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GroupWise Mobility Service Release Notes

January 2025

The following information is included in these release notes:

What's New

Reference the sections below for What's New information specific to each version.

- ◆ GroupWise Mobility Service 24.4
- ◆ GroupWise Mobility Service 24.3
- ◆ GroupWise Mobility Service 24.2
- ◆ GroupWise Mobility Service 24.1
- ◆ GroupWise Mobility Service 23.4
- ◆ GroupWise Mobility Service 18.5

GroupWise Mobility Service 24.4

This release includes the fixes listed in the *GroupWise Mobility Service 24.3 Bug Fix List (https://www.novell.com/documentation/groupwise24/gwmob24_4_bugfixlist/data/gwmob24_4_bugfixlist.html)*.

GroupWise Mobility Service 24.3

This release includes the fixes listed in the *GroupWise Mobility Service 24.3 Bug Fix List (https://www.novell.com/documentation/groupwise24/gwmob24_3_bugfixlist/data/gwmob24_3_bugfixlist.html)*.

GroupWise Mobility Service 24.2

This release includes the following enhancements and the fixes listed in the *GroupWise Mobility Service 24.2 Bug Fix List*.

- **View meeting attendee status:** Meeting organizers can now view attendee status for appointments that they set. Responses can include any of the following with an associated visual icon: **Accepted**, **Maybe**, **Declined**, or **No Response**.

    NOTE: In this release, this feature is only applicable to attendees that are on the same Mobility system as the meeting organizer. In a future release, this feature will include all appointment recipients.

- **User Check enhancement:** When you run MCheck option **2. Users** > **1. Check User**, the check will now trigger the Mobility Server to recover missing items, rather than force a full Re-Initialization of the user's account.

    For more information, see the MCheck section of the *GroupWise Mobility Service Administration Guide*.

GroupWise Mobility Service 24.1

This release includes some changes in the installer and the fixes listed in the *GroupWise Mobility Service 24.1 Bug Fix List*.

For information about the installer changes, see the following sections in these release notes:

- Mobility Service System Requirements
- Upgrade Instructions

GroupWise Mobility Service 23.4

This release includes the following enhancements and bug fixes for GroupWise Mobility Service:

Enhancements: The following enhancements are including in 23.4:

- *Air gap option*. The Mobility Service installation program now includes an option to run the installation in "air gap" mode. To use this option, you must have a SLES Repository Mirroring Tool (RMT) preconfigured for the Mobility server prior to running installation.

    NOTE: The installation now requires a response to the **air gap** option. Unless you have a specific use-case for this option and have the required RMT preconfigured, you should enter "no" when seeing the prompt for **air gap**.

- *Generate inactive user list.* You can now generate a list of inactive users in CSV file format using the Mcheck tool, "Checks & Queries", option 4. For information, see Using MCheck to Simplify User, Certificate, and Database Management.

- *User provisioning notification*. You can now configure automatic email notification to new Mobility Service users. New users are notified of their access after the provisioning process is completed. For information, see Understanding User Provisioning and Enabling Notification.

Defects: For a list of bugs fixed in this release, see the *GroupWise Mobility Service 23.4 Bug Fix List*.

GroupWise Mobility Service 18.5

For a list of bugs fixed in 18.5, see the GroupWise Mobility Service 18.5 Bug Fix List.

Known Issues in Mobility Service

The issues listed below have been discovered in various 18.x versions of GroupWise Mobility Service and several of them have been resolved. Resolved issues are appended with the version they were fixed in and they remain in the list for those who may still be using an older version of GroupWise Mobility Service.

- "GroupWise Linked Items Not Supported in Mobility" on page 3
- "GroupWise clients earlier than version 18.1 do not display draft attachments from iOS devices properly" on page 3
- "Running the Profile Creation Tool for Outlook on Windows 10 fails (Tool Removed in 18.4)" on page 3
- "iOS devices not connecting to Mobility server" on page 3
- "Autodiscovery does not work for Hidden users (Fixed in 18.4)" on page 4
- "Disabling Logins Does not Prevent Sending Emails" on page 4
- "Device Setting Changes Not Saving in Some Browsers (Fixed in 18.4.1)" on page 4
- "Clear Agent Alerts Icons Missing (Fixed in 18.4.1)" on page 4
- "Autodiscovery in Mobility Service is not working on Android operating systems" on page 5

GroupWise Linked Items Not Supported in Mobility

Mobility does not support GroupWise linked items. For more information on GroupWise linked items, see "Moving or Linking an Item to Another Folder" in the *GroupWise Client User Guide*.

GroupWise clients earlier than version 18.1 do not display draft attachments from iOS devices properly

If you create a draft and add an attachment on an iOS device and then view the draft using a GroupWise client earlier than 18.1, the attachment does not appear properly in the email. If you save the draft after viewing it using the same client, the attachments are deleted from the draft. These issues are fixed in the GroupWise 18.1 client.

Running the Profile Creation Tool for Outlook on Windows 10 fails (Tool Removed in 18.4)

The Profile Creation Tool for Outlook fails on Windows 10. Follow the steps in "Adding a GroupWise Account to the Microsoft Outlook Client" in the *GroupWise Mobility Service Administration Guide* to manually create the profile.

iOS devices not connecting to Mobility server

Since iOS 10.x, mobile devices might have issues connecting to the Mobility server. This likely is because of changes Apple made to their App Transport Security guidelines which cause issues with self-signed certificates. For more information on this issue, including possible fixes, see TID 7018670.

Autodiscovery does not work for Hidden users (Fixed in 18.4)

Users with their **Visibility** set to **None** (i.e. Hidden users) cannot automatically connect their devices to the Mobility server.

Instead, they must manually enter the Mobility server's IP address or DNS hostname to configure email accounts on their devices.

Disabling Logins Does not Prevent Sending Emails

If you activate the **Disable Logins** setting for a GroupWise user, delivery of new items is immediately suspended.

However, the user can still send email from a mobile device for up to 60 minutes.

To prevent this, do one of the following:

 ◆ Restart GMS (See "Starting, Stopping, and Checking GroupWise Mobility" in the *GroupWise Mobility Service Administration Guide*)

   or

 ◆ Block the user using the GMS Web Admin Console.

Device Setting Changes Not Saving in Some Browsers (Fixed in 18.4.1)

Micro Focus recommends using a Chrome or Chromium-based Edge browser for administering device settings in the Web Admin console.

If you want to use a different browser, be aware of the following caveats:

 ◆ **Safari:** The Safari browser doesn't work for changing device settings.

   If you change any of the device setting options in **Web Admin** > **Configure** > **Device Settings**, even though the UI shows activity when you click Save, no configuration settings are actually saved.

 ◆ **Firefox:** The issues in **Web Admin** > **Configure** > **Device Settings**, are as follows:

   ◆ IP Address field changes are not saved no matter how many times you try.

   ◆ Other settings can be saved, but some of them require that you make and save the change twice. Therefore, you need to visually confirm that the change is made each time you click Save.

Clear Agent Alerts Icons Missing (Fixed in 18.4.1)

When GMS issues an alert, an entry for it displays in the **Administration Console** under **Dashboard > Agent Alerts**.

As documented in the help, you can clear alert entries individually by clicking the red icon ⊗ to the right of the alert, or you can clear all alerts using the icon that displays on the right in the header row.

Unfortunately, in GMS 18.4.0 for all non-English languages, the red icon ⊗ fails to display.

Nevertheless, both clear actions are still available by clicking where the icons should display:

 ◆ **To clear individual alerts:** Hover over the action area until a line displays, then click the line.

◆ **To clear all alerts:** Hover over the action area in the header until a hand displays, then click the hand.

This issue will be fixed in a future release.

Autodiscovery in Mobility Service is not working on Android operating systems

The Autodiscovery feature for mobile device users to automatically connect to the GroupWise Mobility Service using their email address is not working on Android operating systems.

Users can still connect to the Mobility Service manually. For information, see the *GroupWise Mobility Quick Start for Mobile Device Users*.

Mobility Service System Requirements

Beginning in GroupWise Mobility Service 24.1 or later versions, the following Operating System requirements apply:

◆ SUSE Linux Enterprise Server 15 Service Pack 4 (SLES 15 SP4)

◆ Python 3 Module extension (version 3.11)

NOTE: Micro Focus recommends EXT4 as the file system when installing your Mobility server. Switching to EXT4 is a manual process.

For a complete list of system requirements, see "GroupWise Mobility Service System Requirements" in the *GroupWise Mobility Service Installation Guide*.

Installation Instructions

See "Installing GroupWise Mobility Service" in the *GroupWise Mobility Service Installation Guide*.

Upgrade Instructions

Upgrade instructions are provided in the *GroupWise Mobility Service Installation Guide*.

NOTE: When upgrading to GMS 24.1 or later from a version pre-dating 24.1, the GroupWise Mobility Service requires a restart at the beginning of the upgrade process.

Documentation

For all GroupWise Mobility Service documentation, see the GroupWise Documentation website.

In addition to the GroupWise Mobility Service product documentation, the following resources provide information about the Mobility Service:

◆ OpenText Support and Knowledge Base

◆ GroupWise Community

◆ GroupWise Support Forums

◆ GroupWise Product Website

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