

Novell Teaming 1.0 Support Pack 2

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1 Product Overview

Novell® Teaming is an enterprise collaboration tool that integrates with GroupWise®. Novell Teaming can increase individual productivity, team effectiveness, and organizational success by providing the right set of tools. Key teaming features include:

- ◆ Team workspaces, calendars, task lists, and milestone tracking
- ◆ Easy document management and document sharing
- ◆ Discussion threads, wikis, blogs, and RSS feeds
- ◆ Workflow automation with customized forms
- ◆ Global searches

2 Teaming Installation Instructions

System requirements and installation instructions are available in the *Teaming 1.0 Installation and Configuration Guide* on the [Novell Teaming 1.0 Documentation Web site \(http://www.novell.com/documentation/team_plus_conf\)](http://www.novell.com/documentation/team_plus_conf).

When the Teaming Installer prompts you for the type of installation:

- 1 If you are updating an existing Teaming installation with Support Pack 2, enter 2 for *Update*.

This option preserves your existing databases and offers customized values for prompts that match the configuration of your existing system.

or

If you are installing Novell Teaming Support Pack 2 as your initial Teaming installation, enter 1 for *Full Install*.

This option creates new databases and offers default values for prompts.

- 2 Continue with the installation as prompted.

2.1 Selecting a Server for Novell Teaming

Novell Teaming is designed to be installed on a different server from the Conferencing component of the Teaming + Conferencing product. However, it is possible, though somewhat more difficult, to install both components on the same server. Production deployment typically uses two or more separate servers.

2.2 Multiple License Key Files

If you purchased a number of Novell Teaming licenses in such a way that you received multiple license key files, or if you purchased licenses to enable additional Teaming features, you must consolidate the license information.

- 1 Use any one of the license key files when you install Novell Teaming.
- 2 After Novell Teaming is installed and running, copy all your license key files to the following directory:

```
/opt/icecore/liferay-portal-tomcat-5.5-jdk5-4.3.0/webapps/  
ssf/WEB-INF/license
```
- 3 Log in to Novell Teaming as the Teaming Site Manager.
- 4 In the Teaming Administration portlet, click *Manage License*.
Your current license information is displayed.
- 5 Scroll to the bottom of the license information, then click *Reload License File*.
The Teaming server reads all the license key files in the `license` subdirectory and displays your total license information.
- 6 Restart the server to put the new licenses into effect.

2.3 Reindexing the Search Index

If you are updating an existing Teaming system to Support Pack 2, you must completely reindex the search index in order to resolve existing index problems that are now fixed.

After installing Support Pack 2:

- 1 In the Teaming Administration portlet, click *Manage the Search Index*.
- 2 Select the top workspace, then click *OK*.

Depending on the size of your Novell Teaming site, the reindexing process might be lengthy. If you have a large site, you might want to perform this process when the site is not busy. The reindexing process might prevent users from accessing workspaces and folders on the site.

3 Teaming Known Issues for Support Pack 2

- ◆ Section 3.1, “WebDAV / Edit-in-Place Issues with Microsoft Windows Vista,” on page 3
- ◆ Section 3.2, “Updated JRE Required on SLED for Drag-and-Drop Functionality,” on page 4
- ◆ Section 3.3, “Authentication by E-Mail Address Not Supported by Default,” on page 4
- ◆ Section 3.4, “Folder Summary Update Failure When Tasks Are Modified “In Place,”” on page 4
- ◆ Section 3.5, “Extra Directory in the FileRepository Tree,” on page 4
- ◆ Section 3.6, “Novell Teaming Error Log on Internet Explorer,” on page 5
- ◆ Section 3.7, “Liferay Session Timeout Box Obscured,” on page 5
- ◆ Section 3.8, “Benign Warnings in the Liferay Log File,” on page 5
- ◆ Section 3.9, “Benign Error at Shutdown,” on page 5
- ◆ Section 3.10, “Logout/Login Required for Password Change,” on page 5

- ◆ [Section 3.11, “Logout/Login Required for Language Change,” on page 5](#)
- ◆ [Section 3.12, “Chinese Characters in Activity Logs,” on page 5](#)

To review the known issues for Support Pack 1, see the [Teaming 1.0 Support Pack 1 Readme \(http://www.novell.com/documentation/team_plus_conf/\)](http://www.novell.com/documentation/team_plus_conf/).

3.1 WebDAV / Edit-in-Place Issues with Microsoft Windows

Vista

Microsoft* Windows Vista* has numerous problems with WebDAV access that affect all WebDAV interactions. There is also a Vista-specific issue with applets that can prevent the Edit-in-Place feature from working properly. Be sure you are running the latest version of Vista.

Vista users who are using Internet Explorer might see a Java* warning when they try to use Edit in Place. Firefox users do not see this error.

To configure Internet Explorer to support Edit-in-Place:

- 1 Click *Tools > Internet Options*.
- 2 Click the *Security* tab, select *Trusted Sites*, then click *Sites*.
- 3 In the *Add this website to the zone* field, specify the URL of your Teaming server, then click *Add*.
- 4 Select or deselect *Require server verification (https:) for all sites in this zone* as appropriate for your Teaming server.
- 5 Click *Close*, then click *OK* to save the security settings.

To get Edit-in-Place to work in Novell Teaming with Office 2003, Office 2007, and Vista, complete Step 1 through Step 3 in any order:

- 1 If you are using Internet Explorer, set your Internet security options as described above.

Firefox users do not need to change their Internet security settings.

- 2 Install the latest Microsoft Web Folder update.

This is available from the Microsoft Knowledgebase [article 907306 \(http://support.microsoft.com/kb/907306\)](http://support.microsoft.com/kb/907306).

- 3 Add new keys to the registry for each MS Office application:

3a In Windows Explorer, navigate to `Program Files/Microsoft Office/Office12`.

- 3b** Scroll down to each MS Office `.exe` in turn:

```
excel.exe
powerpnt.exe
winword.exe
...
```

- 3c** Right-click each executable, then click *Properties*.

- 3d** Click the *Compatibility* tab.

- 3e** Select *Run this program in compatibility mode for*, then select *Windows XP (Service Pack 2)* from the pull-down list.

- 3f** Reboot the computer.

You should now be able to use Edit-in-Place for MS Office files.

NOTE: Although these steps enable Edit-in-Place for Novell Teaming, they do not fix Vista's inability to attach via WebDAV in Novell Teaming.

For additional information on applets, view the following Sun* bulletins:

- ◆ [Bug 6440902 \(http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6440902\)](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6440902)
- ◆ [Bug 6432317 \(http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6432317\)](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6432317)

3.2 Updated JRE Required on SLED for Drag-and-Drop Functionality

At release time, the current version of SUSE® Linux Enterprise Desktop (SLED) ships with an older 1.4.x version of the Java Runtime Environment. That version has a bug that prevents drag-and-drop from operating properly with the Novell Teaming file upload applet. However, copy-and-paste still works. Updating the JRE* to 1.5.x on the SLED client system removes this restriction.

3.3 Authentication by E-Mail Address Not Supported by Default

The Liferay* portal allows authentication by IDs other than screen name (for example, e-mail address). Enabling this feature requires a number of prerequisites and has some side effects that might not be desirable:

- ◆ All e-mail addresses must be unique.
- ◆ Liferay's LDAP search filter must be changed from `cn=@screen_name@` to `mail=@email_address@`
- ◆ Unique screen names must still be defined for each user.
- ◆ WebDAV and Web Services only support authentication by username (screen name), not the e-mail address.

Alternatively, you can use the e-mail address as the screen name (so that the screen name and the e-mail address fields are identical). However, this is a decision that cannot be changed; it must be part of the initial population of the database from LDAP.

3.4 Folder Summary Update Failure When Tasks Are Modified "In Place"

If you modify a task "in place," the summary page underneath does not update to reflect the change. You must refresh the page. A similar behavior can be seen in calendars.

3.5 Extra Directory in the FileRepository Tree

A directory tree named `jackrabbit` is created in the `FileRepository` root directory. This is the result of initialization of software components that are not yet supported in the current release.

3.6 Novell Teaming Error Log on Internet Explorer

If you try to download the Novell Teaming system error log by using the Teaming Administration portlet *Reports* menu with Internet Explorer*, you must have *security* set to *Medium* or less for the download to work. Firefox* works in all cases.

3.7 Liferay Session Timeout Box Obscured

If your Teaming session times out while you are viewing a folder with a table view, the Liferay pop-up box is obscured. This will be fixed in a future update.

3.8 Benign Warnings in the Liferay Log File

Five warnings appear in the Liferay startup log file (`catalina.out`). These are benign and can safely be ignored:

- ♦ `service.impl.PortletLocalServiceImpl - "Portal with name EXT_1..."`
- ♦ `deploy.hot.PluginPackageHotDeployListener`
- ♦ `org.hibernate.impl.SessionFactoryObjectFactory - "Initial context..."`
- ♦ `No appenders for log4j`
- ♦ `net.sf.ehcache.config.Configurator - "No configuration found..."`

3.9 Benign Error at Shutdown

When you shut down the product, the log file contains a message about a `NullPointerException`. This error is benign.

3.10 Logout/Login Required for Password Change

If you change your password through the portal or by other means, you might need to log out and log in again in order for WebDAV access to work properly.

3.11 Logout/Login Required for Language Change

If you change your interface language, the change is immediate in the portal but requires logging out and logging in again before the Novell Teaming portlets see the change.

3.12 Chinese Characters in Activity Logs

When a `report.csv` file for an activity report is opened in Excel, Chinese characters do not display correctly, even though the `report.csv` file has been created correctly by default because Excel always reads the file using the ISO Latin character set.

As a workaround:

- 1 Import the `report.csv` file into Excel using *Data > Import External Data > Import Data*.

- 2 Select the `report.csv` file, then click *Open*.
- 3 Select *Delimited*, select *UTF-8*, then click *Next*.
- 4 Select *Comma* as the delimiter, click *Next*, then click *Finish*.

Excel should now display the Chinese characters correctly.

4 Teaming Bug Fixes in Support Pack 2

- ◆ [Section 4.1, “Administration Fixes,” on page 6](#)
- ◆ [Section 4.2, “Search Fixes,” on page 6](#)
- ◆ [Section 4.3, “Workflow Fixes,” on page 6](#)
- ◆ [Section 4.4, “E-Mail Fixes,” on page 6](#)
- ◆ [Section 4.5, “Documentation Fixes,” on page 7](#)
- ◆ [Section 4.6, “Other Fixes,” on page 7](#)

To review the bug fixes in Support Pack 1, see the [Teaming 1.0 Support Pack 1 Readme \(http://www.novell.com/documentation/team_plus_conf/\)](http://www.novell.com/documentation/team_plus_conf/).

4.1 Administration Fixes

- ◆ Fixed editing of group membership.
- ◆ Fixed License Manager to make incremental additions of premium options easier.

4.2 Search Fixes

- ◆ Fixed search failures when searching for tags.
- ◆ Fixed the search results display when the selected display style is *View on Bottom*.
- ◆ Fixed the search index corruption when adding or changing an ACLs.
- ◆ Removed the JavaScript* error in Internet Explorer when using the date widget on the *Advanced Search* form.

IMPORTANT: To take advantage of these fixes, make sure you follow the instructions in [Section 2.3, “Reindexing the Search Index,” on page 2](#) after you install Support Pack 2.

4.3 Workflow Fixes

- ◆ Fixed the *Wait for parallel thread to transition* list in advanced workflow.
- ◆ Fixed importing of workflow definitions to get the correct user IDs.
- ◆ Fixed the workflow viewer applet so it does not crash if the state name is empty.

4.4 E-Mail Fixes

- ◆ Show correct entry owner in e-mail notifications. (It was showing the last person who modified the entry.)
- ◆ Disabled subscriptions to entry comments.

- ◆ E-mail sent from the *Create a team workspace* option now has a valid URL.

4.5 Documentation Fixes

- ◆ Provided better user help on search accessories and surveys.
- ◆ Added more documentation on how the blog facility works when filtering by tags.
- ◆ Added the *Web Services Guide* (`Web Services Guide.pdf`).

4.6 Other Fixes

- ◆ Fixed the Community Accessories list so that it expands and collapses correctly from one login to the next.
- ◆ Fixed the wiki to handle the situation where an invalid title link is entered (for example, `[[]]`).
- ◆ Fixed the invalid HTML on the Date element form.
- ◆ Fixed the HTML of the Project Management view to be well formed.
- ◆ Fixed the Date element to show the proper date. (It was off by one day.)
- ◆ Retrieved the proper owner of binders. (The owner value comes from the `createdBy` field.)
- ◆ Fixed the display of dates on file attachments to be consistent with the entry creation date.
- ◆ Wrote build information to the Tomcat log to indicate which product version is running.
- ◆ Filenames are no longer modified when doing a download operation. (Spaces were being turned into a plus sign (+).)
- ◆ Fixed the display of select box, radio button and check box columns in the Folder table view to show the caption instead of the data name.
- ◆ Fixed an error when showing or hiding a community accessory.
- ◆ Fixed the clause limit for Oracle* databases.
- ◆ Fixed the display of the About page in Chinese.
- ◆ Fixed the `resport.csv` file for activity reports so that Chinese characters are handled correctly.

5 Teaming Documentation

The following sources provide information about Novell Teaming 1.0:

- ◆ Installation: The following files are available after you extract the software from the `.exe` file and before you install the software (provided by SiteScape):
 - ◆ `readme.txt`
 - ◆ `installation-guide.pdf` (the *Novell Teaming 1.0 Installation and Configuration Guide*)
- ◆ Product documentation included in Novell Teaming (provided by SiteScape):
 - ◆ To access the Teaming Help system, log in to Novell Teaming, then click the *Help* link.
 - ◆ To access the Teaming guides from within Novell Teaming, click the *Getting Started* link on the Teaming Home page.

- ◆ Online product documentation (provided by Novell): [Novell Teaming 1.0 Documentation Web site \(http://www.novell.com/documentation/team_plus_conf\)](http://www.novell.com/documentation/team_plus_conf)

6 Documentation Conventions

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

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