

# GroupWise 2014 Readme

March 2018



## 1 What's New

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### 1.1 GroupWise 2014

#### Enhancements for Administrators

- ♦ **Simplified Installation and Upgrade:** GroupWise software files are quickly laid down by the GroupWise Installation Wizard. You then perform installation and upgrade tasks in the new web-based Installation console. You use the Installation console to create a new GroupWise system, to create domains and post offices on new GroupWise servers, and to upgrade an existing GroupWise system to GroupWise 2014.
- ♦ **New Web-Based Administration Tool:** The GroupWise Administration console enables you to perform all required GroupWise administration tasks for which ConsoleOne was used in the past. Many new and enhanced administrative features are also available. Now you can perform GroupWise administration anywhere you have a web browser and an Internet connection.
- ♦ **Directory-Agnostic Administration:** In addition to NetIQ eDirectory, Microsoft Active Directory can serve as the source of user information for GroupWise accounts. As an additional alternative, GroupWise users can be created without any directory association. The eDirectory schema is no longer modified with GroupWise-specific user information and objects. Standard LDAP access is used with both eDirectory and Active Directory. You can use different directories for different users in the same post office. You can use different directories for user provisioning and authentication.

For usage instruction, see [LDAP Directories and Servers](#) in the [GroupWise 2014 R2 Administration Guide](#).

- ♦ **Delegated Administration:** When you upgrade your GroupWise system to GroupWise 2014, a GroupWise Super Admin user is created. The Super Admin user can then delegate administration responsibilities to other GroupWise users to act as administrators on the system, domain, or post office level.

For usage instructions, see [GroupWise Administrators](#) in the [GroupWise 2014 R2 Administration Guide](#).

- ♦ **GroupWise Administration Service:** GroupWise administration is now based on the GroupWise Administration Service that runs on each GroupWise server, along with any GroupWise agents that have been installed there. The Admin Service provides the communication between GroupWise servers and the Admin console so that drive mappings and mounted filesystems are no longer required.
- ♦ **Scriptable Administration:** The GroupWise Administration Service is based on the GroupWise Administration REST API, which allows you to create customized administrative actions through scripting.

For more information, see the [GroupWise for Software Developers website](#).

- ♦ **Native GroupWise Certificate Authority:** You no longer need to purchase commercially signed certificates in order to secure your GroupWise system with SSL connections between agents.

For more information, see [Using a Self-Signed Certificate from the GroupWise Certificate Authority](#) in the [GroupWise 2014 R2 Administration Guide](#).

- ♦ **Streamlined Client Software Updates:** The new Client Auto-Update feature replaces the software distribution directory for automatically updating GroupWise client software on users' workstations. The client software is automatically installed to each post office whenever the POA is updated. The software can be automatically distributed by the POA or by a web server.

For usage instruction, see [Using Client Auto-Update to Distribute the GroupWise Client Software](#) in the [GroupWise 2014 R2 Administration Guide](#).

- ♦ **New Administrative Command Line Utility:** The GroupWise Administration Utility (GWAdminUtil) performs the few administrative tasks that cannot be performed in the Admin console, because they require direct file system access.

Such tasks include:

- ♦ Database maintenance where two databases must be opened simultaneously
- ♦ Agent service management
- ♦ Password management
- ♦ Server certificate management

For details, see [Using the GroupWise Administration Utility](#) in the [GroupWise 2014 R2 Administration Guide](#).

- ♦ **Improved Online Help:** The online help in the GroupWise Administration console and the agent consoles now link seamlessly into the [GroupWise 2014 R2 Administration Guide](#), where details beyond the information in the online help is readily available.

## Enhancements for Users

- ♦ **GroupWise Client:** New, clean look and feel throughout; convenient slide-out in open messages for frequently used options; integrated signature in Compose view; easier file attachment; more flexible name completion; **Welcome** tab for new users.
- ♦ **GroupWise WebAccess:** New, clean look and feel throughout; mailbox auto-refresh for quick display of new items; audible notification for new items.
- ♦ **GroupWise WebAccess Mobile:** Mailbox auto-refresh for quick display of new items; attachment upload on tablets with hard drives; additional device support (Apple iPad 3, Android 4.1x or later devices, Kindle Fire HD7).

## 1.2 GroupWise 2014 SP1

### For Administrators

- ♦ Windows Server 2012 R2 is now supported.
- ♦ The GroupWise/Exchange coexistence solution integrates GroupWise and Exchange to provide users of both email systems with unified address book lookups and free/busy calendar searching. For setup instructions, see the [GroupWise/Exchange Coexistence Guide](#).

### For End Users

- ♦ Windows 8.1 is now supported for the GroupWise client.
- ♦ Internet Explorer 11 and Safari 6 & 7 are now supported for WebAccess.
- ♦ iOS 5.x, 6.x, and 7.x (with Chrome browser) and Android 4.1 (with Chrome browser) are now supported for WebAccess Mobile templates.

For a list of the bugs that have been fixed in GroupWise 2014 SP1, see the [GroupWise 2014 SP1 Bug Fix List](#).

## 1.3 GroupWise 2014 R2

- ♦ [Section 1.3.1, “General Enhancements,” on page 3](#)
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- ♦ [Section 1.3.6, “Performance Enhancements,” on page 14](#)

### 1.3.1 General Enhancements

- ♦ **Browser Support:** The following browsers are now supported:
  - ♦ Chrome
  - ♦ Microsoft Edge
  - ♦ Safari
- ♦ **File System Support:** The following file systems are now supported for Agents:
  - ♦ **SLES 12:** BtrFS, EXT3, EXT4, Reiser, and XFS.
- ♦ **Platform Support:** The following operating systems are now supported:
  - ♦ SLES 12
  - ♦ OES 2015
- ♦ **Server Protocols:** The following server protocols are now supported:
  - ♦ **LDAP:** Outlook 2013 client
  - ♦ **CalDAV/CardDAV:** Mac Mavericks and Yosemite

### 1.3.2 Admin Enhancements

- ♦ **General Enhancements:**
  - ♦ The preferred email address for users is now stored and indexed for searching.

- ♦ You can now control the number of items to index and the number of indexing threads for QuickFinder. This is found in Admin Console > Select a POA > **QuickFinder** tab.
- ♦ Improved the status reporting of move user progress and added the ability to re-do the last step.
- ♦ You can now configure up to 3 DVAs per POA.
- ♦ *Distribution Lists* have been renamed to *Groups*.
- ♦ **Expired Date Set for Users Not Found in MTA Sync:** If a user directory object is not found during an MTA directory sync, GroupWise will set a timestamp on the user which indicates the time at which the sync failed on that user. GroupWise will then set an expiration time for that user for one week in the future. A notification will be displayed in the Admin Console. The MTA will continue to attempt to find the directory object for the user for seven days. If, at that point, the directory object is still not found, the MTA will no longer attempt to sync the user and the user will be unable to send or receive any new items. The user is expired at that point. You can view these expired users in the **Admin Console > System > Expired Records**. From there, you can decide whether to **Remove the association**, **Delete the account**, or **Add an object to the directory**.
- ♦ **Granular Scheduling for MTA Scheduled Events:** For events with time-based triggers, the **Interval** option has been added, which allows you to schedule events more frequently than was previously available. This was added to enable the MTA to be able to sync to a directory more often than once per day. This option is found in the **Admin Console > (select an MTA) > Scheduled Events**.
- ♦ **GroupWise Calendar Server for CalDAV/CardDAV:** The GroupWise Calendar Server allows you to use CalDAV and CardDAV to sync your GroupWise Calendar and your GroupWise Contacts book to your Mac.  
  
For installation and configuration information, see [Setting Up GroupWise Calendar Server](#) in the *GroupWise 2014 R2 Installation Guide*.  
  
For Mac user information, see the *GroupWise Mac User Quick Start*.
- ♦ **GroupWise/Exchange Coexistence Support for Exchange 2013:** Microsoft Exchange 2013 is now supported for coexistence with GroupWise 2014 R2. For more information on how to use this feature, please see the [GroupWise/Exchange Coexistence Guide](#).
- ♦ **HTTP Console Login Support for GroupWise Configured Administrators:** In GroupWise 2014 R2, administrator configuration rights to the HTTP consoles for each GroupWise administrator are now based on the role that is assigned to the administrator. (All administrators still maintain view access to the consoles).  
  
For more information, see [GroupWise Administrators](#) in the *GroupWise 2014 R2 Administration Guide*.
- ♦ **LDAP Server Capabilities:** This provides a read-only LDAP server interface into the GroupWise System Address Book information. This allows lookups and queries via LDAP for the Outlook client. To enable the LDAP server capabilities, go to the **Admin Console > (select an MTA) > LDAP**. To use SSL, you must use a commercially signed server certificate. After the LDAP server is enabled, you must restart the gwadminservice on the MTA server to use it.  
  
For usage information, see [Configuring the LDAP Server Capabilities](#) in the *GroupWise 2014 R2 Administration Guide*.  
  
Once enabled in the admin console, it can be added as an address book to the Outlook client. You will need the system name for the search base and for the user name context. The system name is found in the Admin Console > System > Information. It is listed at the top.  
  
To setup the Outlook client to connect to the GroupWise System Address Book through the LDAP server, see [Configuring GroupWise Address Lookup in the Microsoft Outlook Client](#) in the *GroupWise Mobility Quick Start for Microsoft Outlook Users*.

- ♦ **New GWIA Settings:** Some new settings have been added to the GWIA. One is brand new and others were previously only available in the `gwia.cfg` file. To locate these settings, go to the **Admin Console** > (Select a GWIA) > **SMTP/MIME**, then select **ESMTP Settings**.

The following option is new:

- ♦ **Require SSL for Authentication:** When enabled, this option requires an SMTP sender to negotiate a secure connection before GWIA would advertise that AUTH is supported. The default setting is disabled.

The following options are now available in the interface:

- ♦ Force Inbound Authentication
- ♦ Force Outbound Authentication
- ♦ Disable ESMTP Extension

For more information, see [Using Extended SMTP \(ESMTP\) Options](#) in the [GroupWise 2014 R2 Administration Guide](#).

- ♦ **No Delete/No Archive Folders:** If **Allow User to Protect Items from Auto-Cleanup** is enabled in the **Admin Console** > (select a Domain, PO, or User) > **Client Options** > **Environment** > **Cleanup**, the user can protect folders and individual items from auto-cleanup.

For usage information, see [Protecting Folders and Items](#) in the [2014 R2 GroupWise Client User Guide](#).

- ♦ **Photos in the System Address Book:** The System Address Book can now include photos. Using the following menu options, you can include a single photo, include a photo already included in eDirectory or Active Directory, or include the photo included in eDirectory or Active Directory as you import the user.

For more information, see [Adding User Photos to the System Address Book](#) in the [GroupWise 2014 R2 Administration Guide](#).

- ♦ **Slow Document Scan for Find:** When the option **Enabled if POA resources are available is selected** in the **Admin Console** > (select Domain, PO, or User) > **Client Options** > **Environment** > **General** > **Allow Searches of Non-Indexed Attachments**, then a client **Find** will only do a search through all attachments (including those which require DVA conversion) if the POA has at least 20% of the C/S threads available.

For more information, see [Allow Searches of Non-Indexed Attachments](#) in the [GroupWise 2014 R2 Administration Guide](#).

- ♦ **Support for Active Directory SSO:** GroupWise supports Active Directory single sign-on capabilities, allowing users to bypass the GroupWise login process by virtue of logging in once with Active Directory. Both the POA server and the user workstation must be joined to the same Active Directory Domain in order for single sign-on to work.

For usage instructions, see [Configuring Single Sign-On with Active Directory](#) in the [GroupWise 2014 R2 Administration Guide](#).

- ♦ **Support for KeyShield SSO:** GroupWise supports KeyShield's single-sign-on capabilities, allowing users to bypass logins by virtue of logging in once with KeyShield.

For usage instructions, see [Configuring Single Sign-On with KeyShield](#) in the [GroupWise 2014 R2 Administration Guide](#).

### 1.3.3 Agent Enhancements

- ♦ **General Enhancements:**

- ♦ Delayed delivery items are held on the source post office so that retract works for internet messages.

- ♦ User status now propagates through a *Invite* or *Delegate and delete* back to the organizer of the appointment.
- ♦ Agent web console default to password protected.
- ♦ Agent web consoles now support authentication using the super admin user and users designated as admins through the Admin console.
- ♦ Read-only mode has been added to the HTTP web consoles.
- ♦ Rules merge text with HTML as well as plain text including adding Global signatures to the HTML if appropriate.
- ♦ Agent web consoles now have a session time out of 30 minutes for users with write access to the web console. Users with read access do not have a session time out.
- ♦ Web console logins, logouts, and changes are now logged to facilitate change audits.
- ♦ LDAP authentication is now logged.
- ♦ DVA reporting in the HTTP console and log files has been improved.
- ♦ You can now be notified via email when QuickFinder fails to start because the configured DVA isn't running. You must have a *Notify User* set for the Domain to receive the notification.
- ♦ MTA directory synchronization can now be started through the agent web console.
- ♦ GWCHK now displays the real user's name for Prime databases. It also has an option `disablerules` to disable all rules on an account.
- ♦ Added wild card matching in the `route.cfg` file.
- ♦ Deferred Delivery now checks to see if a user is disabled or expired before processing their queued up message.
- ♦ The POA no longer uses the DCA for document conversion. It now uses the DVA for document conversion. If no DVA is assigned to the POA or none is found on the local server, the POA creates a local DVA to perform the document conversion.
- ♦ The `show` switch is now allowed in the `grpwise` script permanently. During a server reboot, the switch is ignored.
- ♦ **Additional Options on POA Performance Snapshots:** The new functionality can be found in **HTTP Console for POA > Configuration > Performance Snapshots > Start > (add information) > Submit**. The new options allow the GroupWise Administrator to send **Performance Snapshots** data through email. In addition, they can schedule when the data will be sent out and can specify multiple recipients to receive the data. The report can be sent **Now**, **At the end of the day**, or **After running for x hours**. You must input the recipients' email addresses. The options **Message Subject** and **Reply To** are optional. This feature was added in order to improve the ability to troubleshoot a busy POA.
- ♦ **DCA Removed:** The DCA has been removed from GroupWise 2014 R2. All functions previously handled by the DCA are now handled by the DVA. The DCA startup switches are still available and now affect the DVA.
- ♦ **DVA Time Out Changes:** The Default time out has been changed to 60 seconds.
- ♦ **DVA Worker Process Threads:** On the **HTTP console** for the DVA, the main master DVA process will now display the list of worker processes and the process IDs. If the log level is set to **Verbose** or higher, each worker process will have its own log file which displays more logging information for each document it processes. The logs are stored in the same location specified for the DVA logging (**DVA > Configuration > Log Settings > Log Directory**). The logs can be viewed from the DVA HTTP console in the **Log Files** tab. The main DVA thread will be designated by an asterisk.

- ♦ **IMAP Enhancements:** IMAP now properly maps the Draft, Junk, Sent, and Trash folders for IMAP clients that support RFC6154. This enhancement updates the capabilities specifically for the Mac Mail app. Also, items flagged in GroupWise now appear flagged in IMAP and vice versa.
- ♦ **QuickFinder Time Out Value:** The QuickFinder time out can now be lowered to 20 seconds. If a document takes longer than 20 seconds to index, the conversion of the document will stop and the document will not be indexed.
- ♦ **Remote Internet Domain SSL Settings:** In GroupWise 2014 R2, an SSL column has been added to the `\domain\wpgate\gwia\gwauth.cfg` file. Using this column you can disable or enable SSL for a specific internet domain. To enable or disable SSL, enter required or disabled. The text is case-insensitive. If you want to enable SSL for a domain without using the SMTP feature of the file, the SSL setting can be entered following the internet domain.

The file has also been enhanced so a leading period before the domain acts as a wild card so that all emails sent through that domain use the settings specified. Below is a table with examples of how the file can be configured:

remotest1.com	UserID	Password	
.remotest2.com	UserID	Password	
.remotest3.com	UserID	Password	Required
.remotest4.com	Required		
remotest4.com	disabled		

For information about the current SMTP settings, see [SMTP Host Authentication](#) in the *GroupWise 2014 R2 Administration Guide*.

- ♦ **Support for SMTP Submission Port:** If SMTP is enabled for the GWIA and SSL is enabled for SMTP, the GWIA launches threads for both port 25 (the default port) and port 587 (the submission port). If an SMTP client is configured to send via port 587, the GWIA requires the client to secure the connection via TLS and also requires [SMTP AUTH](#) before it accepts the message from the client. The threads for both ports are shared according to the number of inbound SMTP threads configured for the GWIA.
- ♦ **SSL Startup Switches:** The agents support new SSL startup switches:
  - ♦ [sslciphersuite](#)
  - ♦ [dhparm](#)
  - ♦ [ssloption](#)

**IMPORTANT:** Unless you are required to modify the default SSL options for your environment, consider carefully before you make any changes as this can decrease the security of your GroupWise system.

## 1.3.4 Client Enhancements

- ♦ [Section 1.3.4.1, "General Enhancements," on page 8](#)
- ♦ [Section 1.3.4.2, "Appointments and Calendar Enhancements," on page 9](#)
- ♦ [Section 1.3.4.3, "Contacts Enhancements," on page 10](#)
- ♦ [Section 1.3.4.4, "Compose and Email Enhancements," on page 10](#)
- ♦ [Section 1.3.4.5, "Folder View Enhancements," on page 11](#)
- ♦ [Section 1.3.4.6, "Security Enhancements," on page 12](#)



#### 1.3.4.1 General Enhancements

- ♦ MP3 files can now play in the viewer.
- ♦ Text from legacy custom view templates is preserved when they are opened in GroupWise 2014 R2.
- ♦ Unicode or Chinese full width digits are now supported in a phone number.
- ♦ Words that have been added to the speller can now be used as suggestions by the speller.
- ♦ International character are properly handled when opening `mailto:` links in GroupWise.
- ♦ **HTML external images** and **HTML scripts** have been separated in **Tools > Options > Environment > Default Actions**. This allows you to enable warnings for scripts and images separately.
- ♦ You can now duplicate draft items enabling you to use a drafted item as a template.
- ♦ Opening views that were saved in previous versions of GroupWise converts the view to the new html view.
- ♦ Notify alerts now look similar to Novell Messenger pop-ups.
- ♦ You can define rules to CC and BC users. You do not have to specify a To users when using CC or BC.
- ♦ **Default Directory for Opened Attachments:** You can change the default directory where opened attachments are stored. For more information see [Changing the Default Location of Opened Attachments](#) in the *2014 R2GroupWise Client User Guide*.
- ♦ **Email Windows Remembers “Aero Snap” Location:** In previous versions of GroupWise, cycling through email items by opening an item and using the Previous and Next arrows would not preserve the [aero snap](#) location of the item. The location is now maintained as you cycle through email.
- ♦ **New Options when Dragging Email and Attachments to the Desktop:** When you drag an item or attachment to the desktop (or any other folder) and an item or attachment of the same name exists in that location, you will be presented with the standard Windows copy/move dialog, which will allow you to replace the item or attachment, keep both the old and new items or attachment with a number to the new version being appended, or cancel the operation.
- ♦ **Photos in Client:** In previous versions of GroupWise, photos were shown when hovering over a name in the **From**, **To**, **CC**, and other similar fields in the read view. The photo options have now been added next to the sender name in the read view and next to names that appear during name completion when you are addressing an item. Also, if enabled by the Admin, you can change the picture used in the GroupWise Address Book via the client with **Edit > Change GroupWise Picture**. If there are different photos for the same user in the GroupWise Address Book and in a Personal Address Book, the photo in the Personal Address Book will be shown.
- ♦ **Quick Response:** Quick Response lets you share your input on an item without sending a reply email. In the lower right corner or in the read view for an item, select the response from the list of standard responses or choose **Respond with comment**. The sender of the item will see the response in the header and the item summary.

For more information, see [Using Quick Response](#) in the *2014 R2GroupWise Client User Guide*.
- ♦ **Remember Client State on Crash:** The Windows client can now save the state of the client every 5 minutes in case of an unexpected termination or crash. This way, when the client is reopened, it will go back to the state it was in the last time it was saved before the crash.

For more information, see [Remembering Client State on Crash](#) in the *2014 R2GroupWise Client User Guide*
- ♦ **Sent Items Properties Enhancements:** The **Properties** tab for a sent item will now only show the **Advanced Properties** information. The **Quick Properties** are now available in the item header through the summary line and a pull-down menu. In the menu, you can use the icon on



the right to toggle between **Simplified** view (by item status) or **Basic** view (by user). You can choose whether you want sent items opened in the **Properties** tab or the Message Body view by going to **Tools > Options > Environment > Default Actions** and selecting **Open item** or **Show properties**.

- ♦ **Shortcut Keys:** The following shortcut keys have been added to the client:
  - ♦ **Ctrl+H:** This toggles the HTML highlight option. If you select in the middle of a word, toggles the word to be highlighted.
  - ♦ **Ctrl+K:** Opens the menu to insert a hyperlink while composing an item.
  - ♦ **Ctrl+T:** Flagging Toggle (**Flagged**, **Completed**, **Unflag**).
  - ♦ **Ctrl+Shift+W:** Forward item as attachment.
  - ♦ **Ctrl+Shift+V:** Paste Special Unformatted. This removes any formatting and pastes only text that is on the clipboard.
  - ♦ **Ctrl+Y:** Redo
  - ♦ **Ctrl+Alt+Y:** Accept. This was previously Ctrl+y, but has been changed to accommodate **Redo**.
  - ♦ **Ctrl+Z:** Undo.
  - ♦ **Ctrl+5:** Toggles the signature on and off during compose.
  - ♦ **Alt+5:** Opens the signature drop down menu.

For a full list of the shortcut keys available in the client, see [Shortcut Keys](#) in the [2014 R2GroupWise Client User Guide](#).

- ♦ **Vacation Rule Widget:** A vacation rule widget icon has been added to the bottom right corner of the client, which allows you configure and quickly turn on your vacation rule. It appears as a luggage icon. The color of the icon will change depending on whether your vacation rule is on or off.

For more information, see [Creating a Vacation Rule or Auto Reply](#) in the [2014 R2GroupWise Client User Guide](#).

#### 1.3.4.2 Appointments and Calendar Enhancements

- ♦ Right-clicking in the month calendar now display the same options as week and day calendars.
- ♦ You can now print subscribed calendars.
- ♦ The current month is now displayed at the top of the stacked small month controls.
- ♦ **Invite vs Delegate and Delete:** In previous versions of GroupWise, **Delegate** allowed you to invite more people to an appointment while still keeping the appointment yourself. This functionality has changed. There are now two options: **Invite** and **Delegate and delete**.

For more information, see [Inviting Others or Delegating and Deleting Calendar Items](#) in the [2014 R2GroupWise Client User Guide](#).

- ♦ **Propose New Time for an Appointment:** This feature allows the recipient of an appointment to perform a busy search of attendees and propose a new time. The new time is then sent back to the original sender, who can then decide whether to accept the new time.

For more information, see [Propose New Time for an Appointment](#) in the [2014 R2GroupWise Client User Guide](#).

- ♦ **Proxy Calendar Multi-User Check Boxes:** You can now use the check boxes next to users in the multi-user calendars while in proxy mode. This allows you to select the users you want displayed in the proxy user's multi-user calendar.

- ♦ **Recurrence Enhancements:** The following enhancements have been made to recurrence items:
  - ♦ If you edit a personal recurring appointment, the appointment you modify no longer is removed from the recurrence set.
  - ♦ If you mark a collapsed recurring item completed or not completed, you are prompted to mark all instances completed or not completed.
  - ♦ If you move a collapsed recurring item out of the checklist, you are prompted to move all instances.
- ♦ **Remember View Mode of Multi-User Calendar:** When moving between multi-user calendar and regular calendars, the last view settings for both the multi-user calendar and the regular calendar are “sticky”, meaning they are retained so you don’t have to change back to the view you were using previously.

#### 1.3.4.3 Contacts Enhancements

- ♦ The contact pop up is now animated in the name completion control.
- ♦ Contact tool tips have been added to the sharing pages.
- ♦ Added the **Generating undeliverables** property to the advanced tab of a personal contact. This allows the user to put a contact back into the name completion control if it was automatically removed because it generated undeliverable emails.
- ♦ **Address Book Changes:** Functionality is moving from the Address Book executable to the address books listed in the folder list of the client. The changes made are:
  - ♦ Display of shared address books in the client folder list
  - ♦ Inclusion of the **Properties > Options** tab for the **Frequent Contacts** book in the folder list
  - ♦ **Properties > Sharing** tab for all personal address books in the folder list

#### 1.3.4.4 Compose and Email Enhancements

- ♦ You can now drag and drop text in the plain text message body.
- ♦ HTML Font menu now shows the font name in their own font.
- ♦ The From, CC, and BC widget in the compose view displays for all fields that are not made sticky.
- ♦ More granular control is now available in the Options slide out when choosing whether you want to have **From**, **CC**, or **BC** displayed for items you compose.
- ♦ Editing an item now uses your original send options for that item. Duplicating an item you sent also uses your original send options. Duplicating an item sent by another user uses your default send options.
- ♦ For HTML messages, rules such as reply, delegate, and forward in previous versions of GroupWise only sent merged plain text when executed. Now, they do a merge on the original HTML message.
- ♦ You can now validate URLs in the message body of items. Hovering your mouse over the URL makes the link appear in the bottom header of the compose view.
- ♦ **Paste Special:** We have added three new paste options to the right click menu. The options are dynamic and will change with what you have copied in your clipboard. The three options are as follows:
  - ♦ **Formatted Text:** This pastes whatever you have in your clipboard exactly as it was copied.
  - ♦ **Merge Formatting:** Keeps the HTML structure of what is in the clipboard, but removes fonts and headers and uses the font that is currently selected in the GroupWise compose view.

- ♦ **Unformatted Text:** This removes any formatting from what is in the clipboard and pastes only the text. This option is also available using the keyboard shortcut Ctrl+Shift+v.
- ♦ **Signature Enhancements:** The following enhancements have been made to signatures:
  - ♦ **Background color and image:** You can now set a background color and background image for your signature.
  - ♦ **Disabling the signature:** You can disable the signature by going to **Tools > Options > Environment > Signature** and unchecking **Signature**.
  - ♦ **In line signature using Microsoft Word:** If you have Microsoft Word selected as the editor for plain text or HTML in Tools > Options > Environment > Editors/Viewers, you can now insert your signature.
  - ♦ Plain text signatures now preserve text that is bolded, underlined, and italicized.
  - ♦ **Shortcut keys:** The shortcut keys Ctrl+5 and Alt+5 have been added. Both are used in the compose view. Ctrl+5 toggles the signature on and off. Alt+5 opens the signature drop down menu.
  - ♦ **Single use editing of signatures:** You can modify a signature in the message body while in compose view for a one time use signature.

For more information, see [Adding the Signature or vCard to an Email](#) in the **2014 R2GroupWise Client User Guide**.

- ♦ **Sticky Notes:** In previous versions of GroupWise, this was called **Discussion Note** or **Personal Note** in the Windows client. Changing the name facilitates synchronization via GroupWise Mobility Service 2.1 and ActiveSync 14.x to notes applications on mobile devices such as Notes on iOS devices. When notes sync is enabled on the mobile device, a new folder called **Mobile Notes** is created in GroupWise. **Sticky Notes** created in or moved to the **Mobile Notes** folder will be synced to and from mobile devices. If you are using a version of the GroupWise client previous to GroupWise 2014 R2, the **Mobile Notes** folder will instead be named **Notes**. In either case, the folder will be created just below the **Tasklist** folder in the client interface.

For more information, see [Posting a Sticky Note](#) in the **2014 R2GroupWise Client User Guide**.

- ♦ **Voting:** Voting allows a user to send a topic with a list of responses to other users, who can then select a response.

For more information, see [Voting](#) in the **2014 R2GroupWise Client User Guide**.

#### 1.3.4.5 Folder View Enhancements

- ♦ You can now copy into or out of shared folder references.
- ♦ **Actions Column:** The **Actions** column is added to a folder view by clicking in the column headers, selecting **More**, and adding the **Actions** column. This can also be added through a folder's properties page. This column adds hover icons next to the items for the most commonly used tasks, which include **Reply**, **Move To**, and **Delete**. When selecting **Move To**, possible destinations are presented in the following order:
  - ♦ **Recommendations**
  - ♦ **Frequently Used**
  - ♦ **Recently Used:** If nothing is displayed from either of the destinations above, these destinations are displayed.
  - ♦ **More:** Displays the complete folder list.
- ♦ **Category Enhancements:** Items can now show multiple category colors assigned to them by adding the Categories column to the folder view or by displaying the folder in summary view.

For more information, see [Understanding Categories](#) in the **2014 R2GroupWise Client User Guide**.

- ♦ **Protected Folders and Items:** You can protect items in folders so that they are not removed when automatic cleanup or automatic archiving occurs. The option must first be enabled in the Admin console before you can protect items.

For Admin console information, see [Allow User to Protect Items from Auto Cleanup](#) in the *GroupWise 2014 R2 Administration Guide*.

For client information, see [Protecting Folders and Items](#) in the *2014 R2 GroupWise Client User Guide*.

- ♦ **Quick Tasks/Follow-up Flag:** In the GroupWise client, a quick task/follow-up flag option has been added to the left of an item icon. This allows you to click the flag icon and “flag” an item and signify that you want to follow-up on that item. This option is not available for discussion threads, proposed appointment lists, or the summary calendar. When the item is flagged, it also appears in the Tasklist folder.

For more information, see [Using Quick Tasks/Follow-up Flags](#) in the *2014 R2 GroupWise Client User Guide*.

- ♦ **QuickFinder Improvements:** The QuickFinder box, which is found at the top right of all folder views, now searches the message body and any attachments of items instead of just the header fields. This gives you greater access to any item that contains the string for which you are searching. If a user name is typed the QuickFinder box, the user name will be looked up in the Address Book and QuickFinder will also search for items addressed to the email address associated with that name.
- ♦ **Undo and Redo:** The ability to undo or redo multiple actions has been added to the client. **Undo** negates any change that you made, and **Redo** will make the change again if you have previously undone an action. The options are available in the Actions menu or by using the keyboard shortcuts Ctrl+z for Undo and Ctrl+y for Redo. You can undo or redo the following actions:
  - ♦ Move To
  - ♦ Delete
  - ♦ Move Folder
  - ♦ Set Category
  - ♦ Show/Hide Folder List
  - ♦ Show/Hide Quick Viewer
  - ♦ Show/Hide Main Menu

#### 1.3.4.6 Security Enhancements

- ♦ **Access and Proxy Record Clean up:** Proxy and access records are verified against existing GroupWise users during startup idle time. If records need to be removed, you are notified that the record is being deleted. If you are using caching mode and an online connection cannot be made, the records are not verified.
- ♦ **AES/SHA Enhancements:** The option to select Microsoft Enhanced RSA and AES Provider is now available in **Tools > Options > Send > Security > Select a security service provider**. If you then select **Advanced Options**, you can select from the different versions of AES for encrypting and the new SHA-256 and greater algorithms for signing. Previously, AES was not available in GroupWise and signing was hard coded to SHA-1. This new set of algorithms is more secure and, in some locales, mandated for government use.
- ♦ **Multi-User Calendar Rights More Consistent with Originally Granted Rights:** This resolves issues where a user might use multi-user calendars to view calendars for which they have not been given specific rights. For example, User A has rights to view User B’s calendar, but User C does not. If User C has rights to view User A’s calendars, User C should not be able to view User B’s calendars by using User A’s multi-user calendar. This fix enforces that setting by disallowing

unintended viewing of calendars by one user piggybacking on another's multi-user calendars. Rights are set in **Tools > Options > Security > Proxy Access**. The proxy access dialog has also been cleaned up to remove user names for which proxy access has no longer been granted.

- ♦ **Proxy Options Enhancements:** When granting proxy access to your mailbox, you can now specifically restrict access to the options in **Tools > Options > Security > Proxy Access**. Previously, these options were included when you granted access to the **Options** in general. The options are:

- ♦ **Options**
- ♦ **Security Options:** This is only available if **Options** is selected.
- ♦ **Rules**
- ♦ **Folders**

For more information, see [Granting Proxy Rights as a Mailbox Owner](#) in the *2014 R2 GroupWise Client User Guide*.

### 1.3.5 WebAccess Enhancements

- ♦ **General Enhancements:**
  - ♦ The **Mobile Notes** folder can now be renamed.
  - ♦ WebAccess **Rules** user interface has been updated.
  - ♦ Appointments now use the next hour as the start time instead of being fixed at noon.
  - ♦ WebAccess now prefers using SSL connections to DVA when SSL is not specified in the configuration.
  - ♦ **Personal Messages** have been renamed to **Sticky Notes**.
- ♦ **Auto-refresh Enhancements:** Auto-refresh has been enhanced to support multiple WebAccess sessions. There have also been performance and reliability enhancements.
- ♦ **Controlling Items Displayed in CalPub:** You can control whether appointments, notes, and tasks are displayed for users in CalPub. By default, all are displayed.

For more information, see [Controlling Items Displayed](#) in the *GroupWise 2014 R2 Administration Guide*.

- ♦ **Find Interface Improved:** The WebAccess basic find has an improved interface to limit your results to **This Folder**, **In All Folders**, or **In All Folders (others have shared with me)**.

For more information, see [Searching for a Word or Phrase Using Basic Find](#) in the *GroupWise 2014 R2 WebAccess User Guide* [GroupWise 2014 R2 WebAccess Help](#).

- ♦ **Photos in WebAccess:** User photos are now displayed in multiple areas in Web Access:
  - ♦ Read Item view.
  - ♦ Name Completion tooltip
  - ♦ Contact details
  - ♦ System Address Book
- ♦ **Simplified URLs:** The URLs for webaccess have been updated for easier access:
  - ♦ **Web Access (full):** /gw/webacc
  - ♦ **Web Access Mobile:** /gw/webacc/mobile
  - ♦ **Web Access Simple:** /gw/webacc/simple
  - ♦ **Web Access Admin:** /gw/webacc/admin

### 1.3.6 Performance Enhancements

- ♦ General performance, security, and stability improvements to WebAccess.
- ♦ Reduced shutdown time for MTA, POA, and GWIA for improved cluster migration. For example, the MTA shutdown time was improved from an average of 40 seconds to 9 seconds.
- ♦ Huge improvement when downloading large attachments from a POA on Linux. For example, a 25 MB attachment download was reduced from 40 seconds to 3 seconds.
- ♦ CalPub can now utilize any POA configured in the startup file. If the first POA is not running, CalPub uses the next active POA for bootstrapping.
- ♦ Improved iCal import from iOS.
- ♦ Improved drag and dropping GW link files.

## 1.4 GroupWise 2014 R2 SP1

- ♦ [Section 1.4.1, “Admin Enhancements,” on page 14](#)
- ♦ [Section 1.4.2, “Agent Enhancements,” on page 14](#)
- ♦ [Section 1.4.3, “Client Enhancements,” on page 14](#)
- ♦ [Section 1.4.4, “WebAccess Enhancements,” on page 15](#)
- ♦ [Section 1.4.5, “Performance Enhancements,” on page 15](#)

### 1.4.1 Admin Enhancements

- ♦ When deleting or modifying users, a prompt is now displayed if one of the users owns shared folders allowing you decide what to do with the user.
- ♦ If synchronization is enabled on a directory, you can expire users after a specified number of days if they are not found while syncing.

### 1.4.2 Agent Enhancements

- ♦ Kerberos single sign-on can now be enabled on Linux POAs.
- ♦ Calendar Server configuration files have been moved to `/etc/opt/novell/groupwise/calssvr/`. They were previously available in `/opt/novell/groupwise/calssvr/`.
- ♦ The `DVA_maxsize` switch has been removed and document conversion size is now set at either the POA or WebAccess.
- ♦ Two new switches have been added to the DVA:
  - ♦ [PDFSizeThreshold](#)
  - ♦ [PDFReturnNoImage](#)
- ♦ A **Display Last** button has been added to CalPub that allows navigation directly to the last page of the published calendars list.

### 1.4.3 Client Enhancements

- ♦ Tasks can now be set with a due time.
- ♦ Emails can be saved as PDF files.
- ♦ You can transfer ownership of shared folders.
- ♦ Scan search has been disabled when filtering in a folder. Only indexed items are returned.



- ♦ When upgrading to 14.2.1, the proxy access setting for **Rules, Folders, and Options** in the old client now correctly gives access to all of these options in the new client. **Security** is still disabled by default.
- ♦ Recurrence now automatically sets the day of the week for weekly recurrence based on the start date.
- ♦ The actions column has been added by default to the list view in all folders.
- ♦ Groups can now be expanded in the Address Selector.
- ♦ Appointments from subscribed calendars can now be personalized.
- ♦ Nicknames can be used in Send, Forward, and Reply rule actions.

#### 1.4.4 WebAccess Enhancements

- ♦ The WebAccess Vacation Rule has been enhanced to include the same options as the Vacation Rule in the Client.
- ♦ Calendars can now be added by right-clicking in the calendar list.
- ♦ You can transfer ownership of shared folders.

#### 1.4.5 Performance Enhancements

- ♦ When sending performance snapshots CSV files, server information and peak data are now collected as well.
- ♦ Significant improvement in large attachment download speed in online mode.

### 1.5 GroupWise 2014 R2 SP2

- ♦ **Micro Focus Filr Integration:** GroupWise 14.2.2 allows you to integrate with Micro Focus Filr. You can enable Filr in the Admin console > select a Domain, PO, or user > **Client Options** > **Integrations** > **Micro Focus Filr**. You will need to enter the URL of your Filr installation. With Filr enabled, you can force all attachments to be placed in Filr or set a size limit for the attachments and anything over that size is placed in Filr.

In the client, when creating an email, you can add a Filr reference as an attachment or upload an attachment to Filr when you send the email. You can search Filr when using Find. You can save received attachments to Filr using the File > Save menu.

For more information, see [Micro Focus Filr](#) in the *GroupWise 2014 R2 Interoperability Guide*.

- ♦ **De-Mail Integration:** You can enable De-Mail in the Admin console > select a Domain, PO, or user > **Client Options** > **Integrations** > **DE Mail**. Users will then see De-Mail options in the client when sending an email to a De-Mail address.

For more information, see [De-Mail](#) in the *GroupWise 2014 R2 Interoperability Guide*

- ♦ **Vacation Rule enhancements:** Vacation rules have been updated so that you can have a separate message body for replying to external users and you can limit your replies to external Address Book members.

### 1.6 GroupWise 2014 R2 SP3

For a list of bugs fixed in GroupWise 2014 R2 SP3, see the [GroupWise 2014 R2 SP3 Bug Fix List](#).

## 2 GroupWise System Requirements

GroupWise 2014 system requirements are listed in [“GroupWise System Requirements”](#) in the [GroupWise 2014 Installation Guide](#). Ensure that the server where you plan to install GroupWise 2014 meets the system requirements.

## 3 Installation Issues

- ♦ [Section 3.1, “General Installation Issues,” on page 16](#)
- ♦ [Section 3.2, “Linux Installation Issues,” on page 17](#)
- ♦ [Section 3.3, “Windows Installation Issues,” on page 17](#)

Installation issues for individual GroupWise components are located under the heading for each component.

### 3.1 General Installation Issues

Platform-specific installation issues are listed in separate sections below.

- ♦ [Section 3.1.1, “GroupWise 2014 Upgrade Process,” on page 16](#)
- ♦ [Section 3.1.2, “Upgrade of a Post Office with Multiple POAs,” on page 16](#)
- ♦ [Section 3.1.3, “GroupWise Version Compatibility,” on page 16](#)

#### 3.1.1 GroupWise 2014 Upgrade Process

When you upgrade your GroupWise system to GroupWise 2014, you must use the **Upgrade an Existing Domain or Post Office to GroupWise 2014** option in the GroupWise Installation console. For instructions, see [“Upgrading the Primary Domain Server”](#) in the [GroupWise 2014 Installation Guide](#).

If you do not use the **Upgrade** option, the .dc files are not successfully updated.

#### 3.1.2 Upgrade of a Post Office with Multiple POAs

If you use the **Upgrade an Existing Domain or Post Office to GroupWise 2014** option in the GroupWise Installation console for a post office that has two POAs running on the same server, you receive the following error:

```
Database 'post_office_folder' already in upgrade list
```

In order to upgrade the post office, you must remove the second POA object from the post office. You can then use the GroupWise Admin console to add a new POA object for the upgraded post office.

#### 3.1.3 GroupWise Version Compatibility

If you install GroupWise on multiple platforms, or if you run multiple versions (for example, GroupWise 2012 and GroupWise 2014 in the same GroupWise system), see [“Appendix A: GroupWise Version Compatibility”](#) in the [GroupWise 2014 Installation Guide](#) to ensure that the combinations you are using are supported.

For example, you cannot run a GroupWise 2014 client against a GroupWise 2012 or earlier post office. Earlier POAs cannot support later GroupWise clients. However, you can run a GroupWise 2012 or earlier client against a GroupWise 2014 POA.

Do not run ConsoleOne to access GroupWise domains and post offices that have been upgraded to GroupWise 2014. You can use the GroupWise 2014 Administration console to manage legacy domains and post offices, or you can continue to use ConsoleOne.

## 3.2 Linux Installation Issues

- ♦ [Section 3.2.1, “Linux Installation across a Remote Connection,” on page 17](#)

### 3.2.1 Linux Installation across a Remote Connection

If you connect to a Linux server across a remote connection such as ssh, the GroupWise Installation Wizard displays some garbage characters. To resolve the display problem, configure the remote connection to use the UTF-8 character set.

The Installation Wizard does work correctly even with the garbage characters displayed.

## 3.3 Windows Installation Issues

- ♦ [Section 3.3.1, “Reboot Warning after Installation on Windows,” on page 17](#)
- ♦ [Section 3.3.2, “GroupWise Installation Console in Internet Explorer,” on page 17](#)
- ♦ [Section 3.3.3, “Windows Security Rights for GroupWise Client Installation,” on page 17](#)
- ♦ [Section 3.3.4, “Norton Internet Security 2010 and SetupIP,” on page 18](#)

### 3.3.1 Reboot Warning after Installation on Windows

The GroupWise Installation Wizard prompts you to reboot the Windows server when the installation is finished. Rebooting is not necessary for an initial installation GroupWise.

### 3.3.2 GroupWise Installation Console in Internet Explorer

Some versions of Internet Explorer do not successfully authorize access to the GroupWise Installation console.

To resolve the problem, add the GroupWise server to the list of trusted sites:

- 1 In Internet Explorer, click **Tools > Internet Options**.
- 2 Click the **Security** tab.
- 3 Click **Trusted Sites**, then click **Sites**.
- 4 Add the hostname of the GroupWise hostname to the list of trusted sites.
- 5 Click **Close**, then click **OK**.

### 3.3.3 Windows Security Rights for GroupWise Client Installation

If the GroupWise client is originally installed by the Windows Administrator user, the Administrator user must also perform software updates. When the client is installed by the Administrator, the GroupWise client software cannot be updated by a regular user or a Windows Power User.

### 3.3.4 Norton Internet Security 2010 and SetupIP

Older versions of Norton Internet Security 2010 incorrectly identify GroupWise SetupIP as a virus and automatically remove it while it is trying to install the GroupWise client on a workstation. Symantec indicates that this problem is resolved by running LiveUpdate to obtain the latest version of Norton Internet Security 2010. If you still encounter the problem, you must disable Norton Internet Security 2010 before SetupIP can successfully run on a workstation.

## 4 Administration Issues

- ♦ [Section 4.1, “General Administration Issues,” on page 18](#)
- ♦ [Section 4.2, “Linux Administration Issues,” on page 20](#)
- ♦ [Section 4.3, “Windows Administration Issues,” on page 21](#)

### 4.1 General Administration Issues

- ♦ [Section 4.1.1, “GroupWise 2014 Terminology Changes,” on page 18](#)
- ♦ [Section 4.1.2, “GroupWise Admin Console Access from Outside the Firewall,” on page 18](#)
- ♦ [Section 4.1.3, “User Moves for Imported Users,” on page 19](#)
- ♦ [Section 4.1.4, “LDAP User Synchronization Issue,” on page 19](#)
- ♦ [Section 4.1.5, “Password Issue with GWAdminUtil,” on page 19](#)
- ♦ [Section 4.1.6, “Underscore Characters in DNS Hostnames,” on page 19](#)
- ♦ [Section 4.1.7, “Issues in the GroupWise Plugin for iManager,” on page 20](#)
- ♦ [Section 4.1.8, “Server-Based Antivirus Software,” on page 20](#)
- ♦ [Section 4.1.9, “Open Document Management API \(ODMA\) Integration Support,” on page 20](#)

#### 4.1.1 GroupWise 2014 Terminology Changes

- ♦ **Group:** In the GroupWise Admin console, GroupWise “distribution lists” are now called “groups.” The groups that are available in the GroupWise client are called “personal groups.” The groups that are available in NetIQ eDirectory or Microsoft Active Directory are called “LDAP groups.” The term “distribution list” is now used only to mean the entire recipient list of a message, regardless of whether the recipients are listed individually or as part of groups.
- ♦ **Replicate:** In the GroupWise Admin console, the term “replicate” refers to updating GroupWise databases with the latest information about an object such as a domain, post office, or user. In ConsoleOne, this action was called “synchronize.” In the GroupWise Admin console, the term “synchronize” refers to updating the GroupWise Address Book with user information from an LDAP directory.

#### 4.1.2 GroupWise Admin Console Access from Outside the Firewall

If your network uses natting or port forwarding from a public IP address in order to reach the IP address of the GroupWise Admin Service on a GroupWise domain server, one of the following conditions must be met in order to access the GroupWise Admin console from outside the firewall:

- ♦ The MTA for the domain should not be configured with an exclusive bind to a any IP address or DNS hostname.

- ♦ If an exclusive bind is required for the MTA, the MTA should be configured with the internal IP address of the domain server, and not the DNS hostname
- ♦ If the MTA must be configured with the DNS hostname of the domain server, your network must have an internal DNS to resolve the hostname to the IP address.

Additionally, if you do need to configure the MTA with a public IP address, or you do not have an internal DNS, then you must open the GroupWise Admin Service port (9710) in order to provide GroupWise Admin console access from outside the firewall.

### 4.1.3 User Moves for Imported Users

When you import users from an LDAP directory such as NetIQ eDirectory or Microsoft Active Directory and when you move users from one context to another in the LDAP directory, the users cannot immediately log in to GroupWise. The situation automatically resolves itself the next time the MTA performs user synchronization. To provide moved users with immediate GroupWise access, you can manually synchronize the moved users.

For more information, see the following sections in the [GroupWise 2014 R2 Administration Guide](#):

- ♦ [“Configuring User Synchronization for an LDAP Directory”](#)
- ♦ [“Synchronizing User Information”](#)

### 4.1.4 LDAP User Synchronization Issue

In order for LDAP user synchronization to succeed when you are using NetIQ eDirectory, the user that the MTA uses to perform user synchronization must have Read and Compare rights to all attributes on the User objects to synchronize.

In NetIQ iManager:

- 1 Click **Rights > Modify Trustees**.
- 2 Browse to and select the container object where users are located, then click **OK**.
- 3 Click **Add Trustee**.
- 4 Browse to and select the user that the MTA can use to perform user synchronization, then click **OK**.
- 5 For **[All Attribute Rights]**, select **Compare** and **Read**, then click **Done**.

### 4.1.5 Password Issue with GWAdminUtil

If you use special characters in a GroupWise administrator password, you cannot use the -p option of the GWAdminUtil command to specify the password, unless you surround the password with quote marks. This is typical of how operating systems interpret commands on the command line.

The preferred usage is to use the -p option without the password and let the operating system prompt you for the password.

### 4.1.6 Underscore Characters in DNS Hostnames

If the DNS hostname of a domain server includes an underscore character, you cannot access the GroupWise Admin console for that domain in Internet Explorer. Technically, the underscore is not a DNS character. Internet Explorer blocks cookies on hostnames that include underscores.

If your domain server has an underscore in its DNS hostname, use a browser other than Internet Explorer for accessing the GroupWise Admin console.

#### 4.1.7 Issues in the GroupWise Plugin for iManager

The GroupWise plugin for iManager enables an eDirectory administrator to assign new eDirectory users and groups to GroupWise post offices.

- ♦ **Users:** When you want to add an eDirectory user to GroupWise, if the user's **First Name** field is empty, the user is not created in GroupWise. No error message is displayed.
- ♦ **Groups:** In the Roles and Tasks view in iManager, the **GroupWise** tab on Group objects does not always display properly. Use the View Objects view to add eDirectory groups to GroupWise.

#### 4.1.8 Server-Based Antivirus Software

If you run server-based antivirus software, you must configure it so that it does not scan GroupWise folder structures such as domains and post offices. Running antivirus software on GroupWise folder structures creates file locking conflicts with the GroupWise agents, which prevents email and administration messages from being delivered.

If you need virus scanning on GroupWise data, check the [GroupWise Partner Products page \(http://www.novell.com/products/groupwise/partners.html\)](http://www.novell.com/products/groupwise/partners.html) for compatible products.

#### 4.1.9 Open Document Management API (ODMA) Integration Support

In GroupWise 2014, the Open Document Management API (ODMA) integration is no longer supported when using GroupWise Document Management.

### 4.2 Linux Administration Issues

- ♦ [Section 4.2.1, "GWTSAFS Discontinued," on page 20](#)
- ♦ [Section 4.2.2, "Path Names and File Names in Lowercase," on page 20](#)

#### 4.2.1 GWTSAFS Discontinued

Starting in GroupWise 2012, GWTSAFS is not included in GroupWise. The supported version of Novell Open Enterprise Server (OES) provides TSAFS, which is the preferred backup approach moving forward. For more information, see "GroupWise Backup" in the *OES Storage Management Services Administration Guide*.

#### 4.2.2 Path Names and File Names in Lowercase

All folder names in paths to GroupWise domains and post offices should consist of lowercase letters. File names should also consist of lowercase letters. There are no length restrictions.

However, on Open Enterprise Server (OES), when you create an NSS volume, the volume name automatically appears in all uppercase in the path name. Because the use of lowercase letters in folder names is recommended for convenience, but is not required by any GroupWise program, this behavior on OES does not present any problems for GroupWise. You simply need to remember to type the uppercase letters when you specify the path name on OES.



## 4.3 Windows Administration Issues

- ♦ [Section 4.3.1, “Quotas on NSS Volumes,” on page 21](#)

### 4.3.1 Quotas on NSS Volumes

If you use NSS volumes with quotas turned on, you must turn on quotas on all GroupWise folders. Otherwise, you receive `No Disk Space` errors.

## 5 Agent Issues

- ♦ [Section 5.1, “General Agent Issues,” on page 21](#)
- ♦ [Section 5.2, “Linux Agent Issues,” on page 23](#)
- ♦ [Section 5.3, “Windows Agent Issues,” on page 23](#)

### 5.1 General Agent Issues

- ♦ [Section 5.1.1, “Agent Startup Files,” on page 21](#)
- ♦ [Section 5.1.2, “Agent Server Console Limitation,” on page 21](#)
- ♦ [Section 5.1.3, “Agent Upgrade Process,” on page 22](#)
- ♦ [Section 5.1.4, “Audit Reports,” on page 22](#)
- ♦ [Section 5.1.5, “Incoming Message Size Limit,” on page 22](#)
- ♦ [Section 5.1.6, “Spamhaus on the GWIA Real-Time Blacklist,” on page 22](#)
- ♦ [Section 5.1.7, “Functionality of the GWIA --msstu Switch,” on page 22](#)

#### 5.1.1 Agent Startup Files

In GroupWise 2014, MTA startup files are stored in the domain folder, POA startup files are stored in the post office folder, and GWIA startup files are stored in the *domain/wpgate/gwia* folder. If you start the agents from the command line or in a script, you must always specify the full path to the agent startup file. For example, on Linux, you would use one of the following commands to start the POA:

```
./gwpoa --home /gwsystem/post_office_name  
./gwpoa @/gwsystem/post_office_name/post_office_name.poa
```

When you upgrade existing domains and post offices, existing agent startup files are left in their original locations if the upgrade process can locate them and can verify the locations of domains and post offices. If the upgrade process cannot locate existing startup files, or if the `--home` switch in the existing startup files specifies an invalid location, the upgrade process creates new startup files in the new GroupWise 2014 locations.

#### 5.1.2 Agent Server Console Limitation

The GroupWise Installation and Admin consoles cannot stop the GroupWise agents when they run with server consoles (with a user interface). In GroupWise 2014, you should run the agents as services, without a user interface.

- ♦ On Linux, this means that you run them without the `--show` switch.
- ♦ On Windows, this means that you configure them as Windows services, rather than as Windows applications.

In order to monitor the agents, rely on the web-based agent consoles, rather than on the server consoles.

### **5.1.3 Agent Upgrade Process**

If you are currently running the GroupWise agents with a user interface, you should run them as services instead, before you start the upgrade process. The upgrade process automatically uses the same agent configuration for GroupWise 2014 as the one being used for the existing version of GroupWise.

The GroupWise Installation console cannot stop the agents when they are running with server consoles. The GroupWise Installation console must be able to stop the agents as part of the upgrade process.

### **5.1.4 Audit Reports**

Whenever the POA runs an audit report, it causes the MTA for the domain to restart. In a domain with a large number of post offices, these MTA restarts might become noticeable. This is working as designed, although improved functionality has been requested.

### **5.1.5 Incoming Message Size Limit**

When the GWIA receives an incoming message from the Internet, it creates a MIME version of the message that includes the message and any attached files. This doubles the size of the message.

You can restrict message size at the GWIA, the MTA, and the POA. The message size that you set at the GWIA determines the maximum size of messages that are allowed into your GroupWise system. However, because of the way that the GWIA creates the MIME version of incoming messages, message size limits at the MTA and POA must be two to three times the size set at the GWIA. Otherwise, some messages can successfully enter your GroupWise system at the GWIA, but they cannot be delivered because of the size limits set at the MTA or the POA.

When such a delivery failure occurs, no undeliverable message is sent, so no one is notified of the problem.

### **5.1.6 Spamhaus on the GWIA Real-Time Blacklist**

If you use Spamhaus on the GWIA real-time blacklist, you might receive a “cannot be contacted” message after you upgrade to GroupWise 2014. The GWIA now logs many conditions that were not logged in the past.

The condition that is now being reported by the GWIA is a known issue with certain combinations of Spamhaus and specific types of DNS servers. For more information, see the FAQ titled “Your DNSBL Blocks Nothing at All!” on the [spamhaus.org](http://spamhaus.org) website.

### **5.1.7 Functionality of the GWIA --msstu Switch**

The --msstu switch replaces spaces with underscores ( \_ ) in the email address of the sender, but not in the addresses of recipients. This is working as designed.

## 5.2 Linux Agent Issues

- ♦ [Section 5.2.1, “More Secure GroupWise High Availability Service,” on page 23](#)
- ♦ [Section 5.2.2, “Non-root GroupWise Agents and Low Port Numbers,” on page 23](#)
- ♦ [Section 5.2.3, “Maximum Number of Open Files,” on page 23](#)

### 5.2.1 More Secure GroupWise High Availability Service

The GroupWise High Availability Service (gwha) has been made more secure with the introduction of the `gwha.allow` file. This file must contain the name of the user that the High Availability Service uses to access the GroupWise agents to obtain their status information. For more information, see [“Automatically Restarting the Linux GroupWise Agents with the GroupWise High Availability Service”](#) in the *GroupWise 2014 R2 Installation Guide*.

### 5.2.2 Non-root GroupWise Agents and Low Port Numbers

On Novell Open Enterprise Server and SUSE Linux Enterprise Server, services such as IMAP and IMAP SSL, which require port numbers below 1025, cannot be initiated or restarted after the GroupWise agents are running as a non-root user. To initiate or restart those services, you must manually stop the services and then restart the GroupWise agents.

### 5.2.3 Maximum Number of Open Files

By default, the maximum number of open files on a Linux server is 1024. This default might not be sufficient for a busy POA. Therefore, the POA initializes the maximum number of open files to 200000.

The default number of open files is typically acceptable for the other GroupWise agents.

## 5.3 Windows Agent Issues

None.

## 6 Client Issues

- ♦ [Section 6.1, “Shared Personal Address Books and Name Completion,” on page 24](#)
- ♦ [Section 6.2, “Speller Functionality,” on page 24](#)
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- ♦ [Section 6.10, “JAWS Script Available,” on page 25](#)

## 6.1 Shared Personal Address Books and Name Completion

Shared personal address books are not included in Name Completion processing when you are addressing messages. To access a shared personal address book when addressing a message, open the Address Selector in the Compose view and manually select the recipients.

This issue is for the most part mitigated because when you send a message from a personal address book, it is added to your Frequent Contacts address book. As a result, it will be available for Name Completion in the future. However, if you turn off Name Completion from the Frequent Contacts address book, you must always manually select recipients from shared personal address books.

## 6.2 Speller Functionality

Starting in GroupWise 2012, the GroupWise client uses the speller engine technology named Hunspell. You should not notice any difference in the “spell-as-you-type” mode. However, there are a few features available in the previous Spell Checker dialog box that are no longer available.

- ♦ When the Spell Checker dialog box opens, it immediately begins spell checking.
- ♦ You can no longer check spelling in a paragraph or sentence, or by word.
- ♦ You can no longer add or manage multiple personal word lists from the Spell Checker dialog box. There is only one personal word list.

## 6.3 Archiving over the Network

The recommended location for a GroupWise client user’s archive is on his or her local workstation.

Creating an archive on a network drive is supported in the following two configurations:

- ♦ The Novell Map Network Drive feature of the Novell Client is used to map a network drive from the user’s workstation to a Novell Open Enterprise (OES) Linux server where the archive is located.

The OES Linux server must use NSS volumes, and you must use NCP access with cross-protocol locks enabled in order to ensure safe client access to the archive.

- ♦ The Windows Map Network Drive feature is used to map a network drive from the user’s workstation to an OES Linux server using Novell CIFS access.

Other configurations, including Samba on a SUSE Linux Enterprise Server (SLES) server, are not currently supported.

## 6.4 Interaction with ZENworks Configuration Management

If you use ZENworks Configuration Management to distribute the GroupWise client, a problem occurs when you update to ZENworks Configuration Management 11.2, if you have enabled Collaboration Single Sign-on (CASA). The Windows registry entry that enables CASA to provide single sign-on convenience for GroupWise users must be reset.

- 1 In the Windows registry, browse to the following key:

```
HKEY_LOCAL_MACHINE\\Software\\Novell\\SSO\\CASA
```

- 2 Add the following string of type REG\_SZ:

```
CacheDesktopPassword
```

- 3 Set the value to `true`.

## 6.5 GroupWise/Vibe Compatibility

If you use Novell Vibe with GroupWise, Vibe 3 or later is required for GroupWise 2014 integration.

## 6.6 GroupWise Compatibility with Folder Synchronization Applications

Do not use iFolder with your GroupWise mailbox. For more information, see “GroupWise Files Become Corrupted in an iFolder” in the “Troubleshooting” section in the [Novell iFolder Cross-Platform User Guide](#).

The issues involved with trying to use iFolder with GroupWise apply to using GroupWise with other folder synchronization applications as well, such as Novell Filr and Microsoft Offline Files. Do not use any of these applications with GroupWise.

## 6.7 Windows XP and Power Users

If you are a member of the Power Users group when you install the GroupWise client, you cannot immediately uninstall the GroupWise client in the Control Panel. You must follow these steps to uninstall:

- 1 Remove yourself from the Power Users group.
- 2 Log out of Windows.
- 3 Log back in to Windows.
- 4 Uninstall the GroupWise client.

## 6.8 GroupWise/Outlook Compatibility

If you install the GroupWise 2014 client on a workstation where Outlook 2013 is installed, you must reboot the workstation before you use Outlook. If you do not reboot the workstation, you receive the following error when you start Outlook:

```
Unexpected Error in gwmspl.dll
```

## 6.9 Address Books Do Not Display in GroupWise When Installing GroupWise after Outlook 2003

If you install Outlook, then install the GroupWise client, and then uninstall Outlook, you must reinstall the GroupWise client in order to restore MAPI, which is uninstalled along with Outlook. To avoid this problem, uninstall Outlook before you install the GroupWise client.

## 6.10 JAWS Script Available

Users of the JAWS screen reader can install the JAWS script available for GroupWise. Follow the instructions in the `\client\jaws\gw_jaws_readme.txt` file to install the JAWS script and other files on your workstation.

If you encounter Section 508 accessibility issues in the GroupWise 2014 client, continue to use the GroupWise 2012 client. Section 508 accessibility issues will be addressed in a future GroupWise 2014 release.

## 7 WebAccess Issues

- ♦ [Section 7.1, “General WebAccess Issues,” on page 26](#)
- ♦ [Section 7.2, “Linux WebAccess Issues,” on page 28](#)
- ♦ [Section 7.3, “Windows WebAccess Issues,” on page 29](#)

### 7.1 General WebAccess Issues

- ♦ [Section 7.1.1, “Auto-Refresh across Multiple Environments,” on page 26](#)
- ♦ [Section 7.1.2, “WebAccess Busy Search Error,” on page 26](#)
- ♦ [Section 7.1.3, “WebAccess Time Zone,” on page 26](#)
- ♦ [Section 7.1.4, “Shared Folder Notification Issue,” on page 27](#)
- ♦ [Section 7.1.5, “Proxy Calendar Availability,” on page 27](#)
- ♦ [Section 7.1.6, “WebAccess Mobile and Tablet Issues,” on page 27](#)
- ♦ [Section 7.1.7, “WebAccess Monitoring,” on page 28](#)
- ♦ [Section 7.1.8, “Preventing Web Server Folder Browsing,” on page 28](#)
- ♦ [Section 7.1.9, “WebPublisher Availability,” on page 28](#)

#### 7.1.1 Auto-Refresh across Multiple Environments

When you log in to WebAccess (for example, on your desktop computer), Auto-Refresh keeps the mailbox content current in your desktop web browser. If you log in to a second environment (for example, on your tablet), Auto-Refresh starts refreshing the second environment, but might stop refreshing the first environment.

If you return to the first environment, you might need to manually refresh your browser to display current content. If you resume working steadily in the first environment, you might need to log out of WebAccess, and then log back in again, in order to re-establish Auto-Refresh in the first environment.

Auto-Refresh sometimes refreshes only one environment at a time. Logging in always activates Auto-Refresh for the current environment.

#### 7.1.2 WebAccess Busy Search Error

If you specify an invalid user in an appointment and do a Busy Search, WebAccess displays an error that does not indicate the cause of the problem. If you receive an error doing a Busy Search in WebAccess, verify the information that you have specified in the appointment to ensure that it is valid.

#### 7.1.3 WebAccess Time Zone

In GroupWise 8 WebAccess, you were required to manually set the WebAccess time zone if you wanted WebAccess to use a time zone that was different from the time zone of your post office. Starting in GroupWise 2012, the WebAccess time zone automatically matches the time zone of your workstation. To change the WebAccess time zone, change your workstation time zone.



### 7.1.4 Shared Folder Notification Issue

Starting with GroupWise 2012, you can share folder trees. In the GroupWise client, the shared folder notification for the folder tree arrives as a single notification. In WebAccess, you receive a shared folder notification for each folder in the shared folder tree. In a large folder tree, this could result in a large number of shared folder notifications.

Multiple shared folder notifications for folder trees shared in GroupWise 2014 and GroupWise 2012 occur in GroupWise 8, in both the GroupWise client and in WebAccess.

### 7.1.5 Proxy Calendar Availability

In the GroupWise client, you can right-click a Calendar folder, then click **New Proxy Calendar** to display the Calendar of a proxy user as a sub-calendar in your own Calendar.

In WebAccess, you cannot create a Proxy Calendar, and Proxy Calendars created in the GroupWise client do not display in WebAccess. In WebAccess, you must proxy to the other user's mailbox in order to view that user's Calendar.

### 7.1.6 WebAccess Mobile and Tablet Issues

- ♦ [Section 7.1.6.1, "Attachments on a Samsung Galaxy Tablet," on page 27](#)
- ♦ [Section 7.1.6.2, "PDF Display on an ASUS Tablet," on page 27](#)
- ♦ [Section 7.1.6.3, "Browser Display on an ASUS Tablet," on page 27](#)

#### 7.1.6.1 Attachments on a Samsung Galaxy Tablet

On a Samsung Galaxy tablet, the Quickoffice HD location for attaching documents and text files might not be available, depending on the specific model of the Galaxy tablet. You can attach files in WebAccess Mobile only from locations that are available on your particular tablet.

#### 7.1.6.2 PDF Display on an ASUS Tablet

PDF files cannot be displayed on ASUS Transformer TF101 and TF102 tablets. These tablets do not currently have a plug-in for displaying PDF files. As a result, the PDF file is downloaded to the tablet rather than being immediately displayed. To display a PDF file after it has been downloaded, use a native application such as MyLibrary or Polaris Office to view it.

#### 7.1.6.3 Browser Display on an ASUS Tablet

ASUS tablets have browser display issues in WebAccess Mobile, including:

- ♦ Pages occasionally do not load.
- ♦ Pages might be very slow to load.
- ♦ The browser quits. When it is relaunched, the browser does not display the pages and tabs that were originally displayed when it quit.
- ♦ Typing text in the browser is very slow.

As a workaround:

- 1 Enter the following text in the address bar:

about :debug

- 2 In the browser menu, click **Settings > Debug**.

- 3 Deselect **Enable OpenGL Rendering**.
- 4 Repeat this procedure each time you restart the tablet.

### 7.1.7 WebAccess Monitoring

Starting in GroupWise 2012, the WebAccess Application communicates directly with the POA, and the WebAccess Agent is no longer needed. As a result, WebAccess cannot be monitored by GroupWise Monitor, because Monitor communicates with agents, not with Web applications. Use the web-based WebAccess Application console instead.

### 7.1.8 Preventing Web Server Folder Browsing

If your web server is configured to allow folder browsing, a user can access the `/com` folder of your web server and browse downward from there. There is no confidential information located in any of the folders that are accessible in this manner.

However, if you want to prevent access, you can change the configuration of your web server. For example, if you are using Apache, you can modify the `httpd.conf` file to remove the access that is provided by default. Locate the section that provides folder options for the `htdocs` folder. Either remove the `Indexes` option from the `Options` directive or place a minus (-) in front of it. Restart Apache to put the change into effect.

### 7.1.9 WebPublisher Availability

Starting in GroupWise 2012, WebPublisher is not part of GroupWise. To continue using WebPublisher, you must maintain a GroupWise 8 domain with GroupWise 8 WebAccess to support your WebPublisher needs.

## 7.2 Linux WebAccess Issues

- ♦ [Section 7.2.1, “WebAccess Installation Issue,” on page 28](#)
- ♦ [Section 7.2.2, “WebAccess Upgrade Issue,” on page 28](#)

### 7.2.1 WebAccess Installation Issue

When you install WebAccess on Open Enterprise Server (OES) 11, you might see the following warning messages:

```
[warn] module rewrite_module is already loaded, skipping
[warn] worker ajp://localhost:9009/gw/webacc already used by another worker
[warn] The Alias directive in /etc/opt/novell/httpd/conf.d/gw.conf at line 4
       will probably never match because it overlaps an earlier Alias.
```

These warnings are cosmetic. The installation proceeds successfully.

### 7.2.2 WebAccess Upgrade Issue

If you upgrade an existing WebAccess installation to GroupWise 2014, you must use both the **Install** option and the **Configure** option in the GroupWise Installation Wizard in order for the GroupWise 2014 version of the WebAccess Application to be installed and configured correctly. If you do not run the **Configure** option, you continue to run the old WebAccess Application and not the GroupWise 2014 version.

## 7.3 Windows WebAccess Issues

- [Section 7.3.1, “Installation on Windows Server 2008 R2 and Later,” on page 29](#)
- [Section 7.3.2, “New Message Notification Sound Not Activated in Internet Explorer 9,” on page 29](#)
- [Section 7.3.3, “Refresh Issue in the Work in Progress Folder,” on page 29](#)
- [Section 7.3.4, “NetIQ iManager Compatibility on Windows,” on page 29](#)
- [Section 7.3.5, “Internet Explorer and Google Chrome Frame,” on page 29](#)

### 7.3.1 Installation on Windows Server 2008 R2 and Later

On Windows, WebAccess requires ISAPI support. ISAPI support is no longer installed by default when you install Windows Server 2008 R2 or later and Internet Information Services (IIS). Ideally, you should select ISAPI support during the installation of IIS. However, if you are installing WebAccess on Windows Server 2008 R2 or later, and ISAPI support is not yet installed, you can add it after the fact.

- 1 In Windows Server Manager, expand **Roles**, then right-click **Web Server (IIS)**.
- 2 In the **Role Services** section, click **Add Role Services**.
- 3 Select **Application Development**, select **ISAPI Extensions** and **ISAPI Filters**, then click **Install**.
- 4 (Conditional) If you installed the GroupWise WebAccess Application before you installed ISAPI support, reinstall the GroupWise WebAccess Application.

The WebAccess Installation Wizard restarts Tomcat and IIS to put the ISAPI changes into effect.

### 7.3.2 New Message Notification Sound Not Activated in Internet Explorer 9

If you are using WebAccess in Internet Explorer 9, the notification sound for new messages is not activated. Update Internet Explorer to a later version.

### 7.3.3 Refresh Issue in the Work in Progress Folder

When WebAccess is installed on a Windows server, changes to an item that is saved in the Work in Progress folder might not take effect immediately. This occurs when the POA selects an IPv6 address as the best IP address to register the poll notifications with.

As a workaround, edit the `webacc.cfg` file and set the `SOAP.Poll.host` setting to the correct IPv4 address for the POA to use for poll notifications.

### 7.3.4 NetIQ iManager Compatibility on Windows

Do not install WebAccess and NetIQ iManager on the same Windows server. Because WebAccess installs and configures its own Tomcat and Jakarta connector, it must be installed on a server where Tomcat is not already in use by another program. If they are installed on the same server, either WebAccess or iManager does not work.

### 7.3.5 Internet Explorer and Google Chrome Frame

In Internet Explorer 6 and 7, WebAccess relies on Google Chrome Frame in order to provide a variety of advanced features. If a user's workstation does not have Google Chrome Frame, the user is prompted to download and install it from the Internet. If your WebAccess users do not have access to the Internet, you can make Google Chrome Frame available locally.

- 1 Download the Google Chrome Frame installer from the following web site:

`http://www.google.com/chromeiframe`

The Google Chrome Frame installer is named  
`GoogleChromeFrameStandaloneEnterprise.msi`.

- 2 Place the `.msi` file under the document root folder on your web server.
- 3 Test the location by viewing the URL for the file in your web browser.
- 4 Specify the URL for the Google Chrome Frame installer in the WebAccess configuration file:
  - 4a Edit the `webacc.cfg` file in an ASCII text editor.
  - 4b Add the following line at the bottom of the file:  
  
`GoogleChromeFrame.url=installer_location`
  - 4c Replace `installer_location` with the URL that you tested in [Step 3](#).
  - 4d Save the file and exit the text editor.
- 5 Restart Tomcat.

## 8 Calendar Publishing Host Issues

- ♦ [Section 8.1, “General Calendar Publishing Host Issues,” on page 30](#)
- ♦ [Section 8.2, “Linux Calendar Publishing Host Issues,” on page 31](#)
- ♦ [Section 8.3, “Windows Calendar Publishing Host Issues,” on page 31](#)

### 8.1 General Calendar Publishing Host Issues

- ♦ [Section 8.1.1, “URL for Published Calendars,” on page 30](#)
- ♦ [Section 8.1.2, “Time Discrepancy in Published Calendars,” on page 30](#)
- ♦ [Section 8.1.3, “Calendar Publishing Host Name Required During Installation,” on page 31](#)
- ♦ [Section 8.1.4, “Attachments Not Published,” on page 31](#)

#### 8.1.1 URL for Published Calendars

When you publish a calendar to the Internet, you can send non-GroupWise users a URL to your published calendar. The GroupWise client provides one of the following formats for the URL, depending on whether the CalPub Host is configured for `http` or `https`:

```
webcal://calpubhost_hostname/gwcal/calendar/  
a3NvcmVuc2VuQGd3Lm5vdmVsbC5jb20_Y249Q2FsZW5kYXI
```

```
webcals://calpubhost_hostname/gwcal/calendar/  
a3NvcmVuc2VuQGd3Lm5vdmVsbC5jb20_Y249Q2FsZW5kYXI
```

Outlook accepts `webcals`, but GMail Calendar and iCal on a Mac accept `webcal` rather than `webcals` in the URL.

#### 8.1.2 Time Discrepancy in Published Calendars

In some time zones and depending on whether Daylight Saving Time is in effect, appointments that are created in WebAccess might display one hour earlier in a published calendar compared to when they are actually scheduled.

### **8.1.3 Calendar Publishing Host Name Required During Installation**

The Calendar Publishing Host Installation Wizard prompts for the name of the Calendar Publishing Host. If you are upgrading an existing Calendar Publishing Host installation, the Calendar Publishing Host name must be specified identically as before, including spacing and capitalization. If the names do not match, the Calendar Publishing Host cannot function.

### **8.1.4 Attachments Not Published**

If calendar items include attachments, the attachments are not published to the Internet, but the calendar items themselves are still successfully published.

## **8.2 Linux Calendar Publishing Host Issues**

- ♦ [Section 8.2.1, “Linux Calendar Publishing Host Issues Shared with WebAccess,” on page 31](#)

### **8.2.1 Linux Calendar Publishing Host Issues Shared with WebAccess**

The Calendar Publishing Host and WebAccess share a substantial amount of functionality. [Section 7.2.1, “WebAccess Installation Issue,” on page 28](#) and [Section 7.2.2, “WebAccess Upgrade Issue,” on page 28](#) also pertain to the Calendar Publishing Host.

## **8.3 Windows Calendar Publishing Host Issues**

None.

# **9 Monitor Issues**

- ♦ [Section 9.1, “General Monitor Issues,” on page 31](#)
- ♦ [Section 9.2, “Linux Monitor Issues,” on page 31](#)
- ♦ [Section 9.3, “Windows Monitor Issues,” on page 32](#)

## **9.1 General Monitor Issues**

- ♦ [Section 9.1.1, “Monitor Agent SSL Configuration,” on page 31](#)

### **9.1.1 Monitor Agent SSL Configuration**

If you want to enable SSL by using the Monitor Agent `--httpssl` and `--httpcertfile` switches, the certificate file must be in PEM format. This differs from the other GroupWise agents, which take a `.b64` public certificate file and a `.key` private key file. The PEM format combines the certificate and key in a single file.

## **9.2 Linux Monitor Issues**

- ♦ [Section 9.2.1, “Linux Monitor Issues Shared with WebAccess,” on page 32](#)
- ♦ [Section 9.2.2, “Restoring Monitor Settings after Reinstallation,” on page 32](#)

### 9.2.1 Linux Monitor Issues Shared with WebAccess

Monitor and WebAccess share a substantial amount of functionality. [Section 7.2.1, “WebAccess Installation Issue,” on page 28](#) and [Section 7.2.2, “WebAccess Upgrade Issue,” on page 28](#) also pertain to Monitor.

### 9.2.2 Restoring Monitor Settings after Reinstallation

Monitor settings are stored in the `monitor.xml` file in the Monitor installation folder. Agent groups are also stored in this file. If you reinstall the Monitor software, the `monitor.xml` file is backed up as `monitor.001`. To restore previous Monitor settings and agent groups, remove the newly installed `monitor.xml` file and rename `monitor.001` to `monitor.xml`.

## 9.3 Windows Monitor Issues

- ♦ [Section 9.3.1, “Upgrade of the Monitor Agent,” on page 32](#)

### 9.3.1 Upgrade of the Monitor Agent

When you upgrade the Monitor Agent to GroupWise 2014, a problem occurs if you have installed the earlier version of the Monitor Agent in a folder that is different from the default location:

```
c:\Program Files\Novell\GroupWise Monitor
```

The Monitor Agent Installation Wizard places the new `monitor.xml` file in that default location. On startup, the Monitor Agent looks once in that default location, and then it saves the new `monitor.xml` file in the new default location

```
c:\ProgramData\Novell\GroupWise Monitor
```

When you install the GroupWise 2014 Monitor Agent to a location other than the default under the `c:\Program Files` folder structure,

If you reinstall the Monitor Agent to a location that is different from its previous location, the `monitor.xml` file is not handled correctly. Under typical circumstances, the Monitor Agent Installation Wizard looks one time for the `monitor.xml` file in the following folder:

The Monitor Agent Installation Wizard then saves the `monitor.xml` file in the following folder:

When the Monitor Agent starts, it always looks for the `monitor.xml` file in the `ProgramData` location.

If you reinstall the Monitor Agent in a different folder that is not in the `P`

## 10 GroupWise/Exchange Coexistence Issues

- ♦ [Section 10.1, “General GroupWise/Exchange Coexistence Issues,” on page 33](#)
- ♦ [Section 10.2, “Address Book Synchronization Issues,” on page 33](#)
- ♦ [Section 10.3, “GroupWise Free/Busy Service Issues,” on page 35](#)



## 10.1 General GroupWise/Exchange Coexistence Issues

- ♦ [Section 10.1.1, “Pre-existing GroupWise/Exchange Synchronization,” on page 33](#)

### 10.1.1 Pre-existing GroupWise/Exchange Synchronization

If you have been using the legacy GroupWise Gateway for Microsoft Exchange or another method for connecting your GroupWise and Exchange systems, you must consider how to handle information that has already been synchronized before you implement the coexistence solution. For a list of considerations, see [Appendix A, “Preexisting GroupWise/Exchange Synchronization”](#) in the *GroupWise/Exchange Coexistence Guide*.

## 10.2 Address Book Synchronization Issues

- ♦ [Section 10.2.1, “Address Book Synchronization Licensing,” on page 33](#)
- ♦ [Section 10.2.2, “Names for the GroupWise External Domain and Post Office Objects,” on page 33](#)
- ♦ [Section 10.2.3, “Shared Internet Domain Names,” on page 34](#)
- ♦ [Section 10.2.4, “Object Names with Spaces,” on page 34](#)
- ♦ [Section 10.2.5, “Checking Free/Busy information on GroupWise Users in an Exchange Distribution Group,” on page 34](#)
- ♦ [Section 10.2.6, “Unsupported GroupWise Send Options,” on page 34](#)

### 10.2.1 Address Book Synchronization Licensing

When you enable address book synchronization in the GroupWise Admin console, you receive the following notification:

Exchange address book synchronization requires its own license.  
If you enable Exchange address book synchronization,  
your GroupWise system might be subject to additional licensing fees.

We invite you to contact your Novell representative, reseller, or partner  
to learn more about this feature or for pricing and licensing information.

Ensure that you understand the licensing fees that might apply before you implement address book synchronization.

### 10.2.2 Names for the GroupWise External Domain and Post Office Objects

After address book synchronization, Exchange objects are organized under a GroupWise External Domain object. The original Active Directory context of each object is represented by an External Post Office object. The External Post Office object cannot have the same name as the External Domain object.

### 10.2.3 Shared Internet Domain Names

If you want your GroupWise system and your Exchange system to have the same Internet domain name (for example, `novell.com`), some specialized configuration is required. For background information, see [Configure Exchange 2010 to Route Messages for a Shared Address Space](http://technet.microsoft.com/en-us/library/bb676395.aspx) (<http://technet.microsoft.com/en-us/library/bb676395.aspx>).

- 1 Edit the Accepted Domain for the Organization Hub Transport Accepted domain.
- 2 Change it to an Internal Relay Domain.
- 3 Create a new Send Connector.
- 4 Configure it to relay by setting its SMTP Address Space to the GWIA IP address or DNS hostname.
- 5 Configure the MX record for the shared Internet domain name to point to the Exchange system, which then forwards non-local addresses to the GWIA in the GroupWise system.
- 6 Configure any outbound GWIAs to forward undeliverable messages to an Exchange Hub Server.

### 10.2.4 Object Names with Spaces

During the synchronization process, GroupWise and Exchange object names become part of email addresses. The space character is not valid in email addresses. As a result, objects with spaces in their names do not synchronize, because their email addresses are invalid.

Exchange prevents the creation of invalid email addresses. For GroupWise, you must set up a preferred email ID for each object that would, by default, have an invalid email address. For more information, see “[Object Naming Consideration](#)” in the *GroupWise/Exchange Coexistence Guide*.

### 10.2.5 Checking Free/Busy information on GroupWise Users in an Exchange Distribution Group

The current version of the GroupWise Free/Busy service does not provide free/busy information for groups.

If you use the Scheduling Assistant in Outlook, you see free/busy information from GroupWise users in a group only if you expand the group.

In Outlook WebAccess, you cannot expand the group. Therefore, you cannot see free/busy information for GroupWise users in the group, and you might get an error.

### 10.2.6 Unsupported GroupWise Send Options

The following GroupWise send options were supported by the legacy GroupWise Exchange Gateway, but are not supported in the GroupWise/Exchange coexistence solution:

- ♦ Classification (Normal, Proprietary, Confidential, Secret, Top Secret, For Your Eyes Only)
- ♦ Reply Requested (When Convenient, With `nn` Days)
- ♦ Delay Delivery
- ♦ Notify Recipients

If users select these send options in GroupWise, the options have no effect on messages sent to Exchange users.

## 10.3 GroupWise Free/Busy Service Issues

- ♦ [Section 10.3.1, “Passwords for the Free/Busy Service User Accounts,” on page 35](#)
- ♦ [Section 10.3.2, “GroupWise User Display in the Outlook Suggested Times Box,” on page 35](#)

### 10.3.1 Passwords for the Free/Busy Service User Accounts

If the passwords for the Free/Busy service user accounts that access the GroupWise and Exchange systems change for any reason, the Free/Busy service can no longer obtain free/busy information. Ideally, set up these user accounts to be exempt from password expiration rules. If these account passwords need to change for any reason, run the Free/Busy Configurator to provide the current passwords to the Free/Busy service.

### 10.3.2 GroupWise User Display in the Outlook Suggested Times Box

In the Outlook Scheduling Assistant, GroupWise users' schedules are correctly listed as you add attendees to the appointment. However, the Suggested Times box cannot determine the availability of GroupWise users.

## 11 International Issues

- ♦ [Section 11.1, “General International Issues,” on page 35](#)
- ♦ [Section 11.2, “Linux International Issues,” on page 37](#)
- ♦ [Section 11.3, “Windows International Issues,” on page 38](#)

### 11.1 General International Issues

- ♦ [Section 11.1.1, “SMS Texting and European Phone Numbers,” on page 35](#)
- ♦ [Section 11.1.2, “Double-Byte Character Restrictions,” on page 35](#)
- ♦ [Section 11.1.3, “Linux Agent Server Consoles,” on page 36](#)
- ♦ [Section 11.1.4, “Published Calendars with Extended Characters in File Names,” on page 36](#)
- ♦ [Section 11.1.5, “Double-Byte Characters in WebAccess Mobile,” on page 36](#)
- ♦ [Section 11.1.6, “Hebrew and Arabic Not Available,” on page 37](#)

#### 11.1.1 SMS Texting and European Phone Numbers

GroupWise cannot correctly identify a country code in a phone number when there is no delimiter between the country code and the rest of the phone number. For example, if +49 is the country code, and if you enter a contact phone number as +491234567890, an SMS text message to that contact is undeliverable. If you put a space or a dash between the country code and the phone number, such as +49 1234567890, the SMS text message is successfully delivered.

Sending SMS text messages from GroupWise is free of charge for senders. However, in some European countries, recipients must pay a small charge when they receive SMS text messages.

#### 11.1.2 Double-Byte Character Restrictions

Do not use double-byte characters in the following places in your GroupWise system:

- ♦ Folder names
- ♦ File names

- ♦ Mailbox passwords

The GroupWise client login does not allow entry of double-byte characters in a password, even if such a password can be created in the LDAP directory from which GroupWise users are imported.

- ♦ Calendar Publishing Host names

### 11.1.3 Linux Agent Server Consoles

If you start an individual GroupWise agent in a language other than English with a command such as the following:

```
./gwmnta --show @provo.mta
```

you must turn off UTF-8 in order for the agent server console to display properly.

To turn off UTF-8 for the Linux server:

- 1 In YaST, click **System > Language > Details**.
- 2 Deselect **UTF-8 Encoding**, then click **OK**.
- 3 Click **Accept** to save the new setting, then reboot the Linux server.

If you do not want to turn off UTF-8 for the server, you can use the `grpwise` script to start the agents, because it turns off UTF-8 automatically when it starts the agents with the user interface provided by the `--show` switch. However, by default, the `grpwise` script starts the agents as services, without the user interface.

### 11.1.4 Published Calendars with Extended Characters in File Names

On Windows, Mozilla-based browsers such as Firefox do not handle extended character file names correctly for published calendars. This is a browser problem, not a GroupWise problem. There is no workaround.

In Safari on Macintosh, extended character file names are not interpreted correctly. As a workaround, use Firefox instead of Safari to display published calendars. This is a browser problem, not a GroupWise problem.

### 11.1.5 Double-Byte Characters in WebAccess Mobile

- ♦ [Section 11.1.5.1, “Login Window,” on page 36](#)
- ♦ [Section 11.1.5.2, “Attached Files,” on page 36](#)

#### 11.1.5.1 Login Window

On some tablets, garbage characters display in the WebAccess Mobile Login window instead of readable text. This problem tends to occur on older devices, even when they are running a supported tablet operating system.

#### 11.1.5.2 Attached Files

On some tablets, when you select a file with double-byte characters in the file name, the characters display as garbage characters. This is a problem with the device.

### 11.1.6 Hebrew and Arabic Not Available

Starting in GroupWise 8 SP1, Hebrew was dropped from the list of supported languages. Starting in GroupWise 2014, Arabic has been dropped.

## 11.2 Linux International Issues

- ♦ [Section 11.2.1, “Display Problem with Agent Server Console Interfaces,” on page 37](#)
- ♦ [Section 11.2.2, “Mnemonics for Double-Byte Languages,” on page 37](#)
- ♦ [Section 11.2.3, “Localized Agent User Interface Display,” on page 37](#)

### 11.2.1 Display Problem with Agent Server Console Interfaces

If you run the Linux GroupWise agents with an agent server console interface in languages other than English, the logging information might not display correctly. The problem occurs if your language encoding is set to UTF-8.

To determine your current language encoding, use the following command in a terminal window:

```
locale
```

You can change your language encoding in YaST:

- 1 Start YaST, click **System**, then double-click **Choose Language**.
- 2 Select the language you are running the agents in, then click **Details**.
- 3 Deselect **Use UTF-8 Encoding**, then click **OK**.
- 4 Stop and then restart the agents to put the new setting into effect.

### 11.2.2 Mnemonics for Double-Byte Languages

Keyboard mnemonics for menu items work for characters a-z and A-Z, but not for other characters.

### 11.2.3 Localized Agent User Interface Display

The Linux GroupWise agent server consoles display correctly if the Linux environment is using the ISO-8859-1 character set, which is the default for the GroupWise administration languages and locales.

Language	Character Set Code
French	fr_FR
German	de_DE
Portuguese	pt_BR
Spanish	es_ES

If the Linux environment is using a different character set encoding, such as UTF-8 (for example, fr\_FR.UTF-8), the localized agent user interfaces do not display correctly.

## 11.3 Windows International Issues

- [Section 11.3.1, “Client Auto-Update Issue in a Silent Installation,” on page 38](#)
- [Section 11.3.2, “Installation Error about the component.msi File,” on page 38](#)
- [Section 11.3.3, “Unwanted Language Selection Dialog Box during Auto-Update of the GroupWise Client Software,” on page 38](#)
- [Section 11.3.4, “Incorrect Chinese Version in the Browse List of Published Calendars,” on page 38](#)
- [Section 11.3.5, “Novell Vibe Folders in the GroupWise Client,” on page 38](#)

### 11.3.1 Client Auto-Update Issue in a Silent Installation

When you set up the configuration for the Client Auto-Update feature to install multiple languages, you must allow the display of the prompt to select the languages to install in order for the languages to install successfully. You currently cannot set `ShowLanguageDialog` to `No` in the `setup.cfg` file.

### 11.3.2 Installation Error about the *component.msi* File

When you upgrade WebAccess, the Calendar Publishing Host, or Monitor, if you install over the English-only version of an earlier GroupWise release, you receive the following message:

The feature you are trying to use is on a network resource that is unavailable.

Click OK to try again, or enter an alternate path to a folder containing the installation package '*component.msi*' in the box below.

Simply click **Cancel**. This is an automatic InstallShield message. The GroupWise Installation Wizard correctly handles the situation without your assistance.

### 11.3.3 Unwanted Language Selection Dialog Box during Auto-Update of the GroupWise Client Software

Setting `ShowDialogs=No` in the `setup.cfg` file does not suppress the interface language dialog box that appears when you install the GroupWise client. The interface language dialog box is displayed by InstallShield to ask what language the GroupWise Client Setup Wizard should run in. It does not affect which client languages are installed by the Client Setup Wizard.

For instructions to suppress the interface language dialog box, see Step 6 in “[Customizing the Setup Configuration File](#)” in the [GroupWise 2014 Administration Guide](#).

### 11.3.4 Incorrect Chinese Version in the Browse List of Published Calendars

When you display a browse list of published calendars at the following URL, the incorrect version of Chinese might be displayed:

`http://web_server_address/gwcal/calendar`

If you are using Internet Explorer 10 on Windows 8, Traditional Chinese displays instead of Simplified Chinese. As a workaround, use Mozilla Firefox.

### 11.3.5 Novell Vibe Folders in the GroupWise Client

Files with certain extended and double-byte characters in their file names cannot be dragged into Novell Vibe folders. The problem is resolved in Novell Vibe 3.3.

## 12 Documentation Issues

- ♦ [Section 12.1, “General Documentation Issues,” on page 39](#)
- ♦ [Section 12.2, “Linux Documentation Issues,” on page 39](#)
- ♦ [Section 12.3, “Windows Documentation Issues,” on page 39](#)

### 12.1 General Documentation Issues

- ♦ [Section 12.1.1, “Help Display in the GroupWise Admin Console and Agent Web Consoles,” on page 39](#)

#### 12.1.1 Help Display in the GroupWise Admin Console and Agent Web Consoles

The behavior of the online help window in the GroupWise Admin console and the agent consoles varies depending on the capabilities of your browser.

When your browser is correctly handling the help window, you can position the help window in a convenient location, and the help windows reappears in that location as long as you do not close it.

Under other circumstances, the help window can become obscured by other windows and does not reappear the next time you click **Help**. Under these circumstances, you must locate the hidden browser window and manually bring it to the foreground the next time you display help.

More recent browsers on more recent operating systems behave better than older browsers on older operating systems. A workaround in a misbehaving browser is to always close the help window when you are finished viewing a help topic.

### 12.2 Linux Documentation Issues

- ♦ [Section 12.2.1, “Agent Help Does Not Display When the Agent Runs as a Non-root User,” on page 39](#)

#### 12.2.1 Agent Help Does Not Display When the Agent Runs as a Non-root User

When you start the Linux POA, the Linux MTA, and the Linux GWIA with a server console by using the `--show` switch, if the agents start as a `non-root` user, clicking **Help** does not display the agent help file.

Help is displayed in a browser window and the agents currently launch the browser as `root`, even if they start as a `non-root` user. Giving the user access to the browser window as `root` would be a security risk. This is working as designed.

### 12.3 Windows Documentation Issues

- ♦ [Section 12.3.1, “PDF Display in Firefox,” on page 39](#)

#### 12.3.1 PDF Display in Firefox

Starting in Firefox 19, Firefox includes a built-in PDF viewer by default. In earlier versions, Adobe Acrobat has been used with Firefox.

The built-in Firefox PDF viewer does not include the ability to expand and collapse the table of contents bookmarks in the left panel of PDF guides. In a large GroupWise guide, this expand/collapse functionality can be very useful.



To configure Firefox to use Adobe Acrobat as it did in previous versions:

- 1 Click **Firefox > Options > Applications**.
- 2 In **Portable Document Format (PDF)** field, select **Use Adobe Acrobat (in Firefox)**, then click **OK**.

## 13 Legal Notices

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