_support_js.jsp` file.

If you do not back up the file, your changes are overwritten when you update the Teaming software. When you do update the Teaming software, your customizations must be transferred to the updated `tutorial_support_js.jsp` file.

10 Restart Teaming to put the changes into effect.

9 Developer Issues

- Section 9.1, "Multi-Reference Values in SOAP Payloads," on page 16

9.1 Multi-Reference Values in SOAP Payloads

By default, Kablink Teaming SOAP payloads do not generate multi-reference values. You can change the `server-config.wsdd` files so that multi-reference values are generated.

1 Change to the directory where a `server-config.wsdd` file is located.

A Teaming installation includes two `server-config.wsdd` files. The default locations of this file varies by platform:

Linux: `/opt/novell/teaming/apache-tomcat-version/webapps/ssf/WEB-INF`
`/opt/novell/teaming/apache-tomcat-version/webapps/ssr/WEB-INF`

Windows: `c:\Program Files\Novell\Teaming\apache-tomcat-version\webapps\`
`ssf\WEB-INF`
`c:\Program Files\Novell\Teaming\apache-tomcat-version\webapps\`
`ssr\WEB-INF`

2 In the following line:

`<parameter name="sendMultiRefs" value="false"/>`

change `false` to `true`.

3 Save the `server-config.wsdd` file, then exit the text editor.

4 Create a backup copy of the modified `server-config.wsdd` file.

If you update the Teaming software, the `server-config.wsdd` file is overwritten by the Teaming Installation program. You must either restore the updated file after the update or repeat the modification.

5 Repeat the procedure for the second `server-config.wsdd` file in the Teaming software.

10 Localization Issues

10.1 Extended Characters Not Allowed in Simple URLs

On the Configure Default Settings page of your workspace, the *Define URL* field does not accept extended characters. Use only alphabetic characters and numbers in simple URLs.

10.2 Extended and Double-Byte Characters in Attachment Filenames

If Outlook* users send postings to the Kablink Teaming site and if the messages have attachments with extended or double-byte characters in the filenames, the attachment does not arrive on the Teaming site unless the Exchange server is properly configured. To configure the Exchange server

to pass the filenames correctly, follow the instructions in *Foreign Characters Appear as Question Marks When Sent from OWA* (http://www.windowsnetworking.com/kbase/WindowsTips/Windows2000/AdminTips/Exchange/ForeigncharactersappearasquestionmarkswhensentfromOWA.html).

10.3 Chinese Characters in Activity Logs

When a `report.csv` file for an activity report is opened in Microsoft Excel*, Chinese characters do not display correctly, even though the `report.csv` file has been created correctly by default, because Excel always reads the file using the ISO Latin character set.

One workaround is to use the OpenOffice.org Calc spreadsheet program instead of Excel. It displays Chinese characters correctly.

As a workaround in Excel:

1 Import the `report.csv` file into Excel by using *Data > Import External Data > Import Data*.
2 Select the `report.csv` file, then click *Open*.
3 Select *Delimited*, select *UTF-8*, then click *Next*.
4 Select *Comma* as the delimiter, click *Next*, then click *Finish*.

Excel should now display the Chinese characters correctly.

10.4 Chinese Text in the HTML Editor Interface

The HTML editor included with Kablink Teaming is the open source TinyMCE JavaScript WYSIWYG Editor (http://tinymce.moxiecode.com). Its interface has been translated into Simplified Chinese, but not into Traditional Chinese. Therefore, if you set your Teaming locale to Traditional Chinese, the TinyMCE editor still displays its interface in Simplified Chinese. However, TinyMCE still accepts and properly displays Traditional Chinese input in the text fields.

10.5 Internet Explorer 6 Limitation with International Characters in Filenames

In Internet Explorer 6, if you upload a file whose filename includes international characters into a File folder, and if you edit that file and create a new version, the link to the original version of the file no longer works, because Internet Explorer 6 double-encoded the filename. To resolve this issue, update to Internet Explorer 7.

11 Security Issue

To ensure that your Kablink Teaming site is adequately secure, keep your system updated with all patches and security fixes.

12 Teaming 2.1 Bug Fixes

For a list of the bugs that have been fixed since Kablink Teaming 2.0.1, see the Kablink Teaming 2.1 Bug List (http://www.novell.com/documentation/kablinkteaming21/teaming21_fixes/data/teaming21_fixes.html). You can look up the bug numbers in Bugzilla (https://bugzilla.novell.com) for more information about each bug.

13 Teaming Documentation

The following sources provide information about Kablink Teaming 2.1:

◆ Online product documentation: Kablink Teaming 2.1 Documentation Web site (http://www.novell.com/documentation/kablinkteaming21)

◆ Product documentation included within Kablink Teaming:

   ◆ **Video Tutorials:** Click any of the five Video Tutorial icons on the Teaming Home page to view explanations and demonstrations of common Teaming tasks. (The Video Tutorials are available in English only.)

   ◆ **Help System:** Click the *Help* icon (question mark) in the upper right corner of the Teaming Home page, then click a yellow Help spot for context-sensitive help.

   ◆ **Guides:** Click the *Help* icon, then click *View Manuals*.

14 Documentation Conventions

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

A trademark symbol ($^{®}$, ™, etc.) denotes a Novell trademark; an asterisk (*) denotes a third-party trademark

15 Open Source Code

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