

# GroupWise 7 Gateway Support Pack 1 for Microsoft Exchange

January 24, 2007

## 1 Product Overview

The primary enhancement provided by Support Pack 1 is that Busy Search is now bidirectional. Previously, GroupWise users could busy search Exchange users, but Exchange users could not do a free/busy search on GroupWise users. Free/Busy Search on GroupWise users is now supported. Setup instructions are provided in the *GroupWise 7 Gateway for Microsoft Exchange Installation and Administration Guide* ([http://www.novell.com/documentation/gwgateways/gw7\\_exch/data/ab32nt1.html](http://www.novell.com/documentation/gwgateways/gw7_exch/data/ab32nt1.html)). See the Documentation Updates section to locate the information quickly.

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**NOTE:** Bidirectional Busy Search is available for Exchange 2000/2003 but not for Exchange 5.5.

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## 2 Installation Instructions

- 1 Run the self-extracting executable `setupexch701.exe`, click Yes to confirm that you want to install the gateway, then click Next to continue.
- 2 Click *Accept* to accept the license agreement.  
The default installation option, *GroupWise Gateway for Microsoft Exchange*, includes installation of the Gateway Administrator snap-in to ConsoleOne.
- 3 Click *Next* to continue.
- 4 Follow the on-screen instructions.

For detailed installation instructions, see the *GroupWise 7 Gateway for Microsoft Exchange Installation and Administration Guide* on the [GroupWise Gateways Documentation page](http://www.novell.com/documentation/gwgateways) (<http://www.novell.com/documentation/gwgateways>).

## 3 Known Issues

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### 3.1 Incompatibility with Microsoft Exchange Update 912442

If you install Microsoft Exchange Update 912442 on the Windows server where the Exchange Gateway is running, messages stop transferring from GroupWise to Exchange. Follow the steps below as a workaround for this problem:

- 1 In Active Directory Users and Computers, click *View > Advanced Features*.
- 2 Expand the server, then click *Users*.
- 3 Right-click the user that runs the gateway, then click *Properties*.
- 4 Click the *Member Of* tab.
- 5 Click *Add* to open the Select Groups dialog box, then in the Enter the Object Names box, type `Exchange Domain Servers`.
- 6 Click *OK* to add the gateway user to the Exchange Domain Servers group.
- 7 Restart the Windows server.

Normal message flow through the gateway should resume.

### 3.2 Gateway Installation after Modifying the Exchange Site Proxy

If you already have the previous version of the Exchange Gateway installed, and if you have modified the Exchange site proxy information since the gateway was installed, you need to restore the original site proxy information before you install the GroupWise 7 version of the gateway. If you do not, a second site proxy object is created with the same address type.

### 3.3 Windows Services Limitation

If you install the Exchange Gateway as a Windows service, it cannot run using the local system account. It must always run using the account that was specified during installation. The service account cannot be changed after installation.

### 3.4 Busy Search Limitation

GroupWise users can perform Busy Searches on Exchange 2000 and Exchange 2003 users but not on Exchange 5.5 users.

### 3.5 Unique GroupWise User IDs Required

In order for directory synchronization and exchange to work correctly, all GroupWise users must have unique user IDs. If directory synchronization and exchange is performed for a second user with the same user ID, the updated information for the first user is overwritten by the information for the second user.

## 3.6 Directory Exchange Limitation

If you have directory exchange turned on and directory synchronization turned off, deleted GroupWise users might still appear in the Exchange Address Book.

## 3.7 Display Name Required

User IDs must have an associated display name. The supported formats for display names are “first last” and “last, first”. Other display name formats are converted into “first last.”

## 3.8 Appointment Status Limitation

When a GroupWise user sends an appointment to an Exchange user, the accepted/declined status information returns to the GroupWise user as a notification, rather than appearing under message properties.

## 3.9 Task, Note, and Phone Message Limitation

GroupWise tasks, notes, and phone messages are converted into regular messages when they transfer through the Exchange Gateway.

## 3.10 Unmapped Exchange Attributes

For Exchange 2000/2003, the Country, Assistant, and Assistant Phone Number attributes cannot be mapped to fields in the GroupWise Address Book.

## 3.11 Log File Limitation

If you set Log Level to Verbose, the filenames and message IDs of inbound status messages are not recorded in the log file.

# 4 Changes Since the Last Release of the Exchange Gateway

- ♦ The gateway can handle large GroupWise HTML-formatted messages.
- ♦ GroupWise HTML messages never arrive blank in Outlook.
- ♦ GroupWise HTML messages that include images display the images correctly in Outlook.
- ♦ If an Outlook user uses Word to compose a message in Outlook, and if that user sends the message to a GroupWise user and receives a reply, the reply from GroupWise displays correctly in Outlook.
- ♦ Long log messages display properly on the gateway server console.
- ♦ The /blockdom switch does not hinder user synchronization.
- ♦ The new /importsubcontainers switch causes the gateway to include all nested subcontainers when importing Exchange users from Exchange export containers as part of the connector configuration process.
- ♦ A message without a sender (such as can occur in spam) passes through the gateway successfully.

- ♦ Messages where the sender's address includes SMTP= and processed correctly.

## 5 Documentation

The following source provides information about the GroupWise 7 Gateway for Microsoft Exchange:

- ♦ Online product documentation: *GroupWise 7 Gateway for Microsoft Exchange Installation and Administration Guide* ([http://www.novell.com/documentation/gwgateways/gw7\\_exch/data/ab32nt1.html](http://www.novell.com/documentation/gwgateways/gw7_exch/data/ab32nt1.html))

## 6 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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