

# GroupWise 6.5 Support Pack 1

June 27, 2003

## Overview

The information in this Readme file pertains to GroupWise® 6.5 Support Pack 1.

This Support Pack contains updates for all components contained in the GroupWise 6.5 product. You must have GroupWise 6.5 installed before you install Support Pack 1.

This Support Pack does not contain updates for GroupWise Messenger. GroupWise Messenger 1.0 Support Pack 1 is a separate download.

## 1.0 Support Pack Installation

### 1.1 GroupWise Version Information

GroupWise 6.5 Support Pack 1 can be applied to the following GroupWise version in your software distribution directory:

- ◆ GroupWise 6.5 (original version)

When you update the software distribution directory, all GroupWise components should be updated to keep them at the same version level.

### 1.2 Prerequisites

Before installing GroupWise 6.5 Support Pack 1:

- ◆ Ensure that the network login account used to apply the Support Pack has Read, Write, Create, and Erase rights to the GroupWise software distribution directory.
- ◆ Ensure that users do not access the software distribution directory during the update process.
- ◆ Verify that the GroupWise software distribution directory and files are not flagged Read-Only.

### 1.3 Downloading the Support Pack

GroupWise 6.5 Support Pack 1 is available in ISO format for burning CDs and in regular format for installing from a local or network drive. You can choose between multilingual and English-only downloads.

#### 1.3.1 Downloading the ISO Version

The ISO-format download is available as two self-extracting (.exe) files, one for the *GroupWise Administrator* CD and one for the *GroupWise Client* CD.

- 1 In the list of Support Packs, click [what?] for the *GroupWise Administrator* CD.

- 2** Click the filename (???) or ???), then follow the instructions to download the file into a temporary directory.
- 3** Repeat Step 1 and Step 2 for the *GroupWise Client CD* (???) or ???).
- 4** Extract the two .exe files into two separate directories at the root of your local drive or to a network server drive that can handle long pathnames.  
  
The compressed files contain directory paths that could exceed DOS limits.
- 5** Burn a separate CD for each directory.
- 6** Continue with Section 1.4: Installing the Support Pack.

### 1.3.2 Downloading the Regular Version

The regular-format download is available as one self-extracting (.exe) file that includes both administrative and client files.

- 1** In the list of Support Packs, click [what?]
- 2** Click the filename (???) or ???), then follow the instructions to download the file into a temporary directory.
- 3** Extract the .exe file into a directory at the root of your local drive or to a network server drive that can handle long pathnames.  
  
The compressed file contains directory paths that could exceed DOS limits.
- 4** Continue with Section 1.4: Installing the Support Pack.

## 1.4 Installing the Support Pack

Use Windows to run the GroupWise setup.exe program extracted in the preceding section.

- 1** Click Start > Run > Browse.
- 2** Select the setup.exe file at the root of the *GroupWise Administrator CD*.  
  
or  
  
Select the setup.exe file on the local or network drive.
- 3** Click OK to run the GroupWise Installation program.
- 4** Follow the on-screen instructions provided in the GroupWise Installation program to update the software distribution directory and the administration, agent, and client software that is in production.
- 5** After applying the Support Pack on NetWare servers where GroupWise agents are running, restart the servers to ensure that all updated NLM™ programs are loaded.

This will resolve any errors you might see during the update process.

## 2.0 Known Issues

For a list of installation issues, other known issues, and changes since the original GroupWise 6.5 release, see gw65\_iss.txt located at the root of the Support Pack.

## 3.0 Documentation

In addition to this Support Pack Readme file, the following sources give information about the Support Pack:

- ◆ For a list of known issues, see gw65\_iss.txt located at the root of the Support Pack.  
**NOTE:** The Readmes available when installing components from the GroupWise Installation program are the original GroupWise 6.5 Readmes. They do not contain Support Pack issues.
- ◆ For the latest GroupWise 6.5 documentation, see the [GroupWise 6.5 Documentation Web site \(http://www.novell.com/documentation/lg/gw65\)](http://www.novell.com/documentation/lg/gw65). It has been updated to correspond to GroupWise 6.5 Support Pack 1.

See Update in the *GroupWise 6.5 Installation Guide* for a list of Support Pack 1 enhancements.

## 4.0 Documentation Conventions

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

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