

# Novell GroupWise® Gateway for Lotus® Notes®

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September 8, 2006

INSTALLATION AND ADMINISTRATION  
GUIDE

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GroupWise 7 Gateway for Lotus Notes Installation and Administration Guide

[August 25, 2006](#)

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# About This Guide

This Novell® *GroupWise® 7 Gateway for Lotus Notes Installation and Administration Guide* explains how to install, configure, and run the GroupWise 7 Gateway for Lotus Notes. The guide is divided into the following sections:

- Chapter 1, “What Is the GroupWise Gateway for Lotus Notes?,” on page 11
- Chapter 2, “Notes Gateway System Requirements,” on page 13
- Chapter 3, “Installing the Notes Gateway,” on page 15
- Chapter 4, “Configuring the Notes Side of the Notes Gateway,” on page 25
- Chapter 5, “Configuring the GroupWise Side of the Notes Gateway,” on page 35
- Chapter 6, “Running the Notes Gateway,” on page 39
- Chapter 7, “Configuring the Notes Gateway,” on page 45
- Chapter 8, “Monitoring the Notes Gateway,” on page 67
- Chapter 9, “Optimizing the Notes Gateway,” on page 81
- Chapter 10, “Using Notes Gateway Startup Switches,” on page 85
- Appendix A, “Notes Gateway Error Messages,” on page 93
- Appendix B, “Notes Gateway Directory Structure,” on page 101

## Additional Documentation

For additional GroupWise 7 documentation, see the following guides at the [GroupWise 7 Documentation Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7):

- ◆ *Installation Guide*
- ◆ *Administration Guide*
- ◆ *Multi-System Administration Guide*
- ◆ *Interoperability Guide*
- ◆ *Troubleshooting Guides*

For additional GroupWise 6.5 documentation, see the following guides at the [GroupWise 6.5 Documentation Web site \(http://www.novell.com/documentation/gw65\)](http://www.novell.com/documentation/gw65):

- ◆ *Installation Guide*
- ◆ *Administration Guide*
- ◆ *Multi-System Administration Guide*
- ◆ *Interoperability Guide*
- ◆ *Troubleshooting Guides*

## **Documentation Updates**

For the most recent version of the *GroupWise 7 Gateway for Lotus Notes Installation and Administration Guide*, visit the [GroupWise Gateways Documentation Web site \(http://www.novell.com/documentation/gwgateways\)](http://www.novell.com/documentation/gwgateways).

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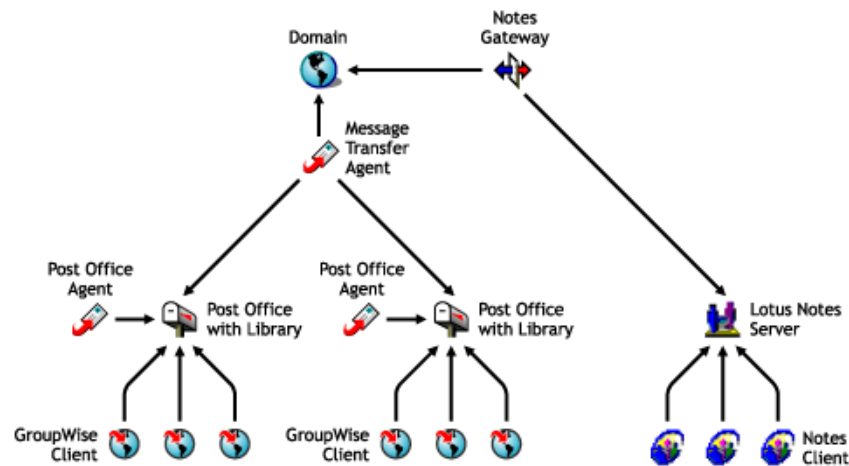
## **User Comments**

We want to hear your comments and suggestions about this manual and the other documentation included with GroupWise. Please use the User Comment feature at the bottom of each page of the GroupWise online documentation.

# 1

## What Is the GroupWise Gateway for Lotus Notes?

The GroupWise® 7 Gateway for Lotus Notes connects a GroupWise system and a Notes system by creating a link between a GroupWise domain and a Notes domain, as shown in the following diagram.



The GroupWise 7 version of the Notes Gateway provides the following capabilities:

- ◆ Message exchange between users of GroupWise 6.5 and 7.x, and users of Lotus Notes 6.x and 7.x.
- ◆ Directory exchange, so that GroupWise users can be imported into the Notes Address Book and Notes users can be imported into the GroupWise Address Book. This enables users to select recipients from either system in their respective, familiar Address Books.
- ◆ Directory synchronization, so that when users are added or removed, or user information is modified, the changes are automatically replicated between the GroupWise and Notes systems. This keeps the GroupWise and Notes Address Books up-to-date for all users.

## What's New in This Release

The following enhancements have been added since the previous major release of the Notes Gateway:

- ◆ Compatibility with a GroupWise 7.x system and the accompanying ConsoleOne® snap-ins
- ◆ Availability of TCP/IP links between the Notes Gateway and the MTA
- ◆ Support for Windows 2003 Server and Lotus Notes 7.0

- ◆ New independent directory synchronization thread so that heavy directory synchronization loads do not impede message delivery

# 2

## Notes Gateway System Requirements

The Windows\* server on which you run the GroupWise® 7 Gateway for Lotus Notes must meet the following system requirements.

Hardware/Software	Minimum Requirements	Recommended Requirements
Computer	Pentium*	Pentium or better
Windows Server 2000	Updated with Service Pack 2	Updated with Service Pack 3 or later
Windows Server 2003	Updated with Service Pack 1	Updated with Service Pack 1 or later
Novell® Client™	Any version	Latest version
ConsoleOne®	1.3.6	Latest version
Available Disk Space	20 MB	40 MB
Available Memory	16 MB	32 MB or more
Lotus Notes/Domino* Server	6.0	6.0 or later
Lotus Notes Client	6.0	6.0 or later

**IMPORTANT:** For best results, use the same version for both client and server.

The Windows server where you install the Notes Gateway must meet the following additional requirements:

- ◆ The Lotus Notes client must be installed on the Notes Gateway server.
- ◆ The Notes Gateway server must have network access to the server where the GroupWise domain directory is located.
- ◆ The Notes Gateway server must have network access to the Lotus Notes/Domino server.

Ideally, you should not install the Notes Gateway on the Notes/Domino server. Although the Notes Gateway can work on the same server with some versions of Notes, directory synchronization and exchange do not work on the same server with other versions of Notes. However, the Notes Gateway can still exchange messages between the two systems. If you do not want to enable directory synchronization and exchange, you can safely run the Notes Gateway on the Notes/Domino server.

The GroupWise 7 Gateway for Lotus Notes can connect your Notes system to GroupWise 6.5 and GroupWise 7.x systems.

# 3

## Installing the Notes Gateway

Before you install the GroupWise® 7 Gateway for Lotus Notes, both the GroupWise system and the Notes system should be running smoothly. Then complete the following tasks to connect the two systems through the Notes Gateway:

- ◆ “Planning the Notes Gateway Installation” on page 15
- ◆ “Meeting Installation Prerequisites” on page 19
- ◆ “Installing the Notes Gateway Software” on page 20
- ◆ “Installing the Notes Gateway Administrator Snap-In to ConsoleOne” on page 21
- ◆ “Notes Gateway Installation Worksheet” on page 23

### Planning the Notes Gateway Installation

Before installing the Notes Gateway, you should complete the planning tasks listed below. The planning tasks provide concepts and information you will need as you install and set up the Notes Gateway. You can use the “Notes Gateway Installation Worksheet” on page 23 to record your installation and setup information.

- ◆ “Deciding Where to Install the Notes Gateway” on page 15
- ◆ “Determining Where to Install the Notes Gateway Administrator Snap-In to ConsoleOne” on page 16
- ◆ “Gathering GroupWise System Information” on page 16
- ◆ “Choosing a Gateway Name” on page 16
- ◆ “Deciding between Windows Application and Windows Service” on page 17
- ◆ “Deciding How to Monitor the Notes Gateway” on page 17
- ◆ “Determining Gateway Links between Systems” on page 18

### Deciding Where to Install the Notes Gateway

In order for directory exchange and synchronization to work, you should install the Notes Gateway on a server other than the Notes/Domino server. Although the Notes Gateway can work on the same server with some versions of Notes, it does not work on the same server with other versions of Notes. To ensure full functionality of the Notes Gateway with whatever version of Notes you have installed, plan to install the Notes Gateway on a server other than the Notes/Domino server.

---

#### NOTES GATEWAY INSTALLATION WORKSHEET

---

Under **Item 1: Notes Gateway Location**, mark whether you will install the Notes Gateway on the Notes/Domino server or another server.

---

**IMPORTANT:** The instructions in this guide focus on the configuration where the Notes Gateway is installed on a server other than the Notes/Domino server.

## Determining Where to Install the Notes Gateway Administrator Snap-In to ConsoleOne

Notes Gateway administration is performed through ConsoleOne<sup>®</sup>, version 1.3.6 or later. When you install the Notes Gateway, the Gateway Administrator snap-in files are copied to a ConsoleOne location that you specify. The Gateway Administrator snap-in files extend the functionality of ConsoleOne to let you administer the Notes Gateway.

You should install the Gateway Administrator snap-in files wherever the GroupWise Administrator snap-in files are already installed. Different Gateway Administrator files are installed depending on whether you are using the GroupWise 6.5 or 7.x version of the GroupWise Administrator snap-ins. You can check the GroupWise Administrator snap-in version in ConsoleOne. Click Help > About Snap-Ins > GroupWise Administration.

---

### NOTES GATEWAY INSTALLATION WORKSHEET

---

Under **Item 9: ConsoleOne Path**, specify the path for the ConsoleOne location you want to use to administer the Notes Gateway and specify the version of the GroupWise Administrator snap-ins that are already in use.

---

You can install the Gateway Administrator snap-in files to additional locations after you have installed the gateway, as described in [“Installing the Notes Gateway Administrator Snap-In to ConsoleOne” on page 21](#).

## Gathering GroupWise System Information

The Notes Gateway needs to access the GroupWise domain where you want to link the gateway into your GroupWise system. You might want to create a new domain specifically for the Notes Gateway. This keeps Notes Gateway activity separate from domains where post offices are located.

---

### NOTES GATEWAY INSTALLATION WORKSHEET

---

Under **Item 3: eDirectory Information**, list the Novell<sup>®</sup> eDirectory<sup>™</sup> tree and context where the Domain object is located.

Under **Item 4: Domain Information**, list the domain name and domain directory. If you want to use a separate domain for the Notes Gateway, create the new domain now. For instructions, see [“Creating a New Domain”](#) in [“Domains”](#) in the [“GroupWise 7 Administration Guide”](#).

---

## Choosing a Gateway Name

When you install the Notes Gateway, a Gateway object is created in the domain where you install the gateway. The default gateway name is Notes.

---

### NOTES GATEWAY INSTALLATION WORKSHEET

---

Under **Item 5: Gateway Name**, specify the name you want to use for the Notes Gateway object.

---



When you install the Notes Gateway, a subdirectory for the gateway software and queues is created under the domain directory. By default, the directory name is the same as the object name. If you use the default object name of Notes, the gateway subdirectory will be *domain\wpgate\notes*.

## Deciding between Windows Application and Windows Service

You can install the Notes Gateway as a Windows application or a Windows service.

When you install the Notes Gateway as an application, it can be manually started by a user or it can be added to a user's Startup folder so that it starts automatically when the user logs in to the Windows server. When running as an application, the Notes Gateway displays a server console on the Windows server where you can monitor and control the gateway.

When you install the Notes Gateway as a service, it can be configured to start automatically when the server starts and must run under a specific Windows user account that has rights to run services. By default, when running as a service, the Notes Gateway does not display a user interface on the Windows server. However, it can still be monitored from its Web console, as described in [“Using the Notes Gateway Web Console” on page 70](#).

---

### NOTES GATEWAY INSTALLATION WORKSHEET

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Under [Item 7: Gateway Installation Method](#), mark whether you want to install and run the Notes Gateway as an application or service. If you want to install it as a service, provide a username and password of the Windows account that will own the service.

If the user account does not yet exist, create the user account now and give the account rights to run services.

---

If you want to run the Notes Gateway as a service and if the domain it belongs to is on a NetWare<sup>®</sup> server, you must create an eDirectory account with a username and password that match the Windows user account. The eDirectory user must have Read, Write, Compare, Edit, Modify, and File Scan rights to the *domain\wpgate\notes* directory.

---

### NOTES GATEWAY INSTALLATION WORKSHEET

---

Under [Item 2: Domain Server Type](#), mark whether the domain is located on a NetWare server or a Windows server.

If it is located on a NetWare server, create the eDirectory account now, using the same username and password as the Windows account, and give the eDirectory account Read, Write, Compare, Edit, Modify, and File Scan rights to the *domain\wpgate\notes* directory.

---

## Deciding How to Monitor the Notes Gateway

If you install the Notes Gateway as a Windows application, the Notes Gateway server console is displayed on the Windows server where the Notes Gateway is running, which allows you to monitor the Notes Gateway from that location. If you install the Notes Gateway as a Windows service, the Notes Gateway server console is not displayed, so you must plan some other way to monitor it.

- ◆ [“Using the Notes Gateway Web Console” on page 18](#)
- ◆ [“Using an SNMP Monitoring Program” on page 18](#)

## Using the Notes Gateway Web Console

You can also monitor the Notes Gateway from its Web console. The Notes Gateway Web console enables you to monitor and control the Notes Gateway from any location where you have access to a Web browser and the Internet. This provides substantially more flexible access than the Notes Gateway server console or an SNMP monitoring program.

---

### NOTES GATEWAY INSTALLATION WORKSHEET

---

Under **Item 6: Monitoring Options**, mark Notes Gateway Web console. After installing the Notes Gateway, follow the instructions in **“Using the Notes Gateway Web Console” on page 70** to set up the Notes Gateway Web console.

---

## Using an SNMP Monitoring Program

If desired, you can monitor the Notes Gateway from the Management and Monitoring component of Novell ZENworks® or any other SNMP management and monitoring program. When properly configured, the Notes Gateway sends SNMP traps to network management consoles for display along with other SNMP monitored programs.

---

### NOTES GATEWAY INSTALLATION WORKSHEET

---

Under **Item 8: Enable SNMP?**, mark whether you want to configure the Notes Gateway for SNMP.

---

You must enable SNMP during gateway installation. You cannot add this functionality after installation. In order for the option to be offered during installation, the Windows server where you install the gateway must have the SNMP service installed.

The SNMP service is usually not included during the initial Windows operating system installation. To add or configure the SNMP service on the server where you will install and run the Notes Gateway, you must be logged in as a member of the Administrator group.

To add the SNMP service to a Windows 2000/2003 server:

- 1** From the Control Panel, double-click Add/Remove Programs.
- 2** Click Add/Remove Windows Components.
- 3** Select Management and Monitoring Tools.
- 4** Click Details, then select Simple Network Management Protocol.

## Determining Gateway Links between Systems

In order for the Notes Gateway to perform directory synchronization and exchange in addition to message exchange, you must set up a representation of the Notes system in your GroupWise system and a representation of your GroupWise system in your Notes system.

In GroupWise, non-GroupWise systems are represented by non-GroupWise domains.

---

### NOTES GATEWAY INSTALLATION WORKSHEET

---

Under **Item 12: Non-GroupWise Domain for Notes System in GroupWise**, specify the name you want to use in GroupWise to represent the Notes system. This non-GroupWise domain will be created automatically the first time you start the Notes Gateway.

---

In Notes, non-Notes systems are represented by foreign domains.

---

## NOTES GATEWAY INSTALLATION WORKSHEET

---

Under **Item 10: Foreign Domain for GroupWise System in Notes**, specify the name you want to use in Notes to represent the GroupWise system.

Under **Item 11: Notes/Domino Server Access Information**, specify the information that the Notes Gateway will need in order to access the Notes system:

- ◆ **Notes/Domino Server:** Specify the fully qualified name of the Notes/Domino server (*hostname/notes\_domain*) that will route messages through the Notes gateway.
- ◆ **Notes Administrator:** Specify the name of a Notes user that has Manager rights to the Notes public Address Book and other Notes databases.
- ◆ **Administrator Password:** Specify (or know) the password for the Notes/Domino Administrator program.
- ◆ **Certifier Server:** Specify the fully qualified name of the Notes/Domino server (*hostname/notes\_domain* where new Notes users are registered).
- ◆ **Certifier Password:** Specify (or know) the password required to create new Notes users.
- ◆ **User for the Notes Gateway:** Specify a user that the Notes Gateway can use to log into the Notes/Domino server and access the Notes public Address Book. Notes users need a first name, middle initial, and last name. If you do not want to use the account of a regular Notes user, you could create a user named "Gateway 4 Notes" or "Gateway 2 GroupWise."

If the user you want the Notes Gateway to log in as does not yet exist, create that user in your Notes system before you install the Notes Gateway.

- ◆ **User Password:** Choose a password for the Notes Gateway user account.
- ◆ **Notes Gateway Mail File:** Specify the name of the mail file used for communication between the Notes system and the GroupWise system, for example, `notesgateway`. The file will be created when you start the Notes Gateway and will have a `.nsf` extension appended to it (for example, `notesgateway.nsf`).

---

## Meeting Installation Prerequisites

After you have gathered the information that the Notes Gateway Installation program will request and have planned the information you will need to configure the Notes Gateway after installation, make sure that the Windows server where you will install the Notes Gateway (**worksheet item 1**) meets the system requirements listed in **Chapter 2, "Notes Gateway System Requirements," on page 13**.

- 1** Make sure that the Novell Client™ is installed.

The Installation program creates a Gateway object in eDirectory. The Novell Client is required to access eDirectory. If necessary, you can download the Novell Client from the [Novell Product Downloads site \(http://download.novell.com/filedist/pages/PublicSearch.jsp\)](http://download.novell.com/filedist/pages/PublicSearch.jsp).

- 2** Make sure that the Notes client is installed.

The Notes Gateway uses certain Notes client capabilities to communicate with the Notes/Domino server.

- 3** Log in to the server where the domain directory resides and map a drive to the domain directory (**worksheet item 4**).

The Installation program creates domain subdirectories and copies Notes Gateway files to the subdirectories. This requires full file system rights to the domain directory.

- 4 Log in to eDirectory with Admin-equivalent rights to the eDirectory tree where the Domain object resides ([worksheet item 3](#)).

The Installation program creates a Gateway object under the Domain object.

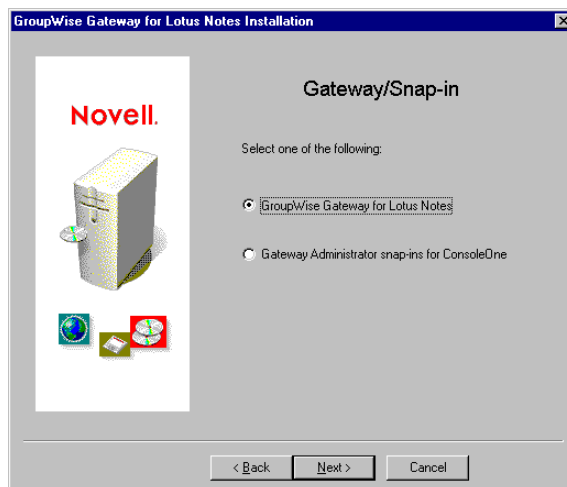
- 5 Continue with [Installing the Notes Gateway Software](#).

## Installing the Notes Gateway Software

- 1 Download the GroupWise Gateway for Lotus Notes from the [Novell Product Downloads site](http://download.novell.com/filedist/pages/PublicSearch.jsp) (<http://download.novell.com/filedist/pages/PublicSearch.jsp>) into an empty directory.
- 2 Run setupnotes700.exe to extract the Notes Gateway files into the directory.
- 3 Run install.exe to start the Notes Gateway Installation program.



- 4 Click Next to view the license agreement, then click Accept to accept the license agreement.



- 5 Select GroupWise Gateway for Lotus Notes, then click Next.

- 6 Follow the prompts, using the information from **items 2 through 9** on the “Notes Gateway Installation Worksheet” on page 23 to install the Notes Gateway

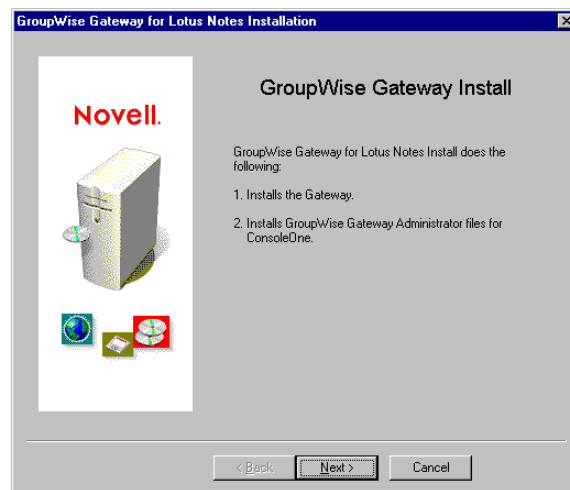
**IMPORTANT:** Do not start the Notes Gateway after installation.

- 7 Skip to “Configuring the Notes Side of the Notes Gateway” on page 25.

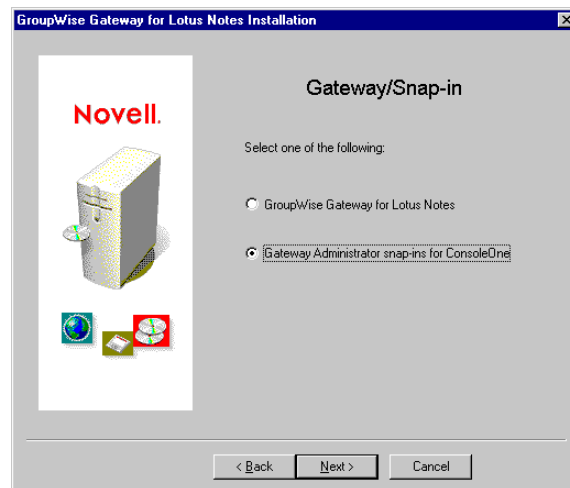
## Installing the Notes Gateway Administrator Snap-In to ConsoleOne

After you have installed the Notes Gateway, you can install the Notes Gateway Administrator snap-in to ConsoleOne to additional locations as needed.

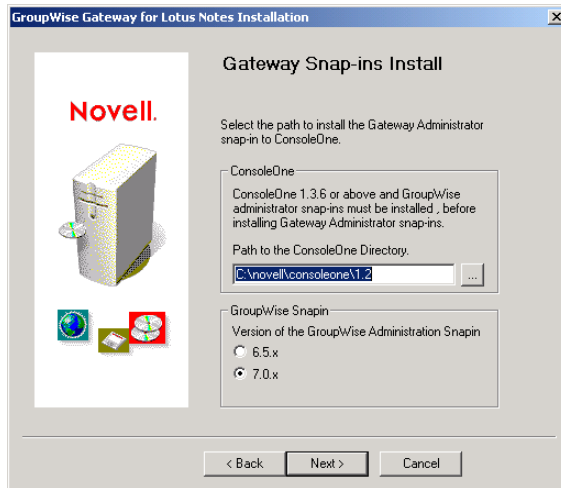
- 1 Make sure that no one is running ConsoleOne from the location where you want to install the Notes Gateway Administrator snap-in.
- 2 At the workstation where you want to install the Notes Gateway Administrator snap-in to ConsoleOne, run install.exe in the directory where you extracted the Notes Gateway files to start the Notes Gateway Installation program.



- 3 Click Next to view the license agreement, then click Accept to accept the license agreement.



- 4 Select Gateway Administrator Snap-Ins for ConsoleOne, then click Next.



- 5 Specify the path to a ConsoleOne installation where you want to install the Notes Gateway Administrator snap-in.
- 6 Select the version of the GroupWise Administrator snap-ins that are already in use for your GroupWise system.
- 7 Click Next to continue with the installation.

## Notes Gateway Installation Worksheet

Item	Explanation
1) Notes Gateway Location: <ul style="list-style-type: none"> <li>♦ Notes/Domino server</li> <li>♦ Other server (recommended)</li> </ul>	Mark where you will install the Notes Gateway. You should plan to install the Notes Gateway on a server other than the Notes/Domino server if you will enable directory exchange and synchronization. See <a href="#">“Deciding Where to Install the Notes Gateway” on page 15</a> .
2) Domain Server Type: <ul style="list-style-type: none"> <li>♦ NetWare</li> <li>♦ Windows</li> </ul>	Mark the platform of the server where the gateway’s domain is located. See <a href="#">“Gathering GroupWise System Information” on page 16</a> .
3) eDirectory Information: <ul style="list-style-type: none"> <li>♦ Tree</li> <li>♦ Domain Object Context</li> </ul>	Specify the eDirectory tree and context where the Domain object is located. The Notes Gateway object will be created in the Domain object. See <a href="#">“Gathering GroupWise System Information” on page 16</a>
4) GroupWise Domain Information: <ul style="list-style-type: none"> <li>♦ Domain Name</li> <li>♦ Domain Directory</li> </ul>	Specify the domain name and directory. The Notes Gateway will be installed in a subdirectory under the domain. See <a href="#">“Gathering GroupWise System Information” on page 16</a>
5) Gateway Information: <ul style="list-style-type: none"> <li>♦ Gateway Object Name</li> <li>♦ Gateway Directory</li> </ul>	Specify the name of the Notes Gateway object and the subdirectory in the domain where the Notes Gateway software will be installed. The default is Notes. See <a href="#">“Choosing a Gateway Name” on page 16</a>

Item	Explanation
6) Monitoring Options: <ul style="list-style-type: none"> <li>◆ Notes Gateway Web console</li> <li>◆ SNMP monitoring program</li> </ul>	Mark how you want to monitor the Notes Gateway. See <a href="#">“Deciding How to Monitor the Notes Gateway” on page 17</a> .
7) Gateway Installation Method: <ul style="list-style-type: none"> <li>◆ Application</li> <li>◆ Service</li> </ul> User: Password:	Mark whether you want to install the Notes Gateway as a Windows application or an Windows service. See <a href="#">“Deciding between Windows Application and Windows Service” on page 17</a> . If you want to install it as a service, provide a username and password of the Windows account that will own the service.
8) Enable SNMP? <ul style="list-style-type: none"> <li>◆ Yes</li> <li>◆ No</li> </ul>	Mark whether you want to enable SNMP. See <a href="#">“Deciding How to Monitor the Notes Gateway” on page 17</a> .
9) Install Gateway Administrator Snap-In to ConsoleOne? <ul style="list-style-type: none"> <li>◆ Yes</li> </ul> ConsoleOne Path: GroupWise Administrator Snap-In Version: 6.5 or 7.x <ul style="list-style-type: none"> <li>◆ No</li> </ul>	Mark whether you want to install the Notes Gateway Administrator snap-in to ConsoleOne at the same time when you install the Notes Gateway. If you do, record the path where ConsoleOne and the GroupWise Administrator snap-ins to ConsoleOne are currently installed, along with the version of the GroupWise Administrator snap-ins. See <a href="#">“Determining Where to Install the Notes Gateway Administrator Snap-In to ConsoleOne” on page 16</a> .
10) Foreign Domain Representing GroupWise System in Notes:	Specify the name you want to use in the Notes system to represent the GroupWise system. See <a href="#">“Determining Gateway Links between Systems” on page 18</a>
11) Notes/Domino Server Access Information: <ul style="list-style-type: none"> <li>◆ Notes/Domino Server</li> <li>◆ Notes Administrator</li> <li>◆ Administrator Password</li> <li>◆ Notes Certifier Server</li> <li>◆ Certifier Password</li> <li>◆ Username for Notes Gateway</li> <li>◆ Gateway User Password</li> <li>◆ Notes Gateway Mail File</li> </ul>	Specify the information you will need in order to configure the Notes system to allow the Notes Gateway to access it. See <a href="#">“Determining Gateway Links between Systems” on page 18</a> .
12) Non-GroupWise Domain Representing Notes System in GroupWise:	Specify the name you want to use in the GroupWise system to represent the Notes system. See <a href="#">“Determining Gateway Links between Systems” on page 18</a>





# 4

## Configuring the Notes Side of the Notes Gateway

After you install the Notes Gateway software but before you start the Notes Gateway for the first time, you must prepare your Notes system to link to your GroupWise® system:

- ♦ “Adding the Notes Software Directory to the Path Variable” on page 25
- ♦ “Adding the GroupWise Address Book to Notes” on page 25
- ♦ “Defining the GroupWise System As a Notes Foreign Domain” on page 26
- ♦ “Registering the Notes Gateway As a Notes User” on page 28
- ♦ “Setting Up Server and Database Access for the Notes Gateway User” on page 30
- ♦ “Starting the Notes Client on the Notes Gateway Server” on page 34

### Adding the Notes Software Directory to the Path Variable

The Notes Gateway needs to be able to locate the Notes software directory. Therefore, you must add the Notes software directory to the path variable on the server where the Gateway runs.

- 1 Right-click My Computer, then click Properties.
- 2 Click Advanced > Environment Variables.
- 3 In the User Variables for Administrator list, add the Notes software directory (typically `c:\program files\lotus\notes`) to the end of the path variable value.
- 4 Click Set, then click OK.
- 5 Continue with [Adding the GroupWise Address Book to Notes](#).

### Adding the GroupWise Address Book to Notes

The first time you start the Notes Gateway, it creates a secondary Address Book file (`wpnames.nsf`) on the Notes/Domino server. This file contains all GroupWise users listed in the GroupWise Address Book and enables Notes to resolve addresses and correctly route messages addressed to GroupWise users through the gateway.

In order for Notes to read from the `wpnames.nsf` file, you must list the `wpnames.nsf` file in the Names section of the `notes.ini` file in the `\program files\lotus\domino` directory.

- 1 From the Notes/Domino server, use a text editor to open the `notes.ini` file.
- 2 Search for the `Names=` line.

If the `notes.ini` file already has a `Names=` line, each filename that follows `Names=` represents an Address Book that Notes searches when it is verifying recipient names in mail messages. The first Address Book in the list is the public Address Book (typically `names.nsf`). Additional

Address Books are searched in the order in which they appear in this line. If there is no Names= line, then Notes searches only the Notes public Address Book (names.nsf).

- 3 If there is no Names= line in your notes.ini file, create one.

The location of the Names= line is not important; you can place the line anywhere within the notes.ini file. Use the following format:

```
Names=names,wpnames
```

- 4 If the notes.ini file already has a Names= line, add wpnames at the end of the list of Address Books.

Each filename must be separated by a comma (.). Use the following format:

```
Names=names,addrbook1,addrbook2,...,addrbookn,wpnames
```

- 5 Save the notes.ini file and exit the text editor.

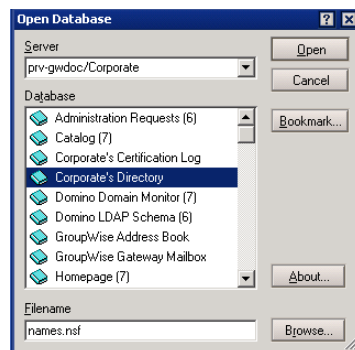
You do not need to restart the Notes/Domino server in order for this change to be put into effect.

- 6 Continue with [Defining the GroupWise System As a Notes Foreign Domain](#).

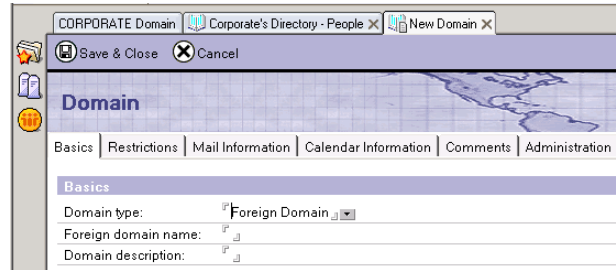
## Defining the GroupWise System As a Notes Foreign Domain

In order for messages to be routed between the Notes and GroupWise systems, you must define the GroupWise system as a foreign domain in the Notes public Address Book.

- 1 Start the Notes/Domino Administrator as a user with write access to the Notes public Address Book ([worksheet item 11](#)).
- 2 Open the public Directory for the domain of your Notes system that is going to communicate with the Notes Gateway:
  - 2a Click File > Database > Open.



- 2b In the Server field, select the Notes domain where you want to open the public Directory.
  - 2c In the Database field, select the Directory for that domain.
  - 2d Click Open.
- 3 Click Create > Server > Domain.

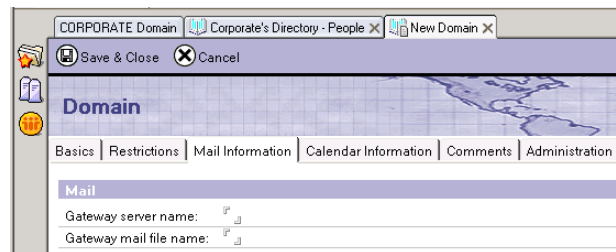


- 4 Leave Foreign as the default domain type, then fill in the following fields:

**Foreign Domain Name:** Specify a name for the GroupWise system ([worksheet item 10](#)). This name must be unique in the Notes system.

**Domain Description:** Optionally, provide descriptive details about the GroupWise domain.

- 5 Click Mail Information.

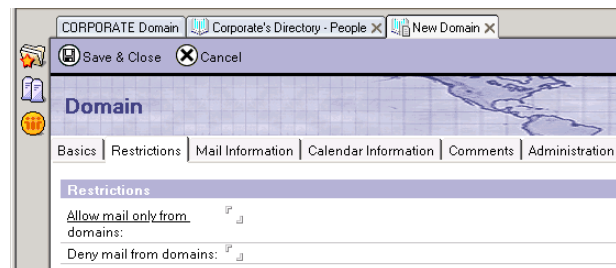


- 6 Fill in the following fields:

**Gateway Server Name:** Specify the fully qualified name of the Notes/Domino server that will route messages to the Notes Gateway ([worksheet item 11](#)).

**Gateway Mail File Name:** Specify the name of the mail file ([worksheet item 11](#)) through which communication between the Notes and GroupWise systems will occur. Do not specify an extension; the .nsf extension is automatically appended.

- 7 Click Restrictions.



- 8 As needed for your system, fill in the following fields:

**Allow Mail Only from Domains:** This is a Lotus Notes feature that does not affect the operation of the Notes Gateway. For more information, see your Lotus Notes administration documentation.

**Deny Mail from Domains:** This is a Lotus Notes feature that does not affect the operation of the Notes Gateway. For more information, see your Lotus Notes administration documentation.

- 9 Click Save and Close.
- 10 If you are not installing the Notes Gateway on the Notes/Domino server (the recommended configuration), continue with [Registering the Notes Gateway As a Notes User](#) to set up access for the gateway to the Notes/Domino server.

or

If you are installing the Notes Gateway on the Notes/Domino server (not recommended), skip to [Chapter 5, “Configuring the GroupWise Side of the Notes Gateway,” on page 35.](#)

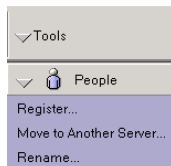
## Registering the Notes Gateway As a Notes User

Because you will run the Notes Gateway on a server other than the Notes/Domino server, you must register the gateway as a Notes user so that it can log in to the Notes/Domino server.

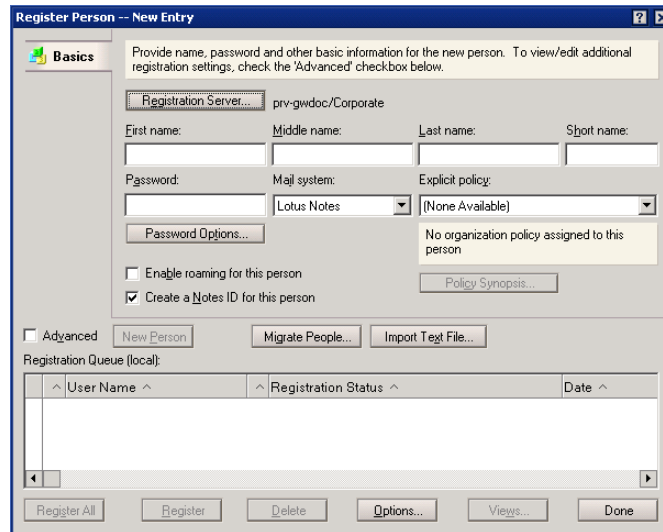
- 1 Start the Notes/Domino Administrator as a user with write access to the Notes public Directory.
- 2 On the Servers menu in the Notes/Domino Administrator, select the Notes/Domino server where you will register the Notes Gateway as a Notes user that is allowed to log in to the server.



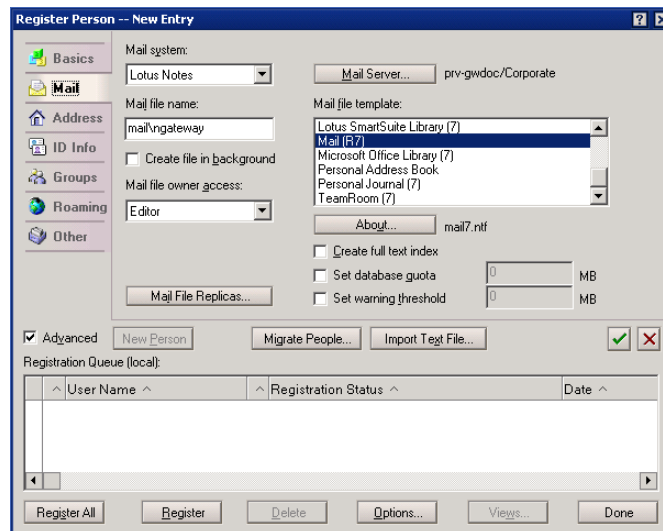
- 3 On the Tools menu of the People & Groups tab, click People.



- 4 Click Register.
- 5 Specify the Notes certifier password, then click OK.



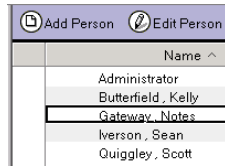
- 6 Click Registration Server, select the Notes certifier server (worksheet item 11), then click OK to return to the Register Person dialog box.
- 7 Fill in the First Name, Middle Initial, Last Name, and Password fields (worksheet item 11).
- 8 Select Advanced, then click Mail.



- 9 Click Mail Server, select the Notes/Domino server that the Notes Gateway will communicate with (worksheet item 11), then click OK.

The Notes Gateway user's Mail Server must be the same Notes/Domino server that you specified in the Gateway Server field when defining the GroupWise system as a Notes foreign domain in ["Defining the GroupWise System As a Notes Foreign Domain" on page 26](#).

- 10 Click Register to save the information and add the Notes Gateway user to the Directory.
- 11 Click Done and observe that the Notes Gateway user has been added to the list.



**12**

**13** Double-click the Notes Gateway user to display the user's information.



**14** Right-click the userid file at the bottom of the page, then click Save.

**15** Save the file wherever you typically save ID files for your Notes system.

**16** Continue with [Setting Up Server and Database Access for the Notes Gateway User](#).

## Setting Up Server and Database Access for the Notes Gateway User

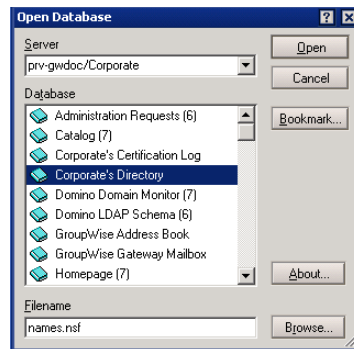
Because you will run the Notes Gateway on a server other than the Notes/Domino server, the user you just created in [“Registering the Notes Gateway As a Notes User”](#) on page 28 needs appropriate access to the Notes/Domino server and Notes databases.

- ◆ [“Providing Access to the Notes/Domino Server”](#) on page 30
- ◆ [“Providing Access to Notes Databases”](#) on page 33

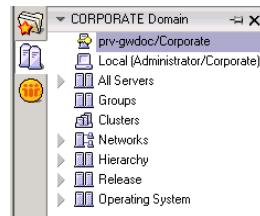
### Providing Access to the Notes/Domino Server

When you start the Notes Gateway for the first time, it creates a Notes secondary Address Book ([wpnames.nsf](#)) on the Notes/Domino server that contains the addressing information from the GroupWise Address Book. It also creates a gateway mail file ([notesgateway.nsf](#)) that is used for communication between the two systems. You need to provide the Notes Gateway user with the type of access it needs to perform these tasks.

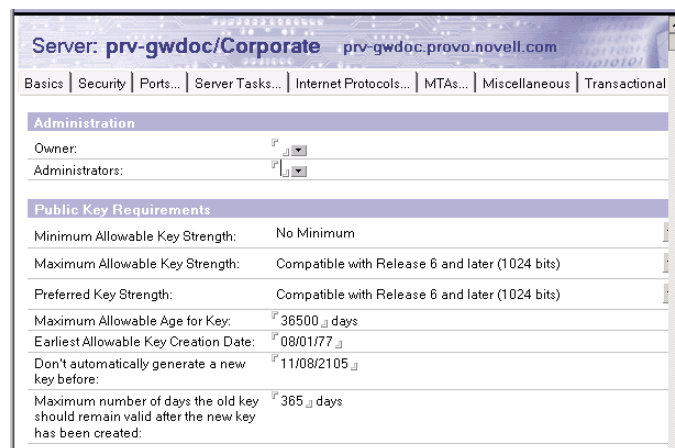
- 1** Run the Notes/Domino Administrator as a user with Manager access to Notes databases (worksheet item 11).
- 2** Open the Notes public Directory:
  - 2a** Click File > Database > Open.



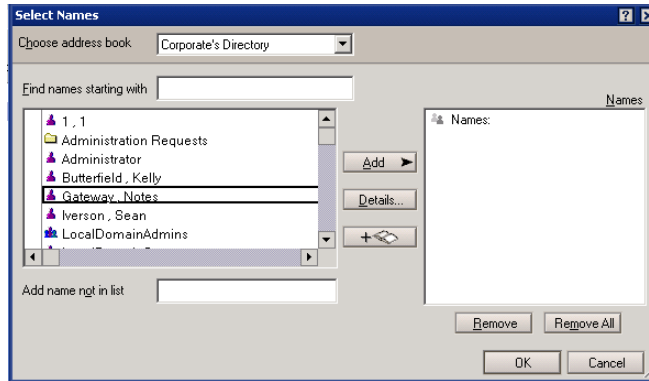
- 2b** In the Server field, select the Notes domain where you want to open the public Directory.
  - 2c** In the Database field, select the Directory for that domain.
  - 2d** Click Open.
- 3** On the Servers menu, select the Notes/Domino server that will communicate with the Notes Gateway.



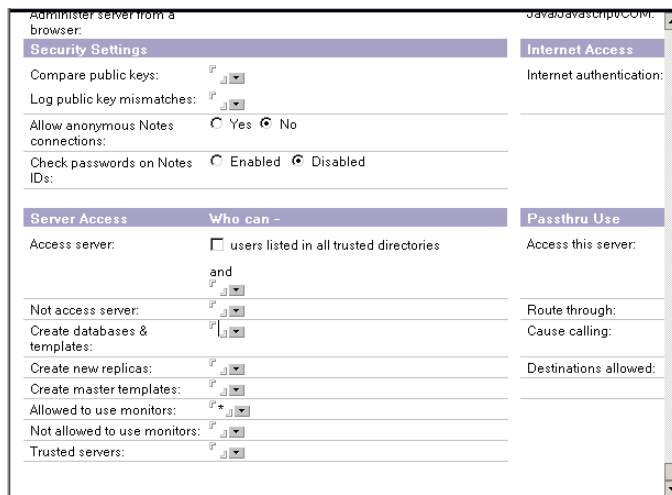
- 4** On the Configuration tab, expand the Server drop-down list, select Current Server Document.
- 5** On the Administration tab, click Edit Server.



- 6** In the Administrators field, click the drop-down list.



- 7** Select the Notes Gateway user ([worksheet item 11](#)), click Add, then click OK.
- 8** Click Security.



- 9** In the Create Databases and Templates field, click the drop-down list.
- 10** Select the Notes Gateway user ([worksheet item 11](#)), click Add, then click OK.

The Notes Gateway creates the wnames.nsf file and the gateway mail file one time only. This means that you can change the access rights of the Notes Gateway user after these databases have been created.

- 11** Click Save and Close.
- 12** Continue with [Providing Access to Notes Databases](#).

## Providing Access to Notes Databases

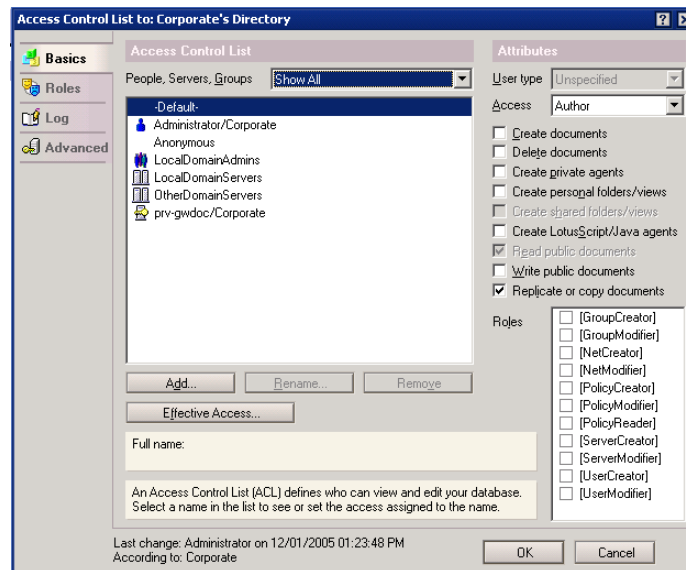
During operation, the Notes Gateway requires access to various Notes databases that already exist in your Notes system. Ensure that the gateway has the required access to the following Notes databases:



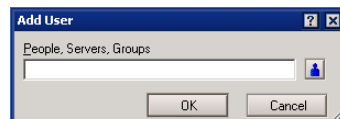
Database	Access	Description
names.nsf	Editor or Manager	The Notes public Directory. For instructions to set rights, see <a href="#">“Providing Access Rights to the Public Directory” on page 33</a>
wpnames.nsf	Manager or Editor	The GroupWise secondary Directory containing all GroupWise users; you will not be able to grant this access until after the database has been created or you have copied it from the <code>domain\wpgate\notes</code> directory.
notesgateway.nsf	Manager or Editor	The gateway mail file you specified in the Gateway Mail File Name field ( <a href="#">worksheet item 11</a> ) when defining the GroupWise system as a Notes foreign domain. See <a href="#">“Defining the GroupWise System As a Notes Foreign Domain” on page 26</a> .

### Providing Access Rights to the Public Directory

- 1 In the Notes/Domino Administrator, open the Notes public Directory:
  - 1a Click File > Database > Open.
  - 1b In the Server field, select the Notes domain where you want to open the public Directory.
  - 1c In the Database field, select the Directory for that domain.
  - 1d Click Open.
- 2 Click File > Database > Access Control to display the Access Control List.



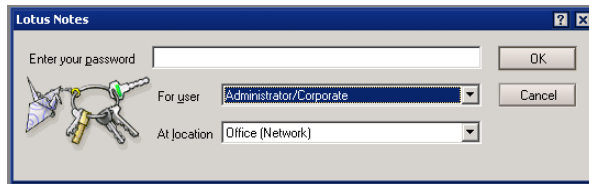
- 3 Click Add.



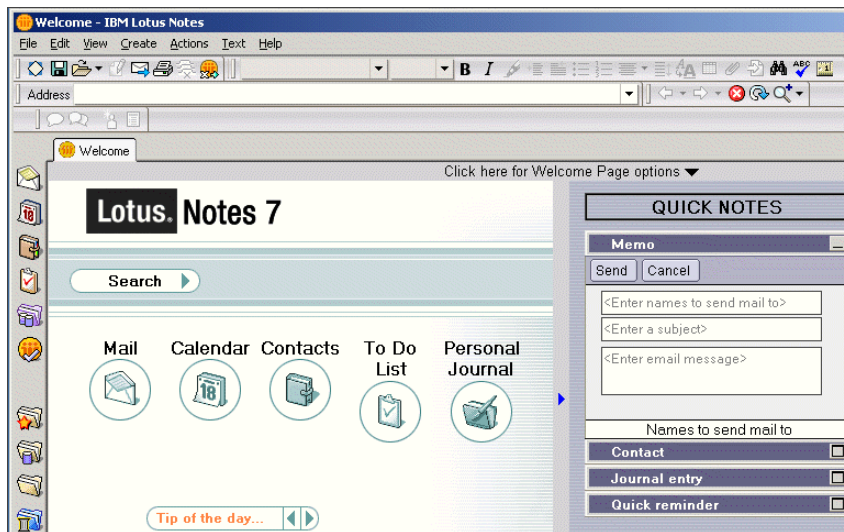
- 4 Click the Person icon, select the Notes Gateway user ([worksheet item 11](#)), click Add, then click OK.
- 5 From the User Type drop-down list in the Access Control List, select Person.
- 6 From the Access drop-down list, select either Manager or Editor.
- 7 Click OK.
- 8 Continue with [Starting the Notes Client on the Notes Gateway Server](#).

## Starting the Notes Client on the Notes Gateway Server

- 1 On the Notes Gateway server, exit the Notes/Domino Administrator.
- 2 Start the Notes client.



- 3 In the For User field, select the Notes Gateway user you created in [“Registering the Notes Gateway As a Notes User”](#) on page 28, specify the password for the user, then click OK.



This updates the local notes.ini file on the Notes Gateway server from that version of the notes.ini file on the Notes/Domain server that you updated in [“Adding the GroupWise Address Book to Notes”](#) on page 25.

Depending on the configuration of your Notes system, you might need to export the Notes user ID file for the Notes Gateway user that was set up in [“Registering the Notes Gateway As a Notes User”](#) on page 28 from the Notes/Domino Administrator and copy it to the Windows server where the Notes Gateway will run before you can start the Notes client. You might need assistance from the Notes system administrator the first time you start the Notes client for the Notes Gateway user.

Continue with [Chapter 5, “Configuring the GroupWise Side of the Notes Gateway,”](#) on page 35.

# 5

## Configuring the GroupWise Side of the Notes Gateway

After you have configured the Notes side of the gateway, you must configure the GroupWise<sup>®</sup> side of the gateway by configuring the Notes Gateway object in ConsoleOne<sup>®</sup>.

- ♦ “Providing Gateway Information” on page 35
- ♦ “Setting Required Parameters” on page 36

### Providing Gateway Information

- 1 In ConsoleOne, browse to and select the domain where you installed the Notes Gateway (worksheet item 4).
- 2 Right-click the Notes Gateway object, then click Properties.
- 3 Click GroupWise > Identification

The screenshot shows the 'Properties of Notes' dialog box with the 'GroupWise Identification' tab selected. The dialog has a title bar with a close button. Below the title bar are five tabs: 'Required Parameters', 'GroupWise Identification', 'NDS Rights', 'Other', and 'Rights to Files and Folders'. The 'GroupWise Identification' tab is active and contains the following fields:

Domain.Gateway:	Provo2.Notes
Description:	<input type="text"/>
Subdirectory:	Notes
Time Zone:	(GMT-07:00) Mountain Time (US & Canada)
Database Version:	4.X
Platform:	Windows
Gateway Type:	Notes
Gateway Alias Type:	<input type="text"/>
Foreign ID:	<input type="text"/>
SNMP Community "Get" String:	<input type="text"/>

At the bottom of the dialog are four buttons: 'Page Options...', 'OK', 'Cancel', 'Apply', and 'Help'.

- 4 Fill in the following fields on the Identification page:

**Description:** This field is optional. If desired, provide any descriptive information about the gateway.

**Subdirectory:** Displays the name of the Notes Gateway root directory specified during installation. The default is **Notes**.

**Time Zone:** Displays the time zone of the domain where the gateway is installed.

**Database Version:** Select 6.5 or 7.x depending on the version of your GroupWise system.

**Platform:** Displays Windows as the default platform.

**Gateway Type:** Defaults to Notes.

**Gateway Alias Type:** Specify Notes.

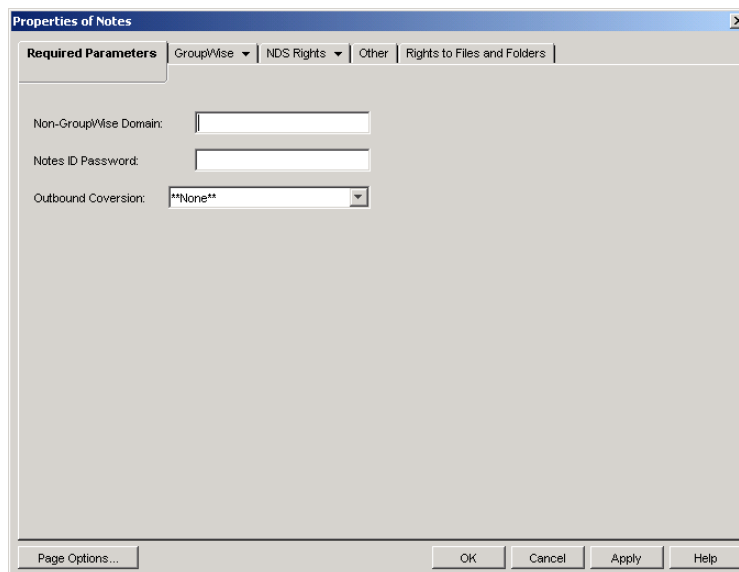
**Foreign ID:** Specify the name of the foreign domain you created in the Notes public Directory to represent the GroupWise system (**worksheet item 10**), as described in “**Defining the GroupWise System As a Notes Foreign Domain**” on page 26.

**5** Click Apply to save the gateway information.

**6** Continue with **Setting Required Parameters**.

## Setting Required Parameters

**1** Click Required Parameters to display the Required Parameters page.

The image shows a screenshot of the 'Properties of Notes' dialog box, specifically the 'Required Parameters' tab. The dialog box has a title bar with 'Properties of Notes' and a close button. Below the title bar are four tabs: 'Required Parameters' (selected), 'GroupWise', 'NDS Rights', and 'Other'. Below the tabs are three input fields: 'Non-GroupWise Domain:' with an empty text box, 'Notes ID Password:' with an empty text box, and 'Outbound Coverage:' with a dropdown menu showing '\*\*None\*\*'. At the bottom of the dialog box are four buttons: 'Page Options...', 'OK', 'Cancel', 'Apply', and 'Help'.

**2** Fill in the following fields:

**GroupWise Foreign Domain:** Specify the name of the non-GroupWise domain (**worksheet item 12**) that you want to create in your GroupWise system to represent the Notes system (for example, NotesSystem).

When you first start the Notes Gateway, the non-GroupWise (NotesSystem) domain is created automatically. Under the non-GroupWise (NotesSystem) domain, an external post office is created for each Notes domain and given the same name as the corresponding Notes domain. If you enable directory exchange and synchronization, as described in “**Enabling Directory Synchronization and Exchange**” on page 45, Notes users are added to these external post offices as external GroupWise users.

After the non-GroupWise (NotesSystem) domain is created, you can use the GroupWise View by expanding the GroupWise System object in ConsoleOne to view the external domain, post offices, and users that represent the Notes system in your GroupWise system

**Notes ID Password:** Specify the password for the Notes user registered for the gateway (worksheet item 11), as set up in “[Registering the Notes Gateway As a Notes User](#)” on page 28.

- 3** Click OK to save the information about the Notes system in the GroupWise system.  
You have now provided sufficient configuration information to start the Notes Gateway.
- 4** Continue with “[Running the Notes Gateway](#)” on page 39.



# 6

## Running the Notes Gateway

After you have installed the Notes Gateway software and configured both sides of the gateway, you are ready to start the gateway.

- ◆ [“Starting the Notes Gateway” on page 39](#)
- ◆ [“Acquainting E-Mail Users with the Notes Gateway” on page 40](#)
- ◆ [“Stopping the Notes Gateway” on page 42](#)
- ◆ [“Uninstalling the Notes Gateway” on page 42](#)

After the Notes Gateway has started successfully, continue with [Chapter 7, “Configuring the Notes Gateway,” on page 45](#)

### Starting the Notes Gateway

Before you start the Notes Gateway, make sure that it has network access to the following locations:

- ◆ The GroupWise® domain directory and subdirectories where you installed the gateway files. The gateway requires Read, Write, Create, Erase, Modify, and File Scan rights.
- ◆ The Notes/Domino server. If you installed the Notes Gateway on a server other than the Notes/Domino server (the recommended configuration), you should have already provided access when you configured the Notes side of the gateway, as described in [“Setting Up Server and Database Access for the Notes Gateway User” on page 30](#)

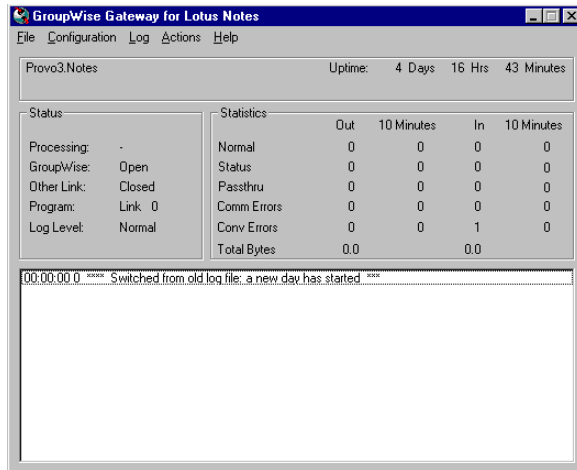
Make sure that the Notes client is running on the Notes Gateway server, then follow the instructions for the installation method you chose for the Notes Gateway ([worksheet item 7](#)):

- ◆ [“Starting the Notes Gateway As a Windows Application” on page 39](#)
- ◆ [“Starting the Notes Gateway As a Windows Service” on page 40](#)

**IMPORTANT:** After you start the gateway, stop and then start the MTAs in the GroupWise system. This establishes the links to the non-GroupWise domain that represents the Notes system.

### Starting the Notes Gateway As a Windows Application

- 1 At the Windows server where you installed the Notes Gateway, click Start > Programs.
- 2 Click GroupWise Notes Gateway > Notes > GroupWise Notes Gateway.



When running as an application, the Notes Gateway server console appears on the server while it is running. For instructions on interpreting the information displayed on the Notes Gateway server console, and for information about other monitoring alternatives, see [Chapter 8, “Monitoring the Notes Gateway,”](#) on page 67.

- 3** Stop and then start the MTAs in the GroupWise system.

This establishes the links to the non-GroupWise domain that represents the Notes system.

- 4** After the Notes Gateway has started successfully and the links between systems have been established, continue with [Chapter 7, “Configuring the Notes Gateway,”](#) on page 45.

## Starting the Notes Gateway As a Windows Service

- 1** At the Windows server where you installed the Notes Gateway, click Start > Settings > Control Panel.
- 2** Double-click Services.

In the alphabetical list of services, the name of the Notes Gateway service starts with the name of the domain where the gateway is installed, followed by the name of the gateway itself, followed by Service. For example, if the domain is named Connector and the gateway is named Notes, then the name of the service would be ConnectorNotesService.

- 3** Select the gateway service, then click Start.

When running as a service, the Notes Gateway does not have a console on the server where it is running. However, you can monitor it in other ways, as described in [Chapter 8, “Monitoring the Notes Gateway,”](#) on page 67.

- 4** Stop and then start the MTAs in the GroupWise system.

This establishes the links to the non-GroupWise domain that represents the Notes system.

- 5** After the Notes Gateway has started successfully and the links between systems have been established, continue with [Chapter 7, “Configuring the Notes Gateway,”](#) on page 45.

## Acquainting E-Mail Users with the Notes Gateway

After you have started the Notes Gateway, GroupWise users and Notes users need only the following information in order to start using the gateway immediately:



- ◆ “Addressing Messages” on page 41
- ◆ “Understanding What GroupWise Send Options Are Available through the Gateway” on page 41

## Addressing Messages

If you plan to set up directory synchronization and exchange, as described in “[Enabling Directory Synchronization and Exchange](#)” on page 45, GroupWise users can select Notes users from the GroupWise Address Book and Notes users can select GroupWise users from a Notes version of the GroupWise Address Book.

If you do not plan to set up directory synchronization and exchange, you must explain to GroupWise users how to add Notes users to their personal address books, as described in “[Adding Individual Notes Users to Personal Address Books](#)” on page 50. You must also explain to both GroupWise users and Notes users how to manually type addresses in the To field of messages.

---

<b>GroupWise to Notes</b>	<p><b>Syntax:</b>  <i>gateway_name:notes_domain.recipient's_short_name</i>  <i>gateway_name:"recipient's_short_name@notes_domain"</i></p> <p><b>Examples:</b>            Notes:Provo.SJones            Notes:"SJones@Provo"</p>
<b>Notes to GroupWise</b>	<p><b>Syntax:</b>  <i>domain.post_office.userID@foreign_domain</i>  <i>userID@foreign_domain</i></p> <p><b>Examples:</b>            Corporate.Marketing.LTanaka@GroupWise            LTanaka@GroupWise</p>

---

For more information, see “[Using Explicit Addressing](#)” on page 50.

## Understanding What GroupWise Send Options Are Available through the Gateway

GroupWise users can use some, but not all, GroupWise send options through the Notes Gateway. The following GroupWise send options are supported:

- ◆ Priority (high, normal, low)
- ◆ Classification (normal, proprietary, confidential, secret, top secret, for your eyes only)
- ◆ Reply Requested (when convenient or within *x* days)
- ◆ Delay Delivery (deliver item after *x* days)
- ◆ Notify Recipients (if enabled as described in “[Enabling Message Status for Sent Items](#)” on page 63)

The following GroupWise send options are not supported:

- ◆ Expiration Date (after *x* days)
- ◆ Auto-Delete (when the last recipient has deleted the message)
- ◆ Conceal Subject
- ◆ Require Password to Complete Routed Item

- ◆ Sign Digitally
- ◆ Encrypt for Recipients

## Stopping the Notes Gateway

Occasionally, it might be necessary to stop the gateway to perform maintenance on the Windows server or for some other purpose. When you stop the gateway, any messages being sent from GroupWise users are queued in one of the *domain\wpgate\notes\wpcout\ngaxxx\0-7* directories. Messages sent from Notes users are moved to gateway's mail file configured in the Notes/Domino Administrator, as described in [“Defining the GroupWise System As a Notes Foreign Domain” on page 26](#). The messages waiting in each system are processed as soon as the gateway is started again.

Follow the instructions for the installation option you chose for the Notes Gateway:

- ◆ [“Stopping the Notes Gateway If It Is Running As an Application” on page 42](#)
- ◆ [“Stopping the Notes Gateway If It Is Running As a Service” on page 42](#)

### Stopping the Notes Gateway If It Is Running As an Application

**1** At the Notes Gateway server console, click File > Exit.

or

Press F7.

**2** Click Yes to stop the gateway.

### Stopping the Notes Gateway If It Is Running As a Service

**1** At the Notes Gateway server console, click Start > Settings > Control Panel.

**2** Double-click Services.

**3** Select the Notes Gateway service, then click Stop.

Remember that the Notes Gateway Service is named after the domain and gateway.

## Uninstalling the Notes Gateway

If you need to remove the Notes Gateway from the server where you installed it, follow the instructions for the installation option you chose when installing the Notes Gateway:

- ◆ [“Uninstalling the Notes Gateway As an Application” on page 42](#)
- ◆ [“Uninstalling the Notes Gateway As a Service” on page 43](#)

### Uninstalling the Notes Gateway As an Application

**1** At the Windows server where you installed the Notes Gateway, click Start > Programs > GroupWise Notes Gateway > Notes > Uninstall.

or

Follow the steps provided in [“Uninstalling the Notes Gateway As a Service” on page 43](#).

## Uninstalling the Notes Gateway As a Service

- 1** At the Windows server where you installed the Notes Gateway, click Start > Settings > Control Panel.
- 2** Double-click Add/Remove Programs, select *domain.gateway* (Notes Gateway), then click OK.
- 3** If a message informs you that some files could not be deleted, delete the *domain\wpgate\notes* directory.
- 4** In ConsoleOne, verify that the Notes Gateway object has been deleted from the domain.



# 7

## Configuring the Notes Gateway

After the Notes Gateway is up and running between the GroupWise® system and the Notes system, there are a variety of ways to refine its configuration to meet the specific needs of your e-mail users.

- ◆ “Enabling Directory Synchronization and Exchange” on page 45
- ◆ “Configuring Addressing Instead of Using Directory Synchronization and Exchange” on page 47
- ◆ “Changing the Link Protocol between the Notes Gateway and the MTA” on page 51
- ◆ “Controlling Gateway Access” on page 52
- ◆ “Setting Up Accounting” on page 59
- ◆ “Establishing Gateway Administrators” on page 62
- ◆ “Enabling Message Status for Sent Items” on page 63
- ◆ “Binding the Notes Gateway to a Specific IP Address” on page 64
- ◆ “Configuring Internet Connectivity” on page 65

### Enabling Directory Synchronization and Exchange

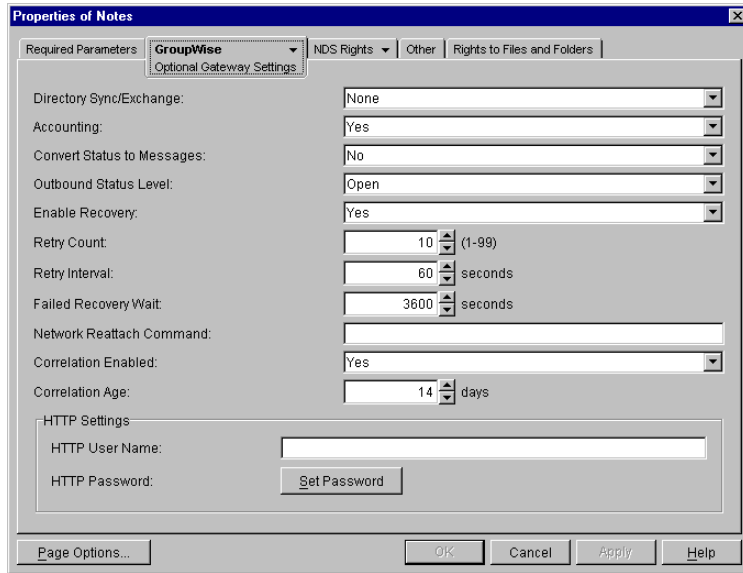
Directory synchronization and exchange enable the Notes Gateway to automatically exchange Address Book information between the GroupWise system and the Notes system.

- ◆ **Directory Exchange:** Causes the gateway to perform a nightly exchange of the Notes public Address Book and GroupWise Address Book.
- ◆ **Directory Synchronization:** Causes the gateway to update each Address Book as changes in Address Book information occur. If directory synchronization is not enabled, the Address Books are not updated until the nightly directory exchange occurs.

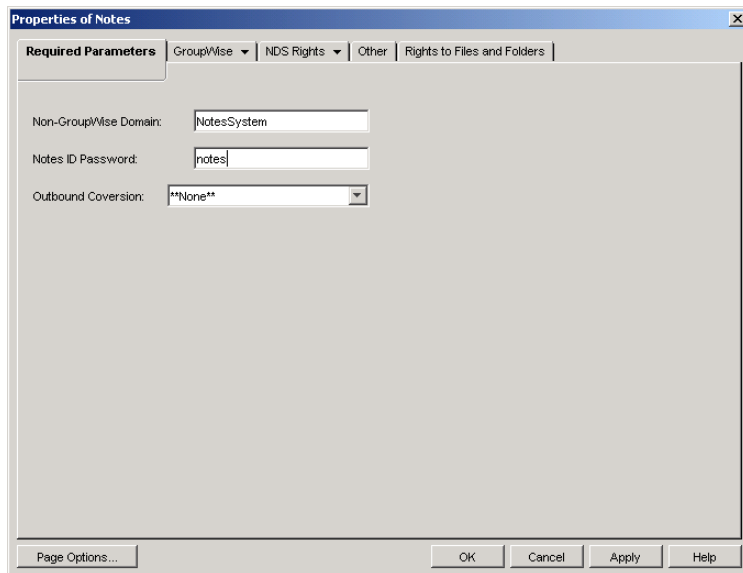
**IMPORTANT:** To ensure proper replication of names and addresses in both systems, use both directory synchronization and exchange.

- 1** Make sure the Notes system is set up to support directory synchronization and exchange, as described in [Chapter 4, “Configuring the Notes Side of the Notes Gateway,” on page 25](#).
- 2** If you have domains in your GroupWise system that contain users that you do not want to appear in the Notes version of the GroupWise Address Book, use the `/blockdoms` switch in the startup files (`notes.cfg`) to list the GroupWise domains that should not be included in the directory synchronization and exchange process.
- 3** In ConsoleOne®, browse to and select the domain where you installed the Notes Gateway, right-click the Notes Gateway object, then click Properties to display the gateway Identification page.

- 4 Click GroupWise > Optional Gateway Settings to display the Optional Gateway Settings page.



- 5 In the Directory Sync/Exchange field, select Both.
- 6 Click Apply to save the setting.
- 7 Click Required Parameters to display the Required Parameters page.



- 8 Make sure that the GroupWise Foreign Domain and Notes ID Password fields are filled in, as described in **“Setting Required Parameters”** on page 36.

When you provided this information during the initial configuration before installation of the Notes Gateway software, the foreign (non-GroupWise) domain was created automatically when you first started the Notes Gateway. Under the non-GroupWise domain, an external post office was created for each Notes domain and given the same name as the corresponding Notes domain. However, no user information was transferred at that time.

Now that you have enabled directory exchange and synchronization, Notes users will be added to these external post offices as external GroupWise users.

**9** Make sure that Outbound Conversion is set to None.

**10** Click OK.

ConsoleOne passes the directory synchronization and exchange information to the Notes Gateway so that it can start transferring user information. The larger the Address Books are, the longer the process takes.

**11** If you edited the notes.cfg file in **Step 2**, stop and then start the Notes Gateway so that it reads the updated startup file.

You can see the results of directory synchronization and exchange in the following locations:

- ◆ Notes users appear in ConsoleOne because External Users objects are created in the External Post Office objects that represent Notes domains.
- ◆ Notes users appear in the GroupWise Address Book because they have External User objects in the GroupWise system.
- ◆ GroupWise users appear in a new Notes version of the GroupWise Address Book because the Notes Gateway creates the **wpnames.nsf** file in the **\lotus\domino\data** directory on the Notes/Domino server.

#### Notes Gateway Web Console

You can see whether directory synchronization and exchange are enabled on the **Configuration** page. You can turn directory synchronization and exchange on and off for the current gateway session on the **Optional Gateway Settings** page.

## Configuring Addressing Instead of Using Directory Synchronization and Exchange

When you take advantage of directory synchronization and exchange, as described in **“Enabling Directory Synchronization and Exchange” on page 45**, GroupWise users and Notes users can select each other out of their familiar Address Books. Addressing is not an issue under these circumstances.

If you do not want to enable directory synchronization and exchange, you must use other addressing alternatives:

- ◆ **“Adding Individual Notes Users to the GroupWise Address Book” on page 47**
- ◆ **“Adding Individual Notes Users to Personal Address Books” on page 50**
- ◆ **“Using Explicit Addressing” on page 50**

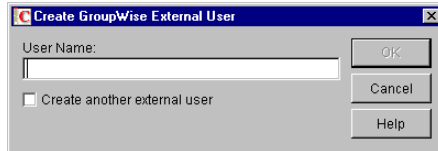
### Adding Individual Notes Users to the GroupWise Address Book

If there are some specific Notes users who you want to appear in the GroupWise Address Book, you can add those individual users without enabling directory synchronization and exchange. You add Notes users to the GroupWise Address Book by defining them as external users and then specifying the explicit addresses required to route messages to them in the Notes system.

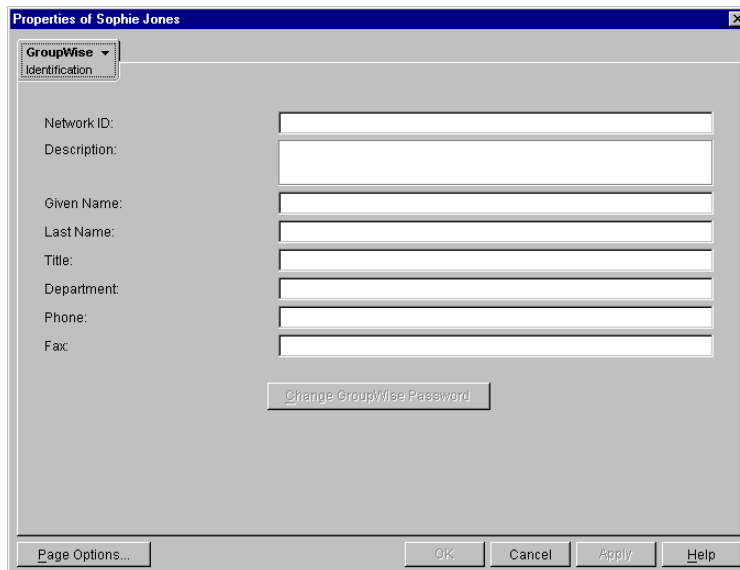
**1** In ConsoleOne, select GroupWise System, select the non-GroupWise domain that represents the Notes system, then select the external post office that represents the Notes domain where the Notes user is located.



- 2** Right-click the GroupWise Post Office object that represents the Notes domain, then click New > External User.

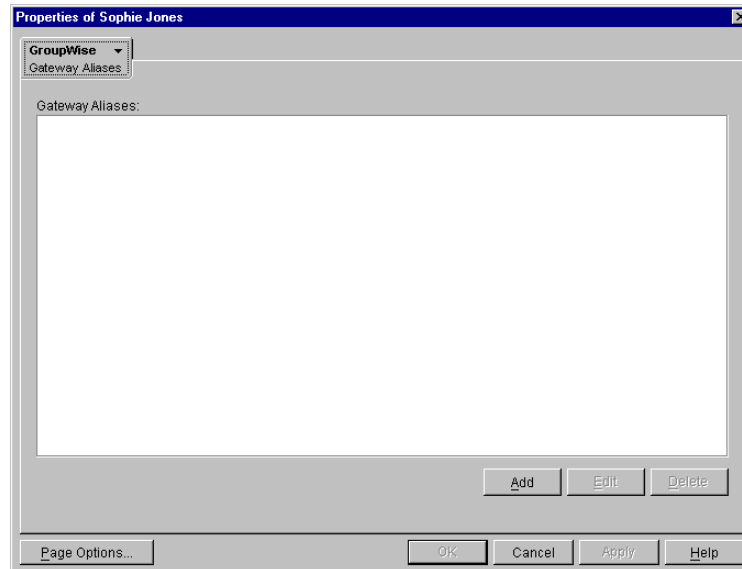


- 3** Type a username, then click OK.
- 4** Right-click the new External User object, then click Properties.



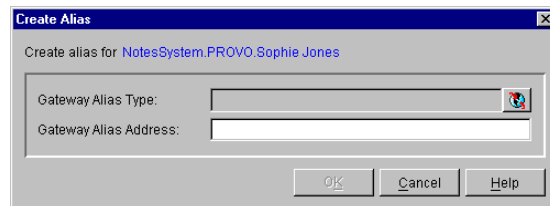
- 5** Fill in fields as needed to provide information about the user that you want to appear in the GroupWise Address Book.
- 6** Click Apply to save the user information.
- 7** Click GroupWise > Gateway Aliases to display the Gateway Aliases page.





You use the Gateway Aliases page to define the explicit address required to route messages to the user in the Notes system.

- 8 Click Add to display the Create Alias dialog box.



- 9 Fill in the following fields:

**Gateway Alias Type:** From the list, select the Notes Gateway.

The gateway alias type was defined during configuration of the gateway. If there is no gateway alias type listed for the gateway, you can define one now. See [“Providing Gateway Information” on page 35](#).

**Gateway Alias:** Specify the user’s address as defined in Notes.

For example, if SJones@Provo is the user’s address in Notes, then specify that address.

- 10 Click OK to save the gateway alias and return to the Gateway Alias page.

The gateway alias is now listed in the Gateway Alias list.

- 11 Click OK to save the list.

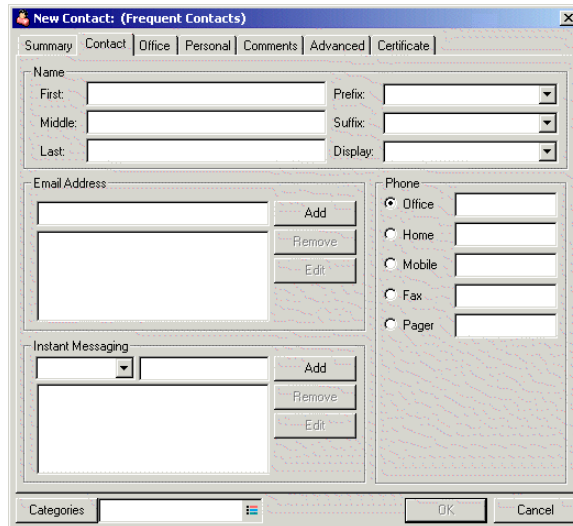
ConsoleOne passes the alias information to the Notes Gateway so that the Notes user is added to the GroupWise Address Book.

- 12 Repeat [Step 2](#) through [Step 11](#) for each Notes user you want to add to the GroupWise Address Book.

## Adding Individual Notes Users to Personal Address Books

GroupWise users can also add Notes users to their personal address books if the Notes users are not already defined in the GroupWise Address Book.

- 1 In the GroupWise Windows client, click Tools > Address Book to open the Address Book.
- 2 Select a personal address book.
- 3 Click New > Contact > OK.



- 4 Fill in the following fields:

**First:** Specify the user's first name.

**Last:** Specify the user's last name.

**E-mail Address:** Specify the explicit address required to route a message to the Notes user. For syntax and examples, see ["Explicit Addressing from GroupWise to Notes"](#) on page 50.

- 5 Click OK to save the new contact in the personal address book.

## Using Explicit Addressing

If you do not enable directory synchronization and exchange, and if Notes users are not represented in the GroupWise Address Book, then users on both sides of the gateway must use explicit addressing.

- ♦ ["Explicit Addressing from GroupWise to Notes"](#) on page 50
- ♦ ["Explicit Addressing from Notes to GroupWise"](#) on page 51

### Explicit Addressing from GroupWise to Notes

To send a message to a Notes user using explicit addressing, GroupWise users must use the following syntax in the To line:

**Syntax:**

*gateway\_name:notes\_domain.recipient's\_short\_name*

*gateway\_name:"recipient's\_short\_name@notes\_domain"*

where *gateway\_name* is the name of the Notes Gateway established during installation as described in “[Choosing a Gateway Name](#)” on page 16.

**Examples:**

Notes:Provo.SJones

Notes:"SJones@Provo"

## Explicit Addressing from Notes to GroupWise

To send a message to a GroupWise user using explicit addressing, Notes users must use the following syntax in the To line:

**Syntax:**

*domain.post\_office.userID@foreign\_domain*

where *foreign\_domain* is the name of the Notes foreign domain, as set up following the instructions in “[Defining the GroupWise System As a Notes Foreign Domain](#)” on page 26.

**Example:**

Corporate.Marketing.LTanaka@GroupWise

If the user ID is unique in the GroupWise system, then shorter syntax can be used:

**Syntax:**

*userID@foreign\_domain*

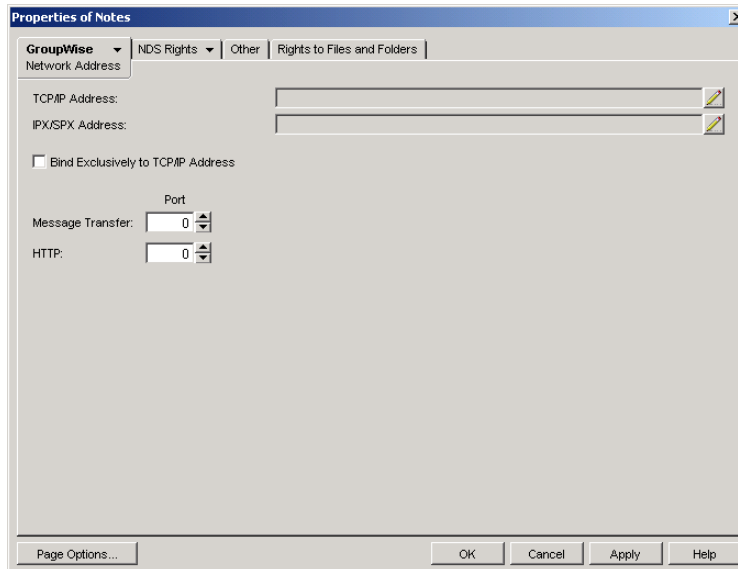
**Example:**

LTanaka@GroupWise

## Changing the Link Protocol between the Notes Gateway and the MTA

Before the GroupWise 7 Gateway for Lotus Notes, the Notes Gateway and the MTA communicated by transferring message files through message queue directories using a mapped/UNC link. Starting with the GroupWise 7 version of the gateway, you can configure the gateway so that it uses a TCP/IP link to communicate with the MTA, instead of transferring message files through queue directories. During installation, the Notes Gateway is configured for a mapped/UNC link. You can reconfigure it to use a TCP/IP link in ConsoleOne.

- 1 In ConsoleOne, right-click the Notes Gateway object, then click Properties.
- 2 Click GroupWise > Network Address.



- 3** In the TCP/IP Address field, click Edit, specify the IP address or DNS hostname of the server where the Notes Gateway is running (which is not necessarily the server where the Notes Gateway software is installed), then click OK to return to the Network Address page.
- 4** In the Message Transfer Port field, specify a unique port number; for example, 7104.
- 5** Click OK to save the new link configuration for the Notes Gateway.

ConsoleOne then notifies the Notes Gateway and the MTA to restart using the new link protocol.

## Controlling Gateway Access

The Notes Gateway lets you control access through the gateway. For example, you can:

- ◆ Specify which GroupWise users can send messages and to which Notes users
- ◆ Specify which GroupWise users can receive messages and from which Notes users
- ◆ Specify the maximum size for messages sent through the gateway
- ◆ Specify whether or not rule-generated GroupWise messages are sent through the gateway

The standard way to control access for all GroupWise and Notes users on the GroupWise side of the gateway is with the `access.cfg` file in the `domain\wpgate\notes` directory. In addition, you can control individual user access using the Gateway Access field of individual User objects in ConsoleOne.

- ◆ [“Using the Access.cfg File in the Gateway Directory” on page 53](#)
- ◆ [“Using the Gateway Access Field on Individual User Objects” on page 57](#)

On the Notes side of the gateway, access control is provided on the Restrictions page of the Notes foreign domain that represents the GroupWise system, as described in [“Defining the GroupWise System As a Notes Foreign Domain” on page 26](#).

# Using the Access.cfg File in the Gateway Directory

The `access.cfg` file is an ASCII text file that can be edited with a standard text editor. It is located in the gateway root directory (for example, `domain\wpgate\notes`). The `access.cfg` file enables you to implement the following specific types of access control:

- ◆ Provide specific access control based on GroupWise domains and post offices
- ◆ Provide specific access control based on access groups that you define
- ◆ Limit the size of incoming and outgoing messages to and from your GroupWise system for specific domains, post offices, or access groups
- ◆ Prevent messages from specific addresses from entering your GroupWise system for specific domains, post offices, or access groups
- ◆ Allow messages from specified addresses to enter your GroupWise system, while preventing all others for specific domains, post offices, or access groups
- ◆ Prevent rule-generated messages from going out of your GroupWise system for specific domains, post offices, or access groups

The initial `access.cfg` file includes descriptions and examples of the section headers and keywords that you can use in the file. However, all lines are initially commented out and access control is off by default. Print the initial `access.cfg` file in the `domain\wpgate\notes` directory. Reviewing the file will help you understand how it works.

Add the following line at the top of the file to turn on access control:

```
Access Control=On
```

After access control has been turned on, you can create sections in the `access.cfg` file for various groups of users. Within each section, you define the access control settings for the group to which the section applies. The following section headers and keywords are available:

Section Headers	Keywords
[Default:In Out]	AllAccess
[groupwise_domain:In Out]	NoAccess
[groupwise_domain.post_office:In Out]	Block
[AccessGroup:group_name]	Allow
	MaxSize
	AllowRuleGenerated

Section headers, keywords, and settings are not case sensitive. The In and Out directions are from the point of view of the GroupWise system.

## Notes Gateway Web Console

You can turn access control on and off for the current gateway session on the [Access Control](#) page. You can also adjust the maximum message size.

## Section Headers

Section headers establish groups of users to which access control settings are applied.

- ◆ “[Default:In|Out]” on page 54
- ◆ “[groupwise\_domain:In|Out]” on page 54
- ◆ “[groupwise\_domain.post\_office:In|Out]” on page 54

- ◆ “[AccessGroup:group\_name]” on page 55

### **[Default:In|Out]**

This section lists the access control settings for users who are not covered by access control settings for a particular GroupWise domain, post office, or access group.

#### **Syntax:**

[Default:In]  
[Default:Out]

#### **Examples:**

[Default:In]  
MaxSize=100000  
[Default:Out]  
AllowRuleGenerated=No

This example limits incoming messages to 100 KB but does not limit the size of outgoing messages. It prevents rule-generated GroupWise messages from transferring through the gateway to the Notes system. These access control settings would apply to any users who did not fall under a more specific section header.

### **[groupwise\_domain:In|Out]**

This section lists the access control settings for users in a particular GroupWise domain.

#### **Syntax:**

[groupwise\_domain:In]  
[groupwise\_domain:Out]

#### **Examples:**

[Corporate:In]  
MaxSize=100000000  
[Corporate:Out]  
AllowRuleGenerated=Yes

This example limits incoming messages to 1 MB but does not limit outgoing messages. It allows GroupWise users to send rule-generated messages.

### **[groupwise\_domain.post\_office:In|Out]**

This section lists the access control settings for users in a particular GroupWise post office.

#### **Syntax:**

[groupwise\_domain.post\_office:In]  
[groupwise\_domain.post\_office:Out]

#### **Examples:**

[Corporate.Temps:In]  
Allow NetTech  
MaxSize=10000  
[Corporate.Temps:Out]  
Allow NetTech  
MaxSize=10000  
AllowRuleGenerated=No

This example allows users in the Temps post office to exchange messages with users in the Notes NetTech domain only. It restricts incoming and outgoing messages to 10 KB. It prevents rule-generated messages.

#### **[AccessGroup:group\_name]**

This section lists the access control settings for individual GroupWise users who are assigned to the access group in ConsoleOne, as described in [“Using the Gateway Access Field on Individual User Objects” on page 57](#). Access groups do not have direction parameters. If you want to control access in both directions, you must create separate access groups.

#### **Syntax:**

```
[AccessGroup:group_name]
```

#### **Examples:**

```
[AccessGroup:SysAdminsIn]
MaxSize=5000000
[AccessGroup:SysAdminsOut]
MaxSize=5000000
AllowRuleGenerated=Yes
```

This example allows users in the SysAdminsIn and SysAdminsOut access groups to receive messages up to 5 MB in size and to send rule-generated messages.

## **Keywords**

Keywords define the access control settings for the users included under each section header.

- ◆ [“AllAccess” on page 55](#)
- ◆ [“NoAccess” on page 56](#)
- ◆ [“Block” on page 56](#)
- ◆ [“Allow” on page 56](#)
- ◆ [“MaxSize” on page 57](#)
- ◆ [“AllowRuleGenerated” on page 57](#)

#### **AllAccess**

This keyword provides unrestricted access to the Notes Gateway for those GroupWise users specified by the section header. Users can send messages to or receive messages from Notes users, depending on the direction specified by the header.

#### **Examples:**

```
[Corporate.Executives:In]
AllAccess
[Corporate.Executives:Out]
AllAccess
```

This example allows all GroupWise users in the Executives post office to exchange messages with all Notes users with no access control restrictions.

## **NoAccess**

This keyword restricts access to the Notes Gateway for those GroupWise users specified by the section header. Users cannot send or receive messages through the gateway, depending on the direction specified in the header.

### **Examples:**

```
[Corporate.Temps:In]
NoAccess
[Corporate.Temps:Out]
NoAccess
```

This example prevents all GroupWise users in the Temps post office from exchanging messages with Notes users.

## **Block**

This keyword restricts access to the Notes Gateway from the perspective of Notes users. This keyword differs from NoAccess because a specific Notes address must be provided. If GroupWise users try to send mail to a Notes address that has been blocked, they receive a message from the gateway stating that the message is undeliverable.

### **Syntax:**

```
Block notes_domain
Block username@notes_domain
Block CN=full_name/O=organization@notes_domain
```

### **Examples:**

```
[Corporate.Temps:In]
Block XYZCorp
[Corporate.Temps:Out]
Block XYZCorp

[Corporate.Executives:In]
Block SJones@XYZCorp
Block CN=Sophie Jones/O=Sales@XYZCorp
```

The first example prevents GroupWise users in the Temps post office from exchanging messages with users in the Notes XYZCorp domain. The second example prevents GroupWise users in the Executives post office from receiving messages from a specific Notes user. Providing the username in both formats is required to totally block a user.

## **Allow**

This keyword allows messages to pass through the Notes Gateway only if the message's recipient matches the Notes address specified on the Allow line. Any messages addressed to other Notes addresses are blocked.

### **Syntax:**

```
Allow notes_domain
Allow username@notes_domain
Allow CN=full_name/O=organization@notes_domain
```

### **Examples:**

```
[Corporate.Temps:In]
Allow NetTech
```



```
[Corporate.Temps:Out]
Allow NetTech
```

```
[Default:In]
Allow SJones@XYZCorp
Allow CN=Sophie Jones/O=Sales@XYZCorp
```

The first example allows GroupWise users in the Temps post office to exchange messages with the NetTech Notes domain but no others. The second example allows all users to receive messages from a specified user.

### **MaxSize**

This keyword determines the maximum size of messages that the Notes Gateway will transfer between systems. Maxsize is specified in bytes (1000 = 1000 bytes or 1 KB), with a range from 0 to 2147483647.

Unless you have a reason to limit the message size (for example, you are charged for the amount of data transferred by the gateway), you might not want to limit the message size. When attachments are encoded as they pass through the gateway, they generally become larger.

#### **Syntax:**

```
Maxsize=number_of_bytes
```

#### **Example:**

```
[Corporate.Temps:In]
MaxSize=1000000
[Corporate.Temps:Out]
MaxSize=5000000
```

This example prevents GroupWise users in the Temps post office from receiving messages larger than 1 MB and from sending messages larger than 5 MB.

### **AllowRuleGenerated**

This keyword determines whether or not rule-generated messages are allowed through the Notes Gateway. It applies only to outbound messages from GroupWise to Notes.

You could use this keyword to control rule-generated messages such as “On Vacation” from entering the Notes system. Unlike NoAccess and Block, the gateway does not generate a status message stating that the mail message was undeliverable. Instead, the message remains pending in the sender’s mailbox.

#### **Syntax:**

```
AllowRuleGenerated=Yes | No
```

#### **Example:**

```
[Default:Out]
AllowRuleGenerated=No
```

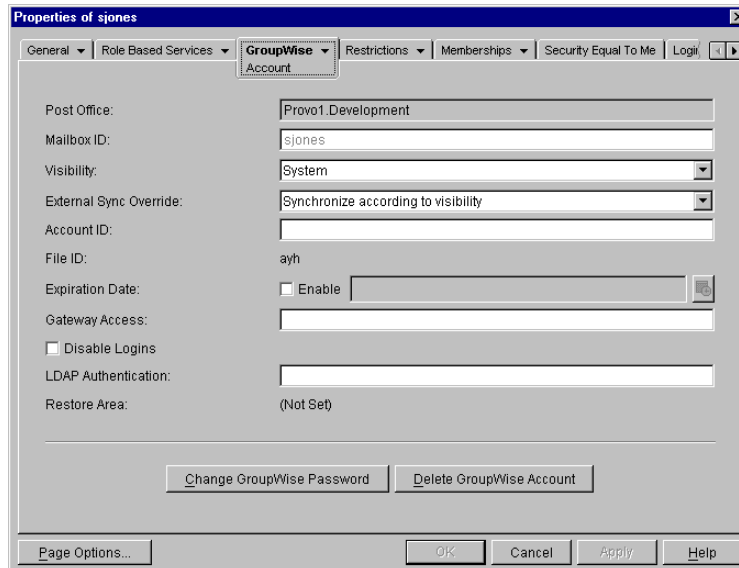
This example prevents all rule-generated messages from transferring from the GroupWise system to the Notes system.

## **Using the Gateway Access Field on Individual User Objects**

You can use the Gateway Access field on the GroupWise Account page of each User object in ConsoleOne to control individual user access. This can be useful if you only have a few users

whose access you want to control. If you have many users whose access you want to control, you should use the access.cfg file, as described in “Using the Access.cfg File in the Gateway Directory” on page 53.

- 1 If desired, create an access control group in the access.cfg file.
- 2 In ConsoleOne, browse to and right-click the user whose access you want to control, then click Properties.
- 3 Click GroupWise > Account to display the Account page.



- 4 Fill in the Gateway Access field.

If you created an access control group in the access.cfg file in [Step 1](#), specify the name of the access control group that you want this user to be associated with.

If you have not created an access control group, you can put access control information unique to this user in the Gateway Access field.

#### Syntax:

*gateway.direction:keyword,keyword,...,keyword;gateway.direction:keyword,...,keyword*

The following keywords are valid in the Gateway Access field:

- ◆ AllAccess
- ◆ NoAccess
- ◆ MaxSize
- ◆ AllowRuleGenerated

**IMPORTANT:** The **Block** and **Allow** keywords cannot be used in the Gateway Access field. They can only be used in the access.cfg file.

#### Example:

Notes.Out:MaxSize=500000,AllowRuleGenerated=No;Notes.In:Maxsize=500000

In this example, the gateway name is Notes, the maximum message size is 500 KB, and rule-generated messages are prevented from leaving the GroupWise system. The gateway direction designations and their keywords are separated by a semicolon (;).

- 5 Click OK to save the access control information for the selected user.

ConsoleOne passes the access control information to the Notes Gateway so that the access control settings are in force immediately.

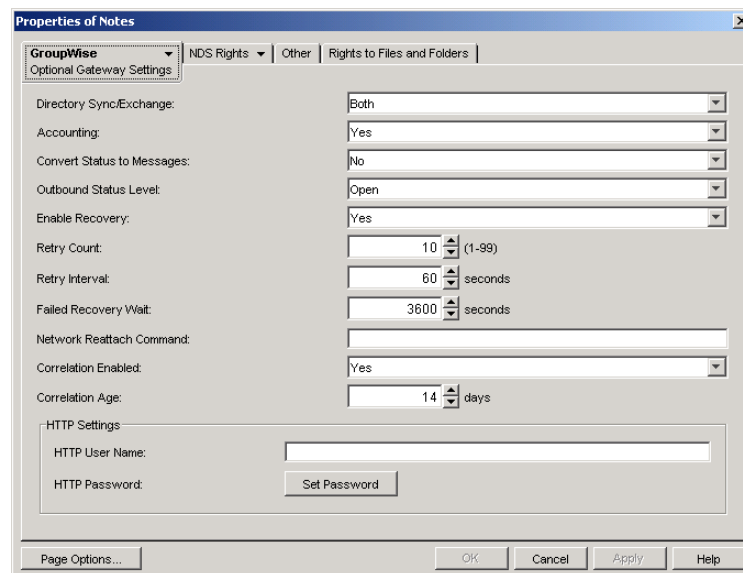
## Setting Up Accounting

Every day at midnight, the Notes Gateway creates an accounting file (**acct**) in the *domain\wpgate\notes\000.prc* directory. The acct file is an ASCII-delimited text file that records the source, priority, message type, destination, and size of each item passing through the gateway.

- ♦ “Enabling Accounting” on page 59
- ♦ “Defining an Accountant” on page 60
- ♦ “Understanding the Accounting File” on page 61

## Enabling Accounting

- 1 In ConsoleOne, browse to and right-click the Notes Gateway object, then click Properties.
- 2 Click GroupWise > Optional Gateway Settings to display the Optional Gateway Settings page.



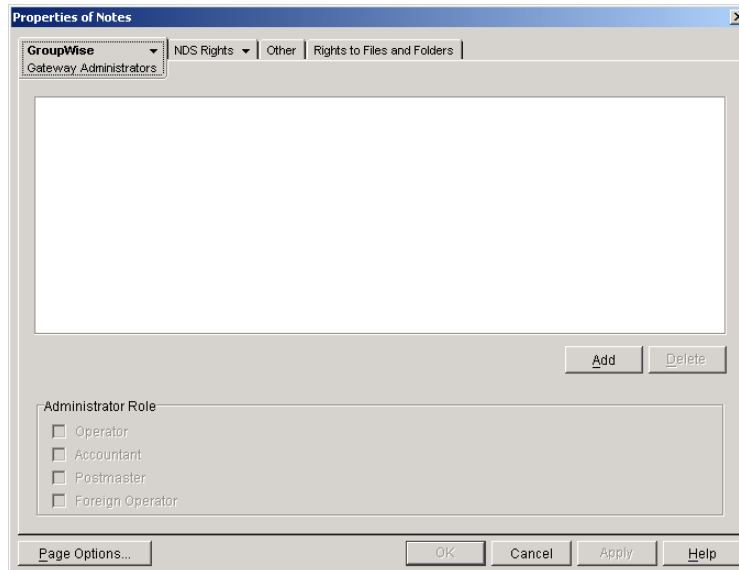
- 3 Make sure Accounting is set to Yes.
- 4 Click Apply to save your changes.
- 5 Continue with “Defining an Accountant” on page 60.

### Notes Gateway Web Console

You can turn accounting on and off for the current gateway session on the **Optional Gateway Settings** page.

## Defining an Accountant

- 1 On the Notes Gateway object, click GroupWise > Gateway Administrators to display the Gateway Administrators page.



The Gateway Administrators page lets you select a GroupWise user to be the Accountant for the Notes Gateway. Each night at midnight, the gateway mails the accounting file (acct) to the Accountant.

- 2 Click Add to open the Select GroupWise Object dialog box, then select a user to function as the Accountant for the Notes Gateway.

You can also select multiple users and/or distribution lists in the Select GroupWise Object dialog box.

- 3 Click OK to return to the Gateway Administrators page.
- 4 In the Administrators list, select the user or distribution list that you want to function as the Accountant.

In the Administrators list, you can also select multiple users and distribution lists as needed.

- 5 In the Administrator Role box, select Accountant.
- 6 Click OK to save the changes.

ConsoleOne passes the accounting information to the Notes Gateway so that the Accountant begins receiving daily accounting files.

- 7 Continue with [“Understanding the Accounting File”](#) on page 61.

## Understanding the Accounting File

The accounting file (acct) is an ASCII-delimited text file that records the source, priority, message type, destination, and other information about each message sent through the gateway. The file, which is updated daily at midnight is located in the *domain\wpgate\notes\000.prc* directory. If no Accountant is defined to receive the file, the file is deleted each day.

A sample line from an accounting file is shown below:

O,05/18/05, 20:42:55,,  
 Mail,3,Corporate,TempS,LTanaka,,Reminder,Connector,Notes,,  
 Mail,SJones@Provo,1,0,2593

Each item sent through the gateway is recorded on a separate line, with the fields separated by commas. Two or more commas in a row indicate that a field has no data. The following table describes the fields in the order in which they are found in the accounting file.

Field	Description	Example
In/Out Status	Indicates if the message is outbound (O) or inbound (I)	O
Message Date	The date when the message was sent	5/18/05
Message Time	The time when the message was sent	20:42:55
GroupWise Message ID	A set of numbers that uniquely identifies the message in the GroupWise system	3F429BA6.961 : 12 : 31746
GroupWise Message Type	Type of item sent or received	Mail
GroupWise Message Priority	0 = High 2 = Normal 4 = Low	2
GroupWise User Domain	The GroupWise domain where the sender's or receiver's post office is located	Corporate
GroupWise User Post Office	The GroupWise post office that the sender or recipient belongs to	TempS
GroupWise User ID	The user ID of the sender or recipient	LTanaka
GroupWise Account ID	The recipient's or sender's account ID as specified on the user's GroupWise Account page in ConsoleOne	
Message Subject	The subject line of the message	Reminder
Gateway Domain	The GroupWise domain where the gateway is installed	Connector
Gateway Name	The name of the gateway as defined in GroupWise	Notes
Foreign Message ID	The message ID supplied by Notes	
Foreign Message Type	The type of message sent from Notes	Mail
Foreign Address	The user's Notes address or GroupWise address (if the user was added to a non-GroupWise domain)	SJones@Provo
Number of Recipients	The number of users	1
Number of Attachments	The number of files attached to the message	0
Accounting Units	The byte size of the message	2593

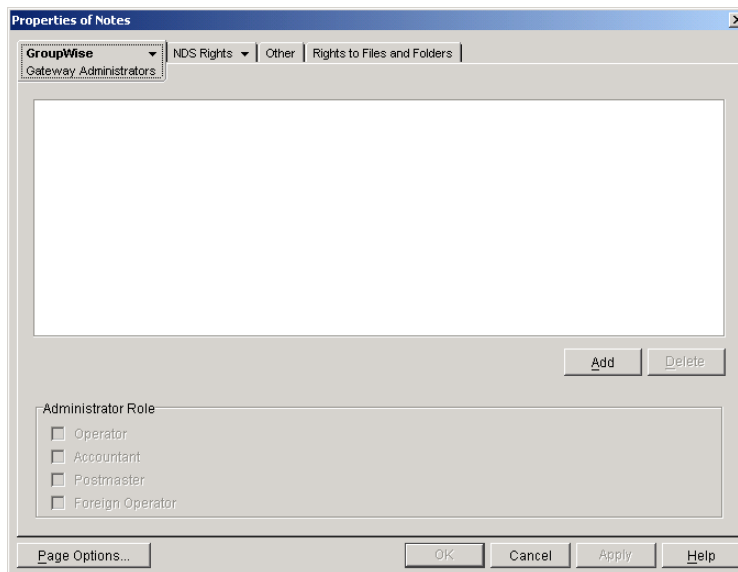
The acct file can be imported into a word processor, spreadsheet, or database program for further analysis.

# Establishing Gateway Administrators

A gateway administrator is any GroupWise user you assign to receive information and error messages from the Notes Gateway. The gateway does not require an administrator, but if you want to define one, the administrator must either be a user who is associated with GroupWise or with a GroupWise distribution list. There are several types of administrators that you can define for the Notes Gateway:

Administrator Type	Description
Operator	The Operator receives a message if the Notes Gateway cannot communicate with the GroupWise system.
Foreign Operator	The Foreign Operator receives a message if the Notes Gateway cannot communicate with the Notes system.
Postmaster	The Postmaster receives bad message files if the <code>/badmsg</code> switch is in use. See <a href="#">“Notifying the Notes Gateway Administrator about Bad Messages” on page 79</a> .
Accountant	The gateway keeps accounting records for every message it sends, unless you turn the Accounting feature off. Accounting data for the previous day’s activity is sent daily to the Accountant. For setup information, see <a href="#">“Setting Up Accounting” on page 59</a> .

- 1 In ConsoleOne, browse to and select the Notes Gateway object, then click Properties.
- 2 Click GroupWise > Gateway Administrators to display the Gateway Administrators page.



- 3 Click Add to display the Select Object dialog box, then select the user you want to define as an administrator.  
You can also select multiple users and/or distribution lists in the Select GroupWise Object dialog box.
- 4 Click OK to return to the Gateway Administrators page and add the user to the Gateway Administrators list.

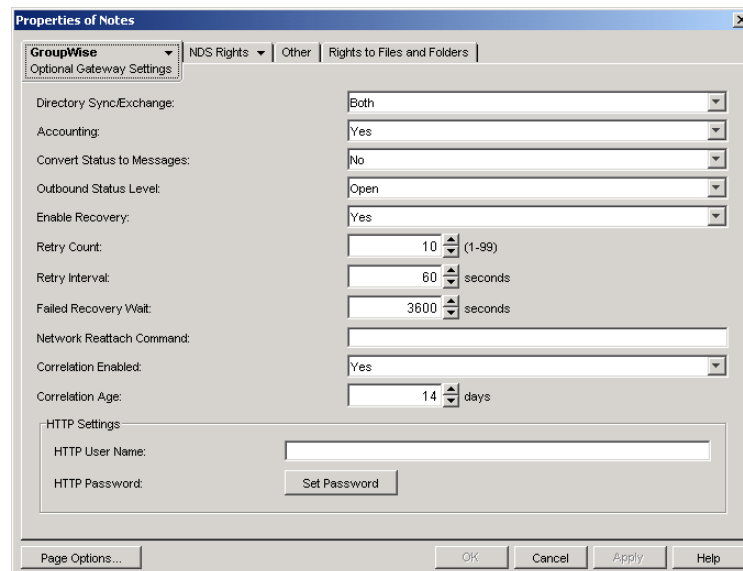
- 5 In the Administrator Role box, select the type of administrator you want the user to be.
  - ♦ Operator
  - ♦ Accountant
  - ♦ Postmaster
  - ♦ Foreign Operator
- 6 Click OK to save the Notes Gateway administrator list.

ConsoleOne passes the administrator information to the Notes Gateway so that the administrators start receiving the appropriate types of messages.

## Enabling Message Status for Sent Items

Both GroupWise and Notes can return status information to message senders. This lets senders know if their messages have been delivered, opened, and so on. In order for message status information to be returned to senders, you need to make sure that message status has been enabled. Message status information is collected in the status correlation database (**gwcorr.db**), located by default in the *domain\wpgate\notes* directory.

- 1 If you want to change the location of the status correlation database, use the **/corr** startup switch in the Notes Gateway startup file (**notes.cfg**) to specify a different directory.
- 2 In ConsoleOne, browse to and right-click the Notes Gateway object, then click Properties.
- 3 Click GroupWise > Optional Gateway Settings to display the Optional Gateway Settings page.



- 4 Fill in the following fields:

**Outbound Status Level:** Outbound status refers to the status information returned to GroupWise users for messages they send to Lotus Notes users. Select Undelivered, Delivered, Open, or Full (which is equivalent to choosing Undelivered, Delivered, and Open).

**Correlation Enabled:** Select Yes. Message correlation is used to map Notes delivery, non-delivery, and receipt reports to GroupWise status messages, and GroupWise status messages

to Notes delivery, non-delivery, and receipt reports. For tracking purposes, each message receives its own record in the correlation database (*domain\wpgate\notes\gwcrr.db*).

**Correlation Age:** Specify the number of days you want a message's record to remain in the correlation database. After a message's record has been deleted, any status information returned on the message is sent to the user as a new message rather than as status information on the old message.

- 5 Click OK to save the changes.

ConsoleOne passes the status message information to the Notes Gateway so that status messages and correlation start immediately.

- 6 If you edited the notes.cfg file in **Step 1**, stop and then start the Notes Gateway so that it reads the updated startup file.

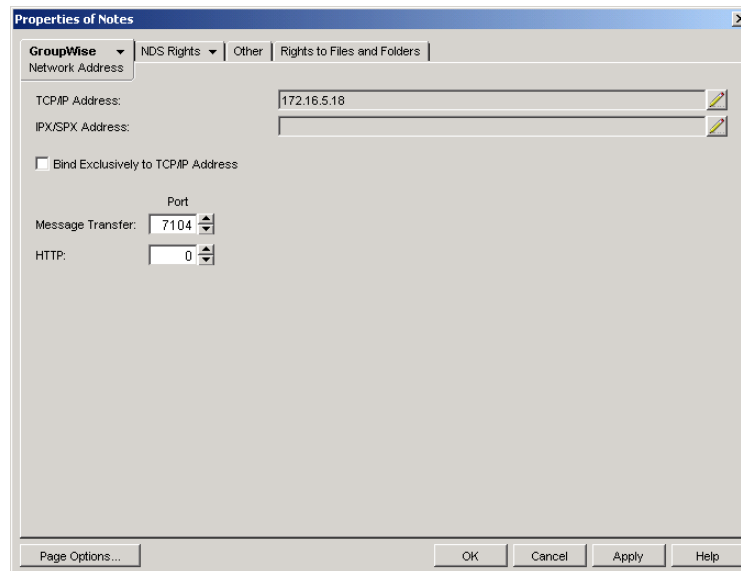
### Notes Gateway Web Console

You can adjust these settings for the current gateway session on the [Optional Gateway Settings](#) page.

## Binding the Notes Gateway to a Specific IP Address

You can now cause the Notes Gateway to bind to a specified IP address when the server where it runs uses multiple IP addresses. The specified IP address is associated with all ports used by the gateway. Without an exclusive bind, the gateway binds to all IP addresses available on the server.

- 1 In ConsoleOne, browse to and right-click the Notes Gateway object, then click Properties.
- 2 Click GroupWise > Network Address to display the Network Address page.



- 3 Select Bind Exclusively to TCP/IP Address, then click OK to save your change.

### Corresponding Startup Switches

You can also use the **/ip** startup switch in the Notes Gateway startup file to establish an exclusive bind to the specified IP address.



## Configuring Internet Connectivity

By default, the Notes Gateway uses the Notes Internet connector for sending messages from Notes users to Internet users. As an alternative, you can configure the gateway to use an Internet Agent in your GroupWise system for Internet connectivity. Use the `/ic` switch in the Notes Gateway startup file (`notes.cfg`) to specify the Internet Agent (`domain_name.agent_name`).



# 8

## Monitoring the Notes Gateway

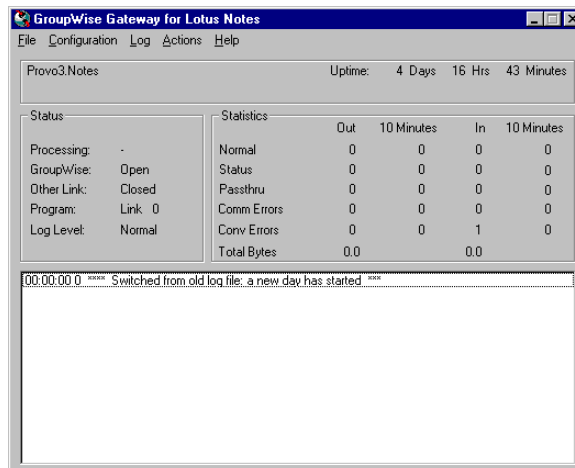
By monitoring the Notes Gateway, you can determine whether or not its current configuration is meeting the needs of the users it services. You have a variety of tools to help you monitor the operation of the Notes Gateway:

- ◆ [“Using the Notes Gateway Server Console” on page 67](#)
- ◆ [“Using the Notes Gateway Web Console” on page 70](#)
- ◆ [“Using Notes Gateway Log Files” on page 76](#)
- ◆ [“Using SNMP Monitoring Programs” on page 77](#)
- ◆ [“Notifying the Notes Gateway Administrator about Bad Messages” on page 80](#)
- ◆ [“Understanding Notes Gateway Error Messages” on page 80](#)

### Using the Notes Gateway Server Console

The Notes Gateway server console displays the gateway’s activity when it is running as an application. If you run the Notes Gateway as a Windows service, the console does not appear and you must use other monitoring alternatives, as described in [“Using the Notes Gateway Web Console” on page 70](#) and [“Using SNMP Monitoring Programs” on page 77](#).

To properly administer the gateway as an application, you should understand the console and how it works. The screen is divided into various areas.



- ◆ [“Information Box” on page 68](#)
- ◆ [“Status Box” on page 68](#)
- ◆ [“Statistics Box” on page 68](#)

- ◆ [“Log Message Box” on page 69](#)
- ◆ [“Menu Summary” on page 69](#)

## Information Box

The top portion of the console provides the following information about the gateway.

**Domain.Gateway:** The domain where the gateway is installed and the name of the gateway.

**UpTime:** The length of time the gateway has been running.

**Description:** The description you added when you configured the gateway, as described in [“Providing Gateway Information” on page 35](#).

## Status Box

The Status box provides the following information:

**Processing:** If the gateway is running, this field displays a spinning bar. If there is no bar or if the bar is stationary for an extended period, the gateway is not running.

**GroupWise:** Whether the gateway’s network connection to the GroupWise® domain is Open or Closed. It is normal for this field to briefly display Closed while the gateway is initializing. If the link shows Closed for an extended period, a network failure, insufficient access rights, or an error in setup fields could be the problem. Check for error messages in the Log Message box. For assistance resolving error messages, see [Appendix A, “Notes Gateway Error Messages,” on page 93](#).

**Other Link:** The status of the gateway’s network connection to the Notes system. Messages can be sent or received if Other Link is Open. If it is Closed, the network connection has been terminated. Check the status of the Notes system.

**Program:** Where the gateway is in its current processing cycle (sending, receiving, or idle). You can use the Gateway Time Settings page in ConsoleOne® to adjust the processing cycle. For more information, see [“Adjusting the Gateway’s Send/Receive Cycle” on page 81](#).

**Log Level:** The logging level the gateway is currently using. The level determines how much information is displayed in the Logging box and written to the log file. You can set the default logging level in ConsoleOne, as described in [“Using Notes Gateway Log Files” on page 76](#). You can also change the log level for the current Notes Gateway session, as described in [“Menu Summary” on page 69](#).

## Statistics Box

The Statistics box displays the amount of incoming and outgoing gateway traffic. The four columns display the cumulative totals and the snap shot totals. The four columns from left to right are: outgoing message totals, snap shot of outgoing messages (the default snap shot interval is 10 minutes), incoming message totals, and snap shot of incoming messages.

The snap shot interval statistic can help you get a more accurate picture of the amount of recent gateway traffic. For information about changing the snap shot interval, see [“Adjusting the Gateway’s Send/Receive Cycle” on page 81](#)

The following types of status information are provided:

**Normal:** The number of normal incoming and outgoing messages the gateway has processed.

**Status:** The number of status messages the gateway has sent and received. The amount of status message traffic depends in part on the outbound status level of the gateway. An outbound status level set to Full causes more status messages than an outbound status level set to Undelivered. For more information about setting the outbound status level, see [“Enabling Message Status for Sent Items” on page 63](#).

**Passthru:** The number of incoming and outgoing passthrough messages the gateway has processed. Using the Notes Gateway as a passthrough gateway between two GroupWise systems is not a recommended way to connect GroupWise systems. There are better alternatives currently available. See the [GroupWise 6.5 Multi-System Administration Guide](#) for preferred alternatives.

**Conv Errors:** The number of conversion errors for incoming and outgoing messages.

**Comm Errors:** The number of communications errors for incoming and outgoing messages.

**Total Bytes:** The total number of bytes for the incoming and outgoing messages.

## Log Message Box

The Log Message box displays the Notes Gateway’s activity. The amount and detail in this display depends on the logging level you select. For more information, see [“Using Notes Gateway Log Files” on page 76](#).

For assistance with error messages that appear in the Log Message box, see [Appendix A, “Notes Gateway Error Messages,” on page 93](#).

## Menu Summary

At the top of the Notes Gateway server console is a menu bar that provides the following functionality:

Menu	Item	Function Key	Function
File	Exit	F7	Stop the Notes Gateway.
Configuration	Gateway Settings	F5	Display the gateway configuration settings from the Notes Gateway object in Novell® eDirectory™. For more information, see <a href="#">Chapter 5, “Configuring the GroupWise Side of the Notes Gateway,” on page 35</a> and various sections in <a href="#">Chapter 6, “Running the Notes Gateway,” on page 39</a> .
Log	View Log Files	F9	Select a log file and view it in Notepad. See <a href="#">“Using Notes Gateway Log Files” on page 76</a> .
	Log Settings	F2	Override the default log settings for the current Notes Gateway session. See <a href="#">“Using Notes Gateway Log Files” on page 76</a> .
Actions	Zero Status	F8	Reset all statistics to zero.
	Synchronize Directories	N/A	Synchronize the GroupWise and Notes Address Books immediately. See <a href="#">“Enabling Directory Synchronization and Exchange” on page 45</a> .

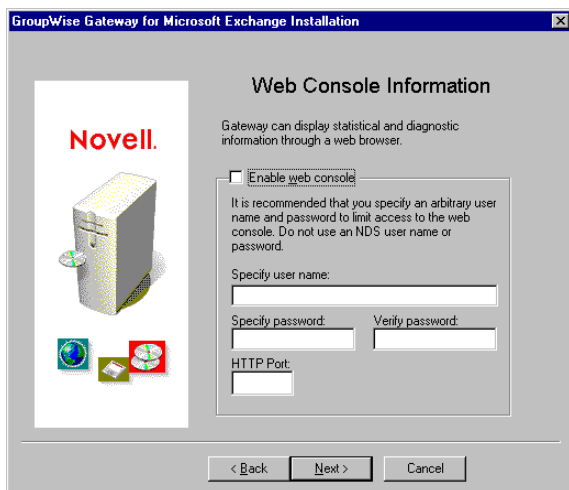
## Using the Notes Gateway Web Console

The Notes Gateway Web console enables you to monitor and control the Notes Gateway from any location where you have access to a Web browser and the Internet. This provides substantially more flexible access than the Notes Gateway server console, which can be accessed only from the Windows server where the Notes Gateway is running.

- ◆ “Setting Up the Notes Gateway Web Console” on page 70
- ◆ “Accessing the Notes Gateway Web Console” on page 72
- ◆ “Monitoring the Notes Gateway from the Web Console” on page 72

## Setting Up the Notes Gateway Web Console

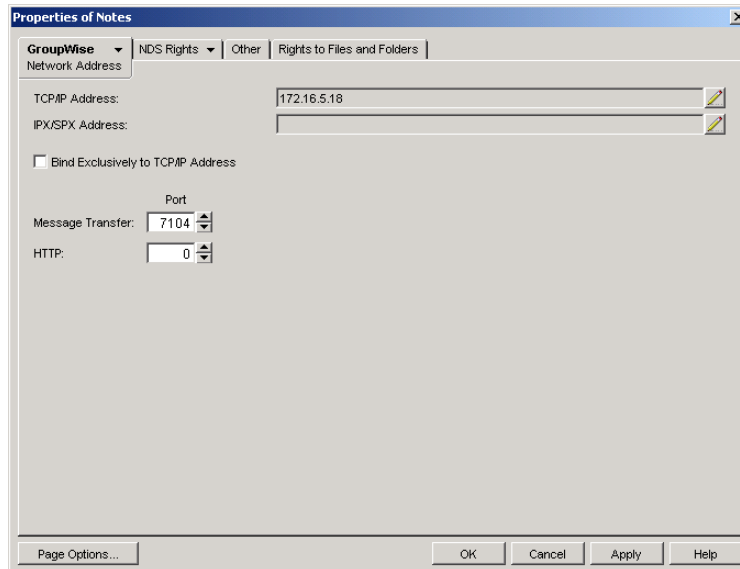
During installation, the Installation program offered you the opportunity to set up the Notes Gateway Web console.



The information that you provided during installation was recorded in the Notes Gateway startup file (`notes.cfg`). If you want to change the information provided during installation, you must edit the startup file. As an alternative, you can remove the Web console information from the startup file and configure the Web console in ConsoleOne as described below.

If you did not enable the Web console during installation, you can do it now in ConsoleOne.

- 1** In ConsoleOne, browse to and right-click the Notes Gateway object, then click Properties.
- 2** Click GroupWise > Network Address to display the Network Address page.



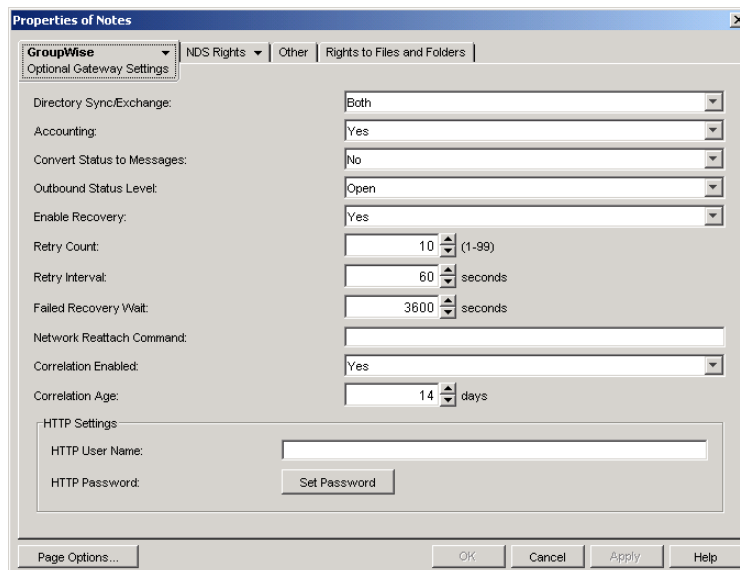
- 3** In the HTTP Port field, provide a unique port number for communication between the Notes Gateway and your Web browser.

You might want to use a port number close to those used by the MTA and POA, for example, 7175.

- 4** Make a note of the HTTP port number. You will need this information to access the Notes Gateway Web console.
- 5** Click Apply to save your changes on the Network Address page.

If you want to limit access to the Notes Gateway Web console, you can provide a username and password.

- 6** Click GroupWise > Optional Gateway Settings.



- 7** In the HTTP Settings box:

**7a** In the HTTP User Name field, specify a unique username.

**7b** Click Set Password.

**7c** Type the password twice for verification.

**7d** Click Set Password.

Do not use an eDirectory username and password because the information passes over the insecure connection between your Web browser and the Notes Gateway.

For convenience, use the same username and password for all agents and gateways that you plan to monitor from GroupWise Monitor. This saves you from having to provide the username and password information as Monitor accesses each agent and gateway.

**8** Click OK to save the Notes Gateway Web console settings.

ConsoleOne then notifies the Notes Gateway to restart so the new settings can be put into effect.

#### Corresponding Startup Switches:

You could also use the `/httpport`, `/httpuser`, and `/httppassword` startup switches in the Notes Gateway startup file (`notes.cfg`) to enable and secure the Notes Gateway Web console. In addition, you can use the `/httprefresh` switch to control how often the Notes Gateway refreshes the information provided to your Web browser.

## Accessing the Notes Gateway Web Console

To monitor the Notes Gateway from your Web browser, view the URL where the Notes Gateway is located by supplying the network address of the Windows server where the Gateway runs and port number as provided on the Network Address page in ConsoleOne.

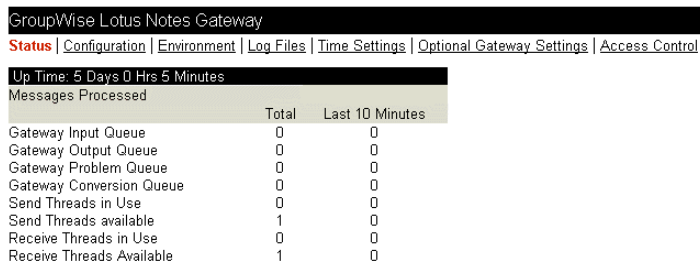
#### Syntax:

`http://IP_address_or_hostname:HTTP_port`

#### Examples:

`http://172.16.5.18:7175`

`http://notesserver1:7176`



Messages Processed	Total	Last 10 Minutes
Gateway Input Queue	0	0
Gateway Output Queue	0	0
Gateway Problem Queue	0	0
Gateway Conversion Queue	0	0
Send Threads in Use	0	0
Send Threads available	1	0
Receive Threads in Use	0	0
Receive Threads Available	1	0

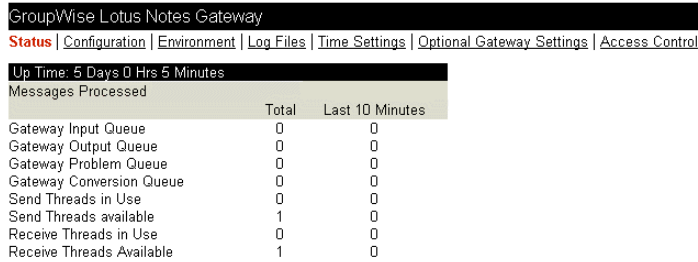
## Monitoring the Notes Gateway from the Web Console

The Notes Gateway Web console provides several pages of information to help you monitor the performance of the Notes Gateway. The bar at the top of the Notes Gateway Web console displays the name of the Notes Gateway and its post office. Below this bar appears the Notes Gateway Web console menu that lists the pages of information available in the Notes Gateway Web console.



## Monitoring Gateway Status

When you first access the Gateway Web console, the Status page is displayed.



GroupWise Lotus Notes Gateway		
<a href="#">Status</a>   <a href="#">Configuration</a>   <a href="#">Environment</a>   <a href="#">Log Files</a>   <a href="#">Time Settings</a>   <a href="#">Optional Gateway Settings</a>   <a href="#">Access Control</a>		
Up Time: 5 Days 0 Hrs 5 Minutes		
Messages Processed		
	Total	Last 10 Minutes
Gateway Input Queue	0	0
Gateway Output Queue	0	0
Gateway Problem Queue	0	0
Gateway Conversion Queue	0	0
Send Threads in Use	0	0
Send Threads available	1	0
Receive Threads in Use	0	0
Receive Threads Available	1	0

The information is the same as is displayed on the Gateway server console on the Windows server where the gateway runs. For more information, see “[Status Box](#)” on page 68.

## Checking Gateway Configuration

On the Notes Gateway Web console menu, click Configuration to display the configuration information stored on various property pages on the Notes Gateway object in ConsoleOne.



GroupWise Lotus Notes Gateway	
<a href="#">Status</a>   <a href="#">Configuration</a>   <a href="#">Environment</a>   <a href="#">Log Files</a>   <a href="#">Time Settings</a>   <a href="#">Optional Gateway Settings</a>   <a href="#">Access Control</a>	
GroupWise Lotus Notes Gateway Configuration Settings	
<b>TCP/IP Settings</b>	
Port for Incoming Connections:	7100
Port for HTTP Connections:	7175
HTTP Refresh Rate:	60 seconds
Connection Timeout:	5
Data Timeout:	20
<b>Event Log Settings</b>	
Log Level:	Normal
Disk Logging:	Yes
Log Directory:	\\ntld\$\gwssystem\provo2\wpgate\Notes\000.prc
Maximum Log File Age:	7
Maximum Log Disk Space:	1024
<b>Configuration Information</b>	
Platform:	NT
Domain and Gateway:	Provo2.Notes
Foreign Name:	GroupWise
Description:	
Alias Type:	N
Root Directory:	\\ntld\$\gwssystem\provo2\wpgate\Notes
Work Directory:	\\ntld\$\gwssystem\provo2\wpgate\Notes\000.prc\gwwork
Log File:	\\ntld\$\gwssystem\provo2\wpgate\Notes\000.prc\0902log.001
Directory ID:	notdf10
Directory Synchronization:	YES
Directory Exchange:	YES
Accounting:	YES
Access Control:	YES
Convert GroupWise Status to Messages:	NO
Outbound Status Level:	OPEN
Enable Recovery:	Yes

To change the log settings for the current gateway session, click Event Log Settings. All other settings listed on the Configuration page must be changed in ConsoleOne.

## Checking the Operating System Environment

On the Notes Gateway Web console menu, click Environment to display information about the operating system where the Notes Gateway is running.

GroupWise Lotus Notes Gateway- Provo2.Notes  
 Status | Configuration | **Environment** | Log Files | Time Settings | Optional Gateway Settings | Access Control  
 Monday, November 07, 2005 14:04:02  
 OS Data  
 Windows 2003 (TM) Version 5.2 (Build 3790) Service Pack 1  
 Build Dates  
 Gateway Build Timestamp Monday, November 07, 2005 14:04:02

## Viewing Gateway Log Files

On the Notes Gateway Web console menu, click Log Files to display gateway log files.

GroupWise Lotus Notes Gateway- Provo2.Notes  
 Status | Configuration | Environment | **Log Files** | Time Settings | Optional Gateway Settings | Access Control

[View Event Log Settings](#)

Event Log Filter

Events containing

Event logs:  Select all

1129log.001	11-29-05 12:23:58	480
* 1201log.001	12-01-05 16:30:47	773

Click Event Log Settings to change the log settings for the current Notes Gateway session.

GroupWise Lotus Notes Gateway  
 Status | Configuration | Environment | Log Files | Time Settings | Optional Gateway Settings | Access Control

Event Log Settings

Log Level

Diagnostic  
 Off  
 Normal  
 Verbose

Log Maintenance Settings

Max Log File Age  Days  
 Max Log File Space  KBytes

For information about Notes Gateway log files, see [“Using Notes Gateway Log Files”](#) on page 76.

## Checking and Changing Gateway Time Settings

On the Notes Gateway Web console menu, click Time Settings to display the settings listed on the Time Settings page in ConsoleOne.

GroupWise Lotus Notes Gateway  
 Status | Configuration | Environment | Log Files | **Time Settings** | Optional Gateway Settings | Access Control

Gateway Time Settings

Send/Receive Cycle:  Seconds  
 Minimum Run:  Seconds  
 Idle Sleep Duration:  Seconds  
 Snap Shot Interval:  Seconds

Modify the settings as needed, then click Submit to change them for the current Notes Gateway session. For information about the time settings, see [“Adjusting the Gateway’s Send/Receive Cycle”](#) on page 81.

## Checking and Changing Optional Gateway Settings

On the Notes Gateway Web console menu, click Optional Gateway Settings to display the settings listed on the Optional Gateway Settings page in ConsoleOne.

GroupWise Lotus Notes Gateway  
Status | Configuration | Environment | Log Files | Time Settings | **Optional Gateway Settings** | Access Control  
Gateway Settings

Optional Gateway Settings

Directory Sync/Exchange:

Accounting:  
 Yes  
 No

Convert Status to Messages:  
 Yes  
 No

Outbound Status Level:

Correlation Enabled:  
 Yes  
 No

Correlation Age:  Days

Startup Switches

Number of Threads to be used during Outbound:

Number of Threads to be used during Inbound:

Group expansion:  
 On  
 Off

Single option: (Run one send and one receive cycle then automatically terminate)  
 On  
 Off

Handling of bad messages:

Modify the settings as needed, then click Submit to change them for the current Notes Gateway session. For information about the optional gateway settings, see the following topics:

- ◆ [“Enabling Directory Synchronization and Exchange” on page 45](#)
- ◆ [“Setting Up Accounting” on page 59](#)
- ◆ [“Enabling Message Status for Sent Items” on page 63](#)
- ◆ [“Using Notes Gateway Startup Switches” on page 85](#)

## Changing Gateway Access Control

On the Notes Gateway Web console menu, click Access Control to turn access control on and off and to adjust the maximum message size for the current Notes Gateway session.

GroupWise Lotus Notes Gateway  
Status | Configuration | Environment | Log Files | Time Settings | Optional Gateway Settings | **Access Control**  
Access control

On  
 Off

Max size:  Bytes

For information about access control, see [“Controlling Gateway Access” on page 52](#).

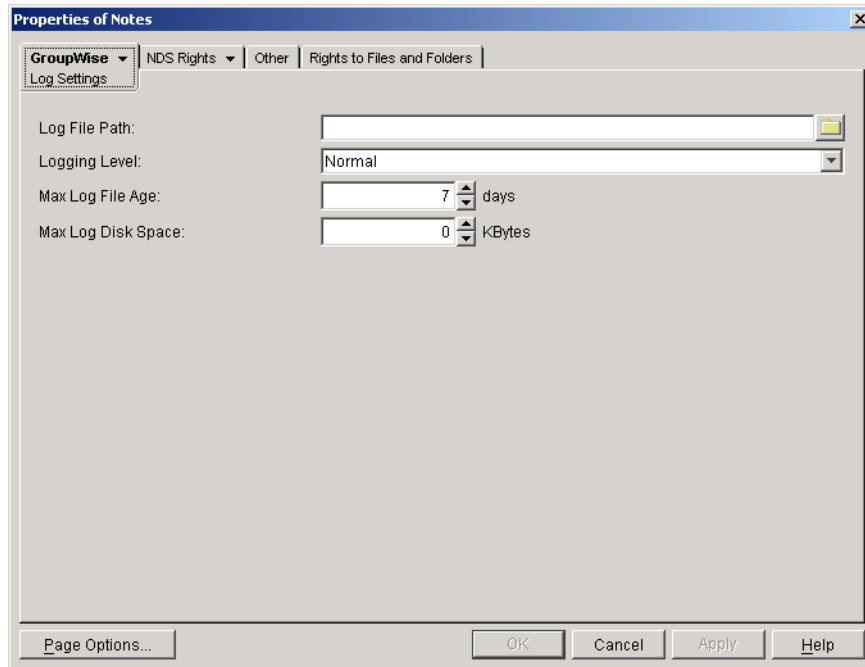
## Using Notes Gateway Log Files

Log files record all message routing data that appears in the Log Message box of the Notes Gateway server console. You can determine the level of information you want to log, as well as the maximum age for log files and the maximum amount of disk space to be used for log files.

Examining log files is useful if you experience any problems with the Notes Gateway, because the log files record the exact route all messages take. If you have any problems that require assistance from Novell Support, it is likely that the technician who helps you will request a copy of this file.

Log files are stored in the gateway's 000.prc directory (*domain\wpgate\notes\000.prc*) and can be viewed from the gateway server console and the Web console. Log files are named *mmddlog.nnn*, where *mmdd* is the month and day and *nnn* is an incrementing number, starting with 001.

- 1 In ConsoleOne, browse to and right-click the Notes Gateway object, then click Properties.
- 2 Click GroupWise > Log Settings to display the Log Settings page.



- 3 Fill in the following fields:

**Log File Path:** Select the path where the log file should be created. By default, log files are stored in the *domain\wpgate\notes\000.prc* directory.

**Logging Level:** Select the logging level you want. Gateway logging levels are hierarchical, with Off as the lowest and Diagnostic as the highest.

- ◆ **Off:** Disables logging.
- ◆ **Normal:** Displays basic message routing information, providing a summary of gateway activity. This is the default setting.
- ◆ **Verbose:** Displays extra message routing details and message processing information.
- ◆ **Diagnostic:** Displays all message routing and processing information. You should use this logging level only when troubleshooting a problem with the gateway.

A new log file is created each day, and the files accumulate according to the following settings:

**Max Log File Age:** Specify the maximum number of days you want to save the log file before the gateway deletes it. The default value is 7 days.

**Max Log Disk Space:** Specify the amount of disk space you want the limit to be for log files. When the limit is reached, the gateway deletes the oldest file until the space occupied is under the maximum allowable limit. The default value is 1024 KB.

If you set the limit to zero (0), there will be no disk space limit for log files.

- 4 Click OK to save the log settings.

ConsoleOne passes the updated log settings to the Notes Gateway so that the new log settings are in force immediately.

### Corresponding Startup Switches

You could also use the `/log`, `/loglevel`, `/logdays`, and `/logmax` startup switches in the Notes Gateway startup file (`notes.cfg`) to control logging.

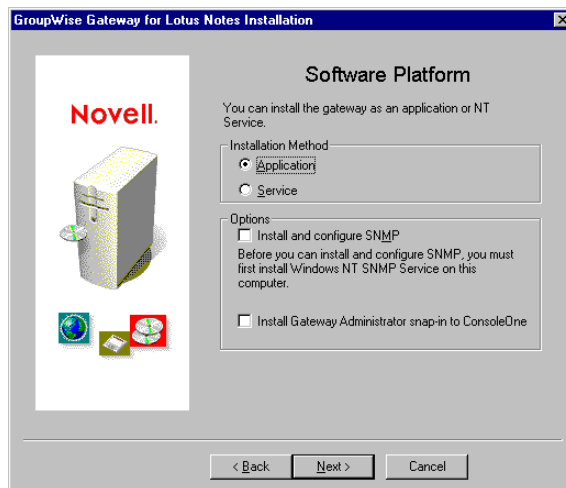
### Notes Gateway Web Console

You can view the Notes Gateway log files and change the log settings for the current Notes Gateway session by clicking the Log Settings link on the **Log Files** page. You can also view and modify log settings at the Notes Gateway server console on the server where the gateway is running, as listed in **“Menu Summary”** on page 69.

## Using SNMP Monitoring Programs

You can monitor the Notes Gateway from the Management and Monitoring component of Novell ZENworks® or any other SNMP management and monitoring program. When properly configured, the Notes Gateway sends SNMP traps to network management consoles for display along with other SNMP monitored programs.

During installation, you had the opportunity to configure the Notes Gateway for SNMP.



If you did not select SNMP support during installation, there is currently no way to add the functionality short of uninstalling the Notes Gateway and reinstalling it. See **“Uninstalling the Notes Gateway”** on page 42

To set up SNMP services for the Windows server, complete the following tasks:

- ◆ **“Copying and Compiling the Notes Gateway MIB File”** on page 78
- ◆ **“Configuring the Notes Gateway for SNMP Monitoring”** on page 79

## Copying and Compiling the Notes Gateway MIB File

An SNMP-enabled Notes Gateway returns information contained in a Management Information Base (MIB). The MIB is an ASCII data structure that defines the information gathered. It also defines the properties that can be monitored and managed on the SNMP-enabled Notes Gateway. You can view the contents of the Notes Gateway MIB for a description of the SNMP variables available for it. The Notes Gateway MIB is located in the *domain\wpgate\notes* directory.

Before you can monitor an SNMP-enabled Notes Gateway, you must compile the *ngwln.mib* file using your SNMP management program.

- 1** Copy the *ngwln.mib* file from the *domain\wpgate\notes* directory to the location required by your SNMP management program.

ZENworks for Servers users can copy the *ngwln.mib* file to the *\agents\snmp* directory in the GroupWise software distribution directory.

- 2** Compile or import the *ngwln.mib* file as required by your SNMP management program.

For example, to compile the *ngwln.mib* file for ZENworks for Servers:

**2a** In ConsoleOne, right-click the Site Server object, then click Properties > MIB Pool.

**2b** Click Modify Pool > Add.

**2c** Browse to and select the *ngwln.mib* file, then click OK.

**2d** Click Compile.

**2e** To make sure that the Windows server where the Notes Gateway is running is configured to send SNMP traps to the ZENworks for Servers Site Server, add the IP address or host name of the Site Server to the list of trap destinations.

From the Windows 2000/2003 Control Panel, double-click Administrative Tools, then click Services > SNMP Service > Properties > Traps.

Refer to your SNMP management program documentation for specific instructions.

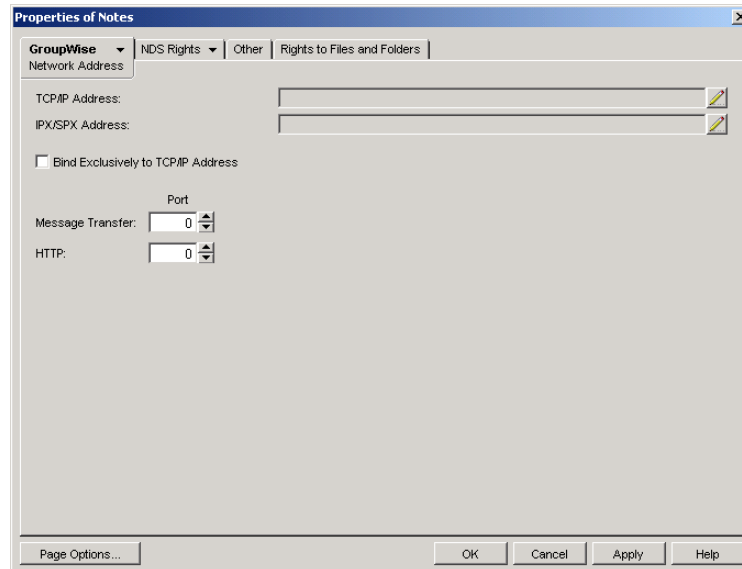
- 3** Continue with “[Configuring the Notes Gateway for SNMP Monitoring](#)” on page 79.

## Configuring the Notes Gateway for SNMP Monitoring

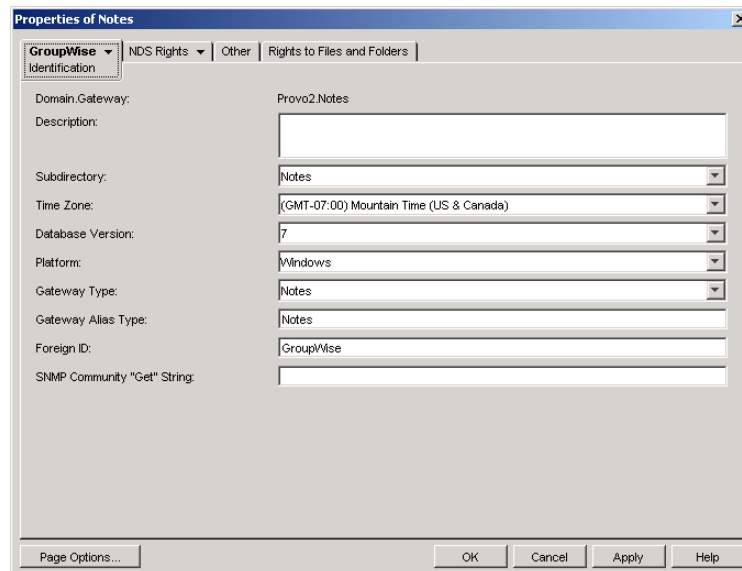
In order for SNMP monitoring programs to monitor the Notes Gateway, the Notes Gateway must be configured with a network address and SNMP community string.

**1** Browse to and right-click the Notes Gateway object, then click Properties.

**2** Click GroupWise > Network Address to display the Network Address page.



- 3 Click the pencil icon to provide the TCP/IP address or hostname of the server where the Notes Gateway runs, then click Apply.
- 4 Click GroupWise > Identification.



- 5 Provide your system SNMP community GET string, then click OK.

ConsoleOne then notifies the Notes Gateway to restart so the new settings can be put into effect.

The Notes Gateway should now be visible to your SNMP monitoring program.

## Notifying the Notes Gateway Administrator about Bad Messages

Occasionally, the Notes Gateway encounters a message that it cannot process, either because the message file has been damaged or because the recipient is not a user that is recognized by the

gateway. You can use the `/badmsg` switch in the Notes Gateway startup file to indicate how you want the Notes Gateway to handle messages that are damaged or undeliverable.

By default, bad messages are moved to the `domain\wpgate\notes\gwprob` directory (the equivalent of `/badmsg-move`). If you want to take a look at bad message files, you can have the gateway send the bad message files to the postmaster using `/badmsg-send`. If you do not yet have a postmaster, see “[Establishing Gateway Administrators](#)” on [page 62](#) for setup instructions.

If you do not want to do anything with bad messages, you can have the gateway delete them immediately using `/badmsg-neither`.

## Understanding Notes Gateway Error Messages

As you monitor the Notes Gateway, you might occasionally see error messages. Notes Gateway error messages are documented with the source of the error, possible causes of the error, and actions to take to resolve the error. See [Appendix A, “Notes Gateway Error Messages,”](#) on [page 93](#).



# 9

## Optimizing the Notes Gateway

You can adjust how the Notes Gateway functions in order to optimize its performance. Before attempting optimization, you should run the Notes Gateway long enough to observe its efficiency and its impact on other network applications running on the same server. See [Chapter 8, “Monitoring the Notes Gateway,”](#) on page 67.

Also, remember that optimizing your network hardware and operating system can make a difference in Notes Gateway performance.

The following topics help you optimize the Notes Gateway:

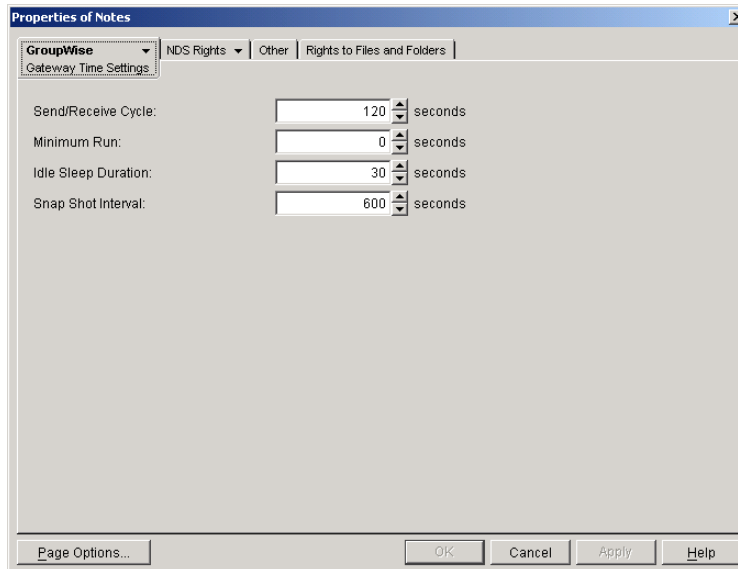
- ♦ [“Adjusting the Gateway’s Send/Receive Cycle”](#) on page 81
- ♦ [“Adjusting the Number of Sender and Receiver Threads”](#) on page 82
- ♦ [“Automating Network Reattachment”](#) on page 83
- ♦ [“Reducing Network Traffic”](#) on page 84

### Adjusting the Gateway’s Send/Receive Cycle

The Notes Gateway’s send/receive cycle determines how much time the gateway spends sending messages as opposed to receiving them. The send process refers to messages sent from GroupWise® to Notes; the receive process refers to messages sent from Notes to GroupWise.

The default send/receive cycle is 120 seconds, which causes the gateway to send messages for a maximum of 60 seconds and then receive messages for 60 seconds. You can adjust the send/receive cycle to better suit your environment and needs. You can also adjust some additional time-related settings for the gateway.

- 1** In ConsoleOne®, browse to and right-click the Notes Gateway object, then click Properties.
- 2** Click GroupWise > Gateway Time Settings to display the Gateway Time Settings page.



**3** Fill in the following fields:

**Send/Receive Cycle:** Specify the maximum amount of time you want the gateway to spend sending and receiving messages during one cycle. The default (120 seconds) causes the gateway to send messages for a maximum of 60 seconds and to receive messages for 60 seconds. The cycle is then repeated.

If the time limit is reached and a message is being processed, the gateway will finish processing the message.

**Minimum Run:** This field does not apply to the Notes Gateway.

**Idle Sleep Duration:** Specify the number of seconds the gateway is to remain idle if it has no commands or messages to process. The default value is 30 seconds.

The gateway constantly polls its directory for messages to process. The purpose of idle time is to save CPU cycles and to keep network traffic manageable.

**Snap Shot Interval:** The Notes Gateway server console shows the gateway statistics for the last *x* minutes (an interval you specify). The default interval is 10 seconds. Gateway activity is updated every minute.

**4** Click OK to save the updated time settings.

ConsoleOne then notifies the Notes Gateway to restart so the new settings can be put into effect.

**Notes Gateway Web Console**

You can adjust these settings for the current gateway session on the [Time Settings](#) page.

## Adjusting the Number of Sender and Receiver Threads

The Notes Gateway can be configured to start from varying numbers of sender and receiver threads, depending on the amount of traffic passing through the gateway. The heavier the traffic, the more threads you should configure the gateway to start. By default, 4 sender threads and 4 receiver threads are started.

Use the `/st` switch in the Notes Gateway startup file (`notes.cfg`) to set the number of sender threads. Use the `/rt` switch to set the number of receiver threads.

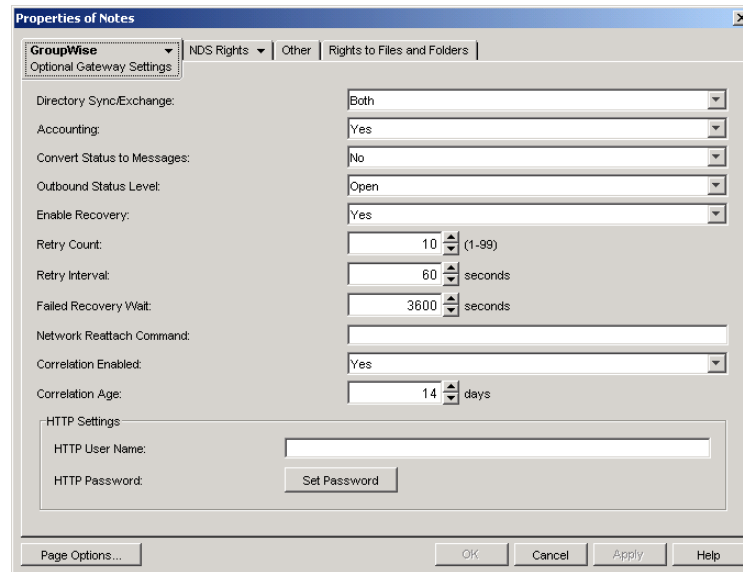
## Notes Gateway Web Console

You can check the number of sender and receiver threads that are currently available and in use on the [Status](#) page.

# Automating Network Reattachment

When the Notes Gateway loses its link to the server where the GroupWise domain directory resides or its link to the Notes/Domino server, it can attempt to reestablish the link.

- 1 In ConsoleOne, browse to and right-click the Notes Gateway object, then click Properties.
- 2 Click GroupWise > Optional Gateway Settings to display the Optional Gateway Settings page.



- 3 Make sure that Enable Recovery is set to Yes.
- 4 Fill in the following fields:

**Retry Count:** Specify the number of times you want the gateway to attempt to recover the network link. The default is 10 times.

**Retry Interval:** Specify the amount of time you want the gateway to wait between retry attempts. The default value is 60 seconds.

**Failed Recovery Wait:** If the gateway cannot reconnect to the network after the number of times specified in Retry Count, it will stop attempting to reconnect. Specify the amount of time you want the gateway to wait until it starts the reconnect process again. The default value is 3600 seconds (1 hour).

**Network Reattach Command:** You can create a batch file that the gateway can use to reconnect to the network server where the GroupWise domain directory resides and to the Notes/Domino server. Specify the name of the batch file in this field.

- 5 Click OK to save the reattachment information.

ConsoleOne then notifies the Notes Gateway to restart so the new settings can be put into effect.

## Reducing Network Traffic

By default, the Notes Gateway's queue directories are located in the *domain\wpgate\notes* directory on the server where the domain is located. To reduce network traffic, you can redirect the gateway's queue directories to the Windows server where the gateway is running.

If you choose to place the queue directories on the gateway server's local drive, make sure the gateway server has sufficient disk space, memory, and processing power to handle the load.

Start the gateway using the following startup switch:

```
ngate /work-queue_directory
```

where *queue\_directory* is the path to the directory where you want the gateway queues created. For example, you could use a *c:\lgate* directory on the local drive. Make sure the directory is not used by any other program. The gateway must have exclusive access to the directory; any unrecognized files in the directory are immediately moved to the *gwprob* subdirectory.

The first time you start the gateway using the */work* switch, the gateway creates the necessary file structure in the specified directory. It creates a *wpgate* directory, with *wpcsin* and *wpcsout* queue directories. This local structure is used as long as you continue to start the gateway with the */work* switch. You might want to add the */work* switch to the startup file (*notes.cfg*) so the gateway always uses the same queue directory. See [Chapter 10, "Using Notes Gateway Startup Switches," on page 85](#).

# 10 Using Notes Gateway Startup Switches

Startup switches let you set various operational parameters for the gateway. Some startup switches override configuration information, such as logging level, that you can set in ConsoleOne®. Other switches provide configuration options not available anywhere else.

To use a startup switch, you can include it on the command line immediately following the `ngate` executable command.

**Example:**

```
ngate /badmsg-send
```

You can also edit the Notes Gateway startup file (`notes.cfg`) to include the switches you want to use when starting the gateway. The `notes.cfg` file is located in the `domain\wpgate\notes` directory. Use the following syntax to include the startup file:

**Example:**

```
ngate @notes.cfg
```

The table below summarizes Notes Gateway startup switches and how they correspond to configuration settings in ConsoleOne.

Startup Switch	ConsoleOne Setting
<code>/badmsg</code>	N/A
<code>/blockdoms</code>	N/A
<code>/corr</code>	N/A
<code>/group</code>	N/A
<code>/help</code>	N/A
<code>/home</code>	N/A
<code>/httppassword</code>	HTTP Password
<code>/httpport</code>	HTTP Port
<code>/httprefresh</code>	N/A
<code>/httpuser</code>	HTTP Username
<code>/ic</code>	N/A
<code>/ip</code>	TCP/IP Address
<code>/insmb</code>	N/A
<code>/log</code>	Log File Path

Startup Switch	ConsoleOne Setting
<code>/logdays</code>	Maximum Log File Age
<code>/loglevel</code>	Log Level
<code>/logmax</code>	Maximum Log File Size
<code>/noalias</code>	N/A
<code>/rt</code>	N/A
<code>/single</code>	N/A
<code>/st</code>	N/A
<code>/work</code>	N/A

## `/badmsg`

Indicates what the gateway should do with bad message files (undeliverable or damaged). See [“Notifying the Notes Gateway Administrator about Bad Messages” on page 79](#). The following options can be used:

- ◆ **Move:** Instructs the gateway to move the bad message files to the `domain\wpgate\notes\gwprob` directory. This is the default action.
- ◆ **Send:** Instructs the gateway to send the bad message files to the user assigned as the gateway’s Postmaster. See [“Establishing Gateway Administrators” on page 62](#).
- ◆ **Both:** Instructs the gateway to both move and send the bad message files.
- ◆ **Neither:** Instructs the gateway to delete the files

**Syntax:**

`/badmsg-option`

**Example:**

`/badmsg-both`

## `/blockdoms`

Prevents users in the specified GroupWise domains from appearing in the Notes version of the GroupWise Address Book when directory synchronization and exchange are enabled. See [“Enabling Directory Synchronization and Exchange” on page 45](#).

**Syntax:**

`/blockdoms-domain`

`/blockdoms-"list_of_domains"`

**Examples:**

`/blockdoms-domain1`

`/blockdoms-"domain1, domain2, domain3"`

## /corr

Specifies the path where the correlation database (`gwcorr.db`) is to be redirected. By default, the correlation database is located in the `domain\wpgate\notes` directory. For information about the correlation database, see “[Enabling Message Status for Sent Items](#)” on page 63.

**Syntax:**

```
/corr-[drive:]\directory  
/corr-\\server\sharename\directory
```

**Example:**

```
/corr-\Ingate\statcorr  
/corr-m:\Ingate\statcorr  
/corr-\\server2\c$\Ingate\statcorr
```

## /group

Turns on group expansion. If enabled, an incoming message addressed to a public group (distribution list) will be sent to members of that group. Group expansion is on by default.

**Syntax:**

```
/group
```

## /help

Displays information about the Notes Gateway switches.

**Syntax:**

```
/help
```

## /home

Specifies the path to the gateway root directory (`domain\wpgate\notes`).

**IMPORTANT:** You cannot move the Notes Gateway software to a different location.

**Syntax:**

```
/home-[drive:]\directory  
/home-\\server\sharename\directory
```

**Example:**

```
/home-\Ingate\work  
/work-m:\Ingate\work  
/work-\\server2\c$\Ingate\work
```

## /httppassword

Specifies the password for the Notes Gateway to prompt for before allowing gateway status information to be displayed in your Web browser. Do not use an existing Novell® eDirectory™ password because the information passes over the insecure connection between your Web browser and the Notes Gateway. See “[Using the Notes Gateway Web Console](#)” on page 70.

**Syntax:**  
*/httppassword-password*

**Example:**  
*/httppassword-GWiseNotes*

See also [/httpuser](#), [/httpport](#), and [/httprefresh](#).

## **/httpport**

Sets the HTTP port number used for the Notes Gateway to communicate with your Web browser. The setting must be unique on the server where the Notes Gateway runs. See [“Using the Notes Gateway Web Console” on page 70](#).

**Syntax:**  
*/httpport-port\_number*

**Example:**  
*httpport-7175*

See also [/httpuser](#), [/httppassword](#), and [/httprefresh](#).

## **/httprefresh**

Specifies the rate at which the Notes Gateway refreshes the status information in your Web browser. The default is 60 seconds. See [“Using the Notes Gateway Web Console” on page 70](#).

**Syntax:**  
*/httprefresh-seconds*

**Example:**  
*/httprefresh-30*

See also [/httpuser](#), [/httppassword](#), and [/httpport](#).

## **/httpuser**

Specifies the username for the Notes Gateway to prompt for before allowing gateway status information to be displayed in a Web browser. Providing a username is optional. Do not use an existing eDirectory username because the information passes over the insecure connection between your Web browser and the Notes Gateway. See [“Using the Notes Gateway Web Console” on page 70](#).

**Syntax:**  
*/httpuser-username*

**Example:**  
*/httpuser-GateWatcher*

## **/ic**

Specifies the Internet Agent to use for Internet connectivity. If no Internet Agent is provided, the Notes Gateway uses the Notes Internet connector for sending messages from Notes users to Internet users. See [“Configuring Internet Connectivity” on page 65](#).



**Syntax:**

*/ic-domain\_name.agent\_name*

**Example:**

*/ic-Connector.GWIA*

## **/ip**

Binds the Notes Gateway to a specific IP address when the server where it runs uses multiple IP addresses, such as in a clustering environment. The specified IP address is associated with all ports used by the gateway (message transfer and HTTP). Without the `/ip` switch, the gateway binds to all available IP addresses. See [“Binding the Notes Gateway to a Specific IP Address” on page 64](#).

**Syntax:**

*/ip-network\_address*

**Example:**

*/ip-172.16.5.18*

*/ip-notessvr.provo.novell.com*

## **/lnsmb**

Specifies the name of the Notes mailbox used to transfer messages between systems. The default is `mail.box`. The variable *n* can range from 1 to 10.

**Syntax:**

*/lnsmb-mailn.box*

**Example:**

*/lnsmb-mail2.box*

## **/log**

Redirects the log files to the specified directory. By default, the log files are created in the `domain\wpgate\notes\000.prc` directory. See [“Using Notes Gateway Log Files” on page 75](#).

**Syntax:**

*/log-[drive:]\directory*

*/log-\\server\sharename\directory*

**Example:**

*/log-\lgate\logs*

*/log-m:\lgate\logs*

*/log-\\server2\c\$\lgate\logs*

See also [/loglevel](#), [/logdays](#), and [/logmax](#).

## **/logdays**

Overrides the maximum log file age specified in ConsoleOne. Any log files older than the number of days you specify are deleted. The range is from 1 to 360 days. See [“Using Notes Gateway Log Files” on page 75](#).

**Syntax:**  
*logdays-days*

**Example:**  
*/logdays-30*

See also [/log](#), [/loglevel](#), and [/logmax](#).

## **/loglevel**

Overrides the log level specified in ConsoleOne. Possible options are Off, Normal, Verbose, and Diagnostic. See [“Using Notes Gateway Log Files” on page 75](#).

**Syntax:**  
*/loglevel-level*

**Example:**  
*/loglevel-verbose*

See also [/log](#), [/logdays](#), and [/logmax](#).

## **/logmax**

Overrides the maximum log file disk space specified in ConsoleOne. If the maximum disk space limit is reached, the oldest log file is deleted to make room for a new one. Specify the number of kilobytes you want to use. The default is 1024 KB or 1 MB. The range is from 256 KB to unlimited size. Use 0 (zero) for unlimited disk space. See [“Using Notes Gateway Log Files” on page 75](#).

**Syntax:**  
*/logmax-kilobytes*

**Example:**  
*/logmax-2048*

See also [/log](#), [/loglevel](#), and [/logdays](#).

## **/noalias**

Specifies whether the Notes Gateway should use the Notes user’s full name (first name and last name) or the user’s short name (typically first initial plus last name or "alias"). By default, the gateway uses the short name. Use of the switch causes the gateway to use the full name.

**Syntax:**  
*/noalias*

## **/rt**

Specifies the number of receiver threads that the Notes Gateway should start. The default is 4. There is no limit to the number of threads you can start, but nothing is gained by starting threads that are always idle. See [“Adjusting the Number of Sender and Receiver Threads” on page 82](#).

**Syntax:**  
*/rt-threads*

**Example:**

/rt-3

See also [/st](#).

## /single

Instructs the gateway to run for one send/receive cycle, then shut down. For information about the send/receive cycle, see [“Adjusting the Gateway’s Send/Receive Cycle” on page 81](#).

**Syntax:**

/single

## /st

Specifies the number of sender threads that the Notes Gateway should start. The default is 4. Valid values range from 1 to 4. See [“Adjusting the Number of Sender and Receiver Threads” on page 82](#).

**Syntax:**

*/st-threads*

**Example:**

/st-3

See also [/rt](#).

## /work

Indicates the path where temporary files are stored while messages are transferred. You can use a path to a location on the Windows server where the gateway is running or on the server where the domain directory is located. For more information, see [“Reducing Network Traffic” on page 84](#).

**Syntax:**

*/work-[drive:]\directory*

*/work-\\server\sharename\directory*

**Example:**

/work-\\ngate\work

/work-m:\ngate\work

/work-\\server2\c\$\ngate\work



# A

## Notes Gateway Error Messages

This section helps you resolve error messages that appear in Notes Gateway log files and other places where gateway status information is displayed:

[“Error Messages” on page 93](#)

Additional sources of troubleshooting assistance include:

- ◆ [Novell Support Knowledgebase \(http://support.novell.com/search/kb\\_index.jsp\)](http://support.novell.com/search/kb_index.jsp)
- ◆ [GroupWise® Product Support Forums \(http://support.novell.com/forums/2gw.html\)](http://support.novell.com/forums/2gw.html)
- ◆ [GroupWise Support Community \(http://support.novell.com/products/groupwise\)](http://support.novell.com/products/groupwise)
- ◆ [GroupWise Cool Solutions \(http://www.novell.com/coolsolutions/gwmag/index.html\)](http://www.novell.com/coolsolutions/gwmag/index.html)

## Error Messages

Error accessing VIM link

Error creating Address Book 'WPNames.NSF'. You are not authorized to perform that operation

Error opening character set translation file

Error processing attachment: attachment\_name. You are not authorized to perform that operation

Error processing Notes Address Book information; You are not authorized to use the remote console on the server

Error reading character set translation file

Error synchronizing modified Notes user to GroupWise; Unsupported datatype in Name and Address Book document

File object is truncated; file may have been damaged

Foreign Domain missing or not configured in Name and Address Book

Invalid name for foreign domain

Invalid password

Invalid password for Lotus Notes

Memory access error

Memory allocation error

No route to the gateway

NOTES.INI file cannot be found on the search path pathname

No active recipients

Path not found error

Purging expired GroupWise directory information from Notes. Error purging GroupWise users from Notes. Entry not found in index

Retry count exceeded

Unable to locate GWORK directory

Unable to replicate Lotus Notes Address Book information to GroupWise. Unsupported datatype in Name and Address Book document  
Undeliverable file moved to: path\filename  
Unknown return value  
VIM init error. Directory exchange and migrate utilities inactive  
You are not authorized to use the remote console on this server

### **Error accessing VIM link**

Source: GroupWise Notes Gateway; directory exchange and synchronization.

Possible Cause: Invalid VIM configuration; the Notes Gateway cannot access the link to the Notes system.

Action: Make sure that the Notes client is installed on the Windows server running the gateway.

Action: Make sure that the Notes/Domino server is running.

### **Error creating Address Book 'WPNames.NSF'. You are not authorized to perform that operation**

Source: GroupWise Notes Gateway; initial startup.

Possible Cause: The Notes Gateway user is not provided with access rights to create databases on the Notes/Domino server that the gateway communicates with. Therefore, the gateway cannot start and cannot create the Notes Address Book where GroupWise user information will be stored.

Action: The Notes Gateway user should be provided with access rights to create databases on the Notes/Domino server that the gateway communicates with. See [“Providing Access to Notes Databases” on page 32](#).

After giving access rights, restart the Notes/Domino server before starting the gateway.

### **Error opening character set translation file**

Source: GroupWise Notes Gateway; startup.

Possible Cause: The gateway is not able to find the path to the `domino` and `domino\data` directories where the character set translation file is located.

Action: Make sure that the `notes` and `notes\data` directories are included in the system path on the server running the Notes client for the gateway. See [“Adding the Notes Software Directory to the Path Variable” on page 25](#).

### **Error processing attachment: *attachment\_name*. You are not authorized to perform that operation**

Source: GroupWise Notes Gateway; outbound messaging.

Possible Cause: The gateway is not able to process the attachment in a message addressed to a Notes user from GroupWise.

Action: None. The Gateway drops an attachment if it cannot process it and continues with processing of remaining part of the message.

### **Error processing Notes Address Book information; You are not authorized to use the remote console on the server**

Source: GroupWise Notes Gateway; directory exchange

Possible Cause: The Notes Gateway user is not provided with the required access rights.

Action: Make sure that the Notes Gateway user is listed as an Administrator on the Notes/Domino server that the gateway communicates with. See [“Providing Access to the Notes/Domino Server” on page 30](#).

### Error reading character set translation file

Source: GroupWise Notes Gateway; startup.

Possible Cause: The gateway is not able to find the path to the **domino** and **domino\data** directories.

Action: Make sure that the notes and notes\data directories are included in the system path on the server running the Notes client for the gateway. See [“Adding the Notes Software Directory to the Path Variable” on page 25](#).

### Error synchronizing modified Notes user to GroupWise; Unsupported datatype in Name and Address Book document

Source: GroupWise Notes Gateway; directory exchange and synchronization.

Possible Cause: The Notes Gateway user is not provided with the required access rights.

Action: Give access rights as described in [“Setting Up Server and Database Access for the Notes Gateway User” on page 30](#).

### File object is truncated; file may have been damaged

Source: GroupWise Notes Gateway; general processing.

Possible Cause: The **wpname.nsf** file on Notes/Domino server connected to GroupWise is damaged and the gateway is not able to find the People view in the Notes version of the GroupWise Address Book (**wpname.nsf**).

Action: Replace the damaged **wpname.nsf** database on the Notes/Domino server with the backup copy that is populated with GroupWise addresses.

Action: If you don't have a backup copy of **wpname.nsf**, follow the steps:

- 1** Delete the damaged **wpname.nsf** database on the Notes/Domino server connected to the gateway.

If your Notes system is configured to replicate the **wpname.nsf** file to multiple servers, delete it from all the Notes/Domino servers.

- 2** Delete the **000.prc** directory from the gateway home directory, after making copies of the log files if necessary.

- 3** From the gateway root directory, copy the **wpname.nsf** database to the **domino\data** directory on the Notes/Domino server that the Notes Gateway communicates with.

- 4** Do a fresh directory exchange.

If the Notes Gateway is running as an application, use Actions > Synchronize Directories at the Notes Gateway server console.

If the Notes Gateway is running as a service, the directory exchange will occur during the regular nightly exchange, as described in [“Enabling Directory Synchronization and Exchange” on page 45](#).

- 5** If required by your Notes system configuration, replicate **wpname.nsf** to other Notes/Domino servers.

## Foreign Domain missing or not configured in Name and Address Book

Source: GroupWise Notes Gateway; initialization.

Possible Cause: The gateway cannot find the foreign domain that represents the GroupWise system in the Notes system.

Action: Create a foreign domain for the GroupWise system on the Notes/Domino server. See [“Defining the GroupWise System As a Notes Foreign Domain” on page 26](#)

Action: Make sure the Foreign ID field on the Identification page of the Notes Gateway object in ConsoleOne matches the Foreign Domain name for the GroupWise system in the Notes system. See [“Providing Gateway Information” on page 35](#) and [“Defining the GroupWise System As a Notes Foreign Domain” on page 26](#).

## Invalid name for foreign domain

Source: GroupWise Notes Gateway; directory exchange.

Possible Cause: Directory exchange has been enabled, but no foreign (non-GroupWise) domain has been specified in the Required Parameters page in ConsoleOne®.

Action: See [“Enabling Directory Synchronization and Exchange” on page 45](#)

## Invalid password

Source: GroupWise Notes Gateway; startup.

Possible Cause: The Notes ID password entered on the Required Parameters page of the Notes Gateway object in ConsoleOne is not correct.

Action: See [“Setting Required Parameters” on page 36](#).

## Invalid password for Lotus Notes

Source: GroupWise Notes Gateway; initialization.

Possible Cause: The password specified on the Required Parameters page of the Notes Gateway object in ConsoleOne is not the same as the password for the Notes Gateway user.

Action: Make sure that the Notes ID Password field on the Required Parameters page of the Notes Gateway object in ConsoleOne is same as the Notes Gateway user password. See [“Setting Required Parameters” on page 36](#) and [“Registering the Notes Gateway As a Notes User” on page 28](#).

## Memory access error

Source: GroupWise Notes Gateway; general processing.

Possible Cause: The gateway requires more memory than is currently available.

Action: Free up memory on the Windows server.

## Memory allocation error

Source: GroupWise Notes Gateway; general processing.

Possible Cause: The gateway requires more memory than is currently available.

Action: Free up memory on the Windows server.



## No route to the gateway

Source: Notes client; sending a message to a GroupWise user through the Notes Gateway.

Explanation: When a Notes user tries to initiate a mail message to a GroupWise user, or if the Notes user replies to a GroupWise message, this message is displayed in the Notes client, and the message does not get delivered.

Possible Cause: The Notes/Domino Gateway Server Name field for the foreign domain document on the Notes/Domino server is not hierarchical.

Action: In the Foreign Domain Document in the Notes/Domino Administrator, edit the Gateway Server Name field so that it contains the full hierarchical name of the Notes/Domino server that routes the messages to the Notes Gateway. See [“Defining the GroupWise System As a Notes Foreign Domain” on page 26.](#)

## NOTES.INI file cannot be found on the search path *pathname*

Source: GroupWise Notes Gateway; initialization.

Possible Cause: The gateway cannot find the `notes.ini` file in the system path on the server running the gateway.

Action: Include the directory containing `notes.ini` in the system path. See [“Adding the Notes Software Directory to the Path Variable” on page 25.](#)

## No active recipients

Source: GroupWise Notes Gateway; outbound messaging.

Possible Cause: The message did not include the address of any active recipients.

Action: Select users from the GroupWise Address Book, rather than trying to type names in the To field.

## Path not found error

Source: GroupWise Notes Gateway; startup.

Possible Cause: Invalid file path.

Action: Make sure the gateway has network access and rights to the GroupWise domain directory, Notes/Domino server, and any directories to which you have redirected files. See [“Meeting Installation Prerequisites” on page 19](#) and [Chapter 10, “Using Notes Gateway Startup Switches,” on page 85.](#)

## Purging expired GroupWise directory information from Notes. Error purging GroupWise users from Notes. Entry not found in index

Source: GroupWise Notes Gateway; directory exchange.

Possible Cause: The Notes version of the GroupWise Address Book (`wpname.nsf`) on the Notes/Domino server that the Notes Gateway communicates with is damaged and gateway is not able to find the People view in the `wpname.nsf` file.

Action: Replace the damaged `wpname.nsf` database on the Notes/Domino server with a backup copy of `wpname.nsf` that is populated with GroupWise addresses.

Action: If you don't have a backup copy of `wpname.nsf`, follow the steps:

- 1 Delete the damaged `wpname.nsf` database on the Notes/Domino server connected to the gateway.

If your Notes system is configured to replicate the wnames.nsf file to multiple servers, delete it from all the Notes/Domino servers.

- 2** Delete the **000.prc** directory from the gateway home directory, after making copies of the log files if necessary.
- 3** From the gateway root directory, copy the wnames.nsf database to the **domino\data** directory on the Notes/Domino server that the Notes Gateway communicates with.
- 4** Do a fresh directory exchange.

If the Notes Gateway is running as an application, use Actions > Synchronize Directories at the Notes Gateway server console.

If the Notes Gateway is running as a service, the directory exchange will occur during the regular nightly exchange, as described in [“Enabling Directory Synchronization and Exchange” on page 45](#).

- 5** If required by your Notes system configuration, replicate wnames.nsf to other Notes/Domino servers.

### **Retry count exceeded**

Source: GroupWise Notes Gateway; server connection.

Possible Cause: The gateway’s attempt to reconnect to the GroupWise domain directory or Notes/Domino server has failed the number of times specified on the Optional Gateway Settings page in ConsoleOne.

Action: See [“Automating Network Reattachment” on page 83](#) for more information about network reattachment.

### **Unable to locate GWORK directory**

Source: GroupWise Notes Gateway; general processing.

Possible Cause: The gateway cannot find the gwwork directory.

Action: Make sure that connections between the Notes Gateway, the GroupWise system, and the Notes system are up and functioning.

Action: Verify the path specified for the **/work** startup switch in the **notes.cfg** file.

### **Unable to replicate Lotus Notes Address Book information to GroupWise. Unsupported datatype in Name and Address Book document**

Source: GroupWise Notes Gateway; directory exchange.

Possible Cause: The Notes Gateway user is not provided with the required access rights.

Action: Make sure that the Notes Gateway user has the required access rights. See [“Setting Up Server and Database Access for the Notes Gateway User” on page 30](#).

### **Undeliverable file moved to: *path\filename***

Source: GroupWise Notes Gateway; outbound messaging.

Possible Cause: The gateway repeatedly failed on an outbound message.

Action: The file was moved to the **domain\wpgate\notes\gwprob** directory. No action is required.

If you want to be notified when messages are moved to the gwprob directory, use the **/badmsg** startup switch and establish a postmaster, as described in [“Establishing Gateway Administrators” on page 62](#).

## Unknown return value

- Source: GroupWise Notes Gateway; general processing.
- Possible Cause: An uncommon error occurred.
- Action: Record the conditions under which you encountered the error. For the latest error message solutions, look up the error message in the [Novell Support Knowledgebase \(http://support.novell.com/search/kb\\_index.jsp\)](http://support.novell.com/search/kb_index.jsp).

## VIM init error. Directory exchange and migrate utilities inactive

- Source: GroupWise Notes Gateway; initialization.
- Possible Cause: The gateway is running on the same server as the Notes/Domino server.
- Action: For the gateway to perform directory synchronization and exchange with some versions of Notes, the gateway must run on a server other than the Notes/Domino server. See [Chapter 2, “Notes Gateway System Requirements,”](#) on page 13.
- Action: Make sure that the Notes ID Password field in ConsoleOne is same as the Notes Gateway user password. See [“Setting Required Parameters”](#) on page 36 and [“Registering the Notes Gateway As a Notes User”](#) on page 28
- Action: If the problem still persists, restart both the Notes/Domino server and the gateway.

## You are not authorized to use the remote console on this server

- Source: GroupWise Notes Gateway; initial startup.
- Possible Cause: The Notes Gateway user is not listed as an administrator for the Notes/Domino server that the Notes Gateway communicates with
- Action: Make the Notes Gateway user an administrator of the Notes/Domino server. See [“Providing Access to the Notes/Domino Server”](#) on page 30.



# B








## Notes Gateway Directory Structure

The following directory structure diagrams help you understand the Notes Gateway:

- ◆ [“Domino Server Directory Structure” on page 101](#)
- ◆ [“Notes Gateway Server Directory Structure” on page 102](#)
- ◆ [“Notes Gateway Directory Structure under the Domain” on page 102](#)

### Domino Server Directory Structure

When you run the Notes Gateway, it accesses some standard Lotus Notes files. It also creates and updates some files in the Notes system.

 <b>program files\lotus</b>	Lotus Notes root directory
 <b>domino</b>	Directory for Domino server files
 <b>notes.ini file</b>	Domino server initialization file
 <b>data</b>	Data directory for the Domino server
 <b>names.nsf</b>	Notes public Address Book
 <b>wpname.snsf</b>	Notes version of the GroupWise® Address Book
 <b>notesgateway.nsf</b>	Notes mail file (mailbox) for the Notes Gateway foreign domain

#### lotus directory

The **lotus** directory on the Domino server is the root directory for a Lotus Notes system.

#### domino directory

The **domino** directory contains subdirectories and files pertaining to the Domino server.

#### notes.ini file

The **notes.ini** file is the Domino server initialization file used by Lotus Notes. You must manually update the notes.ini file to add the Notes version of the GroupWise Address Book to the Notes system, as described in [“Adding the GroupWise Address Book to Notes” on page 25](#).

#### data directory

The **data** subdirectory contains files used by the Domino server.

### names.nsf file

The **names.nsf** file is the Notes public Address Book.

### wpname.nsf file




The **wpname.nsf** file is the Notes version of the GroupWise Address Book that is accessed by Notes users when sending messages to GroupWise users.

### notesgateway.nsf file

The **notesgateway.nsf** mail file is the Notes mailbox that belongs to the Notes Gateway foreign domain. It is used for communication between the Notes system and the GroupWise system. See [“Defining the GroupWise System As a Notes Foreign Domain” on page 26](#).

## Notes Gateway Server Directory Structure

When you run the Notes Gateway, it accesses the Notes system as the Notes Gateway user you set up in [“Registering the Notes Gateway As a Notes User” on page 28](#). Therefore, the Notes Gateway accesses some Notes client files on the Notes Gateway server.

 <b>program files\lotus</b>	Lotus Notes client directory
 <b>notes</b>	Directory for Notes client files
 <b>notes.ini file</b>	Notes client initialization file

### lotus directory

The **lotus** directory on the Notes Gateway server is the root directory for the Lotus Notes client.

### notes directory

The **notes** directory on the Notes Gateway server contains subdirectories and files pertaining to the Notes client.



























### notes.ini file






The **notes.ini** file on the Notes Gateway server is the Notes client initialization file. It receives GroupWise information from the updated notes.ini file on the Notes/Domino server so that the Notes client can access the Notes version of the GroupWise Address Book. See [“Adding the GroupWise Address Book to Notes” on page 25](#).

## Notes Gateway Directory Structure under the Domain

The Notes Gateway is installed in a subdirectory of the domain it belongs to.

 <b>domain\wpgate\notes</b>	Notes Gateway root directory
--	------------------------------

 000.prc	Directory for message processing
 cmd	Not used in version 3.0 of the Notes Gateway
 gwwork	Working directory for processing messages
 <i>mmddlog.nnn</i>	Notes Gateway log files
 acct	Accounting file
 set	Settings file for screen colors, log levels, and so on
 stat	Statistics file for Notes Gateway operation
 proc	Process lock file indicating that the Notes Gateway is running
 pulse.tmp	Temporary file to verify Notes Gateway operation
 gwhold	Directory for retaining delayed delivery messages
 qfiles	Not currently used
 gwprob	Directory for undeliverable messages
 migrate	Not currently used
 uninstnotes	Directory for the Notes Gateway uninstallation program
 wpcsin	MTA input queue directory
 0-7	Priority queue subdirectories
 wpcout	MTA output queue directory
 notxxxx	Notes Gateway input queue
 0-7	Priority queue subdirectories
 problem	Undeliverable messages
 readme.txt	Pointer Readme file in ASCII text format
 readme.html	Pointer Readme file in HTML format
 ngate.exe	Notes Gateway program
 notes.cfg	Notes Gateway startup file
 access.cfg	Access control configuration file
 gwcorr.*	Status message correlation database
 wpname.nsf	Notes version of the GroupWise Address Book
 ngwln.mib	Notes Gateway MIB file
 gwngate.chm	Windows help file for the Notes Gateway server console
 novell_in.hs	JavaHelp helpset file for Gateway Administrator snap-in help
 map.jhm	Map file for Gateway Administrator snap-in help
 *.htm	Help topics for Gateway Administrator snap-in help

 gwsetup.exe	Notes Gateway Installation program
 setup.inf	Installation information file
 gwstrs.fil	Notes Gateway resource file
 wp_ga_us.trs	Installation program resource file
 *.dll	Supporting Windows DLL programs

## **domain\wpgate\notes directory**

The Notes Gateway **root directory** is the default location for all Notes Gateway files. During installation, you choose the domain where you want to install the Notes Gateway and you choose the name of the root directory. The default directory name is notes.

To improve performance, you can move the queue directories onto the Windows server where the gateway is running, as described in [“Reducing Network Traffic” on page 84](#).

## **000.prc directory**

The **000.prc** directory is where the Notes Gateway processes messages that are passing through the gateway between the GroupWise and Notes systems.

### **gwwork directory**

The **gwwork** directory holds temporary files used in message processing.

### **mmdlog.nnn files**

The **mmdlog.nnn** files are the Notes Gateway log files where message routing information is recorded. See [“Using Notes Gateway Log Files” on page 75](#).

### **acct file**

The acct file contains information about the messages the Notes Gateway sends each day. It is e-mailed to the accounts each day at midnight. For more information about the accounting files, see [“Setting Up Accounting” on page 59](#).

### **set file**

The set file stores Notes Gateway console settings such as color, log settings, and so on. For more information, see [“Using the Notes Gateway Server Console” on page 67](#).

### **stat file**

The stat file stores statistics about the Notes Gateway’s functioning. For information about the statistics provided by the Notes Gateway, see [“Statistics Box” on page 68](#).

### **proc file**

The proc file is the lock file for the Notes Gateway process. The proc file is opened and locked when the Notes Gateway starts. This prevents multiple Notes Gateways from being started for the same domain.



### **pulse.tmp file**

The pulse.tmp file is re-created by the Notes Gateway every time it completes a cycle (after an idle loop). If you are not at the Notes Gateway server console but need to know if the Notes Gateway is running, you can delete the pulse.tmp file. If the Notes Gateway is running, it re-creates the file.

### **gwhold directory**

The **gwhold** directory is where delayed delivery messages are held until their delivery times arrive.

### **gwprob directory**

The **gwprob** directory is where the Notes Gateway places incoming message files that it cannot process. Using the **/badmsg** switch, you can configure the gateway to retain bad messages, delete bad messages, or send bad messages to the gateway postmaster. See [“Notifying the Notes Gateway Administrator about Bad Messages” on page 79](#).

### **migrate directory**

In the current version of the Notes Gateway, the **migrate** directory is not used because migration tools are not yet available. When the migration tools become available, you will be able to convert Notes mailboxes and archives into GroupWise mailboxes and archives.

### **uninstnotes directory**

The **uninstnotes** directory contains the Notes Gateway uninstallation program and supporting files.

### **wpcsin directory**

The **wpcsin** directory is the MTA input queue where the Notes Gateway places messages from Notes users for transfer into the GroupWise system. When a new message arrives, the MTA for the domain where the gateway is installed routes it to the appropriate destination. The wpcsin directory in the Notes Gateway directory is parallel to the wpcsin directory in the domain. For more information, see:

- ◆ [“Domain Directory” in the “GroupWise 7 Troubleshooting 3: Message Flow and Directory Structure”](#)
- ◆ [“Domain Directory” in the GroupWise 6.5 Troubleshooting 3: Message Flow and Directory Structure](#)

The MTA input queue contains eight priority subdirectories.

#### **0-7 priority directories**

The **0-7** priority subdirectories in the MTA input queue handle different types of messages transferring from the Notes system into the GroupWise system.

- ◆ **0:** Busy searches from Notes users on GroupWise users
- ◆ **1:** Not used by the Notes Gateway
- ◆ **2:** High priority messages from Notes users to GroupWise users
- ◆ **3:** Status messages notifying Notes users about the status of high priority messages sent to GroupWise users
- ◆ **4:** Normal priority messages from Notes users to GroupWise users

- ◆ **5:** Status messages notifying Notes users about the status of normal priority messages sent to GroupWise users
- ◆ **6:** Low priority messages from Notes users to GroupWise users
- ◆ **7:** Status messages notifying Notes users about the status of low priority messages sent to GroupWise users

Status message correlation must be enabled in order for Notes users to receive status information about messages sent to GroupWise users. See “[Enabling Message Status for Sent Items](#)” on [page 63](#).

## wpcout directory

The **wpcout** directory is the MTA output queue where the MTA for the domain where the gateway is installed places messages for transfer over to the Notes system.

## notxxx directory

The **notxxx** directory contains eight priority subdirectories.

### 0-7 priority directories

The **0-7** priority subdirectories in the MTA output queue handle different types of messages transferring from the GroupWise system into the Notes system.

- ◆ **0:** Busy searches from GroupWise users on Notes users
- ◆ **1:** Not used by the Notes Gateway
- ◆ **2:** High priority messages from GroupWise users to Notes users
- ◆ **3:** Status messages notifying GroupWise users about the status of high priority messages sent to Notes users
- ◆ **4:** Normal priority messages from GroupWise users to Notes users
- ◆ **5:** Status messages notifying GroupWise users about the status of normal priority messages sent to Notes users
- ◆ **6:** Low priority messages from GroupWise users to Notes users
- ◆ **7:** Status messages notifying GroupWise users about the status of low priority messages sent to Notes users

Status message correlation must be enabled in order for GroupWise users to receive status information about messages sent to Notes users. See “[Enabling Message Status for Sent Items](#)” on [page 63](#).

## problem directory

The **problem** directory is where the MTA places message files that it cannot deliver into one of the eight priority subdirectories, perhaps because the message files have been damaged.

## readmeen.txt file

The **readmeen.txt** file lists sources of documentation for the GroupWise 7 Gateway for Lotus Notes on the [GroupWise Gateways Documentation Web site \(http://www.novell.com/documentation/gwgateways/index.html\)](http://www.novell.com/documentation/gwgateways/index.html).

### **readmeen.html file**

The **readmeen.txt** file lists sources of documentation for the GroupWise 7 Gateway for Lotus Notes on the [GroupWise Gateways Documentation Web site \(http://www.novell.com/documentation/gwgateways/index.html\)](http://www.novell.com/documentation/gwgateways/index.html).

### **ngate.exe file**

The **ngate.exe** file is the Notes Gateway executable file. You run this program to start the Notes Gateway. See “[Starting the Notes Gateway](#)” on page 39.

### **notes.cfg file**

The **notes.cfg** file is the Notes Gateway startup file where you can use startup switches to configure the Notes Gateway. See [Chapter 10, “Using Notes Gateway Startup Switches,”](#) on page 85.

### **access.cfg file**

The **access.cfg** file is the Notes Gateway access control file where you can control access through the gateway. See “[Controlling Gateway Access](#)” on page 52.

### **gwcrr.\* files**

The **gwcrr.db** file is the message status correlation database that enables message status information to be exchanged between GroupWise users and Notes users. See “[Enabling Message Status for Sent Items](#)” on page 63.

The **gwcrr.dc** file is the data dictionary file from which the **gwcrr.db** file is created.

### **wpname.nsf file**

The **wpname.nsf** file is the Notes version of the GroupWise Address Book. It is initially created in the *domain\wpgate\notes* directory during installation and is then copied to the *\lotus\domino\data* directory when directory synchronization and exchange are enabled. See “[Enabling Directory Synchronization and Exchange](#)” on page 45.

### **ngwln.mib file**

The **ngwln.mib** file is used if you configure the Notes Gateway for SNMP. See “[Using SNMP Monitoring Programs](#)” on page 77.

### **gwngate.chm file**

The **gwngate.chm** file is the Windows help file that is available from the Notes Gateway server console.

### **novell\_in.hs file**

The **novell\_in.hs** file is the JavaHelp helpset file for the Notes Gateway help available in ConsoleOne®.

### **map.jhm file**

The **map.jhm** file is the JavaHelp map file that maps contexts to Notes Gateway help topics in ConsoleOne.

**\*.htm files**

The \*.htm files are the Notes Gateway help topics that are available in ConsoleOne.

**gwsetup.exe file**

The gwsetup.exe file is the Notes Gateway Setup program that is called by the Installation program (install.exe).

**setup.inf file**

The setup.inf file contains information used by the Installation program.

**gwstrs.fil file**

The gwtrstrs.fil file is the strings resource file used by the Notes Gateway server console on the Windows server where the gateway runs.

**wp\_ga\_us.trs file**

The wp\_ga\_us.trs file is the strings resource file used by the Notes Gateway Installation program.

**\*.dll files**

The \*.dll files are supporting programs that provide specialized functionality to the Notes Gateway.