

Troubleshooting: 2 Solutions to Common Problems

GroupWise 2012

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About This Guide

This Novell *GroupWise Troubleshooting 2 Guide* provides troubleshooting strategies for GroupWise problems that can occur with GroupWise clients, GroupWise agents, message delivery, and ConsoleOne.

- ♦ [Part I, “General Troubleshooting Strategies,” on page 7](#)
- ♦ [Part II, “Strategies for Agent Problems,” on page 15](#)
- ♦ [Part III, “Strategies for Message Delivery Problems,” on page 49](#)
- ♦ [Part IV, “Strategies for Administration Problems,” on page 73](#)
- ♦ [Part V, “Strategies for Client Problems,” on page 83](#)

Other sources of troubleshooting assistance include:

- ♦ [Novell Support and Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support)

To search the GroupWise documentation from the Novell Support Web site, click *Advanced Search*, select *Documentation* in the *Search In* drop-down list, select *GroupWise* in the *Products* drop-down list, type the search string, then click *Search*.

- ♦ [GroupWise Support Forums \(http://forums.novell.com/forumdisplay.php?f=356\)](http://forums.novell.com/forumdisplay.php?f=356)
- ♦ [GroupWise Support Community \(http://www.novell.com/support/products/groupwise\)](http://www.novell.com/support/products/groupwise)
- ♦ [GroupWise Cool Solutions \(http://www.novell.com/communities/cool solutions/gwmag\)](http://www.novell.com/communities/cool solutions/gwmag)

Audience

This guide is intended for network administrators who install and administer GroupWise.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comment feature at the bottom of each page of the online documentation.

Additional Documentation

For additional GroupWise documentation, see the following guides at the [GroupWise 2012 Documentation Web site \(http://www.novell.com/documentation/groupwise2012\)](http://www.novell.com/documentation/groupwise2012):

- ♦ *Installation Guide*
- ♦ *Server Migration Guide*
- ♦ *Administration Guide*
- ♦ *Multi-System Administration Guide*
- ♦ *Interoperability Guide*
- ♦ *Troubleshooting Guides*
- ♦ *GroupWise User Frequently Asked Questions (FAQ)*

- ♦ *GroupWise User Guides*
- ♦ *GroupWise User Quick Starts*

General Troubleshooting Strategies

This part of *Troubleshooting 2: Solutions to Common Problems* helps you resolve GroupWise problems that are not related to specific error messages or components of your system. It can also help with problems that have not been resolved by more specific troubleshooting strategies.

- ♦ Chapter 1, “General GroupWise Troubleshooting Strategies,” on page 9
- ♦ Chapter 2, “General Hardware/Network Troubleshooting Strategies,” on page 13

Other sources of assistance include:

- ♦ Novell Support and Knowledgebase (<http://www.novell.com/support>)
- ♦ GroupWise Support Forums (<http://forums.novell.com/forumdisplay.php?f=356>)
- ♦ GroupWise Support Community (<http://www.novell.com/support/products/groupwise>)
- ♦ GroupWise Cool Solutions (<http://www.novell.com/communities/cool solutions/gwmag>)

1 General GroupWise Troubleshooting Strategies

- ♦ [“Checking GroupWise Agent Log Files” on page 9](#)
- ♦ [“Assigning a GroupWise Administrator” on page 9](#)
- ♦ [“Checking IP Addresses and Port Numbers for TCP/IP Links” on page 9](#)
- ♦ [“Recovering and Rebuilding Domain and Post Office Databases” on page 10](#)
- ♦ [“Analyzing and Fixing User and Message Databases” on page 10](#)
- ♦ [“Verifying GroupWise System Information” on page 10](#)
- ♦ [“Understanding Message Flow” on page 11](#)

Checking GroupWise Agent Log Files

Problem: You are experiencing message delivery problems.

Action: Use the POA and MTA log files to help you track message delivery problems. Set the logging level to Verbose so all processing information is displayed. This information can help you determine what the problem is. You should also verify that the information is being logged to disk. See the following sections in the *GroupWise 2012 Administration Guide*.

- ♦ [“Using POA Log Files” in “Post Office Agent”](#)
- ♦ [“Using MTA Log Files” in “Message Transfer Agent”](#)
- ♦ [“Using DVA Log Files” in “Document Viewer Agent”](#)
- ♦ [“Using GWIA Log Files” in “Internet Agent”](#)
- ♦ [“Using WebAccess Application Log Files” in “WebAccess”](#)
- ♦ [“Using Calendar Publishing Host Log Files” in “Calendar Publishing Host”](#)
- ♦ [“Configuring Monitor Agent Log Settings” and “Configuring Monitor Application Log Settings” in “Monitor”](#)

Assigning a GroupWise Administrator

Problem: No one is receiving error messages generated by the MTA and the POA.

Action: Make sure each domain has an administrator who receives error messages generated by the agents. See [“Notifying the Domain Administrator” in “Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

Checking IP Addresses and Port Numbers for TCP/IP Links

Problem: Incorrect IP addresses and port numbers can cause problems for the GroupWise client and agents when TCP/IP connections are used.

Possible Cause: The GroupWise client is set up with the wrong IP address and/or TCP port number.

Action: Make sure the GroupWise client is set up with the correct IP address and port number for the POA in each user's post office. See "[Client](#)" in the *GroupWise 2012 Administration Guide*.

Action: Make sure the GroupWise name server is running so that IP addresses and port numbers can be looked up automatically. See the "[Simplifying Client/Server Access with a GroupWise Name Server](#)" in "[Post Office Agent](#)" in the *GroupWise 2012 Administration Guide*.

Possible Cause: The POA is set up with the wrong IP address and/or TCP port number.

Action: Make sure the POA is set up with the correct IP address and port number. See "[Using Client/Server Access to the Post Office](#)" in "[Post Office Agent](#)" in the *GroupWise 2012 Administration Guide*.

Possible Cause: The MTA is set up with the wrong IP address and/or TCP port number.

Action: Make sure the MTA is set up with the correct IP address and port number. See "[Using TCP/IP Links between Domains](#)" and "[Using TCP/IP Links between a Domain and its Post Offices](#)" in "[Message Transfer Agent](#)" in the *GroupWise 2012 Administration Guide*.

Possible Cause: Multiple programs on the same server are set up with the same TCP port number.

Action: Make sure no duplicate port numbers are in use. See "[GroupWise Port Numbers](#)" in the *GroupWise 2012 Administration Guide*.

Recovering and Rebuilding Domain and Post Office Databases

Problem: Problems with a domain database ([wpdomain.db](#)) or post office database ([wphost.db](#)) can cause access problems for ConsoleOne and the GroupWise client, as well as cause message delivery problems. Database problems can also cause information in your system to be out of sync (for example, a user's information in one post office being different than that user's information in another post office).

Action: See "[Maintaining Domain and Post Office Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Analyzing and Fixing User and Message Databases

Problem: Problems with a user database ([userxxx.db](#)) or a message database ([msgnnn.db](#)) can cause users to lose access to their mailboxes, have incorrectly displayed mailbox information, and have message delivery problems.

Action: See "[Maintaining User/Resource and Message Databases](#)" in "[Databases](#)" and "[GroupWise Check](#)" in "[Stand-Alone Database Maintenance Programs](#)" in the *GroupWise 2012 Administration Guide*.

Verifying GroupWise System Information

Problem: Messages are not being delivered to post offices or domains, or you are receiving excessive undeliverable messages.

Possible Cause: Link configuration problems with your GroupWise system can cause message delivery problems.

- Action: Check links between domains. See [“Understanding Link Configuration”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.
- Action: Check links to post offices. See [“Understanding Link Configuration”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.
- Possible Cause: Incorrect object information can cause message delivery problems.
- Action: Check Domain and Post Office object properties. See the following sections in the *GroupWise 2012 Administration Guide*:
- ♦ [“Editing Domain Properties”](#) in [“Domains”](#)
 - ♦ [“Editing Post Office Properties”](#) in [“Post Offices”](#)
- Action: Check Agent object properties. See the following sections in the *GroupWise 2012 Administration Guide*.
- ♦ [“Configuring the POA in ConsoleOne”](#) in [“Post Office Agent”](#)
 - ♦ [“Configuring the MTA in ConsoleOne”](#) in [“Message Transfer Agent”](#)
 - ♦ [“Configuring Internet Services”](#) in [“Internet Agent”](#)
- Possible Cause: Correct information is not being synchronized throughout your GroupWise system.
- Action: If information is correct in some places but incorrect in others, you can synchronize GroupWise information. See [“Synchronizing Database Information”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Understanding Message Flow

- Problem: You are experiencing message delivery problems.
- Action: Because each component (GroupWise client, POA and MTA) is responsible for a specific area of message flow, knowing where the message flow has been interrupted can help you discover which component is not functioning correctly. See [“Message Flow Diagrams”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

2 General Hardware/Network Troubleshooting Strategies

- ♦ [“Checking Available System Resources” on page 13](#)
- ♦ [“Checking Available Disk Space” on page 13](#)

Checking Available System Resources

Problem: The GroupWise agents cannot perform well when inadequate system resources are available.

Action: Make sure the servers where agents run meet basic system requirements. See [“GroupWise System Requirements”](#) in [“Installing a Basic GroupWise System”](#) in the *GroupWise 2012 Installation Guide*.

Checking Available Disk Space

Problem: When one of the GroupWise programs tries to create or modify a file and there is not enough disk space available to complete the task, you generally receive a disk full error message.

Action: Free up space on the disk.

II Strategies for Agent Problems

This part of *Troubleshooting 2: Solutions to Common Problems* helps you resolve problems with individual agents, the Post Office Agent (POA) or the Message Transfer Agent (MTA), the Internet Agent (GWIA), or the Monitor Agent.

- ♦ Chapter 3, “Post Office Agent Problems,” on page 17
- ♦ Chapter 4, “Message Transfer Agent Problems,” on page 25
- ♦ Chapter 5, “Document Viewer Agent Problems,” on page 31
- ♦ Chapter 6, “Internet Agent Problems,” on page 33
- ♦ Chapter 7, “Monitor Agent Problems,” on page 47

Other sources of assistance include:

- ♦ Novell Support and Knowledgebase (<http://www.novell.com/support>)
- ♦ GroupWise Support Forums (<http://forums.novell.com/forumdisplay.php?f=356>)
- ♦ GroupWise Support Community (<http://www.novell.com/support/products/groupwise>)
- ♦ GroupWise Cool Solutions (<http://www.novell.com/communities/cool solutions/gwmag>)

3 Post Office Agent Problems

For a list of error messages related to the Post Office Agent (POA), see “[Post Office Agent Error Messages](#)” in *GroupWise 2012 Troubleshooting 1: Error Messages*.

Suggested solutions are provided for the following problems:

- ♦ “POA Won’t Start” on page 17
- ♦ “POA Shuts Down Unexpectedly” on page 19
- ♦ “POA Statistics Box Shows Requests Pending” on page 20
- ♦ “POA Statistics Box Shows Users Timed Out” on page 20
- ♦ “POA Statistics Box Shows Undeliverable Users” on page 20
- ♦ “POA Statistics Box Shows Problem Messages” on page 20
- ♦ “POA Redirection List Shows Failed TCP/IP Connection” on page 21
- ♦ “POA Message Transfer Status Box Shows Closed Link” on page 21
- ♦ “POA Starts Unwanted TCP/IP Thread” on page 21
- ♦ “POA Fails to Deliver Messages” on page 22
- ♦ “POA Fails to Respond to MTP Configuration Changes in ConsoleOne” on page 22
- ♦ “POA Fails to Respond to Other Configuration Changes in ConsoleOne” on page 22
- ♦ “POA Fails to Update the Post Office Database Version” on page 23
- ♦ “POA Runs Repeated Recoveries on the Same Database” on page 23
- ♦ “POA Starts in the Wrong Language” on page 24
- ♦ “POA Is Involved with Network Operating System or Hardware Problems” on page 24

POA Won’t Start

Problem: The POA does not start.

Possible Cause: The `--home` switch is missing.

Action: Make sure the `--home` switch provides the correct path to the post office directory where the post office database (`wphost.db`) resides. This switch is required to start the POA and must be provided either in the POA startup file or on the command line when you start the POA.

Possible Cause: The `--home` switch points to an unavailable location.

Action: Make sure the location specified by the `--home` switch is currently available to the POA.

If the post office is located on a different server from where the Windows POA will run, you must create the drive mapping to the post office before starting the POA.

Possible Cause: The server where the post office resides is down.

- Action: Check the status of the server where the post office resides.
- Possible Cause: The POA does not have sufficient rights to the post office directory.
 - Action: Make sure the network rights in the post office are correct. Start the POA using the `--rights` switch to determine the specific problem the POA is encountering and make corrections as needed.
- Possible Cause: The post office database (`wphost.db`) is damaged.
 - Action: If the post office database is available to the POA but cannot be read, it might be damaged. In ConsoleOne, perform database maintenance to correct any problems with the post office database. See “[Maintaining Domain and Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.
- Possible Cause: The POA server has inadequate resources.
 - Action: Make sure the server where you are trying to run the POA has adequate resources to run the POA, especially adequate available memory and the current versions of any required network system files. See “[Agent System Requirements](#)” in “[Installing GroupWise Agents](#)” in the *GroupWise 2012 Installation Guide*.
 - Use your operating system tools to check current server resources.
- Possible Cause: The POA is not installed correctly.
 - Action: Make sure all files required to run the POA are installed. For a list of agent files, see “[Agent Installation Directories](#)” in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.
- Possible Cause: A remote document storage area on a Windows server is unavailable.
 - Action: Make sure the remote server where the document storage area is located is running.
 - Action: Make sure the POA has sufficient rights to log in.
 - Action: Make sure the `/user` and `/password` switches have been provided in the Windows POA startup file.
 - Action: As a temporary workaround, you can start the POA with the `/noconfig` switch, so it can start without trying to access the remote document storage area.
- Possible Cause: Language files are missing.
 - Action: If you are using the `--language` switch to run the POA in a particular language, the corresponding language files must be installed for the POA to run in that language. To determine what language-specific files are required, see “[Agent Installation Directories](#)” in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.
- Possible Cause: A POA is already running on the server.
 - Action: If you have defined multiple POAs for the same post office in ConsoleOne, the `--name` switch is required in each startup file to specify which POA configuration to use when you start each instance of the POA.
- Possible Cause: The POA encounters an error condition.
 - Action: If you receive an error message when trying to start the POA, look it up in “[Post Office Agent Error Messages](#)” in *GroupWise 2012 Troubleshooting 1: Error Messages*.

POA Shuts Down Unexpectedly

Problem: The POA has been running smoothly, but stops unexpectedly.

Action: If the POA server console is still displayed, exit it. If the normal exit procedure does not work, use the system procedure for terminating a program.

Linux: Kill the first POA process. You might need to use `kill -9`.

Window Close the POA window.
S:

Action: After the POA server console is no longer displayed, restart the POA as you normally would. See [“Setting Up the GroupWise Agents”](#) in the *GroupWise 2012 Installation Guide*. If the POA shuts down again, exit it again, reboot the server, then start the POA again.

Action: Set the POA log level to Verbose for troubleshooting. See [“Using POA Log Files”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: Occasionally, a badly damaged message file can cause the POA to shut down.

Action: Check the contents of the POA input queue in the post office. For the location of the POA input queue in the post office, see [“Post Office Directory”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

Move the message files out of the input queue subdirectories, start the POA, then copy the message files back in groups, watching the POA carefully to see if it shuts down on a particular message file. If it does, delete the problem message file so normal processing can resume.

Action: Rename the `post_office/wpcsout/ofs` directory, then start the POA. This creates a new, empty input queue and the POA should run smoothly. Then copy the message files from the 0-7 priority subdirectories of `wpcsout/ofs` back into the correct priority subdirectory so the POA can process them. Copy them in small groups so the damaged message file can be identified and removed.

Possible Cause: Occasionally, a damaged database in the post office can cause the POA to shut down.

Action: In ConsoleOne, perform maintenance to correct any problems with the databases in the post office. See [“Maintaining Domain and Post Office Databases”](#) and [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: Although increasing the number of POA threads from their default settings can, in many cases, improve POA performance, creating too many POA threads can have undesirable results.

Action: For guidance in setting an appropriate number of POA threads, see [“Optimizing the POA”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: Another program on the server is interfering with the operation of the POA.

Action: If the POA continues to be unstable, eliminate other programs running on the server. If the POA is stable when another specific program is not running on the same server with it, a conflict might exist between the two programs.

POA Statistics Box Shows Requests Pending

Problem: GroupWise client users are using TCP/IP links to the post office. At the POA server console, the *Statistics* box shows a large number of pending client/server requests. The POA Web console provides comparable information on the Status page.

Action: Increase the number of POA connections so that more users can be serviced by the POA. See [“Adjusting the Number of Connections for Client/Server Processing”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

POA Statistics Box Shows Users Timed Out

Problem: GroupWise client users are using TCP/IP links to the post office. At the POA server console, the *Statistics* box shows a large number of users timed out. The POA Web console provides comparable information on the Status page.

Action: Having users timed out does not indicate a problem with the POA, but rather an issue with users' actions. Users who have timed out are users for which the POA has closed the connection because the GroupWise client was no longer communicating. Timed out users might not be exiting GroupWise normally or might be having other problems with their workstations. The number of timed-out users might tend to increase on a daily basis during the hour after users leave to go home. This is not a problem.

POA Statistics Box Shows Undeliverable Users

Problem: At the POA server console, the *Statistics* box shows a large number of undeliverable users. The POA Web console provides comparable information on the Status page.

Undeliverable users are counted differently from undeliverable messages. For example, a single message could be addressed to 10 users; perhaps 9 users received the message successfully but 1 user was undeliverable.

Possible Cause: If messages cannot be delivered to a particular user, that user might have a damaged user database (`userxxx.db`).

Action: In ConsoleOne, perform maintenance to correct any problems with the user database so messages can be delivered. See [“Maintaining User/Resource and Message Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Action: Check the POA log file for other reasons why messages cannot be delivered to specific users. See [“Using POA Log Files”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

POA Statistics Box Shows Problem Messages

Problem: At the POA server console, the *Statistics* box shows that problem messages have been encountered. The POA Web console provides comparable information on the Status page.

Action: The problem messages number indicates how many messages could not be processed by the POA. For strategies, see [“Message Is Dropped in the problem Directory in the Post Office”](#) on page 71.

POA Redirection List Shows Failed TCP/IP Connection

- Problem:** At the POA server console, client/server statistics show a failed TCP/IP connection. The POA Web console provides comparable information on the Status page.
- Action:** Under *Client/Server Statistics*, use *Show Redirection List* to list existing POAs and the IP addresses of the computers they are running on.
- Action:** Under *Client/Server Statistics*, use *Check Redirection List* to determine which connections are currently valid.
- Action:** If a connection is listed as failed for a POA, use the `ping` command to see if the server is alive. If the server does not respond to the `ping` command, you must resolve the TCP/IP problem before the POA can use the link successfully.
- Possible Cause:** TCP/IP is not functioning correctly on the POA server.
- Action:** If the POA is running on a Windows server, make sure TCP/IP is correctly installed and set up on the server where the POA is running.
- Possible Cause:** Multiple servers are trying to use the same IP address.
- Action:** Check for conflicting IP addresses between those used by POA servers and those used by other servers. Only one server at a time can use the same IP address.

POA Message Transfer Status Box Shows Closed Link

- Problem:** The POA is configured to communicate with the MTA by way of TCP/IP. However, the link between the POA and the MTA displays as *Closed*.
- Action:** Check the last closure reason. This information can help you determine the source of the problem. Common last closure reasons include:
- [Host refused connection](#)
 - [No peer listening for connection \(B30A\)](#)
 - [Port already in use \(B309\)](#)
 - [TCP/IP connection failure \(8908\)](#)
 - [TCP/IP disconnected \(890F\)](#)
 - [TCP/IP read timeout \(8912\)](#)
- Action:** See also [“POA Fails to Respond to MTP Configuration Changes in ConsoleOne” on page 22.](#)

POA Starts Unwanted TCP/IP Thread

- Problem:** Even though you have started the POA using the `--notcpip` switch or disabled the *Enable TCP/IP* option in the POA Agent Settings page in ConsoleOne, the POA still starts a TCP/IP thread.
- Explanation:** When you select *Client/Server Only* or *Client/Server and Direct* as the access mode for a post office and use the `--notcpip` switch when starting a POA, that POA does not accept incoming client/server connections from GroupWise clients. However, it still starts a single TCP/IP handler thread if TCP/IP is configured on the server. The purpose of this TCP/IP thread is to notify any GroupWise clients connecting to another POA in the post office via TCP/IP they should reread the database because a new message has been delivered by a POA that is not using TCP/IP.

Action: To totally disable TCP/IP processing in a post office, set the access mode for the post office to *Direct Only* and start all POAs servicing that post office with the `--notcpip` switch, or deselect *Enable TCP/IP* in the Agent Settings page in ConsoleOne.

POA Fails to Deliver Messages

Problem: The POA is running, but no messages are being delivered.

Possible Cause: The post office is closed.

Action: From the MTA server console, check the status of the post office from the point of view of the domain. See [“Displaying MTA Status Information”](#) in [“Monitoring the MTA”](#) in the *GroupWise 2012 Administration Guide*.

If the post office is closed, messages are not arriving in the post office. Correct the problem with the MTA. See [“MTA Status Box Shows a Closed Location”](#) on [page 27](#).

The MTA Web console provides comparable information on the Status page.

Possible Cause: Message file processing has been turned off.

Action: Make sure that message file processing for the POA has not been turned off using the `--nomf`, `--nomfhigh`, or `--nomflow` switches.

POA Fails to Respond to MTP Configuration Changes in ConsoleOne

Problem: You change a POA link configuration or network address setting in ConsoleOne, but the POA does not respond to the change. For example, you change from a mapped or UNC link to a TCP/IP link between the POA and the MTA, or you move the POA to a different server and change its IP address. If the configuration change does not replicate successfully to the post office database, the MTA link to the post office becomes closed.

Action: If you do not want to stop and restart the POA to open a closed post office link, change the configuration information back to what it was before you tried to change it. The MTA should then be able to open the post office link again. After communication between the POA and MTA is re-established, make the configuration changes again. Wait for the configuration changes to be replicated to the post office database (`wphost.db`), then start the POA in its new location.

Action: Stop the POA, then start the POA using the `--mtpinipaddr` and `--mtpinport` switches to specify the new IP address and port the POA should use for Message Transfer Protocol (MTP) communication with the MTA. After the link is established and all administrative messages have been processed, you do not need to use these switches again.

Action: Stop the POA. Rebuild the post office database (`wphost.db`) to replicate the configuration changes. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

POA Fails to Respond to Other Configuration Changes in ConsoleOne

Problem: You change a POA configuration setting in ConsoleOne, but the POA does not respond to the change. For example, you change from direct access to client/server mode, or you want to turn off error mail to the administrator.

Action: Synchronize the post office database ([wphost.db](#)) with the domain database ([wpdomain.db](#)). See “[Synchronizing Database Information](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Action: Stop the POA. Rebuild the post office database ([wphost.db](#)) to replicate the configuration changes. See “[Rebuilding Domain or Post Office Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

POA Fails to Update the Post Office Database Version

Problem: You are updating the agent software on a server where both the POA and the MTA are running. The MTA successfully updates the database version for the domain but the POA fails to update the database version for the post office.

Possible Cause: You let the Installation program start both agents automatically. As a result, the POA checked the domain version in the post office database before it had a chance to process the administrative message from the MTA that would update the domain version in the post office database.

Action: Wait until the MTA has updated the domain database. For a large domain database, you might need to wait as much as 20 minutes or more. Verify that the database version has been updated by checking the Domain object’s Identification page in ConsoleOne, then stop and restart the POA to update the post office database. Check the Post Office object’s Identification page in ConsoleOne to verify that the database version has been updated.

Action: If restarting the POA does not update the post office database version:

- 1 Compare the dates on the .dc files ([gwpo.dc](#) and [ngwguard.dc](#)) in the post office directory with the dates on the .dc files in the update source .
- 2 If the dates on the .dc files in the post office are older than the dates on the .dc files in the update source, copy the .dc files from the update source into the post office directory.
- 3 At the POA console, recover the post office database. See “[Recovering the Post Office Database Automatically or Immediately](#)” in “[Post Office Agent](#)” in the *GroupWise 2012 Administration Guide*.
When the recovery process is finished, the database version should be updated.
- 4 View the Post Office object’s Identification page in ConsoleOne to verify that the database version has been updated.

POA Runs Repeated Recoveries on the Same Database

Problem: The POA continually attempts to recover a particular database but never succeeds.

Action: The recovery operation that the POA can perform while the database is in use is not as powerful as a rebuild operation. Rebuild the problem database. See “[Maintaining Domain and Post Office Databases](#)” and “[Maintaining User/Resource and Message Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

Action: If the problem is occurring with a user database and it cannot be rebuilt, re-create the user database. See “[Re-creating a User Database](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*.

POA Starts in the Wrong Language

Problem: You have installed the POA in more than one language and it is starting in a different language than you want.

Action: Start the POA using the `--language` switch to specify the language.

POA Is Involved with Network Operating System or Hardware Problems

Problem: The POA is interacting with the network operating system or hardware in an undesirable way.

Possible Cause: The POA server is overburdened, resulting in [SYN attacks \(http://en.wikipedia.org/wiki/SYN_flood\)](http://en.wikipedia.org/wiki/SYN_flood).

Action: Make sure overall server utilization is not too high. Increase the POA's TCP/IP resources. See "[Adjusting the Number of Connections for Client/Server Processing](#)" in "[Post Office Agent](#)" in the *GroupWise 2012 Administration Guide*.

4 Message Transfer Agent Problems

For a list of error messages related to the Message Transfer Agent (MTA), see “[Message Transfer Agent Error Messages](#)” in *GroupWise 2012 Troubleshooting 1: Error Messages*.

Suggested solutions are provided for the following problems:

- ♦ “[MTA Won’t Start](#)” on page 25
- ♦ “[MTA Shuts Down Unexpectedly](#)” on page 26
- ♦ “[MTA Status Box Shows a Closed Location](#)” on page 27
- ♦ “[MTA Statistics Box Shows Undeliverable Messages](#)” on page 28
- ♦ “[MTA Statistics Box Shows Errors](#)” on page 29
- ♦ “[MTA Configuration Status Isn’t Open](#)” on page 29
- ♦ “[MTA Fails to Update the Domain Database Version](#)” on page 29
- ♦ “[MTA Starts in the Wrong Language](#)” on page 30
- ♦ “[MTA Is Involved with Network Operating System or Hardware Problems](#)” on page 30

MTA Won’t Start

Problem: The MTA does not start.

Possible Cause: The [--home](#) switch is missing.

Action: Make sure the [--home](#) switch provides the correct path to the domain directory where the domain database ([wpdomain.db](#)) resides. This switch is required to start the MTA and must be provided either in the MTA startup file or on the command line when you start the MTA.

Possible Cause: The [--home](#) switch points to an unavailable location.

Action: Make sure the location specified by the [--home](#) switch is currently available to the MTA.

If the domain is located on a different Windows server from where the MTA will run, you must create the drive mapping to the domain and post offices in the domain before starting the MTA.

Possible Cause: The server where the domain resides is down.

Action: Check the status of the server where the domain resides.

Possible Cause: The [--work](#) switch points to an unavailable location. Although not required, the [--work](#) switch is useful to specify a local working directory for the MTA when the domain it services is located on a different server. Using the [--work](#) switch to provide a local working directory on the server where it is installed is highly recommended for MTA performance. If the [--work](#) switch is not used, the working directory is placed in the directory specified by the [--home](#) switch.

Action: Make sure the location of the MTA working directory is available to the MTA.

- Possible Cause: The MTA does not have sufficient rights to the domain directory.
- Action: Make sure the network rights in the domain are correct.
- Possible Cause: The domain database (`wppdomain.db`) is damaged.
- Action: If the domain database (`wppdomain.db`) is available to the MTA but cannot be read, it might be damaged. In ConsoleOne, perform maintenance to correct any problems with the domain database. See [“Maintaining Domain and Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.
- Possible Cause: The MTA server has inadequate resources.
- Action: Make sure the server where you are trying to run the MTA has adequate resources to run the MTA, especially adequate available memory and the current versions of any required network system files. See [“Agent System Requirements”](#) in [“Installing GroupWise Agents”](#) in the *GroupWise 2012 Installation Guide*.
- Possible Cause: The MTA is not installed correctly.
- Action: Make sure all files required to run the MTA are installed. For a complete list, see [“Agent Installation Directories”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.
- Possible Cause: Language-specific files are missing.
- Action: If you are using the `--language` switch to run the MTA in a particular language, the corresponding language files must be installed for the MTA to run in that language. To determine what language-specific files are required, see [“Agent Installation Directories”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.
- Possible Cause: The MTA is encountering a problem with one specific aspect of its functioning.
- Action: MTA switches are available to disable specific MTA functions while allowing other functions to continue normally. For example, the `--noda` switch disables the MTA admin thread. If a specific MTA function is causing the MTA to shut down, you might be able to disable that particular function with a switch. See [“Using MTA Startup Switches”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.
- Possible Cause: The MTA encounters an error condition.
- Action: If you receive an error message when trying to start the MTA, look it up in [“Message Transfer Agent Error Messages”](#) in *GroupWise 2012 Troubleshooting 1: Error Messages*.

MTA Shuts Down Unexpectedly

- Problem: The MTA has been running smoothly, but stops unexpectedly.
- Action: If the MTA server console is still displayed, exit it. If the normal exit procedure does not work, use the system procedure for terminating a program.
- Linux: Kill the first MTA process. You might need to use `kill -9`.
- Window S: Close the MTA window.

- Action: After the MTA server console is no longer displayed, restart the MTA as you normally would. See [“Setting Up the GroupWise Agents”](#) in the *GroupWise 2012 Installation Guide*.
- Action: If the MTA shuts down again, exit it again, reboot the server, then start the MTA again.
- Action: Set the MTA log level to Verbose for troubleshooting. See [“Using MTA Log Files”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.
- Possible Cause: Occasionally, a badly damaged message file can cause the MTA to shut down.
 - Action: Check the contents of the MTA input queues in the domain and post offices. For the locations of the MTA input queues, see [“Message Transfer/Storage Directories”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

Move the message files out of the priority subdirectories of each input queue, start the MTA, then copy the message files back in groups, watching the MTA carefully to see if it shuts down on a particular message file. If it does, delete the problem message file so normal processing can resume.
- Possible Cause: Occasionally, a damaged domain database (`wppdomain.db`) can cause the MTA to shut down.
 - Action: In ConsoleOne, perform maintenance to correct any problems with the domain database. See [“Maintaining Domain and Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.
- Possible Cause: Network connections are unstable.
 - Action: Make sure the connections between the server where the MTA is running and the servers where the domain database (`wppdomain.db`) and post office database (`wpphost.db`) are located are stable. Repeatedly losing connections to servers can cause damage to databases.
- Possible Cause: The MTA is encountering a problem with one specific aspect of its functioning.
 - Action: MTA switches are available to disable specific MTA functions while allowing other functions to continue normally. For example, the `--noada` switch disables the MTA admin thread. If a specific MTA function is causing the MTA to shut down, you might be able to disable that particular function with a switch. See [“Using MTA Startup Switches”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.
- Possible Cause: Another program on the server is interfering with the operation of the MTA.
 - Action: If the MTA continues to be unstable, eliminate other programs running on the server. If the MTA is stable when another specific program is not running on the same server with it, a conflict might exist between the two programs.

MTA Status Box Shows a Closed Location

- Problem: At the MTA server console, the *Status* box shows a closed location. The MTA Web console provides comparable information on the Status page.
- Action: Check for details about why the location is closed. See [“Displaying MTA Status Information”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.
- Action: Check the configuration status for the closed location. See [“MTA Configuration Status Isn’t Open”](#) on page 29.

Action: Check the last closure reason. This information can help you determine the source of the problem. Common last closure reasons include:

[Access denied](#)
[Cannot attach to server or volume](#)
[Cannot create/read/write files/directories](#)
[Cannot move files](#)
[Insufficient disk space](#)
[Insufficient memory](#)
[Insufficient system resources](#)
[Link or transport down](#)
[No path configured](#)
[Undefined link](#)

For more information, see [“Message Transfer Agent Error Messages”](#) in *GroupWise 2012 Troubleshooting 1: Error Messages*.

Action: In *Configuration Status Details*, check the directory paths for mapped and UNC connections or the IP addresses and port numbers for TCP/IP links. Make sure the correct locations are displayed. Make sure the locations exist, and verify that the database (`wpdomain.db` for a domain or `wphost.db` for a post office) is there in the specified location. Do not use eDirectory paths.

Action: If it is a new location that has never been open, verify the links between domains and post offices. See [“Understanding Link Configuration”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*. Make sure mapped and UNC path specifications are in the correct format. Do not use eDirectory full context paths.

Possible Cause: A domain or post office has been moved incorrectly.

Action: When you move a domain or post office to a new location or change its link type, you must make various configuration changes in ConsoleOne. If the domain or post office becomes closed as a result, the reconfiguration changes might not have replicated down to the agent in the reconfigured location before other changes prevented the replication from happening at all. Rebuild the location database (`wpdomain.db` or `wphost.db`). See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*. This ensures that the reconfiguration changes are replicated to the location. Then restart the agent for the location.

Possible Cause: The MTA server has insufficient memory.

Action: Make sure the server where the MTA is running has adequate memory. If the MTA starts running out of memory, it starts shutting down connections. See [“Agent System Requirements”](#) in [“Installing GroupWise Agents”](#) in the *GroupWise 2012 Installation Guide*.

MTA Statistics Box Shows Undeliverable Messages

Problem: At the MTA server console, the *Statistics* box displays a large number of undeliverable messages. The MTA Web console provides comparable information on the Status page.

Action: The number of undeliverable messages indicates how many messages could not be routed by the MTA. For strategies, see [“Message Has Undeliverable Status”](#) on page 67.

MTA Statistics Box Shows Errors

Problem: At the MTA server console, the *Statistics* box shows a large number of message errors have occurred. The MTA Web console provides comparable information on the Status page.

Action: The number of message errors indicates how many messages could not be processed by the MTA. For strategies, see [“Message Is Dropped in the problem Directory” on page 71](#).

MTA Configuration Status Isn't Open

Problem: At the MTA server console, the *Configuration Status* box displays the connection status as something other than *Open*. The MTA Web console provides comparable information on the Status page.

Action: If the configuration status is *Closed*, the MTA cannot access the database in the domain or post office. Make sure the server where the closed location resides is not down. Make sure the MTA can access the server. Verify the UNC path or drive mapping to the closed location.

Action: If the connection status is *Suspended*, resume the MTA. See [“Suspending/Resuming MTA Processing for a Location”](#) in [“Message Transfer Agent”](#) in the [GroupWise 2012 Administration Guide](#).

Action: If the connection status is *Open Pending*, post offices in the domain are in the process of opening and the MTA is clearing its holding queues. After this is accomplished, the MTA begins processing current messages and the status changes to *Open*. No action is necessary.

MTA Fails to Update the Domain Database Version

Problem: You are updating the MTA software in a secondary domain and the MTA fails to update the database version for the domain. You might see conflicting database version information depending on whether you are connected to the secondary domain or the primary domain.

Possible Cause: You installed and started the MTA for the secondary domain before the MTA for the primary domain had finished updating the primary domain database.

Action: Wait until the MTA for the primary domain has finished updating the primary domain database. For a large domain database, you might need to wait as much as 20 minutes or more. Verify that the primary domain database version has been updated by checking the Domain object's Identification page in ConsoleOne. Then stop and restart the MTA for the secondary domain to update the secondary domain database.

Action: If restarting the MTA for the secondary domain does not update the domain database version:

- 1 Compare the dates on the `.dc` files (`gwdom.dc` and `gwpo.dc`) in the secondary domain directory with the dates on the `.dc` files in the update source.
- 2 If the dates on the `.dc` files in the secondary domain are older than the dates on the `.dc` files in the update source, copy the `.dc` files from the update source into the domain directory.

- 3 At the MTA server console or Web console, recover the domain database. See [“Recovering the Domain Database Automatically or Immediately”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

When the recovery process is finished, the database version should be updated.

- 4 In ConsoleOne, connect to the secondary domain, then check the Domain object’s Identification page to verify that the database version has been updated.
- 5 Connect to the primary domain database, then check the Identification page for the primary domain to verify that the database version information matches in both domain databases.

Action: If recovering the secondary domain database does not update the version, then connect to the primary domain and rebuild the secondary domain database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: There are one or more closed links between the secondary domain and the primary domain that are preventing the administrative messages from flowing between the domains to accomplish the database version update.

Action: Check the links between the domains and open any closed links. See [“MTA Configuration Status Isn’t Open”](#) on page 29. After all links are open, recover the secondary domain database. See [“Recovering the Domain Database Automatically or Immediately”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

MTA Starts in the Wrong Language

Problem: You have installed the MTA in more than one language and it is starting in a different language than you want.

Action: Start the MTA using the [--language](#) switch to specify the language.

MTA Is Involved with Network Operating System or Hardware Problems

Problem: The MTA is interacting with the network operating system or hardware in an undesirable way.

Possible Cause: The MTA server is overburdened, resulting in [SYN attacks](#) (http://en.wikipedia.org/wiki/SYN_flood).

Action: Make sure overall server utilization is not too high. Increase the MTA’s tolerance for slow connections. See [“Adjusting the MTA Wait Intervals for Slow TCP/IP Connections”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

5 Document Viewer Agent Problems

Suggested solutions are provided for the following problems:

- ♦ [“DVA Won’t Start” on page 31](#)
- ♦ [“DVA Shuts Down Unexpectedly” on page 31](#)
- ♦ [“Documents Not Being Converted” on page 32](#)

DVA Won’t Start

Problem: The DVA does not start.

Possible Cause: The `--home` switch is missing.

Action: Make sure the `--home` switch provides the correct path to the DVA working directory. This switch is required to start the DVA and must be provided in the DVA startup file.

Possible Cause: The `--home` switch points to an unavailable location.

Action: Make sure the location specified by the `--home` switch is currently available to the DVA.

If the working directory is located on a different Windows server from where the DVA will run, you must create the drive mapping to the working directory before starting the MTA.

Possible Cause: The server where the working directory resides is down.

Action: Check the status of the server where the working directory resides.

Possible Cause: The DVA does not have sufficient rights to the working directory.

Action: Make sure the network rights in the working directory are correct.

Problem: On Windows, the DVA is configured as a Windows service, and it fails to restart automatically when the Windows server restarts.

Action: If you configured the DVA service to run as the Local System account on the Windows server, make sure that the `--home` switch is specified using a mapped drive format to the `c:` drive, and not a UNC path to the server.

DVA Shuts Down Unexpectedly

Problem: The DVA has been running smoothly, but stops unexpectedly.

Action: Make sure that the DVA is completely stopped. Use the system procedure for terminating a program.

Linux: Check for DVA processes that are still running. If necessary, kill the first DVA process. You might need to use `kill -9`. Make sure that all DVA processes have stopped.

Windows: If the DVA server console is still displayed, close the DVA window.

Action: After the DVA is completely stopped, restart the DVA as you normally would. See “[Setting Up the GroupWise Agents](#)” in the *GroupWise 2012 Installation Guide*.

Action: If the DVA shuts down again, exit it again, reboot the server, then start the DVA again.

Action: Set the DVA log level to Verbose for troubleshooting. See “[Using DVA Log Files](#)” in “[Document Viewer Agent](#)” in the *GroupWise 2012 Administration Guide*.

Action: Contact [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support) for assistance. Have a current log file available. If the DVA is running on Linux, look for a core file in the DVA home directory.

Documents Not Being Converted

Problem: WebAccess users notice that attached documents are not viewable in their Web browsers. Windows client users notice that attached documents are not being indexed.

Action: Make sure that the DVA is running. See “[Using the DVA Web Console](#)” in “[Document Viewer Agent](#)” in the *GroupWise 2012 Administration Guide*.

Action: Restart the DVA.

Action: Configure the DVA to be more fault tolerant. See “[Scaling Your DVA Installation](#)” in “[Document Viewer Agent](#)” in the *GroupWise 2012 Administration Guide*.

6 Internet Agent Problems

Suggested solutions are provided for the following problems:

- ♦ [“No Relay Host Connectivity from the Target Server” on page 33](#)
- ♦ [“No Internet Connectivity from the Target Server” on page 34](#)
- ♦ [“Target Server Could Not Perform DNS Resolution” on page 36](#)
- ♦ [“Target Server Not Configured for TCP/IP” on page 37](#)
- ♦ [“Invalid or Unspecified Internet Hostname for Target Server” on page 37](#)
- ♦ [“Unverified Hostname for Target Server” on page 38](#)
- ♦ [“Specify a Postmaster for RFC Compliance” on page 39](#)
- ♦ [“Log Files” on page 39](#)
- ♦ [“SMTP Statistics” on page 39](#)
- ♦ [“Internet Agent Not Sending Messages” on page 40](#)
- ♦ [“Internet Agent Not Receiving Messages” on page 41](#)
- ♦ [“Internet Agent Locking Up” on page 41](#)
- ♦ [“Internet Agent Cannot Access the Domain” on page 42](#)
- ♦ [“Internet Agent Doesn’t Send Outgoing Mail” on page 42](#)
- ♦ [“Internet Agent Fails to Respond to Configuration Changes Made in ConsoleOne” on page 42](#)
- ♦ [“Administrator Wants to Prevent Certain Types of Messages from Passing through the Internet Agent” on page 43](#)
- ♦ [“POP3 Client Users Can’t Send Internet Mail through the Internet Agent” on page 43](#)
- ♦ [“POP3 Client Users Can’t Access the GroupWise Address Book through the LDAP Services of the Internet Agent” on page 43](#)
- ♦ [“Extended Characters in User Names Prevent Delivery through the Internet Agent” on page 44](#)
- ♦ [“Messages Sent Out through the Internet Agent Don’t Wrap When Displayed by Recipients” on page 44](#)
- ♦ [“The Internet Agent Cannot Communicate with the Message Transfer Agent \(MTA\)” on page 44](#)
- ♦ [“The Internet Agent Displays a 450 MX Record Lookup Failure” on page 45](#)
- ♦ [“The Internet Agent Experiences a Problem with Rules Causing Looping” on page 45](#)

No Relay Host Connectivity from the Target Server

Problem: During installation, the Internet Agent Installation program was not able to contact a mail process on the specified relay host. You can fix the problem after the GWIA has been installed.

Possible Cause: The server where you installed the GWIA cannot communicate with the relay host because the default router is not properly configured.

Action: On a Linux server:

(Steps might vary, depending on your version of Linux.)

- 1 In Yast, click *Network Devices > Network Card*.
- 2 Click *Next* to use the default network setup method.
- 3 Select the network card, then click *Edit*.
- 4 On the *Address* tab, click *Routing*.
- 5 In the *Default Gateway* field, specify the IP address of the default router on your network.
- 6 Click *OK*, click *Next*, then click *Finish*.

Action: On a Windows server:

(Steps might vary, depending on your version of Windows.)

- 1 Click *Start > Control Panel > View network status and tasks > Local Area Connection*.
- 2 In the Local Area Connection dialog box, click *Properties* to display the Local Area Connection Properties dialog box.
- 3 In the list on the *Networking* tab, select *Internet Protocol*, then click *Properties* to display the Internet Protocol (TCP/IP) Properties dialog box.
- 4 In the *Default gateways* box, specify the IP address of the default router on your network.
- 5 Click *OK*.
- 6 Restart the server to put the new default gateway information into effect.

Refer to your Windows documentation for more information about configuring TCP/IP on Windows.

Possible Cause: There is no SMTP mail service listening at the IP address of the relay host.

Action: Start the mail service on the relay host.

Action: Specify a different relay host.

No Internet Connectivity from the Target Server

Problem: During installation, the Internet Agent Installation program was not able to connect to the Internet. You can fix the problem after the GWIA has been installed.

Possible Cause: The server where you installed the GWIA is not yet correctly configured for TCP/IP.

Action: On a Linux server:

(Steps might vary, depending on your version of Linux.)

- 1 In Yast, click *Network Devices > Network Card*.
- 2 Click *Next* to use the default network setup method.
- 3 Select the network card, then click *Edit*.

- 4 On the *Address* tab, specify the IP address subnet mask, hostname, name server, and routing information.
- 5 Make changes as needed to correct the TCP/IP configuration for the server, click *Next*, then click *Finish*.

Action: On a Windows server:

(Steps might vary, depending on your version of Windows.)

- 1 Click *Start > Control Panel > View network status and tasks > Local Area Connection*.
- 2 In the Local Area Connection dialog box, click *Properties* to display the Local Area Connection Properties dialog box.
- 3 In the list on the *Networking* tab, select *Internet Protocol*, then click *Properties* to display the Internet Protocol (TCP/IP) Properties dialog box.
- 4 Check the TCP/IP configuration information for accuracy.
- 5 Click *OK* to save any changes you have made.
- 6 Restart the server.

Refer to your Windows documentation for more information about configuring TCP/IP on Windows.

Possible Cause: The server where you installed the GWIA cannot communicate with the Internet because the default router is not properly configured.

Action: On a Linux server:

(Steps might vary, depending on your version of Linux.)

- 1 In Yast, click *Network Devices > Network Card*.
- 2 Click *Next* to use the default network setup method.
- 3 Select the network card, then click *Edit*.
- 4 On the *Address* tab, click *Routing*.
- 5 In the *Default Gateway* field, specify the IP address of the default router on your network.
- 6 Click *OK*, click *Next*, then click *Finish*.

Action: On a Windows server:

(Steps might vary, depending on your version of Windows.)

- 1 Click *Start > Control Panel > View network status and tasks > Local Area Connection*.
- 2 In the Local Area Connection dialog box, click *Properties* to display the Local Area Connection Properties dialog box.
- 3 In the list on the *Networking* tab, select *Internet Protocol*, then click *Properties* to display the Internet Protocol (TCP/IP) Properties dialog box.
- 4 In the *Default gateways* box, specify the IP address of the default router on your network.
- 5 Click *OK*.
- 6 Restart the server to put the new default gateway information into effect.

Refer to your Windows documentation for more information about setting up a default router on Windows.

Possible Cause: A firewall is blocking SMTP traffic.

Action: Configure the firewall to allow outbound messages to pass if the source IP address is the IP address of the server where you installed the GWIA. Also configure the firewall to allow inbound messages to pass if the destination IP address is the IP address of the server where you installed the GWIA. In both cases, the required port number is 25. See [“Opening Ports for GroupWise Agents and Applications”](#) in [“GroupWise Port Numbers”](#) in the *GroupWise 2012 Administration Guide*.

Action: As needed, configure the firewall to accept the following additional types of traffic: POP3 (port 110), IMAP4 (port 143), or LDAP (port 389).

Possible Cause: You are using a dial-up connection to the Internet and it is not configured to dial on demand.

Action: Refer to the documentation accompanying the dial-up router or contact the router software vendor.

Target Server Could Not Perform DNS Resolution

Problem: During installation, the Internet Agent Installation program determined that the server where you installed the GWIA cannot resolve DNS (Domain Name Service) hostnames. You can fix the problem after the GWIA has been installed.

Possible Cause: The server where you installed the GWIA is not yet configured for DNS.

Action: On a Linux server:

(Steps might vary, depending on your version of Linux.)

- 1 In Yast, click *Network Devices > Network Card*.
- 2 Click *Next* to use the default network setup method.
- 3 Select the network card, then click *Edit*.
- 4 On the *Address* tab, click *Hostname and Name Server*.
- 5 In the *Name Servers and Domain Search List* box, specify the IP address for one to three name servers on your network.
- 6 Click *OK*, click *Next*, then click *Finish*.

Action: On a Windows server:

(Steps might vary, depending on your version of Windows.)

- 1 Click the *Start > Control Panel > View network status and tasks > Local Area Connection*.
- 2 In the Local Area Connection dialog box, click *Properties* to display the Local Area Connection Properties dialog box.
- 3 In the list on the *Networking* tab, select *Internet Protocol*, then click *Properties* to display the Internet Protocol (TCP/IP) Properties dialog box.
- 4 Click *Advanced* to display the Advanced TCP/IP Settings dialog box.
- 5 Click the *DNS* tab, then make sure the IP address of at least one DNS name server is listed in the *DNS Server Addresses* list.
- 6 Click *OK* to save any changes you have made.
- 7 Restart the server.

Refer to your Windows documentation for more information about setting up DNS on Windows.

Possible Cause: The DNS server is down or otherwise unavailable.

Action: Contact the administrator of the DNS server to resolve the issue.

Action: Configure the server where you are installing the GWIA to use a different DNS server.

Target Server Not Configured for TCP/IP

Problem: During installation, the Internet Agent Installation program determined that the server where you installed the GWIA is not correctly configured for TCP/IP. You can fix the problem after the GWIA has been installed.

Action: On a Linux server:

(Steps might vary, depending on your version of Linux.)

- 1 In Yast, click *Network Devices > Network Card*.
- 2 Click *Next* to use the default network setup method.
- 3 Select the network card, then click *Edit*.
- 4 On the *Address* tab, specify the IP address subnet mask, hostname, name server, and routing information.
- 5 Make changes as needed to correct the TCP/IP configuration for the server, click *Next*, then click *Finish*.

Action: On a Windows server:

(Steps might vary, depending on your version of Windows.)

- 1 Click *Start > Control Panel > View network status and tasks > Local Area Connection*.
- 2 In the Local Area Connection dialog box, click *Properties* to display the Local Area Connection Properties dialog box.
- 3 In the list on the *Networking* tab, select *Internet Protocol*, then click *Properties* to display the Internet Protocol (TCP/IP) Properties dialog box.
- 4 Check the TCP/IP configuration information for accuracy.
- 5 Click *OK* to save any changes you have made.
- 6 Restart the server.

Refer to your Windows documentation for more information about configuring TCP/IP on Windows.

Invalid or Unspecified Internet Hostname for Target Server

Problem: During installation, you did not specify a valid Internet hostname for the GWIA to use when resolving Internet addresses. You can fix the problem after the GWIA has been installed.

Possible Cause: The Internet hostname is not yet stored in eDirectory.

Action: In ConsoleOne, browse to and right-click the GWIA object, then click *Properties*. Click *GroupWise > Identification*. In the *Foreign ID* field, provide the Internet hostname of your company (for example, *Novell.com*).

Possible Cause: The hostname you provided has not been registered and published by your ISP.

Action: Contact your ISP to find out when your hostname will be published. Make sure that your ISP has associated the correct IP address with your hostname. Verify the contents of the MX and A records for your hostname.

Possible Cause: Your hostname has been published for less than 24 hours and your DNS server is still using cached information.

Action: Wait a day and try again.

Possible Cause: Inbound mail is routed through a relay host.

Action: You can ignore this warning if the relay host is configured to forward messages to the server where the GWIA is installed.

Action: If the relay host uses aliasing to forward messages to the server where the GWIA is installed, you must configure the GWIA to handle the alias. In ConsoleOne, browse to and right-click the GWIA object, then click *Properties*. Click *GroupWise > Identification*. In the *Foreign ID* field, provide the alias along with the Internet hostname of your company. Separate the hostnames with a space.

Unverified Hostname for Target Server

Problem: During installation, the Internet Agent Installation program determined that the server where you installed the GWIA does not have a valid hostname. You can fix the problem after the GWIA has been installed.

Action: On a Linux server:

(Steps might vary, depending on your version of Linux.)

- 1 In Yast, click *Network Devices > Network Card*.
- 2 Click *Next* to use the default network setup method.
- 3 Select the network card, then click *Edit*.
- 4 On the *Address* tab, click *Hostname and Name Server*.
- 5 In the *Hostname* field, specify the correct hostname.
- 6 Click *OK*, click *Next*, then click *Finish*.

Action: On a Windows server:

(Steps might vary, depending on your version of Windows.)

- 1 Click *Start > Control Panel > System and Security > See the name of this computer*.
- 2 Under *Computer name, domain, and workgroup settings*, check the computer name.
- 3 Click *Change settings > Change* to correct the computer name.
- 4 Click *OK*.

Refer to your Windows documentation for more information about setting up DNS on Windows.

Specify a Postmaster for RFC Compliance

Problem: During installation, you did not specify a postmaster for the GWIA to send error notifications to. You can fix the problem after you have finished installing the GWIA.

Action: Follow the instructions in “[Assigning a Postmaster](#)” in “[Installing the GroupWise Internet Agent](#)” in the *GroupWise 2012 Installation Guide*.

Log Files

Explanation: The GWIA log file is a useful tool for diagnosing problems. It records Internet access activity and provides a variety of configuration, message flow, and productivity information. The GWIA log file contains the same information that scrolls in the message log portion of the of the GWIA server console. The GWIA log file can also be accessed from the GWIA Web console.

Action: You can adjust the amount of information a log file records using the Log Settings page in ConsoleOne, the log switches, or the menu in the GWIA server console. For more information, see “[Using GWIA Log Files](#)” in “[Internet Agent](#)” in the *GroupWise 2012 Administration Guide*.

SMTP Statistics

Explanation: The Statistics screen, which is accessed from the GWIA server console, lists numbers of error and informational messages. Most of these messages are informational only. The GWIA Web console provides comparable information on the Status page.

Action: Use the statistics to help you resolve GWIA problems.

Messages Sent/Messages Received: These fields display the number of messages the GWIA has sent and received.

Send Threads/Receive Threads: These fields display the number of currently active send and receive threads the GWIA is using to process outgoing and incoming messages. If the number of send or receive threads currently in use is consistently close to the total number allocated, you might want to increase the total number of send or receive threads.

Send Thr Avail/Receive Thr Avail: These fields display the number of available send and receive threads of the total number allocated.

MX Lookup Errs: This field displays the number of times the GWIA queries the Domain Name Server (DNS) for the address of the destination host and receives a SERVER FAIL code message back from the DNS. These messages are deferred and automatically re-queued according to the retry schedule.

Unless the number of MX Lookup Errors is very significant, do not be concerned by these messages. If the number of messages is very significant, you might want to check the DNS to make sure the tables are not corrupted. If you’re using a remote DNS, you might consider setting up a local DNS server. It could also mean that your file server TCP/IP is not correctly configured.

Unknown Hosts: This field displays the number of times the GWIA attempted to do a lookup on a destination host and the hostname did not exist in either the DNS records or in the host table. The GWIA sends back a non-deliverable message to the sender for each Unknown Host message.

TCP/IP Read Errs/ TCP/IP Write Errs: These fields display the number of TCP/IP read or write errors indicating some communication problem occurred. This is a temporary error. These messages are deferred and automatically re-queued according to the retry schedule. Unless the number of TCP/IP read or write errors is very significant, do not be concerned by these messages. If the number of messages is very significant, you might want to contact your Internet service provider to check for anything that could hinder communication, such as network problems or line noise. You might also want to adjust the timeout switches, particularly the `--te` and `--tr` switches.

Hosts Down: This field displays the number of times the GWIA tried to open a connection with the destination host and received a connection refused status. This is a temporary error. These messages are deferred and automatically re-queued according to the Retry Schedule.

The statistics count the number of times a code or SMTP reply, such as Host Down, comes back to the GWIA. It does not keep track of the mail messages causing these replies. If, for example, a message is deferred and re-queued for four days during the Retry Schedule, each attempt the program makes to send the message results in another SMTP reply or error code.

Retry Schedule: If an Internet host is down or the connection is not made on the Internet, the GWIA defers the message and re-queues it according to the retry schedule. The GWIA program places the message in the `/wpgate/gwia/defer` directory for 20 minutes. Then it transfers the file to the `send` directory for another attempt at sending to the Internet. The GWIA makes this attempt three times in one hour and then every four hours for four days. After the four days, if the Internet host remains down, an undeliverable status is sent back to the sender.

Internet Agent Not Sending Messages

- Problem:** Messages are not returned to the user's Sent Items folder as undeliverable, and the recipients are not receiving the messages.
- Action:** Make sure the GWIA is running and is correctly configured in ConsoleOne.
- Action:** Make sure the MTA is running.
- Action:** Make sure the GWIA can access the GroupWise domain directory or the MTA for the domain.
- Action:** Make sure the program is properly configured. Check the startup file to verify that the `--dhome` switch is pointing to the GWIA directory.
- Action:** Check the statistics from the GWIA server console or Web console. If any of the fields, such as *TCP/IP Read or Write Errors* or *MX Lookup Errors*, have a very significant number, you might want to contact your Internet service provider. See ["SMTP Statistics" on page 39](#) for more information.
- Action:** Check the log file for error messages. You might want to set the log level to *Diag* and resend problem messages. See ["Internet Agent Error Messages"](#) in [GroupWise 2012 Troubleshooting 1: Error Messages](#) for more information.
- Action:** Make sure the `resolv.cfg` file is set up correctly. See ["Internet Connectivity Requirements"](#) in ["Installing the GroupWise Internet Agent"](#) in the [GroupWise 2012 Installation Guide](#).

Internet Agent Not Receiving Messages

Problem: The GWIA is not receiving messages from the Internet.

Action: Make sure the GWIA directory has sufficient network rights.

Action: Make sure the GWIA can access the GroupWise domain database or the MTA for the domain.

Action: For a direct link, make sure the GWIA has rights to the domain directory and that the GWIA can access all its subdirectories.

Action: Make sure the GWIA is properly configured. Check the startup file to verify that the `--dhome` switch is pointing to the GWIA directory.

Action: Check if you can ping the GWIA server from another Internet server.

Action: Send a test message from a UNIX Internet computer using the `sendmail -v` option. The `-v` option shows all the SMTP reply codes for the message. For example, use the following syntax:

```
echo test | /usr/lib/sendmail -v user@internet_domain
```

Internet Agent Locking Up

Problem: The GWIA locks up or hangs.

Possible Cause: Bad message file

Possible Cause: Bad configuration file in the `000.prc` directory

Possible Cause: Bad domain record

Possible Cause: Bad domain user record

Possible Cause: Software incompatibility

Possible Cause: Hardware failure

Action: Check the dates of the executables and make sure you are using the most current software and patches. Apply the latest versions for the GWIA as well as for the TCP/IP kernel. Make sure you meet the minimum version and system requirements for the operating system, as listed in [“Internet Agent System Requirements”](#) in [“Installing the GroupWise Internet Agent”](#) in the *GroupWise 2012 Installation Guide*.

Action: Check for bad message files. Move all files currently in any queues in the `send`, `receive`, `defer`, `result`, `wpcsin`, `wpcout`, or `000.prc/gwork` directories and let the GWIA run idle without processing any messages. If the GWIA can run idle without locking, a bad message is probably causing it to lock.

Start copying the files back to the appropriate directory queues starting with the newest file to the oldest. This approach assumes the oldest file caused the lock and allows the GWIA to process the messages that got backed up before dealing with the bad file. Delete the bad file when you find it. Because the file is encrypted, there is no way to determine who sent the message.

Action: Check for a bad configuration file. One of the setup files in the `000.prc` directory might be damaged and therefore causing problems. Before removing or changing anything, back up your directories. Be sure to back up any files you want in the `000.prc` directory such as the log and accounting files. Remove all the files in the `000.prc` and restart the GWIA.

- Action: Remove directories and have the MTA and the GWIA re-create new ones. Be sure to back up the whole GWIA directory and all subdirectories before deleting anything. Shut down the GWIA and the MTA. Remove the [send, receive, defer, result, wpcsin, wpcout, 000.prc](#) directories. Restart the MTA first to re-create the wpcsin and wpcout directories, then restart the GWIA to re-create the other directories (empty). This approach is often effective for solving locking problems, although it is not very effective for isolating and determining what is causing the problem.
- Action: If the GWIA continues to lock after removing and re-creating the directories, you might want to rebuild the domain database for the domain where the GWIA is installed in case there are database structural problems. If it's a primary domain database, you must rebuild the database from itself. If it's a secondary domain database, you can rebuild it from the primary domain database or rebuild it from itself. See "[Rebuilding Domain or Post Office Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.
- Action: Run the GWIA on a different server that is already set up and running well (without problems with requestors, network interface cards, and so on). If the GWIA runs well with the same configuration on a different server, then the hardware is probably causing problems.

Internet Agent Cannot Access the Domain

- Problem: The GWIA cannot access its input and output queues in the domain.
- Explanation: When the domain is located on a remote Windows server, the GWIA must be started with the /user and /password switches so it can log in to the remote server.
- Action: Make sure these switches have been specified in the GWIA .cfg file.
- Action: Make sure the user has sufficient rights to access the [/domain/wpgate/gwia](#) directory.
- Action: Make sure the password is correct and current.

Internet Agent Doesn't Send Outgoing Mail

- Problem: The GWIA seems to receive and process messages, but never sends them.
- Action: If you are using an external domain to simplify addressing for your users, make sure the external domain type is set to Non-GroupWise Domain, not External Domain. In ConsoleOne, in the GroupWise View, delete the external domain, then create a non-GroupWise domain.

Internet Agent Fails to Respond to Configuration Changes Made in ConsoleOne

- Problem: You change a GWIA access control setting in ConsoleOne, but the GWIA does not respond to the change.
- Action: Exit, then restart the GWIA so it rereads its access control database (gwac.db).

Administrator Wants to Prevent Certain Types of Messages from Passing through the Internet Agent

Problem: Message flow through the GWIA is being hindered because large numbers of undesirable types of messages are passing through.

Explanation: You want to prevent messages larger than a specified size from coming into the GroupWise system through the GWIA.

Action: In ConsoleOne, browse to and select the domain where the GWIA is installed. Right-click the GWIA object, then click *Properties > Access Control*. Select *Default Class of Service*, then click *Edit*.

To restrict the size of incoming messages, click *SMTP Incoming*, select *Allow Incoming Messages*, select *Prevent Messages Larger than X Kbytes*, specify the maximum message size in kilobytes, then click *OK*.

To restrict the size of outgoing messages, click *SMTP Outgoing*, select *Allow Outgoing Messages*, select *Prevent Messages Larger than X Kbytes*, specify the maximum message size in kilobytes, then click *OK*.

Explanation: By default, the GWIA downloads only 100 messages at a time. You want to increase or decrease this number.

Action: In ConsoleOne, browse to and select the Domain object where the GWIA is installed. Right-click the GWIA object, then click *Properties > Access Control*. Select *Default Class of Service*, then click *Edit*. Click *POP3*, modify the setting in the *Maximum Number of Messages to Download* field as needed (valid settings range from 1 to 1000), then click *OK*.

POP3 Client Users Can't Send Internet Mail through the Internet Agent

Problem: Users of POP3 mail clients are unable to send mail through the GWIA.

Possible Cause: Allow Message Relaying has been turned off.

Action: Make sure Allow Message Relaying is turned on. In ConsoleOne, browse to and select the Domain object where the GWIA is installed. Right-click the GWIA object, then click *Properties*. Click *Access Control > SMTP Relay*, select *Allow Message Relaying*, then click *OK*.

POP3 Client Users Can't Access the GroupWise Address Book through the LDAP Services of the Internet Agent

Problem: POP3 client users cannot look up addresses using the LDAP directory services created in their browser.

Possible Cause: The GWIA does not have access to a post office to retrieve information from the GroupWise Address Book by accessing a post office database ([wphost.db](#)).

Action: In ConsoleOne, browse to and select the Domain object where the GWIA is installed. Right-click the GWIA object, then click *Properties*. Click *Access Control > LDAP Public*, then make sure a valid post office has been specified. Make sure the post office access mode includes direct access. Make sure that message file processing has not been turned off. See "[Adjusting the Number of POA Threads for Message File Processing](#)" in "[Post Office Agent](#)" in the *GroupWise 2012 Administration Guide*.

Extended Characters in User Names Prevent Delivery through the Internet Agent

Problem: Messages arriving from the Internet through the GWIA addressed to recipients who have extended characters in their user names are undeliverable.

Explanation: User names are part of message header files. According to RFC822 and RFC1521 standards, text in header fields must be composed of printable ASCII characters.

Action: As a workaround, create a nickname for affected users without the extended characters. See [“Creating a Nickname for a User”](#) in [“Users”](#) in the *GroupWise 2012 Administration Guide*.

Messages Sent Out through the Internet Agent Don't Wrap When Displayed by Recipients

Problem: Recipients of GroupWise messages sent across the Internet through the GWIA complain that the messages do not wrap correctly when viewed in their email client software.

Action: Enable line wrapping in the recipient's email software.

Action: To specify how you want lines to wrap when displayed by the recipient, browse to and select the Domain object where the GWIA is installed. Right-click the GWIA object, then click *Properties*. Click *SMTP/MIME Settings > Message Formatting*, specify a setting for *Line Wrap Length for Message Text on Outbound Mail*, then click OK.

You can also specify the line wrap setting using the `--wrap` switch in the GWIA startup file (`gwia.cfg`).

The line wrap setting affects only RFC822-formatted messages, not MIME messages.

The Internet Agent Cannot Communicate with the Message Transfer Agent (MTA)

Problem: The GWIA is not receiving messages to send out across the Internet.

Explanation: The MTA distributes messages between post offices, gateways, and domains. A MTA is required in each domain. If the MTA is offline, outgoing messages are queued in the MTA directories. When the MTA is brought online, all queued messages are routed.

Action: Make sure the MTA is running and transferring messages. See [“Monitoring the MTA”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

Action: Make sure the MTA is correctly configured in ConsoleOne. See [“Configuring the MTA”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

Action: Check the MTA server console, Web console, or the MTA log files. These sources provide a detailed record of MTA operations. See [“Using the MTA Server Console”](#), [“Using the MTA Web Console”](#), and [“Using MTA Log Files”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

Action: Check the *Status* portion of the MTA server console to find out whether the domain, post office, or gateway is closed. See [“MTA Status Box Shows a Closed Location”](#) on page 27.

Action: Make sure you can send messages between post offices. See [“Message Does Not Arrive between Post Offices”](#) on page 51.

The Internet Agent Displays a 450 MX Record Lookup Failure

Problem: The GWIA has requested a lookup from the Domain Name Server (DNS) and did not get a response.

Action: Check the `resolv.cfg` file for correct configuration.

The `resolv.cfg` file should be in the following format:

```
domain your_domain_name
nameserver ip_address
nameserver ip_address
nameserver ip_address
```

The domain name is first, followed by up to three nameserver IP addresses. The following is a sample `resolv.cfg` file:

```
domain sgunix.org
nameserver 172.16.5.18
```

Possible Cause: The IP address to your DNS has changed.

Action: Update the `resolv.cfg` file.

Possible Cause: TCP/IP is configured incorrectly.

Possible Cause: There is a problem with your network interface card.

Possible Cause: There is a problem with your network cabling.

Possible Cause: The DNS server is down.

Possible Cause: IP filtering has been added to the routers so the GWIA cannot see the DNS server.

Action: Ping the name server IP address to see if it is reachable from the gateway station.

Action: Ping the LAN segment router IP address.

Possible Cause: Outbound ports are disabled. TCP/IP can use port 1024 through 2099 or some other range of outbound ports for sending.

Action: Check with your Internet service provider for the outbound ports it uses.

The Internet Agent Experiences a Problem with Rules Causing Looping

Problem: An infinite message loop can occur when a user has turned on a rule automatically replying to messages. If a message is then sent to another user who has an automatic reply rule, or to a list server, an infinite loop can occur.

Explanation: GroupWise has built-in counters to prevent most infinite loops, primarily those occurring within the GroupWise system. The following safeguards have been implemented by the GWIA to prevent the looping of messages that go through the gateway:

- ♦ Messages generated by a rule now have the *From* address changed to `POSTMASTER@foreign_name`.
- ♦ A *Reply To* field has been added with the real user address so most mailers will reply to the user, but list servers that reply to the *From* address will reply to the postmaster instead.

- ♦ An *Errors To* field has been added with the POSTMASTER foreign name address. With this field, undeliverable messages won't be sent to a mailbox that has a rule associated with it.
- ♦ If a message is sent to a user that is defined on a foreign domain or gateway, the *Reply To* field will contain the postmaster's actual resolved address. This allows the postmaster message to get to a postmaster who might not be on the GroupWise system.

Action: The infinite loop protection built into GroupWise might not work for some messages going through the gateway to Internet list servers. Such infinite loops must be resolved on a case-by-case basis.

7 Monitor Agent Problems

A suggested solution is provided for the following problem:

- ♦ [“Monitor Agent Won’t Start” on page 47](#)

Monitor Agent Won’t Start

Problem: The Monitor Agent does not start.

Possible Cause: The `--home` switch is missing.

Action: Make sure the `--home` switch provides the correct path to the domain directory where the domain database (`wppdomain.db`) resides. See [“Using Monitor Agent Startup Switches”](#) in [“Monitor”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The server where the domain resides is down.

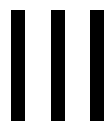
Action: Check the status of the server where the domain resides.

Possible Cause: The domain database (`wppdomain.db`) is damaged.

Action: If the domain database (`wppdomain.db`) is available to the Monitor Agent but cannot be read, it might be damaged. In ConsoleOne, perform maintenance to correct any problems with the domain database. See [“Maintaining Domain and Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The Monitor Agent encounters an error condition.

Action: If you receive an error message when trying to start the Monitor Agent, look it up in [“Monitor Agent and Application Error Messages”](#) in *GroupWise 2012 Troubleshooting 1: Error Messages*.



Strategies for Message Delivery Problems

This part of *Troubleshooting 2: Solutions to Common Problems* helps you resolve problems with how the agents are interacting to deliver messages throughout your GroupWise system and covers the following situations:

- ♦ Chapter 8, “Message Does Not Arrive,” on page 51
- ♦ Chapter 9, “Message Delivery Is Slow,” on page 63
- ♦ Chapter 10, “Message Has Undeliverable Status,” on page 67
- ♦ Chapter 11, “Message Is Dropped in the problem Directory,” on page 71

Other sources of assistance include:

- ♦ Novell Support and Knowledgebase (<http://www.novell.com/support>)
- ♦ GroupWise Support Forums (<http://forums.novell.com/forumdisplay.php?f=356>)
- ♦ GroupWise Support Community (<http://www.novell.com/support/products/groupwise>)
- ♦ GroupWise Cool Solutions (<http://www.novell.com/communities/cool solutions/gwmag>)

8 Message Does Not Arrive

Suggested solutions are provided for the following problems:

- ♦ [“Message Does Not Arrive in the Local Post Office”](#) on page 51
- ♦ [“Message Does Not Arrive between Post Offices”](#) on page 51
- ♦ [“Message Does Not Arrive between Domains”](#) on page 55
- ♦ [“Message Does Not Arrive Across the Internet”](#) on page 60

Message Does Not Arrive in the Local Post Office

Problem: A message from user A is not being delivered to user B in the same post office. This scenario would most likely occur when GroupWise users connect to the post office using direct access mode. Direct access for clients is not recommended for GroupWise 2012.

Action: Do not use direct access for clients in GroupWise 2012.

Message Does Not Arrive between Post Offices

Problem: A message from a user in Post Office A is not being delivered to a user in Post Office B in the same domain.

Action: Review the stages of message flow between post offices. See [“Message Delivery to a Different Post Office”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

Action: Answer the following question:

Can other users in Post Office A send messages to other users in Post Office B?

Yes See [“Problem with an Individual User in Either Post Office”](#) on page 51.

No See [“Problem between Post Offices for Multiple Users”](#) on page 53.

Don't Know See [“Problem between Post Offices for Multiple Users”](#) on page 53.

Problem with an Individual User in Either Post Office

- 1 Stop the MTA for the domain.
- 2 Have the user in Post Office A send a low priority test message to a recipient in Post Office B. (It's a good idea to test message flow using a low priority message because the low priority message queue is typically empty.)
- 3 Check the [post_office/wpcsin/6](#) directory in the sender's post office.

Has a new message file appeared in the *post_office/wpcsin/6* directory?

No The GroupWise client was unable to create the message file. The user might not have sufficient rights to the directory if using direct access mode. Correct the problem, then repeat the test.

Yes The sender can successfully send messages. Continue below.

- 4 Stop the POA for Post Office B.
- 5 Restart the MTA in the domain. Observe the MTA server console or Web console for any sign of problems.
- 6 Check the *post_office/wpcout/ofs/6* directory in Post Office B.

Has a new message file appeared in the *post_office/wpcout/ofs/6* directory?

No See [“Problem between Post Offices for Multiple Users” on page 53](#).

Yes The message transferred successfully between post offices. Continue below.

- 7 Restart the POA for Post Office B. Observe the POA server console or Web console for any sign of problems.
- 8 Recheck the *post_office/wpcout/ofs/6* directory in Post Office B.

Has the message file disappeared from the *post_office/wpcout/ofs/6* directory?

No The POA was unable to pick up the message. Correct the problem, then repeat the test.

Yes The POA has successfully picked up the message. Continue below.

- 9 Check the recipient’s mailbox.

Does the new message appear in the recipient’s mailbox?

Yes The POA has successfully delivered the message this time. Repeat the test with a different user.

No The POA was unable to deliver the message. Continue below.

- 10 Check the ownership of the recipient’s user database (*userxxx.db*).

Does the ownership of the user database match the recipient’s network login ID?

No Reset the ownership on the *userxxx.db* file, then repeat the test.

Yes Continue below.

- 11 Check the ownership of the message database (*msgnnn.db*) in the recipient’s post office that corresponds to the message database assigned to the sender in the sender’s post office.

Is the ownership of the message database correct?

No Reset the ownership on the `msgnnn.db`, then repeat the test.

Yes Continue below.

- 12 In ConsoleOne, perform maintenance to correct any problems with the databases. See “[Maintaining User/Resource and Message Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*. Then repeat the test.
- 13 (Conditional) If the message flow problem has not been resolved by following the above troubleshooting steps, seek assistance from [Novell Support](http://www.novell.com/support) (<http://www.novell.com/support>).

Problem between Post Offices for Multiple Users

- 1 Stop the MTA for the domain.
- 2 Have the user in Post Office A send a low priority test message. (It’s a good idea to test message flow using a low priority message because the low priority message queue is typically empty.)
- 3 Check the `post_office/wpcsin/6` directory in Post Office A.

Has a new message file appeared in the `post_office/wpcsin/6` directory?

No See “[Problem with an Individual User in Either Post Office](#)” on page 51.

Yes The sender can successfully send messages. Continue below.

- 4 Stop the POA for Post Office B.
- 5 Restart the MTA for the domain. Observe the MTA server console or Web console for any sign of problems.
- 6 Check the `post_office/wpcsout/ofs/6` directory in Post Office B.

Has a new message file appeared in the `post_office/wpcsout/ofs/6` directory?

No See “[Problem with Access to Post Office B](#)” on page 54.

Yes The MTA has successfully transferred the file to the POA in the recipient’s post office. Continue below.

- 7 Restart the POA for Post Office B. Observe the POA server console or Web console for any sign of problems.

- 8 Recheck the `post_office/wpcsout/ofs/6` directory in Post Office B.

Has the message file disappeared from the `post_office/wpcsout/ofs/6` directory?

- No** The message transferred successfully between post offices, but the POA in Post Office B is unable to pick up the file. See [Step 8](#) in “[Problem with an Individual User in Either Post Office](#)” on page 51.
- Yes** The message transferred successfully between post offices, and the POA in Post Office B has picked up the file. If the message still does not arrive in the recipient’s mailbox, see [Step 9](#) through [Step 13](#) in “[Problem with an Individual User in Either Post Office](#)” on page 51.
-

Problem with Access to Post Office B

- 1 Start ConsoleOne with read/write rights to the post office.
- 2 Double-click the eDirectory container where the domain is located, then select the Domain object.
- 3 Click *Tools > GroupWise Utilities > Link Configuration*.
- 4 Check the link from the domain to Post Office B.

Does the link from the domain to the post office specify the correct IP address, UNC path, or mapped path to the post office directory for the recipient’s post office?

- No** Correct the information. Restart the MTA. Observe the MTA server console or Web console for any sign of problems. Repeat the test.
- Yes** The link to recipient’s post office is correct. Continue below.
-

- 5 (Conditional) If you are using client/server access to Post Office B, check the IP address and port displayed in the *Network Address* box of the POA Identification page.

Are the IP address and TCP port number for the POA correct?

- No** Correct the information. Restart the POA in Post Office B. Observe the POA server console or Web console for any sign of problems. Repeat the test.
- Yes** The IP address and port for the POA are correct. Continue below.
-

- 6 Check rights for the MTA to write files into the `post_office/wpcsout/ofs/6` directory in Post Office B.

Are the network rights in the post office correct?

- No** Reset the rights in the post office, and repeat the test.
- Yes** Continue below.
-

- 7 Check for available disk space in the `post_office/wpcsout/ofs/6` directory in Post Office B.

Is there adequate disk space available in the post office?

No Remove unnecessary files from the server to free up disk space, then repeat the test.

Yes Continue below.

- 8** (Conditional) If these troubleshooting steps have not enabled the MTA to write the file into the `post_office/wpcsout/ofs/6` directory in the recipient's post office, seek assistance from [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

Message Does Not Arrive between Domains

Problem: A message from a user in Domain A is not being delivered to a user in Domain B.

Action: Review the stages of message flow between domains. See “[Message Delivery to a Different Domain](#)” in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

Action: Answer the question below:

Can other users in Domain A send messages to other users in Domain B?

Yes See “[Problem with an Individual User in Either Domain](#)” on page 55.

No See “[Problem between Domains for Multiple Users](#)” on page 57.

Don't Know See “[Problem between Domains for Multiple Users](#)” on page 57.

Problem with an Individual User in Either Domain

- 1 Stop the MTA for Domain A.
- 2 Have the user in Domain A send a low priority test message to a recipient in Domain B. (It's a good idea to test message flow using a low priority message because the low priority message queue is typically empty.)
- 3 Check the `post_office/wpcsin/6` directory in the sender's post office.

Has a new message file appeared in the `post_office/wpcsin/6` directory?

No The GroupWise client was unable to create the message files. The user might not have sufficient rights to the directory. Correct the problem, then repeat the test.

Yes The sender can successfully send messages. Continue below.

- 4 Stop the POA for the recipient's post office in Domain B.
- 5 Start the MTA for Domain A. Observe the MTA server console or Web console for any sign of problems.
- 6 Check the `domain/wpcsin/6` directory in Domain B.

Has a new message file appeared in the `domain/wpcsin/6` directory?

No The message is not transferring between domains. See [“Problem between Domains for Multiple Users” on page 57](#).

Yes The message transferred successfully between domains. Continue below.

- 7 Restart the POA for the recipient’s post office in Domain B. Observe the POA server console or Web console for any sign of problems.
- 8 Recheck the `post_office/wpcout/ofs/6` directory in the recipient’s post office in Domain B.

Has the message file disappeared from the `post_office/wpcout/ofs/6` directory?

No The POA was unable to pick up the message. Correct the problem, then repeat the test.

Yes The POA has successfully picked up the message. Continue below.

- 9 Check the recipient’s mailbox.

Does the new message appear in the recipient’s mailbox?

Yes The POA has successfully delivered the message this time. Repeat the test with a different user.

No The POA was unable to deliver the message. Continue below.

- 10 Check the ownership of the recipient’s user database (`userxxx.db`).

Does the ownership of the user database match the recipient’s network login ID?

No Reset the ownership on the user database, then repeat the test.

Yes Continue below.

- 11 Check the ownership of the message database (`msgnnn.db`) in the recipient’s post office that corresponds to the message database assigned to the sender in the sender’s post office.

Is the ownership of the message database correct?

No Reset the ownership on the message database, then repeat the test.

Yes Continue below.

- 12 In ConsoleOne, perform maintenance to correct any problems with the databases. See “[Maintaining User/Resource and Message Databases](#)” in “[Databases](#)” in the *GroupWise 2012 Administration Guide*. Then repeat the test.
- 13 (Conditional) If the message flow problem has not been resolved by following the above troubleshooting steps, seek assistance from [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

Problem between Domains for Multiple Users

- 1 Stop the MTA for Domain A.
- 2 Have the user in Domain A send a low priority test message. (It’s a good idea to test message flow using a low priority message because the low priority message queue is typically empty.)
- 3 Check the [post_office/wpcsin/6](#) directory in the sender’s post office.

Has a new message file appeared in the [post_office/wpcsin/6](#) directory?

No See “[Problem with an Individual User in Either Domain](#)” on page 55.

Yes The sender can successfully send messages. Continue below.

- 4 Stop the POA and the MTA for Domain B.
- 5 Restart the MTA for Domain A. Observe the MTA server console or Web console for any sign of problems.
- 6 Check the [domain/wpcsin/6](#) directory in Domain B.

Has a new message file appeared in the [domain/wpcsin/6](#) directory?

No See “[Problem with Access to Domain B](#)” on page 58.

Yes The file has successfully transferred to Domain B. Continue below.

- 7 Restart the MTA for Domain B. Observe the MTA server console or Web console for any sign of problems.
- 8 Check the [post_office/wpcout/ofs/6](#) directory in the recipient’s post office.

Has a new message file appeared in the [post_office/wpcout/ofs/6](#)?

No See “[Problem with Access to the Post Office in Domain B](#)” on page 59.

Yes The MTA has successfully transferred the file to the POA in the recipient’s post office. Continue below.

- 9 Restart the POA for the recipient’s post office in Domain B. Observe the POA server console or Web console for any sign of problems.

- 10 Recheck the `post_office/wpcout/ofs/6` directory in the recipient's post office.

Has the message file disappeared from the `post_office/wpcout/ofs/6` directory?

- No** The message transferred successfully between domains and into the recipient's post office, but the POA in the recipient's post office is unable to pick up the file. See [Step 8](#) in "[Problem with an Individual User in Either Domain](#)" on page 55.
- Yes** The message transferred successfully between domains and into the recipient's post office, and the POA in the recipient's post office has picked up the file. If the message still does not arrive in the recipient's mailbox, see [Step 8](#) through [Step 13](#) in "[Problem with an Individual User in Either Domain](#)" on page 55.
-

Problem with Access to Domain B

- 1 Start ConsoleOne with read/write rights to the domain.
- 2 Double-click the eDirectory container where Domain A is located, then select Domain A.
- 3 Click *Tools > GroupWise Utilities > Link Configuration*.
- 4 Check the link from Domain A to Domain B.

Does the link from Domain A specify the correct IP address, UNC path, or mapped path to the domain directory for Domain B?

- No** Correct the information. Restart the MTA in Domain A. Observe the MTA server console or Web console for any sign of problems. Repeat the test.
- Yes** The link to Domain B is correct. Continue below.
-

- 5 (Conditional) If you are using TCP/IP links between domains, check the IP address and port displayed in the *Network Address* box of the MTA Identification page. See "[Using TCP/IP Links between Domains](#)" in "[Message Transfer Agent](#)" in the *GroupWise 2012 Administration Guide*.

Are the IP address and TCP port number for the MTA correct?

- No** Correct the information. Restart the MTA. Observe the MTA server console or Web console for any sign of problems. Repeat the test.
- Yes** The IP address and port for MTA are correct. Continue below.
-

- 6 (Conditional) If you are using mapped or UNC links, check rights for the Domain A MTA to write files into the `domain/wpcsin/6` directory in Domain B.

Are the network rights in the domain correct?

- No** Reset the rights in Domain B, and repeat the test.
- Yes** Continue below.
-

- 7 Check for available disk space in the *domain/wpcsin/6* directory in Domain B.

Is there adequate disk space available in the domain?

- No** Remove unnecessary files from the server to free up disk space, then repeat the test.
- Yes** Continue below.
-

- 8 (Conditional) If these troubleshooting steps have not enabled the Domain A MTA to write the file into the *domain/wpcsin/6* directory in Domain B, seek assistance from [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

Problem with Access to the Post Office in Domain B

- 1 Start ConsoleOne with read/write rights to the post office.
- 2 Double-click the eDirectory container where Domain B is located, then select Domain B.
- 3 Click *Tools > GroupWise Utilities > Link Configuration*.
- 4 Check the link from Domain B to the recipient's post office.

Does the link from the domain to the post office specify the correct IP address, UNC path, or mapped path to the post office directory for the recipient's post office?

- No** Correct the information. Restart the MTA in Domain B. Observe the MTA server console or Web console for any sign of problems. Repeat the test.
- Yes** The link to recipient's post office is correct. Continue below.
-

- 5 (Conditional) If you are using a TCP/IP link to the post office, check the IP address displayed in the *Network Address* box of the POA Identification page.

Is the IP address and TCP port number for the POA correct?

- No** Correct the information. Restart the POA. Observe the POA server console or Web console for any sign of problems. Repeat the test.
- Yes** The IP address and TCP port number for the POA are correct. Continue below.
-

- 6 (Conditional) If you are using a mapped or UNC link to the post office, check rights for the Domain B MTA to write files into the [post_office/wpcout/ofs/6](#) directory in the post office.

Are the network rights for the post office correct?

- No** Reset the rights in the post office, and repeat the test.
- Yes** Continue below.
-

- 7 Check for available disk space in the *post_office/wpcout/ofs/6* directory in the recipient's post office.

Is there adequate disk space available in the post office?

No Remove unnecessary files from the server to free up disk space, then repeat the test.

Yes Continue below.

- 8 (Conditional) If these troubleshooting steps have not enabled the Domain B MTA to write the file into the `post_office/wpcout/ofs/6` directory in the recipient's post office, seek assistance from [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

Message Does Not Arrive Across the Internet

Problem: A message is not successfully delivered between a GroupWise user and an email user somewhere on the Internet.

Action: Review the stages of message flow performed by the Internet to send and receive messages across the Internet. See “[Message Delivery to and from the Internet](#)” in “[Message Flow Diagrams](#)” in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

Action: The most useful procedure to find the source of a problem when a message is not being sent across the Internet is to break the GroupWise send process into steps and verify that the message arrives at each destination before the next piece receives and delivers it.

If a message has Pending status in the sender's Sent Items folder, the message is somewhere in the GroupWise system.

A message has Pending status in the sender's Sent Items folder until it is converted and queued to the SMTP service. The message has Transferred status after the GWIA queues the message to the SMTP service. If the GWIA is unsuccessful in sending the message and gets a temporary error (for example, Host Down), it attempts to send the message according to the Retry Schedule. During this time, the message has Pending status in the sender's Sent Items folder. If the GWIA is ultimately unsuccessful in sending the message, the sender receives an undeliverable status.

The following steps provide general guidelines for checking the message at each point in the GroupWise system:

- 1 Stop the GWIA and the MTA. Send a message from GroupWise, then look in the `post_office_a/wpcsin/0-7` directory for a file where the client transfers the message. If the file exists, verify the time and date stamp of the file and continue with [Step 2](#). If the file does not exist, the client did not transfer the file into the `wpcsin/0-7` directory. Verify the address of the message and send another message to someone else on the Internet.
- 2 If the file does exist in the `post_office_a/wpcsin/0-7` directory, then start the MTA. The MTA polls the `wpcsin/0-7` directory and places the message in the `wpgate/gwia/wpcout/gwixxxx/0-7` directory. (*gwixxxx* is a random directory name generated from information from ConsoleOne.) If the file exists, continue to [Step 3](#).

If the file does not exist in the `wpcsout/gwixxxx/0-7` directory, then the MTA is not processing the files. See “[Message Transfer Agent Problems](#)” on [page 25](#). After the MTA is working correctly, return to [Step 1](#).

- 3 After the file is in the `gwixxxx/0-7` directory, start the GWIA. The file should transfer to the `gwia/send` directory. If the file exists in the `send` directory, continue to [Step 4](#).

If the file does not exist in the `send` directory, then the error is written to the log file. Look at the log file in the `wpgate/gwia/000.prc` directory. Files sent from GroupWise that have been corrupted are transferred to the `wpcsout/problem` directory. Change the log level to Diag, then repeat [Step 1](#) through [Step 3](#).

- 4 After the file is delivered to the `send` directory, exit the GWIA.

While the GWIA is delivering a message, it builds a file in the `gwia/result` directory. As soon as it delivers the entire message, check the `result` directory.

If the file does not exist in the `result` directory, then the GWIA is not working. Check the `--dhome` and `--home` switches to ensure that they are pointing to the correct directories.

If the file does exist in the `result` directory, check the TCP configuration or read the file and notice the last part of the message that was sent. You should have a file that contains several lines of comments preceded by 250 (OK reply).

- 5 (Conditional) If an Internet host is down or the connection is not made on the Internet, start the GWIA to place the message in the `gwia/defer` directory for 20 minutes. The GWIA transfers the file to the `send` directory for another attempt at sending to the Internet. The GWIA defers and re-queues the message according to the Retry Schedule. The GWIA makes this attempt three times in one hour and then every four hours for four days. After the four days, if the Internet host remains down, an undeliverable status is sent back to the sender.
- 6 (Conditional) If the file in the `result` directory does not indicate an error, start the GWIA again and see if SMTP sends a message back to the sender's post office. In the client Sent Items folder, check the message properties for the message status. At this point, an undeliverable status indicates an incorrect Internet address.
- 7 Messages sent from GroupWise with a Delayed Delivery status do not go to the `send` directory. Instead they reside in the `wpgate/gwia/gwhold` directory until the date the message should be sent.
- 8 (Conditional) If an Internet user receives an undeliverable message because of an incorrect address to a Groupwise user, a copy of the message from the Internet resides in the `wpgate/gwia/gwprob` directory.

9 Message Delivery Is Slow

Select the configuration where message flow is slow:

- ♦ [“Message Delivery Is Slow in the Local Post Office”](#) on page 63
- ♦ [“Message Delivery Is Slow between Post Offices”](#) on page 63
- ♦ [“Message Delivery Is Slow between Domains”](#) on page 64

Message Delivery Is Slow in the Local Post Office

Problem: Message delivery between GroupWise users in the same post office is slower than desired.

Action: Review the stages of message flow within the local post office. See [“Message Delivery in the Local Post Office”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

Possible Cause: The POA has been installed on a server with insufficient system resources.

Action: Check the utilization and memory on the server where the POA is running to see if other programs are taking more resources than usual. If the POA has fewer resources than usual, it can take longer to deliver messages. Make sure the server still meets the system requirements for running the POA. See [“Agent System Requirements”](#) in [“Installing GroupWise Agents”](#) in the *GroupWise 2012 Installation Guide*.

Possible Cause: The POA is not configured optimally.

Action: Go to the server where the POA is running. Check the POA server console or Web console to see how busy the POA is. If the POA is very busy, it can take longer to deliver messages. If the POA needs to handle the current load on a permanent basis, see [“Optimizing the POA”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Action: TCP/IP links between the GroupWise client and the post office can be faster than mapped drive connections. If you are currently using mapped drive connections and have TCP/IP available, you could change the configuration of the client and POA to use TCP/IP links instead. See [“Using Client/Server Access to the Post Office”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Message Delivery Is Slow between Post Offices

Problem: Message delivery between GroupWise users in different post offices in the same domain is slower than desired.

Action: Review the stages of message flow between post offices. See [“Message Delivery to a Different Post Office”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

- Action: If message delivery between users in the same post office is also slower than desired, see [“Message Delivery Is Slow in the Local Post Office” on page 63](#). Resolve problems in local post offices first before troubleshooting problems between post offices.
- Possible Cause: The MTA has been installed on a server with insufficient system resources.
- Action: Check the utilization and memory on the server where the MTA is running to see if other programs are taking more resources than usual. If the MTA has fewer resources than usual, it can take longer to deliver messages between post offices. Make sure the server still meets the system requirements for running the MTA. See [“Agent System Requirements”](#) in [“Installing GroupWise Agents”](#) in the [GroupWise 2012 Installation Guide](#).
- Possible Cause: The MTA is not configured optimally.
- Action: Go to the server where the MTA is running. Check the MTA server console or Web console to see how busy the MTA is. If the MTA is very busy, it can take longer to deliver messages between post offices. If the MTA needs to handle the current load on a permanent basis, see [“Optimizing the MTA”](#) in [“Message Transfer Agent”](#) in the [GroupWise 2012 Administration Guide](#).
- Possible Cause: The network itself is busy.
- Action: Check network traffic between the servers where the POA and MTA are running. Heavy network traffic can slow down the transfer of GroupWise messages between post offices.
- Possible Cause: If the MTA has received a large number of administrative messages, user messages might be delayed because administrative messages are of higher priority.
- Action: Check the MTA log file to see what types of messages the MTA is currently processing. See [“Using MTA Log Files”](#) in [“Message Transfer Agent”](#) in the [GroupWise 2012 Administration Guide](#). After high priority administrative messages are processed, user messages are processed.

Message Delivery Is Slow between Domains

- Explanation: Message delivery between GroupWise users in different domains is slower than desired.
- Action: Review the stages of message flow between domains. See [“Message Delivery to a Different Domain”](#) in [GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure](#).
- Action: If message delivery between users in the same post office is also slower than desired, see [“Message Delivery Is Slow in the Local Post Office” on page 63](#). Resolve problems in local post offices first before troubleshooting problems between post offices or domains.
- Action: If message delivery between users in different post offices in the same domain is also slower than desired, see [“Message Delivery Is Slow between Post Offices” on page 63](#). Resolve problems between post offices before troubleshooting problems between domains.
- Possible Cause: The MTA has been installed on a server with insufficient system resources.
- Action: Check the utilization and memory on the server where the MTA is running to see if other programs are taking more resources than usual. If the MTA has fewer resources than usual, it can take longer to deliver messages between domains.

Make sure the server still meets the system requirements for running the MTA. See "[Agent System Requirements](#)" in "[Installing GroupWise Agents](#)" in the *GroupWise 2012 Installation Guide*.

Possible Cause: The MTA is not configured optimally.

Action: Go to the server where the MTA is running. Check the MTA server console or Web console to see how busy the MTA is. If the MTA is very busy, it can take longer to deliver messages between domains. If the MTA needs to handle the current load on a permanent basis, see "[Optimizing the MTA](#)" in "[Message Transfer Agent](#)" in the *GroupWise 2012 Administration Guide*.

Possible Cause: The network itself is busy.

Action: Check network traffic between the servers where the POA and MTA are running. Heavy network traffic can slow down the transfer of GroupWise messages between domains. Also check general network configuration, looking for slow links, congested hubs, and busy subnets that lie along the route GroupWise messages must take between domains.

Possible Cause: Links between domains are not configured optimally.

Action: Check the number of hops the message must travel between domains. You can view this information for a message in the mailbox of a user who has problems with slow message delivery. If messages are being routed through a large number of domains, use the Link Configuration Tool in ConsoleOne to design a more efficient route for messages between domains. See "[Understanding Link Configuration](#)" in "[Domains](#)" in the *GroupWise 2012 Administration Guide*.

10 Message Has Undeliverable Status

Select the configuration where undeliverable messages are occurring:

- ♦ [“Message Has Undeliverable Status in the Local Post Office” on page 67](#)
- ♦ [“Message Has Undeliverable Status between Post Offices” on page 67](#)
- ♦ [“Message Has Undeliverable Status between Domains” on page 68](#)

Message Has Undeliverable Status in the Local Post Office

Problem: A user sends a message to another user in the same post office, and the message comes back with a status of Undeliverable.

Explanation: A status of Undeliverable indicates the user to whom the message is addressed does not exist in the post office.

Possible Cause: The sender manually typed the recipient’s address, rather than selecting it in the GroupWise Address Book, and typed it incorrectly.

Action: Have the sender select the recipient in the GroupWise Address Book so the address is provided automatically, then resend the message.

Possible Cause: If the sender is selecting a group, rather than an individual recipient, from the GroupWise Address Book, the group could be out of date if the recipient’s user ID has changed.

Action: Re-create the group by selecting each individual user from the Address Book to make sure current user IDs are included in the group.

Possible Cause: If the recipient is a new user, the sender might have sent the message before the recipient was actually created in the post office.

Action: Verify the existence of the user in the post office before the sender tries to send the message again.

Possible Cause: The recipient’s mailbox might be damaged so the message cannot be delivered.

Action: In ConsoleOne, perform maintenance to correct any problems with the recipient’s mailbox. See [“Maintaining User/Resource and Message Databases”](#) in *“Databases”* in the [GroupWise 2012 Administration Guide](#).

Message Has Undeliverable Status between Post Offices

Problem: A user sends a message to a recipient in a different post office, and the message comes back with a status of Undeliverable.

Explanation: A status of Undeliverable indicates either that the user to whom the message is addressed does not exist in the post office, or that the post office does not exist in the domain.

Possible Cause: The sender manually typed the recipient’s address, rather than selecting it in the GroupWise Address Book, and typed it incorrectly.

- Action: Have the sender select the recipient in the GroupWise Address Book so the address is provided automatically, then resend the message.
- Possible Cause: If the sender is selecting a group from the GroupWise Address Book, rather than an individual recipient, the group could be out of date if the recipient's user ID or post office has changed.
- Action: Re-create the group by selecting each individual user from the Address Book to make sure current user IDs and post offices are included in the group.
- Possible Cause: If the recipient is a new user, the sender might have sent the message before the recipient was actually created in the post office.
- Action: Verify the existence of the user in the post office before the sender tries to send the message again.
- Possible Cause: The recipient's mailbox might be damaged so the message cannot be delivered.
- Action: In ConsoleOne, perform maintenance to correct any problems with the recipient's mailbox. See "[Maintaining User/Resource and Message Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Message Has Undeliverable Status between Domains

- Problem: A user sends a message to a recipient in a different domain, and the message comes back with a status of Undeliverable.
- Explanation: A status of Undeliverable indicates that the user to whom the message is addressed does not exist in the post office; that the post office does not exist in the domain; or that the domain does not exist in the GroupWise system.
- Possible Cause: If the sender is selecting a group from the GroupWise Address Book, rather than an individual recipient, the group could be out of date if the recipient's user ID or post office has changed.
- Action: Re-create the group by selecting each individual user from the Address Book to make sure that current user IDs and post offices are included in the group.
- Possible Cause: If the recipient is a new user, the sender might have sent the message before the recipient was actually created in the post office.
- Action: Verify the existence of the user in the post office before the sender tries to send the message again.
- Possible Cause: The recipient's mailbox might be damaged so the message cannot be delivered.
- Action: In ConsoleOne, perform maintenance to correct any problems with the recipient's mailbox. See "[Maintaining User/Resource and Message Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.
- Possible Cause: If the sender is selecting a group from the GroupWise Address Book, rather than an individual recipient, the group could be out of date if the recipient's user ID, post office, or domain has changed.
- Action: Re-create the group by selecting each individual user from the Address Book to make sure current user IDs, post offices, and domains are included in the group.
- Possible Cause: The sender is mailing to a user in an external GroupWise system and has an incorrect address.
- Action: Have the sender verify the address with the recipient, then send the message again.

- Possible Cause: If the recipient is a new user, the sender might have sent the message before the recipient was actually created in the post office.
- Action: Verify the existence of the user in the post office before the sender tries to send the message again.
- Possible Cause: The recipient's mailbox might be damaged so the message cannot be delivered.
- Action: In ConsoleOne, perform maintenance to correct any problems with the recipient's mailbox. See "[Maintaining User/Resource and Message Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.
- Possible Cause: Links between domains and post offices are not set up correctly.
- Action: Check the link configuration in ConsoleOne to make sure links between domains and post offices are set up correctly. See "[Understanding Link Configuration](#)" in "[Domains](#)" in the *GroupWise 2012 Administration Guide*.

11 Message Is Dropped in the problem Directory

Select the location of the problem directory:

- ♦ “Message Is Dropped in the problem Directory in the Post Office” on page 71
- ♦ “Message Is Dropped in the problem Directory in the Domain” on page 71

Message Is Dropped in the problem Directory in the Post Office

Problem: In the *Statistics* box of an agent server console or on the Status page of an agent Web console, you notice that some problem messages or message errors have been encountered.

Explanation: Problem messages are message files that cannot be processed by the agents for a variety of reasons. Each file has an extension that indicates which agent (POA or MTA) placed the file in the `post_office/wpcsout/problem` directory.

Action: If GroupWise is currently set up to mail problem messages to the GroupWise administrator, check the mailbox of the GroupWise administrator for messages with problem message files attached. Follow the instructions in the message for handling the problem files.

Action: Sometimes a problem file can be handled successfully if it is requeued. Place the file into the proper priority 0 subdirectory, as indicated by the extension on the message file. Placing it in the 0 subdirectory gives it high priority for reprocessing. If conditions have changed on the network, the message might be able to be processed.

If the message still cannot be processed after being requeued, it has been damaged in some way that makes it unreadable. This should happen very rarely.

Action: If your GroupWise system reports a large number of problem messages, you should determine what is causing the damage. Seek assistance from [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

Message Is Dropped in the problem Directory in the Domain

Problem: In the *Statistics* box of an agent server console or on the Status page of an agent Web console, you notice that some problem messages or message errors have been encountered.

Explanation: Problem messages are message files that cannot be processed by the agents for a variety of reasons. Therefore, they are placed in the `domain/wpcsout/problem` directory.

Action: If GroupWise is currently set up to mail problem messages to the GroupWise administrator, check the mailbox of the GroupWise administrator for messages with problem message files attached. Follow the instructions in the message for handling the problem files.

Possible Cause: Files placed in the problem directory in the domain have been damaged in some way that makes them unreadable.

Action: None. This should happen very rarely.

Action: If your GroupWise system reports a large number of problem messages, you should determine what is causing the damage. Seek assistance from [Novell Support](http://www.novell.com/support) (<http://www.novell.com/support>).

IV Strategies for Administration Problems

This part of *Troubleshooting 2: Solutions to Common Problems* helps you resolve problems running the GroupWise Administrator snap-in to ConsoleOne and problems managing GroupWise Document Management Services (DMS).

- ♦ [Chapter 12, “GroupWise Administrator Snap-In to ConsoleOne Problems,” on page 75](#)
- ♦ [Chapter 13, “Document Management Services Problems,” on page 79](#)

Other sources of assistance include:

- ♦ [Novell Support and Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support)
- ♦ [GroupWise Support Forums \(http://forums.novell.com/forumdisplay.php?&f=356\)](http://forums.novell.com/forumdisplay.php?&f=356)
- ♦ [GroupWise Support Community \(http://www.novell.com/support/products/groupwise\)](http://www.novell.com/support/products/groupwise)
- ♦ [GroupWise Cool Solutions \(http://www.novell.com/communities/cool solutions/gwmag\)](http://www.novell.com/communities/cool solutions/gwmag)

12 GroupWise Administrator Snap-In to ConsoleOne Problems

Suggested solutions are provided for the following problems:

- ♦ [“ConsoleOne Can’t Access the Domain Database”](#) on page 75
- ♦ [“You Aren’t Connected to the Right GroupWise Domain”](#) on page 76
- ♦ [“You Can’t Create or Delete GroupWise Objects”](#) on page 76
- ♦ [“Pending Operations Aren’t Completed”](#) on page 76
- ♦ [“Creation of a Secondary Domain Isn’t Completed”](#) on page 77
- ♦ [“Synchronization Isn’t Working”](#) on page 77
- ♦ [“You Can’t Move a User”](#) on page 77
- ♦ [“eDirectory Objects Aren’t Linking to GroupWise Objects”](#) on page 77

See also [“Administration Error Messages”](#) in *GroupWise 2012 Troubleshooting 1: Error Messages*.

ConsoleOne Can’t Access the Domain Database

Problem: You run ConsoleOne but cannot access the domain where you need to make changes.

Possible Cause: You have not yet authenticated to an eDirectory tree. On Linux, ConsoleOne does not automatically connect to the same domain database you were connected to during the previous ConsoleOne session.

Action: Manually connect. See [“Connecting to a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: You are not connected to the correct domain.

Action: Make sure you are connected to the correct domain. See [“Connecting to a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: You don’t have sufficient rights.

Action: Make sure you started ConsoleOne with sufficient rights to modify the Domain object.

Possible Cause: The domain database (`wpdomain.db`) is damaged.

Action: Rebuild the domain database. See [“Rebuilding Domain or Post Office Databases”](#) in [“Databases”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The domain database (`wpdomain.db`) is locked. Because ConsoleOne is designed to allow multiple administrators to access databases simultaneously, this theoretically should not happen, but occasionally it does.

Action: Exit ConsoleOne and restart.

Possible Cause: In a cross-platform environment where you are using Windows ConsoleOne to access a domain on Linux or Linux ConsoleOne to access a domain on Windows, the cross-platform connection is not set up correctly.

Action: Follow the applicable instructions in [“ConsoleOne in a Multiple-Platform Environment”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

You Aren’t Connected to the Right GroupWise Domain

Problem: You are attempting to modify a GroupWise object in ConsoleOne. A message informs you that you cannot perform the action because you are not connected to the correct GroupWise domain.

Action: Connect to the correct GroupWise domain. See [“Connecting to a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

You Can’t Create or Delete GroupWise Objects

Problem: You are running ConsoleOne to create or delete a GroupWise object. However, you are unable to perform the action.

Possible Cause: You are not connected to the correct domain.

Action: Make sure you are connected to the correct domain. See [“Connecting to a Domain”](#) in [“Domains”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: You do not have sufficient eDirectory rights.

Action: Make sure you started ConsoleOne with sufficient rights to the GroupWise object.

Possible Cause: You do not have sufficient file system rights.

Action: Make sure you have sufficient rights to the directory structure associated with the GroupWise domain or post office. See [“GroupWise Administrator Rights”](#) in [“Security Administration”](#) in the *GroupWise 2012 Administration Guide*.

Pending Operations Aren’t Completed

Problem: You have performed some actions on GroupWise objects in ConsoleOne. You see them listed in the Pending Operations dialog box, but they are not completed.

Action: Use the *Retry* option or the *Undo* option in the Pending Operations dialog box. See [“Pending Operations”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

Action: Check the MTA log files to see if the administrative message has been delivered. See [“Using MTA Log Files”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: The MTA is not running.

Action: Make sure that the MTA is running and that no post offices or domains are closed. See [“Monitoring the MTA”](#) in [“Message Transfer Agent”](#) in the *GroupWise 2012 Administration Guide*.

Creation of a Secondary Domain Isn't Completed

Problem: You are creating a secondary domain, but the process is interrupted before completion. For example, you click *Cancel*, or a power failure or hardware failure occurs. The result is that the new secondary domain appears in the GroupWise View but does not appear in the eDirectory tree.

Action: First, graft the new secondary domain into the eDirectory tree. See "[GW / eDirectory Association](#)" in "[System](#)" in the *GroupWise 2012 Administration Guide*. Next, select the secondary domain in the eDirectory tree, then rebuild it. See "[Rebuilding Domain or Post Office Databases](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Synchronization Isn't Working

Problem: The MTA automatically synchronizes information throughout your GroupWise system. However, you notice that some GroupWise information is not being synchronized.

Action: Manually synchronize the information in ConsoleOne. See "[Synchronizing Database Information](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

You Can't Move a User

Problem: You attempt to move a user from one post office to another, but the user does not appear in the destination post office.

Possible Cause: The agents aren't functioning properly.

Action: Make sure the MTA and POA are configured correctly and are running. See "[Message Transfer Agent](#)" and "[Post Office Agent](#)" in the *GroupWise 2012 Administration Guide*.

Possible Cause: The move hasn't been completed yet.

Action: If you are moving a user from one domain to another, view the pending operations to see if the operation is complete. See "[Pending Operations](#)" in "[System](#)" in the *GroupWise 2012 Administration Guide*. You can also use the Move User Status utility to watch the progress of user moves. See "[Monitoring User Move Status](#)" in "[Users](#)" in the *GroupWise 2012 Administration Guide*.

Possible Cause: The move failed.

Action: Check the MTA and POA log files to see if the process failed. If so, repeat the move.

Possible Cause: There is insufficient disk space in the destination post office.

Action: Verify that the post office to which you are moving the user has sufficient free disk space.

eDirectory Objects Aren't Linking to GroupWise Objects

Problem: In ConsoleOne, eDirectory objects are not linking successfully to GroupWise objects.

Action: Record the conditions under which you encountered the problem. Seek assistance from [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

13 Document Management Services Problems

Suggested solutions are provided for the following problems:

- ♦ [“Documents Are Not Listed in User’s Folder” on page 79](#)
- ♦ [“User Can’t Exit GroupWise Because a Document Isn’t Closed” on page 79](#)
- ♦ [“GroupWise Can’t Monitor a Non-Integrated Application” on page 79](#)
- ♦ [“User Wants to Turn Off Integrations Temporarily” on page 81](#)
- ♦ [“Administrator Wants to Remove Integrations Permanently” on page 81](#)
- ♦ [“Administrator Wants to Add a Custom Integration” on page 81](#)
- ♦ [“Administrator Wants to Distribute Standardized Integrations” on page 82](#)

Documents Are Not Listed in User’s Folder

Problem: A user creates or imports a document in the GroupWise Windows client. The document does not appear in the folder where the user expects to find it.

Action: On the GroupWise client toolbar, click *Show Personal Items*. Documents are considered personal items and are not listed when personal items are filtered out.

User Can’t Exit GroupWise Because a Document Isn’t Closed

Problem: A user edits a document in a non-integrated application. The user has exited the application. However, when the user tries to exit the GroupWise Windows client, the client indicates that a document is still open or has not been returned to the GroupWise library.

Action: Click *Yes* in the error dialog box to let GroupWise attempt to return the document to the GroupWise library.

Action: Locate the open document and make sure it is closed properly. Look in the Work in Progress folder for open documents.

GroupWise Can’t Monitor a Non-Integrated Application

Problem: The user edits a document and the GroupWise Windows client indicates the application cannot be monitored. Therefore, the user must return the document to the GroupWise library manually.

Explanation: The manner in which the GroupWise client monitors applications can be modified using settings in the `gwappint.inf` file. This file contains information about integrating applications and monitoring non-integrated applications that

are started from the GroupWise client. For information about the `gwappint.inf` file, see [“Setting Up Integrations Using the gwappint.inf File”](#) in [“Libraries and Documents”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: Some applications, such as WordPerfect 7.0 and Lotus Word Pro 96, are integrated through ODMA. Other applications, such as Microsoft Word 7.0 and Excel 7.0, are integrated through application macros. If an integrated application is not set up correctly, it is handled as a non-integrated application.

Normally, Setup detects if an application is installed and then allows the user to choose whether or not to have integrations installed for that application. If the application setup didn't run correctly, the GroupWise client might not detect that the integration installed. If necessary, integrations can be installed manually.

Action: For ODMA applications, the `gwappint.inf` file needs to contain an `Integrations=2` entry for the application. For information about the `gwappint.inf` file, see [“Setting Up Integrations Using the gwappint.inf File”](#) in [“Libraries and Documents”](#) in the *GroupWise 2012 Administration Guide*.

In addition, the following DLL programs are copied to the `c:\windows\system` directory when Setup is run: `odma32.dll`, `gwodm132.dll`, and `gwodm1xx.dll`. The name of the `gwodm1xx.dll` depends on which language was selected when Setup was run.

Action: For applications that use an integration macro, the `gwappint.inf` file needs to contain an `Integrations=1` entry for the application. For information about the `gwappint.inf` file, see [“Setting Up Integrations Using the gwappint.inf File”](#) in [“Libraries and Documents”](#) in the *GroupWise 2012 Administration Guide*.

There should also be an integration macro installed in the application's macro startup directory.

Possible Cause: For non-integrated applications, the GroupWise client attempts to monitor when an application terminates so open documents can be returned to the GroupWise library automatically. If the GroupWise client wasn't able to determine the information needed to monitor the application termination, the user is instructed to return documents manually.

Action: Return documents manually. Save and exit each document. In the GroupWise client, right-click each document reference, then click *Actions > Reset Document Status*.

Possible Cause: Some applications do not start quickly enough for the GroupWise client to detect that they have started.

Action: You can change the amount of time the GroupWise client allows for the application to start using the [WaitInterval](#) setting.

Action: If problems persists, you can turn off the message for the application. Use [ShowMessage=0](#) in the `gwappint.inf` file to turn off the message. For information about the `gwappint.inf` file, see [“Setting Up Integrations Using the gwappint.inf File”](#) in [“Libraries and Documents”](#) in the *GroupWise 2012 Administration Guide*.

Action: See the comments in the `gwappint.inf` file for more information.

User Wants to Turn Off Integrations Temporarily

Problem: The user wants to turn off application integrations so the GroupWise Windows client no longer performs document management functions when the application is used. However, the user wants to be able to turn integrations back on easily.

Action: You can turn off integration for all integrated applications. From the *Tools* menu in the GroupWise Windows client, click *Options > Documents*, then deselect *Enable Integration with Other Applications*. This turns off all integrations. You cannot turn off integration for an individual application and leave other applications integrated.

Administrator Wants to Remove Integrations Permanently

Problem: The administrator wants to permanently turn off one or more application integrations so the GroupWise Windows client no longer performs document management functions.

Action: Have users rerun GroupWise client Setup and deselect integrated applications so they are no longer integrated when the client software is updated. Then the macro must be removed from the startup directories for Microsoft Word or Excel as described below.

Action: The administrator can edit the `gwappint.inf` file to remove the integration information. For information about the `gwappint.inf` file, see [“Setting Up Integrations Using the gwappint.inf File”](#) in [“Libraries and Documents”](#) in the *GroupWise 2012 Administration Guide*.

- ♦ **Integrations=2:** If an application has the setting `Integrations=2` for an ODMA-compliant application, you can change to `Integrations=0` for no integration.
- ♦ **Integrations=1:** If an application has the setting `Integrations=1`, indicating it is integrated using a startup macro, you must change to `Integrations=0` for no integration and delete the startup macro. For example, to remove integration for Word, you need to delete the `gwnormxx.dot` macro from the Word startup directory. For Excel, you need to delete the `gwxl97.xla` macro from the `xlstart` directory and reset the Excel toolbars.

Administrator Wants to Add a Custom Integration

Problem: The administrator wants to integrate a new application with the GroupWise Windows client.

Explanation: Integrations are set up using the `gwappint.inf` file. This file contains information about integrating applications started from the GroupWise client. It can be edited using an ASCII or ANSI text editor. For information about the `gwappint.inf` file, see [“Setting Up Integrations Using the gwappint.inf File”](#) in [“Libraries and Documents”](#) in the *GroupWise 2012 Administration Guide*.

Action: To integrate a new application, create a new section in the `gwappint.inf` file by surrounding the name of the program with square brackets. For example, `[WPWIN.EXE]`. Use the following options to define the integration:

- ♦ **Integrations=2:** If the application is ODMA-compliant, specify `Integrations=2`.

- ♦ **Integrations=1:** If the application has its own macro language and you want to write a startup macro, use `Integrations=1`, followed by `AppKey=application_name`. Use the application to create the startup macro and place the startup macro in the application's startup directory.
- ♦ **DualExe:** For some applications, the name of the file containing the actual application is different from what you type to start the application. For example, to start WordPerfect 6.1, you type `wpwin`, but the WordPerfect 6.1 program is actually contained in a file named `wpwin61.exe`. For such applications, you use the name of the program that starts the application as the section heading. For example, `[WPWIN.EXE]`. Then you use `DualExe` to specify the name of the file that actually contains the application. For example, `dualex=wpwin61.exe`. You would need to consult the application documentation or its installation directory to determine the file name to use with `DualExe`.

For information about the `gwappint.inf` file, see [“Setting Up Integrations Using the gwappint.inf File”](#) in [“Libraries and Documents”](#) in the *GroupWise 2012 Administration Guide*.

Administrator Wants to Distribute Standardized Integrations

Problem: You have created a custom integration between a new application and the GroupWise Windows client. You want all GroupWise users to have access to this new integration.

Action: You can distribute copies of the updated `gwappint.inf` file to all GroupWise users. For information about the `gwappint.inf` file, see [“Setting Up Integrations Using the gwappint.inf File”](#) in [“Libraries and Documents”](#) in the *GroupWise 2012 Administration Guide*.

This file is not replaced when Setup is run; therefore, customizations are preserved through updates.

V Strategies for Client Problems

This part of *Troubleshooting 2: Solutions to Common Problems* helps you resolve problems users encounter when running the GroupWise Windows client or Remote client.

- ♦ Chapter 14, “GroupWise Client Problems,” on page 85
- ♦ Chapter 15, “GroupWise Remote Problems,” on page 91

Other sources of assistance include:

- ♦ Novell Support and Knowledgebase (<http://www.novell.com/support>)
- ♦ GroupWise Support Forums (<http://forums.novell.com/forumdisplay.php?f=356>)
- ♦ GroupWise Support Community (<http://www.novell.com/support/products/groupwise>)
- ♦ GroupWise Cool Solutions (<http://www.novell.com/communities/cool solutions/gwmag>)

14 GroupWise Client Problems

These problems can occur in the GroupWise client.

- ♦ [“User Can’t Start the GroupWise Client” on page 85](#)
- ♦ [“User Receives an Error Message and Code” on page 86](#)
- ♦ [“User Forgets His or Her GroupWise Password” on page 86](#)
- ♦ [“User Isn’t Notified of New Messages” on page 86](#)
- ♦ [“User Can’t Access Archived Messages” on page 86](#)
- ♦ [“Wrong Date/Time Appears in Messages” on page 87](#)
- ♦ [“Status Isn’t Being Returned for Sent Messages” on page 87](#)
- ♦ [“User’s Message Isn’t Delivered” on page 87](#)
- ♦ [“Users Don’t Appear in the GroupWise Address Book or Appear Multiple Times” on page 87](#)
- ♦ [“Screen Information Isn’t Being Updated Immediately” on page 88](#)
- ♦ [“User Is Notified of a New Message But the Message Isn’t Received” on page 88](#)
- ♦ [“User Experiences a Delay When Starting the Client or Using Certain Client Features” on page 88](#)
- ♦ [“User Experiences a Delay When Viewing or Printing” on page 89](#)

User Can’t Start the GroupWise Client

Problem: A user can’t start the GroupWise client.

Possible Cause: The user doesn’t exist in the post office yet.

Action: Verify that you’ve added the user to a post office. See [“Creating GroupWise Accounts”](#) in [“Users”](#) in the *GroupWise 2012 Administration Guide*.

Possible Cause: If using client/server access, the user’s TCP/IP information might be incorrect.

Action: Make sure the user’s post office is set up for client/server access. See [“Using Client/Server Access to the Post Office”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Action: Set up a GroupWise name server. See [“Simplifying Client/Server Access with a GroupWise Name Server”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*.

Action: Use the [/ipa](#) and [/ipp](#) client startup switches to provide the correct IP address and TCP port information.

Possible Cause: Multiple users have the same network ID.

Action: If users share the same network ID, but have different GroupWise user IDs, start the GroupWise client using the [/@u](#) client startup switch.

User Receives an Error Message and Code

Explanation: The user receives an error message and code while using the GroupWise client.

Action: See “[GroupWise Engine Error Codes](#)” in *GroupWise 2012 Troubleshooting 1: Error Messages*. If the error code you received is not in the list provided, standard solutions are not yet available. Search the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support).

Action: Use the Search feature of the GroupWise online documentation to locate a GroupWise error code or message text. If the error you received is not found, standard solutions are not yet available. Search the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support).

Action: If you cannot locate the specific error message or the suggested actions do not resolve the problem, see “[General Troubleshooting Strategies](#)” on page 7.

User Forgets His or Her GroupWise Password

Problem: The user places a password on his or her GroupWise mailbox, then later forgets it.

Action: Use ConsoleOne to reset the user’s password. See “[Creating or Changing a Mailbox Password](#)” in “[Users](#)” in the *GroupWise 2012 Administration Guide*. Then notify the user of the new password.

User Isn’t Notified of New Messages

Problem: The user does not receive notifications when new GroupWise messages arrive.

Possible Cause: The user hasn’t turned on the Notify feature yet.

Action: Make sure Notify is turned on in the user’s GroupWise Windows client and the user is subscribed to Notify. See “[Notify](#)” in the “[GroupWise 2012 Windows Client User Guide](#)”

Possible Cause: Notify isn’t running on the user’s Windows workstation.

Action: Make sure Notify is running for the user. By default, Notify is not added to the user’s Windows Startup folder when GroupWise Setup runs. If necessary, rerun Setup to place Notify in the user’s Windows Startup folder.

User Can’t Access Archived Messages

Explanation: The user has archived GroupWise messages onto the hard disk of his or her computer. Later, the user cannot access the archived messages.

Possible Cause: The user doesn’t have an archive path set or has an invalid archive path set.

Action: Verify that the archive path specified under *Tools > Options Environment > File Location* in the GroupWise client is valid. See “[Archiving Email](#)” in “[Maintaining GroupWise](#)” in the “[GroupWise 2012 Windows Client User Guide](#)”.

Possible Cause: The user’s archive is damaged.

Action: The GroupWise client automatically fixes most problems it detects with archive databases each time it starts. In addition, you can run GWCheck to fix more difficult problems the client can’t handle. See “[GroupWise Check](#)” in “[Stand-Alone Database Maintenance Programs](#)” in the *GroupWise 2012 Administration Guide*.

Possible Cause: The user is using GroupWise WebAccess, which does not currently allow you to access your archive.

Action: Use the Windows client when you need to access your archive.

Wrong Date/Time Appears in Messages

Problem: The wrong date or time or both appear in GroupWise messages.

Possible Cause: The time zone and daylight saving time information for the user's post office and/or domain are incorrect.

Action: Use ConsoleOne to check the Domain and Post Office objects to make sure the time zone and daylight saving time settings are correct. See "[Time Zones](#)" in "[System](#)" in the *GroupWise 2012 Administration Guide*.

Possible Cause: The local time on the user's workstation is incorrect.

Action: Check the local time on the user's workstation.

Possible Cause: The local time of the servers where the GroupWise agents are running is incorrect.

Action: Check the local time of the server where the GroupWise agents are running.

Status Isn't Being Returned for Sent Messages

Problem: The user is unable to determine if recipients have received messages because no status information appears in the user's mailbox.

Possible Cause: The user has turned off status tracking.

Action: Ensure that the user's GroupWise client is configured to track status information. See "[Confirming Delivery of Email You Send](#)" in "[Email](#)" in the *GroupWise 2012 Windows Client User Guide*.

User's Message Isn't Delivered

Problem: The user sends a GroupWise message, but one or more recipients do not receive it.

Possible Cause: The user elected to delay delivery.

Action: Ensure that the user does not have Delay Delivery selected in the GroupWise client. See "[Delaying Delivery of an Item](#)" in "[Email](#)" in the *GroupWise 2012 Windows Client User Guide*.

Possible Cause: Message transfer has been interrupted at some point between sender and recipients.

Action: Check the user's Sent Items folder for status information.

Action: For additional strategies, see "[Strategies for Message Delivery Problems](#)" on [page 49](#).

Users Don't Appear in the GroupWise Address Book or Appear Multiple Times

Problem: Valid GroupWise users are missing from the GroupWise Address Book or are listed more than once.

Possible Cause: The user's visibility has been set so the user is not visible to other users even though the user exists.

Action: Use ConsoleOne to check the users' visibility. See "[Controlling Object Visibility](#)" in "[System](#)" in the *GroupWise 2012 Administration Guide*.

Possible Cause: User information in the local post office is not synchronized with the rest of the GroupWise system.

Action: Use ConsoleOne to synchronize the users' information. See "[Synchronizing Individual Users or Resources](#)" in "[Databases](#)" in the *GroupWise 2012 Administration Guide*.

Screen Information Isn't Being Updated Immediately

Problem: The user performs an action in the GroupWise client but does not see the results of that action. For example, the user sends a message but does not see that message in the Sent Items folder. Or the user deletes sent messages from the mailbox but the messages are still displayed.

Action: By default, the GroupWise Windows client updates the screen once every minute. Users can specify a shorter update interval in the client so their screen information is updated more frequently; this also increases network traffic because the client is polling the users' mailboxes more often. In the GroupWise Windows client, click *Tools > Options*, then double-click *Environment*. Click *General*, then adjust the *Refresh Interval* setting.

User Is Notified of a New Message But the Message Isn't Received

Problem: A Windows user receives notification that a new GroupWise message has arrived but the message does not appear in the user's mailbox.

Possible Cause: The message might have been retracted by the sender before the recipient could open it.

Action: None.

Possible Cause: The message might have had a rule or filter applied to it.

Action: Have the user check for unwanted rules or filters in the GroupWise Windows client. See "[Rules](#)" in the "[GroupWise 2012 Windows Client User Guide](#)"

Possible Cause: Message transfer has been interrupted at some point between sender and recipients.

Action: For additional strategies, see "[Strategies for Message Delivery Problems](#)" on [page 49](#).

User Experiences a Delay When Starting the Client or Using Certain Client Features

Problem: The client user connects to the post office in client/server mode. DNS names have been configured on the system. The client user experiences a lengthy delay when performing one of the following activities:

- ♦ Starting the GroupWise client
- ♦ Accessing a shared folder for the first time
- ♦ Accessing a query folder where sources are located in a different post office

- ♦ Using Find where sources are located in a different post office
- ♦ Accessing the GroupWise Address Book for the first time
- ♦ Performing a cross-post office proxy

Possible Cause: The DNS search order for the user's workstation includes unavailable DNS servers.

Action: Make sure the client workstation has the DNS search order set up correctly. The features listed above often require IP address information. If your system is configured with DNS names, these must be resolved to IP addresses by the client as these features are used. For each unavailable DNS server (IP address) that precedes an available DNS server in the configured search order, the client experiences a delay while timing out waiting to resolve DNS names.

User Experiences a Delay When Viewing or Printing

Problem: A user experiences a lengthy delay when performing one of the following activities in the GroupWise client:

- ♦ Viewing an attachment
- ♦ Viewing a document
- ♦ Viewing mailbox items using QuickViewer
- ♦ Viewing item properties
- ♦ Printing items or attachments

Possible Cause: The user does not have a default printer set up.

Action: Make sure the user has a valid default printer defined. Printer information is used for viewing as well as printing.

15 GroupWise Remote Problems

Suggested solutions are provided for the following problems:

- ♦ [“User Cannot Connect to the Master GroupWise System”](#) on page 91
- ♦ [“Remote Mailbox Is Damaged”](#) on page 91

See also [“Remote Mode Windows Client Error Messages”](#) in *GroupWise 2012 Troubleshooting 1: Error Messages*.

User Cannot Connect to the Master GroupWise System

Problem: You cannot establish a connection from GroupWise Remote to your master GroupWise system.

Action: Use the Remote Connection Log to display connection information and to troubleshoot connection problems. This log includes information about connection time, error messages, and so forth.

GroupWise uses three files to log the connection information. These files are `remote1.log`, `remote2.log`, and `remote3.log`. GroupWise uses the next log file each time you run GroupWise Remote against your Remote mailbox.

If you want to save the transmission information, select the information you want to save, right-click the connection log, then click *Copy*. You can save this information in a text file.

Remote Mailbox Is Damaged

Problem: GroupWise Remote is not functioning correctly because it cannot access its Remote mailbox.

Action: Verify that the structure of the Remote mailbox is correct. See [“Caching/Remote Mailbox Directory”](#) in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*.

Action: Repair the Remote mailbox. See [“GroupWise Check”](#) in [“Stand-Alone Database Maintenance Programs”](#) in the *GroupWise 2012 Administration Guide*.

