

Novell Nterprise™ Linux Services

1.0 SP1

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README

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Novell®

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About This Guide

This guide contains information regarding known issues and caveats that affect the installation and usage of Novell® Nterprise™ Linux Services (NNLS).

Information in this readme is divided into two categories:

- ♦ **Known Issues:** These are problems that Novell intends to address in future releases.
- ♦ **Caveats:** These alert users to functionality that is working as designed but might require special attention when working with the product.

For planning and installation instructions, see the *Novell Nterprise Linux Services Installation Guide*.

For complete information on setting up and using NNLS, see the [Novell Nterprise Linux Services online documentation \(http://www.novell.com/documentation/lg/npls\)](http://www.novell.com/documentation/lg/npls).

Documentation Conventions

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

A trademark symbol (®, ™, etc.) denotes a Novell trademark. An asterisk (*) denotes a third-party trademark.

When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as UNIX*, should use forward slashes as required by your software.

1

Nterprise Linux Services Issues and Caveats

This section contains information regarding general issues and caveats in Novell® Nterprise™ Linux Services (NNLS) SP1. This release contains localized end-user components.

For component-specific information, see the following:

Service	See
Administration Services	Chapter 8, “iManager,” on page 31 Chapter 12, “Resource Management,” on page 43
File Services	Chapter 7, “Novell iFolder 2.1.2 and Novell NetDrive 4.1,” on page 29 Chapter 11, “Novell NetStorage,” on page 39 Chapter 13, “Samba,” on page 45
Identity Services	Chapter 3, “DirXML Starter Pack,” on page 21 Chapter 5, “eGuide,” on page 25 Chapter 9, “Linux User Management,” on page 33 Chapter 4, “Novell eDirectory 8.7.3,” on page 23
Messaging Services	Chapter 6, “GroupWise Collaboration Client,” on page 27 Chapter 10, “NetMail,” on page 35
Web Experience	Chapter 14, “Virtual Office,” on page 47
Web Server	Chapter 2, “Apache Web Server,” on page 19

To Get the Latest Issues

For information on the latest issues since the release of Novell Nterprise Linux Services, see the Novell [Technical Information Database \(http://support.novell.com/cgi-bin/search/searchtid.cgi?348509.htm\)](http://support.novell.com/cgi-bin/search/searchtid.cgi?348509.htm) on the Web.

Testing Notes

Novell has tested NNLS on the supported **Red Hat* and SUSE LINUX*** platforms with all the vendor patches that were released through October 31, 2003.

Source Files for Open Source Components

Source files for the Open Source components of Novell Nterprise Linux Services are available for download at the following location:

<http://forge.novell.com/modules/xfmod/project/?nnls> (<http://forge.novell.com/modules/xfmod/project/?nnls>)

Linux Server Requirements Must Be Met

Before installing NNLS, you must ensure that the target server meets the specific software, hardware, and configuration requirements outlined in the “[NNLS Planning Worksheet](#)” in the *Novell Nterprise Linux Services Installation Guide*.

The points summarized in the following sections are particularly important.

The Server Must Have a Static IP Address

You must assign the server a static IP address prior to installing NNLS.

The /etc/hosts File Must Contain an Entry for the Server

NNLS products must be able to resolve the server’s IP address. This involves checking and possibly changing the /etc/hosts file as described in “[Check /etc/hosts Before Installing NNLS](#)” in the *Novell Nterprise Linux Services Installation Guide*.

Installation

This section contains known issues and caveats pertaining to the NNLS installation processes.

Known Issues

Updating iManager Plug-ins

Novell Nterprise Linux Services uses Red Carpet for updates. When you use Red Carpet to update iManager plug-ins, Red Carpet copies the plug-in files to your file system, but it does not configure iManager to use them. After installing the plug-in modules, you must still configure iManager to use them.

- 1** Open iManager and click the Configure button.
- 2** Under the iManager Configuration role, click Modules.
A list of all of the modules that are installed appears.
- 3** Select the module to update, then click Update.
- 4** Browse to the directory where Red Carpet placed the new plug-in modules (*.npm files) on the server.

If you are updating the plug-ins remotely, you must access the server and copy the *.npm files to your local machine.

Novell Nterprise Linux Services SP1 places these plug-in modules in the following locations:

Plug-in	Default File Location
iFolder	/var/opt/novell/tomcat4/webapps/nps/packages/iFolder.npm
iPrint	/var/opt/novell/tomcat4/webapps/nps/packages/iPrint.npm
Linux User Management	/opt/novell/virtualoffice/bin/LinuxUserManagement.npm
NetMail	opt/novell/virtualoffice/bin/NetMail.npm
NetStorage	/var/opt/novell/tomcat4/webapps/nps/packages/NetStorage.npm
NetStorage Admin	/var/opt/novell/tomcat4/webapps/nps/packages/nsadmin.npm
Virtual Office	opt/novell/virtualoffice/bin/VirtualOffice.npm
Virtual Office Admin	opt/novell/virtualoffice/bin/VirtualOfficeAdmin.npm

- 5 Select the modules, one at a time.
- 6 After you update all of the modules, restart Tomcat.

After the modules are updated, change to /etc/init.d and run ./novell-tomcat4 restart. Wait a minute for the Tomcat Java* components to start, then you should be able to log in to iManager and use the updated plug-ins.

Upgrading iFolder 2.1.2 to Support a Localized Client

In Novell Nterprise Linux Services Support Pack 1, you can upgrade your iFolder 2.1.2 server to support a localized iFolder client or keep the English version of the iFolder client. For a list of supported languages, see [“Localized Versions of the iFolder Client Are Available”](#) in the *Novell iFolder Readme*.

To upgrade iFolder 2.1.2 and keep the English version of the client, follow the standard upgrade path for NNLS SP1.

To upgrade iFolder 2.1.2 and change to a localized version of the iFolder client, you must follow a special upgrade path for iFolder 2.1.2 with NNLS SP1. For instructions, see [“Upgrading iFolder 2.1.2 to Support a Localized Client”](#) in the *Novell iFolder Readme*.

Restart Apache Services after Upgrading the iFolder RPM for Russian or Japanese

If the Locale setting of your Novell Nterprise Linux Services Support Pack 1 server is set to Russian (such as LANG=ru_RU) or to Japanese (such as LANG=ja_JP), you must restart the Apache services after upgrading the iFolder 2.1.2 RPM (either by the rpm -Uvh console command or by the Red Carpet installation). The RPM upgrade modifies parameters in the /etc/opt/novell/httpd/conf.d/httpd_ifolder_unix.conf file. Restarting Apache services (novell-httpd) puts the changes into effect.

If the NNLS Install Fails or Is Interrupted

During the information-gathering phase of the installation, you can terminate the installation anytime by pressing Ctrl+C.

If you are installing into an existing tree and the install is interrupted, the NNLS install will not allow you to reinstall products you were installing at the time of the interruption. You must first remove these products prior to running the installation again.

To remove the products before reinstalling:

- 1 Use iManager (or ConsoleOne[®], LDAP browser, etc.) to remove all Novell eDirectory[™] objects associated with the failed NNLS server install from the target tree.
- 2 Run the NNLS install with the uninstall option to remove the products.

TIP: You can also remove eDirectory from the NNLS server outside of the NNLS install using the `/usr/sbin/nds-uninstall` command at a shell prompt.

Error: Unable to Determine Universal Password Status

This error appears when the eDirectory installation is not completed as instructed in “[Installing or Upgrading Novell eDirectory on Linux](#)” in the *Novell eDirectory 8.7.3 Installation Guide*.

You Must Specify Typeful Admin Names

When installing NNLS, you must enter a fully distinguished admin name using the typeful syntax that includes object type abbreviations (cn=, ou=, o=, etc.). For example, you might enter `cn=admin.ou=myorganization.o=mycompany`.

Use Dot-Delimited Input for All Products

For all parameters requiring full contexts, we recommend that you separate the names using dot-delimited syntax. Separate the fields using periods (.) rather than commas (,).

The NNLS installation routines convert the name separators to commas when this is required by individual product components.

IMPORTANT: After the NNLS products are installed, be sure to follow the conventions specified in the documentation for each product. Some contexts must be specified using periods (.) and others using commas (,).

iManager Problems When Running the Configure Servlet

iManager freezes or reports an out of memory error when running the configure servlet `https://host/nps/servlet/configure`.

This occurs when DirXML[®] is installed on the *host* machine more than once. An errant self-referential symbolic link is created in the `/usr/lib/dirxml/rules/precfg` directory.

To fix this problem, remove the symbolic link `precfg` located in the `/usr/lib/dirxml/rules/precfg` directory.

Caveats

Novell File Locations

Novell software packages follow the Linux Standards Base (LSB) guidelines for file locations. The following directory structure is used to store program, configuration, and variable data for Novell applications:

Directory	File Types
/etc/opt/novell/<package>	configuration files
/opt/novell/<package>	programs, static data
/var/opt/novell/<package>	variable data and logs
/var/opt/novell/httpd/htdocs/	HTTPD document root

For more information about the locations of installed files, see the *Novell Nterprise Linux Services Installation Guide* (<http://www.novell.com/documentation/lg/npls/install/data/boqgxea.html>).

Red Carpet Installation Requires Internet Connection

If you do not have Internet connectivity when the install tries to perform the Red Carpet™ configuration, the configuration will fail and the install will report that Red Carpet was not installed. After you have re-established the Internet connection, uninstall Red Carpet and then reinstall it.

Stop RPM Management Programs before Installing

RPM management programs that lock the database, such as Synaptic, should be stopped before running the install.

Server Time Must Be Synchronized prior to Installing NNLS

If you are installing NNLS into an existing eDirectory tree, or if you plan to install NNLS on multiple servers using the same eDirectory tree, you must ensure that the system time on each server is synchronized *prior* to installing NNLS.

Information on setting up NTP support on Linux* is available in various locations on the Web, such as the [Red Hat Web site](http://www.redhat.com/docs/manuals/linux) (<http://www.redhat.com/docs/manuals/linux>).

For more information on this and other planning tasks, see “**Preparing to Install Nterprise Linux Services**” in the *Novell Nterprise Linux Services Installation Guide*.

If Server Time Is Not Synchronized prior to Installing NNLS

If server time is not synchronized when eDirectory is installed, the NNLS installation script (uninstall option) cannot uninstall eDirectory.

You must then enter the following command in a shell script on the server:

```
/usr/sbin/nds-uninstall
```

Gettext Not Found Error Occurs during eDirectory Install

eDirectory uses gettext to translate messages in its init scripts. If gettext is not found on your system, you receive the following error during the installation:

```
gettext: command not found
```

However, installation is unaffected and will succeed.

In addition, there might be messages that would normally be displayed when running eDirectory init scripts that are not displayed.

Post-Install

There are no known post-install issues or caveats.

General Issues

This section contains information on known issues that affect the general operation of NNLS after it is installed and initially configured.

NNLS Man Pages Not Working on SUSE LINUX

After installing and starting NNLS, to enable most of the NNLS man pages to work as expected on a SUSE LINUX machine, you must log out and then log back in again.

A few of the NNLS man pages require exporting the MANPATH variable, as explained in the next section, “[NNLS Man Pages in /opt/novell/man Not Accessible](#).”

NNLS Man Pages in /opt/novell/man Not Accessible

Some NNLS man pages are installed in /opt/novell/man and are not automatically accessible from a shell prompt.

To make the pages visible in the current shell and its child processes, enter the following command at the system prompt while logged in as the root user:

```
export MANPATH=$MANPATH:/opt/novell/man
```

Ending a URL with oneNet Returns an Internal Server Error

Experienced NetWare[®] users might be accustomed to entering URLs that end with oneNet. With the release of NetWare 6.5, these URLs became obsolete.

For example, Novell NetStorage now runs in a shared instance of the Apache Web server. To distinguish it from other applications running on the server, you must add NetStorage to the address that was previously used as follows:

- ◆ For the folder view, enter **https://IP_address/NetStorage**
- ◆ For the text view, enter **https://IP_address/oneNet/NetStorage**

where *IP_address* is the IP address of the NNLS server you are accessing.

For a list of all the service URLs in NNLS, refer to “[Quick Reference to NNLS User Services](#)” in the *Novell Nterprise Linux Services Overview, Planning, and Implementation Guide*.

General Caveats

eDirectory Authentication Settings Default to a Single Server

To facilitate the installation of the first server in a new tree, the installation script uses the eDirectory information you have entered as the default for each eDirectory parameter that follows.

This also applies when you are installing NNLS into an existing eDirectory tree.

After you have installed a service, if you need to change the eDirectory authentication configuration, see “[Modifying Service Authentication Settings Created by the NNLS Installation](#)” in the *Novell Nterprise Linux Services Overview, Planning, and Implementation Guide*.

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Apache Web Server

The section contains the known issues for the Apache Web server running on Novell® Nterprise™ Linux Services (NNLS).

Known Issues

Apache Process Might Not Start

In rare cases Apache is not starting properly after rebooting the server. Because other NNLS products, such as iFolder and Virtual Office, depend on Apache, they are also affected.

This issue is related to the use of the Apache `/etc/init.d/novell-httpd stop` command. After issuing this command, a wait period of 20 seconds is allowed to pass, giving time for all processes to terminate before shutting down.

However, if any processes do not terminate before the specified 20 seconds, a `kill -9` occurs. Apache creates a PID file that is used to track processes that are still running. The `kill -9` command bypasses Apache's normal cleanup process, which results in the PID file being left on the disk rather than being deleted as it would be during a normal shutdown.

Ultimately, the PID file might contain an *already running* value. After the server is rebooted, the PID file is read, indicating falsely that Apache is already running.

You can verify if your server is encountering this problem by opening the `/var/log/boot.log` file and searching for some part of the following text strings:

```
/etc/init.d/novell-httpd: Starting Apache:  
/etc/init.d/novell-httpd: httpd (pid 1121) already running
```

To resolve this issue, delete the `/var/opt/novell/httpd/run/httpd.pid` file and then enter `/etc/init.d/novell-httpd start` at a shell prompt.

3

DirXML Starter Pack

This section provides known issues and caveats regarding the DirXML[®] Starter Pack component of Novell[®] Nterprise[™] Linux Services.

Caveats

Novell Client 4.83 SP1 or Later Is Required

The DirXML Password Sync agent for Windows 2000 and Windows NT requires the Novell Client[™] 4.83 SP1 or later. You can get the client at <http://download.novell.com> (<http://download.novell.com>).

4

Novell eDirectory 8.7.3

This section contains known issues when using Novell® eDirectory™ 8.7.3 with Novell Nterprise™ Linux Services. For additional Novell eDirectory 8.7.3 information, refer to the [Readme \(http://www.novell.com/documentation/lg/edir873/readme/readme.txt\)](http://www.novell.com/documentation/lg/edir873/readme/readme.txt) located with the eDirectory 8.7.3 online documentation (<http://www.novell.com/documentation/lg/edir873/index.html>).

NMAS Issues

For NMAS™ information, refer to the [Security Services Readme \(http://www.novell.com/documentation/lg/nmas23/readme/security_readme.html\)](http://www.novell.com/documentation/lg/nmas23/readme/security_readme.html) located with the NMAS 2.3 online documentation (<http://www.novell.com/documentation/lg/nmas23>).

Certificate Server Issues

For Certificate Server information, refer to the [Security Services Readme \(http://www.novell.com/documentation/lg/nmas23/readme/security_readme.html\)](http://www.novell.com/documentation/lg/nmas23/readme/security_readme.html) located with the Novell Certificate Server™ 2.7 online documentation (<http://www.novell.com/documentation/lg/crt27>).

NICI Issues

For NICI information, refer to the [Security Services Readme \(http://www.novell.com/documentation/lg/nmas23/readme/security_readme.html\)](http://www.novell.com/documentation/lg/nmas23/readme/security_readme.html) located with the NICI 2.6.x online documentation (<http://www.novell.com/documentation/lg/nici20>).

Configuring SLP

If NNLS detects OpenSLP, it will not install the Novell SLP daemon. In either case, installing NNLS does not configure the Service Location Protocol. Be sure to configure SLP to point an appropriate DA. For more information, see [Configuring OpenSLP for eDirectory](#) in the *Novell eDirectory 8.7.3 Administration Guide*. Failure to configure SLP will cause problems. For example, the rename of a tree will fail to complete because the server must check to see that the new tree name is not in use.

Merging Novell eDirectory Trees

There is a possibility that you will see the following error when attempting to merge two NNLS trees:

“The source tree root partition cannot do a merge right now due to DS: ERR_PARTITION_BUSY. Either wait for the operation to complete, or try to fix it with DSREPAIR tool. And then run this operation again.

An error occurred while preparing the source tree partitions for merging.

Merge Unsuccessful.”

To resolve this error, do one of the following:

- ◆ Wait for eDirectory to perform a Reference-Check and Purger operation on the source tree server.
- ◆ Start the Reference Check and Purger processes using the agent triggers in iMonitor.

In most cases, the merge will complete at this point.

For more information, see [“Merging Novell eDirectory Trees”](#) in the *Novell eDirectory 8.7.3 Administration Guide*.

Creating User Objects or Moving Partitions in iManager

When creating User objects or moving partitions in iManager, you might receive the following error:

“(Error -601) The object name entered could not be found in the context specified.”

Although this message indicates that the creation has not completed, the operation most likely will complete successfully. The creation and verify (after creation) operations are not being served from the same replica. The user is created in replica A, but replica B is immediately queried. Because the change has not been received by replica B, the -601 error is reported.

We recommend that you verify the creation or move before performing other tasks.

5 eGuide

For Novell® eGuide 2.1.2 issues, see the [Readme \(http://www.novell.com/documentation/lg/eguide212/readme/eguide_readme212.html\)](http://www.novell.com/documentation/lg/eguide212/readme/eguide_readme212.html) located with the Novell eGuide online documentation.

6

GroupWise Collaboration Client

This section describes known issues and caveats for the GroupWise® Collaboration Client component of Novell® Nterprise™ Linux Services (NNLS).

Known Issues

Adding a Startup Switch to Go to Remote Mode

The GroupWise Collaboration Client works in Remote mode only. To open the client in Remote mode each time you double-click the desktop shortcut, you must add the `/pr-path_to_remote_mailbox` startup switch to the Target field in your desktop shortcut. Otherwise, you need to select Remote Mailbox Path each time you start the client.

Refer to the *Novell Nterprise Linux Services Lab Guide* (<http://www.novell.com/documentation/lg/nnls/index.html?page=/documentation/lg/nnls/labguide/data/front.html#bktitle>) for information about creating a shortcut.

Calendars of GroupWise and Other IMAP4 Accounts Do Not Synchronize

Calendar entries (appointments and so forth) between GroupWise and other IMAP4 accounts (for example, NetMail™) do not synchronize, so you can view calendar information only in the account where it was entered.

Find Does Not Locate Items Downloaded As Header Only

When items have been downloaded as Header Only, these items are not searched by Find or displayed in Find results.

Posted Items Created As Group Items in IMAP4 Folders

Posted items (appointments, tasks, reminder notes, and mail messages) created in IMAP4 account folders are displayed as group items and not as posted items.

Printed Items Show Incorrect Username Information

Printed items from IMAP4 folders show \$\$\$ in the header instead of the username.

Shared IMAP4 Folders Allow Unsupported Sharing

The option to share an IMAP4 folder with a user outside of the IMAP4 server is not functional although it is selectable.

Caveats

Unsupported Features

Because this client will generally be running against a NetMail back end and not a GroupWise back end, some functionality in the user interface is not supported. Unless you run this client against a GroupWise back end, the following GroupWise functionality is not supported:

- ◆ Document Management
- ◆ GroupWise Client Rules (although NetMail rules that are set up in NetMail are supported)
- ◆ GroupWise Messenger
- ◆ Junk Mail Handling
- ◆ Notify
- ◆ Online and Caching Modes
- ◆ Proxy
- ◆ Conceal Subject
- ◆ Routing Slip
- ◆ Shared Address Books
- ◆ Status Tracking

Subscribe/Unsubscribe Dialog Box Search Field

The search field in the Subscribe/Unsubscribe dialog box is case sensitive.

7

Novell iFolder 2.1.2 and Novell NetDrive 4.1

For Novell® iFolder® 2.1 issues, see the Readme located with the [Novell iFolder online documentation \(http://www.novell.com/documentation/lg/ifolder21/index.html\)](http://www.novell.com/documentation/lg/ifolder21/index.html).

For Novell NetDrive 4.1 issues, see the Readme located with the [Novell iFolder online documentation \(http://www.novell.com/documentation/lg/ifolder21/index.html\)](http://www.novell.com/documentation/lg/ifolder21/index.html).

8

iManager

This section describes known issues and caveats for the iManager component of Novell® Nterprise™ Linux Services (NNLS).

Known Issues

iManager Product Readme

For all Novell iManager issues, see the [Readme \(http://www.novell.com/documentation/lg/imanager20\)](http://www.novell.com/documentation/lg/imanager20) included with the Novell iManager documentation.

Create Home Directory Not a Linux Feature

If you select the Create Home Directory option when creating a user in iManager, a home directory is not created on the NNLS server. This is because the option applies only to NetWare® volumes.

However, a home directory is automatically created for Linux User Management (LUM) users when they log in to the NNLS server for the first time.

Browsing for NetStorage Objects with Netscape or Mozilla Browsers

If you are using a Netscape* or Mozilla browser and attempt to browse to a location object in the StorageLocation: Create/Modify List submenu, the selected object does not show up in Storage Location Objects. The object appears to be selected but is not visible. The temporary workaround is to use another browser, or to use a Netscape or Mozilla browser knowing that the object is selected even though you can't see it.

Caveats

Pop-Ups Must Be Enabled

For iManager wizards and help to work, you must enable pop-up windows in your Web browser while working in iManager. If you use an application that blocks pop-up windows, you must disable the blocking feature while working in iManager.

If you manage your server using a Mozilla browser, you must enable pop-up windows by completing the steps for your browser type.

Mozilla Web Browser

To enable pop-up windows in a Mozilla 1.4 and later Web browser:

- 1 Open the Mozilla Web browser.

- 2 Click Edit > Preferences.

This opens the Preferences dialog box.

- 3 In the Category navigator, click Privacy & Security > Pop-up Windows.
- 4 Disable Block Unrequested Pop-ups by unchecking its check box.
- 5 Click OK.

Mozilla Firebird Browser

To enable pop-up windows in a Mozilla Firebird 0.6.1 and later Web browser:

- 1 Open the Mozilla Firebird Web browser.

- 2 Click Tools > Options.

This opens the Options dialog box.

- 3 In the left navigator, click Web Features.
- 4 Disable Block Pop-up Windows by unchecking its check box.
- 5 Click OK.

Security Alert Message

When accessing iManager or using some iManager plug-ins, a security alert appears in your browser stating that the Certificate is not trusted. This happens because the Apache Web server is using a self-signed certificate created by the NNLS install. The message is informational. You can choose to proceed and use iManager, view the certificate and install it into the browser's Certificate Store to permanently trust it, or choose not to trust it, in which case you cannot use iManager. You could also configure Apache to use your own trusted certificate (if you have one). To increase security, it is recommended that you do not run with a self-signed certificate for very long.

For additional information on how to configure Apache to use your trusted certificate, see the Apache documentation at the [Apache Web site \(http://httpd.apache.org/docs-2.0\)](http://httpd.apache.org/docs-2.0).

9

Linux User Management

This section describes known issues for the Linux User Management component of Novell® Nterprise™ Linux Services (NNLS).

Known Issues

Uninstall Error: NAM Is Not Deconfigured

If you uninstall Linux User Management (LUM) and see this error:

- 1** Delete the `/etc/nam.conf` file.
- 2** Run `install.sh` again to uninstall Linux User Management.
- 3** (Conditional) If the target eDirectory tree still exists, launch iManager and remove the UNIX Workstation object associated with the NNLS server.

LUM Doesn't Track Renamed Objects

Linux User Management tracks where the UNIX Config object resides using the `/etc/nam.conf` file. By default, this is the Organization object you specify during installation.

If you rename any of the container objects that define the context for the UNIX Config object, the changes are not reflected in the configuration file and Linux User Management stops working.

To resolve this issue:

- 1** Open `/etc/nam.conf` in a standard UNIX ASCII editor, such as `vi`.
- 2** Find the line that begins with `base-name=`.
- 3** Modify the directory context to reflect the renamed objects.

For example, if you have placed the UNIX Config object in an Organization Unit object named `test` in the Organizational object named `novell`, you would specify the `base-name` value using comma-delimited syntax as follows: `base-name=ou=test,o=novell`.

- 4** Save the file.
- 5** Restart LUM using the following commands:

```
/etc/init.d/namcd stop  
/etc/init.d/namcd start
```


10 NetMail

This chapter provides known issues and caveats regarding the NetMail™ component of Novell® Nterprise™ Linux Services (NNLS).

Known Issues

Upgrading NetMail Components to the SP1 Revision

Upgrading NetMail components to the SP1 revision will automatically restart your messaging server. Although unlikely, there is a possibility that the messaging server could become very slow or stop after the automatic restart. If this occurs, you can recover from this condition by issuing the following commands as the root user at a shell prompt.

Stop NetMail using the following command:

```
/etc/init.d/novell-netmail stop
```

Then restart NetMail using the following command:

```
/etc/init.d/novell-netmail start
```

Service Location Protocol (SLP)

The NetMail RPM has a dependency on NDSslp. If you have OpenSLP installed and configured on your network, you do not need NDSslp; however, the NetMail RPM will still require it.

To avoid this condition, manually install the NetMail RPM with the `nodeps` option as in the following example:

```
rpm -F novell-netmail-3.5-version.release.i386.rpm --nodeps
```

Upgrading to NetMail 3.5 from Previous Versions of NetMail

Users with existing NetMail systems should not install NetMail 3.5 using the NNLS installation. For specific instructions on upgrading an existing NetMail system to NetMail 3.5, see [“Upgrading to NetMail 3.5”](#) in the *NetMail 3.5 Administration Guide*

Installing NetMail 3.5 to Multiple Servers

Users installing NetMail 3.5 to multiple servers should use only the NNLS installation to install NetMail 3.5 to the first server in the tree. For specific instructions on installing NetMail 3.5 to subsequent servers in the tree, see [“Installing NetMail 3.5 on Multiple Servers”](#) in the *NetMail 3.5 Administration Guide*.

Can't Log In to NetMail after Install

If you do not reboot the server or restart NetMail after a new install, sometimes users are not able to log in to WebAccess or WebMail.

To resolve this, stop NetMail using the following command:

```
/etc/init.d/novell-netmail stop
```

Then restart NetMail using the following command:

```
/etc/init.d/novell-netmail start
```

NMAP User Contexts Default to the Server Context

During install, the user context for the NMAP Agent defaults to the same context as the messaging server's associated NCP™ Server object. After install, the NMAP Agent's user contexts can be modified using WebAdmin.

IMPORTANT: When you add, modify, or remove contexts to the NMAP Agent, you must restart the messaging server to effect your changes.

GroupWise Client Issues

There is no synchronization of user calendars between the NetMail server and the GroupWise® client. Therefore, busy searches against users who have previously accepted appointments in the GroupWise client do not return the users' accepted appointments.

Accessing WebAdmin through iManager

When iManager attempts to access WebAdmin from a remote machine, a misconfigured IP address on the WebAdmin configuration object can result in the host not being found.

This could occur during the WebAdmin installation, when an attempt is made to store the IP address of the server on the *ncp server name* Web Administration Object, where *ncp server name* is the name of the server. If the IP address can not be properly resolved, this address defaults to 127.0.0.1.

NOTE: By default, WebAdmin is installed on the iManager server.

To correct this, perform the following steps in iManager:

- 1 Click View Objects  on the iManager toolbar.
- 2 In the Object view, select the Web Administration Server object.
The object is named *server_name* Web Administration Server.
- 3 Select Modify Object from the Task list.
The configuration window displays the object's attributes.
- 4 Select the WebAdminAddress attribute, then click edit.
- 5 Change the IP address in the WebAdminAddress attribute to the address of the WebAdmin server.

IMPORTANT: If you modify attributes on multiple property pages, you must click Apply on each page to save your changes.

- 6 When finished, click OK.

Caveats

Calendaring Issues

When addressing calendar items (appointments, tasks, and notes), always use the recipients' login name and official domain name (for example, user_login_id@domain_name). This allows the sender to receive status information. If you address a calendar item using a user's alias or hosting domain, you cannot view which recipients have accepted or declined the calendar item.

Spaces in NetMail NDS Object Names

To comply with SMTP standards defined in RFC 2821, resources, users, groups, and organizational roles cannot have spaces in their names. The Modular Web clients, WebAccess and WebAdmin, treat the space as a separator character between addresses. Other e-mail clients either treat the space as a separator character or remove the space.

11

Novell NetStorage

This section contains information regarding known issues when using Novell® NetStorage with Novell Nterprise™ Linux Services.

Known Issues

Logging In As a Different User

If you are using Windows* 98 and Internet Explorer and, after logging in to Novell NetStorage you intend to log in again as a different user, you must first delete Internet Explorer cookies and log out from Windows 98 or you will not be able to log in again. This is necessary because Windows 98 retains user information, and NetStorage cookies are created that are user specific.

When using Windows 2000 and Microsoft* Web Folders, you must enable the Launch Folder Windows in a Separate Process option:

- 1 Double-click My Computer, then click Tools > Folder Options > View.
- 2 Check the Launch Folder Windows in a Separate Process check box.

For all versions of Windows and Internet Explorer, configure Internet Explorer to prompt for username and password:

- 1 Click Tools > Internet Options > Security > Custom Level.
- 2 In the User Authentication Setting section, click Prompt for Username and Password, then click OK twice.

Internet Explorer Unable to Open Some Web Folders

If you use Microsoft Web Folders with NetStorage to create a new folder, you might not be able to open that folder using Internet Explorer.

Character Set Issues with Netscape

If you use the Netscape browser to open NetStorage, square boxes might display in place of some characters. To resolve this, click View > Character Set > Unicode (UTF-8), then click View > Character Set > Set Default Character Set.

Storage Location Objects Required

After installing NetStorage, you might be able to see only your iFolder directory and a local shared directory on the Linux* server using NetStorage. The local shared directory contains a Readme file with more NetStorage-specific information.

Storage Location objects are required for accessing files and directories on Linux and NetWare servers. Users might have specific Novell eDirectory™ rights to certain files and folders on your network but cannot access those files and folders using NetStorage unless Storage Location objects have been created.

For Storage Location objects that point to folders on Linux servers, users must be set up with file system rights in the corresponding Samba configuration.

To create a Storage Location object:

- 1** Open your browser (Internet Explorer 5 or later, Mozilla, etc.) and specify the URL for iManager.

The URL is `http://server_ip_address/nps/iManager.html`. Replace *server_ip_address* with the IP address or DNS name of the Linux server running NetStorage or the IP address for Apache-based services.

- 2** Type your username and password.
- 3** In the left column, click File Access and then click Storage Location: Create.
- 4** Specify the object name, display name, directory location, context, and an optional comment.

- ◆ The object name is the name of the object in the eDirectory tree.
- ◆ The display name is the name to be displayed in the NetStorage directory access list. This is the shortcut name and is seen by users. If you use the same display name for two different Storage objects, a digit is added to the names to make each name unique.
- ◆ The directory location is the location of the directory on the file system. The location is a URL that includes the file system type, server name, volume, and directory path.

If the storage being accessed is on a NetWare server, the URL must be in the following format:

`ncp://server_name/volume/path_to_directory`

For example:

`ncp://server1.digitalair.com/mktg/reports`

or

`ncp://111.222.3.4/mktg/reports`

If the storage being accessed is on a Linux server, the URL must be in the following format:

`cifs://server_name/cifs_share_name`

If the protocol is omitted, it is assumed that it is a NetWare® Core Protocol™ (NCP™) system.

- ◆ The context is the directory context that the Storage Location object resides in. Click the object selector to select the context.
- ◆ The comment is written by the administrator and is not displayed to users.

- 5** Click Create, then click OK.

After you create a Storage Location object, you must create a list of Storage Location objects that can be used with a specified User, Group, Profile, or Container object. Users see the directory associated with the object the next time they log in. After this list is created, you can modify it from

the same window by assigning additional Storage Location objects to the list or by deleting Storage Location objects from the list.

- 1 Open your browser (Internet Explorer 5 or later, Mozilla, etc) and specify the URL for iManager.

The URL is `http://server_ip_address/nps/iManager.html`. Replace *server_ip_address* with the IP address or DNS name of the Linux server running NetStorage or the IP address for Apache-based services.

- 2 Enter your username and password.
- 3 In the left column, click File Access, and then click Storage Location: Create/Modify List.
- 4 Click the Object Selector button; select the User, Group, Profile, or Container object that the list is to be created for; then click OK.
- 5 Click the Object Selector button, select the Storage Location objects you want included in this list, then click OK.

You can select multiple Storage Location objects in the Object Selector window. When you select multiple Storage Location objects, they appear in the Selected Objects list. If the list already contains Storage Location objects and you want to add more, ensure that the original objects are still in the list before clicking OK.

You can remove existing storage locations by deleting their names from the list before clicking OK.

- 6 When you are finished creating or modifying the list, click OK.

See the [NetStorage Administration Guide](#) for more information on NetStorage and Storage Location objects.

NetStorage Authentication Domain Allows More Than One Primary

In the Authentication Domain submenu of iManager, there should be only one primary domain. If there is more than one domain marked as primary, click the Make Primary button on the domain you want to be the primary until it shows as the only primary domain.

NetStorage and iManager Required to Be on Same Server

In order to use iManager to manage NetStorage, iManager must be installed on the same server as NetStorage.

If you do not have iManager installed on the same server as NetStorage, you will not be able to manage NetStorage. You must install iManager on each server where NetStorage is installed and point your browser to the IP address or URL of that server when you want to make NetStorage changes.

Use File Access Link in iManager to Access NetStorage Configuration

The link in iManager to make NetStorage configuration changes and to create Storage Location objects has changed from NetStorage Administration to File Access.

12 Resource Management

This section contains known issues and caveats pertaining to the Novell® Resource Management components included in Novell Nterprise™ Linux Services.

Known Issues

Red Carpet Daemon Version Support

The Resource Management snap-in does not support Red Carpet™ Daemon version 2 or later.

Cannot Access Resource Management in iManager

The Resource Management iManager plug-in connects to WebAdmin. When iManager attempts to access WebAdmin from a remote machine, a misconfigured IP address on the WebAdmin configuration object can result in the host not being found.

This could occur during the WebAdmin installation, when an attempt is made to store the IP address of the server on the *ncp server name* Web Administration Object, where *ncp server name* is the name of the server. If the IP address can not be properly resolved, this address defaults to 127.0.0.1.

NOTE: By default, WebAdmin is installed on the iManager server.

To correct this, perform the following steps in iManager:

- 1 Click the View Objects button  on the iManager toolbar.
- 2 In the Object view, select the Web Administration Server object.

NOTE: The object is named *server_name* Web Administration Server.

- 3 Select Modify Object from the Task list.

The configuration window displays the object's attributes.

- 4 Select the WebAdminAddress attribute, then click Edit.
- 5 Change the IP address in the WebAdminAddress attribute to that of the WebAdmin server.

IMPORTANT: If you modify attributes in multiple tabs, you must click Apply in each page to save your changes.

- 6 When finished, click OK.

Caveats

SSL Warnings

When using the Resource Management iManager snap-in, SSL warnings are displayed during the initial iManager login and when you attempt to perform a resource management task. Additional security warnings are displayed in Internet Explorer when using an IP address to access the iManager server. To prevent these additional warnings, use a DNS name in place of the IP address.

Web Browser Error during Updates

When updating components used by the Resource Management snap-in, your Web browser might return an error. If this occurs, Red Carpet continues the install process; however, no progress updates are displayed. The following list contains components that might cause an error when updated:

- ◆ Apache
- ◆ eDirectory™
- ◆ Tomcat
- ◆ iManager
- ◆ WebAdmin

Red Carpet Daemon Account

To manage an NNLS server when the server NCP™ object is not available (the server is in a different tree than the one you are currently logged in to), a Red Carpet daemon account is required.

To create a Red Carpet daemon account, perform the following at the remote server:

NOTE: If the remote server is an NCP object and the novell-nrm-rcd-link package is installed, this is not required.

- 1** Log in as root.
- 2** Enter `rug ua`.
- 3** Specify a username and password.
- 4** Enter `+superuser` to give the account full access to the Red Carpet daemon.

13 Samba

This section describes known issues for the Samba component of Novell® Nterprise™ Linux Services (NNLS).

Known Issues

Samba Does Not Work When Connecting to a NetWare CIFS Server from SUSE LINUX

Using Samba on SUSE LINUX Enterprise Server 8 with all updates applied to connect to a NetWare® server running CIFS causes file copy errors. The mount will succeed, but attempting to copy files from the CIFS share to the Linux file system will result in a 0 byte file.

Using the Novell Client 4.9 to Connect to Samba

Users who have the Novell Client™ 4.9 installed cannot map drives to their Samba share on the NNLS server until they turn off the UNC Path Filter.

- 1** Right-click the red N in the taskbar, then select NetWare Client Properties.
- 2** Click the Advanced Settings tab.
- 3** Scroll down to UNC Path Filter parameter group, click the group entry, then change the setting to Off.
- 4** Click OK, then restart Windows.

14 Virtual Office

This section describes known issues for the Virtual Office component of Novell® Nterprise™ Linux Services (NNLS).

Known Issues

E-Mail Attachment Might Not Appear

Attachments might not function when the eMail service is configured to use IMAP pointed at a GroupWise® IMAP provider.

Simultaneous Logout With iChain

In order for Virtual Office to simultaneously log out of iChain®, the iChain accelerator must have the Forward Authentication Information to Web Server option enabled or be using an LDAP profile where Allow Authentication through HTTP Authorization and Use Basic/Proxy Authentication are enabled, or be using OLAC configured to inject user credentials into the Authorization header.

eGuide Authentication Fails

The eGuide Service does not authenticate against a remote server over SSL. The Virtual Office home page displays an error message, "Error: Authentication failed: improper configuration. Please contact your administrator." Also, the Advanced Search and Link buttons ask for credentials. To correct this error, import the correct Trusted Root Certificate into the JVM* on the server that Virtual Office uses. For detailed instructions on importing the certificate, see **“Step Six: Import the Trusted Root Certificate”** in the *eGuide 2.1.2 Administration Guide*.

