TeamWorks 18.2.1 Release Notes

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MICRO FOCUS®

TeamWorks helps your teams communicate and collaborate more effectively using their mobile phones, web browsers, and the Micro Focus GroupWise email client.

1 Product Overview

TeamWorks lets your organization's teams

- Initiate project-based, team-oriented discussions.
- Hold real-time conversations.
- Share files dynamically.

2 What's New in TeamWorks 18

2.1 New in 18.2.1

In addition to bug fixes, TeamWorks 18.2.1 includes the following:

- UI enhancements to the TeamWorks web client
- OS and Security updates
- Library updates
- A link to the TeamWorks Idea Exchange in the TeamWorks web client for both users and the TeamWorks administrator (admin user)

2.2 New in 18.2

In addition to bug fixes, TeamWorks 18.2 includes the following:

- Support for sharing files in rooms and organizing them in folders
- Support for collaborative editing through a Micro Focus Content Editor appliance
- Support for SLES 15 SP1

- Key architecture updates
- New or refreshed UI for web and mobile clients

2.3 New in 18.1.1

In addition to bug fixes, TeamWorks 18.1.1 includes the following:

- Support for NetIQ Authentication Manager.
- Updated libraries
- Updated user interface
- Improved reliability, usability, and accessibility

2.4 New in 18.1

In addition to bug fixes, TeamWorks 18.1 includes the following:

- Mentioning/Tagging users so that they are notified of posts.
- Key architecture updates.
- Refined email notifications.
- Support for SLES 15.
- Performance improvements.

3 Installation Notes

A successful TeamWorks deployment requires that you:

1. Have a fully configured DNS service on the network. See Known Issues below.
2. Plan your deployment using the *TeamWorks 18.2.1 Planning Your TeamWorks Deployment—Best Practices* guide in combination with the TeamWorks 18 Planning Worksheets.
3. Deploy TeamWorks using the instructions in the *GroupWise TeamWorks 18.2.1: Installation and Deployment Guide*.

4 Installation/Upgrade Issues

- **Disk Mount Error with Slow Disks:** If Disk 2 or Disk 3 fail to respond before the install times out, a `Disk Mount Error` displays.

  Click **OK** to reissue the mount request, and the installation proceeds normally.

- **Ext4 Filesystem Cannot Be Upgraded/Migrated:** The TeamWorks Upgrade/Migration process fails if the appliance's second disk (copied during the process) is formatted as an Ext4 volume. This will only happen if the filesystem was manually changed when the appliance was installed.

  If you changed the filesystem to Ext 4 during the original install, you must back up the data, install a new appliance, and then "restore" the backed up data to the new disk 2.

5 Known Issues

- **HSTS Can Cause Access Problems:** Browsers occasionally block access to TeamWorks with error messages that list HSTS (HTTP Strict Transport Security) as the cause.

For example, an administrator keeps an administrative tab open for a long period of time and the browser suddenly displays an HSTS error message and begins blocking the web client.

This is not a TeamWorks web client issue, but it is frustrating.

One or more of the following actions might help to resolve things:

- Substitute the appliance IP address for the DNS name in the admin utility's access URL.
- Clear the browser's cache and then restart it.
- Clear or disable the HSTS settings in the browser.

   For help, search the web for information on "how to clear or disable hsts."

- **DNS Services Must Be Running on the Network:** Before deploying TeamWorks, you must have a fully configured DNS server running on the network that TeamWorks uses. Otherwise, initial system configuration will fail.

- **Search and All-in-One Appliance DNS names Cannot Begin with a Number:** During initial appliance deployment of Search and All-in-One appliances, if you enter a DNS name that begins with a number, appliance installation will fail and must then be redone.

   Micro Focus intends to address this in a future update.

- **Services Account Users' Passwords Require ASCII Characters:** During initial TeamWorks service setup, when you set passwords for the TeamWorks services accounts listed below, you must use only ASCII characters for the following users:

   svcs-user

   svcs-admin

   Micro Focus intends to address this in a future update.

- **Database Name–Do Not Include a Dash:** If you include a dash in the database name, database creation will fail.

   You must then use the **Back** button to return to the field and change the name.

- **Account Lockout Resolution:** If a user is locked out because of failed login attempts, the administrator can reset the password and restart TeamWorks as described in this TID.

   Alternatively, the user can retry after 30 minutes.

   Micro Focus plans to implement Captcha for resetting passwords in a future release.

- **Users Unable to Authenticate:** If your users are not able to authenticate and if you see entries similar to the errors below in the appserver.log, then check your PostgreSQL database access. Also check the disk free space on /vastorage.

```
2017-07-10 11:08:41,789 WARN [http-nio-8443-exec-6]
[org.hibernate.util.JDBCExceptionReporter] - SQL Error: 0, SQLState: 53100
2017-07-10 11:08:41,789 ERROR [http-nio-8443-exec-6]
[org.hibernate.util.JDBCExceptionReporter] - ERROR: could not access status of
transaction 0
Detail: Could not write to file "pg_subtrans/000A" at offset 237568: No space
left on device.
2017-07-10 11:08:41,790 ERROR [http-nio-8443-exec-6]
[com.novell.teaming.module.authentication.impl.PlusAuthenticationProviderModul
e] - Authentication failure for [mclark]
org.springframework.dao.DataAccessResourceFailureException: Hibernate
operation: could not get next sequence value; SQL [select nextval
('ss_loginaudit_id_sequence')]; ERROR: could not access status of transaction 0
Detail: Could not write to file "pg_subtrans/000A" at offset 237568: No space
left on device.; nested exception is org.postgresql.util.PSQLException: ERROR:
could not access status of transaction 0
Detail: Could not write to file "pg_subtrans/000A" at offset 237568: No space
left on device.
```

- **Attached File Uploads—Name Limitations:** For the TeamWorks web client, an attachment fails to upload if the filename contains any of the following:
    - Pound sign or hashtag (#)
    - Caret (^)
    - Ampersand (&)
    - Forward slash (/) (Macintosh only because Windows filenames cannot contain this)
- **PowerPoint Templates (PPTX) Data Loss:** Editing new PowerPoint templates (.pptx files) in Content Editor results in data loss.
- **Self-Signed Certificates Not Supported:** Using appliance self-signed certificates to securing appliance connections is not supported. For example, you cannot provide the required secure connections between TeamWorks and Content Editor appliances by using self-signed certificates. Instead, certificates issued by an industry-trusted Certificate Authority are required.
- **Content Editor Connection Issues:** There are two known connection issues:
    - **Document becomes inactive:** If the connection between TeamWorks and Content Editor is interrupted, the document being edited dims and no editing is possible. This can often be resolved by clicking the browser's back button two or three times.
    - **Document fails to load:** If TeamWorks registers an active Content Editor connection when the editor is actually unavailable, TeamWorks mistakenly displays the **Edit** option. However, the document fails to load and an error displays. Clicking the browser's back button reloads the Files and Folders work area.
- **False Reconfigure Prompt on TeamWorks Appliance:** If you test the connection to an already configured Content Editor appliance, you are prompted to Reconfigure the TeamWorks appliance. Selecting the Reconfigure option is only required when the connection information actually changed.

6 Documentation

The TeamWorks documentation is posted here (https://www.novell.com/documentation/teamworks-18).

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