

GroupWise 7 Support Pack 4

Readme

Novell®

March 16, 2010

1 Overview

The information in this Readme file pertains to Novell® GroupWise® 7 Support Pack 4. This Support Pack contains updates for all components contained in the GroupWise 7 product. It includes the NetWare®, Linux*, and Windows* GroupWise 7 software. The NetWare and Windows software is provided in one set of downloads; the Linux software, including the Cross-Platform client for Linux and Macintosh*, is provided in a separate set of downloads.

2 GroupWise System Requirements

The system requirements for GroupWise 7 Support Pack 4 are the same as those currently documented for GroupWise 7. Complete GroupWise system requirements are listed in the *GroupWise 7 Installation Guide* (http://www.novell.com/documentation/gw7/gw7_install/data/bp8vh01.html#bp8vh01).

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

3 NetWare/Windows: Support Pack Installation

- ♦ Section 3.1, “NetWare/Windows: Administration Software Installation Instructions,” on page 1
- ♦ Section 3.2, “Windows: Client Software Installation Instructions,” on page 2

3.1 NetWare/Windows: Administration Software Installation Instructions

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

- 1 Download the NetWare/Windows GroupWise 7 SP4 compressed executable file to a temporary directory on your NetWare or Windows server:

gw704_full_nlmwin_us.zip for English only

gw704_full_nlmwin_multi.zip for multilingual

- 2 Unzip the 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 SP4 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*.

During installation of a Support Pack, the GroupWise Installation program requests access to existing GroupWise software. You can provide the path to a software distribution directory or you can use your original GroupWise 7 media.

- 6 Follow the on-screen instructions to create the GroupWise 7 SP4 software distribution directory and install the administration and agent software.

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

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

3.2 Windows: Client Software Installation Instructions

- 1 Download the GroupWise 7 SP4 Windows Client compressed executable file to a temporary directory on your workstation:

`gw704_client_win_us.zip` for English only

`gw704_client_win_multi.zip` for multilingual

- 2 Unzip the file into a directory at the root of your local drive.

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

- 3 In Windows, click *Start > Run > Browse*, then locate the directory where you extracted the SP4 client files.
- 4 Select the `setup.exe` file, then click *OK* to run the GroupWise client Setup program.
- 5 Follow the on-screen instructions to install the SP4 client software on your workstation.

4 Linux: Support Pack Installation

- ♦ [Section 4.1, “Linux: Administration Software Installation Instructions,” on page 2](#)
- ♦ [Section 4.2, “Linux: Cross-Platform Client Software Installation Instructions,” on page 3](#)
- ♦ [Section 4.3, “Macintosh: Cross-Platform 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 7 Interoperability Guide \(http://www.novell.com/documentation/gw7\)](http://www.novell.com/documentation/gw7) for cluster-specific installation instructions before starting to install the Support Pack.

- 1 Download the GroupWise 7 SP4 Administration compressed tar file to a temporary directory on your Linux server:

gw704_full_linux_us.tar.gz for English only
gw704_full_linux_multi.tar.gz for multilingual

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

```
tar -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 Use the following command to start the GroupWise Installation program:

```
./install
```

- 5 Click *Create or Update a GroupWise System*.
- 6 Follow the on-screen instructions to create the GroupWise 7 SP4 software distribution directory and install the administration and agent software.

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

When you use the Linux GroupWise Installation program to install a Support Pack, use the *Install* option to install the updated RPM for each agent. Typically, you do not need to use the *Configure* option after installing updated agent software, if the agent configuration has not changed since the previous installation. (For an exception to this procedure, see [Section 7.3.1, “Run Configure When Updating the Linux Agents,” on page 14](#)). If you encounter a problem starting the updated agent, use the *Configure* option to update the configuration information.

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

4.2 Linux: Cross-Platform Client Software Installation Instructions

- 1 Download the GroupWise 7 SP4 Client compressed tar file to a temporary directory on your Linux workstation:

gw704_client_linux_us.tar.gz for English only
gw704_client_linux_multi.tar.gz for multilingual

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

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

The files are extracted to the root of the directory.

- 3 Run the GroupWise Setup program to install the GroupWise Cross-Platform client software:

```
./install
```

- 4 To start the Cross-Platform client after installation, click the GroupWise icon on your Linux desktop.

4.3 Macintosh: Cross-Platform Client Software Installation Instructions

- 1 Download the GroupWise 7 SP4 Client file to a temporary directory on your Macintosh workstation:

gw704_client_mac_ppc_us.dmg for English only, Mac OS* X
gw704_client_mac_ppc_multi.dmg for multilingual, Mac OS X
gw704_client_mac_intel_us.dmg for English only, Mac OS X on Intel*
gw704_client_mac_intel_multi.dmg for multilingual, Mac OS X on Intel

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

5 Installation Issues

- ♦ [Section 5.1, “General Installation Issues,” on page 4](#)
- ♦ [Section 5.2, “NetWare/Windows Installation Issues,” on page 5](#)
- ♦ [Section 5.3, “Linux Installation Issues,” on page 5](#)

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

5.1 General Installation Issues

- ♦ [“Version Compatibility” on page 4](#)
- ♦ [“GroupWise 7 Reinstallation” on page 5](#)
- ♦ [“WebAccess and Monitor on the Same Web Server” on page 5](#)
- ♦ [“Web Clipping Application \(PQA\) Support with WebAccess and Monitor” on page 5](#)
- ♦ [“Additional Installation Issues” on page 5](#)

5.1.1 Version Compatibility

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

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

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

5.1.2 GroupWise 7 Reinstallation

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

```
Please insert the disk: 1
Uninstall the existing software, then install from the CD.
```

5.1.3 WebAccess and Monitor on the Same Web Server

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

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

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

5.1.5 Additional Installation Issues

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

5.2 NetWare/Windows Installation Issues

- ♦ [“Software Distribution Directory Dependency” on page 5](#)
- ♦ [“Problem Installing from a Windows XP Service Pack 2 Machine” on page 5](#)

5.2.1 Software Distribution Directory Dependency

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

5.2.2 Problem Installing from a Windows XP Service Pack 2 Machine

When 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.

5.3 Linux Installation Issues

- ♦ [“GroupWise Installation to a Xen Guest on SUSE Linux Enterprise Server 10” on page 6](#)
- ♦ [“Linux Text-Based Installation Program Compatibility with ssh on Windows” on page 6](#)
- ♦ [“Upgrading from an Incomplete Software Distribution Directory” on page 6](#)

- ♦ “Moving a Library from NetWare or Windows to Linux” on page 6
- ♦ “Moving a GroupWise 4.1 System from NetWare or Windows to Linux” on page 6

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

When you install GroupWise on 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 by using the following command:

```
ssh -X root@guest_ip_address
```
- 3 Run the GroupWise Installation program from the Xen host.

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

The text-based GroupWise Installation program does not run on all Windows versions of `ssh`. An open source product named PuTTY that can be downloaded from the Internet free of charge is compatible with the text-based GroupWise Installation program. There are several Web sites where PuTTY is available for download.

5.3.3 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 7 from a software distribution directory that does not contain RPMs for all the components installed on the server, you receive the following error:

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

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

5.3.4 Moving a Library from NetWare or Windows to Linux

Issues related to uppercase letters and lowercase letters in directory names for libraries have been resolved, as described in TID 3697382: Document Management Case Change for GW7 SP3 in the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support).

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

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

6 Administration Issues

- ♦ [Section 6.1, “General Administration Issues,” on page 7](#)
- ♦ [Section 6.2, “NetWare/Windows Administration Issues,” on page 9](#)
- ♦ [Section 6.3, “Linux Administration Issues,” on page 11](#)

6.1 General Administration Issues

- ♦ [“ConsoleOne Snap-In Version Compatibility” on page 7](#)
- ♦ [“Text Version of Global Signatures” on page 7](#)
- ♦ [“Images in Global Signatures” on page 8](#)
- ♦ [“Global Signatures on Empty Messages” on page 8](#)
- ♦ [“Global Signatures and Flat Forwarding through the Internet Agent” on page 8](#)
- ♦ [“Priming Caching Mailboxes” on page 8](#)
- ♦ [“-601 SPI Exception Displays during Alias Migration” on page 8](#)
- ♦ [“Server Names” on page 8](#)
- ♦ [“Identity Manager Version Compatibility” on page 9](#)
- ♦ [“Identity Manager Configuration Issue” on page 9](#)
- ♦ [“Server-Based Anti-Virus Software” on page 9](#)

6.1.1 ConsoleOne Snap-In Version Compatibility

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

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

6.1.2 Text Version of Global Signatures

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

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

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

- 4 Click *OK* to save your changes.
- 5 Repeat this procedure for each global signature.

6.1.3 Images in Global Signatures

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

6.1.4 Global Signatures on Empty Messages

Global signatures are not added to empty messages. Users can create empty messages by filling in the *Subject* field but not providing a message body. They can also create empty messages by forwarding messages as attachments.

6.1.5 Global Signatures and Flat Forwarding through the Internet Agent

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

6.1.6 Priming Caching Mailboxes

With the GroupWise 7.0.2 default POA settings, the POA starts 6 TCP handler threads, 20% of which are available for priming (only 1 thread). If a user tries to prime his or her Caching mailbox when that one thread is already busy, the user receives the message `Server Busy`. If the GroupWise administrator uses ConsoleOne to increase the number of TCP handler threads and the percentage allowed for priming, so that 2 or more threads are available, the POA goes through a polling cycle before the changes go into effect. Use the POA Web console to make sure that the changes are in effect before starting to prime a second Caching mailbox, or use the POA Web console to change settings. The settings are put into effect immediately when they are made from the POA Web console.

For new POAs configured with GroupWise 7 SP3 and SP4, the POA starts 10 handler threads, 30% of which are available for priming (3 threads) to prevent this problem.

6.1.7 -601 SPI Exception Displays during Alias Migration

If the *E-Mail Address* field on the General page of a User object needs to be changed as a result of the information in the gateway alias, and if the User object cannot be found, a `-601 SPI Exception` displays and is written to the Alias Migration utility log file. This situation can arise when the association between the eDirectory object and the GroupWise object is broken for some reason. The association can be reestablished using *Tools > GroupWise Utilities > GW / eDirectory Association > Associate Objects*.

6.1.8 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.

6.1.9 Identity Manager Version Compatibility

Do not run a DirXML[®] or Identity Manager driver earlier than version 2.1.3 against a GroupWise 7 system. Version 2.2.1 or later is recommended. Older drivers are not compatible. You can download the latest version of the GroupWise driver from the [Novell Identity Manager Patches Web site \(http://support.novell.com/filefinder/20560/index.html\)](http://support.novell.com/filefinder/20560/index.html).

6.1.10 Identity Manager Configuration Issue

“Section 3.3.3: GroupWise WebAccess Templates” in the *Identity Manager Accessory Portlet Reference Guide* (<http://www.novell.com/documentation/idm35/agprtltdata/agprtltspartmail.html>) 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
```

In addition to these changes in the `webacc.cfg` file, you need to make the following change in ConsoleOne:

- 1 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*, then click *OK*.

The *Use client IP in security sessions* setting defaults to selected (true). If you do not deselect it, the “true” setting is written to the `webacc.cfg` file, overwriting your manual change to that file. If this happens, the WebAccess client prompts for login multiple times.

6.1.11 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 \(http://www.novell.com/partnerguid/p100031.html\)](http://www.novell.com/partnerguid/p100031.html) for compatible products.

6.2 NetWare/Windows Administration Issues

- ♦ “Directory Names and Filenames” on page 10
- ♦ “Novell Client File Caching” on page 10
- ♦ “Unnecessary Login Prompt” on page 10
- ♦ “GWTSA and Duplicate Source Directories” on page 10
- ♦ “Quotas on NSS Volumes” on page 10
- ♦ “TurboFat Compatibility” on page 11
- ♦ “eDirectory Admin User Surname on Windows” on page 11

6.2.1 Directory Names and Filenames

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

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

6.2.2 Novell Client File Caching

When you run ConsoleOne, Novell Client file caching should be turned off to protect database integrity.

- 1 Right-click the red N in the notification area, then click *Novell Client Properties*.
- 2 Click *Advanced Settings*, select *File Caching*, then select *Off*.
- 3 Click *OK* to save your change.

6.2.3 Unnecessary Login Prompt

If you are running ConsoleOne 1.3.6f with JRE* 1.5 or if you are running ConsoleOne 1.3.6h, ConsoleOne might prompt you to log in when it tries to attach to the domain, even if you are already logged in to the server where the domain is located. Click *Cancel* to close the two unnecessary dialog boxes.

If you try to log in using these unnecessary prompts, you receive the following error:

```
NMAS: bad request syntax error - 1632 (0xffff9a0)
```

6.2.4 GW TSA and Duplicate Source Directories

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

Original GW TSA

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

Support Pack GW TSA

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

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

6.2.5 Quotas on NSS Volumes

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

6.2.6 TurboFat Compatibility

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

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

These NLM™ programs disable TurboFat at startup.

6.2.7 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

- ♦ [“NFS Not Supported” on page 11](#)
- ♦ [“Pathnames and Filenames in Lowercase” on page 11](#)
- ♦ [“eDirectory Admin User Surname on Linux” on page 11](#)
- ♦ [“Unavailable Administration Features” on page 11](#)

6.3.1 NFS Not Supported

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

6.3.2 Pathnames and Filenames in Lowercase

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

6.3.3 eDirectory Admin User Surname on Linux

When you create a new eDirectory tree on Linux, 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.

6.3.4 Unavailable Administration Features

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

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

7 Agent Issues

- ♦ [Section 7.1, “General Agent Issues,” on page 12](#)

- ♦ Section 7.2, “NetWare/Windows Agent Issues,” on page 13
- ♦ Section 7.3, “Linux Agent Issues,” on page 14

7.1 General Agent Issues

- ♦ “Agent Web Console Functionality in Firefox” on page 12
- ♦ “New View Files Now Overwrite Existing View Files” on page 12
- ♦ “POA Indexing Limitations” on page 12
- ♦ “SOAP Port Number Not Replicated by the Original GroupWise 7 ConsoleOne Administrator Snap-In” on page 12
- ♦ “Evolution Compatibility with the POA and SOAP” on page 13
- ♦ “MTA /tcp trunkwidth Switch Is Obsolete” on page 13

7.1.1 Agent Web Console Functionality in Firefox

On the Links page of the MTA Web console in Firefox*, previous versions had a problem with the functionality of the *Suspend* and *Resume* buttons. Support Pack 2 or later resolves the problem. However, some browser settings need to be cleared in order for the fix to take effect.

In Firefox:

- 1 Click *Tools > Options*.
- 2 Click *Privacy*, then click *Settings*.
- 3 Select *Clear private data when closing Firefox*, then click *OK* twice.
- 4 Exit Firefox, then start Firefox again.

7.1.2 New View Files Now Overwrite Existing View Files

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

7.1.3 POA Indexing Limitations

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

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

If you enabled SOAP in the original GroupWise 7 release, and if you changed the SOAP port number from its default of 7191, this information was not correctly replicated from the domain database to which ConsoleOne was attached to the post office database used by the POA for its configuration information. As a result, SOAP e-mail clients that relied on POA redirection (`ngwnameserver`) were not able to connect to the proper POA unless the correct IP address and port number were provided when starting the client.

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

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

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

7.1.5 Evolution Compatibility with the POA and SOAP

Users might experience problems using Evolution™ to connect to their GroupWise mailboxes if they are using Evolution 2.6.0 or earlier. In addition, earlier versions of Evolution can cause high utilization on GroupWise servers. To encourage users to update to the latest version of Evolution, you can use the `/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 that 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.

7.1.6 MTA `/tcptrunkwidth` Switch Is Obsolete

Earlier versions of GroupWise and the default MTA startup file included the `/tcptrunkwidth` switch. This switch has not been functional for several releases and has not been included in the product documentation. If you have been using the `/tcptrunkwidth` switch in the MTA startup file, you should remove it. It is no longer performing the function that it did in earlier versions because the MTA now handles the trunk width tuning automatically.

7.2 NetWare/Windows Agent Issues

- ♦ [“Potential CAP Port Conflict” on page 13](#)

7.2.1 Potential CAP Port Conflict

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

7.3 Linux Agent Issues

- ♦ “Run Configure When Updating the Linux Agents” on page 14
- ♦ “Linux Agents Not Starting Automatically” on page 14
- ♦ “Non-root Agents on Open Enterprise Server for Linux Support Pack 2” on page 14
- ♦ “Handling GroupWise Agent Core Files on Linux Servers” on page 14
- ♦ “POA SOAP Protocol on Open Enterprise Server for Linux” on page 14
- ♦ “libXml.so.3 Error” on page 15

7.3.1 Run Configure When Updating the Linux Agents

Normally, when you update your agent software with a Support Pack, you can use the *Install Agents* option in the GroupWise Installation program to install the updated agent software, but you do not need to use the *Configure Agents* option because your agents are already configured. However, in GroupWise 7 Support Packs, you should use *Configure Agents* after updating the agent software in order to obtain the updated `grpwise` script.

7.3.2 Linux Agents Not Starting Automatically

Under certain circumstances, the Linux agents do not start automatically at system startup, even though you selected *Launch GroupWise Agents on System Startup* during installation. Use the following commands as `root` to correct the problem:

```
chkconfig grpwise off
chkconfig grpwise on
```

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

On Novell Open Enterprise Server SP2, services such as IMAP and IMAP SSL, which require port numbers below 1025, cannot be initiated or restarted after the GroupWise agents are running as a `non-root` user. To initiate or restart those services, you must manually stop the services and then restart the GroupWise agents.

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

7.3.4 Handling GroupWise Agent Core Files on Linux Servers

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.

7.3.5 POA SOAP Protocol on Open Enterprise Server for Linux

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

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

7.3.6 libXm.so.3 Error

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

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

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

8 Client Issues

- ♦ [Section 8.1, “Client Shared Folder Security Issue,” on page 15](#)
- ♦ [Section 8.2, “Windows Client Issues,” on page 15](#)
- ♦ [Section 8.3, “Cross-Platform Client Issues,” on page 18](#)
- ♦ [Section 8.4, “Outlook Connector Issues,” on page 19](#)

8.1 Client Shared Folder Security Issue

A security vulnerability exists in the GroupWise Windows Client API that can allow programmatic access to non-authorized e-mail under certain conditions. The attacker must first authenticate to GroupWise and be a recipient of a shared folder from another user. The attacker could then exploit the vulnerability to gain unauthorized access to non-shared e-mail in the mailbox of the sharer.

Users who have shared folders with other users can protect their e-mail by removing shared access until remedial steps have been completed. It is not necessary to delete the contents of the shared folders, and folders can be re-shared after the administrator has locked out older client versions. To remove shared access to a folder, select the shared folder, click *File > Sharing*, select *Not Shared*, then click *OK*.

Administrators should lock out earlier versions of the GroupWise client in ConsoleOne in post offices where shared folders are in use.

- 1 Right-click each Post Office object, then click *Properties*.
- 2 Click *GroupWise > Client Access Settings*.
- 3 Select *Minimum Client Release Version*, specify 7.0.4, then click *OK*.
- 4 Repeat this procedure for each post office in your GroupWise system where shared folders are in use.

If you are running a mixed environment of GroupWise 6.5 and 7 clients, base the lockout on the client release date rather than the client version. The recommended release date should be 9 Mar 2008 in order to ensure that your system is not vulnerable.

8.2 Windows Client Issues

- ♦ [“Error Messages When You Install GroupWise Windows Client” on page 16](#)

- ◆ “Windows XP Service Pack 2” on page 16
- ◆ “Windows XP and Administrator Users” on page 16
- ◆ “Missing Global Signatures on Empty Messages” on page 17
- ◆ “Limited iCal Interoperability with External Systems” on page 17
- ◆ “Can’t Set a Primary Archive Computer” on page 17
- ◆ “Can’t Administer Distribution Lists in Caching Mode” on page 17
- ◆ “Screen Flickers When Scrolling a Message” on page 17
- ◆ “Can’t Switch Modes When Using Microsoft Anti-Spyware” on page 17
- ◆ “Address Books Do Not Display in GroupWise When Installing GroupWise After Outlook 2003” on page 17
- ◆ “Notify Alarms Disappear for Appointments” on page 17
- ◆ “Updated JAWS Script Available” on page 18
- ◆ “Spyware Detection Software Causes Installation to Not Work” on page 18
- ◆ “VMware and Proxy” on page 18

8.2.1 Error Messages When You Install GroupWise Windows Client

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

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

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

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

8.2.2 Windows XP Service Pack 2

Installing Windows XP Service Pack 2 enables the Windows Firewall by default. The default Windows Firewall configuration blocks UDP (User Datagram Protocol). GroupWise is dependent on UDP for several key features such as listing new messages in your Mailbox, displaying notifications, and performing Busy Searches. To reconfigure the Windows Firewall so that it does not interfere with GroupWise functionality, follow the instructions in TID 10094089 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

8.2.3 Windows XP and Administrator Users

If GroupWise 7 has already been installed on a workstation by an administrator user, and if a GroupWise 7 Support Pack 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.

8.2.4 Missing Global Signatures on Empty Messages

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

8.2.5 Limited iCal Interoperability with External Systems

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

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

8.2.6 Can't Set a Primary Archive Computer

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

8.2.7 Can't Administer Distribution Lists in Caching Mode

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

8.2.8 Screen Flickers When Scrolling a Message

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

8.2.9 Can't Switch Modes When Using Microsoft Anti-Spyware

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

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

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

8.2.11 Notify Alarms Disappear for Appointments

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

8.2.12 Updated JAWS Script Available

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

8.2.13 Spyware Detection Software Causes Installation to Not Work

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

8.2.14 VMware and Proxy

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

8.3 Cross-Platform Client Issues

- ♦ [“Items Forwarded from the GroupWise Connector for Outlook Do Not Open” on page 18](#)
- ♦ [“Running as root in Caching Mode” on page 18](#)
- ♦ [“Mailbox Size Limits Not Recognized” on page 19](#)
- ♦ [“Bold Not Displaying on Macintosh” on page 19](#)
- ♦ [“Archiving Over the Network” on page 19](#)
- ♦ [“No Progress Bar Displayed When a Database Is Rebuilt” on page 19](#)
- ♦ [“Focus Is in the Wrong Place When Creating a Reply on Macintosh” on page 19](#)
- ♦ [“WebRenderer Not Available on Mac OS X on Intel” on page 19](#)

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

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

8.3.2 Running as root in Caching Mode

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

8.3.3 Mailbox Size Limits Not Recognized

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

8.3.4 Bold Not Displaying on Macintosh

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

8.3.5 Archiving Over the Network

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

8.3.6 No Progress Bar Displayed When a Database Is Rebuilt

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

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

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

8.3.8 WebRenderer Not Available on Mac OS X on Intel

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

8.4 Outlook Connector Issues

- ♦ [“Outlook 2007 Compatibility” on page 19](#)

8.4.1 Outlook 2007 Compatibility

The GroupWise 7 Connector for Microsoft Outlook cannot be installed with Outlook 2007. If you run the Outlook Connector Setup program in this environment, you receive the following message:

```
A version of Outlook compatible with the GroupWise Connector cannot be found.
Install Outlook and run this install again.
```

The Outlook Connector is not supported with Outlook 2007.

9 WebAccess Issues

- ♦ [Section 9.1, “General WebAccess Issues,” on page 20](#)
- ♦ [Section 9.2, “NetWare/Windows WebAccess Issues,” on page 23](#)
- ♦ [Section 9.3, “Linux WebAccess Issues,” on page 27](#)

9.1 General WebAccess Issues

- ♦ “GroupWise 7.0.3 WebAccess Compatibility with Earlier Versions of WebAccess” on page 20
- ♦ “WebAccess Compatibility with Virtual Office 1.5 and Earlier” on page 20
- ♦ “WebAccess Compatibility with Novell exteNd” on page 20
- ♦ “Browser Cache Issue” on page 21
- ♦ “Login Page Reappears after a Successful Login” on page 21
- ♦ ““Login Is Not Current” Error” on page 21
- ♦ “Pop-Up Blocker Issue” on page 21
- ♦ “Recommendation for Tomcat Memory Allocation (Heap Size)” on page 22
- ♦ “Preventing Web Server Directory Browsing” on page 22
- ♦ “Preventing Unauthenticated Template Access” on page 22
- ♦ “Updates to WebAccess Templates” on page 22
- ♦ “GroupWise 6.5 Frame Templates No Longer Supported” on page 23
- ♦ ““The Page Cannot Be Displayed” Error” on page 23
- ♦ “Blank WebAccess Address Book on Internet Explorer” on page 23
- ♦ “Document Viewer Agent Cache Compatibility” on page 23
- ♦ “Document Viewer Agent /template Switch” on page 23

9.1.1 GroupWise 7.0.3 WebAccess Compatibility with Earlier Versions of WebAccess

Before GroupWise 7.0.3, 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 7.0.3, 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 recommended. You must update both the WebAccess Agent and the WebAccess Application to the same version in order to ensure proper functioning of the GroupWise 7.0.3 WebAccess client.

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

9.1.2 WebAccess Compatibility with Virtual Office 1.5 and Earlier

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

9.1.3 WebAccess Compatibility with Novell exteNd

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

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

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

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

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

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

```
http://Web_server_address/servlet/webacc
```

to:

```
http://Web_server_address/gw/webacc
```

9.1.4 Browser Cache Issue

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

9.1.5 Login Page Reappears after 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 In Not Current" error. This is working as designed for security reasons.

9.1.7 Pop-Up Blocker Issue

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

9.1.8 Recommendation for Tomcat Memory Allocation (Heap Size)

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

9.1.9 Preventing Web Server Directory Browsing

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

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

9.1.10 Preventing Unauthenticated Template Access

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

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

```
Templates.requireAuthentication=true
```

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

```
Templates.requireAuthentication=false
```

9.1.11 Updates to WebAccess Templates

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

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

9.1.12 GroupWise 6.5 Frame Templates No Longer Supported

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

Because the performance issues in the WebAccess client have been resolved in GroupWise 7 Support Packs, the Installation program does the following when you install the WebAccess 7 software from a Support Pack over the original GroupWise 7 software:

- ♦ Deletes the frames entry from the user interfaces list (ConsoleOne > WebAccess Application object > *Application* > *Templates* > *Define User Interfaces*).
- ♦ Resets the default user interface to *Standard HTML* by using the `css` templates.
- ♦ Moves the GroupWise 6.5 template files into a backup directory.
- ♦ Installs the new `css` template files to the `templates` directory of your Web server.

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

9.1.13 “The Page Cannot Be Displayed” Error

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

9.1.14 Blank WebAccess Address Book on Internet Explorer

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

9.1.15 Document Viewer Agent Cache Compatibility

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

9.1.16 Document Viewer Agent /template Switch

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

9.2 NetWare/Windows WebAccess Issues

- ♦ [“WebAccess Installation Error on Windows Workstations” on page 24](#)
- ♦ [“WebAccess Service Fails to Start on Windows Servers” on page 24](#)
- ♦ [“Novell iManager Compatibility on Windows” on page 24](#)
- ♦ [“WebAccess Stops Responding on NetWare” on page 24](#)
- ♦ [“GroupWise 6.5 Upgrade on NetWare” on page 24](#)

- ◆ “New NetWare and Windows WebAccess URLs” on page 24
- ◆ “Web Server File Cleanup Because of a URL Change” on page 26
- ◆ “Problem Downloading Large Attachments” on page 26
- ◆ “Memory Problem” on page 26
- ◆ “Security Issue with WebAccess and Internet Explorer 5.0” on page 27
- ◆ “Viewer Agent Issues on NetWare” on page 27

9.2.1 WebAccess Installation Error on Windows Workstations

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

9.2.2 WebAccess Service Fails to Start on Windows Servers

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

9.2.3 Novell iManager Compatibility on Windows

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

9.2.4 WebAccess Stops Responding on NetWare

WebAccess might stop responding for a period of time on NetWare. It might or might not resume operation. To resolve this problem, update to the latest Winsock patch available on the [Novell Downloads site \(http://download.novell.com\)](http://download.novell.com).

9.2.5 GroupWise 6.5 Upgrade on NetWare

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

9.2.6 New NetWare and Windows WebAccess URLs

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

Web Services page:	Default <code>index.html</code> file of the Web server
WebAccess:	<code>http://web_server_address/servlet/webacc</code>
WebPublisher:	<code>http://web_server_address/servlet/webpub</code>

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

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

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

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

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

Apache

- 1 Change to the `conf` subdirectory of the Apache root directory (for example, `\apache2\conf`).
- 2 Edit the Apache configuration file for GroupWise.

On NetWare 6, the Apache configuration file is `gwapache.conf`. On NetWare 6.5, the Apache configuration file is `gwapache2.conf`.

- 3 Add the following line:

```
redirect permanent /servlet/webacc http://web_server_address/  
gw/webacc
```

- 4 If you use WebPublisher, add the following additional line:

```
redirect permanent /servlet/webpub http://web_server_address/  
gw/webpub
```

- 5 Save the file, then exit the editor.
- 6 Restart Apache to put the redirections into effect.

Internet Information Server (IIS)

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

Netscape Enterprise Server for NetWare

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

9.2.7 Web Server File Cleanup Because of a URL Change

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

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

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

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

to the corresponding templates subdirectories under:

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

9.2.8 Problem Downloading Large Attachments

On NetWare 6.5 Support Pack 5, you might need to install a Winsock patch that enables users to download large attachments when they are using SSL connections to WebAccess. For a workaround, see TID 10100680 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

9.2.9 Memory Problem

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

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

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

9.2.10 Security Issue with WebAccess and Internet Explorer 5.0

When using Internet Explorer 5.0 to view messages through WebAccess, URLs to messages become part of the History cache and can be read by other users who have access to the same workstation. For solutions to this problem, see TID 10056452 in the [Novell Support Knowledgebase \(http://www.novell.com/support/supportcentral\)](http://www.novell.com/support/supportcentral).

9.2.11 Viewer Agent Issues on NetWare

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

9.3 Linux WebAccess Issues

- ♦ [“WebAccess on SUSE Linux Enterprise Server 10” on page 27](#)
- ♦ [“Novell Distribution of Apache and Tomcat” on page 27](#)
- ♦ [“Prolonged “Please Wait” Message during Installation” on page 28](#)
- ♦ [“Installation Security” on page 28](#)
- ♦ [“Reinstallation Issue” on page 29](#)
- ♦ [“--httpport Switch Not Listed in webac70a.waa File” on page 29](#)
- ♦ [“Viewer Agent Issues on Linux” on page 29](#)
- ♦ [“WebPublisher Configuration” on page 29](#)
- ♦ [“Commented Lines in Configuration Files” on page 29](#)
- ♦ [“WebAccess Client Help Displays Incorrectly in Firefox on Linux” on page 30](#)

9.3.1 WebAccess on SUSE Linux Enterprise Server 10

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

9.3.2 Novell Distribution of Apache and Tomcat

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

The Novell distribution is installed in the following directories:

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

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

It is started by using the following customized commands:

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

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

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

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

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

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

```
Listen 80
```

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

9.3.3 Prolonged “Please Wait” Message during Installation

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

9.3.4 Installation Security

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

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

9.3.5 Reinstallation Issue

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

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

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

9.3.7 Viewer Agent Issues on Linux

- ♦ On Linux, if you run the Viewer Agent as a user that is not running The X Window system, then WebAccess client users cannot view embedded vector-based graphics in attachments. To enable users to view embedded vector-based graphics, make sure that the user that starts WebAccess (and hence, the Viewer Agent) is running The X Window System and has a `DISPLAY` environment variable set so that the Viewer Agent can write to the local display. One way to accomplish this is to use the `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
```

9.3.8 WebPublisher Configuration

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

9.3.9 Commented Lines in Configuration Files

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

9.3.10 WebAccess Client Help Displays Incorrectly in Firefox on Linux

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

10 Internet Agent Issues

- ♦ [Section 10.1, “General Internet Agent Issues,” on page 30](#)
- ♦ [Section 10.2, “NetWare/Windows Internet Agent Issues,” on page 30](#)
- ♦ [Section 10.3, “Linux Internet Agent Issues,” on page 31](#)

10.1 General Internet Agent Issues

- ♦ [“/copyonly Startup Switch Doesn’t Update the Database Version” on page 30](#)
- ♦ [“Address Resolution Change Since GroupWise 6” on page 30](#)

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

If you use the /copyonly startup switch on the Internet Agent Installation program to install GroupWise 7 Internet Agent software from a Support Pack to update original GroupWise 7 software, the database version on the GWIA object is not updated. As a result, the Support Pack 1 enhancement described in “Consolidated Configuration Information” in “What’s New in GroupWise 7” in the *GroupWise 7 Installation Guide* (<http://www.novell.com/documentation/gw7>) does not occur. Therefore, you should not use the /copyonly startup switch when updating an existing Internet Agent installation to a GroupWise 7 Support Pack.

10.1.2 Address Resolution Change Since GroupWise 6

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

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

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

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

10.2 NetWare/Windows Internet Agent Issues

None.

10.3 Linux Internet Agent Issues

- ♦ [“Obsolete grpwise-ia Script” on page 31](#)
- ♦ [“Installation Security” on page 31](#)
- ♦ [“libXm.so.3 Error” on page 31](#)

10.3.1 Obsolete grpwise-ia Script

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

10.3.2 Installation Security

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

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

10.3.3 libXm.so.3 Error

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

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

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

11 Monitor Issues

- ♦ [Section 11.1, “General Monitor Issues,” on page 31](#)
- ♦ [Section 11.2, “Windows Monitor Issues,” on page 32](#)
- ♦ [Section 11.3, “Linux Monitor Issues,” on page 33](#)

11.1 General Monitor Issues

- ♦ [“Problem Starting GroupWise Monitor” on page 32](#)

- ♦ [“Restoring Monitor Settings after Reinstallation” on page 32](#)
- ♦ [“Monitor Agent SSL Configuration” on page 32](#)

11.1.1 Problem Starting GroupWise Monitor

If the location of the Monitor template files is inadvertently changed, then you cannot start GroupWise Monitor. To resolve the problem:

- 1 Locate the `gwmonitor.cfg` file.

The location of the Monitor configuration file varies by platform:

Linux: `/opt/novell/groupwise/monitor`

Windows: `\novell\gwmonitor`

- 2 Locate the `Templates.Path` line and correct the path as needed.

The location of the template files varies by Web server platform:

Apache on Linux: `/var/opt/novell/gwmon/WEB-INF/classes/com/novell/
gwmonitor/templates`

Apache on NetWare: `\tomcat\4\webapps\gw\WEB-INF\classes\com\novell\
GWMonitor\templates`

- 3 In ConsoleOne, browse to and right-click the GroupWiseMonitor object, then click *Properties*.
- 4 Click *Application > Templates*.
- 5 In the *Template Path* field, correct the path as needed, then click *OK*.

When the correct template path has been supplied in the `gwmonitor.cfg` file and on the GroupWiseMonitor object in ConsoleOne, you should be able to start GroupWise Monitor.

11.1.2 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`.

11.1.3 Monitor Agent SSL Configuration

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

11.2 Windows Monitor Issues

- ♦ [“New NetWare and Windows Monitor URLs” on page 33](#)

11.2.1 New NetWare and Windows Monitor URLs

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

Web Services page: Default `index.html` file of Web server
Monitor Web Console: http://web_server_address/servlet/gwmonitor

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

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

To keep users' browser bookmarks from being broken, you should redirect the old URLs to the new URLs. Follow the instructions in [Section 9.2.6, "New NetWare and Windows WebAccess URLs," on page 24](#), substituting `/gw/gwmonitor` for `/gw/webacc` as needed in the instructions.

11.3 Linux Monitor Issues

- ♦ ["Linux Update Error" on page 33](#)
- ♦ ["Monitor Issues Shared with WebAccess" on page 33](#)

11.3.1 Linux Update Error

If you have installed interim releases of Monitor between Support Pack 1 and Support Pack 2, and if you are installing Monitor on a server where other GroupWise agents are also running, you might receive the following error message:

```
Install failed for an unknown reason (8)
```

To work around this error message:

- 1 In a terminal window, uninstall the Monitor Application by using the following command:

```
rpm -ev --justdb novell-groupwise-monitor
```

This command removes the Monitor Application from the RPM database so that it does not interfere with the installation of the other GroupWise components on the server.
- 2 In the GroupWise Installation program, update the other GroupWise components on the server.
- 3 Reinstall the Monitor Application individually, and do not select the *Configure* option in the GroupWise Installation program.

11.3.2 Monitor Issues Shared with WebAccess

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

- [Section 9.3.1, "WebAccess on SUSE Linux Enterprise Server 10," on page 27](#)
- [Section 9.3.2, "Novell Distribution of Apache and Tomcat," on page 27](#)
- [Section 9.3.3, "Prolonged "Please Wait" Message during Installation," on page 28](#)

Section 9.3.4, “Installation Security,” on page 28

Section 9.3.5, “Reinstallation Issue,” on page 29

12 International Issues

- ♦ Section 12.1, “General International Issues,” on page 34
- ♦ Section 12.2, “NetWare/Windows International Issues,” on page 36
- ♦ Section 12.3, “Linux International Issues,” on page 36

12.1 General International Issues

- ♦ “Default MIME Encoding Change” on page 34
- ♦ “Double-Byte Characters in Directory Names and Filenames” on page 35
- ♦ “Double-Byte Characters in Passwords” on page 35
- ♦ “Character Encoding in WebAccess” on page 35
- ♦ “WebAccess Spell Checker Displays Corrupt Characters for Russian” on page 36
- ♦ “WebAccess Attachments with Extended Characters in the Filenames” on page 36

12.1.1 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 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 7 Administration Guide* (<http://www.novell.com/documentation/gw7>).
- 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.

12.1.2 Double-Byte Characters in Directory Names and Filenames

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

12.1.3 Double-Byte Characters in Passwords

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.

12.1.4 Character Encoding in WebAccess

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

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

12.1.5 WebAccess Spell Checker Displays Corrupt Characters for Russian

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

12.1.6 WebAccess Attachments with Extended Characters in the Filenames

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

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

12.2 NetWare/Windows International Issues

- ♦ [“Print Calendar Language” on page 36](#)
- ♦ [“Japanese Viewers for WebAccess” on page 36](#)

12.2.1 Print Calendar Language

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

12.2.2 Japanese Viewers for WebAccess

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

12.3 Linux International Issues

- ♦ [“Display Problem with Agent Console Interfaces” on page 36](#)
- ♦ [“Russian Keyboard” on page 37](#)
- ♦ [“Mnemonics for Arabic, Hebrew, and Double-Byte Languages” on page 37](#)
- ♦ [“Localized Agent User Interface Display” on page 37](#)

12.3.1 Display Problem with Agent Console Interfaces

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

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

locale

You can change your language encoding in YaST:

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

12.3.2 Russian Keyboard

When you use a Russian keyboard, the Linux environment variables that provide language and locale information are typically set to `ru_RU`. Typically, this setting implies the Russian character set ISO-8859-5. However, on some distributions of Linux, the ISO-8859-5 character set must be set explicitly in order for your Russian keyboard to work with the GroupWise Cross-Platform client. Use the following command to specify the character set along with the language and locale information:

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

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

locale

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

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

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

12.3.4 Localized Agent User Interface Display

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

French: `fr_FR`

German: `de_DE`

Portuguese: `pt_BR`

Spanish: `es_ES`

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

13 Documentation Issues

- ♦ [Section 13.1, “General Documentation Issues,” on page 38](#)

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

13.1 General Documentation Issues

None.

13.2 NetWare/Windows Documentation Issues

- ♦ [“GroupWise Windows Client Help” on page 38](#)
- ♦ [“WebAccess/WebPublisher Help on a UNIX Web Server” on page 38](#)

13.2.1 GroupWise Windows Client Help

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

13.2.2 WebAccess/WebPublisher Help on a UNIX Web Server

If you install the WebAccess Application and the WebPublisher Application on a UNIX* Web server, as described in “Completing the Installation on a UNIX Apache Web Server in Installing GroupWise WebAccess” in the *GroupWise 7 Installation Guide* (<http://www.novell.com/documentation/gw7>), you now need to install the WebAccess and WebPublisher help files manually.

After installing the WebAccess Application and the WebPublisher Application:

- 1 Change to the `gw/com/novell/webaccess` directory of the Web server.
- 2 Unzip the `__help__.zip` file.
- 3 Change to the `gw/com/novell/webpublisher` directory of the Web server.
- 4 Unzip the `__help__.zip` file.

Online help is now available for WebAccess and WebPublisher users.

13.3 Linux Documentation Issues

- ♦ [“Agent Help Does Not Display When GroupWise Agents Run as a Non-root User” on page 38](#)
- ♦ [“Help Image Display on an iChain Server” on page 39](#)

13.3.1 Agent Help Does Not Display When GroupWise Agents Run as a Non-root User

When you start the Linux POA, the Linux MTA, and the Linux Internet Agent using the `--show` switch to display a GUI user interface, if the agents are running as a `non-root` user, clicking *Help* does not display the agent help file. Help is displayed in a browser window and the agents currently launch the browser as `root`. Giving the user access to the browser window as `root` would be a security risk. This is working as designed.

13.3.2 Help Image Display on an iChain Server

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

14 GroupWise Bug Fixes

For a list of the bugs that have been fixed in GroupWise 7 Support Pack 4, see the [GroupWise 7 Support Pack 4 Bug List](http://www.novell.com/documentation/gw7/gw7sp4_fixes/data/gw7sp4_fixes.html) (http://www.novell.com/documentation/gw7/gw7sp4_fixes/data/gw7sp4_fixes.html). You can look up the bug numbers in [Bugzilla](https://bugzilla.novell.com) (<https://bugzilla.novell.com>) for more information about each bug

15 GroupWise Connector for Outlook

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

16 GroupWise Mobile Server

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

17 Bug Fixes

For a list of the bugs that have been fixed in GroupWise 7 Support Pack 4, see the [GroupWise 7 Support Pack 4 Bug Fix List](http://www.novell.com/documentation/gw7/resources/GW704_Fixes.html) (http://www.novell.com/documentation/gw7/resources/GW704_Fixes.html).

18 Documentation

All GroupWise 7 documentation is available on the [GroupWise 7 Documentation Web site](http://www.novell.com/documentation/gw7) (<http://www.novell.com/documentation/gw7>).

In addition to the GroupWise product documentation, the following resources provide additional information about GroupWise 7:

- ♦ [Novell Support and Knowledgebase](http://www.novell.com/support) (<http://www.novell.com/support>)
- ♦ [GroupWise Support Forums](http://forums.novell.com/novell-product-support-forums/groupwise) (<http://forums.novell.com/novell-product-support-forums/groupwise>)
- ♦ [GroupWise Cool Solutions](http://www.novell.com/communities/cool solutions/gwmag) (<http://www.novell.com/communities/cool solutions/gwmag>)

19 Documentation Conventions

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

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

20 Legal Notices

Novell, Inc. makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc. makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

Any products or technical information provided under this Agreement may be subject to U.S. export controls and the trade laws of other countries. You agree to comply with all export control regulations and to obtain any required licenses or classification to export, re-export, or import deliverables. You agree not to export or re-export to entities on the current U.S. export exclusion lists or to any embargoed or terrorist countries as specified in the U.S. export laws. You agree to not use deliverables for prohibited nuclear, missile, or chemical biological weaponry end uses. Please refer to the [Novell International Trade Services Web page \(http://www.novell.com/info/exports/\)](http://www.novell.com/info/exports/) for more information on exporting Novell software. Novell assumes no responsibility for your failure to obtain any necessary export approvals.

Copyright © 2010 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

For Novell trademarks, see the [Novell Trademark and Service Mark list \(http://www.novell.com/company/legal/trademarks/tmlist.html\)](http://www.novell.com/company/legal/trademarks/tmlist.html).

All third-party trademarks are the property of their respective owners.