Novell

GroupWise®

Quick Start

Novell GroupWise 7 is a cross-platform, corporate e-mail system that provides secure messaging, calendaring, scheduling, and instant messaging. GroupWise also includes task management, contact management, document management, and other productivity tools. Your GroupWise system can run on NetWare®, Linux*, Windows*, or any combination of these operating systems. GroupWise users can access their mailboxes from desktops running Linux, Windows, or Macintosh*; in a Web browser anywhere an Internet connection is available; and even on mobile devices.

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

LOCATING GROUPWISE DOCUMENTATION

The following GroupWise documentation is available on the *GroupWise 7 Administrator* CDs:

Novell.

Documentation	Location
GroupWise Pointer Readme	`\docs\us\readmeus.html`
GroupWise Quick Start	`\docs\us\GroupWiseQuickStart.pdf`
GroupWise Installation Guide	`\docs\us\GroupWiseInstallationGuide.pdf`

The following additional GroupWise documentation is available on the GroupWise 7 Documentation Web site (http://www.novell.com/documentation/gw7):

Guide	Contents
GroupWise Product Readme	Basic installation instructions and known issues for all GroupWise components
Administration Guide	Creation and management of GroupWise domains, post offices, users, and all other GroupWise objects; configuration and optimization of all GroupWise agents; rollout strategies for the GroupWise client
Multi-System Administration Guide	How to connect your GroupWise system to other GroupWise systems; how to merge GroupWise systems
Interoperability Guide	How to use GroupWise in the context of other products, including Novell products and third-party products
Troubleshooting Guides	Error messages, troubleshooting strategies, message flow diagrams, and directory structure diagrams
Windows Client User Guide	Complete instructions for using the GroupWise Windows client; also available in the Windows client by clicking *Help > User Guide*; additional assistance available by clicking *Help > Interactive Tutorial*
Cross-Platform Client User Guide	Complete instructions for using the GroupWise Cross-Platform client; also available in the Cross-Platform client by clicking *Help > User Guide*
WebAccess Client User Guide	Complete instructions for using the GroupWise WebAccess client; also available in the WebAccess client by clicking *Help > User Guide*

INSTALLING A BASIC GROUPWISE SYSTEM

A basic GroupWise system consists of a domain and a post office, a document library, and users. The Post Office Agent (POA) delivers messages between users' mailboxes in each post office, and

the Message Transfer Agent (MTA) routes messages between post offices and domains in a full GroupWise system.

GroupWise System Requirements

- ❑ 32-bit/x86 processor or 64-bit/x86 processor in 32-bit mode

- ❑ Any of the following server operating systems, *plus the latest Support Pack*:

  - ◆ Novell Open Enterprise Server 1 or Open Enterprise Server 2 (NetWare or Linux version)

  - ◆ NetWare 5.1, NetWare 6, or NetWare 6.5

  - ◆ SUSE® Linux Enterprise Server 9 or SUSE Linux Enterprise Server 10

  - ◆ Windows Server 2000, Windows Server 2003, or Windows 2003 R2

- ❑ eDirectoryTM 8.7 or later, *plus the latest Support Pack*

- ❑ ConsoleOne® 1.3.6 or later

  ConsoleOne on Linux requires Java Virtual Machine (JVM*) 1.4.2, plus the X Window System*, version X11R6 or later.

- ❑ Windows 2000/XP/2003/2003 R2 and the Novell ClientTM on any administrator machine where you run ConsoleOne or the GroupWise Installation program

  If necessary, you can download the Novell Client from the Novell Product Downloads site (http://download.novell.com).

Basic GroupWise System Installation

1 Start the GroupWise Installation program:

   At a Windows workstation (or a Windows server that meets the agent requirements if you are installing the agents on Windows), run `setup.exe` at the root of the *GroupWise 7 Administrator for NetWare/Windows* CD.
   or
   At a Linux server that meets the agent requirements, run `install` at the root of the *GroupWise 7 Administrator for Linux* CD.

2 Click *Create or Update a GroupWise System* to start the Installation Advisor.

3 Follow the on-screen instructions of the Installation Advisor to extend the eDirectory schema for GroupWise objects, install the GroupWise Administrator snap-ins to ConsoleOne, and set up your GroupWise software distribution directory.

4 Follow the on-screen instructions of the Setup Advisor to create your first domain and post office, and add users.

5 Follow the on-screen instructions of the Agent Installation program to install the MTA and the POA for the new domain and post office.

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

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

ACCESSING YOUR GROUPWISE MAILBOX

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

GroupWise Windows Client Workstation Requirements

❑ Any of the following Windows versions, *plus the latest Service Pack for your version of Windows*:

- ◆ Windows 2000 on a 200 MHz or higher workstation with at least 128 MB of RAM

- ◆ Windows XP Professional on a 300 MHz or higher workstation with at least 128 MB of RAM

- ◆ Windows 2003 on a 350 MHz or higher workstation with at least 256 MB of RAM

- ◆ Windows 2003 R2 on a 350 MHz or higher workstation with at least 256 MB of RAM

- ◆ Windows Vista* on a 1 GHz or higher workstation with at least 1 GB of RAM

❑ 200 MB of free disk space to install the Windows client

GroupWise Windows Client Installation

1 At a Windows workstation that meets the client requirements, insert the *GroupWise 7 Client for Windows* CD.

The Client Setup program should start automatically. If it does not, run setup.exe at the root of the CD.

2 Follow the on-screen instructions to install the Windows client software on your workstation.

The Setup program can start the GroupWise Windows client for you immediately. In addition, the installation process adds a GroupWise Windows client icon to your desktop.

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

GroupWise Cross-Platform Client Workstation Requirements on Linux

❑ Any of the following desktop operating systems, *plus the latest Support Pack*:

◆ Novell Linux Desktop, plus the KDE desktop or the GNOME desktop

◆ SUSE Linux Enterprise Desktop 10, plus the KDE desktop or the GNOME desktop

◆ Red Hat* Desktop 4 or Red Hat Enterprise Linux WS 4, plus the GNOME desktop

❑ Java Virtual Machine (JVM) 1.5 or later

❑ 200 MB of free disk space to install the Cross-Platform client

GroupWise Cross-Platform Client Installation on Linux

1 At a Linux workstation that meets the Cross-Platform client requirements for Linux, open a new terminal window, then become `root` by entering `su` and the `root` password.

2 Insert the *GroupWise 7 Client for Linux and Macintosh* CD.

The client Setup program should start automatically. If it does not, run `install` at the root of the CD. The installation process adds a GroupWise Cross-Platform client icon to your desktop.

3 On your Linux desktop, click the GroupWise Cross-Platform client icon to start the Cross-Platform client.

GroupWise Cross-Platform Client Workstation Requirements on Macintosh

❑ Mac OS 10.3 (Panther), Mac OS 10.4 (Tiger), or Mac OS X for Intel, *plus the latest Support Pack*

❑ Java Virtual Machine (JVM) 1.4.2 or later

❑ 75 MB of free disk space to install the Cross-Platform client

GroupWise Cross-Platform Client Installation on Macintosh

1 At a Macintosh workstation, browse to the `GroupWise.dmg` file on the *GroupWise 7 Client for Linux and Macintosh CD*.

2 Double-click the `GroupWise.dmg` file to install the Cross-Platform client software on your Macintosh workstation.

The installation process adds a GroupWise Cross-Platform client icon to your desktop.

3 Double-click the GroupWise Cross-Platform client icon to start the Cross-Platform client.

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

CONNECTING YOUR GROUPWISE SYSTEM TO THE INTERNET

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

GroupWise Internet Agent System Requirements

❑ Any server operating system listed in "GroupWise System Requirements" on page 3

❑ Internet connectivity, including an Internet Service Provider (ISP) or in-house DNS address resolution

GroupWise Internet Agent Installation

1 Start the GroupWise Installation program, as described in "Basic GroupWise System Installation" on page 3.

2 Click *Install Products > Install GroupWise Internet Agent*.

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

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

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

ACCESSING YOUR GROUPWISE MAILBOX FROM YOUR WEB BROWSER OR MOBILE DEVICE

GroupWise WebAccess enables GroupWise users to access their GroupWise mailboxes through Web browsers, WAP-enabled cellular phones, Windows CE devices, and various other mobile devices. The WebAccess Agent communicates with other GroupWise agents to obtain information from GroupWise mailboxes. The WebAccess Application integrates into your Web server so that GroupWise mailbox information can be displayed in your Web browser or mobile device. The GroupWise Mobile Server enables users to synchronize many types of mobile devices with their GroupWise mailboxes.

GroupWise WebAccess System Requirements

❑ Any server operating system listed in "GroupWise System Requirements" on page 3

❑ A supported Web server:

- ◆ NetWare 6: Netscape Enterprise Server* for NetWare; Apache 1.3 plus Tomcat 3.3 plus the Jakarta Connector

- ◆ NetWare 6.5: Apache 2 plus Tomcat 4 plus the Jakarta Connector

- ◆ Linux: Apache 2.2 plus Tomcat 5 plus the ModProxy Module

- ◆ Windows Server 2000/2003/2003 R2: Microsoft Internet Information Server (IIS) 5 or later plus Tomcat 5.5 plus the Jakarta Connector

- ◆ UNIX*: Apache 2 plus a compatible servlet engine and connector

❑ Any of the following Web browsers:

- ◆ Linux: Mozilla Firefox*

- ◆ Windows: Microsoft Internet Explorer 6.0 or later; Mozilla Firefox

- ◆ Macintosh: The latest version of Safari* for your Mac OS (10.3 or 10.4); Mozilla Firefox

- ◆ UNIX: Mozilla Firefox

❑ Any of the following mobile devices:

- ◆ Any mobile device that supports the Wireless Access Protocol (WAP) and has a microbrowser that uses Handheld Device Markup Language (HDML) 3.0 or later, or Wireless Markup Language (WML) 1.1 or later

- ◆ Pocket PC with Windows 2000/2002/2003

GroupWise WebAccess Installation

1 Start the GroupWise Installation program, as described in "Basic GroupWise System Installation" on page 3.

2 Click *Install Products > Install GroupWise WebAccess*.

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

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

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

```
http://web_server_address/gw/webacc
```

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

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

GroupWise Mobile Server Installation

Using GroupWise Mobile Server, you can synchronize Personal Information Manager (PIM) and e-mail data from GroupWise to Windows* CE, Windows Mobile*-based Smartphones, Symbian* OS, Palm OS* devices, and SyncML* devices. For installation instructions, see the *GroupWise Mobile Server 1 Installation Guide*.

COMMUNICATING IN REAL TIME WITH OTHER GROUPWISE USERS

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

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

MONITORING YOUR GROUPWISE SYSTEM

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

GroupWise Monitor System Requirements

❑ Any server operating system listed in "GroupWise System Requirements" on page 3

    However, the Monitor Agent is not available on NetWare.

❑ Any Web server listed in "GroupWise WebAccess System Requirements" on page 6

❑ Any Web browser listed in "GroupWise WebAccess System Requirements" on page 6

❑ Any mobile device listed in "GroupWise WebAccess System Requirements" on page 6

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

GroupWise Monitor Installation

1 Start the GroupWise Installation program, as described in "Basic GroupWise System Installation" on page 3.

2 Click *Install Products > Install GroupWise Monitor*.

3 Follow the on-screen instructions to install the Monitor Agent to the local Linux or Windows server and to install the Monitor Application to the Web server of your choice.

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

4 To display the Monitor Web console in your Web browser or mobile device, use one of the following URLs:

NetWare or Windows Web Server:	`http://`*`web_server_address`*`/gw/gwmonitor`
Linux Web Server:	`http://`*`web_server_address`*`/gwmon/gwmonitor`

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

The Monitor Web console, which interacts with your Web server, enables you to monitor agents from outside your firewall.

5 To display the more full-featured Monitor Agent Web console in your Web browser or mobile device, use the following URL:

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

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

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

CLUSTERING YOUR GROUPWISE SYSTEM

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

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

CONNECTING YOUR GROUPWISE SYSTEM TO OTHER E-MAIL SYSTEMS

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

For more information, see the GroupWise Gateways Documentation Web site (http://www.novell.com/documentation/gwgateways).

UPDATING YOUR GROUPWISE SYSTEM WITH SUPPORT PACKS

Updates to your GroupWise software are provided in Novell Consolidated Support Packs.

1 Follow the installation instructions in the Readme that accompanies each GroupWise Support Pack, keeping in mind the following important guidelines:

   ◆ Always update your primary domain first.

   ◆ When updating any domain, always start the MTA first (before any POAs) so that the domain database is fully updated.

   ◆ Only after updating a domain and starting the MTA for it should you start the updated POAs for the post offices that belong to the updated domain.

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