

GroupWise 7 Support Pack 1

August 15, 2006

Updated October 5, 2007, with upgrade instructions for Open Enterprise Server 2 and SUSE® Linux Enterprise Server 10.

1 Overview

GroupWise® 7 Support Pack 1 provides enhancements for both administrators and end users.

For Administrators

- ◆ On Linux*, SUSE Linux Enterprise Server 10 and SUSE Linux Enterprise Desktop 10 are now supported.
- ◆ On Linux, installation in a Novell® Cluster Services cluster has been simplified.
- ◆ On Linux, GroupWise can be installed on PolyServe* Matrix Server.
- ◆ Improved global signatures enable administrators to more effectively meet business, legal, or regulatory mandates.
- ◆ The new Gateway Alias Migration utility converts SMTP gateway aliases into preferred e-mail IDs.
- ◆ The GroupWise Target Service Agent for File Systems (TSAFSGW) has been improved. On NetWare® and Linux, it can determine what types of GroupWise objects are available for backup based on the path you provide. In a NetWare cluster, it can identify and back up GroupWise data based on virtual server information, rather than physical server information.
- ◆ The interactive tutorial in the Windows* client should reduce help desk calls. It also offers administrators additional training opportunities for their users from BrainStorm*, Inc., the Novell® official end-user training partner.

For End Users

- ◆ GroupWise Windows client users should find the interactive tutorial helpful for setting up their Home views.
- ◆ Cross-Platform client users will appreciate the additional features that have been added to the Cross-Platform client.
- ◆ WebAccess client dial-up users in low-bandwidth environments will enjoy improved performance when using the many new, attractive, and efficient WebAccess features provided in GroupWise 7.
- ◆ GroupWise users with customers, partners, and colleagues on other e-mail systems can now schedule meetings and receive accepted/declined statuses between systems, thanks to the availability of iCal support. Compatible e-mail systems include Microsoft* Exchange and Lotus* Notes*.
- ◆ Outlook* Connector users can now access shared GroupWise Contacts folders from Outlook.

- ♦ GroupWise users of mobile devices now have out-of-the-box synchronization capabilities.

2 GroupWise System Requirements

The system requirements for GroupWise 7 Support Pack 1 are essentially the same as those for GroupWise 7, with the following additional environments now supported:

- ♦ SUSE Linux Enterprise Server 10
- ♦ SUSE Linux Enterprise Desktop 10
- ♦ PolyServe Matrix Server 3.1 on Linux
- ♦ Mac OS X on Intel* (for the Cross-Platform client only, not the WebAccess client)
- ♦ VMWare* ESX/GSX (for the agents and the clients)

Complete GroupWise system requirements are listed in the *GroupWise 7 Installation Guide* (http://www.novell.com/documentation/gw7/gw7_install/data/bp8vh01.html#bp8vh01).

IMPORTANT: GroupWise system requirements do not apply to GroupWise Mobile Server. For GroupWise Mobile Server requirements, see the *GroupWise Mobile Server Readme* (<http://www.novell.com/documentation/gw7/gmsreadmeus/data/gmsreadmeus.html>).

3 NetWare/Windows: Support Pack Installation

- ♦ [Section 3.1, “NetWare/Windows: Administration Software Installation Instructions,” on page 2](#)
- ♦ [Section 3.2, “Windows: Client Software Installation Instructions,” on page 3](#)

3.1 NetWare/Windows: Administration Software Installation Instructions

IMPORTANT: If you are installing the GroupWise software in a cluster, refer to the *GroupWise 7 Interoperability Guide* (<http://www.novell.com/documentation/gw7>) for cluster-specific installation instructions before starting to install the Support Pack.

- 1 Download the NetWare/Windows GroupWise 7 SP1 Administration compressed executable file:

gw701e.exe for English only

gw701m.exe for multilingual

to a temporary directory on your NetWare or Windows server.

- 2 Extract the .exe file into a directory at the root of your local drive or to a network server drive that can handle long pathnames.

The compressed file contains directory paths that could exceed DOS limits.

- 3 In Windows, click *Start > Run > Browse*, then locate the directory where you extracted the SP1 administration files.
- 4 Select the setup.exe file, then click *OK* to run the GroupWise Installation program.
- 5 Click *Create or Update a GroupWise System*.

- 6 Follow the on-screen instructions to create the GroupWise 7 SP1 software distribution directory and install the administration and agent software on your test system.

Update the primary domain first. Start the MTA in the primary domain. Then update secondary domains, followed by the post offices in each domain. Start each MTA and POA for each domain and post office. Then update the other GroupWise agents.

For additional instructions, refer to the *GroupWise 7 Installation Guide* on the [GroupWise 7 Documentation Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

3.2 Windows: Client Software Installation Instructions

- 1 Download the GroupWise 7 SP1 Windows Client compressed executable file to a temporary directory on your workstation:

gw701ce.exe for English only

gw701cm.exe for multilingual

- 2 Extract the .exe file into a directory at the root of your local drive.
The compressed file contains directory paths that could exceed DOS limits.
- 3 In Windows, click *Start > Run > Browse*, then locate the directory where you extracted the SP1 client files.
- 4 Select the setup.exe file, then click *OK* to run the GroupWise client Setup program.
- 5 Follow the on-screen instructions to install the SP1 client software on your workstation.

4 Linux: Support Pack Installation

- ♦ [Section 4.1, “Linux: Operating System Update,” on page 3](#)
- ♦ [Section 4.2, “Linux: Administration Software Installation Instructions,” on page 9](#)
- ♦ [Section 4.3, “Linux: Cross-Platform Client Software Installation Instructions,” on page 9](#)
- ♦ [Section 4.4, “Macintosh: Cross-Platform Client Software Installation Instructions,” on page 10](#)

4.1 Linux: Operating System Update

If you are updating your version of Linux as well as updating GroupWise, perform the Linux operating system upgrade first. In addition, when you upgrade on a server where GroupWise WebAccess or Monitor is installed, you need to run a script that reconfigures the WebAccess Application or the Monitor Application for the new Apache and Tomcat configuration and directory structure.

- ♦ [“Open Enterprise Server 1 to Open Enterprise Server 2” on page 3](#)
- ♦ [“SUSE Linux Enterprise Server 9 to SUSE Linux Enterprise Server 10” on page 5](#)
- ♦ [“Updating the WebAccess Application and the Monitor Application after the Operating System Upgrade” on page 7](#)

4.1.1 Open Enterprise Server 1 to Open Enterprise Server 2

When you upgrade from Open Enterprise Server (OES) 1 to OES 2 with GroupWise installed on your OES server, you encounter package conflicts that must be resolved. A pop-up message appears immediately before the Installation Settings screen that informs you that the *Delete Unmaintained*

Packages option is selected under *Update Options*. OES 2 considers GroupWise an “unmaintained package.” This means that, by default, your GroupWise software will be deleted as part of the upgrade process, unless you follow the instructions below.

- 1 Read the pop-up warning carefully, then click OK to close the pop-up.

The pop-up describes three possible actions you can take to resolve the GroupWise status as an unmaintained package. This procedure steps you through the second of the three possible actions. This alternative works most efficiently for preserving your GroupWise installation.

- 2 When ConsoleOne® is installed on the server:

The following message displays below the *Packages* link on the Installation Settings screen:
Cannot solve all conflicts. Manual intervention is required.

- 2a Click the *Packages* link.

The upgrade process checks for package conflicts, then displays the following message:
NOVLc1-1.3.6-1.i386 is locked and cannot be uninstalled.

- 2b Select *Keep NOVLc1*, then click *OK - Try Again*.

The upgrade process checks again for conflicts for NOVLc1 and displays one or more package-related warnings, providing you with alternatives for how to handle each conflict. The specific warnings you receive depend on the packages installed on the server you are upgrading. Therefore, warnings vary. Here are some examples:

- ♦ NOVLc1-1.3.6-1.i386 cannot be installed due to missing dependencies.
- ♦ novell-eguide-2.1.32.noarch cannot be installed due to missing dependencies.

The messages fall into two categories of problems:

- ♦ Missing dependencies for ConsoleOne (the NOVLc1 package)
- ♦ Missing dependencies for some other product package besides ConsoleOne (for example, eGuide)

The following steps help you decide which action to take for each type of message.

- 2c If the message indicates missing dependencies for ConsoleOne (NOVLc1), select *Ignore This Requirement Just Here*.
- 2d If the message indicates missing dependencies for some other product package besides ConsoleOne, and you are sure that you do not want that product package, select *Delete package_name*.

WARNING: ConsoleOne is dependent on a variety of packages. Delete packages only when you are certain that they are not required by ConsoleOne. If in doubt, select *Keep package_name*.

- 2e When you have selected an action for each conflict message, click *OK - Try Again*.

The upgrade process checks again for conflicts for NOVLc1. Additional messages might be displayed for you to select actions to resolve the conflicts. This cycle repeats until all conflicts have been resolved, then you successfully reach the *Packages* page.

- 3 On the *Packages* page, select *Search* in the *Filter* field.
- 4 Search for the GroupWise packages that are installed on the server by typing the following in the *Search* field:

novell-groupwise

5 Click *Search*.

Depending on what GroupWise components are installed on the server, the search results include some of the following packages:

novell-groupwise-admin
novell-groupwise-agents
novell-groupwise-dbcopy
novell-groupwise-gwcheck
novell-groupwise-gwha
novell-groupwise-gwia
novell-groupwise-gwinter
novell-groupwise-gwmon
novell-groupwise-monitor
novell-groupwise-webaccess

6 Right-click the first GroupWise package in the list, then click *All in This List > Keep*.

This changes the status of each GroupWise package from *Delete* to *Keep*.

7 Search for the NOVLc1 package.

The NOVLc1 and NOVLc1Linuxjre packages should be listed and marked as locked. This means that they will not be deleted.

8 If these packages are marked with a *Delete* status, change their status to *Keep*.

9 Click *Accept* on the Packages page.

10 If you are presented with a font License Agreement, click *Accept*.

11 Click *Continue* to return to the Install Settings page.

12 Verify that the package conflict message is now gone from under the *Packages* link, then continue with the upgrade process.

13 After you have finished the upgrade, reinstall the NDSbase RPM that was originally installed with ConsoleOne.

The upgrade process removed it, but it is still needed by ConsoleOne.

13a In a Linux terminal window, log in as `root`, then change to the directory where you originally extracted the ConsoleOne files.

13b Change to the `Linux` subdirectory.

13c Use the following command to reinstall the NDSbase RPM:

```
rpm -ivh NDSbase-8.7.3.7-38.i386.rpm
```

If you encounter problems with GroupWise after you have upgraded from OES 1 to OES 2, see TID 3570778 in the [Novell Knowledgebase](http://www.novell.com/support/supportcentral) (<http://www.novell.com/support/supportcentral>) for assistance.

4.1.2 SUSE Linux Enterprise Server 9 to SUSE Linux Enterprise Server 10

When you upgrade from SLES 9 to SLES 10 with GroupWise installed on your SLES server, you encounter package conflicts that must be resolved.

1 When ConsoleOne is installed on the server:

The following message displays below the *Packages* link on the Installation Settings screen:

Cannot solve all conflicts. Manual intervention is required.

1a Click the *Packages* link.

The upgrade process checks for package conflicts, then displays the following message:
NOVLC1-1.3.6-1.i386 is locked and cannot be uninstalled.

1b Select *Keep NOVLC1*, then click *OK - Try Again*.

The upgrade process checks again for conflicts for NOVLC1 and displays one or more package-related warnings, providing you with alternatives for how to handle each conflict. The specific warnings you receive depend on the packages installed on the server you are upgrading. Therefore, warnings vary. Here are some examples:

- ◆ NOVLPkia-2.7.0-6.i386 is locked and cannot be uninstalled.
- ◆ NOVLC1-1.3.6-1.i386 cannot be installed due to missing dependencies.

The messages fall into two categories of problems:

- ◆ A locked package
- ◆ Missing dependencies for ConsoleOne (the NOVLC1 package)

The following steps help you decide which action to take for each type of message.

1c If the message indicates a locked package, select *Keep package_name*.

1d If the message indicates missing dependencies for ConsoleOne (NOVLC1), select *Ignore This Requirement Just Here*.

1e When you have selected an action for each conflict message, click *OK - Try Again*.

The upgrade process checks again for conflicts for NOVLC1. Additional messages are displayed for you to select actions to resolve the conflicts. This cycle repeats until all conflicts have been resolved (approximately nine times), then you successfully reach the Packages page.

2 On the Packages page, select *Search* in the *Filter* field.

3 Search for the GroupWise packages that are installed on the server by typing the following in the *Search* field:

```
novell-groupwise
```

4 Click *Search*.

Depending on what GroupWise components are installed on the server, the search results include some of the following packages:

```
novell-groupwise-admin  
novell-groupwise-agents  
novell-groupwise-dbcopy  
novell-groupwise-gwcheck  
novell-groupwise-gwha  
novell-groupwise-gwia  
novell-groupwise-gwinter  
novell-groupwise-gwmon  
novell-groupwise-monitor  
novell-groupwise-webaccess
```

5 Right-click the first GroupWise package in the list, then click *All in This List > Keep*.

This changes the status of each GroupWise package from *Delete* to *Keep*.

6 Search for the NOVLC1 package.

The NOVLc1 and NOVLc1Linuxjre packages should be listed and marked as locked. This means that they will not be deleted.

- 7 If these packages are marked with a *Delete* status, change their status to *Keep*.
- 8 Click *Accept* on the Packages page.
- 9 If you are presented with a font License Agreement, click *Accept*.
- 10 Click *Continue* to return to the Install Settings page.
- 11 Verify that the package conflict message is now gone from under the *Packages* link, then continue with the upgrade process.
- 12 After you have finished the upgrade, reinstall the NICI RPM and the NDSbase RPM that were originally installed with ConsoleOne.

The upgrade process removed them, but they are still needed by ConsoleOne.

12a In a Linux terminal window, log in as `root`, then change to the directory where you originally extracted the ConsoleOne files.

12b Change to the `Linux` subdirectory.

12c Use the following commands to reinstall the RPMs:

```
rpm -ivh nici-version-i386
rpm -ivh NDSbase-version.i386.rpm
```

If you encounter problems with GroupWise after you have upgraded from SLES 9 to SLES 10, see TID 3570778 in the [Novell Knowledgebase](http://www.novell.com/support/supportcentral) (<http://www.novell.com/support/supportcentral>) for assistance.

4.1.3 Updating the WebAccess Application and the Monitor Application after the Operating System Upgrade

When you upgrade your Linux operating system, OES 2 installs new versions of Apache and Tomcat by default. SLES does not; you must install them manually by following the procedure in this section. In addition, the GroupWise 7 installations of the WebAccess Application and the Monitor Application must be modified to accommodate changes made in Apache and Tomcat. The WebAccess/Monitor Update script takes care of this process for you. This script is available with TID 3624780 in the [Support Knowledgebase](http://www.novell.com/support/supportcentral) (<http://www.novell.com/support/supportcentral>).

- 1 If you have upgraded to SLES 10, use YaST to install Apache and Tomcat if they were not already installed on SLES 9:
 - 1a Start YaST, then provide the `root` password.
 - 1b Click *Software Management*.
 - 1c In the *Search* field, type `Apache`, click *Search*, then select *apache2* from the list.
 - 1d In the *Search* field, type `Tomcat`, click *Search*, then select *tomcat5* from the list.

Apache 2 was part of your SLES 9 installation, so it should have been automatically upgraded. Tomcat changed from Tomcat 4 to Tomcat 5, so unless Tomcat 5 was installed on SLES 9, Tomcat 5 needs to be installed.
 - 1e Click *Accept*.
 - 1f Follow the prompts to install the needed packages to your SLES 10 server.
 - 1g Exit YaST.

2 Download the WebAccess/Monitor Update script from TID 3624780 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral) to a convenient location on your Linux server.

3 Change to the directory where you downloaded the script file.

4 Give the script file execute permissions:

```
chmod +x fixgwweb.sh
```

5 Run the script.

The script makes some slight reconfigurations of GroupWise files and directories that were originally set up when the WebAccess Application and the Monitor Application were installed on your previous version of Linux.

- ♦ **Apache 2:** On OES 1 and SLES 9, Apache 2 used the `mod_jk` connector to facilitate communication between Apache and Tomcat. On OES 2 and SLES 10, Apache 2 uses the `mod_proxy` module instead. The WebAccess/Monitor Update script modifies the `gw.conf` file with this change. On SLES 10, the script also creates a symbolic link from `/etc/opt/novell/gw/gw.conf` to the new Apache 2 location of `/etc/apache2/conf.d/gw.conf`.
- ♦ **Tomcat 5:** On OES 1 and SLES 9, the WebAccess `/var/opt/novell/gw` directory was linked to `/var/opt/novell/tomcat4/webapps/gw`. The script changes this link to `/var/opt/novell/tomcat5/webapps/gw`. For Monitor, the `/var/opt/novell/gwmon` directory now links to `/var/opt/novell/tomcat5/webapps/gwmon`.

6 Start or restart Tomcat.

```
OES 2: /etc/init.d/novell-tomcat5 restart
```

```
SLES 10: /etc/init.d/tomcat5 start
```

7 Start or restart Apache.

```
OES 2: /etc/init.d/apache2 restart
```

```
SLES 10: /etc/init.d/apache2 restart
```

8 If you are upgrading to OES 2:

You might receive the following message when starting Apache 2:

```
Module "Jk" is not installed, ignoring.
```

You can safely ignore this message, but if you want to eliminate it:

8a Start YaST, then provide the `root` password.

8b Click *NetWork Services > HTTP Server*.

8c On the *Server Modules* tab, select the `jk` module in the list of services, then toggle the status to *Off*.

8d Click *Finish* to save your change.

8e Exit YaST.

You should now be able to run WebAccess and Monitor successfully on your upgraded Linux operating system.

4.2 Linux: Administration Software Installation Instructions

IMPORTANT: If you are installing the GroupWise software in a cluster, refer to the *GroupWise 7 Interoperability Guide* (<http://www.novell.com/documentation/gw7>) for cluster-specific installation instructions before starting to install the Support Pack.

- 1 Download the GroupWise 7 SP1 Administration compressed tar file to a temporary directory on your Linux server:

```
gw701lnxe.tgz for English only
gw701lnxm.tgz for multilingual
```

- 2 In a terminal window at your Linux server, change to the temporary directory, then use the following commands to uncompress and untar the downloaded file:

```
tar -xz filename.tgz
```

The result is a directory named gw701lnxe or gw701lnxm.

- 3 Change to the new directory.
- 4 Become root by entering `sux` and the root password.
- 5 Use the following command to start the GroupWise Installation program:

```
./install
```

- 6 Click *Create or Update a GroupWise System*.
- 7 Follow the on-screen instructions to create the GroupWise 7 SP1 software distribution directory and install the administration and agent software.

Update the primary domain first. Start the MTA in the primary domain. Then update secondary domains, followed by the post offices in each domain. Start each MTA and POA for each domain and post office. Then update the other GroupWise agents.

When you use the Linux GroupWise Installation program to install a Support Pack, use the *Install* option to install the updated RPM for each agent. Typically, you do not need to use the *Configure* option after installing updated agent software, if the agent configuration has not changed since the previous installation. (For an exception to this procedure, see [Section 7.3.1, “Run Configure When Updating the Agents,” on page 18](#)). If you encounter a problem starting the updated agent, use the *Configure* option to update the configuration information.

For additional instructions, refer to the *GroupWise 7 Installation Guide* on the [GroupWise 7 Documentation Web site \(http://www.novell.com/documentation/gw7\)](#).

4.3 Linux: Cross-Platform Client Software Installation Instructions

- 1 Download the GroupWise 7 SP1 Client compressed tar file to a temporary directory on your Linux workstation:

```
gw701clnxe.tgz for English only
gw701clnxm.tgz for multilingual
```

- 2 In a terminal window at your Linux workstation, change to the temporary directory, then use the following command to uncompress and untar the downloaded file:

```
tar -xvzf filename.tgz
```

The result is a directory with the directory structure
root\image\2006.06.13\client\linux.

- 3 Change to the root\image\2006.06.13\client\linux directory.
- 4 Run the GroupWise Setup program to install the GroupWise Cross-Platform client software:
./install
- 5 To start the Cross-Platform client after installation, click the GroupWise icon on your Linux desktop.

4.4 Macintosh: Cross-Platform Client Software Installation Instructions

- 1 Download the GroupWise 7 SP1 Client file to a temporary directory on your Macintosh* workstation:

gw701cmace.dmg for English only; Mac OS X
gw701cmacm.dmg for multilingual; Mac OS X
gw701cmacie.dmg for English only; Mac OS X on Intel
gw701cmacim.dmg for multilingual; Mac OS X on Intel

- 2 At your Macintosh workstation, browse to the file you downloaded.
- 3 Double-click the file to install the GroupWise Macintosh client.
- 4 To start the Cross-Platform client after installation, click the GroupWise icon on your Macintosh desktop.

5 Installation Issues

- ◆ Section 5.1, “General Installation Issues,” on page 10
- ◆ Section 5.2, “NetWare/Windows Installation Issues,” on page 11
- ◆ Section 5.3, “Linux Installation Issues,” on page 12

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

5.1 General Installation Issues

- ◆ “Version Compatibility” on page 10
- ◆ “GroupWise 7 Reinstallation” on page 11
- ◆ “WebAccess and Monitor on the Same Web Server” on page 11
- ◆ “Web Clipping Application (PQA) Support with WebAccess and Monitor” on page 11
- ◆ “Additional Installation Issues” on page 11

5.1.1 Version Compatibility

If you install GroupWise on multiple platforms, or if you run multiple versions (for example, GroupWise 6.5 and GroupWise 7 in the same GroupWise system), refer to the GroupWise Version Compatibility appendix in the *GroupWise 7 Installation Guide* (<http://www.novell.com/documentation/gw7>) to make sure that the combinations you are using are supported.

For example, you cannot run a GroupWise 7 client against a GroupWise 6.5 or earlier post office. Earlier POAs cannot support later GroupWise clients. However, you can run a GroupWise 6.5 or earlier client against a GroupWise 7 POA.

Also, you cannot run the GroupWise 6.5 or earlier snap-ins to ConsoleOne® to access GroupWise 7 databases or eDirectory™ objects. You can use *Admin Lockout Settings* under *Tools > GroupWise System Operations > System Preferences* to specify the required version of the ConsoleOne snap-ins for each domain as needed.

5.1.2 GroupWise 7 Reinstallation

If you install GroupWise 7 components from a software distribution directory located on your local drive or a network drive and then try to update those components by installing from a CD, the installation fails by erroneously prompting for a disk:

Please insert the disk: 1

Uninstall the existing software, then install from the CD.

5.1.3 WebAccess and Monitor on the Same Web Server

The WebAccess Application, WebPublisher Application, and Monitor Application share a common library. If you are updating from an earlier GroupWise version and if you run these applications on the same Web server, you must update all three before any of them can work properly.

5.1.4 Web Clipping Application (PQA) Support with WebAccess and Monitor

Palm OS* devices are no longer supported in GroupWise 7. However, the Installation program still offers the opportunity to configure this feature. If you have been using a PQA in an earlier version of GroupWise, you can continue to do so, but it is no longer a supported feature.

5.1.5 Additional Installation Issues

Platform-specific installation issues are listed in separate sections below. Installation issues for individual GroupWise components are located under the heading for each component.

5.2 NetWare/Windows Installation Issues

- ◆ [“Software Distribution Directory Dependency” on page 11](#)
- ◆ [“Problem Installing from a Windows XP Service Pack 2 Machine” on page 11](#)

5.2.1 Software Distribution Directory Dependency

When you create a new system and you are prompted for software to copy to the software distribution directory, select at least the agent and client software. The GroupWise Installation program launches the Agent Installation program and the Client Installation program. It currently must run those programs from the software distribution directory.

5.2.2 Problem Installing from a Windows XP Service Pack 2 Machine

When installing any GroupWise agent (Post Office Agent, Message Transfer Agent, Internet Agent, WebAccess Agent, Monitor Agent) to a NetWare server from a Windows XP machine where Service Pack 2 has been installed, you must have the Novell Client™ 4.90 SP2 or later installed on

the Windows machine. If you have an earlier Novell Client, the GroupWise Installation program claims that it cannot find some of the directories to which you want to install software.

5.3 Linux Installation Issues

- ♦ [“Linux Text-Based Installation Program Compatibility with ssh on Windows” on page 12](#)
- ♦ [“Upgrading from an Incomplete Software Distribution Directory” on page 12](#)
- ♦ [“Moving a GroupWise 4.1 System from NetWare or Windows to Linux” on page 12](#)

5.3.1 Linux Text-Based Installation Program Compatibility with ssh on Windows

The text-based GroupWise Installation program does not run on all Windows versions of `ssh`. An open source product named Putty that can be downloaded from the Internet free of charge is compatible with the text-based GroupWise Installation program.

5.3.2 Upgrading from an Incomplete Software Distribution Directory

Because all GroupWise components on a server must be updated at the same time, if you are installing GroupWise 7 from a software distribution directory that does not contain RPMs for all the components installed on the server, you receive the following error:

```
Install failed for an unknown reason (7)
```

The GroupWise 7 component cannot be updated because its RPM is not present in the software distribution directory. You can use the *GroupWise 7 Administrator for Linux* CD to update the server, then use Configure Administration to create a complete software distribution directory.

5.3.3 Moving a GroupWise 4.1 System from NetWare or Windows to Linux

The Update section of the *GroupWise 7 Installation Guide* provides instructions for moving from NetWare or Windows to Linux. If you are moving post offices and domains belonging to a GroupWise 4.1 system, you might need to manually rename the domain database (`wpdomain.db`) from uppercase to lowercase, along with all `.dc` files. In addition, subdirectories in post office and domain directories might need to be renamed to lowercase.

6 Administration Issues

- ♦ [Section 6.1, “General Administration Issues,” on page 12](#)
- ♦ [Section 6.2, “NetWare/Windows Administration Issues,” on page 14](#)
- ♦ [Section 6.3, “Linux Administration Issues,” on page 15](#)

6.1 General Administration Issues

- ♦ [“ConsoleOne Snap-In Version Compatibility” on page 13](#)
- ♦ [“Text Version of Global Signatures” on page 13](#)
- ♦ [“Images in Global Signatures” on page 13](#)
- ♦ [“Global Signatures and Flat Forwarding through the Internet Agent” on page 13](#)
- ♦ [“-601 SPI Exception Displays during Alias Migration” on page 13](#)

- ♦ “Server Names” on page 14
- ♦ “Identity Manager Version Compatibility” on page 14
- ♦ “Server-Based Anti-Virus Software” on page 14

6.1.1 ConsoleOne Snap-In Version Compatibility

After a domain has been updated to GroupWise 7, do not administer that domain with earlier versions of the GroupWise snap-ins to ConsoleOne. Doing so could result in the unintentional creation of duplicate e-mail IDs.

The e-mail ID indexing scheme has been changed to allow the same e-mail ID to be used in different Internet domains within the same GroupWise system. This was prevented by the previous indexing scheme. Because the check for uniqueness now works differently, you must use the GroupWise 7 version of the ConsoleOne snap-ins when administering a GroupWise 7 domain to prevent the possibility of duplication.

6.1.2 Text Version of Global Signatures

In the original release of GroupWise 7, the text version of a global signature was generated automatically from the HTML version; you did not have any control over it. In GroupWise 7 SP1, you can display and edit the text version as well as the HTML version. If you created global signatures in the original version of GroupWise 7, you should verify that the text version is what you want and modify it as needed.

- 1 In ConsoleOne, click *Tools > GroupWise System Operations > Global Signatures*.
- 2 Select a global signature, then click *Edit*.
- 3 Modify the text version as needed.

For example, if the HTML version included an image, such as your company logo, you might want to add text to take the place of the image, such as the name of your company.

Click *OK* to save your changes.

- 4 Repeat this procedure for each global signature.

6.1.3 Images in Global Signatures

You might encounter a problem including an image file in a global signature if the path to the image is too long. This is a Java* problem. The easiest workaround is to move the image to a location with a shorter path. Another solution on Windows is to set the TMP environment variable to `c:\temp` before starting ConsoleOne.

6.1.4 Global Signatures and Flat Forwarding through the Internet Agent

If you enable global signatures, it disables flat forwarding through the Internet Agent because the signature is appended to each message. As an administrator, you must choose which is more important in your GroupWise system, global signatures or flat forwarding.

6.1.5 -601 SPI Exception Displays during Alias Migration

If the *E-Mail Address* field on the General page of a User object needs to be changed as a result of the information in the gateway alias, and if the User object cannot be found, a `-601 SPI Exception` displays and is written to the Alias Migration utility log file. This situation can arise

when the association between the eDirectory object and the GroupWise object is broken for some reason. The association can be reestablished using *Tools > GroupWise Utilities > GW / eDirectory Association > Associate Objects*.

6.1.6 Server Names

When filling in a UNC Path field in ConsoleOne, you must specify the server name. You cannot use an IP address or DNS hostname.

6.1.7 Identity Manager Version Compatibility

Do not run an existing DirXML[®] or Identity Manager driver dated earlier than July, 2005, against a GroupWise 7 system.

GroupWise 7 requires the latest version of the GroupWise Identity Manager driver. Older drivers are not compatible. You can download the required version of the GroupWise driver from the [Novell Identity Manager Patches Web site \(http://support.novell.com/filefinder/20560/index.html\)](http://support.novell.com/filefinder/20560/index.html).

6.1.8 Server-Based Anti-Virus Software

If you run server-based anti-virus software, you should configure it so that it does not scan GroupWise directory structures such as domains and post offices where file locking conflicts can create problems for the GroupWise agents. If you need virus scanning on GroupWise data, check the [GroupWise Partner Products page \(http://www.novell.com/partnerguide/p100031.html\)](http://www.novell.com/partnerguide/p100031.html) for compatible products.

6.2 NetWare/Windows Administration Issues

- ◆ “Directory Names and Filenames” on page 14
- ◆ “GWTSA and Duplicate Source Directories” on page 14
- ◆ “Quotas on NSS Volumes” on page 15
- ◆ “TurboFat Compatibility” on page 15

6.2.1 Directory Names and Filenames

All directory names in paths to GroupWise domains and post offices can consist of up to 8 characters.

Filenames can also consist of up to 8 characters, with extensions of up to 3 characters. Do not use long filenames for any files used by any GroupWise components. This requirement applies even to files that are not specific to GroupWise (such as SSL certificates and key files).

6.2.2 GWTSA and Duplicate Source Directories

The GroupWise Target Service Agent (GWTSA) handles situations where the same directory names are used on different volumes to back up by numbering the instances. For example:

Original GWTSA

```
GroupWise System/[Dom]Provo2:  
GroupWise System/[Dom]Provo2:
```

Support Pack GW TSA

```
GroupWise System/1 [DOM] Provo2:  
GroupWise System/2 [DOM] Provo2
```

Each instance is numbered and DOM is in all uppercase letters. After updating GW TSA with GroupWise 6.5 Support Pack 1 or later, you must re-create your backup jobs because the path has changed.

6.2.3 Quotas on NSS Volumes

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

6.2.4 TurboFat Compatibility

If you see E811 errors on the POA or the GroupWise client, a possible cause is that TurboFat is corrupting GroupWise database pointers. The solution is to turn off TurboFat.

- ◆ To turn off TurboFat on NetWare 5.x servers, use `turbodis.nlm`.
- ◆ To turn off TurboFat on NetWare 6.x servers, use `tdis600.nlm`.

These NLM™ programs disable TurboFat at startup.

6.3 Linux Administration Issues

- ◆ [“NFS Not Supported” on page 15](#)
- ◆ [“Pathnames and Filenames in Lowercase” on page 15](#)
- ◆ [“Backup/Restore Area Path on Linux” on page 15](#)
- ◆ [“Unavailable Administration Features” on page 16](#)

6.3.1 NFS Not Supported

Because of long-standing file lock issues with NFS*, you cannot use an NFS mount to mount a server file system where your GroupWise system is located to a workstation where you are running ConsoleOne. We recommend using an SMB mount instead.

6.3.2 Pathnames and Filenames in Lowercase

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

6.3.3 Backup/Restore Area Path on Linux

When you set up a backup/restore area (*Tools > GroupWise System Operations > Restore Area Management > Create*) for a post office that is serviced by a Linux POA, put a Linux path in the *UNC Path* field. The contents of the *Linux Path* field are not currently being used.

6.3.4 Unavailable Administration Features

GroupWise 7 administration on Linux does not include the following features that are available in GroupWise 7 on NetWare and Windows:

- ◆ Import/Export utility in ConsoleOne
- ◆ Document Properties Management feature in ConsoleOne

7 Agent Issues

- ◆ [Section 7.1, “General Agent Issues,” on page 16](#)
- ◆ [Section 7.2, “NetWare/Windows Agent Issues,” on page 17](#)
- ◆ [Section 7.3, “Linux Agent Issues,” on page 18](#)

7.1 General Agent Issues

- ◆ [“New View Files Now Overwrite Existing View Files” on page 16](#)
- ◆ [“POA Indexing Limitations” on page 16](#)
- ◆ [“Number of Client/Server Users Incorrect” on page 16](#)
- ◆ [“SOAP Port Number Not Replicated by the Original GroupWise 7 ConsoleOne Administrator Snap-In” on page 16](#)
- ◆ [“Evolution Compatibility with the POA and SOAP” on page 17](#)

7.1.1 New View Files Now Overwrite Existing View Files

When you update the POA software, updated view files are copied to the software distribution directory but not to post offices. This maintains any customizations you might have made in the view files. When you use the *Refresh Views* option under *Tools > GroupWise Utilities > System Maintenance* in ConsoleOne, the post office view files are updated from the software distribution directory. If you have created custom view files with the same names as standard view files, you must create backup copies so that your customized view files are not lost in the refresh process. After you refresh the views, you must restore your customized view files to the post office.

7.1.2 POA Indexing Limitations

The POA's QuickFinder™ indexing feature does not currently index PDF files or OpenOffice files.

7.1.3 Number of Client/Server Users Incorrect

On the Status page of the POA Web console, the *C/S Users* field might not display the correct number of users. Click the number, then return to the Status page to display the correct number of users.

7.1.4 SOAP Port Number Not Replicated by the Original GroupWise 7 ConsoleOne Administrator Snap-In

If you enabled SOAP in the original GroupWise 7 release, and if you changed the SOAP port number from its default of 7191, this information was not correctly replicated from the domain database to which ConsoleOne was attached to the post office database used by the POA for its configuration information. As a result, SOAP e-mail clients that relied on POA redirection

(ngwnameserver) were not able to connect to the proper POA unless the correct IP address and port number were provided when starting the client.

In GroupWise 7 SP1, successful POA redirection is critical to proper functioning of GroupWise Mobile Server. If you enabled SOAP in GroupWise 7 and changed the port number, you need to force the port number to replicate from the domain database to the post office database.

- 1 Install the SP1 GroupWise Administrator snap-in to ConsoleOne.
- 2 In ConsoleOne, browse to and right-click the POA object.
- 3 Click *GroupWise > Agent Settings*.
- 4 Deselect *Enable SOAP*, then click *Apply*.
- 5 Select *Enable SOAP*, then click *OK*.
- 6 Repeat this procedure for each POA in your GroupWise system.

By manually modifying the SOAP information, the SOAP information, including the port number, is written to the domain database and then properly replicated to the post office database so that redirection works properly for SOAP clients.

7.1.5 Evolution Compatibility with the POA and SOAP

Users might experience problems using Evolution™ to connect to their GroupWise mailboxes if they are using Evolution 2.6.0 or earlier. In addition, earlier versions of Evolution can cause high utilization on GroupWise servers. To encourage users to update to the latest version of Evolution, you can use the `/evoversion` switch to configure the POA to block versions of Evolution that are earlier than the specified version. For example, if you want the POA to block older versions of Evolution starting with 2.6.0, you would use the following switch:

NetWare `/evoversion-2.6.1`
and
Windows:

Linux: `--evoversion 2.6.1`

NOTE: In Support Pack 1, this switch blocks all versions of Evolution. It is currently designed for use on a post office where you want SOAP enabled but you do not want Evolution users to access the post office. Future versions of Evolution will return version information that will enable this switch to be more selective in allowing certain Evolution versions and not others.

7.2 NetWare/Windows Agent Issues

- ♦ [“Potential CAP Port Conflict” on page 17](#)

7.2.1 Potential CAP Port Conflict

By default, the POA uses 1026 for its CAP (Calendar Access Protocol) port. On some Windows 2000 servers, port 1026 is already used by the Windows Task Scheduler or other Windows service. If this occurs, configure the POA to use a different CAP port using the `/cappport` switch in the POA startup file.

7.3 Linux Agent Issues

- ◆ [“Run Configure When Updating the Agents” on page 18](#)
- ◆ [“Non-root Agents on Open Enterprise Server for Linux Support Pack 2” on page 18](#)
- ◆ [“POA SOAP Protocol on Open Enterprise Server for Linux” on page 18](#)
- ◆ [“libXm.so.3 Error” on page 18](#)

7.3.1 Run Configure When Updating the Agents

Normally, when you update your agent software with a Support Pack, you can use the *Install Agents* option in the GroupWise Installation program to install the updated agent software, but you do not need to use the *Configure Agents* option because your agents are already configured. However, in Support Pack 1, you should use *Configure Agents* after updating the agent software in order to obtain the updated `grpwise` script.

7.3.2 Non-root Agents on Open Enterprise Server for Linux Support Pack 2

On Novell Open Enterprise Server SP2, 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.

This also applies to SUSE[®] Linux Enterprise Server 9 SP3, the version of SUSE Linux that is bundled with OES SP2.

7.3.3 POA SOAP Protocol on Open Enterprise Server for Linux

On OES Linux SP1, the Linux POA does not currently support the SOAP protocol when running as a `non-root` user. However, it does support the SOAP protocol when running as `root`.

On OES Linux SP2, the Linux POA does support the SOAP protocol when running as a `non-root` user, as well as when running as `root`.

7.3.4 libXm.so.3 Error

If you try to start the Linux POA or MTA using the `--show` switch on a server where The X Window System* and Open Motif* are not running, you receive the following error:

```
libXm.so.3: cannot open shared object file
: no such file or directory
```

To resolve the error, start The X Window System and Open Motif before starting the POA or MTA with the `--show` switch. If you start the POA or MTA without the `--show` switch, you can use the agent's Web console to monitor the agent from your Web browser.

8 Client Issues

- ◆ [Section 8.1, “Windows Client Issues,” on page 19](#)
- ◆ [Section 8.2, “Cross-Platform Client Issues,” on page 21](#)

8.1 Windows Client Issues

- ◆ “Error Messages When You Install GroupWise Windows Client” on page 19
- ◆ “Error When Installing on Windows 2000” on page 19
- ◆ “Windows XP Service Pack 2” on page 19
- ◆ “Missing Global Signatures on Empty Messages” on page 20
- ◆ “Limited iCal Interoperability with External Systems” on page 20
- ◆ “Can't Set a Primary Archive Computer” on page 20
- ◆ “Can't Administer Distribution Lists in Caching Mode” on page 20
- ◆ “Screen Flickers When Scrolling a Message” on page 20
- ◆ “Can't Switch Modes Using Microsoft Anti-Spyware” on page 20
- ◆ “Address Books Do Not Display in GroupWise When Installing GroupWise After Outlook 2003” on page 20
- ◆ “Notify Alarms Disappear for Appointments” on page 20
- ◆ “Updated JAWS Script Available” on page 21
- ◆ “Spyware Detection Software Causes Installation to Not Work” on page 21
- ◆ “VMWare and Proxy” on page 21
- ◆ “Word List Not Moved” on page 21

8.1.1 Error Messages When You Install GroupWise Windows Client

If you install the GroupWise Windows client with Outlook XP already installed, an error message appears:

```
Either there is no default mail client or the current mail client
cannot fulfil the messaging request.
Please run Microsoft Outlook and set it as the default mail client.
```

In addition, if you open the Address Book, the GroupWise client crashes.

To fix the problem run `win32\wms\nt\us\wms.exe` from the GroupWise installation directory, then restart the client.

8.1.2 Error When Installing on Windows 2000

When installing GroupWise on a Windows 2000 operating system, you might receive the following error:

```
The dynamic link library MSVCP60.dll could not be found in the
c:\path
```

To resolve the problem, install any other software before installing GroupWise. Although `msvcp60.dll` is installed with GroupWise, it is not detected on some systems.

8.1.3 Windows XP Service Pack 2

Installing Windows XP Service Pack 2 enables the Windows Firewall by default. The default Windows Firewall configuration blocks UDP (User Datagram Protocol). GroupWise is dependent on UDP for several key features such as listing new messages in your Mailbox, displaying

notifications, and performing Busy Searches. To reconfigure the Windows Firewall so that it does not interfere with GroupWise functionality, follow the instructions in TID 10094089 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

8.1.4 Missing Global Signatures on Empty Messages

If you send a message with a subject only (no message body), a global signature is not appended. This is working as designed. The presence of a global signature on a message with an empty message body would prevent the Internet Agent /flatfwd switch from functioning correctly.

8.1.5 Limited iCal Interoperability with External Systems

GroupWise might not handle iCal attachments correctly if they are received from a non-GroupWise external system.

In particular, iCal appointments sent from non-GroupWise external systems (except Microsoft* Exchange) display as all-day appointments instead of All Day Events. Because of this, such appointments display in the Appointment pane instead of the All-Day-Events pane.

8.1.6 Can't Set a Primary Archive Computer

Currently there is no way to set one computer as a primary archive. This can result in multiple archives if you use GroupWise on different computers.

8.1.7 Can't Administer Distribution Lists in Caching Mode

In Online mode, if you have been granted rights to modify a distribution list, you can edit that distribution list in the GroupWise Address Book. In Caching mode, you cannot edit the distribution list in the GroupWise Address Book. However, if you do into the Address Selector in a new message, you can administer the distribution list from there.

8.1.8 Screen Flickers When Scrolling a Message

If you use ClearType to smooth the edges of screen fonts and have an LCD display, your screen might flicker when scrolling in a text message.

8.1.9 Can't Switch Modes Using Microsoft Anti-Spyware

If you are using Microsoft's Anti-Spyware software, and you try to switch modes, GroupWise does not close. You must manually close GroupWise to switch modes.

8.1.10 Address Books Do Not Display in GroupWise When Installing GroupWise After Outlook 2003

The address books do not display in GroupWise if you install GroupWise for the first time after you have installed Outlook 2003. To resolve the problem, uninstall Outlook 2003 before you install GroupWise for the first time.

8.1.11 Notify Alarms Disappear for Appointments

After your account has been moved from one post office to another, your Notify alarms disappear for appointments. To get your Notify alarms back, you need to re-create all the alarms manually. For information on setting alarms for appointments, see the GroupWise client help.

8.1.12 Updated JAWS Script Available

Users of the JAWS* screen reader should install the new JAWS script available in GroupWise 7. Follow the instructions in the `\client\jaws\gw_jaws_readme.txt` file to install the JAWS script and other files on your workstation. This JAWS script includes Section 508 accessibility defect fixes that have occurred since the script was updated for GroupWise 6.5 Support Pack 3.

8.1.13 Spyware Detection Software Causes Installation to Not Work

If you have spyware detection software installed on your Windows computer, the GroupWise client for Windows might not install properly. Disable the spyware detection software before you install the GroupWise client for Windows.

8.1.14 VMWare and Proxy

If you run the GroupWise Windows client in a VMWare virtual machine, you might receive an 8503 error when you try to proxy to another user's mailbox or display a Multi-User Calendar. To eliminate this problem, you need to disable the VMWare adaptors on your Windows workstation.

- 1 Right-click *My Network Places*, then click *Properties*.

In the list of LAN connections, you see one or more VMWare adapters.

- 2 Right-click each adapter, then click *Disable*.

8.1.15 Word List Not Moved

With GroupWise 7.0.1, the default word list is now installed at `c:\documents and settings\user\Local Settings\Application Data\GroupWise\wt61us.uwl`. Because of this GroupWise does not find previous versions of the word list. If you have added words to your word list you need to copy the word list from `c:\wt61us.uwl` to `C:\documents and settings\user\Local Settings\Application Data\GroupWise\wt61us.uwl`.

8.2 Cross-Platform Client Issues

- ♦ [“Items Forwarded from the GroupWise Connector for Outlook Do Not Open” on page 21](#)
- ♦ [“Running as root in Caching Mode” on page 22](#)
- ♦ [“Mailbox Size Limits Not Recognized” on page 22](#)
- ♦ [“Bold Not Displaying on Macintosh” on page 22](#)
- ♦ [“Archiving Over the Network” on page 22](#)
- ♦ [“No Progress Bar Displayed When a Database Is Rebuilt” on page 22](#)
- ♦ [“Focus Is in the Wrong Place When Creating a Reply on Macintosh” on page 22](#)
- ♦ [“WebRenderer Not Available on Mac OS X on Intel” on page 22](#)

8.2.1 Items Forwarded from the GroupWise Connector for Outlook Do Not Open

If you receive an item that was forwarded from the GroupWise Connector for Outlook, the item does not open in the Macintosh version of the Cross-Platform client.

8.2.2 Running as root in Caching Mode

If you run the Cross-Platform client in Caching mode as `root` on Linux, you might encounter synchronization problems with your master mailbox when you next run as a regular user. If pending requests from the `root` session remain when you log in as a regular user, regular user requests get backed up behind the `root` requests, which cannot be processed while you are logged in as a regular user. To resolve any problems, run the client as `root` again so that all messages are synchronized, then run as a regular user thereafter to prevent further problems.

8.2.3 Mailbox Size Limits Not Recognized

The Cross-Platform client does not recognize the mailbox size limits set in ConsoleOne (*Tools > GroupWise Utilities > Client Options > Send > Disk Space Management*).

8.2.4 Bold Not Displaying on Macintosh

If you have installed Microsoft Office or Internet Explorer on your Macintosh, new messages might not display as bold in your mailbox. To resolve the problem, disable your user fonts, which are typically duplicates of your system fonts, or update to JVM* 1.4.2 Update 1 or later.

8.2.5 Archiving Over the Network

Archiving with the Cross-Platform client can only be done to your local computer hard drive.

8.2.6 No Progress Bar Displayed When a Database Is Rebuilt

When prompted to rebuild your database, there is no progress indicator displayed during the rebuild process.

8.2.7 Focus Is in the Wrong Place When Creating a Reply on Macintosh

When you click Reply on Macintosh, you cannot just type the message. You must move the mouse cursor to the message body window of the reply message before you can start typing.

8.2.8 WebRenderer Not Available on Mac OS X on Intel

The improved rendering of HTML in the WebAccess client is not available on Mac OS X on Intel because the WebRenderer* product that has been incorporated into GroupWise is not yet available for Mac OS X on Intel.

9 WebAccess Issues

- ◆ [Section 9.1, “General WebAccess Issues,” on page 22](#)
- ◆ [Section 9.2, “NetWare/Windows WebAccess Issues,” on page 26](#)
- ◆ [Section 9.3, “Linux WebAccess Issues,” on page 30](#)

9.1 General WebAccess Issues

- ◆ [“WebAccess 7 Compatibility with Older Versions of WebAccess” on page 23](#)
- ◆ [“WebAccess Compatibility with Virtual Office 1.5 and Earlier” on page 23](#)
- ◆ [“WebAccess Compatibility with Novell exteNd” on page 23](#)

- ◆ “Browser Cache Issue” on page 24
- ◆ “Login Page Reappears after Successful Login” on page 24
- ◆ ““Login Is Not Current” Error” on page 24
- ◆ “Pop-Up Blocker Issue” on page 24
- ◆ “Recommendation for Tomcat Memory Allocation (Heap Size)” on page 24
- ◆ “Preventing Web Server Directory Browsing” on page 25
- ◆ “Preventing Unauthenticated Template Access” on page 25
- ◆ “Updates to WebAccess Templates” on page 25
- ◆ “GroupWise 6.5 Frame Templates No Longer Supported” on page 25
- ◆ “All-Day Events on a Wireless Device” on page 26
- ◆ ““The Page Cannot Be Displayed” Error” on page 26
- ◆ “Blank WebAccess Address Book on Internet Explorer” on page 26
- ◆ “Folder List Expansion Problem in Safari on Macintosh” on page 26
- ◆ “Document Viewer Agent Cache Compatibility” on page 26
- ◆ “Document Viewer Agent /template Switch” on page 26

9.1.1 WebAccess 7 Compatibility with Older Versions of WebAccess

If you have more than one WebAccess Agent in your GroupWise system, you do not need to update all of them to GroupWise 7 at the same time. The GroupWise 7 WebAccess Application is compatible with older versions of the WebAccess Agent. However, users in post offices with an older default WebAccess Agent do not have all of the features available to users in post offices with a default GroupWise 7 WebAccess Agent. For more information, see [Taking Advantage of Some of the New GroupWise 7 WebAccess Features While Still Running GroupWise 6.5 \(http://www.novell.com/coolsolutions/feature/15667.html\)](http://www.novell.com/coolsolutions/feature/15667.html).

9.1.2 WebAccess Compatibility with Virtual Office 1.5 and Earlier

If you access the WebAccess client through Virtual Office 1.5 or earlier, you might see the old WebAccess client interface rather than the new one. To resolve this problem, see TID 10098412 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

9.1.3 WebAccess Compatibility with Novell exteNd

Before GroupWise 7, WebAccess stored its default user interface files in the following directory on the Web server:

```
tomcat_root/webapps/gw/WEB-INF/classes/com/novell/webaccess/
                                     templates/frames
```

In GroupWise 7, the user interface files are stored in the `css` subdirectory of `templates` rather than the `frames` subdirectory.

If you have exteNd™ portlets configured to use WebAccess, you must copy some of the exteNd template files from the `frames` directory into the `css` directory. Refer to the [Novell exteNd documentation \(http://www.novell.com/documentation/extend5/index.html\)](http://www.novell.com/documentation/extend5/index.html) to determine which exteNd template files you should copy to the `css` directory.

IMPORTANT: Do not copy the entire contents of the `frames` directory into the `css` directory; this would damage the new GroupWise 7 WebAccess user interface.

In addition, modify the WebAccess URL in the exteNd Portal Preferences from:

`http://Web_server_address/servlet/webacc`

to:

`http://Web_server_address/gw/webacc`

9.1.4 Browser Cache Issue

After the WebAccess software has been updated, users' browsers may pull old WebAccess files from the local cache rather than using the updated files that have just been installed. The results are unpredictable, including not being able to compose an item, reply, and so on. To resolve such problems, users need to clear the browser cache and then log in to the WebAccess client again.

9.1.5 Login Page Reappears after Successful Login

If the WebAccess login page appears in one or more of the frames (for example, the Folder list or the Item list) after a WebAccess user has successfully logged in, the user is probably accessing WebAccess through one or more proxy servers.

To prevent this problem:

- 1 In ConsoleOne, right-click the WebAccess Application object (GroupWiseWebAccess), then click *Properties*.
- 2 Click *Application > Security*, then deselect *Use Client IP in Securing Sessions*.
For information about this option, click *Help* on the Environment page.
- 3 Click *OK* to save the change.

9.1.6 "Login Is Not Current" Error

If you are already logged in to the WebAccess client and you try to log in again without logging out first, you receive the "Login In Not Current" error. This is working as designed for security reasons.

9.1.7 Pop-Up Blocker Issue

Very occasionally, a pop-up blocker can prevent you from opening messages in the WebAccess client. If this happens, you can turn off the pop-up blocker or use a different one. Many pop-up blockers are available.

9.1.8 Recommendation for Tomcat Memory Allocation (Heap Size)

If you are using the Tomcat servlet engine with GroupWise WebAccess, the maximum memory allocation (heap size) for Tomcat should be at least 128 MB. The maximum memory allocation is set by using the `-Xmx` parameter when starting Tomcat (for example, `-Xmx128m`).

9.1.9 Preventing Web Server Directory Browsing

If your Web server is configured to allow directory browsing, it is possible for a user to access the `/com` directory of your Web server and browse downward from there. There is no confidential information located in any of the directories 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 directory options for the `htdocs` directory. 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.

9.1.10 Preventing Unauthenticated Template Access

Under certain very specific circumstances, it is possible for a user to view WebAccess template files from a Web browser without logging in to WebAccess. There is no confidential information located in any of the template files that are accessible in this manner.

Starting with GroupWise 6.5 Support Pack 4, a line was added to the `webacc.cfg` file to prevent such access:

```
Templates.requireAuthentication=true
```

With this setting, unauthenticated users have no access to any WebAccess template files except for the Login page. If you have customized WebAccess templates for your own specialized use, this setting causes your templates to be inaccessible, even if GroupWise authentication was not previously required. You can turn off the authentication requirement by changing the line in the `webacc.cfg` file to:

```
Templates.requireAuthentication=false
```

9.1.11 Updates to WebAccess Templates

If you have created your own customized versions of the WebAccess `send.inc` and `msgitem.htm` templates, you need to make the following changes to these files in order for them to be compatible with GroupWise 7:

- ◆ Do not use the `Url.Item.Reply.to` and `Url.Item.Reply.cc` variables to pass and post names in a reply message's To and CC fields. Instead, use `Item.toFullID` and `Item.ccFullID` (or `Item.toName` or `Item.ccName`).
- ◆ When issuing an `Item.Read` action for a reply, set the `Item.Reply` parameter to either “sender” (to reply only to the sender) or “all” (to reply to all).

9.1.12 GroupWise 6.5 Frame Templates No Longer Supported

In GroupWise 7, the GroupWise 6.5 frame template files were still included in the GroupWise 7 software image. Some users for whom the GroupWise 7 WebAccess client performance was unacceptably slow returned to using the GroupWise 6.5 frame template files in their GroupWise 7 WebAccess installations.

Because the performance issues in the WebAccess client have been resolved in GroupWise 7 SP1, the Installation program does the following when you install the SP1 WebAccess software:

- ◆ Deletes the frames entry from the user interfaces list (ConsoleOne > WebAccess Application object > *Application* > *Templates* > *Define User Interfaces*).

- ◆ Resets the default user interface to *Standard HTML* using the `css` templates.
- ◆ Moves the GroupWise 6.5 template files into a backup directory.
- ◆ Installs the new `css` template files to the `templates` directory of your Web server.

If you were using the GroupWise 6.5 frame templates with your GroupWise 7 installation, please do not continue to do so.

9.1.13 All-Day Events on a Wireless Device

If you create and send an all-day event from your wireless device, it displays as a one-minute appointment in the GroupWise Calendar.

9.1.14 “The Page Cannot Be Displayed” Error

On older versions of Internet Explorer, users might receive this message after the WebAccess software has been updated. See TID 10081268 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral) for instructions to correct the problem. Update to the latest version of Internet Explorer to avoid the problem.

9.1.15 Blank WebAccess Address Book on Internet Explorer

On Internet Explorer, when you exit from Address Book Options in the WebAccess Address book, the Address Book page might be blank. Press F5 (Refresh) to redisplay the Address Book.

9.1.16 Folder List Expansion Problem in Safari on Macintosh

In Safari* on Macintosh, if you expand the folder list in the left panel to the point where the last folder in the list expands beyond the bottom of the page, the message list disappears from the right panel where it belongs and repositions in the right corner of the folder panel on the left.

To resolve the problem immediately, collapse the folder list so that it no longer extends beyond the bottom of the page, then log out of the WebAccess client and log back in again. To resolve the problem permanently, create a folder at the bottom of the folder list that does not have subfolders and therefore does not expand.

9.1.17 Document Viewer Agent Cache Compatibility

The cache created by the Document Viewer Agent is not compatible with the cache previously used with WebPublisher. Old WebPublisher cache directories should be removed from servers where the Viewer Agent is installed.

9.1.18 Document Viewer Agent /template Switch

The Document Viewer Agent startup file (`gwdva.dva`) lists a `/template` startup switch that is not yet implemented.

9.2 NetWare/Windows WebAccess Issues

- ◆ “WebAccess Installation Error on Windows Workstations” on page 27
- ◆ “WebAccess Service Fails to Start on Windows Servers” on page 27
- ◆ “Novell iManager Compatibility on Windows” on page 27

- ◆ “WebAccess Stops Responding on NetWare” on page 27
- ◆ “GroupWise 6.5 Upgrade on NetWare” on page 27
- ◆ “New NetWare and Windows WebAccess URLs” on page 27
- ◆ “Web Server File Cleanup Because of a URL Change” on page 29
- ◆ “Problem Downloading Large Attachments” on page 29
- ◆ “Memory Problem” on page 29
- ◆ “Security Issue with WebAccess and Internet Explorer 5.0” on page 30
- ◆ “Viewer Agent Issues on NetWare” on page 30

9.2.1 WebAccess Installation Error on Windows Workstations

If you receive an error during installation indicating that the `nweb.dll` file cannot be found, update the workstation to the latest Novell Client. The Novell Client is available for download from the [Novell Downloads Web site \(http://download.novell.com\)](http://download.novell.com).

9.2.2 WebAccess Service Fails to Start on Windows Servers

If you install the WebAccess Agent as a Windows service, reboot the server, and then do a workstation login as an Administrator, the WebAccess Agent service might fail to start. If this occurs, update to the latest Novell Client. The Novell Client is available for download from the [Novell Downloads Web site \(http://download.novell.com\)](http://download.novell.com).

9.2.3 Novell iManager Compatibility on Windows

If WebAccess and Novell iManager are installed on the same Windows 2000/2003 server, iManager might stop working. Because WebAccess installs and configures its own Tomcat and Jakarta connector, it is preferable to install it on a server where Tomcat is not already in use.

9.2.4 WebAccess Stops Responding on NetWare

WebAccess might stop responding for a period of time on NetWare. It might resume operation or it might not. To resolve this problem, update to the latest WINSOCK patch available in TID 2973892 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

9.2.5 GroupWise 6.5 Upgrade on NetWare

If the GroupWise 6.5 WebAccess Application is running on the server where you plan to install GroupWise 7 WebAccess, you should manually stop WebAccess, the Web server, and Tomcat before starting the GroupWise 7 installation. Under certain circumstances, the WebAccess Installation program cannot stop them for you.

9.2.6 New NetWare and Windows WebAccess URLs

Existing users of WebAccess are accustomed to accessing the following URLs on NetWare and Windows Web servers:

Web Services page: Default `index.html` file of the Web server

WebAccess: `http://web_server_address/servlet/webacc`

WebPublisher: `http://web_server_address/servlet/webpub`

The WebAccess URLs on NetWare and Windows Web servers are now the same as the URLs used on Linux:

GroupWise-specific Web Services page: `http://web_server_address/gw/index.html`

WebAccess: `http://web_server_address/gw/webacc`

WebPublisher: `http://web_server_address/gw/webpub`

To keep users' browser bookmarks from being broken, you should redirect the old URLs to the new URLs. Follow the instructions below for your Web server.

Apache

- 1 Change to the `conf` subdirectory of the Apache root directory (for example, `\apache2\conf`).
- 2 Edit the Apache configuration file for GroupWise.
On NetWare 6, the Apache configuration file is `gwapache.conf`. On NetWare 6.5, the Apache configuration file is `gwapache2.conf`.
- 3 Add the following line:

```
redirect permanent /servlet/webacc http://web_server_address/  
                                                                gw/webacc
```
- 4 If you use WebPublisher, add the following additional line:

```
redirect permanent /servlet/webpub http://web_server_address/  
                                                                gw/webpub
```
- 5 Save the file, then exit the editor.
- 6 Restart Apache to put the redirections into effect.

Internet Information Server (IIS)

- 1 Change to the `inetpub\wwwroot` subdirectory of the IIS root directory (for example, `c:\inetpub\wwwroot`).
- 2 Create a subdirectory named `servlet`.
- 3 Under the `servlet` subdirectory, create subdirectory named `webacc`.
- 4 If you use WebPublisher, create a second subdirectory named `webpub`.
- 5 In IIS Manager, expand the tree in the left pane to display Default Web Site under Web Sites.
Under Default Web Sites, you should see the `servlet` subdirectory you created in [Step 2](#).
- 6 Expand the `servlet` subdirectory to display the `webacc` subdirectory (and optionally, the `webpub` subdirectory) that you created in [Step 3](#).
- 7 Right-click the `webacc` subdirectory, then click *Properties*.
- 8 Click *Directory*, select *A Redirection to a URL*, then type `/gw/webacc` in the associated field.
- 9 Select *A Permanent Redirection for This Resource*, then click *OK* to save your changes.
- 10 If you use WebPublisher, repeat [Step 7](#) through [Step 9](#), using `webpub` in place of `webacc`.

11 Restart the IIS Web server to put the redirections into effect.

Netscape Enterprise Server for NetWare

For redirection instructions, search the [Novell Support Web site \(http://www.novell.com/support\)](http://www.novell.com/support).

9.2.7 Web Server File Cleanup Because of a URL Change

As part of the change from `/servlet/webacc` to `/gw/webacc`, the WebAccess Installation program installs the WebAccess Application files into the servlet container (`gw`) but it does not remove old `servlet` and `htdocs` files located under the `ROOT` container of the servlet and the Web server. Therefore, you might want to manually delete the following directories and files:

```
sys:\apache2\htdocs\com
sys:\apache2\htdocs\index.html (if customized for GroupWise)
sys:\apache2\htdocs\novell.html (if index.html was not customized)
sys:\tomcat\4\webapps\ROOT\WEB-INF\classes\com
sys:\tomcat\4\webapps\ROOT\WEB-INF\lib\ldapfilt.jar
sys:\tomcat\4\webapps\ROOT\WEB-INF\lib\ldapjdk.jar
sys:\tomcat\4\webapps\ROOT\WEB-INF\lib\njgwap.jar
sys:\tomcat\4\webapps\ROOT\WEB-INF\lib\njweb.jar
sys:\tomcat\4\webapps\ROOT\WEB-INF\lib\SpellServlet.jar
sys:\tomcat\4\webapps\ROOT\WEB-INF\web.xml
```

The one file you should definitely delete is `web.xml`, because might cause the WebAccess, WebPublisher, and Monitor Applications to run in both the old and new locations. Also, if you have customized the GroupWise template files, you should copy the contents of the template subdirectories under:

```
sys:\tomcat\4\webapps\ROOT\WEB-INF\classes\com\novell
```

to the corresponding templates subdirectories under:

```
sys:\tomcat\4\webapps\gw\WEB-INF\classes\com\novell
```

9.2.8 Problem Downloading Large Attachments

On NetWare 6.5 Support Pack 5, you might need to install a Winsock patch that enables users to download large attachments when they are using SSL connections to WebAccess.

9.2.9 Memory Problem

On NetWare 6.5 Support Pack 5, you might receive one of the following error messages on the server where the WebAccess Agent is running:

```
Server logical address space is running low ...
Short term memory allocator is out of memory ...
Cache memory allocator out of available memory ...
```

A patch for this problem is available in TID 2973639 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

9.2.10 Security Issue with WebAccess and Internet Explorer 5.0

When using Internet Explorer 5.0 to view messages through WebAccess, URLs to messages become part of the History cache and can be read by other users who have access to the same workstation.

For solutions to this problem, see TID 10056452 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

9.2.11 Viewer Agent Issues on NetWare

- ◆ On NetWare, the Viewer Agent requires at least 1 GB of memory for running about 5 worker processes. By default, 5 processes are started.
- ◆ On NetWare, you must install the latest Support Pack for your version of NetWare in order to have the correct version of `clib.nlm`.
- ◆ On NetWare, *Memory Protection Fault Cleanup* must be set to *On* in order for the Viewer Agent worker processes to recover successfully when a document fails HTML conversion.
- ◆ On NetWare, when a document fails HTML conversion and its worker process dies, NetWare creates a small file named `core*.dmp` in the server's root directory. You should periodically delete these files.

9.3 Linux WebAccess Issues

- ◆ [“WebAccess on SUSE Linux Enterprise Server 10” on page 30](#)
- ◆ [“Novell Distribution of Apache and Tomcat” on page 30](#)
- ◆ [“Prolonged “Please Wait” Message during Installation” on page 31](#)
- ◆ [“Installation Security” on page 31](#)
- ◆ [“Re-installation Issue” on page 32](#)
- ◆ [“--httpport Switch Not Listed in webac70a.waa File” on page 32](#)
- ◆ [“Viewer Agent Issues on Linux” on page 32](#)
- ◆ [“WebPublisher Configuration” on page 32](#)
- ◆ [“WebPublisher Template Settings Not Saved” on page 32](#)
- ◆ [“Commented Lines in Configuration Files” on page 32](#)
- ◆ [“WebAccess Client Help Displays Incorrectly in Firefox on Linux” on page 33](#)

9.3.1 WebAccess on SUSE Linux Enterprise Server 10

SUSE Linux Enterprise Server 10 uses Tomcat 5 rather than Tomcat 4. It also uses the `MOD_PROXY` module rather than the `MOD_JK` connector. Installation instructions that compensate for these differences are available in TID 3248145 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

9.3.2 Novell Distribution of Apache and Tomcat

GroupWise 7 on Linux includes a Novell distribution of Apache and Tomcat that you can install along with the WebAccess Application if you do not already have Apache and Tomcat running on that server. The Novell distribution relies on OpenSSL libraries. If OpenSSL is not already installed on the server where you plan to install the Novell distribution of Apache and Tomcat, you can obtain it from the [OpenSSL Project \(http://www.openssl.org\)](http://www.openssl.org). Download and build OpenSSL for your version of Linux before installing the Novell distribution of Apache and Tomcat.

The Novell distribution is installed in the following directories:

Apache: /var/opt/novell/http and
/etc/opt/novell/http

Tomcat: /var/opt/novell/tomcat4 and
/etc/opt/novell/tomcat4

and is started using the following customized commands:

Tomcat: /etc/init.d/novell-tomcat4 start

Apache: /etc/init.d/novell-httpd start

The WebAccess Installation program lets you choose whether you want to install the Novell distribution. During installation, select *Install WebAccess Application with Apache and Tomcat* if you want to install the Novell distribution. Select *Install WebAccess Application* if you do not want to install the Novell distribution of Apache and Tomcat because you have an existing Apache and Tomcat installation that you want to use with WebAccess.

NOTE: If you are installing on Novell Open Enterprise Server (OES), the option to install with Apache and Tomcat is not available.

If you install the Novell distribution on a server where a standard distribution of Apache and Tomcat is already installed and running, you will encounter a port conflict on port 80. You can resolve the port conflict by choosing to run one distribution or the other, or you can reconfigure one distribution or the other.

To reconfigure the Novell distribution to use a different port number, edit the `httpd.conf` file in the `/etc/opt/novell/httpd/conf` directory. Locate the following line:

```
Listen 80
```

Change the port number to a something that is not already being used on the server, then save and exit the file.

9.3.3 Prolonged “Please Wait” Message during Installation

On slower Linux machines, if you select *Install WebAccess Application with Apache and Tomcat*, your machine might appear to hang on the “Please Wait” message. Apache and Tomcat are being installed while the “Please Wait” message is displayed, before the WebAccess Application installation begins.

9.3.4 Installation Security

During installation, the Linux WebAccess Installation program requires access to eDirectory by way of LDAP authentication. The LDAP Group object includes an option named *Require TLS for Simple Binds with Password*, which is enabled by default. With this option enabled, you must provide the LDAP server's trusted root certificate, which must be exported from the LDAP server, in order for LDAP authentication to take place (typically on port 636) during installation of the WebAccess.

Unless you already have SSL set up, an easier alternative is to disable *Require TLS for Simple Binds with Passwords* in ConsoleOne, which allows LDAP authentication to take place using clear text (typically on port 389), during installation of WebAccess. After disabling the option, restart

eDirectory, install WebAccess, then re-enable *Require TLS for Simple Binds with Password* and restart eDirectory again.

9.3.5 Re-installation Issue

If you install Linux WebAccess in an eDirectory context where the WebAccess objects already exist, a message informs you that you can “use the existing objects.” In actuality, the objects are deleted and re-created, so if you have customized the properties of the existing objects, you must customize the objects again after installing WebAccess on Linux.

9.3.6 --httpport Switch Not Listed in webac70a.waa File

The `-httpport` switch has been added to the Linux WebAccess Agent to specify the port number for HTTP communication. However, it is currently not listed in the `webac70a.waa` file on Linux.

9.3.7 Viewer Agent Issues on Linux

- ◆ On Linux, if you run the Viewer Agent as a user that is not running The X Window system, then WebAccess client users cannot view embedded vector-based graphics in attachments. To enable users to view embedded vector-based graphics, make sure that the user that starts WebAccess (and hence, the Viewer Agent) is running The X Window System and has a `DISPLAY` environment variable set so that the Viewer Agent can write to the local display. One way to accomplish this is to use the `su` command to become root before you start the WebAccess Agent.
- ◆ On Linux, the third-party viewer software used by the Viewer Agent has a dependency on `libXm.so.1`, which might not be included with your Linux package. To resolve this, create a symbolic link in the `agents/lib` directory to the version of the `libXm` modules that is available on your Linux server. For example:

```
ln -s /usr/X11R6/lib/libXm.so.3.0.1 /opt/novell/groupwise/  
agents/lib/libXm.so.1
```

9.3.8 WebPublisher Configuration

The WebAccess Installation program does not configure WebPublisher for you. Some manual configuration is required. For instructions, see the *GroupWise 7 Installation Guide* (`/docs/us/GroupWiseInstallationGuide.pdf`).

9.3.9 WebPublisher Template Settings Not Saved

Changes to the settings on the Templates page of the GroupWiseWebPublisher object in ConsoleOne are not saved to the `webpub.cfg` file. To work around this, after making changes on the Templates page, select a different property page on the GroupWiseWebPublisher object, then click *OK* or *Apply* to save the template settings correctly.

9.3.10 Commented Lines in Configuration Files

If you have commented out any lines in the Linux WebAccess configuration file (`webacc.cfg`) or the WebPublisher configuration file (`webpub.cfg`), you should back up those files before installing GroupWise 7. If you use the *Configure WebAccess Application* option in the Installation program, those commented lines become uncommented and the settings return to their defaults. However, any other changes you have made to the configuration files are retained. You must comment out the lines again and edit the settings as needed, using the backup copies for reference.

9.3.11 WebAccess Client Help Displays Incorrectly in Firefox on Linux

In Firefox* on Linux, the horizontal scroll bar in the left panel of the WebAccess client help displays in the middle of the column instead of at the bottom. It does not interfere with help functionality.

10 Internet Agent Issues

- ♦ Section 10.1, “General Internet Agent Issues,” on page 33
- ♦ Section 10.2, “NetWare/Windows Internet Agent Issues,” on page 34
- ♦ Section 10.3, “Linux Internet Agent Issues,” on page 34

10.1 General Internet Agent Issues

- ♦ “/copyonly Startup Switch Doesn’t Update the Database Version” on page 33
- ♦ “Address Resolution Change Since GroupWise 6” on page 33

10.1.1 /copyonly Startup Switch Doesn’t Update the Database Version

If you use the /copyonly startup switch on the Internet Agent Installation program to install the GroupWise 7 SP1 Internet Agent software, the database version on the GWIA object does not get updated. As a result, the SP1 enhancement described in “Consolidated Configuration Information” in “What’s New in GroupWise 7” in the *GroupWise 7 Installation Guide* (<http://www.novell.com/documentation/gw7>) does not occur. Therefore, you should not use the /copyonly startup switch when updating existing Internet Agent installation to GroupWise 7 SP1.

10.1.2 Address Resolution Change Since GroupWise 6

In GroupWise 6 and its Support Packs, there was a problem with the address format used for sending to distribution lists and resources if you set Internet Addressing to one of the following formats (which are not appropriate for distribution lists and resources):

- ♦ *first_name.last_name@Internet_domain*
- ♦ *last_name.first_name@Internet_domain*

Messages to distribution lists and resources were initially undeliverable and were sent to the Internet Agent. The Internet Agent then successfully resolved the addresses and sent the messages back into the GroupWise system. Users did not notice the problem, but some administrators noticed unnecessary traffic through the Internet Agent.

In GroupWise 6.5, the address format problem for sending to distribution lists and resources was corrected. However, users who originally used GroupWise 6 have the erroneous address format for distribution lists and resources in their Frequent Contacts address books. If you are updating from GroupWise 6 to GroupWise 7 and unnecessary traffic through the Internet Agent is a continuing problem, have users delete distribution lists and resources from their Frequent Contacts address books so that the correct address format is used for name completion in the future.

10.2 NetWare/Windows Internet Agent Issues

None.

10.3 Linux Internet Agent Issues

- ◆ [“Obsolete grpwise-ia Script” on page 34](#)
- ◆ [“Installation Security” on page 34](#)
- ◆ [“libXm.so.3 Error” on page 34](#)

10.3.1 Obsolete grpwise-ia Script

GroupWise 6.5 included the `/etc/init.d/grpwise-ia` script for starting and stopping the Linux Internet Agent. In GroupWise 7, the Internet Agent is started along with the POA and the MTA, using the `grpwise` script. Therefore, you should delete the obsolete `grpwise-ia` script from `/etc/init.d` so that it is not used inadvertently.

10.3.2 Installation Security

During installation, the Linux Internet Agent Installation program requires access to eDirectory by way of LDAP authentication. The LDAP Group object includes an option named *Require TLS for Simple Binds with Password*, which is enabled by default. With this option enabled, you must provide the LDAP server's trusted root certificate, which must be exported from the LDAP server, in order for LDAP authentication to take place (typically on port 636) during installation of the Internet Agent.

Unless you already have SSL set up, an easier alternative is to disable *Require TLS for Simple Binds with Passwords in ConsoleOne*, which allows LDAP authentication to take place using clear text (typically on port 389), during installation of the Internet Agent. After disabling the option, restart eDirectory, install the Internet Agent, then re-enable *Require TLS for Simple Binds with Password* and restart eDirectory again.

10.3.3 libXm.so.3 Error

If you try to start the Linux Internet Agent using the `--show` switch on a server where The X Window System and Open Motif are not running, you receive the following error:

```
libXm.so.3: cannot open shared object file
: no such file or directory
```

To resolve the error, start The X Window System and Open Motif before starting the Internet Agent with the `--show` switch. If you start the Internet Agent without the `--show` switch, you can use the Internet Agent Web console to monitor the Internet Agent from your Web browser.

11 Monitor Issues

- ◆ [Section 11.1, “General Monitor Issues,” on page 35](#)
- ◆ [Section 11.2, “Windows Monitor Issues,” on page 35](#)
- ◆ [Section 11.3, “Linux Monitor Issues,” on page 35](#)

11.1 General Monitor Issues

- ◆ [“Restoring Monitor Settings after Reinstallation” on page 35](#)
- ◆ [“Monitor Agent SSL Configuration” on page 35](#)

11.1.1 Restoring Monitor Settings after Reinstallation

Monitor settings are stored in the `monitor.xml` file in the Monitor installation directory. 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`.

11.1.2 Monitor Agent SSL Configuration

If you want to enable SSL using the Monitor Agent `/https` 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.

11.2 Windows Monitor Issues

- ◆ [“New NetWare and Windows Monitor URLs” on page 35](#)

11.2.1 New NetWare and Windows Monitor URLs

If you've used Monitor on a NetWare or Windows Web server, you are accustomed to accessing the following URLs:

Web Services page: Default `index.html` file of Web server

Monitor Web Console: http://web_server_address/servlet/gwmonitor

Starting in GroupWise 7, use the following URLs on NetWare and Windows Web servers:

GroupWise-specific Web http://web_server_address/gw/index.html
Services page:

Monitor Web Console: http://web_server_address/gw/gwmonitor

To keep users' browser bookmarks from being broken, you should redirect the old URLs to the new URLs. Follow the instructions in [Section 9.2.6, “New NetWare and Windows WebAccess URLs,” on page 27](#), substituting `/gw/gwmonitor` for `/gw/webacc` as needed in the instructions.

11.3 Linux Monitor Issues

- ◆ [“Monitor Issues Shared with WebAccess” on page 35](#)

11.3.1 Monitor Issues Shared with WebAccess

Monitor and WebAccess share a substantial amount of functionality. The following WebAccess issues also pertain to Monitor:

[Section 9.3.1, “WebAccess on SUSE Linux Enterprise Server 10,” on page 30](#)

[Section 9.3.2, “Novell Distribution of Apache and Tomcat,” on page 30](#)

[Section 9.3.3, “Prolonged “Please Wait” Message during Installation,” on page 31](#)

[Section 9.3.4, “Installation Security,” on page 31](#)

Section 9.3.5, “Re-installation Issue,” on page 32

12 International Issues

- ♦ Section 12.1, “General International Issues,” on page 36
- ♦ Section 12.2, “NetWare/Windows International Issues,” on page 37
- ♦ Section 12.3, “Linux International Issues,” on page 37

12.1 General International Issues

- ♦ “Double-Byte Characters in Directory Names and Filenames” on page 36
- ♦ “Double-Byte Characters in Passwords” on page 36
- ♦ “Character Encoding in WebAccess” on page 36
- ♦ “WebAccess Spell Checker Displays Corrupt Characters for Russian” on page 36
- ♦ “WebAccess Attachments with Extended Characters in the Filenames” on page 37

12.1.1 Double-Byte Characters in Directory Names and Filenames

Do not use double-byte characters in directory names and filenames.

12.1.2 Double-Byte Characters in Passwords

Do not use double-byte character in users' passwords.

The Change GroupWise Password dialog box in ConsoleOne currently allows entry of double-byte characters. However, the GroupWise client login does not allow entry of double-byte characters in passwords, so a user who was assigned a password with double-byte characters in ConsoleOne cannot type the double-byte characters when attempting to log in to GroupWise.

12.1.3 Character Encoding in WebAccess

Auto-detection of character encoding for the WebAccess/WebPublisher `index.html` page does not work for some Web browsers. If you do not see the localized languages in the drop-down menu on the Web services page (`index.html`), set your Web browser's character encoding to UTF-8. In some browsers, you can click *View > Encoding* to set the Web browser's encoding.

You might also encounter character encoding problems when reading HTML-formatted messages. In this case, set your Web browser's character encoding for the new message window to UTF-8. You can do this by right-clicking in the new message window and then setting the encoding, or by clicking *View > Encoding*.

12.1.4 WebAccess Spell Checker Displays Corrupt Characters for Russian

When Russian characters are used, they are displaying in the Spell Checker as corrupt characters.

12.1.5 WebAccess Attachments with Extended Characters in the Filenames

On Windows, Mozilla*-based browsers such as Firefox and Netscape* do not save extended character filenames correctly, even though the filename displays correctly in the Save As dialog box. This is a browser problem, not a GroupWise problem. There is no workaround.

In Safari on Macintosh, extended character filenames are not interpreted correctly. As a workaround, use Firefox instead of Safari if you receive attachments with extended character filenames. Again, this is a browser problem, not a GroupWise problem.

12.2 NetWare/Windows International Issues

- ♦ [“Print Calendar Language” on page 37](#)
- ♦ [“Japanese Viewers for WebAccess” on page 37](#)

12.2.1 Print Calendar Language

The GroupWise client Print Calendar feature always prints calendars in the language specified in Regional Options or Regional Settings in the Control Panel, even if the client is installed in a different language. For example, if French (Switzerland) or French (Swiss) is specified in the Control Panel and the client is installed in German, calendars print in French.

12.2.2 Japanese Viewers for WebAccess

In the WebAccess client running on Japanese Windows XP, some characters might not display correctly.

12.3 Linux International Issues

- ♦ [“Display Problem with Agent Console Interfaces” on page 37](#)
- ♦ [“Russian Keyboard” on page 38](#)
- ♦ [“Mnemonics for Arabic, Hebrew, and Double-Byte Languages” on page 38](#)
- ♦ [“Localized Agent User Interface Display” on page 38](#)

12.3.1 Display Problem with Agent Console Interfaces

If you run the Linux GroupWise agents with an agent console interface in languages other than English, the display of 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.

12.3.2 Russian Keyboard

When you use a Russian keyboard, the Linux environment variables that provide language and locale information are typically set to `ru_RU`. Typically, this setting implies the Russian character set ISO-8859-5. However, on some distributions of Linux, the ISO-8859-5 character set must be set

explicitly in order for your Russian keyboard to work with the GroupWise Cross-Platform client. Use the following command to specify the character set along with the language and locale information:

```
export LANG=ru_RU.ISO-8859-5
```

In most cases, setting the LANG environment variable also sets all LC_* environment variables and resolves all Russian keyboard problems. If you set the LANG environment variable and your Russian keyboard still does not work, use the following command to view the current settings for the LANG and LC_* environment variables:

```
locale
```

If any of the LC_* environment variables have not inherited the ISO-8859-5 specification, export them individually.

12.3.3 Mnemonics for Arabic, Hebrew, and Double-Byte Languages

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

12.3.4 Localized Agent User Interface Display

The Linux GroupWise agent user interfaces 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.

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.

13 Documentation Issues

- ◆ [Section 13.1, “General Documentation Issues,” on page 38](#)
- ◆ [Section 13.2, “NetWare/Windows Documentation Issues,” on page 38](#)
- ◆ [Section 13.3, “Linux Documentation Issues,” on page 39](#)

13.1 General Documentation Issues

None.

13.2 NetWare/Windows Documentation Issues

- ◆ [“GroupWise Windows Client Help” on page 39](#)

13.2.1 GroupWise Windows Client Help

To support accessibility requirements within GroupWise Help, the Help for the GroupWise Windows client uses Microsoft HTML Help. In order for Microsoft HTML Help to display on a Windows workstation, the workstation must have Internet Explorer 4.x or later installed.

13.3 Linux Documentation Issues

- ◆ “Agent Help Does Not Display When Agent Runs as a Non-root User” on page 39
- ◆ “Help Image Display on an iChain Server” on page 39

13.3.1 Agent Help Does Not Display When Agent Runs as a Non-root User

When you start the Linux POA, the Linux MTA, and the Linux Internet Agent using the `--show` switch to display a GUI user interface, if the agents are running 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`. Giving the user access to the browser window as `root` would be a security risk. This is working as designed.

13.3.2 Help Image Display on an iChain Server

If you display help from an agent Web console on a server where Novell iChain[®] is installed, and if iChain is configured to use the *Path-Based Multihoming* option, the image at the top of the help topic does not display.

14 GroupWise Defect Fixes

- ◆ Section 14.1, “Address Book Fixes,” on page 39
- ◆ Section 14.2, “Administration Fixes,” on page 40
- ◆ Section 14.3, “Agent Fixes,” on page 40
- ◆ Section 14.4, “Client Fixes (Windows),” on page 41
- ◆ Section 14.5, “Client Fixes (Cross-Platform),” on page 43
- ◆ Section 14.6, “Client API Fixes,” on page 43
- ◆ Section 14.7, “Engine Fixes,” on page 44
- ◆ Section 14.8, “GWCheck Fixes,” on page 44
- ◆ Section 14.9, “Internet Agent Fixes,” on page 44
- ◆ Section 14.10, “Monitor Fixes,” on page 45
- ◆ Section 14.11, “WebAccess Fixes,” on page 45

14.1 Address Book Fixes

- ◆ You can send messages to recipients whose names include extended characters.
- ◆ You can send messages to internal recipients who are not in your Frequent Contacts address book.
- ◆ When you create a personal group that includes recipients in the To, CC, and BC fields, the recipients retain their respective recipient types when you select the group in the To field of a new message.

- ◆ The absence of the Object ID attribute in the GroupWise Address Book no longer causes Name Completion to stop working in the GroupWise client.

14.2 Administration Fixes

- ◆ When you specify the path for a trusted root certificate for an LDAP server, the path is stored permanently as a UNC path.
- ◆ If you set a global signature at the domain or post office level, you can set it to <None> at the user level.
- ◆ You can select an Internet domain name for a nickname.
- ◆ In a system with two Internet domain names and two identical mailbox IDs in different post offices, you can override the default address formats for each user without getting a DB57 error.
- ◆ After you move a user, the user's Unread Items panel in the GroupWise Windows client correctly displays only unread items.
- ◆ You can successfully move a user whose visibility is set to *None*.
- ◆ You can successfully move a very old user that has a two-character FID.
- ◆ When you move a user from a GroupWise 6.5 post office to a GroupWise 7 post office, the final *Move Completed* message now displays.
- ◆ If you rebuild a database when running ConsoleOne as `root`, it does not interfere with running the agents as a non-`root` user thereafter.
- ◆ You can merge a GroupWise 6.5 domain into a GroupWise 7 system.
- ◆ In the Link Configuration Tool, pressing *Cancel* discards changes as it should.
- ◆ The functionality of the selection list in the GroupWise Target Service Agent for File Systems (TSAFSGW) has been improved.
- ◆ In Linux ConsoleOne, the restore area path is stored as a UNC path, not a Linux path.
- ◆ In Linux ConsoleOne on SUSE Linux Enterprise Server 9, it is no longer possible to create duplicate GWIDs when adding users.
- ◆ On Linux, the GroupWise Database Copy utility (DBCOPY) runs successfully if the filename of the GroupWise guardian database (`ngwguard.db`) is in all uppercase (`NGWGUARD.DB`).
- ◆ Improvements were made to the GroupWise Database Copy utility (DBCOPY) on Linux to facilitate migration.

14.3 Agent Fixes

- ◆ The POA can successfully access a restore area on a remote server regardless of the platform of the remote server.
- ◆ The POA captures user information about who logged in through a trusted application.
- ◆ If the Linux POA is running as a non-`root` user and a user creates a new document in a library, the POA indexes the document and the user can successfully use *Find* to search the document.
- ◆ When running as a daemon, the Linux POA can access an LDAP server using an SSL connection.
- ◆ Fixed some POA abends.

- ♦ If the MTA is enabled for SSL on its MTP port but not its HTTP port, the MTP port works correctly with SSL.
- ♦ Fixed several MTA abends.
- ♦ The Linux `grpwise` script allows for running more than one of each type of GroupWise agent.

14.4 Client Fixes (Windows)

- ♦ The column widths in your Home View are always retained after displaying other folders.
- ♦ If you receive a message formatted in a large font, your reply uses your default font, not a very small font.
- ♦ When you reply to a message, your signature is applied immediately below your reply text, not at the bottom of the entire message.
- ♦ If you have configured the client to prompt you before adding your signature, the signature is always added when you click *Add*.
- ♦ You can always view item properties in your archive.
- ♦ When you drag an attachment from a message to a folder, the file retains its original filename and file type.
- ♦ You can multiple-select items to print.
- ♦ Appointments sent to CC recipients default correctly to Free, rather than to Busy.
- ♦ When you reschedule an appointment that has an attachment and perform a Busy Search to identify the new time, the attachments stay with the rescheduled appointment.
- ♦ When you display a calendar that includes an All-Day Event, the event is confined to the day on which it is scheduled.
- ♦ When you print a calendar that includes an All-Day Event, the event is confined to the day on which it is scheduled.
- ♦ The client no longer displays an 8101 error when accessing a Calendar that includes an All-Day Event.
- ♦ You can set categories on items in a shared folder if you have sufficient rights to do so.
- ♦ You can view items in a shared folder immediately after viewing your Calendar.
- ♦ You can show a posted task in the Checklist folder.
- ♦ With the QuickViewer on, you can scroll back and forth horizontally in a message that has a category assigned.
- ♦ You can go from a very long Sent Items list to your Contacts folder without waiting for the entire Sent Items list to display.
- ♦ The Spell Checker works correctly in very large HTML-formatted messages.
- ♦ In Caching mode, you always have the correct rights when you proxy into another user's mailbox.
- ♦ In Caching mode, with Messenger Presence turned on, in the QuickViewer, you can move rapidly between messages.
- ♦ In Caching mode, you no longer receive a second notification if you open an item and then synchronize with your Online mailbox.

- ◆ The GroupWise Address Book downloaded to your Caching mailbox does not become damaged.
- ◆ If you perform another action without waiting for a Find to finish, the Find finishes in the background of your other activity.
- ◆ The keystroke sequence for using Advanced Find opens a new field without needing a mouse click.
- ◆ Messages with a content type of Multipart/Related and Multipart/Alternative are accepted and displayed by the GroupWise client.
- ◆ If you type HTML tags and text into a message in Plain Text mode, and if the recipient is in HTML mode, the message displays as an HTML-formatted message.
- ◆ If you save an HTML-formatted message as a draft and if the message includes a path to an image where the path or the image filename includes a space, the path and filename are correctly displayed when you resume work on the draft message.
- ◆ You can open a message from the Notify pop-up and then immediately close the GroupWise client.
- ◆ You can reply to a message where the first character in the message is a dash (-).
- ◆ If you have just one S/MIME certificate, it is automatically selected as the default.
- ◆ When using a MIME encoding other than the default, you can add an image to an HTML-formatted message or signature without having it appear as an attachment much larger than the original image.
- ◆ Third-party applications can attach `mime.822` files to messages.
- ◆ HTML-formatted messages display properly in other e-mail clients such as AOL and HotMail.
- ◆ When Firefox is set as your default browser, hyperlinked URLs open successfully.
- ◆ On Windows XP, you can send a message from a Wordpad document using the GroupWise client.
- ◆ Third-party applications can log into GroupWise using the extended MAPI application that ships with GroupWise.
- ◆ The default client integrations file (`gwappint.inf`) has the correct integration type for Excel.
- ◆ Excel 2003 can be successfully integrated with GroupWise.
- ◆ Installing GroupWise after installing Outlook no longer stops Outlook from functioning.
- ◆ If you create a message in the GroupWise client, then click *Actions > Send Using* and select a POP account, the message is sent as if it originated in the selected POP account.
- ◆ You can download messages from a POP e-mail client when attachment filenames include international characters.
- ◆ When you update from GroupWise 6.5, you only need Read rights in the software distribution directory in order to run Setup.
- ◆ In the Portuguese client, the subject and place information in a posted appointment displays correctly in the Calendar.
- ◆ In languages such as Hebrew and Russian, clicking Reply or Forward in a message does not change the keyboard from the expected language.

14.5 Client Fixes (Cross-Platform)

- ◆ In HTML view, images display correctly.
- ◆ HTML-formatted messages now have margins comparable to those used in the Windows client.
- ◆ If a message contains a link to an image, the message displays successfully, without causing the GroupWise client to freeze.
- ◆ Large messages that include numerous images print successfully.
- ◆ A hyperlinked URL that includes an e-mail address at the end is correctly interpreted as a URL and does not open a Mail To window.
- ◆ A hyperlinked URL created in the GroupWise Windows client displays correctly when displayed in the HTML view in the Cross-Platform client.
- ◆ If you highlight and move a block of items to a different folder, the highlight in the original folder is positioned as expected.
- ◆ Attachments are saved with the exact filename and extension specified in the Save File As field.
- ◆ You can always drag an attachment from one message to another.
- ◆ If you drag the same attachment to a message more than once (for example, you modified the file and want to attach the updated version), only one attachment displays in the message. The actual attachment process happens when the message is sent, so the current version always gets attached.
- ◆ You can successfully send messages to recipients that you selected from an address book and who have Internet addresses associated with them.
- ◆ Under Print Calendar, if you select the *Daily* form and you select *Appointments as a Table, Task and Reminder Notes as a List*, it prints the days selected on the *Content* tab.
- ◆ The Checklist display option works correctly on any folder.
- ◆ The password to the Caching mailbox never gets inadvertently cleared.
- ◆ If you open a new GroupWise window and then proxy into another user's mailbox, only the new windows changes to the proxy user's mailbox.
- ◆ The Search feature is more robust and does not crash under certain specialized circumstances.
- ◆ Misspelled words are always properly highlighted.
- ◆ The spell checker no longer hangs the Cross-Platform client on Novell Linux Desktop 9 SP3.

14.6 Client API Fixes

- ◆ The client API returns the correct number when there are more than 65,535 records to count in the GroupWise Address Book.
- ◆ The client API returns the correct number when there are more than 100 users in a distribution list.
- ◆ The client API can successfully iterate through all the message-type attachments of a message in an archive, regardless of how nested the message attachments are.
- ◆ The client API returns an appropriate error when it fails to proxy into another user's account.
- ◆ If the client API encounters a user-defined field in an entry in a user's Contacts Address Book that is not of type text, it skips the non-text field.

- ◆ When accessing a Message object, the client API accesses message attachments correctly.
- ◆ The message body refreshes correctly.
- ◆ Semaphores no longer deadlock.
- ◆ Multiple threads no longer cause data corruption and deadlocks.

14.7 Engine Fixes

- ◆ IMAP can handle folder names that include parentheses.
- ◆ The IMAP `FETCH` command can handle some incorrectly formatted MIME messages without complaint.
- ◆ The IMAP `APPEND` command can handle non-system keyword flags that are not the three predefined GroupWise flags.
- ◆ The IMAP `Search Header <field> <string>` command works for most header fields.
- ◆ GroupWise IMAP is compatible with the Pine e-mail program.
- ◆ SOAP works properly on a multiprocessor server.
- ◆ SOAP can handle logging in to a shared folder.
- ◆ SOAP never releases the static global parent object, which increases stability.
- ◆ CAP no longer trims out the `<CR><LF>` at the end of a frame buffer.
- ◆ CAP can handle a null category.
- ◆ When converting UTF-8 to WPText, CAP no longer converts `<LF>` to `<SP>`.
- ◆ CAP no longer returns a D107 error when reading the items returned from a read index.

14.8 GWCheck Fixes

- ◆ GWCheck runs successfully on very large post offices.
- ◆ On Macintosh, the GWCheck desktop icon starts GWCheck.

14.9 Internet Agent Fixes

- ◆ The Internet Agent server console no longer becomes garbled with extraneous text.
- ◆ If the Internet Agent receives a 4xx message on a `DATA` command from an SMTP host, it defers the message, rather than responding as if the message had been successfully received.
- ◆ Authentication from IMAP e-mail clients through the Internet Agent occurs more quickly.
- ◆ Messages with ISO-8859-15 encoding are processed correctly.
- ◆ The Internet Agent can correctly process Internet domain names that contain dashes (-).
- ◆ Messages that contain international characters in the `x-spam-report` field are processed successfully.
- ◆ The Internet Agent now accepts messages where several MIME format issues were previously causing them to be placed in the `gwprob` directory.
- ◆ The Internet Agent no longer returns messages to itself when it cannot resolve the hostname. It returns an Unknown Host error instead.

- ♦ The Internet Agent no longer allocates unneeded .5 GB blocks of memory.
- ♦ Fixed some Internet Agent abends.

14.10 Monitor Fixes

- ♦ None.

14.11 WebAccess Fixes

- ♦ The first mouse click after you log in, after you change folders, and after a refresh successfully opens the message you clicked.
- ♦ Users always get the proper templates when they click *New*.
- ♦ In a new messages, the cursor focus is automatically in the To field.
- ♦ Messages with embedded images display correctly.
- ♦ When viewing item properties, the *Display Next* button displays correctly.
- ♦ You can view documents in a shared folder.
- ♦ Attachment filenames are correctly retained when viewing attachments.
- ♦ Reply to All places all usernames in the correct fields with valid e-mail addresses.
- ♦ The folder list retains folders as expanded or collapsed after various intervening actions.
- ♦ You can successfully drag and drop a large number of messages individually.
- ♦ In the Calendar, when you click *New*, the default is *New Appointment*.
- ♦ When you create a posted appointment in the Week view, it displays correctly as a posted appointment.
- ♦ In the Day view in the Calendar, All Day Events display just on the day for which they are scheduled.
- ♦ WebAccess installs much more quickly.
- ♦ The WebAccess Agent no longer causes Java to go to 100% utilization.
- ♦ The WebAccess Application reliably starts the Document Viewer Agent.
- ♦ Fixed a WebAccess Agent abend.
- ♦ Using Firefox, if you time out and then resume your session, you can successfully add attachments to a message that was in progress when you timed out.
- ♦ On NetWare 6, the `index.html` file displays as it should.
- ♦ WebAccess retains the proper character set when displaying messages.
- ♦ If character set information is not available, WebAccess defaults to ISO-8859-15.
- ♦ Name Completion looks for the Frequent Contacts Address Book in the correct language.
- ♦ Users can add names to the Frequent Contacts Address Book in all languages.

15 GroupWise Connector for Outlook

For installation instructions, known issues, and defect fixes relating to the GroupWise Connector for Microsoft Outlook, see the Support Pack 1 Readme for the GroupWise Connector for Microsoft on the [GroupWise 7 Documentation Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

16 GroupWise Mobile Server

For installation instructions, known issues, and defect fixes relating to GroupWise Mobile Server, Powered by Intellisync*, see the Support Pack 1 Readme for GroupWise Mobile Server on the [GroupWise 7 Documentation Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7).

17 Documentation

The following sources provide information about GroupWise 7 and have been updated for Support Pack 1:

- ◆ Product documentation included with the software in the `\docs\us` directory:
 - ◆ *Quick Start* (GroupWiseQuickStart.pdf)
 - ◆ *Installation Guide* (GroupWiseInstallationGuide.pdf)
- ◆ Online product documentation: [GroupWise 7 Documentation Web site \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7)

18 Documentation Conventions

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

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