

Novell Data Synchronizer 1.2 Connector for GroupWise

Readme

Novell®

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1 Overview

The Novell Data Synchronizer Connector for GroupWise is the component of Data Synchronizer that connects your GroupWise system with your Synchronizer system.

Data Synchronizer Mobility Pack 1.2 includes both the GroupWise Connector and the Mobility Connector for synchronizing GroupWise data to mobile devices.

You can also install Data Synchronizer and the GroupWise Connector without the Mobility Connector for use with the Salesforce.com Connector, the SharePoint Connector, and the SugarCRM Connector.

For a list of the enhancements and bug fixes provided since Data Synchronizer 1.1, see the [Novell Data Synchronizer Mobility Pack 1.2 Readme](http://www.novell.com/documentation/datasynchronizer1/datasync12_readme_mobility/data/datasync12_readme_mobility.html) (http://www.novell.com/documentation/datasynchronizer1/datasync12_readme_mobility/data/datasync12_readme_mobility.html).

2 System Requirements

The general system requirements for the GroupWise Connector are the same as for Data Synchronizer, as listed in “[Data Synchronizer System Requirements](#)” in the *Novell Data Synchronizer Mobility Pack Installation Guide*.

The GroupWise system requirements for the GroupWise Connector are listed in “[GroupWise Connector System Requirements](#)” the *GroupWise Connector Installation and Configuration Guide*.

3 GroupWise Connector Installation

The GroupWise Connector is automatically installed as part of the Data Synchronizer Mobility Pack, as described in the *Novell Data Synchronizer Mobility Pack Installation Guide*.

The GroupWise Connector can also be installed without the Mobility Connector for use with the Salesforce.com Connector, the SharePoint Connector, and the SugarCRM Connector, as described in the *Novell Data Synchronizer Mobility Pack Installation Guide*.

4 GroupWise Connector Issues

- ♦ [Section 4.1, “Disabled GroupWise Users,” on page 2](#)
- ♦ [Section 4.2, “SSL for the POA SOAP Connection,” on page 2](#)
- ♦ [Section 4.3, “Initial Synchronization of Personal Address Books,” on page 2](#)

- ♦ [Section 4.4, “External Entities Not Currently Supported,”](#) on page 3
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For general connector issues, see “[General Connector Issues](#)” in the [Novell Data Synchronizer Mobility Pack 1.2 Readme](#) (http://www.novell.com/documentation/datasynchronizer1/datasync12_readme_mobility/data/datasync12_readme_mobility.html).

4.1 Disabled GroupWise Users

When you disable a GroupWise user, such as when a user leaves your company, the GroupWise Connector cannot remove the GroupWise event configuration for the disabled user, because logins to the user’s mailbox are no longer allowed. This causes the accumulation of synchronization data for the disabled user. When this situation is occurring, you might see the following errors in the GroupWise Connector log file:

```
Failure sending attachment TEXT.htm to engine
Attachment: No creation event ID, failing
```

To prevent this situation, you must manually remove the disabled user’s GroupWise event configuration.

- 1 On the Configuration page of the POA Web console for the POA where the disabled user’s mailbox is located, click *Event Configuration List*, then click the username of the disabled user.
- 2 Click *Delete Event Configuration*, then click *Submit*.

For more information, see “[Listing SOAP Event Configurations](#)” in “[Post Office Agent](#)” in the [GroupWise 8 Administration Guide](#).

4.2 SSL for the POA SOAP Connection

After initial configuration of the GroupWise Connector, if you later change the POA SOAP SSL setting, you must update the *GroupWise POA SOAP URL* field on the GroupWise Connector Settings page in Synchronizer Web Admin to match the new POA SOAP SSL setting, then restart the GroupWise Connector.

4.3 Initial Synchronization of Personal Address Books

By default, GroupWise contact information synchronizes to other applications such as SugarCRM when you add or modify contacts. If you want to synchronize an entire personal address book with another application, you can use this workaround:

- 1 In the GroupWise client, export the personal address book.
- 2 Delete all the contacts from the personal address book, so that the address book is empty.
- 3 Import the personal address book back into GroupWise, so that all of the contacts are re-created.

This causes all of the contacts in the personal address book to synchronize with other applications.

4.4 External Entities Not Currently Supported

GroupWise external entities are not currently supported for synchronization. By definition, external entities are represented by GroupWise objects, and they have no corresponding eDirectory objects. Authentication for synchronization is done through LDAP, so external entities cannot authenticate to the Synchronizer system.

The workaround is to convert external entities into eDirectory users so that they can authenticate to the Synchronizer system.

4.5 Add Users Option in Synchronizer Web Admin

To avoid unnecessary synchronization traffic, leave the *Add Users* option on the *GroupWise Connector Configuration* page in Synchronizer Web Admin at its default setting of *Only selected users*. This setting synchronizes data for the specific users that you select during installation of the Mobility Pack.

The *All users from post office* setting synchronizes GroupWise data for all users, regardless of whether they have been added to the Mobility Connector. For a Mobility Pack installation, this setting creates unnecessary synchronization traffic and causes the GroupWise Connector to store data that will never be synchronized to mobile devices. However, this setting might be useful if you are using a different connector, such as the Salesforce.com Connector, the SharePoint Connector, or the SugarCRM Connector.

5 Documentation

Novell Data Synchronizer documentation is available at the [Novell Data Synchronizer Documentation Web site \(http://www.novell.com/documentation/datasynchronizer1\)](http://www.novell.com/documentation/datasynchronizer1):

- ♦ Novell Data Synchronizer Readmes
- ♦ Novell Data Synchronizer installation and administration guides

Novell Data Synchronizer connector documentation is available at the [Novell Data Synchronizer Connector Documentation Web site \(http://www.novell.com/documentation/datasync_connectors1\)](http://www.novell.com/documentation/datasync_connectors1)

- ♦ Connector Readmes
- ♦ Connector Quick Starts
- ♦ Connector installation and configuration guides

In addition to the Data Synchronizer product documentation, the following resources provide additional information about Data Synchronizer and connectors:

- ♦ [Novell Support and Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support)
- ♦ [Data Synchronizer Support Forum \(http://forums.novell.com/forumdisplay.php?f=939\)](http://forums.novell.com/forumdisplay.php?f=939)
- ♦ [Data Synchronization Cool Solutions \(http://www.novell.com/communities/cool solutions/datasynchronizer\)](http://www.novell.com/communities/cool solutions/datasynchronizer)
- ♦ [Data Synchronizer Connector Marketplace \(http://www.novell.com/products/data-synchronizer/connectors\)](http://www.novell.com/products/data-synchronizer/connectors)

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