GroupWise 8 Support Pack 1

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Novell®

1 Overview

GroupWise® 8 Support Pack 1 provides enhancements for both administrators and end users.

For Administrators

- Simplified integration with Teaming 2.0.
- Client option to control how items copied in an IMAP client are handled by GroupWise.

For End Users

- Improved Windows* client functionality:
  - Individual Appointment Conflict prompts for each instance of recurring appointments
  - Replying to sent items as if you are a recipient.
- Improved Linux*/Mac* client functionality:
  - Vacation Rule Wizard
  - Calendar import
  - "Type to create" functionality for Task List items
  - Subtasks
  - Individual Appointment Conflict prompts for each instance of recurring appointments
  - Replying to sent items as if you are a recipient.
  - GTK (http://en.wikipedia.org/wiki/GTK%2B) look and feel for the Linux client
  - Desktop effects support (XGL (http://en.wikipedia.org/wiki/Xgl))
- Integration with Teaming 2.0

2 GroupWise System Requirements

GroupWise 8 system requirements are listed in the *GroupWise 8 Installation Guide* (http://www.novell.com/documentation/gw8).

In GroupWise 8 Support Pack 1, the following additional software environments are supported:

- SUSE® Linux Enterprise Server (SLES) 11
- SUSE Linux Enterprise Desktop (SLED) 11
- Internet Explorer* 8
- ConsoleOne® on Windows Vista* and Windows Server* 2008

Windows 7 will be a supported environment when it is officially released.

3 NetWare/Windows Installation

3.1 NetWare/Windows Administration Software Installation Instructions

IMPORTANT: If you are installing the GroupWise software in a cluster, refer to the *GroupWise 8 Interoperability Guide* (http://www.novell.com/documentation/gw8) for cluster-specific installation instructions before starting to install the GroupWise 8 Support Pack 1 software.

1 Download the NetWare®/Windows GroupWise 8 Support Pack 1 compressed executable file to a temporary directory on your NetWare or Windows server:

```
gw801_full_nlmwin_en.zip
gw801_full_nlmwin_multi.zip
```

2 Extract the .zip 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 GroupWise 8 Support Pack 1 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 install the GroupWise 8 Support Pack 1 software on your test system.

When you install a Support Pack, you can streamline the update process by copying the updated agent software files but not configuring the agents again. In the Installation program, select *Install the Software Files, But Do Not Configure the Agents* on the Installation Path page when you install the POA, the MTA, and the Internet Agent.

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 8 Installation Guide* on the GroupWise 8 Documentation Web site (http://www.novell.com/documentation/gw8).

3.2 Windows Client Software Installation Instructions

1 Download the GroupWise 8 Support Pack 1 Windows Client compressed executable file to a temporary directory on your workstation:

```
gw801_client_win_en.exe
gw801_client_win_multi.exe
```

2 In Windows, click *Start > Run > Browse*, then locate the directory where you downloaded the GroupWise 8 Support Pack 1 Client compressed executable file.

3 Double-click the downloaded file, then click *Yes* to extract the GroupWise client software and start the GroupWise client Setup program.

4 Follow the on-screen instructions to install the GroupWise 8 Support Pack 1 client software on your workstation.

The GroupWise Setup Progress dialog box displays a green bar during the installation process. Occasionally, long pauses might occur. You can also check the activity of the GroupWise client Setup program by viewing the *Performance* tab of the Windows Task Manager to observe CPU usage.

4 Linux Installation

◆ Section 4.1, "Linux Administration Software Installation Instructions," on page 3
◆ Section 4.2, "Linux Client Software Installation Instructions," on page 3
◆ Section 4.3, "Mac Client Software Installation Instructions," on page 4

4.1 Linux Administration Software Installation Instructions

IMPORTANT: If you are installing the GroupWise software in a cluster, refer to the *GroupWise 8 Interoperability Guide* (http://www.novell.com/documentation/gw8) for cluster-specific installation instructions before starting to install the GroupWise 8 Support Pack 1 software.

1 Download the GroupWise 8 Support Pack 1 Administration compressed tar file to a temporary directory on your Linux server:

```
gw801_full_linux_en.tar.gz
gw801_full_linux_multi.tar.gz
```

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

```
tar -xvzf filename.tar.gz
```

The files are extracted to the root of the directory.

3 Become `root` by entering `su -` and the `root` password.

4 In the directory where you extracted the GroupWise 8 Support Pack 1 files, use the following command to start the GroupWise Installation program:

```
./install
```

5 Click *Create or Update GroupWise System*.

6 Follow the on-screen instructions to install the GroupWise 8 Support Pack 1 software.

When you install a Support Pack, you can streamline the update process by using 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. If you encounter a problem starting the updated agent, use the *Configure* option to update the configuration information for the agent.

For additional instructions, refer to the *GroupWise 8 Installation Guide* on the GroupWise 8 Documentation Web site (http://www.novell.com/documentation/gw8).

4.2 Linux Client Software Installation Instructions

1 At your Linux workstation, download the GroupWise 8 Support Pack 1 client compressed tar file to a temporary directory:

```
gw801_client_linux_en.tar.gz
gw801_client_linux_multi.tar.gz
```

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.tar.gz
```

The files are extracted to the root of the directory.

3 In a terminal window, become `root` by entering `su -` and the `root` password.

4 In the directory where you extracted the GroupWise 8 Support Pack 1 client files, run the GroupWise Setup program to install the GroupWise Linux client software:

```
./install
```

5 To start the Linux client after installation, double-click the GroupWise icon on your Linux desktop.

4.3 Mac Client Software Installation Instructions

1 At your Macintosh* workstation, download the GroupWise 8 Support Pack 1 client file to a temporary directory

```
gw801_client_mac_en.dmg
gw801_client_mac_multi.dmg
```

2 Browse to the GroupWise 8 Support Pack 1 client file that you downloaded.

3 Double-click the `.dmg` file to install the GroupWise Mac client in the `Applications` folder.

4 Drag the GroupWise package from the `Applications` folder to the Mac dock to create a GroupWise icon there for convenient access.

5 To start the Mac client after installation, click the GroupWise icon on the Mac dock.

5 Installation Issues

- Section 5.1, "General Installation Issues," on page 4
- Section 5.2, "NetWare/Windows Installation Issues," on page 6
- Section 5.3, "Linux Installation Issues," on page 7

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

5.1 General Installation Issues

- Section 5.1.1, "GroupWise Version Compatibility," on page 5
- Section 5.1.2, "GroupWise Views Compatibility," on page 5
- Section 5.1.3, "WebAccess and Monitor on the Same Web Server," on page 5
- Section 5.1.4, "SOAP Client Connection Issue during Post Office Updates," on page 5
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5.1.1 GroupWise Version Compatibility

If you install GroupWise on multiple platforms, or if you run multiple versions (for example, GroupWise 6.5 or 7 and GroupWise 8 in the same GroupWise system), refer to the GroupWise Version Compatibility section in the *GroupWise 8 Installation Guide* (http://www.novell.com/documentation/gw8) to make sure that the combinations you are using are supported.

For example, you cannot run a GroupWise 8 client against a GroupWise 7 or earlier post office. Earlier POAs cannot support later GroupWise clients. However, you can run a GroupWise 7 or earlier client against a GroupWise 8 POA.

Also, you cannot run the GroupWise 7 or earlier snap-ins to ConsoleOne to access GroupWise 8 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.

See also Section 9.1.2, "GroupWise 8 WebAccess Compatibility with Earlier Versions of WebAccess," on page 19.

5.1.2 GroupWise Views Compatibility

When you create a GroupWise 8 post office, the GroupWise 8 client view files are installed. If an earlier GroupWise client tries to access the GroupWise 8 post office, some of the view files required by earlier GroupWise clients are not present. If possible, update all users in the post office to the GroupWise 8 client.

If you need to run earlier GroupWise clients on a new GroupWise 8 post office, you must copy the missing client view files from a post office where they are available. Client view files are stored in the following directory for all platforms:

post_office\ofviews\win

Be sure to copy only the missing files. Some GroupWise 8 view files are new. Some GroupWise view files have had the language code us changed to en in GroupWise 8. Some GroupWise 8 view files have the same names as earlier versions. Do not overwrite GroupWise 8 view files with earlier versions that have the same names.

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 SOAP Client Connection Issue during Post Office Updates

For a large post office, a period of time can pass between when the POA starts updating the post office and when it finishes the update. During this period, programs that connect to POAs by using SOAP (such as SOAP e-mail clients, GroupWise Mobile Server, and BlackBerry* Enterprise Server) might receive the following error:

```
53336 - Incompatible Post Office version detected during login
```

This error should disappear when the post office update is complete. You can tell that the update is complete in ConsoleOne by checking the *Database Version* field on the Identification page of the Post Office object. If the update seems complete but the *Database Version* field has not updated to *8.0*, restart the POA.

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

- Section 5.2.1, "NetWare Agent Installation from Windows Vista or Windows 7," on page 6
- Section 5.2.2, "Windows Agent Installation Issue," on page 6
- Section 5.2.3, "New Default Installation Paths on Windows," on page 6
- Section 5.2.4, "Problem Installing from a Windows XP Service Pack 2 Machine," on page 7
- Section 5.2.5, "Windows Security Rights for GroupWise Client Installation," on page 7

5.2.1 NetWare Agent Installation from Windows Vista or Windows 7

During Support Pack installation on a Windows Vista or Windows 7 machine, when you specify the path to your existing software distribution directory on a NetWare server, you might receive the following error message:

```
Path: drive:\grpwise\software - Please specify a valid network path.
```

This message can occur even when you see that the drive is correctly mapped and correctly specified. Use a UNC path instead, for example:

```
\\NetWare_server\volume\grpwise\software
```

If the UNC path also fails, use one of the following workarounds:

- Install the latest Novell Client for Vista from Novell Downloads (http://download.novell.com).
- Perform the installation from a Windows XP machine.

5.2.2 Windows Agent Installation Issue

Before you update existing GroupWise agent software, make sure that the GroupWise agents have been stopped on the Windows server. If the GroupWise agents are running during the installation process, the agent software is not updated, but the GroupWise Installation program does not notify you that it was unable to update the agent software.

5.2.3 New Default Installation Paths on Windows

On Windows workstations and servers, the default GroupWise 8 software locations are consolidated under `c:\Program Files\Novell` into the following subdirectories:

GroupWise Component	Previous Default Location	Current Default Location
Client	`c:\novell\groupwise`	`c:\Program Files\Novell\GroupWise`
Agents	`c:\grpwise`	`c:\Program Files\Novell\GroupWise Server\Agents`
Internet Agent	`c:\grpwise\gwia`	`c:\Program Files\Novell\GroupWise Server\GWIA`
WebAccess Agent	`c:\webacc`	`c:\Program Files\Novell\GroupWise Server\WebAccess`

GroupWise Component	Previous Default Location	Current Default Location
Monitor Agent	`c:\gwmon`	`c:\Program Files\Novell\GroupWise Server` `\Monitor`

If you update existing software with GroupWise 8 software, the default location is the existing location. If you install GroupWise 8 software on a new machine, the default location is as listed above. In either case, you can override the default and specify a different location.

5.2.4 Problem Installing from a Windows XP Service Pack 2 Machine

When you install 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.

5.2.5 Windows Security Rights for GroupWise Client Installation

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

5.3 Linux Installation Issues

5.3.1 SUSE Linux Enterprise Server 11 Issues

- eDirectory 8.8.5 is supported on SUSE Linux Enterprise Server (SLES) 11. Earlier versions are not supported.
- SLES 11 does not include Tomcat, so it is included with the GroupWise 8 Support Pack 1 software. The GroupWise 8 Support Pack 1 Installation program detects SLES 11, installs Tomcat, and configures it for use with GroupWise.

5.3.2 Domain Services for Windows Issues

Starting with GroupWise 8 Support Pack 1, GroupWise is supported in a Domain Services for Windows (DSfW) environment. However, workarounds are required for two specific situations:

- The GroupWise Installation program cannot add GroupWise accounts to User objects if the User objects are located in a DSfW partition. Use ConsoleOne to create GroupWise accounts for such users after you install the GroupWise software.

- The GroupWise Installation program can create all GroupWise objects in a DSfW partition except for the WebAccess Application object (named GroupWiseWebAccess). Use ConsoleOne to create the WebAccess Application object, then run the Installation program to install and configure the WebAccess Application software.

5.3.3 GroupWise Installation to a Xen Guest on SUSE Linux Enterprise Server 10

When you install GroupWise on SUSE Linux Enterprise Server (SLES) 10 to a Xen* guest, you might receive the following error message:

```
The current window is not large enough to run install. Please resize the window and
run install again.
```

At present, the SLES 10 Xen console window does not report its dimensions properly. To work around this:

1 Make sure that SSH is enabled on the Xen guest.

2 Open an X terminal window on the SLES 10 Xen host, using the following command:

```
ssh -X root@guest_ip_address
```

3 Run the GroupWise Installation program from the Xen host.

5.3.4 Problem Copying the Monitor Files to the Software Distribution Directory

On SLES 10 SP2, the Installation program occasionally cannot copy the Monitor software files to the software distribution directory. This appears to be a timing issue. Try again using the Installation program, or manually copy the Monitor files to the software distribution directory.

5.3.5 Upgrading from an Incomplete Software Distribution Directory

All GroupWise components on a server must be updated at the same time. Therefore, if you are installing GroupWise 8 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 8 component cannot be updated because its RPM is not present in the software distribution directory. You can use the *GroupWise 8 for Linux* downloaded image to update the server, then use *Install Products > GroupWise Administration > Configure Administration* in the GroupWise Installation program to create a complete software distribution directory.

6 Administration Issues

6.1 General Administration Issues

6.1.1 Obsolete Admin-Defined Fields

In GroupWise 8, the following eDirectory fields have been added to the list of default fields that are available in the GroupWise Address Book:

- Street Address
- PO Box
- City
- State or Province
- Zip Code
- Locality/Mailstop
- Mobile Phone
- Pager Number
- Home Phone
- Other Phone

When a domain is converted to GroupWise 8, if you have created any admin-defined fields that correspond to these new default fields, the values are transferred from the admin-defined fields to the new fields. In ConsoleOne, you can use *Cleanup* under *Tools > System Operations > Admin-Defined Fields* to delete any admin-defined fields you have created that correspond to the new default fields.

6.1.2 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.

6.1.3 Identity Manager Version Compatibility

Do not run a DirXML® or Identity Manager (IDM) driver earlier than version 3.5.2 against a GroupWise 8 system. Older drivers are not compatible. You can download the latest version of the GroupWise IDM driver from Novell Downloads (http://download.novell.com).

For more information, see TID 7002222: "How is the GroupWise 8 Driver Configured for Identity Manager?" in the Novell Support Knowledgebase (http://www.novell.com/support).

6.1.4 Identity Manager Configuration Issue

The *Identity Manager Accessory Portlet Reference Guide* provides information for configuring GroupWise portlets. In particular, it instructs you to edit lines in the `webacc.cfg` file to appear as follows:

```
Security.UseClientIP.enable=false
Security.UseClientCookie.enable=false
```

It is preferable to make these changes in ConsoleOne, rather than in the `webacc.cfg` file. The *Use client IP in security sessions* setting and the *Use Cookies* settings default to selected (true) in ConsoleOne. If you do not deselect them in ConsoleOne, the "true" settings are written to the `webacc.cfg` file, overwriting your manual changes to that file. If this happens, the WebAccess client prompts for login multiple times.

1 In ConsoleOne, browse to and select the Domain object.

2 Right-click the GroupWiseWebAccess object, then click *Properties*.

3 Click *Application > Security*.

4 Deselect *Use client IP in securing sessions*.

5 Deselect the check boxes in the *Use Cookies* column.

6 Click *OK*.

6.1.5 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/section/468.html) for compatible products.

6.2 NetWare/Windows Administration Issues

6.2.1 eDirectory and Windows Support

Versions of Novell eDirectory earlier than 8.8.4 are not supported on Windows Server 2008.

6.2.2 GWTSA and Duplicate Source Directories

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

Original GWTSA

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

Support Pack GWTSA

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

Each instance is numbered and DOM is in all uppercase letters. After updating the GWTSA 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, you must turn on quotas on all GroupWise directories. Otherwise, you receive `No Disk Space` errors.

6.2.4 eDirectory Admin User Surname on Windows

When you create a new eDirectory tree on Windows, the surname of the Admin user is automatically set to a single space. This can cause problem in some GroupWise situations. For best results, manually set the surname of the Admin user to something meaningful.

6.3 Linux Administration Issues

6.3.1 Error Running GroupWise Check on Linux

Under certain conditions, when you run GroupWise Check (`gwcheck`), you receive the following error:

```
Could not find JRE with version 1.5 (or later)
```

In Support Pack 1, the JRE that is included with the GroupWise software is installed to a new location, and the `gwcheck` script is not updated for the new location. As a result, if your Linux operating does not provide JRE version 1.5, you receive this error.

One workaround is to manually update the `gwcheck` script with the new location.

1 Log in as `root`, then change to the following directory:

   `/opt/novell/groupwise/gwcheck/bin`

2 Use a text editor to edit the `gwcheck` script.

3 Search for the `GroupWiseClientJRE=` setting.

4 Change the existing path to:

   `/opt/novell/groupwise/client/java`

5 Save the `gwcheck` script, then exit the text editor.

6 Run the `gwcheck` script.

   The required JRE is now found.

As an alternative to editing the `gwcheck` script, you can update the JRE that is provided in your Linux operating system, typically in the `/usr/lib/jvm` directory. Download and install JRE version 1.5 or later to its existing location on your Linux machine, as indicated by the `JAVA_HOME` environment variable setting. If the `gwcheck` script does not find a usable JRE in the GroupWise software directory, it uses the `JAVA_HOME` environment variable to locate the JRE that is part of the Linux operating system.

6.3.2 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 if you must use Windows ConsoleOne to access a domain located on a Linux server.

6.3.3 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.

6.3.4 Unavailable Administration Features

GroupWise 8 administration on Linux does not include the following features that are available in GroupWise 8 on NetWare and Windows:

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

7 Agent Issues

7.1 General Agent Issues

7.1.1 New View Files Now Overwrite Existing View Files

When you update the POA software to GroupWise 8, 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 in post offices.

However, when each GroupWise 8 POA starts for the first time, it copies the new view files from the software distribution directory to its post office. Therefore, if you have created custom view files with the same names as standard view files, you must create backup copies before starting the GroupWise 8 POA, so that your customized view files are not lost when the post office view files are updated. After you start the GroupWise 8 POA, restore your custom view files.

Occasionally, the POA is unable to copy the updated view files from the software distribution directory to its post office. When this happens, users receive a message that their view files are out of date. To resolve this, use the *Refresh Views* option under *Tools > GroupWise Utilities > System Maintenance* in ConsoleOne to update the post office view files from the software distribution directory. After you refresh the views, you must restore your customized view files to the post office.

7.1.2 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 /evocontrol switch in the POA startup file to configure the POA to allow only specified versions of Evolution. The /evocontrol switch takes either of the following parameters:

```
/evocontrol-"Evolution-1.10-yyyy-mm-dd"
/evocontrol-"Evolution-Data-Server-1.10-yyyy-mm-dd"
```

You can put up to 10 switch entries in the startup file, so you can list as many as 10 versions of Evolution. Entries beyond 10 are ignored. You can view the current entries at the POA Web console with the other SOAP settings. The POA log file lists the settings in the Soap Session section.

7.2   NetWare/Windows Agent Issues

7.2.1   NetWare POA Cannot Index PDF Files

The third-party viewer application that converts PDF files to HTML for indexing is not working properly on NetWare. Use the following startup switch with the NetWare POA to prevent it from trying to index PDF files:

/dcafilter-pdf

On Linux and Windows, the POA successfully indexes PDF files.

7.3   Linux Agent Issues

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

On Novell Open Enterprise Server 2 and SUSE Linux Enterprise Server 10, 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.

7.3.2   Handling GroupWise Agent Core Files on Linux Servers

In GroupWise 8 or later, when the POA, the MTA, or the Internet Agent starts, it creates a file named *process_id*.pid in the same directory where log files for the agent are created. The *process_id*.pid file includes the build date of the agent that created the core file. When a GroupWise agent creates a core file, it is always named core.*process_id*. If you need to submit a core file to Novell Support, please include the corresponding *process_id*.pid file so that Novell Support can determine the specific agent build that created the core file. Old *process_id*.pid files can be manually deleted along with their corresponding core files.

To cause a GroupWise agent process to create a core file:

1 Edit the /etc/init.d/grpwise script in a text editor.

2 Uncomment the following line:

ulimit -c unlimited

3 Save the grpwise script, then exit the text editor.

4 Restart the agent.

The next time the agent crashes, the core file is created in the root directory of the server (/).

5 If the agent does not crash in a timely manner, use the following command as `root` to force a core file from the agent process:

```
kill -6 pid_number
```

where *pid_number* is the process ID number of the agent that is experiencing problems. Use the following command to obtain the PID number:

```
ps -eaf | grep agent_executable
```

where *agent_executable* is the name of a GroupWise agent (for example, `gwpoa`).

6 When you no longer need to collect core files, return to the `grpwise` script and comment out the `ulimit` line again, so that core files are no longer created.

7.3.3 libXm.so.3 Error

If you try to start the Linux POA or MTA by 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.

7.3.4 Limitation of the /language Startup Switch

If you use the /language startup switch to start the agents in a language that is different from the operating system, the list of agent settings does not display correctly. As a workaround, deselect *Use UTF-8 Encoding* in YaST (*System > Language > Primary Language > Details*).

8 Client Issues

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8.1 Windows Client Issues

- Section 8.1.1, "GroupWise Version Compatibility for Panels," on page 15
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8.1.1 GroupWise Version Compatibility for Panels

GroupWise 7 allows a maximum of two columns of panels. GroupWise 8 allows you to define additional columns of panels. If you define three or more columns of panels in GroupWise 8, then run an earlier GroupWise client, panels do not display correctly in the earlier GroupWise client and might need to be readjusted when you return to the GroupWise 8 client.

Displaying panels with varying monitor configurations, such as standard vs. wide-screen monitors and single vs. dual-monitor setups, can also result in altered panel display.

8.1.2 GroupWise Version Compatibility for Modified Recurring Calendar Items

In GroupWise 8, you can right-click a sent calendar item, then click *Modify Recipients* to add and remove GroupWise recipients without resending the calendar item. If the recipients include users on GroupWise 6.5 or GroupWise 7, those recipients see different functionality than GroupWise 8 recipients.

- **GroupWise 6.5 post offices:** The GroupWise 6.5 client still goes through the retract and resend process. Removed recipients see the retraction. Added recipients receive the new calendar item. Existing recipients in the post office must re-accept the calendar item.
- **GroupWise 7 post offices:** Install the latest GroupWise 7 Support Pack POA. If you do not apply the latest Support Pack, GroupWise 7 users might see incorrect retractions and incorrect Reply to All lists. In addition, orphaned messages can accumulate in the GroupWise 7 post office. GroupWise 8 users might see incorrect totals for the number of delivered users.

8.1.3 Default Contacts Folder

In GroupWise 8, the default Contacts folder is named Frequent Contacts and corresponds to your Frequent Contacts address book. Other personal address books display as subfolders under the Frequent Contacts folder.

In GroupWise 7, there was only one Contacts folder. It was assigned to your Frequent Contacts address book by default, but you could assign it to different personal address books. If you changed the address book assigned to the Contacts folder in GroupWise 7, this address book carries over as the main Contacts folder in GroupWise 8.

If you want to change your main Contacts folder back to the Frequent Contacts address book:

1 Right-click your main Contacts folder, then click *Properties*.
2 In the *Address Book* field, select *Frequent Contacts*, then click *OK*.

8.1.4 RSS Feed Format Limitation

The GroupWise Windows client does not recognize RSS feeds that begin with:

```
feed://
```

Use the following format instead:

```
http://
```

8.1.5 Archiving over the Network

The recommended location for a Windows client user's archive is on his or her local workstation. Creating an archive on a network drive is supported only if the Novell Map Network Drive feature of the Novell Client is used to map a network drive from the user's workstation to a NetWare server where the archive is located. Other configurations for archiving to network locations are not supported.

8.1.6 GroupWise/Teaming Compatibility

The GroupWise 8 Support Pack 1 Windows client is designed to integrate with a Teaming 2.0 system. It cannot integrate with a Teaming 1.0 system. If you want access to a Teaming 1.0 system from GroupWise, you must continue to use the GroupWise 8 Windows client. Update your Teaming 1.0 system to Teaming 2.0 for full compatibility.

When you view a Teaming 2.0 site from the GroupWise Windows client, some functionality is different from what it would be if you accessed the Teaming site directly:

- When the Teaming site is viewed from the GroupWise client, the Teaming Workspace tree is not displayed. Teaming site navigation is performed through the GroupWise Folder List.
- When you select a team in the GroupWise Folder List, by default, team members are listed. You can click a team member to display that user's profile, but folders in the user's personal workspace are not displayed when viewed from the GroupWise client.
- When you display a folder with subfolders, the Teaming Folder tree does not display the contents of subfolders. However, the subfolders can be accessed from the GroupWise Folder List.
- If you create a new subfolder, it does not immediately display in the Teaming Folder tree or in the GroupWise Folder List. However, it does display in the GroupWise Folder List the next time you access the Teaming site from GroupWise.

8.1.7 Novell Access Manager SSL VPN Compatibility Issue

If you want to run Novell Access Manager SSL VPN on the same Windows workstation with GroupWise 8, install SSL VPN, then install GroupWise 8. If any version of GroupWise is already installed on the workstation, uninstall GroupWise, install SSL VPN, then install GroupWise 8.

8.1.8 Windows XP and Administrator Users

If GroupWise 7 has already been installed on a workstation by an administrator user, and if GroupWise 8 is installed by a different administrator user, a second instance of GroupWise is installed and the first instance is not updated. To fix this problem, go to the Control Panel, then double-click *Add/Remove programs*. If GroupWise is listed twice, remove the obsolete instance.

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

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

8.1.10 Updated JAWS Script Available

Users of the JAWS* screen reader should install the new JAWS script available in GroupWise 7 and 8. 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 bug fixes that have occurred since the script was updated for GroupWise 6.5 Support Pack 3.

8.1.11 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 adapters 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.*

8.2 Linux/Mac Client Issues

8.2.1 Linux Client Package Dependencies

Depending on the Linux version on your workstation, you might need to install the following packages to resolve dependencies for the GroupWise Linux client:

- OpenMotif 2.2 or later
- The GIMP Toolkit (GTK) 2 or later
- `libstdc++33` or later

Typically, these packages are part of your base Linux operating system.

8.2.2 Problem Displaying Flash Content in Web Panels

In the GroupWise Linux client, if you display a Web page that includes Flash* content, and if you have Adobe* Flash Player 9 installed in your Web browser, the GroupWise Linux client might crash. Install the latest Support Pack for SUSE Linux Enterprise Desktop to resolve the problem. This Support Pack includes an updated version of Flash Player 9, where the problem no longer occurs.

8.2.3 KDE Integration with the Linux Client

By default, KDE applications like Konqueror or other KDE-based applications do not launch the Linux GroupWise client when a `mailto` link is selected. To configure KDE-based applications to work with the GroupWise Linux client, see TID 7001213 in the Novell Support Knowledgebase (http://www.novell.com/support).

8.2.4 Sound Device Issue

The Linux/Mac client currently requires exclusive access to the sound device in your workstation. As a result, if Notify is turned on and configured to play a sound for notifications or alarms, other programs cannot use the sound device as long as Notify is running. Novell is awaiting a Sun* Java fix in order to resolve this problem.

8.2.5 Indexing Limitation of Mac Client in Caching Mode

The new indexable file types of PDF, OpenOffice.org, and Microsoft Office 2007 are not indexed by the Mac client in Caching Mode. The module that provides this functionality is not currently available on the Mac. If you change to Online mode, the POA handles this indexing, so you can find these document types in Online mode.

8.2.6 Default Contacts Folder

In GroupWise 8, the default Contacts folder is named Frequent Contacts and corresponds to your Frequent Contacts address book. Other personal address books display as subfolders under the Frequent Contacts folder.

In GroupWise 7, there was only one Contacts folder. It was assigned to your Frequent Contacts address book by default, but you could assign it to different personal address books. If you changed the address book assigned to the Contacts folder in GroupWise 7, this address book carries over as the main Contacts folder in GroupWise 8.

If you want to change your main Contacts folder back to the Frequent Contacts address book:

1 Linux: Right-click your main Contacts folder.

 Mac: Control-click your main Contacts folder.

2 Click *Properties*.

3 In the *Address Book* field, select *Frequent Contacts*, then click *OK*.

8.2.7 Running as root in Caching Mode

If you run the Linux/Mac 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 are 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.

8.2.8 Archiving Over the Network

The required location for a Linux/Mac client user's archive is on his or her local workstation. Creating an archive on a network drive is not currently supported.

8.2.9 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.

9 WebAccess Issues

9.1 General WebAccess Issues

9.1.1 Apache Optimizations for WebAccess

Starting in Support Pack 1, WebAccess includes Apache* optimizations on NetWare and Linux servers. The optimizations improve management of static content such as images, JavaScript*, and so on. On NetWare and Linux, the `Http EXPIRES` header is now set to one year. On NetWare, the `Http DEFLATE` output filter now compresses the static content that is sent from the Web server to the browser. (The `Http DEFLATE` output filter is not currently set on Linux servers.) If you have enabled these options manually for your Web server, you see warning messages after you install Support Pack 1. The warning messages are benign and can be ignored.

9.1.2 GroupWise 8 WebAccess Compatibility with Earlier Versions of WebAccess

Before GroupWise 8, you could successfully run different versions of the WebAccess Agent and the WebAccess Application together. For example, you could install a new version of the WebAccess Application on your Web server while still running the previous version of the WebAccess Agent for the domain.

Starting in GroupWise 8, the recommended update procedure is to update all the WebAccess Agents in your GroupWise system first, then update all the WebAccess Applications. Long-term use of the mixed-version configuration is not supported and can result in time zone problems. You must update both the WebAccess Agent and the WebAccess Application to the same version in order to ensure proper functioning of the GroupWise 8 WebAccess client.

IMPORTANT: Running a new WebAccess Application with an older WebAccess Agent is no longer supported.

9.1.3 New Location for the WebAccess Application Configuration File

The location of the WebAccess Application configuration file (`webacc.cfg`) has changed in GroupWise 8.

Platform	Old Location	New Location
NetWare:	`sys:\novell\webaccess`	`sys:\novell\groupwise\webaccess`
Linux:	`/opt/novell/groupwise/webaccess`	`/var/opt/novell/groupwise/webaccess`
Windows:	`c:\novell\webaccess`	`c:\novell\groupwise\webaccess`

If you have manually modified settings in your existing `webacc.cfg` file in the old location, you must make the same manual changes to the new `webacc.cfg` file in the new location. Differences between the old file and the new file are not merged into the new file by the GroupWise Installation program.

The WebPublisher Application configuration file (`webpub.cfg`) has also been moved to a parallel new location and customizations to the file must be transferred manually.

9.1.4   Blank Login Page

The GroupWise 8 WebAccess client Login page might flash and then go blank in Internet Explorer 7. If this happens, clear the browser cache. In Internet Explorer, click *Tools > Delete Browsing History > Delete All*.

9.1.5   Login Page Reappears after a 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 Is Not Current` error. This is working as designed for security reasons.

9.1.7   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`).

9.1.8   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.

9.1.9   Updates to WebAccess Templates

If you have created your own customized version of any of the WebAccess template files, you must copy your customized versions to the following directory for your platform:

NetWare:	`sys:\novell\groupwise\webaccess\templates\webacc\css`
Linux:	`/var/opt/novell/groupwise/webaccess/templates/webacc/css`
Windows:	`c:\novell\groupwise\webaccess\templates\webacc\css`

In addition, if you have created your own customized versions of the WebAccess `send.inc` and `msgitem.htt` templates, you need to make the following changes to these files in order for them to be compatible with GroupWise 7 and 8:

- 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).

9.1.10 Library Names with Spaces

The WebAccess client and WebPublisher cannot access documents in libraries where there are spaces in the library name.

9.2 NetWare/Windows WebAccess Issues

9.2.1 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).

9.2.2 Novell iManager Compatibility on Windows

Do not install WebAccess and Novell iManager on the same Windows 2000/2003 server. Because WebAccess installs and configures its own Tomcat and Jakarta connector, it must be installed on a server where Tomcat is not already in use by another program. If they are installed on the same server, either WebAccess or iManager does not work.

9.2.3 GroupWise 6.5 Upgrade on NetWare

If the GroupWise 6.5 WebAccess Application is running on the server where you plan to install GroupWise 8 WebAccess, you should manually stop WebAccess, the Web server, and Tomcat before starting the GroupWise 8 installation. Under certain circumstances, the GroupWise Installation program cannot stop them for you.

9.2.4   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. For a workaround, see TID 10100680 in the Novell Support Knowledgebase (http://www.novell.com/support).

9.2.5   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).

9.2.6   Viewer Agent Issues on NetWare

- On NetWare, the Viewer Agent requires at least 1 GB of memory for running about 5 worker threads. By default, 5 threads are started. The maximum number of threads has been lowered to 8.

- 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, *Memory Protection Restart Count* should be set greater than 1.

- 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

- Section 9.3.1, "WebAccess Installation Security," on page 22
- Section 9.3.2, "WebAccess Update Issue," on page 23
- Section 9.3.3, "Conflict with GroupWise 7 Version of the WebAccess Application," on page 23
- Section 9.3.4, "WebAccess Re-installation Issue," on page 23
- Section 9.3.5, "Viewer Agent Issues on Linux," on page 23

9.3.1   WebAccess 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 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.

9.3.2 WebAccess Update Issue

If you update an existing WebAccess installation to GroupWise 8, you must use both the *Install* and *Configure* options in the GroupWise Installation program in order for the GroupWise 8 version of the WebAccess Application to be installed and configured correctly. If you do not run the *Configure* option, you continue to run the old WebAccess Application, not the GroupWise 8 version.

9.3.3 Conflict with GroupWise 7 Version of the WebAccess Application

If you are updating from GroupWise 7, and if you have been using the Novell versions of Apache and Tomcat that were included with an early version of GroupWise 7, you might encounter problems displaying the GroupWise 8 WebAccess client Login page. To resolve the problem, see TID 7001268 in the Novell Support Knowledgebase (http://www.novell.com/support).

9.3.4 WebAccess 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 you install WebAccess on Linux.

9.3.5 Viewer Agent Issues on Linux

* On Linux, if you run the Viewer Agent as a user that is not running the X Window system, 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 `sux` 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
```

10 Internet Agent Issues

10.1 General Internet Agent Issues

10.1.1 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 8 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

10.3.1 Internet Agent 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.

10.3.2 libXm.so.3 Error

If you try to start the Linux Internet Agent by 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 Calendar Publishing Host Issues

11.1 General Calendar Publishing Host Issues

11.1.1 Calendar Publishing Host Name Required During Installation

The Calendar Publishing Host Installation program now prompts for the name of the Calendar Publishing Host. If you are updating an existing Calendar Publishing Host installation, the Calendar Publishing Host name must match the name provided in ConsoleOne under *Tools > GroupWise System Operations > Web Calendar Publishing Hosts*. If the names do not match, you receive an error.

11.1.2 Attachments Not Published

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

11.2 NetWare/Windows Calendar Publishing Host Issues

None.

11.3 Linux Calendar Publishing Host Issues

None.

12 Monitor Issues

12.1 General Monitor Issues

12.1.1 New Location for the Monitor Application Configuration File

The location of the Monitor Application configuration file (`gwmonitor.cfg`) has changed in GroupWise 8.

Platform	Old Location	New Location
NetWare:	`sys:\novell\gwmonitor`	`sys:\novell\groupwise\gwmonitor`
Linux:	`/opt/novell/groupwise/gwmonitor`	`/var/opt/novell/groupwise/monitor`
Windows:	`c:\novell\gwmonitor`	`c:\novell\groupwise\gwmonitor`

If you have manually modified settings in your existing `gwmonitor.cfg` file in the old location, you must make the same manual changes to the new `gwmonitor.cfg` file in the new location. Differences between the old file and the new file are not merged into the new file by the GroupWise Installation program.

12.1.2 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`.

12.1.3 Monitor Agent SSL Configuration

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

12.2 Windows Monitor Issues

None.

12.3 Linux Monitor Issues

- Section 12.3.1, "Monitor Issues Shared with WebAccess," on page 26

12.3.1 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 Installation Security," on page 22
Section 9.3.2, "WebAccess Update Issue," on page 23
Section 9.3.4, "WebAccess Re-installation Issue," on page 23

13 International Issues

- Section 13.1, "General International Issues," on page 27
- Section 13.2, "NetWare/Windows International Issues," on page 29
- Section 13.3, "Linux International Issues," on page 30

13.1 General International Issues

13.1.1 Different Language Codes for Some Languages

Starting with GroupWise 8, some language codes have changed from their previous values to ISO-standard values.

Language	Old Code	New Code
Danish	DK	DA
English	US	EN
Finnish	SU	FI
Hungarian	MA	HU
Japanese	JP	JA
Korean	KR	KO
Portuguese	BR	PT

13.1.2 Asian Address Book Issue

Starting with GroupWise 8, Unicode* characters are used in the GroupWise Address Book and in personal address books. When the GroupWise 8 POA first runs for a post office, it converts the GroupWise Address Book to the current standard. When the GroupWise 8 Windows client first accesses a user's mailbox, it converts all personal address books to the current standard. When you update a POA to GroupWise 8, users with Asian characters in their personal address books must update to the GroupWise 8 Windows client as well.

NOTE: The GroupWise Linux/Mac client has always used Unicode characters, so Linux/Mac client users do not need to update immediately.

If you use a pre-GroupWise 8 Windows client to access a GroupWise 8 post office, address book entries display correctly, but name completion and searching do not work. If a user users a pre-GroupWise 8 Windows client to add entries to a personal address book, name completion and searching do not work for these entries when that user updates to GroupWise 8. The Contents Check feature of GroupWise Check has been enhanced to repair problems with personal address books that might be introduced by running an older Windows client after a post office has been updated to GroupWise 8.

13.1.3 Default MIME Encoding Change

After GroupWise 7 Support Pack 1, the GroupWise client started using UTF-8 instead of ISO for MIME encoding. This causes occasional problems in some languages where GroupWise 6.5 clients are being run against GroupWise 7 or 8 post offices. To help with the transition, a Support option has been added to GroupWise Check (GWCheck) to convert user databases back to the ISO encoding for your language.

1 Start GWCheck as described in GroupWise Check in Databases in the *GroupWise 8 Administration Guide* on the GroupWise 8 Documentation Web site (http://www.novell.com/documentation/gw8).

2 Under *Database Type*, select *Post Office*.

3 In the *Database Path* field, browse to and select the post office directory.

4 Under *Object Type*, select *User/Resource*.

If you want to perform the conversion on all user and resource databases in the post office, specify ALL in the *User/Resource* field.

5 In the *Action* drop-down list, select *Reset Client Options*.

6 In the *Support Options* field on the *Misc* tab, type `setmimeencoding=number`, where *number* is one of the following character set numbers:

Character Set Number	Language
1	Windows default
2	ISO default
7	Arabic (Windows 1256)
9	Baltic (Windows 1257)
12	Central European (Windows 1250)
13	Chinese Simplified (GB2312)
15	Chinese Traditional (Big5)
18	Cyrillic (K018-R)
27	Hebrew (Windows 1255)
29	Japanese (ISO2022-JP)
30	Japanese (Shift-JIS)
32	Korean (EUC-KR)
33	Thai (Windows 874)
35	Turkish (Windows 1254)
3	UTF-8

7 Click *Run* to perform the conversion of user and resource databases from UTF-8 to the selected character set.

13.1.4 Double-Byte Character Restrictions

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

◆ Do not use double-byte characters in user 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.

13.1.5 WebAccess Attachments with Extended Characters in 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. This is a browser problem, not a GroupWise problem.

13.1.6 Published Calendars with Extended Characters in Filenames

On Windows, Mozilla*-based browsers such as Firefox* and Netscape* do not handle extended character filenames correctly for published calendars. 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 to display published calendars. This is a browser problem, not a GroupWise problem.

13.1.7 Turkish Availability

In the Windows client, you can select Turkish as your interface language, but the online help still displays in English. In the Linux/Mac client, Turkish is not available. Turkish will be fully supported in a future release.

13.1.8 Hebrew Not Available

Hebrew has been dropped from the list of supported languages in GroupWise 8 Support Pack 1.

13.2 NetWare/Windows International Issues

13.2.1 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.

13.2.2 GWCSRGEN Utility Doesn't Start in Spanish

On a Windows server running the Spanish version of Windows, the GWCSRGEN utility does not start successfully. Use the English version of GWCSRGEN instead. GWCSRGEN runs successfully on other language versions of Windows.

13.3 Linux International Issues

13.3.1 Display Problem with Agent Console Interfaces

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

13.3.2 Russian Keyboard

When you use a Russian keyboard, the Linux environment variables that provide language and locale information are usually 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 Linux/Mac 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.

13.3.3 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.

13.3.4 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.

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

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

14 Documentation Issues

14.1 General Documentation Issues

None.

14.2 NetWare/Windows Documentation Issues

None.

14.3 Linux Documentation Issues

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

When you start the Linux POA, the Linux MTA, and the Linux Internet Agent by 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.

14.3.2 Help Image Display on a Novell Access Manager Server

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

15 GroupWise Bug Fixes

For a list of the bugs that have been fixed in GroupWise® 8 Support Pack 1, see the GroupWise 8 Support Pack 1 Bug Fix List (http://www.novell.com/documentation/gw8/resources/ GW801_Fixes.html).

16 GroupWise Documentation

All GroupWise 8 documentation is available at the GroupWise 8 Documentation Web site (http:// www.novell.com/documentation/gw8):

- Full GroupWise product Readme
- *Quick Start*
- *Installation Guide*
- *Administration Guide*
- *Multi-System Administration Guide*
- *Interoperability Guide*
- *Troubleshooting Guides*
- *GroupWise Client User Guides*
- *GroupWise Client FAQ*

NOTE: As GroupWise 8 Support Packs are released, Support Pack Readmes are placed on the GroupWise 8 Documentation Web site.

In addition to the GroupWise product documentation, the following resources provide additional information about GroupWise 8:

- Novell Support and Knowledgebase (http://www.novell.com/support)
- GroupWise 8 Support Forums (http://forums.novell.com/forumdisplay.php?&f=356)
- GroupWise Cool Solutions (http://www.novell.com/communities/coolsolutions/gwmag)

17 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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