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## 1 Product Overview

Novell® Teaming 2.0 offers many enhancements over Teaming 1.0:

- ♦ **New User Interface:** A consistent page layout presents a masthead (with location identifiers, search tools, quick access lists, and tree navigation), a sidebar (with the workspace tree, frequently used data management actions, and personalization options), and a main content area for folder, entry, and comment display. The Video Tutorials help you learn the new interface quickly and easily. (The Video Tutorials are available in English only.)
- ♦ **Quick Access to What's New and What's Hot:** In a personal workspace, the new Relevance Dashboard takes you right to your most critical information. The *What's New* tab instantly displays information you haven't viewed yet, regardless of its location in the Teaming site. You can adjust the scope to check just your teams or just people or places you're tracking, or you can expand the scope to check the *What's Hot Site Wide* list. Mini-Blogs provide posting of up-to-the-minute personal or team status. Information that's important to you can easily be shared with others.
- ♦ **Flexible Navigation:** Tree navigation enables you to browse through the workspace organization of your Teaming site. *Recent Places* takes you quickly back to where you've been. The *Recent Entries* quick-access tab takes you quickly back to entries you've posted anywhere in the Teaming site. When you are in a folder, you can quickly go to any specified page or entry. The *Tasks and Calendars* quick-access tab helps you keep up with your to-do list and your schedule. Your tasks and appointments can be automatically synchronized with any iCal-enabled e-mail client.
- ♦ **Easy Folder Management:** Discussion folder contents are listed in tabbed format with sortable columns. Discussion entries open in place to maintain context. Mousing over a discussion entry displays a content preview before you actually open an entry. Pinned discussion entries stay at the top of the list. All folders are enabled for subscription, and notifications of new entries are immediately sent to your e-mail client. All folders can be configured with simple e-mail addresses to facilitate posting from e-mail clients. Unread entries are easily identified.
- ♦ **Multiple Access Options:** Guest users can visit the Teaming site (if you have purchased the separately licensed Guest feature). If you allow Guest access, you can notify Web crawlers to browse your Teaming site and index it for general access from the Internet. You can now use Skype\* to call out from the Teaming site.
- ♦ **Customizations:** Folders and workspaces can be visually branded for easy identification and recognition. Landing pages enable you to consolidate the most critical parts of a workspace for immediate viewing upon arrival. A library of frequently used custom forms and workflows is offered in the [Novell Teaming Library \(http://www.novell.com/communities/cool solutions/teaminglibrary\)](http://www.novell.com/communities/cool solutions/teaminglibrary). Workflows can be chained together and a workflow activity history is maintained.

- ♦ **Configuration Alternatives:** The Liferay\* portal is no longer required in Teaming, but a Teaming portlet for Liferay is available from the open source [Kablink.org](http://www.kablink.org) (<http://www.kablink.org>) project for sites where Liferay is an asset. Multiple LDAP queries can locate users and groups in more than one location in your directory service (Novell eDirectory™ or Microsoft\* Active Directory\*). An optional built-in e-mail server makes it very easy to post to the Teaming site from e-mail clients. Multiple Lucene\* index servers provide high availability searching. Multiple zones enable you to set up multiple virtual Teaming sites, with unique URLs, as part of a single Teaming site.

## 2 Teaming System Requirements

System requirements are available in the *Teaming 2.0 Installation Guide* on the [Novell Teaming 2.0 Documentation Web site](http://www.novell.com/documentation/teaming2) (<http://www.novell.com/documentation/teaming2>).

## 3 Linux Installation Instructions

- 1 Make sure that the Linux\* server where you plan to install Novell Teaming meets the system requirements.
- 2 If a Web server is currently running on the Teaming server, stop it, and preferably disable it.
- 3 Create or select a non-root Linux user and group that you want to own the Teaming directories and files and to run the Teaming software.
- 4 In a terminal window, become root by entering `su -` and the root password.
- 5 Enter the following command to start the Teaming Installation program:

```
./installer-teaming.linux
```

Complete installation instructions are available in the *Teaming 2.0 Installation Guide* on the [Novell Teaming 2.0 Documentation Web site](http://www.novell.com/documentation/teaming2) (<http://www.novell.com/documentation/teaming2>).

## 4 Windows Installation Instructions

- 1 Make sure that the Windows server where you plan to install Novell Teaming meets the system requirements.
- 2 Log in to the Windows server as a user with Administrator rights.
- 3 If a Web server is currently running on the Teaming server, stop it, and preferably disable it.
- 4 In Windows Explorer, browse to the directory where you downloaded and extracted the Teaming software, then double-click the `installer-teaming.exe` file to start the Teaming Installation program.

Complete installation instructions are available in the *Teaming 2.0 Installation Guide* on the [Novell Teaming 2.0 Documentation Web site](http://www.novell.com/documentation/teaming2) (<http://www.novell.com/documentation/teaming2>).

## 5 Installation Issues

- ♦ [Section 5.1, “Character Restrictions in Directory Names,” on page 3](#)
- ♦ [Section 5.2, “Character Restrictions in Usernames and Passwords,” on page 3](#)
- ♦ [Section 5.3, “Default Database Name,” on page 3](#)
- ♦ [Section 5.4, “Firewall Issue on Windows Server 2008 R2,” on page 4](#)

- ◆ Section 5.5, “Restrictions on Applet Support,” on page 4
- ◆ Section 5.6, “Edit in Place Support for Mac Users,” on page 4
- ◆ Section 5.7, “JDK Dependency for SSL Connections to WebDAV Servers,” on page 5
- ◆ Section 5.8, “Updated Visual C++ Redistributable Package on Windows,” on page 5
- ◆ Section 5.9, “Compatibility with Access Manager,” on page 5
- ◆ Section 5.10, “Extended and Double-Byte Characters in Attachment Filenames,” on page 5
- ◆ Section 5.11, “Installation on a Double-Byte Linux Operating System,” on page 5

## 5.1 Character Restrictions in Directory Names

Do not use double-byte characters in directory names in the path to the Novell Teaming file repository. The default location for the file repository root directory is:

Linux:        /var/opt/novell/teaming

Windows:     c:\Novell\Teaming

The Oracle viewers that are used to render various file types into HTML for viewing in the Teaming site and for indexing do not handle directory names that include double-byte characters.

## 5.2 Character Restrictions in Usernames and Passwords

Do not use extended characters or double-byte characters in Novell Teaming usernames and passwords.

This limitation is caused by the open source [Spring Security \(http://static.springframework.org/spring-security/site\)](http://static.springframework.org/spring-security/site) that Teaming uses for authentication, in combination with the various authentication methods (both basic authentication and form-based authentication) used by single sign-on products such as Novell Authentication Manager, by Web services, and by WebDAV. Only ASCII characters are properly interpreted in all combinations.

## 5.3 Default Database Name

When you have the Novell Teaming Installation program create the Teaming database for you, the database is given the name of `sitescape`. This database name is currently hard-coded into the database creation scripts used by the Installation program. The name dates back to the name of the company that previously owned the Teaming software.

If you want the Teaming database to have a different name, you can edit the database creation script, then run the database creation script manually before you start the Teaming Installation program. If you do this, you must also update the JDBC URL when running the Teaming Installation program.

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**IMPORTANT:** Changing the Teaming database name is not recommended.

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## 5.4 Firewall Issue on Windows Server 2008 R2

On Windows Server 2008 R2, the firewall is enabled by default and ports 80 and 443 are blocked. Teaming needs to use these ports. To prepare your Windows Server 2008 R2 machine for use with Teaming, you must go to *Control Panel > System and Security > Windows Firewall*, click *Advanced Settings*, then use the New Inbound Rule Wizard to open ports 80 and 443 as local TCP ports.

## 5.5 Restrictions on Applet Support

Applets are not supported in the following environments:

- ♦ Safari\* on Mac\*
- ♦ 64-bit Firefox\* on a system with a Java Runtime Environment (JRE) earlier than 1.6.0\_12  
On a 64-bit operating system, updating to JRE 1.6.0.12 or later enables the applets to work.

For example, multi-file drag-and-drop from the desktop, file paste from the desktop, Edit in Place, and the graphical display in the workflow editor do not work where applets are not supported.

## 5.6 Edit in Place Support for Mac Users

For Mac users, Teaming looks for OpenOffice.org in the following directory on users' Mac workstations:

```
/Applications/OpenOffice.org.app
```

If your organization's standard location for OpenOffice.org is in a different location on users' workstations, you can reconfigure Teaming to look for OpenOffice.org in your preferred location.

- 1 Change to the following directory:

```
Linux:      /opt/novell/teaming/apache-tomcat-version/  
           webapps/ssf/WEB-INF/classes/config
```

```
Windows:   c:\Program Files\Novell\Teaming\apache-tomcat-version\  
           webapps\ssf\WEB-INF\classes\config
```

- 2 Open the `ssf.properties` file in a text editor.
- 3 Locate the block of lines that start with:  
`edit.in.place.mac.editor`
- 4 Block and copy that set of lines to the clipboard of your text editor.
- 5 Open the `ssf-ext.properties` file, located in the same directory with the `ssf.properties` file.
- 6 Paste the block of lines you copied at the end of the `ssf-ext.properties` file.
- 7 Edit the location of the OpenOffice.org software in your organization.
- 8 Save and close the `ssf-ext.properties` file.
- 9 Close the `ssf.properties` file without saving it.
- 10 Stop and restart Teaming.

## 5.7 JDK Dependency for SSL Connections to WebDAV Servers

If you want to use an SSL connection between your Novell Teaming site and a WebDAV server, and if the WebDAV server has a self-signed certificate rather than a certificate provided by a Certificate Authority, you must use the Sun JDK. The existing Teaming functionality for handling self-signed certificates is not compatible with the way the IBM JDK handles self-signed certificates.

## 5.8 Updated Visual C++ Redistributable Package on Windows

Novell Teaming uses Oracle Outside In 8.3.0 viewer technology for displaying documents and images on the Teaming site and for indexing documents. This viewer technology relies on Support Pack 1 of the Microsoft Visual C++ 2005 Redistributable Package. If the Windows server where you install Teaming does not already have the latest version of the Visual C++ Redistributable Package installed, you must install it before your Teaming site can function properly. The required version of the Visual C++ Redistributable Package is available from:

- ♦ Microsoft Visual C++ 2005 SP1 Redistributable Package (x86) (<http://www.microsoft.com/downloads/details.aspx?familyid=200B2FD9-AE1A-4A14-984D-389C36F85647&displaylang=en>)
- ♦ Microsoft Visual C++ 2005 SP1 Redistributable Package (x64) (<http://www.microsoft.com/downloads/details.aspx?familyid=EB4EBE2D-33C0-4A47-9DD4-B9A6D7BD44DA&displaylang=en>)

For more information, see *New Dependency for Outside In 8.2.0 and Newer Versions, Windows Products Only* (Doc ID 468895.1) on the [Oracle Support Web site](http://www.oracle.com/support) (<http://www.oracle.com/support>). Oracle Support site login is required in order to access the support document.

## 5.9 Compatibility with Access Manager

To successfully use Novell Teaming 2.0 with Novell Access Manager, Access Manager 3.1 SP1 IR1 is required. This version of Access Manager was not available when Teaming 2.0 released, but should be available soon after the Teaming 2.0 release. Check for current Access Manager availability on the [Novell Downloads Web site](http://download.novell.com) (<http://download.novell.com>).

## 5.10 Extended and Double-Byte Characters in Attachment Filenames

If Outlook users send postings to the Novell Teaming site and if the messages have attachments with extended or double-byte characters in the filenames, the attachment does not arrive on the Teaming site unless the Exchange server is properly configured. To configure the Exchange server to pass the filenames correctly, follow the instructions in *Foreign Characters Appear as Question Marks When Sent from OWA* (<http://www.windowsnetworking.com/kbase/WindowsTips/Windows2000/AdminTips/Exchange/ForeigncharactersappearasquestionmarkswhensentfromOWA.html>).

## 5.11 Installation on a Double-Byte Linux Operating System

On Linux, the Novell Teaming Installation program does not currently accept double-byte input in any input fields. To work around this limitation:

To work around this limitation:

- 1 Copy the `sample-installer.xml` file to create an `installer.xml` file.
- 2 Open the `installer.xml` file in a text editor.
- 3 For a Basic installation:

**3a** In the `Network` section, specify your settings for the following fields:

```
name=  
port=  
listenPort=  
securePort=  
secureListenPort=  
shutdownPort=  
ajpPort=  
keystoreFile=
```

**3b** In the `Database` section, specify your settings for the following fields for the type of database that you plan to use:

```
username=  
password=
```

**3c** In the `InternalInboundSMTP` section, specify your settings for the following fields in the subsection for either SMTP or secure SMTPS:

```
mail.smtp.host=  
mail.smtp.user=  
mail.smtp.password=  
mail.smtp.port=
```

**3d** In the `Inbound` section, specify your settings for the following fields in the subsection for POP3 or secure POP3S, or IMAP or secure IMAPS:

```
mail.pop3.host=  
mail.pop3.user=  
mail.pop3.password=  
mail.pop3.port=  
mail.imap.host=  
mail.imap.user=  
mail.imap.password=  
mail.imap.port=
```

- 4 For an Advanced installation, specify additional settings as needed.
- 5 Save the `installer.xml` file, then exit the text editor.
- 6 Run the Teaming Installation program.

The settings you specified in the `installer.xml` file display as defaults as you proceed through the installation.

## 6 Update Issues

- ♦ [Section 6.1, “Default Zone Name,” on page 7](#)
- ♦ [Section 6.2, “Possible Display Problems after Update,” on page 7](#)
- ♦ [Section 6.3, “Entry Type Repair for Imported Files,” on page 7](#)
- ♦ [Section 6.4, “Ownership of the Teaming File Repository Directory Structure,” on page 8](#)
- ♦ [Section 6.5, “TinyMCE Functionality,” on page 8](#)

- ◆ [Section 6.6, “SharePoint Mirrored Folder Type,” on page 8](#)
- ◆ [Section 6.7, “Java Remote Object Registry Functionality,” on page 9](#)

## 6.1 Default Zone Name

Zones are a new feature of Novell Teaming 2.0. However, groundwork for zones was laid in Teaming 1.0. The original default zone name was set to `liferay.com` in Teaming 1.0, although it was not visible in the Teaming 1.0 interface. With the removal of Liferay for Teaming 1.0, the default zone name provided for new Teaming 2.0 installations is `kablink`.

If you have a Teaming 1.0 site or if you participated in the Teaming 2.0 beta releases, your existing site displays `liferay.com` as the default zone name when you install Teaming 2.0. You cannot change this.

## 6.2 Possible Display Problems after Update

When you update a Novell Teaming site from version 1.0 to version 2.0, Teaming users might encounter some Teaming pages that do not display as expected. For example, they might have trouble displaying the Calendar folder. To resolve display problems, Teaming users should clear the browser cache.

## 6.3 Entry Type Repair for Imported Files

If you have a Novell Teaming 1.0 site or if you participated in the Teaming 2.0 Beta releases, and if you have used the Add Files to Folder feature to drag and drop a directory full of files into a Teaming folder, the files were automatically given the Discussion entry type, even if the Teaming folder was not a Discussion folder. In addition, if the directory contained subdirectories of files, the subdirectories were created as Teaming Discussion folders. If you want to change the entry type and folder type to match the top-level Teaming folder type, you can enable the Recursive Apply feature on the Configure Default Settings page of the top-level Teaming folder by editing the Teaming `ssf-ext.properties` file.

To enable the Recursive Apply feature:

- 1 On the Teaming server, change to the directory where the `ssf-ext.properties` file is located.

The default location of this file varies by platform:

Linux: `/opt/novell/teaming/apache-tomcat-6.0.18/webapps/ssf/WEB-INF/classes/config`

Windows: `c:\Program Files\Novell\Teaming\apache-tomcat-6.0.18\webapps\ssf\WEB-INF\classes\config`

- 2 Make a backup copy of the `ssf-ext.properties` file.
- 3 Open the `ssf-ext.properties` file in a text editor, the scroll to the bottom of it.
- 4 Add the following line:

```
ssf.allowFolderDefinitionFixups=true
```

- 5 Save the `ssf-ext.properties` file, then exit the text editor.

- 6 Restart Teaming to put the change into effect.
- 7 To change the entry types and folder types for imported files, follow the instructions in “Recursively Applying Definition Settings” in “Managing Folders” in the *Teaming 2.0 Advanced User Guide* (<http://www.novell.com/documentation/teaming2>).

## 6.4 Ownership of the Teaming File Repository Directory Structure

On Linux, if you ran Novell Teaming 1.0 as `root` and you want to run Novell Teaming 2.0 as a non-`root` user (recommended), you must change the owner and group of the Teaming 1.0 file repository directory structure before you perform the update. You can create a new Linux user specifically to run Teaming (for example, a `teamingadmin` user and a `teamingadmin` group) or you can use an existing Linux user (for example, the Apache `wwwrun` user and `www` group).

- 1 Stop Teaming 1.0.
- 2 Change to the Teaming 1.0 data directory.  
The default location is:  
`/icecore/teamingdata`
- 3 As `root`, execute the following commands:

```
chown -R username *  
chgrp -R group_name *
```

- 4 As `root`, run the Teaming 2.0 Installation program to perform the update from Teaming 1.0 to Teaming 2.0.
- 5 On the User ID for Novell Teaming, specify the username and group name that you used in [Step 3](#).  
The Teaming Installation program updates the `/etc/init.d/teaming` script to start Teaming as the specified Teaming administrator user.
- 6 After the installation is complete, log in as any non-`root` user, then run the `/etc/init.d/teaming` script to start Teaming as the Teaming administrator user.

## 6.5 TinyMCE Functionality

The TinyMCE functionality available in edit boxes has changed between Novell Teaming 1.0 and Novell Teaming 2.0. If procedures you used in Teaming 1.0 do not work any longer, consult the Teaming 2.0 documentation for current functionality.

## 6.6 SharePoint Mirrored Folder Type

In Novell Teaming 1.0, the Teaming Installation program enabled you to create mirrored folders of type SharePoint. Internally, SharePoint mirrored folder functionality was the same as WebDAV mirrored folders. SharePoint mirrored folders did not support Windows NT LAN Manager (NTLM) authentication.

In Teaming 2.0, the Installation program no longer offers the SharePoint option for mirrored folders. Existing SharePoint mirrored folders will continue to work as usual in Teaming 2.0.



## 6.7 Java Remote Object Registry Functionality

In Novell Teaming 1.0, you needed to start the Java Remote Object Registry (`rmiregistry`) manually before you started the Lucene Index Server on a remote server. In Teaming 2.0, the script to start the Lucene Index Server also automatically starts the Java Remote Object Registry. If the Java Remote Object Registry is already running when you try to start the Lucene Index Server, you receive an error.

## 7 Teaming Issues

- ◆ [Section 7.1, “LDAP Synchronization Issue,” on page 9](#)
- ◆ [Section 7.2, “LDAP Authentication Issue,” on page 9](#)
- ◆ [Section 7.3, “User Account Creation,” on page 10](#)
- ◆ [Section 7.4, “Logout/Login Required for a Password Change,” on page 10](#)
- ◆ [Section 7.5, “Workspace Copy Limitation,” on page 10](#)
- ◆ [Section 7.6, “Mirrored Folder Structure Limitation,” on page 11](#)
- ◆ [Section 7.7, “Mirrored Folder Versioning Limitation,” on page 11](#)
- ◆ [Section 7.8, “License Report Issues,” on page 11](#)
- ◆ [Section 7.9, “Drag and Drop from a GroupWise Message,” on page 11](#)
- ◆ [Section 7.10, “GroupWise Integration Issue,” on page 11](#)
- ◆ [Section 7.11, “Firefox Limitation When Sending E-Mail,” on page 12](#)
- ◆ [Section 7.12, “Windows Update for WebDAV Functionality,” on page 12](#)
- ◆ [Section 7.13, “WebDAV / Edit-in-Place Issues with Microsoft Windows Vista and Microsoft Office,” on page 12](#)
- ◆ [Section 7.14, “WebDAV URL Issue on Windows Vista,” on page 13](#)
- ◆ [Section 7.16, “Extended Characters Not Allowed in Simple URLs,” on page 14](#)
- ◆ [Section 7.17, “Tutorial URL Customization,” on page 14](#)

### 7.1 LDAP Synchronization Issue

If you create Novell Teaming users by importing users from an LDAP directory, and if all users in the LDAP directory do not appear in Teaming,

- ◆ Your LDAP directory might not be using a consistent user attribute (exclusively `uid` or exclusively `cn`). Repeat the LDAP synchronization process using the other user attribute. The remaining users should then appear in Teaming.
- ◆ If you selected `cn`, and if you configured multiple contexts to search for users, and if you have multiple users with the same username, only the first instance of the duplicate username is synchronized into Teaming.

### 7.2 LDAP Authentication Issue

When you create Novell Teaming users by importing users from an LDAP directory, and if your LDAP directory includes the usernames `Admin` and `Guest`, LDAP directory information for these users is not imported into the Teaming site because these are reserved usernames for Teaming.

However, if you log into the Teaming site using one of these usernames and supply the LDAP password instead of the Teaming password, Teaming does use LDAP authentication to grant access to the Teaming site and subsequently synchronizes the LDAP user information into Teaming. So, for example, if you log in to the Teaming site using the `Admin` username and the LDAP `Admin` password, the Teaming `Admin` password is synchronized to match the LDAP directory `Admin` password.

This might not be the behavior you are expecting. Be sure to use the Teaming password when logging into the Teaming site.

## 7.3 User Account Creation

By default, all Teaming users can create new Teaming accounts for other users by clicking *Add User* on the Personal Workspaces page. If you want to reserve account creation for the Teaming administrator, follow the instructions in “Preventing Users from Creating User Accounts” in “Basic Installation” in the *Teaming 2.0 Installation Guide* on the [Novell Teaming 2.0 Documentation Web site](http://www.novell.com/documentation/teaming2) (<http://www.novell.com/documentation/teaming2>)

## 7.4 Logout/Login Required for a Password Change

If you change your password, you might need to log out and log in again in order for WebDAV access to work properly.

## 7.5 Workspace Copy Limitation

When you copy a workspace, the custom form and workflow definitions in that workspace are not transferred to the copy of the workspace. You can work around this limitation by moving the definitions to a higher level in the workspace tree.

- 1 Navigate to the folder in the original workspace where the definitions are located.
- 2 On the Workspace toolbar, click *Manage > Form and View Designers*.
- 3 Expand the Form and View Designers tree, then click the definition that you want to move.
- 4 In the Definition Properties box, click *Move This Definition* to display the workspace and folder tree for your Teaming site, then expand the tree as needed to display an appropriate destination for the definition.

To make the definition available in the copy of the original workspace, you can move the definition to a location in the tree that is above both the original workspace and the copy of the workspace.

To make the definition available globally on your Teaming site, you can move it to the root of the workspace and folder tree.

- 5 To move the definition, select the destination, then click *OK*.
- 6 Click *Close* twice to return to the main Teaming page.
- 7 Verify that the definition is now available in the copy of the workspace.
- 8 Repeat this procedure for each definition that needs to be available in the copied workspace.

## 7.6 Mirrored Folder Structure Limitation

You cannot use the Novell Teaming Move This Folder feature to move one Mirrored File folder inside of another Mirrored File folder.

## 7.7 Mirrored Folder Versioning Limitation

If you edit a file in a mirrored folder and then check the version history, you see only the latest version of the file and only the latest version of the file is available for editing from the mirrored location. This is working as designed. Document versioning is not currently available in mirrored folders.

## 7.8 License Report Issues

Current Novell Teaming license usage is viewed using *Manage > Site Administration > Reports License Report*. The License Report currently counts two internal, local users (`_emailPostingAgent` and `_jobProcessingAgent`) as LDAP users. These internal users do not count against your Teaming license usage. The report also includes LDAP users with local users.

## 7.9 Drag and Drop from a GroupWise Message

In the GroupWise client, you cannot drag a file that is attached to a GroupWise message and drop it successfully into the Novell Teaming drag-and-drop window that opens when you click *Add file to folder* on the Folder Entry toolbar. Save the attachment first, then drag and drop the saved file into the drag-and-drop window.

## 7.10 GroupWise Integration Issue

In order to access a Novell Teaming site from the GroupWise® Windows client, the time setting on the GroupWise user's workstation must match the time setting on the Teaming server within five minutes. If there is a discrepancy of more than five minutes, the GroupWise client's attempt to contact the Teaming site times out. If possible, reset the time of the server or the workstation to the correct and matching time.

If the time difference is a necessary part of your system configuration, you can change the timeout setting for Web services such as GroupWise that authenticate to the Teaming site through [WS-Security](http://en.wikipedia.org/wiki/Web_Services_Security) ([http://en.wikipedia.org/wiki/Web\\_Services\\_Security](http://en.wikipedia.org/wiki/Web_Services_Security)).

- 1 Make a backup copy of the following file:

```
teaming_directory/webapps/ssf/WEB-INF/server-config.wsdd
```

- 2 Open the `server-config.wsdd` file in a text editor.

- 3 Search for the following section:

```
<handler type="java:org.apache.ws.axis.security.WSDoAllReceiver">
<parameter name="passwordCallbackClass"
value="org.kablink.teaming.remoting.ws.security.PWCallback"/>
<parameter name="action" value="UsernameToken Timestamp"/>
</handler>
```

- 4 Insert a `timeToLive` parameter with large timeout value (for example, 86400 for 24 hours).

```
<handler type="java:org.apache.ws.axis.security.WSDoAllReceiver">
<parameter name="passwordCallbackClass"
value="org.kablank.teaming.remoting.ws.security.PWCallback"/>
<parameter name="action" value="UsernameToken Timestamp"/>
<parameter name="timeToLive" value="86400"/>
</handler>
```

**5** Repeat **Step 3** and **Step 4** for the second instance of the section in the `server-config.wsdd` file.

**6** Save the `server-config.wsdd` file, then restart the server.

This configuration change affects all client applications that authenticate to the server using WS-Security, not just GroupWise.

## 7.11 Firefox Limitation When Sending E-Mail

If you send an e-mail message from the Novell Teaming site, and you have a typographical error or invalid recipient in the *Add E-Mail Addresses* field, an error displays, along with a *Return to Previous Page* button. In Firefox, you return to the Send E-Mail page, but the message content is lost. In Internet Explorer, the message content is retained.

When sending e-mail from the Teaming site using Firefox, select Teaming users as recipients whenever possible, or copy recipient e-mail addresses to avoid typographical errors in the *Add E-Mail Addresses* field.

## 7.12 Windows Update for WebDAV Functionality

In order to use the Novell Teaming Edit in Place feature in your browser on Windows, you must install the following Windows WebDAV update:

[Software Update for Web Folders \(KB907306\) \(http://www.microsoft.com/downloads/details.aspx?familyid=17C36612-632E-4C04-9382-987622ED1D64&displaylang=en\)](http://www.microsoft.com/downloads/details.aspx?familyid=17C36612-632E-4C04-9382-987622ED1D64&displaylang=en).

This Windows update enables OpenOffice.org and Microsoft Office to interact correctly with the Teaming Edit in Place feature.

## 7.13 WebDAV / Edit-in-Place Issues with Microsoft Windows Vista and Microsoft Office

Microsoft Windows Vista\* has some issues with WebDAV access that affect all WebDAV interactions. In addition, a Vista-specific issue with applets can prevent the Novell Teaming Edit in Place feature from working properly. Be sure you are running the latest version of Vista. Be sure you have installed the Windows WebDAV update described in [Windows Update for WebDAV Functionality](#).

Windows Vista users who are using Internet Explorer\* might see a Java warning when they try to use Edit-in-Place. (Firefox users do not see this error.)

To configure Internet Explorer to support the Teaming Edit-in-Place feature:

- 1** In Internet Explorer, click *Tools* > *Internet Options*.
- 2** Click *Security*, select *Trusted Sites*, then click *Sites*.

- 3 In the *Add this website to the zone* field, specify the URL of your Teaming server, then click *Add*.
- 4 Select or deselect *Require server verification (https:) for all sites in this zone* as appropriate for your Teaming server.
- 5 Click *Close*, then click *OK* to save the security settings.

To configure Windows Vista to support the Teaming Edit in Place feature in Microsoft Office, you must add new keys to the Windows registry for each Microsoft Office application.

- 1 In Windows Explorer, navigate to `Program Files/Microsoft Office/Office12`.
- 2 Scroll down to each Microsoft Office .exe in turn:  
`excel.exe`  
`powerpnt.exe`  
`winword.exe`  
...
- 3 Right-click each executable, then click *Properties*.
- 4 Click *Compatibility*.
- 5 Select *Run this program in compatibility mode for*, then select *Windows XP (Service Pack 2)* from the drop-down list.
- 6 Reboot the computer.

You should now be able to use the Teaming Edit in Place feature with Microsoft Office files.

---

**NOTE:** Although these steps enable Edit-in-Place for Teaming, they do not fix Vista's inability to attach via WebDAV in Teaming.

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For additional information on applets, view the following Sun bulletins:

- ♦ [Bug 6440902 \(http://bugs.sun.com/bugdatabase/view\\_bug.do?bug\\_id=6440902\)](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6440902)
- ♦ [Bug 6432317 \(http://bugs.sun.com/bugdatabase/view\\_bug.do?bug\\_id=6432317\)](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6432317)

## 7.14 WebDAV URL Issue on Windows Vista

If you copy the WebDAV URL associated with a Novell Teaming folder and try to use it to map a Windows network drive to the location, Windows might not be able to map the drive. After installing the Windows WebDAV update described in [Windows Update for WebDAV Functionality](#), some users have gotten Teaming WebDAV URLs to work successfully.

## 7.15 Attachment Access Using WebDAV

When you use the Access Attachments Using WebDAV feature, authentication to the WebDAV server might fail. To resolve the problem, you need to clear your browser cache and possibly remove other types of stored data.

In Firefox:

- 1 Clear the cache:
  - 1a Click *Tools > Options*.
  - 1b Click *Advanced*, then click the *Network* tab.

- 1c** In the *Offline Storage* box, click *Clear Now*.
- 1d** Restart your browser, access the Teaming site, then attempt to access the attachment again.
- 2** If clearing the cache does not resolve the authentication problem, remove additional stored data such as your browsing history and cookies:
  - 2a** In Firefox 3.5, click *Tools > Clear Recent History*, select a time range, then click *Clear Now*.
  - or
  - In Firefox 3.0, click *Tools > Clear Private Data*.
  - 2b** Restart your browser, access the Teaming site, then attempt to access the attachment again.

In Internet Explorer 8:

- 1** Clear the cache:
  - 1a** Click *Tools > Internet Options*.
  - 1b** In the *Browsing History* section on the *General* tab, click *Delete*.
  - 1c** In the list of data types to delete, select only *Temporary Internet Files*, then click *Delete*.
  - 1d** Restart your browser, access the Teaming site, then attempt to access the attachment again.
- 2** If clearing the cache does not resolve the authentication problem, remove additional stored data such as your browsing history and cookies:
  - 2a** Click *Tools > Internet Options*.
  - 2b** In the *Browsing History* section on the *General* tab, click *Delete*.
  - 2c** Select additional types of data, then click *Delete*.
  - 2d** Restart your browser, access the Teaming site, then attempt to access the attachment again.

## 7.16 Extended Characters Not Allowed in Simple URLs

On the Configure Default Settings page of your workspace, the *Define URL* field does not accept extended characters. Use only alphabetic characters and numbers in simple URLs.

## 7.17 Tutorial URL Customization

The five Video Tutorials displayed on each user's main Novell Teaming home page are defined in the `tutorial_support_js.jsp` file. The standard Video Tutorials are available in English only.

By changing the URLs in this file, you can make different content available to your Teaming users.

- 1** On your Web server, organize the tutorial material that you want to present so that you know the URL of each of your customized tutorial videos.
- 2** On the Teaming server, change to the directory where the `tutorial_support_js.jsp` file is located.

The default location of this file varies by platform:

Linux: `/opt/novell/teaming/apache-tomcat-6.0.18/webapps/ssf/WEB-INF/jsp/common/tutorial_support_js.jsp`

Windows: c:\Program Files\Novell\Teaming\apache-tomcat-6.0.18\webapps\ssf\WEB-INF\jsp\common\tutorial\_support\_js.jsp

- 3 Make a backup copy of the `tutorial_support_js.jsp` file.
- 4 Open the `tutorial_support_js.jsp` file in a text editor.
- 5 Find the following line:

```
function startTutorial( tutorialName )
```
- 6 In the `url =` line, specify the base URL where your custom content is located.
- 7 In each of the `url +=` lines, provide the part of the URL that uniquely identifies each of your custom video tutorials.
- 8 Save the `tutorial_support_js.jsp` file, then exit the text editor.
- 9 Make a backup copy of your customized `tutorial_support_js.jsp` file.  
If you do not back it up, your changes will be overwritten when you update the Teaming software.
- 10 Restart Teaming to put the changes into effect.

## 8 Developer Issues

- ♦ [Section 8.1, “Multi-Reference Values in SOAP Payloads,” on page 15](#)

### 8.1 Multi-Reference Values in SOAP Payloads

By default, Novell Teaming SOAP payloads do not generate multi-reference values. You can change the `server-config.wsdd` files so that multi-reference values are generated.

- 1 Change to the directory where a `server-config.wsdd` file is located.  
A Teaming installation includes two `server-config.wsdd` files. The default locations of this file varies by platform:

Linux: /opt/novell/teaming/apache-tomcat-6.0.18/webapps/ssf/WEB-INF  
/opt/novell/teaming/apache-tomcat-6.0.18/webapps/ssr/WEB-INF

Windows: c:\Program Files\Novell\Teaming\apache-tomcat-6.0.18\webapps\ssf\WEB-INF  
c:\Program Files\Novell\Teaming\apache-tomcat-6.0.18\webapps\ssr\WEB-INF

- 2 In the following line:

```
<parameter name="sendMultiRefs" value="false"/>
```

change `false` to `true`.
- 3 Save the `server-config.wsdd` file, then exit the text editor.
- 4 Create a backup copy of the modified `server-config.wsdd` file.  
If you update the Teaming software, the `server-config.wsdd` file is overwritten by the Teaming Installation program. You must either restore the updated file after the update or repeat the modification.
- 5 Repeat the procedure for the second `server-config.wsdd` file in the Teaming software.

## 9 Localization Issues

- ♦ Section 9.1, “Default Teaming Site Language,” on page 16
- ♦ Section 9.2, “Chinese Characters in Activity Logs,” on page 16
- ♦ Section 9.3, “Chinese Text in the HTML Editor Interface,” on page 17
- ♦ Section 9.4, “Internet Explorer 6 Limitation with International Characters in Filenames,” on page 17

### 9.1 Default Teaming Site Language

There can be only one default language for the entire Novell Teaming site. You select this language during installation.

When you create Teaming users, you can select a locale for each user, which determines the language of each personal workspace. When users who speak various languages work together on a Teaming site, they can often see interface text that is not in their preferred language. Examples include:

- ♦ Standardized text such as *Home Workspace*, *Global Workspaces*, *Personal Workspaces*, and *Team Workspaces* at the top of the Teaming Home page
- ♦ Standardized group names, such as All Users

If your Teaming site includes users who cannot adapt to having such standardized text in the default language, you can rename these interface elements to include text in another language. You must be logged in as the Teaming administrator in order to rename these standardized elements.

To rename a workspace:

- 1 Browse to the workspace.
- 2 Click *Manage > Modify This Workspace*.
- 3 In the *Title* field, add text in another language, then click *OK*.

To rename a group:

- 1 Click *Manage > Site Administration > Manage Groups*.
- 2 Click a group, then click *Modify the Group Title or Description*.
- 3 In the *Group Title* field, add text in another language, then click *Apply > Close*.

### 9.2 Chinese Characters in Activity Logs

When a `report.csv` file for an activity report is opened in Microsoft Excel\*, Chinese characters do not display correctly, even though the `report.csv` file has been created correctly by default, because Excel always reads the file using the ISO Latin character set.

One workaround is to use the OpenOffice.org Calc spreadsheet program instead of Excel. It displays Chinese characters correctly.

As a workaround in Excel:

- 1 Import the `report.csv` file into Excel by using *Data > Import External Data > Import Data*.
- 2 Select the `report.csv` file, then click *Open*.



- 3 Select *Delimited*, select *UTF-8*, then click *Next*.
- 4 Select *Comma* as the delimiter, click *Next*, then click *Finish*.

Excel should now display the Chinese characters correctly.

## 9.3 Chinese Text in the HTML Editor Interface

The HTML editor included with Novell Teaming is the open source [TinyMCE Javascript WYSIWYG Editor](http://tinymce.moxiecode.com) (<http://tinymce.moxiecode.com>). Its interface has been translated into Simplified Chinese, but not into Traditional Chinese. Therefore, if you set your Teaming locale to Traditional Chinese, the TinyMCE editor still displays its interface in Simplified Chinese. However, TinyMCE still accepts and properly displays Traditional Chinese input in the text fields.

## 9.4 Internet Explorer 6 Limitation with International Characters in Filenames

In Internet Explorer 6, if you upload a file whose filename includes international characters into a File folder, and if you edit that file, creating a new version, the link to the original version of the file no longer works, because Internet Explorer 6 double-encoded the filename. To resolve this issue, update to Internet Explorer 7.

# 10 Teaming Documentation

The following sources provide information about Novell Teaming 2.0:

- ♦ Online product documentation: [Novell Teaming 2.0 Documentation Web site](http://www.novell.com/documentation/teaming2) (<http://www.novell.com/documentation/teaming2>)
- ♦ Product documentation included within Novell Teaming:
  - ♦ **Video Tutorials:** Click any of the five Video Tutorial icons on the Teaming Home page to view explanations and demonstrations of common Teaming tasks. (The Video Tutorials are available in English only.)
  - ♦ **Help System:** Click the *Help* icon (question mark) in the upper right corner of the Teaming Home page, then click a yellow Help spot for context-sensitive help.
  - ♦ **Guides:** Click the *Help* icon, then click *View Manuals*.

In addition to the Novell Teaming product documentation, the following resources provide additional information about Teaming 2.0:

- ♦ [Novell Teaming product site](http://www.novell.com/products/teaming) (<http://www.novell.com/products/teaming>)
- ♦ [Novell Teaming Library](http://www.novell.com/communities/coolsolutions/teaminglibrary) (<http://www.novell.com/communities/coolsolutions/teaminglibrary>)
- ♦ [Novell Teaming Cool Solutions](http://www.novell.com/communities/coolsolutions/ntc) (<http://www.novell.com/communities/coolsolutions/ntc>)
- ♦ [Novell Teaming Support Forum](http://forums.novell.com/novell-product-support-forums/teaming-conferencing) (<http://forums.novell.com/novell-product-support-forums/teaming-conferencing>)

# 11 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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