

Novell Teaming 1.0 Support Pack 3

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1 Product Overview

Novell® Teaming is an enterprise collaboration tool that integrates with GroupWise®. Novell Teaming can increase individual productivity, team effectiveness, and organizational success by providing the right set of tools. Key teaming features include:

- ♦ Team workspaces, calendars, task lists, and milestone tracking
- ♦ Easy document management and document sharing
- ♦ Discussion threads, wikis, blogs, and RSS feeds
- ♦ Workflow automation with customized forms
- ♦ Global searches

2 Teaming Installation Instructions

System requirements and installation instructions are available in the *Teaming 1.0 Installation and Configuration Guide* on the [Novell Teaming 1.0 Documentation Web site \(http://www.novell.com/documentation/team_plus_conf\)](http://www.novell.com/documentation/team_plus_conf).

3 Installation Issues

- ♦ [Section 3.1, “Selecting a Server for Novell Teaming,” on page 1](#)
- ♦ [Section 3.2, “Installing Multiple License Key Files,” on page 1](#)
- ♦ [Section 3.3, “Reindexing the Search Index,” on page 2](#)
- ♦ [Section 3.4, “Upgrading the Backup Directory,” on page 2](#)

3.1 Selecting a Server for Novell Teaming

Novell Teaming is designed to be installed on a different server from the Conferencing component of the Teaming + Conferencing product. However, it is possible, though somewhat more difficult, to install both components on the same server. Production deployment typically uses two or more separate servers.

3.2 Installing Multiple License Key Files

If you purchased a number of Novell Teaming licenses in such a way that you received multiple license key files, or if you purchased licenses to enable additional Teaming features, you must consolidate the license information.

- 1 Use any one of the license key files when you install Novell Teaming.

- 2 After Novell Teaming is installed and running, copy all your license key files to the following directory:

```
../icecore/liferay-portal-tomcat-5.5-jdk5-4.3.0/webapps/  
ssf/WEB-INF/license
```

- 3 Log in to Novell Teaming as the Teaming Site Manager.
- 4 In the Teaming Administration portlet, click *Manage License*.
Your current license information is displayed.
- 5 Scroll to the bottom of the license information, then click *Reload License File*.
The Teaming server reads all the license key files in the `license` subdirectory and displays your total license information.
- 6 Restart the server to put the new licenses into effect.

3.3 Reindexing the Search Index

If you are updating an existing Teaming system to Support Pack 3, you must completely reindex the search index in order to resolve existing index problems that are now fixed.

After installing Support Pack 3:

- 1 In the Teaming Administration portlet, click *Manage the Search Index*.
- 2 Select the top workspace, then click *OK*.

Depending on the size of your Novell Teaming site, the reindexing process might be lengthy. If you have a large site, you might want to perform this process when the site is not busy. The reindexing process might prevent users from accessing workspaces and folders on the site.

3.4 Upgrading the Backup Directory

On an upgrade, the installer now creates a backup directory called `icecore-backup` in the install directory that contains copies of many configuration files. Each time you upgrade, previous `icecore-backup` folders are renamed with the date and time appended:

```
icecore-backup-20080516-1218
```

The `icecore-backup` directory with no date appended is always the most recent backup. The reason for creating the `icecore-backup` directory is to preserve any manual changes you might make to configuration files (such as the `server.xml` and cluster config files). The upgrade process needs to overwrite these files, because some Teaming Service Packs ship with updated versions of the `server.xml` (or similar files) to enable bug fixes, etc. Because there is no reliable way to automatically merge the Teaming software changes with any manual changes you have made, you need to manually re-apply the changes after the upgrade is finished by copying your changes from the backup files in the `icecore-backup` directory into the new files that Teaming installs as part of the upgrade.

If all of the custom changes (such as changing port number, adding iChain[®] proxy address, etc.) were previously made through the installer (or `installer.xml` file) without subsequent manual tweaking of any other configuration files, then the upgrade should preserve all the settings if you answer the installer questions and provide exactly the same configuration settings as before.

4 Teaming Issues

- ◆ Section 4.1, “Copy and Paste Issues with GroupWise and Firefox 2,” on page 3
- ◆ Section 4.2, “WebDAV / Edit-in-Place Issues with Microsoft Windows Vista,” on page 3
- ◆ Section 4.3, “Updated JRE Required on SLED for Drag-and-Drop Functionality,” on page 4
- ◆ Section 4.4, “Authentication by E-Mail Address Not Supported by Default,” on page 4
- ◆ Section 4.5, “Folder Summary Update Failure When Tasks Are Modified in Place,” on page 5
- ◆ Section 4.6, “Extra Directory in the File Repository Tree,” on page 5
- ◆ Section 4.7, “Novell Teaming Error Log on Internet Explorer,” on page 5
- ◆ Section 4.8, “Liferay Session Timeout Box Obscured,” on page 5
- ◆ Section 4.9, “Benign Warnings in the Liferay Log File,” on page 5
- ◆ Section 4.10, “Benign Error at Shutdown,” on page 6
- ◆ Section 4.11, “Logout/Login Required for a Password Change,” on page 6
- ◆ Section 4.12, “Chinese Characters in Activity Logs,” on page 6

To review the known issues for Support Pack 1 or Support Pack 2, see the [Teaming 1.0 Support Pack 1 or Support Pack 2 Readme \(http://www.novell.com/documentation/team_plus_conf/\)](http://www.novell.com/documentation/team_plus_conf/).

4.1 Copy and Paste Issues with GroupWise and Firefox 2

When using Firefox as a browser, if you copy from GroupWise and paste into Teaming, Firefox crashes. This is a Firefox problem, and occurs only when using later versions of Firefox 2 (2.0.5 and later). This problem does not exist when using Firefox 3.

4.2 WebDAV / Edit-in-Place Issues with Microsoft Windows Vista

Microsoft* Windows Vista* has numerous problems with WebDAV access that affect all WebDAV interactions. There is also a Vista-specific issue with applets that can prevent the Edit-in-Place feature from working properly. Be sure you are running the latest version of Vista.

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

To configure Internet Explorer to support Edit-in-Place:

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

To get Edit-in-Place to work in Novell Teaming with Office 2003, Office 2007, and Vista, complete Step 1 through Step 3 in any order:

- 1** If you are using Internet Explorer, set your Internet security options as described above.
Firefox users do not need to change their Internet security settings.
- 2** Install the latest Microsoft Web Folder update.
This is available from the Microsoft Knowledgebase [article 907306 \(http://support.microsoft.com/kb/907306\)](http://support.microsoft.com/kb/907306).
- 3** Add new keys to the registry for each MS Office application:
 - 3a** In Windows Explorer, navigate to Program Files/Microsoft Office/Office12.
 - 3b** Scroll down to each MS Office .exe in turn:

```
excel.exe
powerpnt.exe
winword.exe
...
```
 - 3c** Right-click each executable, then click *Properties*.
 - 3d** Click the *Compatibility* tab.
 - 3e** Select *Run this program in compatibility mode for*, then select *Windows XP (Service Pack 2)* from the drop-down list.
 - 3f** Reboot the computer.

You should now be able to use Edit-in-Place for MS Office files.

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

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

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

4.3 Updated JRE Required on SLED for Drag-and-Drop Functionality

At release time, the current version of SUSE[®] Linux Enterprise Desktop (SLED) ships with an older 1.4.x version of the Java Runtime Environment. That version has a bug that prevents drag-and-drop from operating properly with the Novell Teaming file upload applet. However, copy-and-paste still works. Updating the JRE* to 1.5.x on the SLED client system removes this restriction.

4.4 Authentication by E-Mail Address Not Supported by Default

The Liferay* portal allows authentication by IDs other than screen name (for example, e-mail address). Enabling this feature requires a number of prerequisites and has some side effects that might not be desirable:

- ♦ All e-mail addresses must be unique.

- ♦ The Liferay LDAP search filter must be changed from `cn=@screen_name@ to mail=@email_address@`
- ♦ Unique screen names must still be defined for each user.
- ♦ WebDAV and Web Services only support authentication by username (screen name), not by e-mail address.

Alternatively, you can use the e-mail address as the screen name (so that the screen name and the e-mail address fields are identical). However, this is a decision that cannot be changed; it must be part of the initial population of the database from LDAP.

4.5 Folder Summary Update Failure When Tasks Are Modified in Place

If you modify a task in place, the summary page underneath does not update to reflect the change. You must refresh the page. A similar behavior can be seen in calendars.

4.6 Extra Directory in the File Repository Tree

A directory tree named `jackrabbit` is created in the `FileRepository` root directory. This is the result of initialization of software components that are not yet supported in the current release.

4.7 Novell Teaming Error Log on Internet Explorer

If you try to download the Novell Teaming system error log by using the Teaming Administration portlet *Reports* menu with Internet Explorer, you must have *security* set to *Medium* or less for the download to work. Firefox works in all cases.

4.8 Liferay Session Timeout Box Obscured

If your Teaming session times out while you are viewing a folder with a table view, the Liferay pop-up box is obscured. This will be fixed in a future update.

4.9 Benign Warnings in the Liferay Log File

Five warnings appear in the Liferay startup log file (`catalina.out`). They are benign and can safely be ignored:

- ♦ `service.impl.PortletLocalServiceImpl - "Portal with name EXT_1..."`
- ♦ `deploy.hot.PluginPackageHotDeployListener`
- ♦ `org.hibernate.imple.SessionFactoryObjectFactory - "Initial context..."`
- ♦ `No appenders for log4j`
- ♦ `net.sf.ehcache.config.Configurator - "No configuration found..."`

4.10 Benign Error at Shutdown

When you shut down the product, the log file contains a message about a `NullPointerException`. This error is benign.

4.11 Logout/Login Required for a Password Change

If you change your password through the portal or by other means, you might need to log out and log in again in order for WebDAV access to work properly.

4.12 Chinese Characters in Activity Logs

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

As a workaround:

- 1 Import the `report.csv` file into Excel using *Data > Import External Data > Import Data*.
- 2 Select the `report.csv` file, then click *Open*.
- 3 Select *Delimited*, select *UTF-8*, then click *Next*.
- 4 Select *Comma* as the delimiter, click *Next*, then click *Finish*.

Excel should now display the Chinese characters correctly.

5 Teaming Bug Fixes

- ♦ [Section 5.1, “Performance Improvements,” on page 6](#)
- ♦ [Section 5.2, “User Interface Fixes,” on page 6](#)
- ♦ [Section 5.3, “Search Fixes,” on page 7](#)
- ♦ [Section 5.4, “Administration Fixes,” on page 7](#)
- ♦ [Section 5.5, “Documentation Fixes,” on page 7](#)
- ♦ [Section 5.6, “E-Mail Fixes,” on page 7](#)
- ♦ [Section 5.7, “New Web Service APIs,” on page 8](#)
- ♦ [Section 5.8, “Other Fixes,” on page 8](#)

To review the bug fixes in Support Pack 1 or Support Pack 2, see the [Teaming 1.0 Support Pack 1 or Support Pack 2 Readme \(http://www.novell.com/documentation/team_plus_conf/\)](#).

5.1 Performance Improvements

- ♦ Database flushes during index operation have been minimized.
- ♦ ACL changes in the search index are much faster.

5.2 User Interface Fixes

- ♦ Brackets are used in a folder tree if there are more than 25 subfolders in a folder or workspace.

- ◆ Display problems when showing a deleted user account no longer occur.
- ◆ The team member list is properly sorted.
- ◆ When a folder name includes the “&” symbol, tree buckets work correctly.
- ◆ Users can now right-click and save attached JPG, TXT and PDF files.
- ◆ The name of the Conferencing product has changed from “Zon” to “Conferencing.”
- ◆ Users can specify that date elements in entry definitions should not be initialized to today’s date.
- ◆ If you delete an attached file from a file entry, the title is left unchanged.
- ◆ The “bleed through” problem of select box elements has been fixed on IE6.
- ◆ iFRAMEs works better in IE6 (eliminated an error message if the site is running through https).
- ◆ An improved error message displays if a document cannot be shown in HTML.
- ◆ Filenames display correctly when the file name has UTF-8 characters.
- ◆ Text elements are allowed to be columns in the discussion table view.

5.3 Search Fixes

- ◆ Searching within a folder and all of its subfolders includes the starting folder.

IMPORTANT: To take advantage of these fixes, make sure you follow the instructions in [Section 3.3, “Reindexing the Search Index,” on page 2](#) after you install Support Pack 3.

5.4 Administration Fixes

- ◆ Logout/login is no longer required for a language change.
- ◆ A configuration option for using different hostnames for all generated WebDAV URLs has been added. This allows iChain to work better with WebDAV.
- ◆ When a user changes language or time zone settings from the Liferay My Account form, propagate immediately those changes to Teaming. This eliminates the need for the user to log out and log in to see the changes.
- ◆ When creating new user accounts via LDAP Synchronization, you can use the system’s locale as the default locale for the new accounts.
- ◆ Hungarian is now a supported language.
- ◆ The tree widget now works in Italian.

5.5 Documentation Fixes

- ◆ The new Installer process has been added to the *Installation Guide*.
- ◆ Post-installation configuration information has been moved to the *Administration Guide*.

5.6 E-Mail Fixes

- ◆ Attached files are handled better when you mail entries into a folder.

- ♦ Mail notifications are no longer sent if there is nothing new.
- ♦ Empty alternate content is not sent in e-mail notification messages.

5.7 New Web Service APIs

- ♦ You can now get all principals and add a name to principals.
- ♦ A workflow can be started on an entry (including specifying the desired starting state).
- ♦ A comment can be added to an entry.
- ♦ There are now Web services for setDefinitions, setTeamMembers, and getDefinitionListAsXML.
- ♦ There is now a Web service to perform a synchronize operation on a mirrored folder.
- ♦ There are Web Service calls to support the migration from SiteScape Forum to Teaming.

5.8 Other Fixes

- ♦ The workflow timer starts properly when a workflow specifies a timer in the first state of the workflow process.
- ♦ Binder attributes are copied correctly when building templates.
- ♦ In hibernate mode, if a user double-clicks on an entry that has never been viewed, the program no longer crashes.
- ♦ Nested HTML elements are allowed in the definition builder.
- ♦ Height can be set for an IFRAME accessory.
- ♦ The Move operation works when the saved location is changed.
- ♦ Applets (file upload, edit in place, and workflow) work when iChain is being used.
- ♦ Conferencing names now work in Teaming even when there are spaces in the name or there are uppercase characters in the name.
- ♦ SXI as an extension that can be viewed as HTML.

6 Teaming Documentation

The following sources provide information about Novell Teaming 1.0:

- ♦ Online product documentation: [Novell Teaming 1.0 Documentation Web site \(http://www.novell.com/documentation/team_plus_conf\)](http://www.novell.com/documentation/team_plus_conf)
- ♦ Product documentation included in Novell Teaming:
 - ♦ To access the Teaming Help system, log in to Novell Teaming, then click the *Help* link.
 - ♦ To access the Teaming guides from within Novell Teaming, click the *Getting Started* link on the Teaming Home page.

7 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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