

GroupWise 7 Support Pack 2

April 16, 2007

Updated October 5, 2007, with upgrade instructions for Open Enterprise Server 2 and SUSE® Linux Enterprise Server 10.

1 Overview

The information in this Readme file pertains to Novell® GroupWise® 7 Support Pack 2. This Support Pack contains updates for all components contained in the GroupWise 7 product. However, this Support Pack does not contain updates for GroupWise Messenger. GroupWise Messenger 2.0 Support Pack 2 is a separate download.

GroupWise 7 Support Pack 2 includes the NetWare®, Linux*, and Windows* GroupWise 7 software. The NetWare and Windows software is provided in one set of downloads; the Linux software, including the Cross-Platform client for Linux and Macintosh*, is provided in a separate set of downloads.

2 GroupWise System Requirements

The system requirements for GroupWise 7 Support Pack 2 are the same as those for GroupWise 7, with the following additional environments now supported:

- ◆ Xen* virtualization on SUSE Linux Enterprise Server (SLES) 10
- ◆ Heartbeat 2.0 clustering on SLES 10
- ◆ Microsoft* Windows 2003 R2
- ◆ Microsoft Windows Vista* for the GroupWise Windows client

Complete GroupWise system requirements are listed in the *GroupWise 7 Installation Guide* (http://www.novell.com/documentation/gw7/gw7_install/data/bp8vh01.html#bp8vh01).

IMPORTANT: GroupWise system requirements do not apply to GroupWise Mobile Server. For GroupWise Mobile Server requirements, see the *GroupWise Mobile Server Readme* (<http://www.novell.com/documentation/gw7/gmsreadmeus/data/gmsreadmeus.html>).

3 NetWare/Windows: Support Pack Installation

- ◆ [Section 3.1, “NetWare/Windows: Administration Software Installation Instructions,” on page 2](#)
- ◆ [Section 3.2, “Windows: Client Software Installation Instructions,” on page 2](#)

3.1 NetWare/Windows: Administration Software Installation Instructions

IMPORTANT: If you are installing the GroupWise software in a cluster, refer to the [GroupWise 7 Interoperability Guide](http://www.novell.com/documentation/gw7) (<http://www.novell.com/documentation/gw7>) for cluster-specific installation instructions before starting to install the Support Pack.

- 1 Download the NetWare/Windows GroupWise 7 SP2 Administration compressed executable file to a temporary directory on your NetWare or Windows server:

gw702e.exe for English only

gw702m.exe for multilingual

- 2 Extract the .exe file into a directory at the root of your local drive or to a network server drive that can handle long pathnames.

The compressed file contains directory paths that could exceed DOS limits.

- 3 In Windows, click *Start > Run > Browse*, then locate the directory where you extracted the SP2 administration files.

- 4 Select the setup.exe file, then click *OK* to run the GroupWise Installation program.

- 5 Click *Create or Update a GroupWise System*.

During installation of a Support Pack, the GroupWise Installation program requests access to existing GroupWise software. You can provide the path to a software distribution directory or you can use your original GroupWise 7 media.

- 6 Follow the on-screen instructions to create the GroupWise 7 SP2 software distribution directory and install the administration and agent software.

Update the primary domain first. Start the MTA in the primary domain. Then update secondary domains, followed by the post offices in each domain. Start each MTA and POA for each domain and post office. Then update the other GroupWise agents.

For additional instructions, refer to the *GroupWise 7 Installation Guide* on the [GroupWise 7 Documentation Web site](http://www.novell.com/documentation/gw7) (<http://www.novell.com/documentation/gw7>).

3.2 Windows: Client Software Installation Instructions

- 1 Download the GroupWise 7 SP2 Windows Client compressed executable file to a temporary directory on your workstation:

gw702ce.exe for English only

gw702cm.exe for multilingual

- 2 Extract the .exe file into a directory at the root of your local drive.

The compressed file contains directory paths that could exceed DOS limits.

- 3 In Windows, click *Start > Run > Browse*, then locate the directory where you extracted the SP2 client files.

- 4 Select the setup.exe file, then click *OK* to run the GroupWise client Setup program.

- 5 Follow the on-screen instructions to install the SP2 client software on your workstation.

4 Linux: Support Pack Installation

- ◆ Section 4.1, “Linux: Operating System Update,” on page 3
- ◆ Section 4.2, “Linux: Administration Software Installation Instructions,” on page 8
- ◆ Section 4.3, “Linux: Cross-Platform Client Software Installation Instructions,” on page 9
- ◆ Section 4.4, “Macintosh: Cross-Platform Client Software Installation Instructions,” on page 9

4.1 Linux: Operating System Update

If you are updating your version of Linux as well as updating GroupWise, perform the Linux operating system upgrade first. In addition, when you upgrade on a server where GroupWise WebAccess or Monitor is installed, you need to run a script that reconfigures the WebAccess Application or the Monitor Application for the new Apache and Tomcat configuration and directory structure.

- ◆ “Open Enterprise Server 1 to Open Enterprise Server 2” on page 3
- ◆ “SUSE Linux Enterprise Server 9 to SUSE Linux Enterprise Server 10” on page 5
- ◆ “Updating the WebAccess Application and the Monitor Application after the Operating System Upgrade” on page 7

4.1.1 Open Enterprise Server 1 to Open Enterprise Server 2

When you upgrade from Open Enterprise Server (OES) 1 to OES 2 with GroupWise installed on your OES server, you encounter package conflicts that must be resolved. A pop-up message appears immediately before the Installation Settings screen that informs you that the *Delete Unmaintained Packages* option is selected under *Update Options*. OES 2 considers GroupWise an “unmaintained package.” This means that, by default, your GroupWise software will be deleted as part of the upgrade process, unless you follow the instructions below.

- 1 Read the pop-up warning carefully, then click OK to close the pop-up.

The pop-up describes three possible actions you can take to resolve the GroupWise status as an unmaintained package. This procedure steps you through the second of the three possible actions. This alternative works most efficiently for preserving your GroupWise installation.

- 2 When ConsoleOne® is installed on the server:

The following message displays below the *Packages* link on the Installation Settings screen:
Cannot solve all conflicts. Manual intervention is required.

- 2a Click the *Packages* link.

The upgrade process checks for package conflicts, then displays the following message:
NOVLc1-1.3.6-1.i386 is locked and cannot be uninstalled.

- 2b Select *Keep NOVLc1*, then click *OK - Try Again*.

The upgrade process checks again for conflicts for NOVLc1 and displays one or more package-related warnings, providing you with alternatives for how to handle each conflict. The specific warnings you receive depend on the packages installed on the server you are upgrading. Therefore, warnings vary. Here are some examples:

- ◆ NOVLc1-1.3.6-1.i386 cannot be installed due to missing dependencies.

- ♦ novell-eguide-2.1.32.noarch cannot be installed due to missing dependencies.

The messages fall into two categories of problems:

- ♦ Missing dependencies for ConsoleOne (the NOVLc1 package)
- ♦ Missing dependencies for some other product package besides ConsoleOne (for example, eGuide)

The following steps help you decide which action to take for each type of message.

2c If the message indicates missing dependencies for ConsoleOne (NOVLc1), select *Ignore This Requirement Just Here*.

2d If the message indicates missing dependencies for some other product package besides ConsoleOne, and you are sure that you do not want that product package, select *Delete package_name*.

WARNING: ConsoleOne is dependent on a variety of packages. Delete packages only when you are certain that they are not required by ConsoleOne. If in doubt, select *Keep package_name*.

2e When you have selected an action for each conflict message, click *OK - Try Again*.

The upgrade process checks again for conflicts for NOVLc1. Additional messages might be displayed for you to select actions to resolve the conflicts. This cycle repeats until all conflicts have been resolved, then you successfully reach the Packages page.

3 On the Packages page, select *Search* in the *Filter* field.

4 Search for the GroupWise packages that are installed on the server by typing the following in the *Search* field:

```
novell-groupwise
```

5 Click *Search*.

Depending on what GroupWise components are installed on the server, the search results include some of the following packages:

```
novell-groupwise-admin  
novell-groupwise-agents  
novell-groupwise-dbcopy  
novell-groupwise-gwcheck  
novell-groupwise-gwha  
novell-groupwise-gwia  
novell-groupwise-gwinter  
novell-groupwise-gwmon  
novell-groupwise-monitor  
novell-groupwise-webaccess
```

6 Right-click the first GroupWise package in the list, then click *All in This List > Keep*.

This changes the status of each GroupWise package from *Delete* to *Keep*.

7 Search for the NOVLc1 package.

The NOVLc1 and NOVLc1Linuxjre packages should be listed and marked as locked. This means that they will not be deleted.

8 If these packages are marked with a *Delete* status, change their status to *Keep*.

9 Click *Accept* on the Packages page.

10 If you are presented with a font License Agreement, click *Accept*.

- 11** Click *Continue* to return to the Install Settings page.
- 12** Verify that the package conflict message is now gone from under the *Packages* link, then continue with the upgrade process.
- 13** After you have finished the upgrade, reinstall the NDSbase RPM that was originally installed with ConsoleOne.

The upgrade process removed it, but it is still needed by ConsoleOne.

13a In a Linux terminal window, log in as `root`, then change to the directory where you originally extracted the ConsoleOne files.

13b Change to the `Linux` subdirectory.

13c Use the following command to reinstall the NDSbase RPM:

```
rpm -ivh NDSbase-8.7.3.7-38.i386.rpm
```

If you encounter problems with GroupWise after you have upgraded from OES 1 to OES 2, see TID 3570778 in the [Novell Knowledgebase](http://www.novell.com/support/supportcentral) (<http://www.novell.com/support/supportcentral>) for assistance.

4.1.2 SUSE Linux Enterprise Server 9 to SUSE Linux Enterprise Server 10

When you upgrade from SLES 9 to SLES 10 with GroupWise installed on your SLES server, you encounter package conflicts that must be resolved.

- 1** When ConsoleOne is installed on the server:

The following message displays below the *Packages* link on the Installation Settings screen:

```
Cannot solve all conflicts. Manual intervention is required.
```

1a Click the *Packages* link.

The upgrade process checks for package conflicts, then displays the following message:

```
NOVLc1-1.3.6-1.i386 is locked and cannot be uninstalled.
```

1b Select *Keep NOVLc1*, then click *OK - Try Again*.

The upgrade process checks again for conflicts for NOVLc1 and displays one or more package-related warnings, providing you with alternatives for how to handle each conflict. The specific warnings you receive depend on the packages installed on the server you are upgrading. Therefore, warnings vary. Here are some examples:

- ◆ NOVLpkia-2.7.0-6.i386 is locked and cannot be uninstalled.
- ◆ NOVLc1-1.3.6-1.i386 cannot be installed due to missing dependencies.

The messages fall into two categories of problems:

- ◆ A locked package
- ◆ Missing dependencies for ConsoleOne (the NOVLc1 package)

The following steps help you decide which action to take for each type of message.

- 1c** If the message indicates a locked package, select *Keep package_name*.
- 1d** If the message indicates missing dependencies for ConsoleOne (NOVLc1), select *Ignore This Requirement Just Here*.
- 1e** When you have selected an action for each conflict message, click *OK - Try Again*.

The upgrade process checks again for conflicts for NOVLc1. Additional messages are displayed for you to select actions to resolve the conflicts. This cycle repeats until all conflicts have been resolved (approximately nine times), then you successfully reach the Packages page.

- 2** On the Packages page, select *Search* in the *Filter* field.
- 3** Search for the GroupWise packages that are installed on the server by typing the following in the *Search* field:
novell-groupwise

- 4** Click *Search*.

Depending on what GroupWise components are installed on the server, the search results include some of the following packages:

```
novell-groupwise-admin
novell-groupwise-agents
novell-groupwise-dbcopy
novell-groupwise-gwcheck
novell-groupwise-gwha
novell-groupwise-gwia
novell-groupwise-gwinter
novell-groupwise-gwmon
novell-groupwise-monitor
novell-groupwise-webaccess
```

- 5** Right-click the first GroupWise package in the list, then click *All in This List > Keep*.

This changes the status of each GroupWise package from *Delete* to *Keep*.

- 6** Search for the NOVLc1 package.

The NOVLc1 and NOVLc1Linuxjre packages should be listed and marked as locked. This means that they will not be deleted.

- 7** If these packages are marked with a *Delete* status, change their status to *Keep*.

- 8** Click *Accept* on the Packages page.

- 9** If you are presented with a font License Agreement, click *Accept*.

- 10** Click *Continue* to return to the Install Settings page.

- 11** Verify that the package conflict message is now gone from under the *Packages* link, then continue with the upgrade process.

- 12** After you have finished the upgrade, reinstall the NICI RPM and the NDSbase RPM that were originally installed with ConsoleOne.

The upgrade process removed them, but they are still needed by ConsoleOne.

- 12a** In a Linux terminal window, log in as `root`, then change to the directory where you originally extracted the ConsoleOne files.

- 12b** Change to the `Linux` subdirectory.

- 12c** Use the following commands to reinstall the RPMs:

```
rpm -ivh nici-version-i386
rpm -ivh NDSbase-version.i386.rpm
```

If you encounter problems with GroupWise after you have upgraded from SLES 9 to SLES 10, see TID 3570778 in the [Novell Knowledgebase](http://www.novell.com/support/supportcentral) (<http://www.novell.com/support/supportcentral>) for assistance.

4.1.3 Updating the WebAccess Application and the Monitor Application after the Operating System Upgrade

When you upgrade your Linux operating system, OES 2 installs new versions of Apache and Tomcat by default. SLES does not; you must install them manually by following the procedure in this section. In addition, the GroupWise 7 installations of the WebAccess Application and the Monitor Application must be modified to accommodate changes made in Apache and Tomcat. The WebAccess/Monitor Update script takes care of this process for you. This script is available with TID 3624780 in the [Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

1 If you have upgraded to SLES 10, use YaST to install Apache and Tomcat if they were not already installed on SLES 9:

1a Start YaST, then provide the `root` password.

1b Click *Software Management*.

1c In the *Search* field, type `Apache`, click *Search*, then select `apache2` from the list.

1d In the *Search* field, type `Tomcat`, click *Search*, then select `tomcat5` from the list.

Apache 2 was part of your SLES 9 installation, so it should have been automatically upgraded. Tomcat changed from Tomcat 4 to Tomcat 5, so unless Tomcat 5 was installed on SLES 9, Tomcat 5 needs to be installed.

1e Click *Accept*.

1f Follow the prompts to install the needed packages to your SLES 10 server.

1g Exit YaST.

2 Download the WebAccess/Monitor Update script from TID 3624780 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral) to a convenient location on your Linux server.

3 Change to the directory where you downloaded the script file.

4 Give the script file execute permissions:

```
chmod +x fixgwweb.sh
```

5 Run the script.

The script makes some slight reconfigurations of GroupWise files and directories that were originally set up when the WebAccess Application and the Monitor Application were installed on your previous version of Linux.

- ♦ **Apache 2:** On OES 1 and SLES 9, Apache 2 used the `mod_jk` connector to facilitate communication between Apache and Tomcat. On OES 2 and SLES 10, Apache 2 uses the `mod_proxy` module instead. The WebAccess/Monitor Update script modifies the `gw.conf` file with this change. On SLES 10, the script also creates a symbolic link from `/etc/opt/novell/gw/gw.conf` to the new Apache 2 location of `/etc/apache2/conf.d/gw.conf`.
- ♦ **Tomcat 5:** On OES 1 and SLES 9, the WebAccess `/var/opt/novell/gw` directory was linked to `/var/opt/novell/tomcat4/webapps/gw`. The script changes this link to `/var/opt/novell/tomcat5/webapps/gw`. For Monitor, the `/var/opt/novell/gwmon` directory now links to `/var/opt/novell/tomcat5/webapps/gwmon`.

6 Start or restart Tomcat.

```
OES 2: /etc/init.d/novell-tomcat5 restart
```

```
SLES 10: /etc/init.d/tomcat5 start
```

7 Start or restart Apache.

```
OES 2: /etc/init.d/apache2 restart
```

```
SLES 10: /etc/init.d/apache2 restart
```

8 If you are upgrading to OES 2:

You might receive the following message when starting Apache 2:

```
Module "Jk" is not installed, ignoring.
```

You can safely ignore this message, but if you want to eliminate it:

- 8a** Start YaST, then provide the `root` password.
- 8b** Click *NetWork Services > HTTP Server*.
- 8c** On the *Server Modules* tab, select the `jk` module in the list of services, then toggle the status to *Off*.
- 8d** Click *Finish* to save your change.
- 8e** Exit YaST.

You should now be able to run WebAccess and Monitor successfully on your upgraded Linux operating system.

4.2 Linux: Administration Software Installation Instructions

IMPORTANT: If you are installing the GroupWise software in a cluster, refer to the [GroupWise 7 Interoperability Guide](http://www.novell.com/documentation/gw7) (<http://www.novell.com/documentation/gw7>) for cluster-specific installation instructions before starting to install the Support Pack.

- 1** Download the GroupWise 7 SP2 Administration compressed tar file to a temporary directory on your Linux server:

```
gw702lnxus.tar.gz for English only
```

```
gw702lnxmulti.tar.gz for multilingual
```

- 2** In a terminal window at your Linux server, change to the temporary directory, then use the following commands to uncompress and untar the downloaded file:

```
tar -xvzf filename.tar.gz
```

The files are extracted to the root of the directory.

- 3** Become `root` by entering `sux` and the `root` password.
- 4** Use the following command to start the GroupWise Installation program:

```
./install
```
- 5** Click *Create or Update a GroupWise System*.
- 6** Follow the on-screen instructions to create the GroupWise 7 SP2 software distribution directory and install the administration and agent software.

Update the primary domain first. Start the MTA in the primary domain. Then update secondary domains, followed by the post offices in each domain. Start each MTA and POA for each domain and post office. Then update the other GroupWise agents.

When you use the Linux GroupWise Installation program to install a Support Pack, use the *Install* option to install the updated RPM for each agent. Typically, you do not need to use the *Configure* option after installing updated agent software, if the agent configuration has not changed since the previous installation. (For an exception to this procedure, see [Section 7.3.1, “Run Configure When Updating the Agents,”](#) on page 19). If you encounter a problem starting the updated agent, use the *Configure* option to update the configuration information.

For additional instructions, refer to the *GroupWise 7 Installation Guide* on the [GroupWise 7 Documentation Web site](http://www.novell.com/documentation/gw7) (<http://www.novell.com/documentation/gw7>).

4.3 Linux: Cross-Platform Client Software Installation Instructions

- 1 Download the GroupWise 7 SP2 Client compressed tar file to a temporary directory on your Linux workstation:

```
gw702clnxus.tar.gz for English only  
gw702clnxmulti.tar.gz for multilingual
```

- 2 In a terminal window at your Linux workstation, change to the temporary directory, then use the following command to uncompress and untar the downloaded file:

```
tar -xvzf filename.tar.gz
```

The files are extracted to the root of the directory.

- 3 Run the GroupWise Setup program to install the GroupWise Cross-Platform client software:

```
./install
```
- 4 To start the Cross-Platform client after installation, click the GroupWise icon on your Linux desktop.

4.4 Macintosh: Cross-Platform Client Software Installation Instructions

- 1 Download the GroupWise 7 SP2 Client file to a temporary directory on your Macintosh workstation:

```
gw702cmacus.dmg for English only, Mac OS* X  
gw702cmacmulti.dmg for multilingual, Mac OS X  
gw702cmacius.dmg for English only, Mac OS X on Intel*  
gw702cmacimulti.dmg for multilingual, Mac OS X on Intel
```

- 2 At your Macintosh workstation, browse to the file you downloaded.
- 3 Double-click the file to install the GroupWise Macintosh client.
- 4 To start the Cross-Platform client after installation, click the GroupWise icon on your Macintosh desktop.

5 Installation Issues

- ◆ Section 5.1, “General Installation Issues,” on page 10
- ◆ Section 5.2, “NetWare/Windows Installation Issues,” on page 11
- ◆ Section 5.3, “Linux Installation Issues,” on page 11

Installation issues for individual GroupWise components are located under the heading for each component.

5.1 General Installation Issues

- ◆ “Version Compatibility” on page 10
- ◆ “GroupWise 7 Reinstallation” on page 10
- ◆ “WebAccess and Monitor on the Same Web Server” on page 10
- ◆ “Web Clipping Application (PQA) Support with WebAccess and Monitor” on page 11
- ◆ “Additional Installation Issues” on page 11

5.1.1 Version Compatibility

If you install GroupWise on multiple platforms, or if you run multiple versions (for example, GroupWise 6.5 and GroupWise 7 in the same GroupWise system), refer to the GroupWise Version Compatibility section in the *GroupWise 7 Installation Guide* (<http://www.novell.com/documentation/gw7>) to make sure that the combinations you are using are supported.

For example, you cannot run a GroupWise 7 client against a GroupWise 6.5 or earlier post office. Earlier POAs cannot support later GroupWise clients. However, you can run a GroupWise 6.5 or earlier client against a GroupWise 7 POA.

Also, you cannot run the GroupWise 6.5 or earlier snap-ins to ConsoleOne® to access GroupWise 7 databases or eDirectory™ objects. You can use *Admin Lockout Settings* under *Tools > GroupWise System Operations > System Preferences* to specify the required version of the ConsoleOne snap-ins for each domain as needed.

5.1.2 GroupWise 7 Reinstallation

If you install GroupWise 7 components from a software distribution directory located on your local drive or a network drive and then try to update those components by installing from a CD, the installation fails by erroneously prompting for a disk:

Please insert the disk: 1

Uninstall the existing software, then install from the CD.

5.1.3 WebAccess and Monitor on the Same Web Server

The WebAccess Application, WebPublisher Application, and Monitor Application share a common library. If you are updating from an earlier GroupWise version and if you run these applications on the same Web server, you must update all three before any of them can work properly.

5.1.4 Web Clipping Application (PQA) Support with WebAccess and Monitor

Palm OS* devices are no longer supported in GroupWise 7. However, the Installation program still offers the opportunity to configure this feature. If you have been using a PQA in an earlier version of GroupWise, you can continue to do so, but it is no longer a supported feature.

5.1.5 Additional Installation Issues

Platform-specific installation issues are listed in separate sections below. Installation issues for individual GroupWise components are located under the heading for each component.

5.2 NetWare/Windows Installation Issues

- ♦ [“Software Distribution Directory Dependency” on page 11](#)
- ♦ [“Problem Installing from a Windows XP Service Pack 2 Machine” on page 11](#)

5.2.1 Software Distribution Directory Dependency

When you create a new system and you are prompted for software to copy to the software distribution directory, select at least the agent and client software. The GroupWise Installation program launches the Agent Installation program and the Client Installation program. It currently must run those programs from the software distribution directory.

5.2.2 Problem Installing from a Windows XP Service Pack 2 Machine

When installing any GroupWise agent (Post Office Agent, Message Transfer Agent, Internet Agent, WebAccess Agent, Monitor Agent) to a NetWare server from a Windows XP machine where Service Pack 2 has been installed, you must have the Novell Client™ 4.90 SP2 or later installed on the Windows machine. If you have an earlier Novell Client, the GroupWise Installation program claims that it cannot find some of the directories to which you want to install software.

5.3 Linux Installation Issues

- ♦ [“GroupWise Installation to Xen Guest on SUSE Linux Enterprise Server 10” on page 11](#)
- ♦ [“Linux Text-Based Installation Program Compatibility with ssh on Windows” on page 12](#)
- ♦ [“Upgrading from an Incomplete Software Distribution Directory” on page 12](#)
- ♦ [“Moving a GroupWise 4.1 System from NetWare or Windows to Linux” on page 12](#)

5.3.1 GroupWise Installation to Xen Guest on SUSE Linux Enterprise Server 10

When you install GroupWise on SLES 10 to a Xen guest, you might receive the following error message:

```
The current window is not large enough to run install. Please resize the window and run install again.
```

At present, the SLES 10 Xen console window does not report its dimensions properly. To work around this:

- 1 Make sure that SSH is enabled on the Xen guest.
- 2 Open an X terminal window on the SLES 10 Xen host using the following command:

```
ssh -X root@guest_ip_address
```

3 Run the GroupWise Installation program from the Xen host.

5.3.2 Linux Text-Based Installation Program Compatibility with ssh on Windows

The text-based GroupWise Installation program does not run on all Windows versions of ssh. An open source product named Putty that can be downloaded from the Internet free of charge is compatible with the text-based GroupWise Installation program. There are several Web sites where Putty is available for download.

5.3.3 Upgrading from an Incomplete Software Distribution Directory

All GroupWise components on a server must be updated at the same time. Therefore, if you are installing GroupWise 7 from a software distribution directory that does not contain RPMs for all the components installed on the server, you receive the following error:

```
Install failed for an unknown reason (7)
```

The GroupWise 7 component cannot be updated because its RPM is not present in the software distribution directory. You can use the *GroupWise 7 Administrator for Linux* CD to update the server, then use Configure Administration to create a complete software distribution directory.

5.3.4 Moving a GroupWise 4.1 System from NetWare or Windows to Linux

The Migrate section of the *GroupWise 7 Installation Guide* provides instructions for moving from NetWare or Windows to Linux. If you are moving post offices and domains belonging to a GroupWise 4.1 system, you might need to manually rename the domain database (`wpdomain.db`) from uppercase to lowercase, along with all `.dc` files. In addition, subdirectories in post office and domain directories might need to be renamed to lowercase.

6 Administration Issues

- ◆ [Section 6.1, “General Administration Issues,” on page 12](#)
- ◆ [Section 6.2, “NetWare/Windows Administration Issues,” on page 14](#)
- ◆ [Section 6.3, “Linux Administration Issues,” on page 16](#)

6.1 General Administration Issues

- ◆ [“ConsoleOne Snap-In Version Compatibility” on page 13](#)
- ◆ [“Text Version of Global Signatures” on page 13](#)
- ◆ [“Images in Global Signatures” on page 13](#)
- ◆ [“Global Signatures and Flat Forwarding through the Internet Agent” on page 13](#)
- ◆ [“-601 SPI Exception Displays during Alias Migration” on page 13](#)
- ◆ [“Server Names” on page 14](#)
- ◆ [“Identity Manager Version Compatibility” on page 14](#)
- ◆ [“Identity Manager Configuration Issue” on page 14](#)
- ◆ [“Server-Based Anti-Virus Software” on page 14](#)

6.1.1 ConsoleOne Snap-In Version Compatibility

After a domain has been updated to GroupWise 7, do not administer that domain with earlier versions of the GroupWise snap-ins to ConsoleOne. Doing so could result in the unintentional creation of duplicate e-mail IDs.

The e-mail ID indexing scheme has been changed to allow the same e-mail ID to be used in different Internet domains within the same GroupWise system. This was prevented by the previous indexing scheme. Because the check for uniqueness now works differently, you must use the GroupWise 7 version of the ConsoleOne snap-ins when administering a GroupWise 7 domain to prevent the possibility of duplication.

6.1.2 Text Version of Global Signatures

In the original release of GroupWise 7, the text version of a global signature was generated automatically from the HTML version; you did not have any control over it. In GroupWise 7 Support Packs, you can display and edit the text version as well as the HTML version. If you created global signatures in the original version of GroupWise 7, you should verify that the text version is what you want and modify it as needed.

- 1 In ConsoleOne, click *Tools > GroupWise System Operations > Global Signatures*.
- 2 Select a global signature, then click *Edit*.
- 3 Modify the text version as needed.

For example, if the HTML version included an image, such as your company logo, you might want to add text to take the place of the image, such as the name of your company.

Click *OK* to save your changes.

- 4 Repeat this procedure for each global signature.

6.1.3 Images in Global Signatures

You might encounter a problem including an image file in a global signature if the path to the image is too long. This is a Java* problem. The easiest workaround is to move the image to a location with a shorter path. Another solution on Windows is to set the TMP environment variable to `c:\temp` before starting ConsoleOne.

6.1.4 Global Signatures and Flat Forwarding through the Internet Agent

If you enable global signatures, it disables flat forwarding through the Internet Agent because the signature is appended to each message. As an administrator, you must choose which is more important in your GroupWise system, global signatures or flat forwarding.

6.1.5 -601 SPI Exception Displays during Alias Migration

If the *E-Mail Address* field on the General page of a User object needs to be changed as a result of the information in the gateway alias, and if the User object cannot be found, a `-601 SPI Exception` displays and is written to the Alias Migration utility log file. This situation can arise when the association between the eDirectory object and the GroupWise object is broken for some reason. The association can be reestablished using *Tools > GroupWise Utilities > GW / eDirectory Association > Associate Objects*.

6.1.6 Server Names

When filling in a UNC Path field in ConsoleOne, you must specify the server name. You cannot use an IP address or DNS hostname.

6.1.7 Identity Manager Version Compatibility

Do not run a DirXML[®] or Identity Manager driver earlier than version 2.1.3, against a GroupWise 7 system. Version 2.2.1 or later is recommended. Older drivers are not compatible. You can download the latest version of the GroupWise driver from the [Novell Identity Manager Patches Web site \(http://support.novell.com/filefinder/20560/index.html\)](http://support.novell.com/filefinder/20560/index.html).

6.1.8 Identity Manager Configuration Issue

The *Identity Manager Accessory Portlet Reference Guide* provides information for configuring GroupWise portlets. In particular, it instructs you to edit lines in the `webacc.cfg` file to appear as follows:

```
Security.UseClientIP.enable=false  
Security.UseClientCookie.enable=false
```

In addition to these changes in the `webacc.cfg` file, you need to make the following change in ConsoleOne:

- 1 Browse to and select the Domain object.
- 2 Right-click the GroupWiseWebAccess object, then click *Properties*.
- 3 Click *Application > Security*.
- 4 Deselect *Use client IP in securing sessions*, then click *OK*.

The *Use client IP in security sessions* setting default to selected (true). If you do not deselect it, the “true” setting is written to the `webacc.cfg` file, overwriting your manual change to that file. If this happens, the WebAccess client prompts for login multiple times.

6.1.9 Server-Based Anti-Virus Software

If you run server-based anti-virus software, you should configure it so that it does not scan GroupWise directory structures such as domains and post offices, where file locking conflicts can create problems for the GroupWise agents. If you need virus scanning on GroupWise data, check the [GroupWise Partner Products page \(http://www.novell.com/partnerguide/p100031.html\)](http://www.novell.com/partnerguide/p100031.html) for compatible products.

6.2 NetWare/Windows Administration Issues

- ♦ “Directory Names and Filenames” on page 15
- ♦ “Novell Client File Caching” on page 15
- ♦ “Unnecessary Login Prompt” on page 15
- ♦ “GWTSA and Duplicate Source Directories” on page 15
- ♦ “Quotas on NSS Volumes” on page 15
- ♦ “TurboFat Compatibility” on page 16

6.2.1 Directory Names and Filenames

All directory names in paths to GroupWise domains and post offices can consist of up to 8 characters.

Filenames can also consist of up to 8 characters, with extensions of up to 3 characters. Do not use long filenames for any files used by any GroupWise components. This requirement applies even to files that are not specific to GroupWise (such as SSL certificates and key files).

6.2.2 Novell Client File Caching

When you run ConsoleOne, Novell Client file caching should be turned off to protect database integrity.

- 1 Right-click the red N in the notification area, then click *Novell Client Properties*.
- 2 Click *Advanced Settings*, select *File Caching*, then select *Off*.
- 3 Click *OK* to save your change.

6.2.3 Unnecessary Login Prompt

If you are running ConsoleOne 1.3.6f with JRE 1.5 or if you are running ConsoleOne 1.3.6g, ConsoleOne might prompt you to log in when it tries to attach to the domain, even if you are already logged in to the server where the domain is located. Click *Cancel* to close the two unnecessary dialog boxes.

If you try to log in using these unnecessary prompts, you receive the following error:

```
NMAS: bad request syntax error - 1632 (0xffff9a0)
```

6.2.4 GW TSA and Duplicate Source Directories

The GroupWise Target Service Agent (GW TSA) handles situations where the same directory names are used for backups on different volumes by numbering the instances. For example:

Original GW TSA

```
GroupWise System/[Dom]Provo2:  
GroupWise System/[Dom]Provo2:
```

Support Pack GW TSA

```
GroupWise System/1[DOM]Provo2:  
GroupWise System/2[DOM]Provo2:
```

Each instance is numbered and DOM is in all uppercase letters. After updating GW TSA with GroupWise 6.5 Support Pack 1 or later, you must re-create your backup jobs because the path has changed.

6.2.5 Quotas on NSS Volumes

If you use NSS volumes with quotas turned on, then you must turn on quotas on all GroupWise directories. Otherwise, you will receive `No Disk Space` errors.

6.2.6 TurboFat Compatibility

If you see E811 errors on the POA or the GroupWise client, a possible cause is that TurboFat is corrupting GroupWise database pointers. The solution is to turn off TurboFat.

- ◆ To turn off TurboFat on NetWare 5.x servers, use `turbodis.nlm`.
- ◆ To turn off TurboFat on NetWare 6.x servers, use `tdis600.nlm`.

These NLM™ programs disable TurboFat at startup.

6.3 Linux Administration Issues

- ◆ [“NFS Not Supported” on page 16](#)
- ◆ [“Pathnames and Filenames in Lowercase” on page 16](#)
- ◆ [“Backup/Restore Area Path on Linux” on page 16](#)
- ◆ [“Unavailable Administration Features” on page 16](#)

6.3.1 NFS Not Supported

Because of long-standing file lock issues with NFS*, you cannot use an NFS mount to mount a server file system where your GroupWise system is located to a workstation where you are running ConsoleOne. We recommend using an SMB mount instead.

6.3.2 Pathnames and Filenames in Lowercase

All directory names in paths to GroupWise domains and post offices should consist of lowercase letters. Filenames should also consist of lowercase letters. There are no length restrictions.

6.3.3 Backup/Restore Area Path on Linux

When you set up a backup/restore area (*Tools > GroupWise System Operations > Restore Area Management > Create*) for a post office that is serviced by a Linux POA, put a Linux path in the *UNC Path* field. The contents of the *Linux Path* field are not currently being used.

6.3.4 Unavailable Administration Features

GroupWise 7 administration on Linux does not include the following features that are available in GroupWise 7 on NetWare and Windows:

- ◆ Import/Export utility in ConsoleOne
- ◆ Document Properties Management feature in ConsoleOne

7 Agent Issues

- ◆ [Section 7.1, “General Agent Issues,” on page 17](#)
- ◆ [Section 7.2, “NetWare/Windows Agent Issues,” on page 18](#)
- ◆ [Section 7.3, “Linux Agent Issues,” on page 18](#)

7.1 General Agent Issues

- ◆ “Agent Web Console Functionality in Firefox” on page 17
- ◆ “New View Files Now Overwrite Existing View Files” on page 17
- ◆ “POA Indexing Limitations” on page 17
- ◆ “Number of Client/Server Users Incorrect” on page 17
- ◆ “SOAP Port Number Not Replicated by the Original GroupWise 7 ConsoleOne Administrator Snap-In” on page 17
- ◆ “Evolution Compatibility with the POA and SOAP” on page 18

7.1.1 Agent Web Console Functionality in Firefox

On the Links page of the MTA Web console in Firefox*, previous versions had a problem with the functionality of the *Suspend* and *Resume* buttons. Support Pack 2 resolves the problem. However, some browser settings need to be cleared in order for the fix to take effect.

In Firefox:

- 1 Click *Tools > Options*.
- 2 Click *Privacy*, then click *Settings*.
- 3 Select *Clear private data when closing Firefox*, then click *OK* twice.
- 4 Exit Firefox, then start Firefox again.

7.1.2 New View Files Now Overwrite Existing View Files

When you update the POA software, updated view files are copied to the software distribution directory but not to post offices. This maintains any customizations you might have made in the view files. When you use the *Refresh Views* option under *Tools > GroupWise Utilities > System Maintenance* in ConsoleOne, the post office view files are updated from the software distribution directory. If you have created custom view files with the same names as standard view files, you must create backup copies so that your customized view files are not lost in the refresh process. After you refresh the views, you must restore your customized view files to the post office.

7.1.3 POA Indexing Limitations

The POA’s QuickFinder™ indexing feature does not currently index PDF files or OpenOffice files.

7.1.4 Number of Client/Server Users Incorrect

On the Status page of the POA Web console, the *C/S Users* field might not display the correct number of users. Click the number, then return to the Status page to display the correct number of users.

7.1.5 SOAP Port Number Not Replicated by the Original GroupWise 7 ConsoleOne Administrator Snap-In

If you enabled SOAP in the original GroupWise 7 release, and if you changed the SOAP port number from its default of 7191, this information was not correctly replicated from the domain database to which ConsoleOne was attached to the post office database used by the POA for its configuration information. As a result, SOAP e-mail clients that relied on POA redirection

(ngwnameserver) were not able to connect to the proper POA unless the correct IP address and port number were provided when starting the client.

In later GroupWise 7 Support Packs, successful POA redirection is critical to proper functioning of GroupWise Mobile Server. If you enabled SOAP in GroupWise 7 and changed the port number, you need to force the port number to replicate from the domain database to the post office database.

- 1 Install the GroupWise Administrator snap-in to ConsoleOne from the Support Pack.
- 2 In ConsoleOne, browse to and right-click the POA object.
- 3 Click *GroupWise > Agent Settings*.
- 4 Deselect *Enable SOAP*, then click *Apply*.
- 5 Select *Enable SOAP*, then click *OK*.
- 6 Repeat this procedure for each POA in your GroupWise system.

By manually modifying the SOAP information, the SOAP information, including the port number, is written to the domain database and then properly replicated to the post office database so that redirection works properly for SOAP clients.

7.1.6 Evolution Compatibility with the POA and SOAP

Users might experience problems using Evolution™ to connect to their GroupWise mailboxes if they are using Evolution 2.6.0 or earlier. In addition, earlier versions of Evolution can cause high utilization on GroupWise servers. To encourage users to update to the latest version of Evolution, you can use the /evocontrol switch in the POA startup file to configure the POA to allow only specified versions of Evolution. The /evocontrol switch takes either of the following parameters:

```
/evocontrol-"Evolution-1.10-yyyy-mm-dd"  
/evocontrol-"Evolution-Data-Server-1.10-yyyy-mm-dd"
```

You can put up to 10 switch entries in the startup file, so that you can list as many as 10 versions of Evolution. Entries beyond 10 are ignored. You can view the current entries at the POA Web console with the other SOAP settings. The POA log file lists the settings in the Soap Session section.

7.2 NetWare/Windows Agent Issues

- ◆ [“Potential CAP Port Conflict” on page 18](#)

7.2.1 Potential CAP Port Conflict

By default, the POA uses 1026 for its CAP (Calendar Access Protocol) port. On some Windows 2000 servers, port 1026 is already used by the Windows Task Scheduler or other Windows service. If this occurs, configure the POA to use a different CAP port using the /capport switch in the POA startup file.

7.3 Linux Agent Issues

- ◆ [“Run Configure When Updating the Agents” on page 19](#)
- ◆ [“Non-root Agents on Open Enterprise Server for Linux Support Pack 2” on page 19](#)
- ◆ [“POA SOAP Protocol on Open Enterprise Server for Linux” on page 19](#)
- ◆ [“libXm.so.3 Error” on page 19](#)

7.3.1 Run Configure When Updating the Agents

Normally, when you update your agent software with a Support Pack, you can use the *Install Agents* option in the GroupWise Installation program to install the updated agent software, but you do not need to use the *Configure Agents* option because your agents are already configured. However, in GroupWise 7 Support Packs, you should use *Configure Agents* after updating the agent software in order to obtain the updated `grpwise` script.

7.3.2 Non-root Agents on Open Enterprise Server for Linux Support Pack 2

On Novell Open Enterprise Server SP2, services such as IMAP and IMAP SSL, which require port numbers below 1025, cannot be initiated or restarted after the GroupWise agents are running as a `non-root` user. To initiate or restart those services, you must manually stop the services and then restart the GroupWise agents.

This also applies to SUSE Linux Enterprise Server 9 SP3, the version of SLES that is bundled with Open Enterprise Server SP2.

7.3.3 POA SOAP Protocol on Open Enterprise Server for Linux

On OES Linux SP1, the Linux POA does not currently support the SOAP protocol when running as a `non-root` user. However, it does support the SOAP protocol when running as `root`.

On OES Linux SP2, the Linux POA does support the SOAP protocol when running as a `non-root` user, as well as when running as `root`.

7.3.4 libXm.so.3 Error

If you try to start the Linux POA or MTA using the `--show` switch on a server where The X Window System* and Open Motif* are not running, you receive the following error:

```
libXm.so.3: cannot open shared object file
: no such file or directory
```

To resolve the error, start The X Window System and Open Motif before starting the POA or MTA with the `--show` switch. If you start the POA or MTA without the `--show` switch, you can use the agent's Web console to monitor the agent from your Web browser.

8 Client Issues

- ◆ [Section 8.1, “Windows Client Issues,” on page 19](#)
- ◆ [Section 8.2, “Cross-Platform Client Issues,” on page 22](#)
- ◆ [Section 8.3, “Outlook Connector Issues,” on page 23](#)

8.1 Windows Client Issues

- ◆ [“Error Messages When You Install GroupWise Windows Client” on page 20](#)
- ◆ [“Windows XP Service Pack 2” on page 20](#)
- ◆ [“Windows XP and Administrator Users” on page 20](#)
- ◆ [“Missing Global Signatures on Empty Messages” on page 20](#)
- ◆ [“Limited iCal Interoperability with External Systems” on page 21](#)

- ◆ “Can’t Set a Primary Archive Computer” on page 21
- ◆ “Can’t Administer Distribution Lists in Caching Mode” on page 21
- ◆ “Screen Flickers When Scrolling a Message” on page 21
- ◆ “Can’t Switch Modes Using Microsoft Anti-Spyware” on page 21
- ◆ “Address Books Do Not Display in GroupWise When Installing GroupWise After Outlook 2003” on page 21
- ◆ “Notify Alarms Disappear for Appointments” on page 21
- ◆ “Updated JAWS Script Available” on page 21
- ◆ “Spyware Detection Software Causes Installation to Not Work” on page 22
- ◆ “VMware and Proxy” on page 22

8.1.1 Error Messages When You Install GroupWise Windows Client

If you install the GroupWise Windows client with Outlook* XP already installed, an error message appears:

```
Either there is no default mail client or the current mail client
cannot fulfil the messaging request.
Please run Microsoft Outlook and set it as the default mail client.
```

In addition, if you open the Address Book, the GroupWise client crashes.

To fix the problem, run `win32\wms\nt\us\wms.exe` from the GroupWise installation directory, then restart the client.

8.1.2 Windows XP Service Pack 2

Installing Windows XP Service Pack 2 enables the Windows Firewall by default. The default Windows Firewall configuration blocks UDP (User Datagram Protocol). GroupWise is dependent on UDP for several key features such as listing new messages in your Mailbox, displaying notifications, and performing Busy Searches. To reconfigure the Windows Firewall so that it does not interfere with GroupWise functionality, follow the instructions in TID 10094089 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

8.1.3 Windows XP and Administrator Users

If GroupWise 7 has already been installed on a workstation by an administrator user, and if a GroupWise 7 Support Pack is installed by a different administrator user, a second instance of GroupWise is installed and the first instance is not updated. To fix this problem, go to the Control Panel, then double-click *Add/Remove programs*. If GroupWise is listed twice, remove the obsolete instance.

8.1.4 Missing Global Signatures on Empty Messages

If you send a message with a subject only (no message body), a global signature is not appended. This is working as designed. The presence of a global signature on a message with an empty message body would prevent the Internet Agent /flatfwd switch from functioning correctly.

8.1.5 Limited iCal Interoperability with External Systems

GroupWise might not handle iCal attachments correctly if they are received from a non-GroupWise external system.

In particular, iCal appointments sent from non-GroupWise external systems (except Microsoft Exchange) display as all-day appointments instead of All Day Events. Because of this, such appointments display in the Appointment pane instead of the All-Day-Events pane.

8.1.6 Can't Set a Primary Archive Computer

Currently there is no way to set one computer as a primary archive. This can result in multiple archives if you use GroupWise on different computers.

8.1.7 Can't Administer Distribution Lists in Caching Mode

In Online mode, if you have been granted rights to modify a distribution list, you can edit that distribution list in the GroupWise Address Book. In Caching mode, you cannot edit the distribution list in the GroupWise Address Book. However, if you go into the Address Selector in a new message, you can administer the distribution list from there.

8.1.8 Screen Flickers When Scrolling a Message

If you use ClearType to smooth the edges of screen fonts and have an LCD display, your screen might flicker when scrolling in a text message.

8.1.9 Can't Switch Modes Using Microsoft Anti-Spyware

If you are using Microsoft's Anti-Spyware software, and you try to switch modes, GroupWise does not close. You must manually close GroupWise to switch modes.

8.1.10 Address Books Do Not Display in GroupWise When Installing GroupWise After Outlook 2003

The address books do not display in GroupWise if you install GroupWise for the first time after you have installed Outlook 2003. To resolve the problem, uninstall Outlook 2003 before you install GroupWise for the first time.

8.1.11 Notify Alarms Disappear for Appointments

After your account has been moved from one post office to another, your Notify alarms disappear for appointments. To get your Notify alarms back, you need to re-create all the alarms manually. For information on setting alarms for appointments, see the GroupWise client help.

8.1.12 Updated JAWS Script Available

Users of the JAWS* screen reader should install the new JAWS script available in GroupWise 7. Follow the instructions in the `\client\jaws\gw_jaws_readme.txt` file to install the JAWS script and other files on your workstation. This JAWS script includes Section 508 accessibility bug fixes that have occurred since the script was updated for GroupWise 6.5 Support Pack 3.

8.1.13 Spyware Detection Software Causes Installation to Not Work

If you have spyware detection software installed on your Windows computer, the GroupWise client for Windows might not install properly. Disable the spyware detection software before you install the GroupWise client for Windows.

8.1.14 VMware and Proxy

If you run the GroupWise Windows client in a VMware* virtual machine, you might receive an 8503 error when you try to proxy to another user's mailbox or display a Multi-User Calendar. To eliminate this problem, you need to disable the VMware adapters on your Windows workstation.

- 1 Right-click *My Network Places*, then click *Properties*.

In the list of LAN connections, you see one or more VMware adapters.

- 2 Right-click each adapter, then click *Disable*.

8.2 Cross-Platform Client Issues

- ♦ [“Items Forwarded from the GroupWise Connector for Outlook Do Not Open” on page 22](#)
- ♦ [“Running as root in Caching Mode” on page 22](#)
- ♦ [“Mailbox Size Limits Not Recognized” on page 22](#)
- ♦ [“Bold Not Displaying on Macintosh” on page 23](#)
- ♦ [“Archiving Over the Network” on page 23](#)
- ♦ [“No Progress Bar Displayed When a Database Is Rebuilt” on page 23](#)
- ♦ [“Focus Is in the Wrong Place When Creating a Reply on Macintosh” on page 23](#)
- ♦ [“WebRenderer Not Available on Mac OS X on Intel” on page 23](#)

8.2.1 Items Forwarded from the GroupWise Connector for Outlook Do Not Open

If you receive an item that was forwarded from the GroupWise Connector for Outlook, the item does not open in the Macintosh version of the Cross-Platform client.

8.2.2 Running as root in Caching Mode

If you run the Cross-Platform client in Caching mode as `root` on Linux, you might encounter synchronization problems with your master mailbox when you next run as a regular user. If pending requests from the `root` session remain when you log in as a regular user, regular user requests get backed up behind the `root` requests, which cannot be processed while you are logged in as a regular user. To resolve any problems, run the client as `root` again so that all messages are synchronized, then run as a regular user thereafter to prevent further problems.

8.2.3 Mailbox Size Limits Not Recognized

The Cross-Platform client does not recognize the mailbox size limits set in ConsoleOne (*Tools > GroupWise Utilities > Client Options > Send > Disk Space Management*).

8.2.4 Bold Not Displaying on Macintosh

If you have installed Microsoft Office or Internet Explorer on your Macintosh, new messages might not display as bold in your mailbox. To resolve the problem, disable your user fonts, which are typically duplicates of your system fonts, or update to JVM* 1.4.2 Update 1 or later.

8.2.5 Archiving Over the Network

Archiving with the Cross-Platform client can only be done to your local computer hard drive.

8.2.6 No Progress Bar Displayed When a Database Is Rebuilt

When prompted to rebuild your database, there is no progress indicator displayed during the rebuild process.

8.2.7 Focus Is in the Wrong Place When Creating a Reply on Macintosh

When you click *Reply* on Macintosh, you cannot just type the message. You must move the mouse cursor to the message body window of the reply message before you can start typing.

8.2.8 WebRenderer Not Available on Mac OS X on Intel

The improved rendering of HTML in the WebAccess client is not available on Mac OS X on Intel because the WebRenderer* product that has been incorporated into GroupWise is not yet available for Mac OS X on Intel.

8.3 Outlook Connector Issues

- ◆ [“Outlook 2007 Compatibility” on page 23](#)

8.3.1 Outlook 2007 Compatibility

The GroupWise 7 Connector for Microsoft Outlook cannot be installed with Outlook 2007. If you run the Outlook Connector Setup program in this environment, you receive the following message: A version of Outlook compatible with the GroupWise Connector cannot be found. Install Outlook and run this install again.

The Outlook Connector is not supported with Outlook 2007.

9 WebAccess Issues

- ◆ [Section 9.1, “General WebAccess Issues,” on page 23](#)
- ◆ [Section 9.2, “NetWare/Windows WebAccess Issues,” on page 28](#)
- ◆ [Section 9.3, “Linux WebAccess Issues,” on page 31](#)

9.1 General WebAccess Issues

- ◆ [“WebAccess 7 Compatibility with Older Versions of WebAccess” on page 24](#)
- ◆ [“WebAccess Compatibility with Virtual Office 1.5 and Earlier” on page 24](#)
- ◆ [“WebAccess Compatibility with Novell exteNd” on page 24](#)

- ◆ “Browser Cache Issue” on page 25
- ◆ “Login Page Reappears after Successful Login” on page 25
- ◆ ““Login Is Not Current” Error” on page 25
- ◆ “Pop-Up Blocker Issue” on page 25
- ◆ “Recommendation for Tomcat Memory Allocation (Heap Size)” on page 25
- ◆ “Preventing Web Server Directory Browsing” on page 26
- ◆ “Preventing Unauthenticated Template Access” on page 26
- ◆ “Updates to WebAccess Templates” on page 26
- ◆ “GroupWise 6.5 Frame Templates No Longer Supported” on page 26
- ◆ “All-Day Events on a Wireless Device” on page 27
- ◆ ““The Page Cannot Be Displayed” Error” on page 27
- ◆ “Blank WebAccess Address Book on Internet Explorer” on page 27
- ◆ “Folder List Expansion Problem in Safari on Macintosh” on page 27
- ◆ “Document Viewer Agent Cache Compatibility” on page 27
- ◆ “Document Viewer Agent /template Switch” on page 27

9.1.1 WebAccess 7 Compatibility with Older Versions of WebAccess

If you have more than one WebAccess Agent in your GroupWise system, you do not need to update all of them to GroupWise 7 at the same time. The GroupWise 7 WebAccess Application is compatible with older versions of the WebAccess Agent. However, users in post offices with an older default WebAccess Agent do not have all of the features available to users in post offices with a GroupWise 7 WebAccess Agent. For more information, see [Taking Advantage of Some of the New GroupWise 7 WebAccess Features While Still Running GroupWise 6.5](http://www.novell.com/coolsolutions/feature/15667.html) (<http://www.novell.com/coolsolutions/feature/15667.html>).

9.1.2 WebAccess Compatibility with Virtual Office 1.5 and Earlier

If you access the WebAccess client through Virtual Office 1.5 or earlier, you might see the old WebAccess client interface rather than the new one. To resolve this problem, see TID 10098412 in the [Novell Support Knowledgebase](http://www.novell.com/support/supportcentral) (<http://www.novell.com/support/supportcentral>).

9.1.3 WebAccess Compatibility with Novell exteNd

Before GroupWise 7, WebAccess stored its default user interface files in the following directory on the Web server:

```
tomcat_root/webapps/gw/WEB-INF/classes/com/novell/webaccess/
                                     templates/frames
```

In GroupWise 7, the user interface files are stored in the `css` subdirectory of `templates` rather than the `frames` subdirectory.

If you have exteNd™ portlets configured to use WebAccess, you must copy some of the exteNd template files from the `frames` directory into the `css` directory. Refer to the [Novell exteNd documentation](http://www.novell.com/documentation/extend5) (<http://www.novell.com/documentation/extend5>) to determine which exteNd template files you should copy to the `css` directory.

IMPORTANT: Do not copy the entire contents of the `frames` directory into the `css` directory; this damages the new GroupWise 7 WebAccess user interface.

In addition, modify the WebAccess URL in the exteNd Portal Preferences from:

`http://Web_server_address/servlet/webacc`

to:

`http://Web_server_address/gw/webacc`

9.1.4 Browser Cache Issue

After the WebAccess software has been updated, users' browsers might pull old WebAccess files from the local cache rather than using the updated files that have just been installed. The results are unpredictable, including not being able to compose an item, reply, and so on. To resolve such problems, users need to clear the browser cache and then log in to the WebAccess client again.

9.1.5 Login Page Reappears after Successful Login

If the WebAccess login page appears in one or more of the frames (for example, the Folder list or the Item list) after a WebAccess user has successfully logged in, the user is probably accessing WebAccess through one or more proxy servers.

To prevent this problem:

- 1 In ConsoleOne, right-click the WebAccess Application object (GroupWiseWebAccess), then click *Properties*.
- 2 Click *Application > Security*, then deselect *Use Client IP in Securing Sessions*.
For information about this option, click *Help* on the Environment page.
- 3 Click *OK* to save the change.

9.1.6 "Login Is Not Current" Error

If you are already logged in to the WebAccess client and you try to log in again without logging out first, you receive the "Login In Not Current" error. This is working as designed for security reasons.

9.1.7 Pop-Up Blocker Issue

Very occasionally, a pop-up blocker can prevent you from opening messages in the WebAccess client. If this happens, you can turn off the pop-up blocker or use a different one. Many pop-up blockers are available.

9.1.8 Recommendation for Tomcat Memory Allocation (Heap Size)

If you are using the Tomcat servlet engine with GroupWise WebAccess, the maximum memory allocation (heap size) for Tomcat should be at least 128 MB. The maximum memory allocation is set by using the `-Xmx` parameter when starting Tomcat (for example, `-Xmx128m`).

9.1.9 Preventing Web Server Directory Browsing

If your Web server is configured to allow directory browsing, it is possible for a user to access the `/com` directory of your Web server and browse downward from there. There is no confidential information located in any of the directories that are accessible in this manner.

However, if you want to prevent access, you can change the configuration of your Web server. For example, if you are using Apache, you can modify the `httpd.conf` file to remove the access that is provided by default. Locate the section that provides directory options for the `htdocs` directory. Either remove the `Indexes` option from the `Options` directive or place a minus (-) in front of it. Restart Apache to put the change into effect.

9.1.10 Preventing Unauthenticated Template Access

Under certain very specific circumstances, it is possible for a user to view WebAccess template files from a Web browser without logging in to WebAccess. There is no confidential information located in any of the template files that are accessible in this manner.

Starting with GroupWise 6.5 Support Pack 4, a line was added to the `webacc.cfg` file to prevent such access:

```
Templates.requireAuthentication=true
```

With this setting, unauthenticated users have no access to any WebAccess template files except for the Login page. If you have customized WebAccess templates for your own specialized use, this setting causes your templates to be inaccessible, even if GroupWise authentication was not previously required. You can turn off the authentication requirement by changing the line in the `webacc.cfg` file to:

```
Templates.requireAuthentication=false
```

9.1.11 Updates to WebAccess Templates

If you have created your own customized versions of the WebAccess `send.inc` and `msgitem.htm` templates, you need to make the following changes to these files in order for them to be compatible with GroupWise 7:

- ◆ Do not use the `Url.Item.Reply.to` and `Url.Item.Reply.cc` variables to pass and post names in a reply message's To and CC fields. Instead, use `Item.toFullID` and `Item.ccFullID` (or `Item.toName` or `Item.ccName`).
- ◆ When issuing an `Item.Read` action for a reply, set the `Item.Reply` parameter to either "sender" (to reply only to the sender) or "all" (to reply to all).

9.1.12 GroupWise 6.5 Frame Templates No Longer Supported

In GroupWise 7, the GroupWise 6.5 frame template files were still included in the GroupWise 7 software image. Some users for whom the GroupWise 7 WebAccess client performance was unacceptably slow returned to using the GroupWise 6.5 frame template files in their GroupWise 7 WebAccess installations.

Because the performance issues in the WebAccess client have been resolved in GroupWise 7 Support Packs, the Installation program does the following when you install the WebAccess 7 software from a Support Pack over the original GroupWise 7 software:

- ◆ Deletes the frames entry from the user interfaces list (ConsoleOne > WebAccess Application object > *Application* > *Templates* > *Define User Interfaces*).
- ◆ Resets the default user interface to *Standard HTML* using the `css` templates.
- ◆ Moves the GroupWise 6.5 template files into a backup directory.
- ◆ Installs the new `css` template files to the `templates` directory of your Web server.

If you were using the GroupWise 6.5 frame templates with your GroupWise 7 installation, please do not continue to do so.

9.1.13 All-Day Events on a Wireless Device

If you create and send an all-day event from your wireless device, it displays as a one-minute appointment in the GroupWise Calendar.

9.1.14 “The Page Cannot Be Displayed” Error

On older versions of Internet Explorer, users might receive this message after the WebAccess software has been updated. See TID 10081268 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral) for instructions to correct the problem. Update to the latest version of Internet Explorer to avoid the problem.

9.1.15 Blank WebAccess Address Book on Internet Explorer

On Internet Explorer, when you exit from Address Book Options in the WebAccess Address book, the Address Book page might be blank. Press F5 (Refresh) to redisplay the Address Book.

9.1.16 Folder List Expansion Problem in Safari on Macintosh

In Safari* on Macintosh, if you expand the folder list in the left panel to the point where the last folder in the list expands beyond the bottom of the page, the message list disappears from the right panel where it belongs and repositions in the right corner of the folder panel on the left.

To resolve the problem immediately, collapse the folder list so that it no longer extends beyond the bottom of the page, then log out of the WebAccess client and log back in again. To resolve the problem permanently, create a folder at the bottom of the folder list that does not have subfolders and therefore does not expand.

9.1.17 Document Viewer Agent Cache Compatibility

The cache created by the Document Viewer Agent is not compatible with the cache previously used with WebPublisher. Old WebPublisher cache directories should be removed from servers where the Viewer Agent is installed.

9.1.18 Document Viewer Agent /template Switch

The Document Viewer Agent startup file (`gwdva.dva`) lists a `/template` startup switch that is not yet implemented.

9.2 NetWare/Windows WebAccess Issues

- ◆ “WebAccess Installation Error on Windows Workstations” on page 28
- ◆ “WebAccess Service Fails to Start on Windows Servers” on page 28
- ◆ “Novell iManager Compatibility on Windows” on page 28
- ◆ “WebAccess Stops Responding on NetWare” on page 28
- ◆ “GroupWise 6.5 Upgrade on NetWare” on page 28
- ◆ “New NetWare and Windows WebAccess URLs” on page 29
- ◆ “Web Server File Cleanup Because of a URL Change” on page 30
- ◆ “Problem Downloading Large Attachments” on page 30
- ◆ “Memory Problem” on page 30
- ◆ “Security Issue with WebAccess and Internet Explorer 5.0” on page 31
- ◆ “Viewer Agent Issues on NetWare” on page 31

9.2.1 WebAccess Installation Error on Windows Workstations

If you receive an error during installation indicating that the `nvweb.dll` file cannot be found, update the workstation to the latest Novell Client. The Novell Client is available for download from the [Novell Downloads Web site \(http://download.novell.com\)](http://download.novell.com).

9.2.2 WebAccess Service Fails to Start on Windows Servers

If you install the WebAccess Agent as a Windows service, reboot the server, and then do a workstation login as an Administrator, the WebAccess Agent service might fail to start. If this occurs, update to the latest Novell Client. The Novell Client is available for download from the [Novell Downloads Web site \(http://download.novell.com\)](http://download.novell.com).

9.2.3 Novell iManager Compatibility on Windows

If WebAccess and Novell iManager are installed on the same Windows 2000/2003 server, iManager might stop working. Because WebAccess installs and configures its own Tomcat and Jakarta connector, it is preferable to install it on a server where Tomcat is not already in use by another program.

9.2.4 WebAccess Stops Responding on NetWare

WebAccess might stop responding for a period of time on NetWare. It might resume operation or it might not. To resolve this problem, update to the latest Winsock patch available in TID 2973892 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

9.2.5 GroupWise 6.5 Upgrade on NetWare

If the GroupWise 6.5 WebAccess Application is running on the server where you plan to install GroupWise 7 WebAccess, you should manually stop WebAccess, the Web server, and Tomcat before starting the GroupWise 7 installation. Under certain circumstances, the WebAccess Installation program cannot stop them for you.

9.2.6 New NetWare and Windows WebAccess URLs

Existing users of WebAccess are accustomed to accessing the following URLs on NetWare and Windows Web servers:

Web Services page: Default `index.html` file of the Web server
WebAccess: `http://web_server_address/servlet/webacc`
WebPublisher: `http://web_server_address/servlet/webpub`

The WebAccess URLs on NetWare and Windows Web servers are now the same as the URLs used on Linux:

GroupWise-specific `http://web_server_address/gw/index.html`
Web Services page:
WebAccess: `http://web_server_address/gw/webacc`
WebPublisher: `http://web_server_address/gw/webpub`

To keep users' browser bookmarks from being broken, you should redirect the old URLs to the new URLs. Follow the instructions below for your Web server.

Apache

- 1 Change to the `conf` subdirectory of the Apache root directory (for example, `\apache2\conf`).
- 2 Edit the Apache configuration file for GroupWise.
On NetWare 6, the Apache configuration file is `gwapache.conf`. On NetWare 6.5, the Apache configuration file is `gwapache2.conf`.
- 3 Add the following line:

```
redirect permanent /servlet/webacc http://web_server_address/  
                                                                gw/webacc
```
- 4 If you use WebPublisher, add the following additional line:

```
redirect permanent /servlet/webpub http://web_server_address/  
                                                                gw/webpub
```
- 5 Save the file, then exit the editor.
- 6 Restart Apache to put the redirections into effect.

Internet Information Server (IIS)

- 1 Change to the `inetpub\wwwroot` subdirectory of the IIS root directory (for example, `c:\inetpub\wwwroot`).
- 2 Create a subdirectory named `servlet`.
- 3 Under the `servlet` subdirectory, create a subdirectory named `webacc`.
- 4 If you use WebPublisher, create a second subdirectory named `webpub`.
- 5 In IIS Manager, expand the tree in the left pane to display *Default Web Site* under *Web Sites*. Under *Default Web Sites*, you should see the `servlet` subdirectory you created in [Step 2](#).

- 6 Expand the `servlet` subdirectory to display the `webacc` subdirectory (and optionally, the `webpub` subdirectory) that you created in [Step 3](#).
- 7 Right-click the `webacc` subdirectory, then click *Properties*.
- 8 Click *Directory*, select *A Redirection to a URL*, then type `/gw/webacc` in the associated field.
- 9 Select *A Permanent Redirection for This Resource*, then click *OK* to save your changes.
- 10 If you use WebPublisher, repeat [Step 7](#) through [Step 9](#), using `webpub` in place of `webacc`.
- 11 Restart the IIS Web server to put the redirections into effect.

Netscape Enterprise Server for NetWare

For redirection instructions, search the [Novell Support Web site \(http://www.novell.com/support\)](http://www.novell.com/support).

9.2.7 Web Server File Cleanup Because of a URL Change

As part of the change from `/servlet/webacc` to `/gw/webacc`, the WebAccess Installation program installs the WebAccess Application files into the `servlet` container (`gw`) but it does not remove old `servlet` and `htdocs` files located under the `ROOT` container of the `servlet` and the Web server. Therefore, you might want to manually delete the following directories and files:

```

sys:\apache2\htdocs\com
sys:\apache2\htdocs\index.html (if customized for GroupWise)
sys:\apache2\htdocs\novell.html (if index.html was not customized)
sys:\tomcat\4\webapps\ROOT\WEB-INF\classes\com
sys:\tomcat\4\webapps\ROOT\WEB-INF\lib\ldapfilt.jar
sys:\tomcat\4\webapps\ROOT\WEB-INF\lib\ldapjdk.jar
sys:\tomcat\4\webapps\ROOT\WEB-INF\lib\njgwap.jar
sys:\tomcat\4\webapps\ROOT\WEB-INF\lib\njweb.jar
sys:\tomcat\4\webapps\ROOT\WEB-INF\lib\SpellServlet.jar
sys:\tomcat\4\webapps\ROOT\WEB-INF\web.xml

```

You should definitely delete `web.xml`, because it might cause the WebAccess, WebPublisher, and Monitor Applications to run in both the old and new locations. Also, if you have customized the GroupWise template files, you should copy the contents of the template subdirectories under:

```

sys:\tomcat\4\webapps\ROOT\WEB-INF\classes\com\novell

```

to the corresponding templates subdirectories under:

```

sys:\tomcat\4\webapps\gw\WEB-INF\classes\com\novell

```

9.2.8 Problem Downloading Large Attachments

On NetWare 6.5 Support Pack 5, you might need to install a Winsock patch that enables users to download large attachments when they are using SSL connections to WebAccess. For a workaround, see TID 10100680 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

9.2.9 Memory Problem

On NetWare 6.5 Support Pack 5, you might receive one of the following error messages on the server where the WebAccess Agent is running:

Server logical address space is running low ...
Short term memory allocator is out of memory ...
Cache memory allocator out of available memory ...

A patch for this problem is available in TID 2973639 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

9.2.10 Security Issue with WebAccess and Internet Explorer 5.0

When using Internet Explorer 5.0 to view messages through WebAccess, URLs to messages become part of the History cache and can be read by other users who have access to the same workstation. For solutions to this problem, see TID 10056452 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

9.2.11 Viewer Agent Issues on NetWare

- ◆ On NetWare, the Viewer Agent requires at least 1 GB of memory for running about 5 worker processes. By default, 5 processes are started.
- ◆ On NetWare, you must install the latest Support Pack for your version of NetWare in order to have the correct version of `clib.nlm`.
- ◆ On NetWare, *Memory Protection Fault Cleanup* must be set to *On* in order for the Viewer Agent worker processes to recover successfully when a document fails HTML conversion.
- ◆ On NetWare, when a document fails HTML conversion and its worker process dies, NetWare creates a small file named `core*.dmp` in the server's root directory. You should periodically delete these files.

9.3 Linux WebAccess Issues

- ◆ “WebAccess on SUSE Linux Enterprise Server 10” on page 31
- ◆ “Novell Distribution of Apache and Tomcat” on page 32
- ◆ “Prolonged “Please Wait” Message during Installation” on page 32
- ◆ “Installation Security” on page 33
- ◆ “Re-installation Issue” on page 33
- ◆ “--httpport Switch Not Listed in webac70a.waa File” on page 33
- ◆ “Viewer Agent Issues on Linux” on page 33
- ◆ “WebPublisher Configuration” on page 33
- ◆ “WebPublisher Template Settings Not Saved” on page 33
- ◆ “Commented Lines in Configuration Files” on page 34
- ◆ “WebAccess Client Help Displays Incorrectly in Firefox on Linux” on page 34

9.3.1 WebAccess on SUSE Linux Enterprise Server 10

SUSE Linux Enterprise Server 10 uses Tomcat 5 rather than Tomcat 4. It also uses the MOD_PROXY module rather than the MOD_JK connector. Installation instructions that compensate for these differences are available in TID 3248145 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

9.3.2 Novell Distribution of Apache and Tomcat

GroupWise 7 on Linux includes a Novell distribution of Apache and Tomcat that you can install along with the WebAccess Application if you do not already have Apache and Tomcat running on that server. The Novell distribution relies on OpenSSL libraries. If OpenSSL is not already installed on the server where you plan to install the Novell distribution of Apache and Tomcat, you can obtain it from the [OpenSSL Project \(http://www.openssl.org\)](http://www.openssl.org). Download and build OpenSSL for your version of Linux before installing the Novell distribution of Apache and Tomcat.

The Novell distribution is installed in the following directories:

```
Apache:  /var/opt/novell/http and
         /etc/opt/novell/http
```

```
Tomcat:  /var/opt/novell/tomcat4 and
         /etc/opt/novell/tomcat4
```

It is started using the following customized commands:

```
Tomcat:  /etc/init.d/novell-tomcat4 start
```

```
Apache:  /etc/init.d/novell-httpd start
```

The WebAccess Installation program lets you choose whether you want to install the Novell distribution. During installation, select *Install WebAccess Application with Apache and Tomcat* if you want to install the Novell distribution. Select *Install WebAccess Application* if you do not want to install the Novell distribution of Apache and Tomcat because you have an existing Apache and Tomcat installation that you want to use with WebAccess.

NOTE: If you are installing on Novell Open Enterprise Server (OES), the option to install with Apache and Tomcat is not available.

If you install the Novell distribution on a server where a standard distribution of Apache and Tomcat is already installed and running, you will encounter a port conflict on port 80. You can resolve the port conflict by choosing to run one distribution or the other, or you can reconfigure one distribution or the other.

To reconfigure the Novell distribution to use a different port number, edit the `httpd.conf` file in the `/etc/opt/novell/httpd/conf` directory. Locate the following line:

```
Listen 80
```

Change the port number to a something that is not already being used on the server, then save and exit the file.

9.3.3 Prolonged “Please Wait” Message during Installation

On slower Linux machines, if you select *Install WebAccess Application with Apache and Tomcat*, your machine might appear to hang on the “Please Wait” message. Apache and Tomcat are being installed while the “Please Wait” message is displayed, before the WebAccess Application installation begins.

9.3.4 Installation Security

During installation, the Linux WebAccess Installation program requires access to eDirectory by way of LDAP authentication. The LDAP Group object includes an option named *Require TLS for Simple Binds with Password*, which is enabled by default. With this option enabled, you must provide the LDAP server's trusted root certificate, which must be exported from the LDAP server, in order for LDAP authentication to take place (typically on port 636) during installation of the WebAccess.

Unless you already have SSL set up, an easier alternative is to disable *Require TLS for Simple Binds with Passwords* in ConsoleOne, which allows LDAP authentication to take place using clear text (typically on port 389), during installation of WebAccess. After disabling the option, restart eDirectory, install WebAccess, then re-enable *Require TLS for Simple Binds with Password* and restart eDirectory again.

9.3.5 Re-installation Issue

If you install Linux WebAccess in an eDirectory context where the WebAccess objects already exist, a message informs you that you can "use the existing objects." In actuality, the objects are deleted and re-created, so if you have customized the properties of the existing objects, you must customize the objects again after installing WebAccess on Linux.

9.3.6 --httpport Switch Not Listed in webac70a.waa File

The `-httpport` switch has been added to the Linux WebAccess Agent to specify the port number for HTTP communication. However, it is currently not listed in the `webac70a.waa` file on Linux.

9.3.7 Viewer Agent Issues on Linux

- ◆ On Linux, if you run the Viewer Agent as a user that is not running The X Window system, then WebAccess client users cannot view embedded vector-based graphics in attachments. To enable users to view embedded vector-based graphics, make sure that the user that starts WebAccess (and hence, the Viewer Agent) is running The X Window System and has a `DISPLAY` environment variable set so that the Viewer Agent can write to the local display. One way to accomplish this is to use the `sux` command to become `root` before you start the WebAccess Agent.
- ◆ On Linux, the third-party viewer software used by the Viewer Agent has a dependency on `libXm.so.1`, which might not be included with your Linux package. To resolve this, create a symbolic link in the `agents/lib` directory to the version of the `libXm` modules that is available on your Linux server. For example:

```
ln -s /usr/X11R6/lib/libXm.so.3.0.1 /opt/novell/groupwise/  
agents/lib/libXm.so.1
```

9.3.8 WebPublisher Configuration

The WebAccess Installation program does not configure WebPublisher for you. Some manual configuration is required. For instructions, see the *GroupWise 7 Installation Guide* (`/docs/us/GroupWiseInstallationGuide.pdf`).

9.3.9 WebPublisher Template Settings Not Saved

Changes to the settings on the Templates page of the `GroupWiseWebPublisher` object in ConsoleOne are not saved to the `webpub.cfg` file. To work around this, after making changes on

the Templates page, select a different property page on the GroupWiseWebPublisher object, then click *OK* or *Apply* to save the template settings correctly.

9.3.10 Commented Lines in Configuration Files

If you have commented out any lines in the Linux WebAccess configuration file (`webacc.cfg`) or the WebPublisher configuration file (`webpub.cfg`), you should back up those files before installing GroupWise 7. If you use the *Configure WebAccess Application* option in the Installation program, those commented lines become uncommented and the settings return to their defaults. However, any other changes you have made to the configuration files are retained. You must comment out the lines again and edit the settings as needed, using the backup copies for reference.

9.3.11 WebAccess Client Help Displays Incorrectly in Firefox on Linux

In Firefox on Linux, the horizontal scroll bar in the left panel of the WebAccess client help displays in the middle of the column instead of at the bottom. It does not interfere with help functionality.

10 Internet Agent Issues

- ◆ [Section 10.1, “General Internet Agent Issues,” on page 34](#)
- ◆ [Section 10.2, “NetWare/Windows Internet Agent Issues,” on page 35](#)
- ◆ [Section 10.3, “Linux Internet Agent Issues,” on page 35](#)

10.1 General Internet Agent Issues

- ◆ [“/copyonly Startup Switch Doesn’t Update the Database Version” on page 34](#)
- ◆ [“Address Resolution Change Since GroupWise 6” on page 34](#)

10.1.1 /copyonly Startup Switch Doesn’t Update the Database Version

If you use the `/copyonly` startup switch on the Internet Agent Installation program to install GroupWise 7 Internet Agent software from a Support Pack to update original GroupWise 7 software, the database version on the GWIA object is not updated. As a result, the Support Pack 1 enhancement described in “Consolidated Configuration Information” in “What’s New in GroupWise 7” in the *GroupWise 7 Installation Guide* (<http://www.novell.com/documentation/gw7>) does not occur. Therefore, you should not use the `/copyonly` startup switch when updating an existing Internet Agent installation to a GroupWise 7 Support Pack.

10.1.2 Address Resolution Change Since GroupWise 6

In GroupWise 6 and its Support Packs, there was a problem with the address format used for sending to distribution lists and resources if you set Internet Addressing to one of the following formats (which are not appropriate for distribution lists and resources):

- ◆ `first_name.last_name@Internet_domain`
- ◆ `last_name.first_name@Internet_domain`

Messages to distribution lists and resources were initially undeliverable and were sent to the Internet Agent. The Internet Agent then successfully resolved the addresses and sent the messages back into the GroupWise system. Users did not notice the problem, but some administrators noticed unnecessary traffic through the Internet Agent.

In GroupWise 6.5, the address format problem for sending to distribution lists and resources was corrected. However, users who originally used GroupWise 6 have the erroneous address format for distribution lists and resources in their Frequent Contacts address books. If you are updating from GroupWise 6 to GroupWise 7 and unnecessary traffic through the Internet Agent is a continuing problem, have users delete distribution lists and resources from their Frequent Contacts address books so that the correct address format is used for name completion in the future.

10.2 NetWare/Windows Internet Agent Issues

None.

10.3 Linux Internet Agent Issues

- ♦ “[Obsolete grpwise-ia Script](#)” on page 35
- ♦ “[Installation Security](#)” on page 35
- ♦ “[libXm.so.3 Error](#)” on page 35

10.3.1 Obsolete grpwise-ia Script

GroupWise 6.5 included the `/etc/init.d/grpwise-ia` script for starting and stopping the Linux Internet Agent. In GroupWise 7, the Internet Agent is started along with the POA and the MTA, using the `grpwise` script. Therefore, you should delete the obsolete `grpwise-ia` script from `/etc/init.d` so that it is not used inadvertently.

10.3.2 Installation Security

During installation, the Linux Internet Agent Installation program requires access to eDirectory by way of LDAP authentication. The LDAP Group object includes an option named *Require TLS for Simple Binds with Password*, which is enabled by default. With this option enabled, you must provide the LDAP server’s trusted root certificate, which must be exported from the LDAP server, in order for LDAP authentication to take place (typically on port 636) during installation of the Internet Agent.

Unless you already have SSL set up, an easier alternative is to disable *Require TLS for Simple Binds with Passwords in ConsoleOne*, which allows LDAP authentication to take place using clear text (typically on port 389), during installation of the Internet Agent. After disabling the option, restart eDirectory, install the Internet Agent, then re-enable *Require TLS for Simple Binds with Password* and restart eDirectory again.

10.3.3 libXm.so.3 Error

If you try to start the Linux Internet Agent using the `--show` switch on a server where The X Window System and Open Motif are not running, you receive the following error:

```
libXm.so.3: cannot open shared object file
: no such file or directory
```

To resolve the error, start The X Window System and Open Motif before starting the Internet Agent with the `--show` switch. If you start the Internet Agent without the `--show` switch, you can use the Internet Agent Web console to monitor the Internet Agent from your Web browser.

11 Monitor Issues

- ♦ Section 11.1, “General Monitor Issues,” on page 36
- ♦ Section 11.2, “Windows Monitor Issues,” on page 37
- ♦ Section 11.3, “Linux Monitor Issues,” on page 37

11.1 General Monitor Issues

- ♦ “Problem Starting GroupWise Monitor” on page 36
- ♦ “Restoring Monitor Settings after Reinstallation” on page 36
- ♦ “Monitor Agent SSL Configuration” on page 37

11.1.1 Problem Starting GroupWise Monitor

If the location of the Monitor template files is inadvertently changed, then you cannot start GroupWise Monitor. To resolve the problem:

- 1 Locate the `gwmonitor.cfg` file.

The location of the Monitor configuration file varies by platform:

Linux: `/opt/novell/groupwise/monitor`

Windows: `\novell\gwmonitor`

- 2 Locate the `Templates.Path` line and correct the path as needed.

The location of the template files varies by Web server platform:

Apache on Linux: `/var/opt/novell/gwmon/WEB-INF/classes/com/novell/gwmonitor/templates`

Apache on NetWare: `\tomcat\4\webapps\gw\WEB-INF\classes\com\novell\GWMonitor\templates`

- 3 In ConsoleOne, browse to and right-click the GroupWiseMonitor object, then click *Properties*.
- 4 Click *Application > Templates*.
- 5 In the *Template Path* field, correct the path as needed, then click *OK*.

When the correct template path has been supplied in the `gwmonitor.cfg` file and on the GroupWiseMonitor object in ConsoleOne, you should be able to start GroupWise Monitor.

11.1.2 Restoring Monitor Settings after Reinstallation

Monitor settings are stored in the `monitor.xml` file in the Monitor installation directory. Agent groups are also stored in this file. If you reinstall the Monitor software, the `monitor.xml` file is backed up as `monitor.001`. To restore previous Monitor settings and agent groups, remove the newly installed `monitor.xml` file and rename `monitor.001` to `monitor.xml`.

11.1.3 Monitor Agent SSL Configuration

If you want to enable SSL using the Monitor Agent `/https` and `/httpcertfile` switches, the certificate file must be in PEM format. This differs from the other GroupWise agents, which take a `.b64` public certificate file and a `.key` private key file. The PEM format combines the certificate and key in a single file.

11.2 Windows Monitor Issues

- ♦ “New NetWare and Windows Monitor URLs” on page 37

11.2.1 New NetWare and Windows Monitor URLs

If you’ve used Monitor on a NetWare or Windows Web server, you are accustomed to accessing the following URLs:

Web Services page: Default `index.html` file of Web server

Monitor Web Console: `http://web_server_address/servlet/gwmonitor`

Starting in GroupWise 7, use the following URLs on NetWare and Windows Web servers:

GroupWise-specific Web Services page: `http://web_server_address/gw/index.html`

Monitor Web Console: `http://web_server_address/gw/gwmonitor`

To keep users’ browser bookmarks from being broken, you should redirect the old URLs to the new URLs. Follow the instructions in [Section 9.2.6, “New NetWare and Windows WebAccess URLs,” on page 29](#), substituting `/gw/gwmonitor` for `/gw/webacc` as needed in the instructions.

11.3 Linux Monitor Issues

- ♦ “Linux Update Error” on page 37
- ♦ “Monitor Issues Shared with WebAccess” on page 38

11.3.1 Linux Update Error

If you have installed interim releases of Monitor between Support Pack 1 and Support Pack 2, and if you are installing Monitor on a server where other GroupWise agents are also running, you might receive the following error message:

```
Install failed for an unknown reason (8)
```

To work around this error message:

- 1 In a terminal window, uninstall the Monitor Application by using the following command:

```
rpm -ev --justdb novell-groupwise-monitor
```

This command removes the Monitor Application from the RPM database so that it does not interfere with the installation of the other GroupWise components on the server.

- 2 In the GroupWise Installation program, update the other GroupWise components on the server.

- 3 Reinstall the Monitor Application individually, and do not select the *Configure* option in the GroupWise Installation program.

11.3.2 Monitor Issues Shared with WebAccess

Monitor and WebAccess share a substantial amount of functionality. The following WebAccess issues also pertain to Monitor:

- Section 9.3.1, “WebAccess on SUSE Linux Enterprise Server 10,” on page 31
- Section 9.3.2, “Novell Distribution of Apache and Tomcat,” on page 32
- Section 9.3.3, “Prolonged “Please Wait” Message during Installation,” on page 32
- Section 9.3.4, “Installation Security,” on page 33
- Section 9.3.5, “Re-installation Issue,” on page 33

12 International Issues

- Section 12.1, “General International Issues,” on page 38
- Section 12.2, “NetWare/Windows International Issues,” on page 40
- Section 12.3, “Linux International Issues,” on page 40

12.1 General International Issues

- “Default MIME Encoding Change” on page 38
- “Double-Byte Characters in Directory Names and Filenames” on page 39
- “Double-Byte Characters in Passwords” on page 39
- “Character Encoding in WebAccess” on page 39
- “WebAccess Spell Checker Displays Corrupt Characters for Russian” on page 40
- “WebAccess Attachments with Extended Characters in the Filenames” on page 40

12.1.1 Default MIME Encoding Change

After GroupWise 7 Support Pack 1, the GroupWise client started using UTF-8 instead of ISO for MIME encoding. This causes occasional problems in some languages where GroupWise 6.5 clients are being run against GroupWise 7 post offices. To help with the transition, a Support option has been added to GroupWise Check (GWCheck) to convert user databases back to the ISO encoding for your language.

- 1 Start GWCheck as described in GroupWise Check in Databases in the *GroupWise 7 Administration Guide* (<http://www.novell.com/documentation/gw7>).
- 2 Under *Database Type*, select *Post Office*.
- 3 In the *Database Path* field browse to and select the post office directory.
- 4 Under *Object Type*, select *User/Resource*.
If you want to perform the conversion on all user and resource databases in the post office, specify ALL in the *User/Resource* field.
- 5 In the *Action* drop-down list, select *Reset Client Options*.
- 6 In the *Support Options* field on the *Misc* tab, type `setmimeencoding=number`, where *number* is one of the following character set numbers:

Character Set Number	Language
1	Windows default
2	ISO default
7	Arabic (Windows 1256)
9	Baltic (Windows 1257)
12	Central European (Windows 1250)
13	Chinese Simplified (GB2312)
15	Chinese Traditional (Big5)
18	Cyrillic (K018-R)
27	Hebrew (Windows 1255)
29	Japanese (ISO2022-JP)
30	Japanese (Shift-JIS)
32	Korean (EUC-KR)
33	Thai (Windows 874)
35	Turkish (Windows 1254)
3	UTF-8

- 7 Click *Run* to perform the conversion of user and resource databases from UTF-8 to the selected character set.

12.1.2 Double-Byte Characters in Directory Names and Filenames

Do not use double-byte characters in directory names and filenames.

12.1.3 Double-Byte Characters in Passwords

Do not use double-byte character in user passwords.

The Change GroupWise Password dialog box in ConsoleOne currently allows entry of double-byte characters. However, the GroupWise client login does not allow entry of double-byte characters in passwords, so a user who was assigned a password with double-byte characters in ConsoleOne cannot type the double-byte characters when attempting to log in to GroupWise.

12.1.4 Character Encoding in WebAccess

Auto-detection of character encoding for the WebAccess/WebPublisher `index.html` page does not work for some Web browsers. If you do not see the localized languages in the drop-down menu on the Web services page (`index.html`), set your Web browser's character encoding to UTF-8. In some browsers, you can click *View > Encoding* to set the Web browser's encoding.

You might also encounter character encoding problems when reading HTML-formatted messages. In this case, set your Web browser's character encoding for the new message window to UTF-8. You

can do this by right-clicking in the new message window and then setting the encoding, or by clicking *View > Encoding*.

12.1.5 WebAccess Spell Checker Displays Corrupt Characters for Russian

When Russian characters are used, they are displayed in the Spell Checker as corrupt characters.

12.1.6 WebAccess Attachments with Extended Characters in the Filenames

On Windows, Mozilla*-based browsers such as Firefox and Netscape* do not save extended character filenames correctly, even though the filename displays correctly in the Save As dialog box. This is a browser problem, not a GroupWise problem. There is no workaround.

In Safari on Macintosh, extended character filenames are not interpreted correctly. As a workaround, use Firefox instead of Safari if you receive attachments with extended character filenames. This is a browser problem, not a GroupWise problem.

12.2 NetWare/Windows International Issues

- ♦ [“Print Calendar Language” on page 40](#)
- ♦ [“Japanese Viewers for WebAccess” on page 40](#)

12.2.1 Print Calendar Language

The GroupWise client Print Calendar feature always prints calendars in the language specified in Regional Options or Regional Settings in the Control Panel, even if the client is installed in a different language. For example, if French (Switzerland) or French (Swiss) is specified in the Control Panel and the client is installed in German, calendars print in French.

12.2.2 Japanese Viewers for WebAccess

In the WebAccess client running on Japanese Windows XP, some characters might not display correctly.

12.3 Linux International Issues

- ♦ [“Display Problem with Agent Console Interfaces” on page 40](#)
- ♦ [“Russian Keyboard” on page 41](#)
- ♦ [“Mnemonics for Arabic, Hebrew, and Double-Byte Languages” on page 41](#)
- ♦ [“Localized Agent User Interface Display” on page 41](#)

12.3.1 Display Problem with Agent Console Interfaces

If you run the Linux GroupWise agents with an agent console interface in languages other than English, the display of logging information might not display correctly. The problem occurs if your language encoding is set to UTF-8.

To determine your current language encoding, use the following command in a terminal window:

```
locale
```


You can change your language encoding in YaST:

- 1 Start YaST, click *System*, then double-click *Choose Language*.
- 2 Select the language you are running the agents in, then click *Details*.
- 3 Deselect *Use UTF-8 Encoding*, then click *OK*.
- 4 Stop and then restart the agents to put the new setting into effect.

12.3.2 Russian Keyboard

When you use a Russian keyboard, the Linux environment variables that provide language and locale information are typically set to ru_RU. Typically, this setting implies the Russian character set ISO-8859-5. However, on some distributions of Linux, the ISO-8859-5 character set must be set explicitly in order for your Russian keyboard to work with the GroupWise Cross-Platform client. Use the following command to specify the character set along with the language and locale information:

```
export LANG=ru_RU.ISO-8859-5
```

In most cases, setting the LANG environment variable also sets all LC_* environment variables and resolves all Russian keyboard problems. If you set the LANG environment variable and your Russian keyboard still does not work, use the following command to view the current settings for the LANG and LC_* environment variables:

```
locale
```

If any of the LC_* environment variables have not inherited the ISO-8859-5 specification, export them individually.

12.3.3 Mnemonics for Arabic, Hebrew, and Double-Byte Languages

Keyboard mnemonics for menu items work for characters a-z and A-Z, but not for other characters.

12.3.4 Localized Agent User Interface Display

The Linux GroupWise agent user interfaces display correctly if the Linux environment is using the ISO-8859-1 character set, which is the default for the GroupWise administration languages and locales.

French: fr_FR

German: de_DE

Portuguese: pt_BR

Spanish: es_ES

If the Linux environment is using a different character set encoding such as UTF-8 (for example, fr_FR.UTF-8), the localized agent user interfaces do not display correctly.

13 Documentation Issues

- ♦ [Section 13.1, “General Documentation Issues,” on page 42](#)
- ♦ [Section 13.2, “NetWare/Windows Documentation Issues,” on page 42](#)
- ♦ [Section 13.3, “Linux Documentation Issues,” on page 42](#)

13.1 General Documentation Issues

None.

13.2 NetWare/Windows Documentation Issues

- ♦ “GroupWise Windows Client Help” on page 42
- ♦ “WebAccess/WebPublisher Help on a UNIX Web Server” on page 42

13.2.1 GroupWise Windows Client Help

To support accessibility requirements within GroupWise Help, the Help for the GroupWise Windows client uses Microsoft HTML Help. In order for Microsoft HTML Help to display on a Windows workstation, the workstation must have Internet Explorer 4.x or later installed.

13.2.2 WebAccess/WebPublisher Help on a UNIX Web Server

If you install the WebAccess Application and the WebPublisher Application on a UNIX* Web server, as described in Completing the Installation on a UNIX Apache Web Server in Installing GroupWise WebAccess in the *GroupWise 7 Installation Guide* (<http://www.novell.com/documentation/gw7>), you now need to install the WebAccess and WebPublisher help files manually.

After installing the WebAccess Application and the WebPublisher Application:

- 1 Change to the `gw/com/novell/webaccess` directory of the Web server.
- 2 Unzip the `__help__.zip` file.
- 3 Change to the `gw/com/novell/webpublisher` directory of the Web server.
- 4 Unzip the `__help__.zip` file.

Online help is now available for WebAccess and WebPublisher users.

13.3 Linux Documentation Issues

- ♦ “Agent Help Does Not Display When Agent Runs as a Non-root User” on page 42
- ♦ “Help Image Display on an iChain Server” on page 42

13.3.1 Agent Help Does Not Display When Agent Runs as a Non-root User

When you start the Linux POA, the Linux MTA, and the Linux Internet Agent using the `--show` switch to display a GUI user interface, if the agents are running as a `non-root` user, clicking *Help* does not display the agent help file. Help is displayed in a browser window and the agents currently launch the browser as `root`. Giving the user access to the browser window as `root` would be a security risk. This is working as designed.

13.3.2 Help Image Display on an iChain Server

If you display help from an agent Web console on a server where Novell iChain[®] is installed, and if iChain is configured to use the *Path-Based Multihoming* option, the image at the top of the help topic does not display.

14 GroupWise Bug Fixes

- ◆ Section 14.1, “Address Book Fixes,” on page 43
- ◆ Section 14.2, “Administration Fixes,” on page 43
- ◆ Section 14.3, “Admin API Fixes,” on page 44
- ◆ Section 14.4, “Agent Fixes,” on page 44
- ◆ Section 14.5, “Client Fixes (Windows),” on page 45
- ◆ Section 14.6, “Client Fixes (Cross-Platform),” on page 47
- ◆ Section 14.7, “Client Fixes (Outlook Connector),” on page 48
- ◆ Section 14.8, “Client API Fixes,” on page 49
- ◆ Section 14.9, “Engine Fixes,” on page 50
- ◆ Section 14.10, “GWCheck Fixes,” on page 51
- ◆ Section 14.11, “Internet Agent Fixes,” on page 51
- ◆ Section 14.12, “Monitor Fixes,” on page 52
- ◆ Section 14.13, “WebAccess Fixes,” on page 52

14.1 Address Book Fixes

- ◆ Name completion by last name works correctly in the Address Selector.
- ◆ Blank names no longer appear in the Address Selector when saving a group in the Frequent Contacts address book.
- ◆ If an external user with a custom e-mail address is in a group, user’s e-mail address displays correctly when displayed as part of the group membership information.
- ◆ Duplicate entries in the Frequent Contacts address book are prevented.
- ◆ In the Contacts folder, if you click an e-mail link that includes quotation marks ("), for example, "*user@domain.com*", the initial quotation mark is not lost.
- ◆ Searching in an LDAP address book for users whose names include extended characters works correctly in the Address Selector.
- ◆ You can successfully import personal address books using `.nab` files that contain lines that were previously considered invalid.
- ◆ The GroupWise Address Book can handle distribution lists with names that include extended characters.
- ◆ In French and Dutch, contact information is displayed with the ZIP code before the city.
- ◆ You can create new entries in a Chinese address book.
- ◆ You can import a Chinese address book.
- ◆ Name completion in the Address Selector now works for double-byte characters.

14.2 Administration Fixes

- ◆ The archive directory path under Client Options is saved as a UNC path.
- ◆ If you set the *Lock Out Older Clients* options, it locks out clients that are so old that neither a version nor a date are set on them.

- ◆ You can select multiple External Entity objects and apply Client Options to them.
- ◆ If you create an external user and then associate it with an eDirectory object, the information in the object properties fields is retained.
- ◆ Deselecting the *Enable iCal* option on the Internet Agent object disables iCal just like using the */noimip* switch.
- ◆ When you expire and delete external entity GroupWise users, the corresponding eDirectory user objects are also deleted.
- ◆ You can rename a User object that has an apostrophe (') in its object name.
- ◆ The *Exclude* tab for POA scheduled events works correctly for excluding users and resources.
- ◆ Hidden messages created by the client API no longer display in Notify.
- ◆ In German ConsoleOne, a login dialog box no longer appears when you use the Associate Object feature.
- ◆ In Linux ConsoleOne, the location of a software distribution directory is stored as a UNC path, not a Linux path.
- ◆ DBCopy has been enhanced to be a multi-threaded application.
- ◆ The DBCopy *-i* switch always identifies the correct date/time interval of files to copy.
- ◆ Linux DBCopy always places accurate time stamps on copied files.
- ◆ Using *tsafs.nlm* with the */EnableGW=Yes* switch works on NetWare 5.5 SP5.
- ◆ TSAFSGW correctly displays the contents of the directory you select.
- ◆ If TSAFSGW receives a request from the backup software for the *error.log* file, it passes the request to TSAFS in order to successfully obtain the *error.log* file.
- ◆ TSAFSGW works with Backup Express without returning an error when the user tries to connect.
- ◆ Fixed some TSAFSGW abends.
- ◆ SetupIP now works for German and Hungarian.

14.3 Admin API Fixes

- ◆ The admin API correctly handles object names that include extended characters.
- ◆ The admin API can access the contents of the *User Authentication Method* field displayed in ConsoleOne in the Edit LDAP Server dialog box.

14.4 Agent Fixes

- ◆ The POA no longer reruns daily or weekly scheduled events two days after the scheduled time.
- ◆ The POA Disk Check event correctly identifies the amount of remaining disk space, so that threads are not suspended unnecessarily.
- ◆ Downloading the GroupWise Address Book to clients in Remote mode no longer causes high utilization for the POA.)
- ◆ The new */evocontrol* switch enables you to control what versions of Evolution are allowed to access the post office. See [Section 7.1.6, “Evolution Compatibility with the POA and SOAP,” on page 18.](#)
- ◆ The Linux POA successfully handles large file transfers from the MTA.

- ◆ On Linux, the POA MTP receiver threads are now more efficient.
- ◆ In the Linux POA Web console, log file information displays more quickly.
- ◆ Fixed several POA abends.
- ◆ The MTA always returns a message notifying a sender when message size has been exceeded, regardless of the address format in use for the sender.
- ◆ The MTA can transfer items that have zero-byte attachments.
- ◆ On the Links page of the MTA Web console in Firefox, you can use the *Suspend* and *Resume* buttons multiple times without restarting Firefox. For more information, see [Section 7.1.1, “Agent Web Console Functionality in Firefox,” on page 17](#).
- ◆ The MTA no longer gets a `Configuration tables locked` error.
- ◆ The new MTA `/vsnoadm` switch prevents GroupWise admin messages from being passed through the virus scanner. This improves performance of the virus scanner and introduces no virus risk because admin messages are internal to the GroupWise system.
- ◆ The MTA no longer displays as using port 9100 in Novell Remote Manager.
- ◆ On Linux, the MTA can deliver to more than 10 secondary domains.
- ◆ On Linux, connection issues between the POA and the MTA on SLES 9 SP3 have been resolved.
- ◆ Fixed several MTA abends.

14.5 Client Fixes (Windows)

- ◆ The Windows client can successfully receive a software update from a Linux POA.
- ◆ When users of the Windows client and the Cross-Platform client exchange messages and accumulate the replies, the font size of the replies remains constant.
- ◆ When the Windows client sends a message or places it in the Work in Progress folder, it does not decrease the font size.
- ◆ In Caching mode, you can modify entries in a personal address book without accumulating previous entries.
- ◆ If you are using the Home View and have the Contacts folder in one of your panels, you can exit the client without receiving an extraneous message.
- ◆ In the Home View, when you resize the GroupWise main window, panels in the Home View retain their relative sizes regardless of whether the main window has been made larger or smaller.
- ◆ In the HTML view, you can successfully print a message that includes e-mail addresses on the Subject line. Attachment filenames are also printed successfully.
- ◆ In an HTML-formatted message, images display in the message if the HTML code uses `IMAGE` instead `IMG`.
- ◆ When you print a message, the *CC* field is listed above the *Subject* field.
- ◆ When printing a text message, you can select the message font size (Normal/Bigger/Biggest).
- ◆ When you select a distribution list from the Address Book, the display name appears in the Mail To window, not the e-mail address.

- ◆ Under *Tools > Options > Environment > Reply Format*, if you set *Plain text reply format* to *Internet standard* and you set *Type my reply* to *Bottom*, no characters are lost from the end of your reply.
- ◆ Properties of a message with a large number of recipients (for example, over 20,000) display promptly.
- ◆ The *Check Spelling before Send* option works correctly when you resend messages.
- ◆ The spell check option for replacing duplicate words with a single instance works correctly.
- ◆ The Speller is installed correctly for a limited access account.
- ◆ In the Calendar, you can move an appointment that spans multiple days from one starting date to another.
- ◆ Calendar preview and print uses your category colors.
- ◆ In the Month View in the Calendar, you can right-click an appointment and resend it, retaining existing information.
- ◆ From a message in a shared folder, you can do a Reply to All without losing any recipients.
- ◆ From a shared folder, the Forward as Attachment option has been dimmed.
- ◆ When you delete and empty items from your archive, the archive reduces in size corresponding to the size of the deleted items.
- ◆ In your archive, the Display drop-down list includes the complete list of standard settings that are available in your Online mailbox.
- ◆ When you import documents into GroupWise, they are always associated with the correct program for opening them.
- ◆ You can attach a document reference by specifying its document number.
- ◆ The Calendar Month View no longer crashes under specific circumstances.
- ◆ If you change a personal posted appointment to a group posted appointment, the *To* and *From* fields are populated with your name.
- ◆ If you proxy into another user's mailbox, you can accept an appointment that conflicts with another appointment.
- ◆ Performance for opening very large messages (for example, a 5 MB message body) has been improved.
- ◆ When the Windows client is performing a time-consuming task, such as opening a very large attachment or filtering on a very large folder, the hourglass icon does not disappear too soon.
- ◆ The Subject line has been expanded from 100 characters to 2024 characters.
- ◆ You can read a message from Notify after clicking *Window > Minimize GroupWise* in the GroupWise client.
- ◆ If you start Notify when GroupWise is not already running, you can cancel out of the GroupWise login prompt provided by Notify.
- ◆ GroupWise users in Remote mode and Exchange users can reply to each other multiple times and the e-mail addresses retain the correct format for each system.
- ◆ If you update the GroupWise client by using ZENworks[®] Desktop Management, no files are inadvertently deleted if you use a new profile.
- ◆ You can drag and drop MS Word documents as attachments from one Mail To window to another and the filename is retained correctly.
- ◆ After installing the GroupWise client, the Office 2003 *Send To > Routing Recipient* still works.

- ◆ The client no longer uses the `text.htm` filename to prevent confusion for other e-mail clients and the Internet Agent.
- ◆ If an HTML message does not include character set information for some reason, the client attempts to extract the character set from the MIME encoding.
- ◆ For users who do not set their MIME encoding, the default has changed from ISO to UTF-8.
- ◆ The client's formatting of the References and In-Reply-To MIME headers has been improved.
- ◆ The client now adds and checks for the correct default encoding for messages.
- ◆ If the client encounters an escape character that is not followed by characters that are meaningful after an escape character, it continues to display the rest of the message.
- ◆ You can set a password that contains a hyphen (-) for your Caching mailbox.
- ◆ The Windows client can handle messages that include an MS-TNEF attachment.
- ◆ Unicode* characters ending in FF are now identified as valid characters.
- ◆ A specific Unicode character in the Subject line is no longer converted into a different character.
- ◆ When you do a Find in your archive, the Find feature can interpret an archive directory path that includes dashes (-) and extended characters.
- ◆ The client includes JVM 1.5.0_11, which resolves some daylight saving time issues for Canada.
- ◆ An attached file with Japanese or Chinese characters in the filename is handled correctly.

14.6 Client Fixes (Cross-Platform)

- ◆ When users of the Cross-Platform client and the Windows client exchange messages and accumulate the replies, the font size of the replies remains constant.
- ◆ In Caching mode, if you attach a file, then delete it, edit it, and reattach it, the modified version is attached.
- ◆ In Caching mode, the Cross-Platform client can access its Caching mailbox when the POA requires SSL.
- ◆ For a user in the Address Book, you can edit the contact information without losing the contents of the *Organization* field.
- ◆ For a contact in the Contacts folder, you can double-click the contact's e-mail address or instant messaging ID to enter Edit mode.
- ◆ The Cross-Platform client correctly retains the address format of *firstname.lastname@internet_domain_name* when it sends an Internet message.
- ◆ Appointments pop up and refresh properly in the Month Calendar view.
- ◆ You can successfully preview and print HTML attachments.
- ◆ In a Find Results window, you can empty and undelete items that are located in the Trash folder.
- ◆ The Cross-Platform client can do a proxy login when the POA requires SSL.
- ◆ The Cross-Platform client does not allow proxied users to see private items in the mailbox to which they are proxied.

- ◆ Under *Tools > Options > General > Default Actions*, if you set *Plain text reply format* to *Internet standard* and you set *Type my reply* to *Bottom*, no characters are lost from the end of your reply.
- ◆ In messages from the Oracle* Expense system, you can click the Approve link at the bottom of the message to open a new message in the Cross-Platform client.
- ◆ On Linux, you can change the size of interface font under *Tools > Options > General > Interface Font*.
- ◆ On Linux, you can create a posted appointment in your Calendar without pressing Enter to save it.
- ◆ On Linux, the Cross-Platform client can access a restore area on a NetWare server.
- ◆ On Linux, a Busy Search never crashes the client.
- ◆ On Macintosh, if you receive a recurring appointment and accept all instances, and if any of the instances conflict with an existing appointment, subsequent dialog boxes work as expected.
- ◆ On a Macintosh, you can control whether the Del key deletes messages and other items by using *GroupWise > Preferences > General > Item deletion method*.

14.7 Client Fixes (Outlook Connector)

- ◆ First-time login to the Outlook Connector is substantially faster.
- ◆ Arrival of new mail is faster and more stable.
- ◆ If you import a message into GroupWise from an Outlook PST file, you can successfully do a Reply to All on it.
- ◆ You can save a draft with an attachment and then send it.
- ◆ You can drag and drop items between the Outlook Connector Sent Items folder and the GroupWise Sent Items folder.
- ◆ Posted appointments remain as posted appointments after you synchronize your Caching mailbox.
- ◆ If you have an unaccepted meeting request in Outlook, which you then delete in GroupWise, the appointment is removed from the Calendar.
- ◆ A task retains the correct format after you synchronize your Caching mailbox.
- ◆ When recurring appointments that were created in different time zones are imported from a PST file, they display with the correct time.
- ◆ Exceptions to recurring appointments are handled correctly.
- ◆ When you delete recurring appointments, they appear in the Deleted Items folder.
- ◆ Issues with recurring events created by Outlook have been resolved when importing such items into GroupWise.
- ◆ Tasks can be sent successfully between Outlook users.
- ◆ If you have more than 2000 items in your Inbox and you reverse the order in which the items are listed, all Inbox items are displayed.
- ◆ Messages with an unknown address type are no longer held in the Sent Items folder; they are sent.
- ◆ If you receive notifications for several shared folders all at once, the shared folders are immediately visible.

- ◆ You can successfully change rights on shared folders.
- ◆ The Outlook Connector can handle zero-byte attachments.
- ◆ The Outlook Connector displays Japanese and Chinese Traditional characters correctly in subject lines.
- ◆ The Outlook Connector can import items with Chinese characters from a PST file into a GroupWise folder.

14.8 Client API Fixes

- ◆ If you add a custom item to the GroupWise client main menu, it is included in the drop-down list of main menu items that is available from the Navigation Bar when the main menu is not being displayed.
- ◆ The client API can read the body text of recurring appointments when proxied into a user's mailbox.
- ◆ When creating recurring posted appointments, an alarm set on the posted appointments is retained when they are sent.
- ◆ The Forward, Reply, Reply with Text, and Sendmail tokens all have two new parameters. The Priority parameter can have a value of High-2, Normal-1, and Low-0. The OutBoxInsert parameter can have a value of No-0 and Yes-1. It indicates whether a sent item has been created.
- ◆ The ItemOpen token works in an archive.
- ◆ The ItemSetText token can add multiple recipients.
- ◆ The ItemGetText token works with Remote mailboxes and archives.
- ◆ The ItemAttachmentSaveAs token saves attachments on draft messages.
- ◆ The ItemAttachmentGetName token returns the correct message ID.
- ◆ On a new message that has an existing message for an attachment, the ItemAttachmentGetName token returns the message ID of the attached message.
- ◆ The new MessageProperty method has been added to retrieve the Sender User ID and Store Number for a specific message.
- ◆ The createItemRequest method can set the user status bits.
- ◆ Calling the CommandMessage property works on an attached message.
- ◆ Performance of the Messages::Move command has been improved.
- ◆ AddressBookEntries.Find works with e-mail addresses.
- ◆ The client API can retrieve the Organization (Company) name from a user's Address Book entry in the GroupWise Address Book.
- ◆ When you search the GroupWise Address Book, you can use the Name keyword as an alternative to combining the First Name and Last Name keywords.
- ◆ The client API prevents third-party programs from accessing items that are not in the current user's database. It also checks proxy users to make sure that they have rights to the items they are accessing.
- ◆ The client API can attach a document reference to a message, and then send, forward, or reply to the message.
- ◆ The client API can save a zero-byte attachment.

- ◆ The Message.FormattedText.Unicode field no longer truncates the message body text if it exceeds 284 characters.
- ◆ Message.Subject.Unicode handles Arabic characters.

14.9 Engine Fixes

- ◆ SOAP can isolate the user ID information in an address record.
- ◆ SOAP can identify an attachment on a very long message.
- ◆ When processing a distribution list, SOAP processes the CC and BC recipients correctly.
- ◆ For a name in the *BC* field, SOAP returns additional recipient information along with the name.
- ◆ SOAP can return the contents of the *PABGuid* field just like the client API. This provides the unique identifier of a contact.
- ◆ SOAP can move a contact from one personal address book to another.
- ◆ SOAP can send to a personal group, even though a personal group does not have an e-mail address.
- ◆ SOAP can return a nested personal group.
- ◆ SOAP no longer shows a duplicate recipient when existing messages are inserted into GroupWise.
- ◆ When getting the item properties of an appointment, alarm information is included.
- ◆ SOAP can adjust recurring appointments for daylight saving time.
- ◆ SOAP can return the Internet value of the *View* field so that the *View* column in the Windows client displays useful information.
- ◆ Using SOAP, you can access the <All User Access> item in the Access List for *Tools > Options > Security > Proxy Access*.
- ◆ SOAP can handle the byMonth element in a recurring rule.
- ◆ SOAP returns the correct year from the *Birthday* field of a contact.
- ◆ SOAP can manage the Checklist folder (add and remove items, mark items completed, set the due date, and order the items in the list).
- ◆ The SOAP from element returns the correct set of values.
- ◆ SOAP handles Boolean values of True and False.
- ◆ SOAP can handle zero-byte attachments.
- ◆ SOAP correctly escapes quotation marks (").
- ◆ SOAP includes the charset as UTF-8 in HTTP headers to accommodate .NET functionality.
- ◆ SOAP can create IMAP folders.
- ◆ IMAP handles parentheses in searches by ignoring them. Precedence in searches is not yet supported.
- ◆ iCal can process an appointment that is addressed to a group.
- ◆ If you accept an iCal appointment in Caching mode, the sender gets just one acceptance notification.
- ◆ iCal schedules appointments at the correct time in the London and Australia time zones.
- ◆ iCal has been updated to accommodate the new daylight saving time schedule.

- ♦ The iCal parser can skip unexpected event properties and continue until the end of the properties is reached.

14.10 GWCheck Fixes

- ♦ GWCheck provides complete usernames in the Audit Report when the usernames exceed 14 characters.
- ♦ The new boxdelete support option deletes all items from the user's database except folders.
- ♦ The new pabdelete support option deletes all the information the user's personal address books.
- ♦ The new setmimeencoding support option allows you to set the MIME encoding of the text in GroupWise databases.
- ♦ The resetcreatdates support option now works consistently.
- ♦ GWCheck no longer deletes valid Notify subscription records when there are case differences (uppercase vs. lowercase) in the post office and domain.

14.11 Internet Agent Fixes

- ♦ The Internet Agent's greeting to SMTP hosts includes the name of the host where it is running, when the *Do not publish GroupWise information on an Initial SMTP connection* option is selected on the Internet Agent object.
- ♦ The Internet Agent now accepts e-mail addresses that start with an @ symbol, for example *@address.com:user@address.com*.
- ♦ If the Internet Agent receives a message addressed to *username.post_office.domain@Internet_domain.com*, it verifies the username as well as the post office and the domain before allowing the message into the GroupWise system.
- ♦ The Internet Agent does not deliver messages with e-mail addresses that include wildcards such as an asterisk (*).
- ♦ If a GroupWise external user sends a message, the GroupWise users can reply successfully to the external user using a POP e-mail client.
- ♦ If a GroupWise external user has a preferred e-mail ID, the Internet Agent correctly processes incoming messages to that user.
- ♦ The Internet Agent handles attachment boundaries correctly when they have a format that was previously not recognized as an attachment boundary.
- ♦ When an external entity is using LDAP authentication for mailbox access, POP and SMTP can now be used when logging in.
- ♦ The Internet Agent no longer runs out of POP threads.
- ♦ If the Internet Agent runs out of SMTP receive threads, it returns a 421 *Service Not Available* error so that pending connections do not accumulate.
- ♦ The new */blockrulegenmsg* startup switch for the Internet Agent provides four alternatives for blocking rule-generated messages (forward, reply, all, none), so that you can block only forwarded messages, only reply messages, all rule-generated messages, or no rule-generated messages.
- ♦ The */killthreads* startup switch immediately kills all Internet Agent threads.
- ♦ The */logmax* startup switch takes the same values that can be specified for the Max Log Disk Space setting in ConsoleOne.

- ◆ The Internet Agent can log in to the POA using SMTP AUTH even if the POA currently has old clients locked out.
- ◆ The Internet Agent can log e-mail addresses that include a percent sign (%).
- ◆ Internet Agent log files are no longer restricted in size to 64 MB.
- ◆ The Internet Agent has been updated for the time zone changes.
- ◆ Conversion performance on large numbers of messages has been improved.
- ◆ The Internet Agent sends to the correct SMTP hosts because the correct DNS lookup is always used.
- ◆ With Internet Addressing turned off, the Internet Agent produces messages that are acceptable to SMTP hosts.
- ◆ The Internet Agent correctly handles relayed messages with global signatures that have attachments.
- ◆ Undeliverable messages no longer cause the Internet Agent to put the server into high utilization.
- ◆ The Internet Agent adds the wrap filter for 8-bit messages so that lines do not exceed length limits of e-mail programs.
- ◆ The Internet Agent does not get stuck using 7-bit encoding when it should be using US-ASCII.
- ◆ 7-bit HTML attachments wrap correctly when sent out through the Internet Agent.
- ◆ The Internet Agent can decode incoming messages that are formatted with UTF-7.
- ◆ Fixed some Internet Agent abends.
- ◆ Fixed some Internet Agent memory leaks.
- ◆ If a message comes in through the API Gateway, the *To* and *CC* fields are correctly filled in and the names are correctly displayed in the Properties window.
- ◆ Mime encoding ISO-8859-15 is now used for the Euro symbol, so that it displays correctly.
- ◆ The Internet Agent uses Unicode characters in the subject for Chinese messages.
- ◆ The Internet Agent sends Japanese messages in the correct format.
- ◆ The Internet Agent uses the correct character set when it encounters escaped Japanese characters.
- ◆ The Internet Agent no longer cuts off the first part of incoming Japanese messages.
- ◆ The Internet Agent now supports ISO-8859-6 and ISO-8859-8 for Hebrew.

14.12 Monitor Fixes

- ◆ The `gwmonitor.cfg` file is updated correctly after you make changes to the MonitorProvider object in ConsoleOne.
- ◆ The Monitor Application has been updated to handle the daylight saving time changes scheduled for 2007.

14.13 WebAccess Fixes

- ◆ In the WebAccess client, if you see the following message:

```
This page contains both secure and nonsecure items. Do you want to display the nonsecure items?
```

you can click *No* without receiving an error message.

- ◆ In the WebAccess client, if you exit the WebAccess client by closing your browser window rather than actually clicking Logout in WebAccess, you no longer get the following message:
`Your login is not current. Please login again`
when you try to log in again.
- ◆ The WebAccess client correctly displays a message sent from the Windows client that includes an HTML attachment.
- ◆ The WebAccess client correctly displays the details of users in shared address books.
- ◆ A WebAccess client user can proxy into another user's mailbox box after minimum client version settings have been set for the user's post office.
- ◆ In the WebAccess client, you can grant All User Access to proxy users.
- ◆ The minimum client version settings do not affect the WebAccess timeout functionality.
- ◆ In the WebAccess client, when you delegate an item, the correct delegator is displayed and return notification works correctly.
- ◆ In WebAccess personal address books, you can search by e-mail address.
- ◆ In the WebAccess client, the LDAP address book can display e-mail addresses that contain double quotes (").
- ◆ The WebAccess client has been updated to handle the daylight saving time changes scheduled for 2007.
- ◆ All of the items on the *New* drop-down list on the *Documents* tab in the WebAccess client now work.
- ◆ The values in `webacc.cfg` and `webacc.xml` are kept in sync.
- ◆ The JavaScript* error message `Unknown property 'FNOT'. Declaration dropped` no longer occurs when you open messages.
- ◆ The WebPublisher Document Search page displays its frames correctly.
- ◆ WebPublisher generates consistent URLs for library names when the post office has a space in its name.
- ◆ The main WebPublisher URL displays correctly in Internet Explorer 7.
- ◆ In Safari, new unread items are now bolded.
- ◆ Fixed several WebAccess Agent abends.
- ◆ In the WebAccess client, you can change your password when it contains extended characters.

15 GroupWise Connector for Outlook

For installation instructions, known issues, and bug fixes relating to the GroupWise Connector for Microsoft Outlook, see the Support Pack 1 Readme for the GroupWise Connector for Microsoft on the [GroupWise 7 Documentation Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

16 GroupWise Mobile Server

For installation instructions, known issues, and bug fixes relating to GroupWise Mobile Server, Powered by Intellisync*, see the Support Pack 1 Readme for GroupWise Mobile Server on the [GroupWise 7 Documentation Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

17 Documentation

The following sources provide information about GroupWise 7 and have been updated for Support Pack 1:

- ◆ Product documentation included with the software in the `\docs\us` directory:
 - ◆ *Quick Start* (GroupWiseQuickStart.pdf)
 - ◆ *Installation Guide* (GroupWiseInstallationGuide.pdf)
- ◆ Online product documentation: [GroupWise 7 Documentation Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7)

18 Documentation Conventions

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

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