iManager 2.7.4 Patch 4 Readme

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Novell®

This Readme contains the following sections:

1 What's New

iManager 2.7.4 includes the following product enhancement:

1.1 Extended Support for Mozilla Firefox 9.0.1

With the release of iManager 2.7.4 Patch 4, you can now use Firefox 9.0.1 for accessing iManager.

1.2 Extended Support for Mozilla Firefox 4.0.1 and Microsoft Internet Explorer 9 Web Browsers

With the release of iManager 2.7.4 FTF 3, you can now use Firefox 4.0.1 and Internet Explorer 9 Web browsers for accessing iManager.

2 Downloading and Installing the iManager Support Pack

NOTE: iManager 2.7.4 is not supported on NetWare.

iManager support packs do not make a backup of the files that are replaced. The only way to roll back to a previous state is to back up all files *before* applying the support pack and then manually restore the backed up files.

Also, iManager support packs must be installed on all iManager servers in your environment. Support packs do not automatically replicate other iManager servers in your tree.

After you install the iManager support pack, iManager is non-functional until you restart Tomcat.

To download and install the iManager 2.7.4 support pack:

- Section 2.1, "Using the Novell Download Site to Install iManager 2.7.4," on page 2
- Section 2.2, "Using iManager to Install iManager 2.7.4," on page 2

2.1 Using the Novell Download Site to Install iManager 2.7.4

1 Download `iman274.npm` file from the Novell Download Web site (http://download.novell.com/index.jsp) to your local machine.

2 Log in to iManager.

3 Click *Configure > Plug-in Installation > Available Novell Plug-in Modules*.

4 Click *Add*, browse to and select the `iman274.npm` file, then click *OK*.

5 Verify that the module is `iman274.npm` and the description reads `iManager 2.7.4`.

6 Select the check box next to the `iman274.npm` field patch file and click *Install*.

The installation takes a few minutes.

Internet Explorer might append a `.zip` extension to the `.npm` when it is downloaded or it might actually remove the `.npm` extension, and replace it with `.zip`. The extension must be `.npm`. Otherwise, the installation does not upload the file.

7 Click *Close*, then restart Tomcat.

Platform	Restart Command
Windows	Stop and start the Tomcat service.
Linux	Enter `/etc/init.d/novell-tomcat5 stop`, then enter `/etc/init.d/novell-tomcat5 start`.
Mobile iManager	Close Mobile iManager and re-open it.

Tomcat sometimes requires several minutes to fully initialize. Wait a few minutes before trying to log into iManager after restarting Tomcat.

8 Verify that the new support pack has been installed.

- Log in to iManager, then check whether the home page displays the 2..7.4 version.
- Check the log file located in `webapps/nps/WEB-INF/changelog`.
- Click *Novell iManager* in the upperleft corner of the iManager application window to view the iManager information page.

2.2 Using iManager to Install iManager 2.7.4

1 Log in to iManager.

2 Click *Configure > Plug-in Installation > Available Novell Plug-in Modules*.

3 Select the check box next to the support pack plug-in and click *Install*.

The installation takes a few minutes.

4 Click *Close*, then restart Tomcat.

Platform	Restart Command
Windows	Stop and start the Tomcat service.
Linux	Enter `/etc/init.d/novell-tomcat5 stop`, then enter `/etc/init.d/novell-tomcat5 start`.
Mobile iManager	Close Mobile iManager and re-open it.

Tomcat sometimes requires several minutes to fully initialize. Wait a few minutes before trying to log into iManager after restarting Tomcat.

NOTE: When you install iManager plug-ins, sometimes either the installation hangs or the plug-ins are not properly installed. To troubleshoot the issue, see "iManager Plug-in Installation Hangs or Plug-ins Are Not Properly Installed" in the *Novell iManager 2.7 Installation Guide*.

3 Issues Resolved in iManager 2.7.4 Patch 4

The following issues are resolved in the iManager 2.7.4 Patch 4 release:

- When logging in with the treename, iManager now first searches the local eDirectory server for object resolution.
- All eDirectory objects with a slash (/) in the DN are now displayed in the *Simple Selection* list.
- The time taken to fetch the attributes associated with an object when the user clicks the *Other* tab in *Modify Object* task is now reduced.
- The time taken to display the *Modify Object* page of the NCP server object is now reduced.
- iManager's login performance has been improved by reducing the time taken to login.
- The contextless login feature in iManager now works with the treename.

4 Known Issues

The following issues exist in iManager 2.7:

4.1 iManager GUI Installation Fails on RHEL 6.0

For a successful installation,

1 Manually install the dependant libraries from the `XFree86-libs.rpm`.

- **For a 64-bit RHEL:** Install the following libraries:
  - `compat-libstdc++-33-3.2.3-47.3.i386.rpm`
  - `compat-libstdc++-33-3.2.3-47.3.x86_64.rpm`
  - `libstdc++44-32bit-4.4.0_20090212-2.1.x86_64.rpm`
- **For a 32-bit RHEL:** Install the following library:
  - `compat-libstdc++-33-3.2.3-47.3.i386.rpm`

2 Invoke iManager installer.

4.2 iManager Does Not Work on SLES 11 Because of Missing Libraries

You cannot log in to an iManager console on a SUSE Linux Enterprise Server (SLES) 11 machine. If you attempt to log in, an error message is displayed.

To work around this issue, install the libstdc++-43 and libstdc++-33 packages on SLES 11 (32-bit) and the libstdc++-43-32bit and libstdc++-33-32bit packages on SLES 11 (64-bit) machines.

4.3 Unexpected Error on an iManager 2.7 Workstation

An unexpected error is detected on iManager 2.7 Workstation with JRE V 1.6.0_18 and Tomcat V 5.5.28. An error report is created at `/home/imanager/bin/hs_err_pid28757.log`.

This issue is observed on the following platforms:

- SUSE Linux Enterprise Desktop (SLED)10 SP2 (32-bit and 64-bit)
- SLED 10 SP3 (32-bit and 64-bit)

- SLED 11 (32-bit and 64-bit)
- SLED 11 SP1 (32-bit and 64-bit)

The issue has no impact on the iManager functionality

4.4 Unexpected Error in iManager 2.7 Standalone After Applying Service Pack 4

If you install iManager 2.7 SP4 on the iManager 2.7 standalone version with JRE V 1.6.0_18 and Tomcat V 5.5.28 and restart the Tomcat server, an unexpected error is detected by the Java Runtime Environment. The error report is created at `/var/opt/novell/novlwww/hs_err_pid24458.log`.

This issue is observed on the following platforms:

- SLES 10 SP3 (32-bit and 64-bit)
- SLES 11 (32-bit and 64-bit)
- SLES 11 SP1 (32-bit and 64-bit)

The issue has no impact on the iManager functionality

4.5 iManager 2.7 Does Not Install on SLES 9 After the Last Blind Revision

When you attempt to install the latest blind revision of iManager 2.7 on a SLES 9 machine, the installation option to install iManager is not displayed.

To work around this issue:

1 Rename the `/etc/SuSE-release` file.

For example:

`etc/sles9`

2 Back up this renamed file.

3 Download iManager from the Novell Download Web site (http://download.novell.com/index.jsp) and install it.

4 Ensure that the compat-libstdc++ libraries are installed.

IMPORTANT: If you do not install the compat-libstdc++ libraries, the AdminNameSpace Error can occur when you log in to iManager.

5 (Conditional) If the C++ libraries are not installed, install `compat-libstdc++-lsb-4.0.2_20050901-0.4.i586.rpm`.

6 Change the file you renamed in Step 1.

4.6 Security Message while Using IE 8

When you work with iManager through the Internet Explorer 8 browser and you click the *View Objects* tab, a security warning message appears asking `Do you want to view only the webpage content that was delivered securely`. This message comes from Internet Explorer.

To block this message from appearing, perform the following steps in the Internet Explorer 8 browser:

1 Click *Tools > Internet options*.

The Internet Options window is displayed.

2 Click the *Security* tab. By default, the Internet option is selected.

3 Click *Custom Level*.

The Security Settings window is displayed.

4 In the *Miscellaneous* section, select the *Enable* option for *Display mixed content*.

5 Click *OK*.

4.7 Tree View Issues

The following issues exist in the new *Tree* tab of the Object View:

- Section 4.7.1, "Navigation Frame Object List Does Not Update," on page 7
- Section 4.7.2, "Tree View Does Not Save State Information," on page 7

4.7.1 Navigation Frame Object List Does Not Update

In the Object View's *Tree* tab, the effects of container actions are not immediately reflected in the Navigation frame's object list. For example, adding a container or changing an existing container's name, is not reflected in the Navigation frame until you manually refresh the view by closing the Tree view and then re-opening it.

4.7.2 Tree View Does Not Save State Information

The Tree view does not currently save its state, including the current position within the tree, when switching between the Tree view and the *Browse/Search* tabs.

4.8 Invalid RBS Member Association Can Cause a Java Exception

If you inadvertently specify an invalid user name or scope when creating RBS Member Associations, iManager displays the following error when you try to save the changes:

```
The system encountered an unknown error. Please contact Novell Support.
```

This error prevents a successful save operation for any valid data that you might have entered. To avoid this problem, use the Object Selector to locate valid objects and scopes when configuring iManager RBS.

4.9 Authentication Error with SLES 9

You might encounter the following error while authenticating iManager on a server with SLES 9 SP3 or later:

```
Unable to create AdminNamespace. java.lang.NoClassDefFoundError when
authenticating on SLES 9.
```

To work around this issue, install `compat-libstdc++-33-3.2.3-61.i386.rpm` before installing iManager 2.7.

4.10 Plug-In Compatibility

Because of changes to class structure and organization, iManager plug-ins must be recompiled to work with iManager 2.7. The iManager 2.7 Web site contains all currently available plug-ins, and the site is regularly updated with additional plug-ins when they are available. If you add an older plug-in by using the *Add Plug-in* link, it does not display an error even though the plug-in is not added. You can view specific error information in the debug log.

Similarly, the Open Enterprise Server (OES) 2 download includes the currently available iManager 2.7 plug-ins.

NOTE: iManager 2.7 does not allow the user to install old plug-ins that iManager 2.6 supported.

4.11 iManager Login Page Issues

Be aware of the following login-related issues with iManager 2.7:

4.11.1 iChain Single Sign-On (SSO)

The iChain Single Sign-On functionality (including Forward authentication, OLAC, and Form Fill) does not work in a multi-tree environment. iManager 2.7 requires a user name, password, and tree name for login, and iChain requires only the user name and password.

Form Fill from iChain also fails because the *Exit* button in the iManager toolbar directs you back to the initial login form. When Form Fill is active, you are simply logged back in to iManager.

In a single-server environment, it is possible to use the iManager default settings and iChain works correctly.

4.12 International Characters Might Not Display Correctly During Install

If there are problems with the display of the characters during the installation, you might need to change the system's character encoding to UTF-8.

Installing remotely through an SSH client might also require UTF-8 character encoding on the client in order to display characters properly.

For example, set the system variable *LC_ALL=de_DE.utf8*, then try running the install again.

4.13 Installing eDirectory and iManager on the Same Machine

On Windows servers, if you want to install eDirectory and iManager on the same physical machine, you must install eDirectory before you install iManager. This allows eDirectory to perform the initial system configuration as required.

4.14 iManager Doesn't Work After Installing Groupwise 7.0 WebAccess

On Windows Server 2000 and Windows Server 2003 with IIS 5 or 6, installing Groupwise 7.0 WebAccess to IIS automatically installs Tomcat 5.5.

As the iManager installation begins, the iManager installer program detects that IIS and Tomcat are available for use. The installer reports the inability to stop the iisadmin service. Near the end of the install, the installer reports the inability to start Tomcat.

After the install is completed, GroupWise WebAccess still works, but iManager does not (HTTP 404: Page not found).

To work around this issue, do not install iManager and GroupWise on the same Windows server.

4.15 Blank Screen or Missing Roles and Tasks

When you access different versions of iManager with the same browser, you might see a blank screen or missing roles and tasks. Resolve this problem by clearing the browser's stored cookies and cache and restarting the browser.

4.16 Time Out Setting for Dynamic Groups Returns an Error Message

When the Time Out setting for dynamic groups is set to a value that can be exceeded, this occurs, the following message appears: `Unknown meaning for error number - 6016; Please call a Novell provider`, but the value is saved. When you access dynamic groups, another error message appears: `The system encountered an unknown error. Please contact Novell support.`

The workaround is to give the Time Out setting an adequate and reasonable value.

4.17 Special Characters

iManager does not escape special characters automatically. Using a special character in an object name causes an error unless you manually escape the character. More information about special characters is available in the iManager documentation (http://www.novell.com/documentation/imanager27/imanager_admin_274/data/bovjgnu.html).

- Section 4.17.1, "Plug-In Studio Can't Find the RBS Collection When Installing an Edited Plug-In.," on page 9
- Section 4.17.2, "Using Special Characters When Creating a Property Book," on page 10
- Section 4.17.3, "iManager Framework Does Not Support Special Characters in Plug-In IDs.," on page 10

4.17.1 Plug-In Studio Can't Find the RBS Collection When Installing an Edited Plug-In.

Plug-In Studio can't find RBS Collections that have special characters in their names, so attempting to edit a plug-in that has been previously installed into an RBS Collection with special characters in its name causes the install to fail.

4.17.2 Using Special Characters When Creating a Property Book

Creating a property book and using special characters in its name might cause a DNS Error 603 message. For more information about naming a Property Book, see "Creating a New Property Book" section in the iManager documentation (http://www.novell.com/documentation/imanager27/imanager_admin_274/data/b8qqsec.html#b8qqsfj).

4.17.3 iManager Framework Does Not Support Special Characters in Plug-In IDs.

To create a plug-in ID that includes extended characters, create the plug-in with standard characters, then use *Advanced Properties* to change the plug-in display name after it has been created.

4.18 Two Instances Do Not Maintain Connections to Two Different Trees

Two instances in Firefox and Internet Explorer 8 tabbed views do not maintain connections to two different trees. Internet Explorer 6 maintains one session per instance, while Firefox uses the same session for all instances that use the same profile.

This difference in Web browser behavior gives the appearance that Firefox cannot support two different sessions and that connection information is crossing over. iManager can maintain a connection to two different trees at the same time in the Firefox browser, but only if each instance is using a different profile.

To work in different sessions simultaneously, use Firefox's Profile Manager (http://www.mozilla.org/support/firefox/profile) to modify your profile. In Firefox 2.0 and 3.0, you can use the -no-remote option when launching Firefox to run multiple profiles simultaneously.

4.19 javaw.exe Application Error when Closing iManager Workstation or SDK

When you close iManager Workstation or SDK, you might encounter a javaw.exe application error. The error is benign and does not indicate any system problems or instabilities. You can safely close the error message box and continue working normally.

4.20 Control Characters in a Login Script

Using ASCII control characters in a login script might cause an Unhandled Exception Error in iManager. For this reason, Novell recommends using only the standard ASCII character set when creating login scripts.

4.21 Translation Errors in the InstallAnywhere Installer

iManager leverages Macrovision InstallAnywhere for its installation routine. Because of this, some of the language translation for the installation routine is provided by Macrovision. Novell has encountered a few errors in these Macrovision translations that it cannot access to correct. For example, when you are prompted to select a language for the installation, the language selection "Slovak" is translated to "Anglictina", which means English rather than Slovak.

Novell is working with Macrovision to get these translation errors corrected.

4.22 eDirectory Error Messages Language Settings

The iManager Language Preferences setting does not change the language of eDirectory error messages, even though the language of the iManager Web interface is changed.

To work around this issue, change the operating system default language on the eDirectory server that iManager is using.

4.23 The Link Disappears or You Cannot View All the Property Book Options

Novell iManager might not display the links or the third row of options in the Property Book, if the window size is minimized.

To work around this issue, expand the window or use a resolution greater than 1024 x 768.

4.24 Null Pointer Exception on Loading the iManager Login Page

When you try to access iManager from a browser, the Login page sometimes fails to load, and displays the following error message:

```
exception java.lang.NullPointerException
com.novell.emframe.fw.servlet.AuthenticatorServlet.service(AuthenticatorServl
et.java:334) javax.servlet.http.HttpServlet.service(HttpServlet.java:856)
```

The browser cookies might be corrupted.

To work around the issue, clear the browser cookies, then try to access iManager.

4.25 Unable to Create AdminNamespace.java.lang.NoClassDefFoundError

You might encounter an error indicating the above `Unable to CreatedminNamespace.java.lang.NoClassDefFoundError` when authenticating to eDirectory with iManager 2.7 Workstation or SDK on SLED 10. This indicates a problem while updating NICI.

NICI 2.7.0 is installed with SLED 10 and the Open Desktop Edition add-on (ODE). iManager 2.7 requires NICI 2.7.3 and prompts you to install when you run iManager 2.7 Workstation or SDK for the first time. The issue happens because NICI 2.7.0 is not successfully upgraded to NICI 2.7.3. During the update, you get a message that priming NICI was not successful.

To work around the issue, remove both versions of NICI on the system, ignoring any dependencies. For example, the ODE add-on itself has a dependency on NICI. Re-install the NICI 2.7.3 that you got with iManager 2.7 Workstation. Before you install NICI 2.7.3, make sure that you delete the `/var/novell/nici` directory.

4.26 Issue with Internet Explorer while Opening Data Table Elements in a New Window or a New Tab

When you are doing RBS configuration in Internet Explorer, if you try to open a Data Table Element in a new window or a new tab, you cannot get the desired result. Instead, you should directly click the links.

4.27 Restarting Tomcat After Installing a Plug-In

After installing a plug-in such as, a service pack, if you immediately click *Close waiting for at least three second*s, a blank page appears. You should restart Tomcat:

 ◆ **For Windows:** Restart Tomcat services from *Control Panel->Administrative Tools->Services.*

 ◆ **For Linux:** `/etc/init.d/novell-tomcat5 restart`

4.28 iManager mvStringEditor Tag Exhibits Strange Behavior

Internet Explorer 6.0 does not display tooltips for the items in a list, so the iManager `mvStringEditor` tag does not show tooltips for the values it contains. The issue is fixed in Internet Explorer 7.0 or later and it shows tooltips for the values in the iManager mvStringEditor tag.

4.29 Admin Allows Only "AllUsers" as the Authorized User of eDirectory to Access iManager

If you are an Admin and you want to allow all the eDirectory users to access iManager, you should add *AllUsers* (case sensitive) to the *Authorized User* list in the Configure page.

If you add an invalid user such as *Allusers* to the list, you cannot modify the Configure page the next time you visit the page. A `Current logged in user is not authorized to configure iManager` message is displayed.

To work around the issue, open the `Configiman.properties` file, then modify the Alluser line to `AllUser=true`.

4.30 Security Alert Warning Message Is Displayed Many Times on an iManager Workstation

After authentication on iManager 2.7 workstation, the following Security Warning message is displayed:

`The information you have entered is to be sent over an unencrypted connection and could easily be read by a third party. Are you sure you want to continue sending this information?`

The message is also displayed many times when you go to the tree view, and the other parts of iManager.

To work around the issue:

 1 **Windows:** Open the `security-prefs.js` file from `<imanager workstation folder>/ bin/windows/mozilla/greprefs`.

or

Linux: Open the `security-prefs.js` file from `<imanager workstation folder>/bin/linux/mozilla/greprefs`.

2 Modify the following settings from true to false:

```
pref("security.warn_entering_secure", false);
pref("security.warn_leaving_secure", false);
pref("security.warn_submit_insecure", false);
```

New downloads of Linux workstation have these flags set to `false`, by default.

4.31 iManager Workstation Sometimes Does Not Display Information

iManager Workstation might not display error messages, pop-ups, and load pages like Tree View, Object Browse, and Create Objects. This happens when the XULRunner browser cache contains old data for the previous build of iManager 2.7 workstation.

As a workaround, you must manually clear the data from browser cache:

1 Exit iManager.

2 Go to:

Windows: `C:\Users\<username>\AppData\<Profile>\Mozilla\eclipse\Cache` (Windows XP)

`C:\Users\<username>\AppData\Roaming\Mozilla\eclipse\Cache` (Windows 7/Vista)

Linux: `/home/<username>/.mozilla/eclipse/Cache`

3 Delete the data in the Cache directory.

4 Restart iManager.

4.32 Objects Are Not Available in History, Group Member, and Group Membership Property Book Pages

The Object Selector icons in the Group Member and Group Membership property book pages allow you to select the objects that have nestedGroupAux auxiliary class in their *Object Class* attributes. However, the design for adding such objects to the history requires nestedGroupAux to be an object type. Therefore, these objects are not added to the history.

4.33 A Nested Dynamic] Group Might Not Properly Function

You can make a nested grou into a dynamic group and vice versa by using the Object Extension task under the Schema role. However, as long as eDirectory allows the auxiliary classes to be added to the objects by using the Object Extension task, iManager does not check them. Therefore, if you make a group nested and dynamic, it might not properly function.

4.34 Changing the Page Order of a Property Book

Changes to the page order of a Property Book through *Preferences* have higher precedence than reordering the *Page List* for the same Property Book while modifying the *Role Based Collection* through *Role Based Services*. This is because the latter action modifies the Property Book object in the eDirectory, but the former action is specific to a particular Property Book on a particular iManager server.

4.35 Valued or Unvalued Attributes Cannot Be Edited Through the Keyboard

The user cannot select valued or unvalued attributes by using keyboard.

To work around the issue, in Firefox 3, press `Scroll Lock + Up/Down arrow` or `Shift + Ctrl + Up/Down arrow`.

In Internet Explorer 7, press `Scroll Lock + Up/Down arrow`.

4.36 Some DSFW Objects Are Defined as an Unknown Type in iManager

When you log in as Administrator to iManager that is connected to eDirectory where a DSFW (Domain Service for Windows) server is installed, and try to modify the objects under a container such as *blr.novell.com*, a few objects of type Users, Configuration, Computers appear as undefined. A question mark (?) is displayed next to the object types.

4.37 A DSFW Administrator Cannot Configure RBS in iManager

A DSFW administrator cannot configure RBS in iManager while modifying the ACL value. This is because the rights for the DSFW administrator are limited to the supervisor rights on the domain and subdomains that the administrator manages and do not include all rights as the Tree administrator.

4.38 Custom Plug-Ins Are Displayed in the Plug-In Studio Page

After you upgrade iManager to 2.7.4, the custom plug-ins that are installed prior to 2.7.4 are shown as *X* under *Installed* column in the Plug-in Studio page.

As a workaround, select the plug-in, then click *Edit > Install*. The plug-ins are installed with the features of iManager 2.7.4.

4.39 Newly Added Property Book Pages Do Not Appear while Modifying a Group

After you upgrade iManager to 2.7.4, newly added Property Book pages such as Nested Settings, Group Member, and Group Memberships do not appear while modifying a group by using the Modify Group task.

As a workaround, you should manually assign the pages to the Modify Group property book for the RBS Collection being used, or create a new RBS Collection.

To manually assign the pages to the Modify Group property book:

1 Click the *Configure* tab.

2 Click *Role Based Services* > *RBS Configuration*. The RBS Configuration page is displayed.

3 Click the existing RBS Collection. The Collection: <RBS Collection> page is displayed.

4 Click the *Property Book* tab, select the Modify Group, then click *Actions* > *Page List*. The Edit Page List page is displayed.

5 From the Available Pages list, select *Group Member*, *Group Memberships*, and *Nested Settings*, click the right-arrow so that the selected items are moved to the Assigned Pages list, then click *OK*.

The message The property book was successfully modified is displayed.

To create a new RBS Collection:

1 Click the *Configure* tab.

2 Click *Role Based Services* > *RBS Configuration*. The RBS Configuration page is displayed.

3 Click *New* > *Collection and Setup* to start the RBS Configuration Wizard.

This helps you to create a new RBS Collection with the newly added pages.

4.40 iAn iManager User Cannot Log In to a Child Server that Holds the Replica of a Partition when the Master Server is Down

When the master or parent server is down, iManager users cannot find the tree root because the information of the tree root is available only with the master/parent server. Because the users cannot find the tree root, they cannot log in to the child server that has the replica.

4.41 iManager Plug-In Uninstallation Does Not Work on Windows Vista

When you uninstall iManager plug-ins on Windows Vista, the uninstallation does not work properly. Even though you get an uninstallation successful message, the plug-ins are still listed as installed in the *Installed Novell Plug-in Modules* list.

The problem occurs because .com.zerog.registry.xml file that is required for uninstallation might be hidden. You should make the file available for uninstallation by making it visible:

1 Click *Start* > *My Computer*. The My Computer page is displayed.

2 Click *Tools* > *Folder Options*. The Folder Options dialog box is displayed.

3 Click *View*.

4 Under *Advanced settings*, select *Show hidden files and folders*.

5 Click *OK*.

4.42 iManager Installation in a Portuguese-Brazilian Locale Corrupts the gettingstarted.html File

When you install iManager (using any language) in a Portuguese-Brazilian locale, if you set the LANG environment variable to pt_BR.UTF-8, pt_BR.utf8, or pt_BR, the installer corrupts the gettingstarted.html file of the particular language.

As a workaround, before starting the iManager installation, set the LANG environment variable to pt_PT.UTF-8 by entering the following command at the terminal:

export LANG=pt_PT.UTF-8

4.43 The iManager Plug-In Does Not Uninstall Correctly

If you have installed a plug-in through iManager 2.7.2 or earlier and if you try to uninstall this plug-in through an iManager 2.7.3 or later version, the plug-in is not uninstalled properly.

In this case, you must manually uninstall the plug-in by removing the following directories:

- \<Tomcat>\work\Catalina\localhost\nps\org\apache\jsp\portal\modules\<plugin_name_dir>
- \<TOMCAT>\webapps\nps\portal\modules\<plugin_name_dir>
- \<TOMCAT>\webapps\nps\WEB-INF\modules\<plugin_name_dir> (The MANIFEST.MF file is present in this directory and must be deleted)
- \<TOMCAT>\webapps\nps\WEB-INF\lib\<plugin_jar_file>
- \<TOMCAT>\webapps\nps\WEB-INF\classes\com\novell\nps\modules\<plugin_name_dir>

You must also delete the UninstallerData directory for the plug-in that you want to delete. The UninstallerData directory is found in the following path:

Windows: C:\Program Files\Novell\Tomcat\webapps\nps\UninstallerData\Uninstall_<plugin_name>

Linux: /var/opt/novell/tomcat5/webapps/nps/UninstallerData/Uninstall_<plugin_name>

4.44 Java Exception in the PKI Plug-In

If you try to acces the Novell Certificate Server or Novell Certificate Access tasks through iManager, iManager throws a Java exception error indicating java.lang.NullPointerException\n at com.novell.admin.PKI.certificate.eDir.eDirCertificateManagerVariables.getNativeAPIVersion. This is because the Novell Certificate Server Plug-ins for iManager (PKI) have a dependency on the libstdc++-libc6.2-2.so.3 library.

To avoid this error, you must install the following RPMs on the iManager server:

For SLES 10

- **32-bit:** compat (compat-2006.1.25-11.2)

- **64-bit:** compat-32bit (compat-32bit-2006.1.25-11.2)

For SLES 11

- **32-bit:** compat (compat-2009.1.19-2.1)
- **64-bit:** compat-32bit (compat-32bit-2009.1.19-2.1)

4.45 Authentication Error with SLES 10 SP3

You might encounter the following error while authenticating iManager on a Server with SLES 10 SP3 (64-bit):

```
Unable to create AdminNamespace. java.lang.NoClassDefFoundError when
authenticating on SLES 10 SP3.
```

To work around the issue, install `libstdc++33-32bit-3.3.3-7.8.1` before installing iManager 2.7.

4.46 Issue while Launching iManager Workstation on SLED 11

On SLED 11 64-bit, the following error messages appear when you launch iManager Workstation:

```
Gtk-Message: Failed to load module "gnomebreakpad": libgnomebreakpad.so:
cannot open shared object file: No such file or directory
```

```
Gtk-Message: Failed to load module "canberra-gtk-module": libcanberra-gtk-
module.so: cannot open shared object file: No such file or directory
```

You can ignore these messages and continue using the workstation.

4.47 Accented Characters are not Recognized in iManager Plug-in

Accented characters are not recognised in iManager plugin and hence are displayed incorrectly.

To workaround this issue, replace the accented character with the unicode escape sequence. For more information about the unicode escape sequence for various characters, see (http://www.utf8-chartable.de/unicode-utf8-table.pl)

4.48 Encryption Tab is Not Available on OES

By design, the *Encryption* tab is not available on OES.

To workaround this issue, manually change the cipher levels in the `/etc/apache2/vhosts.d/vhost-ssl.conf` file, then modify the `SSLCipherSuite` parameter based on your cipher level support.

5 Documentation

For more information on iManager, see the iManager documentation Web site (http://www.novell.com/documentation/imanager27/).

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