

# Novell Enterprise Branch Office

1.02

README

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August 4, 2003

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U.S. Patent No. 5,157,663; 5,349,642; 5,455,932; 5,553,139; 5,553,143; 5,572,528; 5,594,863; 5,608,903; 5,633,931; 5,652,854; 5,671,414; 5,677,851; 5,692,129; 5,701,459; 5,717,912; 5,758,069; 5,758,344; 5,781,724; 5,781,733; 5,784,560; 5,787,439; 5,818,936; 5,828,882; 5,832,274; 5,832,275; 5,832,483; 5,832,487; 5,859,978; 5,870,561; 5,870,739; 5,873,079; 5,878,415; 5,884,304; 5,893,118; 5,903,650; 5,903,720; 5,905,860; 5,910,803; 5,913,025; 5,913,209; 5,915,253; 5,925,108; 5,933,503; 5,933,826; 5,946,002; 5,946,467; 5,956,718; 5,956,745; 5,964,872; 5,974,474; 5,983,223; 5,983,234; 5,987,471; 5,991,810; 6,002,398; 6,014,667; 6,016,499; 6,023,586; 6,029,247; 6,052,724; 6,061,726; 6,061,740; 6,061,743; 6,065,017; 6,081,774; 6,081,814; 6,094,672; 6,098,090; 6,105,062; 6,105,069; 6,105,132; 6,115,039; 6,119,122; 6,144,959; 6,151,688; 6,157,925; 6,167,393; 6,173,289; 6,216,123; 6,219,652; 6,233,859; 6,247,149; 6,269,391; 6,286,010; 6,308,181; 6,314,520; 6,324,670; 6,338,112; 6,345,266; 6,353,898; 6,424,976; 6,466,944; 6,477,583; 6,477,648; 6,484,186; 6,496,865; 6,510,450; 6,516,325; 6,519,610; 6,532,451; 6,532,491; 6,539,381.  
Patents Pending.

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[August 4, 2003](#)

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# Contents

- About the Novell Nterprise Branch Office Readme** **7**
  
- 1 Novell Nterprise Branch Office Known Issues** **9**
  - User Access Issues. . . . . 9
    - Printers Installed on Workstations Must Be Reinstalled If Nterprise Branch Office IP Address Changes . . . . . 9
    - Sun JVM Slower and has Small Issues. . . . . 9
  - Interoperability Issues . . . . . 9
    - ZENworks for Servers Encrypted Distribution Support is Not Enabled . . . . . 9
    - Zen for Servers Distributors Cannot Perform FTP Gathers Against a Branch Office Appliance . . . . . 10
    - iChain Cannot Single Sign On into a Branch Office Appliance . . . . . 10
    - iChain Formfill Authentication is Not Supported By Nterprise Branch Office . . . . . 10
    - BorderManager Acceleration and Large File Uploads . . . . . 10
  - Administration Issues . . . . . 10
    - Nterprise Branch Office Appliance Does Not Respond to Nterprise Branch Office Web Administrator . . . . . 10
    - Appliance Performance is Slow when Accessing Web-Based Utilities . . . . . 10
    - Compaq ML350 Hardware with Older BIOS Hangs. . . . . 10
    - Do Not Send Distributions that Modify the Appliance SYS: Volume Using ZENworks for Servers . . . . . 11
    - RSYNC -10 Socket Error Occurs when Running in Non-Verbose Mode . . . . . 11
    - Some RSYNC Restores Mac Files are Inaccessible . . . . . 11
    - CIFS Protocol Is Not Disabled Until the Authentication Source is Changed . . . . . 11
    - Wait and Retry Error Occurs at the Console Prompt . . . . . 11
    - Double-Byte Languages Experience Problems with the Portal and RSYNC . . . . . 11



# About the Novell Nterprise Branch Office Readme

This document includes the following information about known issues related to Novell® Nterprise™ Branch Office™ 1.0.2 software.

**IMPORTANT:** The content of this manual has been updated to match features and enhancements added to Nterprise Branch Office since the release of version 1.0. Therefore, if you are using version 1.0, features and related issues might be discussed here which are not available in the software you are using. To take advantage of the newest features and enhancements, consider installing the latest patch to move your server to version 1.0.2. The patch can be downloaded from <http://support.novell.com/filefinder> (<http://support.novell.com/filefinder>).

This document includes the following sections:

- ◆ “User Access Issues” on page 9
- ◆ “Interoperability Issues” on page 9
- ◆ “Administration Issues” on page 10

## Additional Documentation

For documentation on setting up the central office and Nterprise Branch Office appliance, see the *Novell Nterprise Branch Office 1.02 Setup Guide*.

For documentation on managing Nterprise Branch Office appliance, see the *Nterprise Branch Office 1.02 Administration Guide*.

## Documentation Conventions

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

A trademark symbol (®, ™, etc.) denotes a Novell trademark. An asterisk (\*) denotes a third-party trademark.

When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as UNIX\*, should use forward slashes as required by your software.



# 1

## Novell Nterprise Branch Office Known Issues

This chapter describes known issues that have not been resolved for this release of Novell® Nterprise™ Branch Office™ software.

The issues are divided into the following areas:

- ♦ “User Access Issues” on page 9
- ♦ “Interoperability Issues” on page 9
- ♦ “Administration Issues” on page 10

### User Access Issues

#### Printers Installed on Workstations Must Be Reinstalled If Nterprise Branch Office IP Address Changes

If the IP address on the Nterprise Branch Office appliance changes, all printers installed at a workstation must be reinstalled because the address in the URL is changed.

#### Sun JVM Slower and has Small Issues

Nterprise Branch Office Web Administrator and Portal work with both the Microsoft JVM and the Sun JVM. However, there are some issues with the Sun JVM. These include the following:

- ♦ You must log in twice: first log in to Nterprise Branch Office Web Administrator and then log in to the appliance through the Sun JVM
- ♦ You cannot tab between fields
- ♦ Sun JVM takes longer to process commands
- ♦ Sun JVM does not always draw an object until you mouse over it or wait for several minutes.

To avoid these issues, use the Microsoft JVM.

### Interoperability Issues

#### ZENworks for Servers Encrypted Distribution Support is Not Enabled

All distributions sent to the Nterprise Branch Office must be unencrypted.

## Zen for Servers Distributors Cannot Perform FTP Gathers Against a Branch Office Appliance

When creating a Zen for Servers distribution, you will be unable to use the FTP distribution type if you intend to FTP files from an Nterprise Branch Office appliance.

## iChain Cannot Single Sign On into a Branch Office Appliance

Nterprise Branch Office is unable to take advantage of iChain's "Forward authentication information to web server" feature. iChain can accelerate the Branch Office web interface, but users will need to login twice (once to the iChain appliance, then again to the Branch Office appliance).

## iChain Formfill Authentication is Not Supported By Nterprise Branch Office

Using iChain's Formfill option will cause users to get stuck in an endless "login-logout" loop.

## BorderManager Acceleration and Large File Uploads

If you accelerate Nterprise Branch Office using BorderManager's HTTP Acceleration, you may encounter timeouts and/or connection failures while uploading large files or multiple large files through the HTTP end-user interface. So far, this issue has only been seen when uploading files in excess of 100 MB.

## Administration Issues

### Nterprise Branch Office Appliance Does Not Respond to Nterprise Branch Office Web Administrator

Nterprise Branch Office appliance may need to be restarted if it does not respond when accessed through Nterprise Branch Office Web Administrator. Over a long period of time, Nterprise Branch Office Web Administrator may use up all TCP/IP ports. If this happens, the server will not be able to respond to any client requests. Type **RESTART** at the command line.

### Appliance Performance is Slow when Accessing Web-Based Utilities

If users have difficulty accessing Nterprise Branch Office Portal or administrators cannot log in to Nterprise Branch Office Web Administrator, make sure that the time on the appliance is set to the actual time. See "**Setting Date and Time**" in the *Nterprise Branch Office 1.02 Administration Guide*.

### Compaq ML350 Hardware with Older BIOS Hangs

Some Compaq ML350 servers that haven't upgraded the BIOS yet will experience hangs after the **SHUTDOWN** command has been issued at the appliance console prompt. The appliance must be turned off manually. Compaq has provided an updated BIOS for the ML350 that corrects this problem. This BIOS update can be downloaded at the [Compaq Web Site \(http://www.compaq.com/support/files/server/us/download/15287.html\)](http://www.compaq.com/support/files/server/us/download/15287.html).

## Do Not Send Distributions that Modify the Appliance SYS: Volume Using ZENworks for Servers

Nterprise Branch Office appliance includes support for ZENworks for Servers Tiered Electronic Distribution (TED). However, you should not use TED to load new software such as support packs on the appliance because the appliance requires a specific set of files. Updating any files on the SYS: Volume with new files could disrupt appliance functionality.

## RSYNC -10 Socket Error Occurs when Running in Non-Verbose Mode

If you run RSYNC in non-verbose mode, all the files get copied, but the server shuts down the socket too quickly and the -10 Socket error appears. The sync has completed, but the errors still appears. The appliance will detect this and restart RSYNC.

## Some RSYNC Restores Mac Files are Inaccessible

If Macintosh files are transferred to the central office RSYNC server and then restored to the appliance, files with resource forks will not be accessible and will not work properly for Macintosh users. Macintosh files should be backed up locally to a tape-based or other backup system.

## CIFS Protocol Is Not Disabled Until the Authentication Source is Changed

If the CIFS protocol was enabled and you want to disable it, you must disable it and then change the Authsource to NCP before the protocol is actually disabled. For more information, see "[Configuring User Authentication Sources](#)" in the *Nterprise Branch Office 1.02 Administration Guide*.

## Wait and Retry Error Occurs at the Console Prompt

If the console prompt displays a message saying that you should wait and retry the same command again, the appliance has hung. You must power down the appliance and restart it.

## Double-Byte Languages Experience Problems with the Portal and RSYNC

If you change the appliance language to a double-byte language such as Japanese by setting the **set server language** command at the console prompt, the appliance experiences serious problems with Nterprise Branch Office Portal and with RSYNC file transfer. We strongly recommend that you do not change the language if you intend to use these features. If you change the language, users should only use CIFS, NCP, and NFS protocols to log in to the appliance.

