

GroupWise 8

November 17, 2008

1 Overview

The main emphasis of Novell® GroupWise® 8 is the enhancement of the various GroupWise client interfaces and functionality. Administration and agent enhancement are also included.

- ♦ **Windows Client Enhancements:** The Windows* client now lets you choose either OpenOffice.org* or Microsoft* Word as your editor when composing messages, and provides Auto-Save protection against message loss. Panels can be configured to display Web pages and RSS feeds. Improved Calendar features include accepting items into any calendar, publishing personal GroupWise calendars and free/busy schedules on the Web, subscribing to calendars on the Web, and checking the free/busy schedules for Internet users. Improved Contact features include business card format, a contacts index with lettered tabs, multiple Contacts folders, and contact photos. Improved Tasklist features include subtasks, percent complete, date complete, and task sorting.
- ♦ **Linux/Mac Enhancements:** The Linux*/Mac* client has added many features, including the Home Folder, the Nav Bar, more flexible panels, toolbar customization, categories, improved Find capabilities, item personalization, item type modification, multiple calendars, calendar selection for appointment acceptance, shared calendars, updated calendar views, import/export calendars, additional forms for calendar printing, date/time format modification, CASA login support, Auto-Save protection against message loss, external accounts (POP, IMAP, and NNTP), and Notify.
- ♦ **WebAccess Client Enhancements:** The WebAccess client now provides a scrollable message list, auto-save protection against message loss, name completion, HTML Compose mode, improved spell checking, and categories. Calendar enhancements include a graphical Calendar with multiple-calendar support, drag-and-drop appointments, publishing personal GroupWise calendars and free/busy schedules on the Web, calendar colors, and automatic time zone synchronization with your workstation. Contact Management now includes a contact summary, e-mail history, and notes. Keyboard shortcuts such as Ctrl+A to select all items and Del to delete items make the new message list very easy to use.
- ♦ **Administration Enhancements:** GroupWise administrators benefit from a new GroupWise Installation program that streamlines creation of a basic GroupWise system (administration, domain, post office, and agents) and that provides for saving installation options so that installations can be repeated without interaction. The GroupWise snap-ins to ConsoleOne® have been improved to provide more currently appropriate agent settings defaults, more efficient addressing for external Internet domains, a significantly larger maximum mailbox size, the ability to set the default MIME encoding character set, and the ability to customize the Training and Tutorials URL. The options file for GroupWise Check now uses the same XML format across NetWare®, Linux, and Windows so that the same options file can be used on any platform.
- ♦ **Agent Enhancements:** The new Calendar Publishing Host and the enhanced POA provide support for the calendar publishing features in the Windows and WebAccess clients. The new Document Conversion Agent and the enhanced POA provide indexing of additional document formats such as PDF, OpenOffice.org, and Microsoft Office 2007. The POA also has enhanced

performance when auto-archiving and emptying large numbers of items. The Internet Agent provides more flexibility for blocking rule-generated messages, e-mail notifications for messages that are delayed before being sent out across the Internet, and more complete status and configuration information on the Internet Agent Web console.

2 GroupWise System Requirements

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

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/groupwise_mobile_3).

3 NetWare/Windows Installation

- ♦ [Section 3.1, “NetWare/Windows Administration Software Installation Instructions,” on page 2](#)
- ♦ [Section 3.2, “Windows Client Software Installation Instructions,” on page 3](#)

3.1 NetWare/Windows Administration Software Installation Instructions

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

To install GroupWise 8 on NetWare or Windows:

- 1 Select an appropriate location to run the GroupWise Installation program.

NetWare: If you are setting up your basic GroupWise system on NetWare, you can run the Installation program from any Windows machine that meets the administrator machine requirements.

Windows: If you are setting up your basic GroupWise system on Windows, you must run the Installation program at the Windows server where you want to create your initial domain and post office and install the Windows agents. It must also meet the administrator machine requirements as well as the server operating system requirements.

- 2 If you are setting up your basic GroupWise system on NetWare, map a drive to the NetWare server where you want to create your initial domain and post office and to install the GroupWise agents.
- 3 Log in as an Admin equivalent to the eDirectory™ tree in which you are creating your GroupWise system.
- 4 Insert the *GroupWise 8* DVD into the DVD drive to start the GroupWise Installation program.
or
Run `setup.exe` at the root of the downloaded *GroupWise 8* image.

The GroupWise Installation program lets you view the Readme, the *Administrator Quick Start*, and the *Installation Guide* before you start installing GroupWise.

- 5 Select the language in which you want to run the GroupWise Installation program, then click *OK*.

All available languages are included on the *GroupWise 8* DVD and the multilanguage version of the downloaded *GroupWise 8* image, but you can select which languages you want to install.

- 6 Click *Install GroupWise System*, click *Yes* to accept the License Agreement, then click *Next* to begin a standard installation.

The *Create a New System* option is selected by default.

- 7 Click *Next*, then follow the on-screen instructions to set up your basic GroupWise system.

For detailed system installation and update instructions, and a complete list of new features, see the *GroupWise 8 Installation Guide* (<http://www.novell.com/documentation/gw8>).

3.2 Windows Client Software Installation Instructions

- 1 At a Windows workstation that meets the GroupWise client system requirements, insert the *GroupWise 8* DVD into the DVD drive to start the GroupWise Installation program.

or

Run `setup.exe` from the root of the downloaded *GroupWise 8* image.

- 2 Select the language in which you want to run the GroupWise Installation program, then click *OK*.

All available languages are included on the *GroupWise 8* DVD and the multilanguage version of the downloaded *GroupWise 8* image, but you can select which languages you want to install.

- 3 Click *Install More Components > Install GroupWise Client* to start the client Setup program.
- 4 Select the language in which you want to run the client Setup program, then click *OK*.
- 5 Follow the on-screen instructions to install the GroupWise 8 client software on your workstation.

4 Linux Installation

- ♦ [Section 4.1, “Linux Administration Software Installation Instructions,” on page 3](#)
- ♦ [Section 4.2, “Linux Client Software Installation Instructions,” on page 4](#)
- ♦ [Section 4.3, “Mac Client Software Installation Instructions,” on page 4](#)

4.1 Linux Administration Software Installation Instructions

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

- 1 Make sure that ConsoleOne is installed on your Linux server.
 - 2 At a Linux server that meets the administrator machine requirements, insert the *GroupWise 8* DVD.
- or

Run `./install` at the root of the downloaded *GroupWise 8* image.

- 3 Specify the `root` password, then click *OK*.
- 4 Select the language in which you want to run the GroupWise Installation program, then click *OK*.

The GroupWise Installation program lets you view the Readme, the *Administrator Quick Start*, and the *Installation Guide* before you start installing GroupWise.

On Linux, all available languages are included in the GroupWise RPMs, so all languages are always installed.

- 5 Click *Create or Update a GroupWise System*.
- 6 Follow the on-screen instructions to install the GroupWise 8 software.

For detailed system installation and update instructions, and a complete list of new features, see the *GroupWise 8 Installation Guide* (<http://www.novell.com/documentation/gw8>).

4.2 Linux Client Software Installation Instructions

- 1 At a Linux workstation that meets the GroupWise client system requirements, insert the *GroupWise 8* DVD into the DVD drive to start the GroupWise Installation program.

or

Run `./install` from the root of the downloaded *GroupWise 8* image.

- 2 Specify the `root` password, then click *OK*.
- 3 Select the language you want, then click *OK*.
- 4 Click *Install Products > Install GroupWise Client*.
- 5 To start the Linux client after installation, click the GroupWise icon on your Linux desktop.

4.3 Mac Client Software Installation Instructions

- 1 At a Macintosh* workstation that meets the GroupWise client system requirements, insert the *GroupWise 8* DVD into the DVD drive to start the GroupWise Installation program, double-click the CDRom icon that appears on your desktop, double-click the `mac` folder, then double-click the GroupWise `.dmg` file to create the GroupWise package.

or

Double-click the downloaded GroupWise `.dmg` file to create the GroupWise package.

- 2 Drag the GroupWise package from the DVD to the `Applications` folder to install the software on your Mac.
- 3 Drag the GroupWise package from the `Applications` folder to the Mac dock to create a GroupWise icon for convenient access.
- 4 Click the GroupWise Mac client icon on the dock to start the Mac client.

5 Installation Issues

- ♦ [Section 5.1, “General Installation Issues,” on page 5](#)
- ♦ [Section 5.2, “NetWare/Windows Installation Issues,” on page 6](#)
- ♦ [Section 5.3, “Linux Installation Issues,” on page 7](#)

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

5.1 General Installation Issues

- ♦ “GroupWise Version Compatibility” on page 5
- ♦ “GroupWise Views Compatibility” on page 5
- ♦ “Domain Services for Windows Compatibility” on page 6
- ♦ “WebAccess and Monitor on the Same Web Server” on page 6
- ♦ “SOAP Client Connection Issue during Post Office Updates” on page 6
- ♦ “Additional Installation Issues” on page 6

5.1.1 GroupWise Version Compatibility

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

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

Also, you cannot run the GroupWise 7 or earlier snap-ins to ConsoleOne to access GroupWise 8 databases or eDirectory objects. You can use *Admin Lockout Settings* under *Tools > GroupWise System Operations > System Preferences* to specify the required version of the ConsoleOne snap-ins for each domain as needed.

See also [Section 9.1.1, “GroupWise 8 WebAccess Compatibility with Earlier Versions of WebAccess,”](#) on page 19.

5.1.2 GroupWise Views Compatibility

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

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

```
post_office\ofviews\win
```

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

5.1.3 Domain Services for Windows Compatibility

GroupWise 8 cannot be installed in a Domain Services for Windows (DSfW) partition. However, it can be installed in eDirectory tree that has a DSfW partition, as long as you do not try to create GroupWise objects in the DSfW partition.

5.1.4 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.

5.1.5 SOAP Client Connection Issue during Post Office Updates

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

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

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

5.1.6 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

- ♦ [“System Creation on Windows Server 2008 and Vista” on page 6](#)
- ♦ [“ConsoleOne on Windows Server 2008 and Vista” on page 6](#)
- ♦ [“New Default Installation Paths on Windows” on page 6](#)
- ♦ [“Problem Installing from a Windows XP Service Pack 2 Machine” on page 7](#)

5.2.1 System Creation on Windows Server 2008 and Vista

You cannot create a new GroupWise system when running the GroupWise Installation program on Windows Server* 2008 or Windows Vista*. However, installation of individual software components can be performed on these operating systems.

5.2.2 ConsoleOne on Windows Server 2008 and Vista

You cannot currently run ConsoleOne on Windows Server 2008 or Windows Vista.

5.2.3 New Default Installation Paths on Windows

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

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

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

5.2.4 Problem Installing from a Windows XP Service Pack 2 Machine

When installing 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 7](#)
- ♦ [“Upgrading from an Incomplete Software Distribution Directory” on page 8](#)

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

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

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

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

- 1 Make sure that SSH is enabled on the Xen guest.
- 2 Open an X terminal window on the SLES 10 Xen host, using the following command:

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

5.3.2 Upgrading from an Incomplete Software Distribution Directory

All GroupWise components on a server must be updated at the same time. Therefore, if you are installing GroupWise 8 from a software distribution directory that does not contain RPMs for all the components installed on the server, you receive the following error:

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

The GroupWise 8 component cannot be updated because its RPM is not present in the software distribution directory. You can use the *GroupWise 8 for Linux* downloaded image to update the server, then use *Install Products > GroupWise Administration > Configure Administration* in the GroupWise Installation program to create a complete software distribution directory.

6 Administration Issues

- ♦ [Section 6.1, “General Administration Issues,” on page 8](#)
- ♦ [Section 6.2, “NetWare/Windows Administration Issues,” on page 10](#)
- ♦ [Section 6.3, “Linux Administration Issues,” on page 10](#)

6.1 General Administration Issues

- ♦ [“Obsolete Admin-Defined Fields” on page 8](#)
- ♦ [“Server Names” on page 9](#)
- ♦ [“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 Obsolete Admin-Defined Fields

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

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

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

6.1.2 Server Names

When filling in a *UNC Path* field in ConsoleOne, you must specify the server name. You cannot use an IP address or DNS hostname.

6.1.3 Identity Manager Version Compatibility

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

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

6.1.4 Identity Manager Configuration Issue

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

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

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

- 1 In ConsoleOne, browse to and select the Domain object.
- 2 Right-click the GroupWiseWebAccess object, then click *Properties*.
- 3 Click *Application > Security*.
- 4 Deselect *Use client IP in securing sessions*.
- 5 Deselect the check boxes in the *Use Cookies* column.
- 6 Click *OK*.

6.1.5 Server-Based Anti-Virus Software

If you run server-based anti-virus software, you should configure it so that it does not scan GroupWise directory structures such as domains and post offices, where file locking conflicts can create problems for the GroupWise agents. If you need virus scanning on GroupWise data, check the [GroupWise Partner Products page \(http://www.novell.com/partnerguides/section/468.html\)](http://www.novell.com/partnerguides/section/468.html) for compatible products.

6.2 NetWare/Windows Administration Issues

- ♦ [“ConsoleOne and Windows Support” on page 10](#)
- ♦ [“eDirectory and Windows Support” on page 10](#)
- ♦ [“GWTSA and Duplicate Source Directories” on page 10](#)
- ♦ [“Quotas on NSS Volumes” on page 10](#)
- ♦ [“eDirectory Admin User Surname on Windows” on page 10](#)

6.2.1 ConsoleOne and Windows Support

ConsoleOne is not supported on Windows Vista or Windows Server 2008.

6.2.2 eDirectory and Windows Support

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

6.2.3 GWTSA and Duplicate Source Directories

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

Original GWTSA

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

Support Pack GWTSA

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

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

6.2.4 Quotas on NSS Volumes

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

6.2.5 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](#)
- ♦ [“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 if you must use Windows ConsoleOne to access a domain located on a Linux server.

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 Unavailable Administration Features

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

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

7 Agent Issues

- ◆ [Section 7.1, “General Agent Issues,” on page 11](#)
- ◆ [Section 7.2, “NetWare/Windows Agent Issues,” on page 12](#)
- ◆ [Section 7.3, “Linux Agent Issues,” on page 12](#)

7.1 General Agent Issues

- ◆ [“New View Files Now Overwrite Existing View Files” on page 11](#)
- ◆ [“Evolution Compatibility with the POA and SOAP” on page 12](#)
- ◆ [“Limitation of the /language Startup Switch” on page 12](#)

7.1.1 New View Files Now Overwrite Existing View Files

When you update the POA software to GroupWise 8, updated view files are copied to the software distribution directory, but not to post offices. This maintains any customizations you might have made in the view files in post offices.

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

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

7.1.2 Evolution Compatibility with the POA and SOAP

Users might experience problems using Evolution™ to connect to their GroupWise mailboxes if they are using Evolution 2.6.0 or earlier. In addition, earlier versions of Evolution can cause high utilization on GroupWise servers. To encourage users to update to the latest version of Evolution, you can use the `/evocontrol` switch in the POA startup file to configure the POA to allow only specified versions of Evolution. The `/evocontrol` switch takes either of the following parameters:

```
/evocontrol-"Evolution-1.10-yyyymm-dd"  
/evocontrol-"Evolution-Data-Server-1.10-yyyymm-dd"
```

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

7.1.3 Limitation of the `/language` Startup Switch

If you use the `/language` startup switch to start the agents in a language that is different from the operating system, the list of agent settings does not display correctly.

7.2 NetWare/Windows Agent Issues

- ♦ [“NetWare POA Cannot Index PDF Files” on page 12](#)

7.2.1 NetWare POA Cannot Index PDF Files

The third-party viewer application that converts PDF files to HTML for indexing is not working properly on NetWare. It successfully indexes PDF files on Linux and Windows.

7.3 Linux Agent Issues

- ♦ [“Non-root Agents on Open Enterprise Server for Linux Support Pack 2” on page 12](#)
- ♦ [“Linux Agents Not Starting Automatically” on page 12](#)
- ♦ [“Handling GroupWise Agent Core Files on Linux Servers” on page 13](#)
- ♦ [“libXm.so.3 Error” on page 13](#)

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

On Novell Open Enterprise Server 2 and SUSE Linux Enterprise Server 10, services such as IMAP and IMAP SSL, which require port numbers below 1025, cannot be initiated or restarted after the GroupWise agents are running as a non-`root` user. To initiate or restart those services, you must manually stop the services and then restart the GroupWise agents.

7.3.2 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 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.

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

- 1 Edit the `/etc/init.d/grpwise` script in a text editor.
- 2 Uncomment the following line:

```
ulimit -c unlimited
```

- 3 Save the `grpwise` script, then exit the text editor.
- 4 Restart the agent.

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

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

```
kill -6 pid_number
```

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

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

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

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

7.3.4 libXm.so.3 Error

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

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

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

8 Client Issues

- ♦ [Section 8.1, “Windows Client Issues,” on page 14](#)
- ♦ [Section 8.2, “Linux/Mac Client Issues,” on page 16](#)
- ♦ [Section 8.3, “Outlook Connector Issues,” on page 18](#)

8.1 Windows Client Issues

- ♦ “GroupWise Version Compatibility for Panels” on page 14
- ♦ “GroupWise Version Compatibility for Modified Recurring Calendar Items” on page 14
- ♦ “Modify GroupWise Recipients Only” on page 14
- ♦ “Default Contacts Folder” on page 15
- ♦ “RSS Feed Format Limitation” on page 15
- ♦ “OpenOffice.org Compatibility Issues” on page 15
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- ♦ “Windows XP and Administrator Users” on page 16
- ♦ “Address Books Do Not Display in GroupWise When Installing GroupWise after Outlook 2003” on page 16
- ♦ “Updated JAWS Script Available” on page 16
- ♦ “VMware and Proxy” on page 16

8.1.1 GroupWise Version Compatibility for Panels

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

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

8.1.2 GroupWise Version Compatibility for Modified Recurring Calendar Items

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

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

8.1.3 Modify GroupWise Recipients Only

The new Modify Recipients feature works for recipients in your GroupWise system. It does not work for external Internet recipients.

8.1.4 Default Contacts Folder

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

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

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

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

8.1.5 RSS Feed Format Limitation

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

feed://

Use the following format instead:

http://

8.1.6 OpenOffice.org Compatibility Issues

- ♦ If you have configured GroupWise to use OpenOffice.org as your text editor, and if you click *File > Send* in OpenOffice.org, both GroupWise and OpenOffice.org hang. There is currently no workaround.
- ♦ If you have configured GroupWise to use OpenOffice.org 3.0 as your text editor, and if you click the Spell Check button in a new item, the Spell Checker dialog box does not open. There is currently no workaround for Spell Checker. However, Quick Speller continues to work as usual.
- ♦ If you have configured GroupWise to use OpenOffice.org as your text editor, a few specific editing actions might cause the GroupWise client to crash. Update to OpenOffice.org 2.4 to resolve the problem.

8.1.7 Archiving Over the Network

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

8.1.8 Novell Access Manager SSL VPN Compatibility Issue

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

8.1.9 Windows XP and Administrator Users

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

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

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

8.1.11 Updated JAWS Script Available

Users of the JAWS* screen reader should install the new JAWS script available in GroupWise 7 and 8. Follow the instructions in the `\client\jaws\gw_jaws_readme.txt` file to install the JAWS script and other files on your workstation. This JAWS script includes Section 508 accessibility bug fixes that have occurred since the script was updated for GroupWise 6.5 Support Pack 3.

8.1.12 VMware and Proxy

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

- 1 Right-click *My Network Places*, then click *Properties*.

In the list of LAN connections, you see one or more VMware adapters.

- 2 Right-click each adapter, then click *Disable*.

8.2 Linux/Mac Client Issues

- ♦ [“Pop-Up Display Problems with XGL” on page 17](#)
- ♦ [“Dependency Issue on openSUSE” on page 17](#)
- ♦ [“Problem Displaying Flash Content in Web Panels” on page 17](#)
- ♦ [“KDE Integration with the Linux Client” on page 17](#)
- ♦ [“Indexing Limitation of Mac Client in Caching Mode” on page 17](#)
- ♦ [“Default Contacts Folder” on page 17](#)
- ♦ [“Running as root in Caching Mode” on page 18](#)
- ♦ [“Mailbox Size Limits Not Recognized” on page 18](#)
- ♦ [“Archiving Over the Network” on page 18](#)
- ♦ [“No Progress Bar Displayed When a Database Is Rebuilt” on page 18](#)

8.2.1 Pop-Up Display Problems with XGL

If you run the Linux client on SUSE Linux Enterprise Desktop (SLED) with XGL enabled to facilitate 3D rendering and desktop acceleration, some GroupWise pop-ups (such as for logging in and searching) are blank. To resolve the problem immediately, turn off XGL. The permanent solution is a fix in SLED XGL processing, which is not yet available.

8.2.2 Dependency Issue on openSUSE

If you install the Linux client on openSUSE®, you might encounter a dependency issue. You can still install the Linux client RPM by using the `--nodeps` option to sidestep the dependency issue. The Linux client then runs successfully on openSUSE.

8.2.3 Problem Displaying Flash Content in Web Panels

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

8.2.4 KDE Integration with the Linux Client

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

8.2.5 Indexing Limitation of Mac Client in Caching Mode

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

8.2.6 Default Contacts Folder

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

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

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

- 1 Linux: Right-click your main Contacts folder.
Mac: Control-click your main Contacts folder.
- 2 Click *Properties*.
- 3 In the *Address Book* field, select *Frequent Contacts*, then click *OK*.

8.2.7 Running as root in Caching Mode

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

8.2.8 Mailbox Size Limits Not Recognized

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

8.2.9 Archiving Over the Network

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

8.2.10 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 Outlook Connector Issues

- ♦ [“Outlook Compatibility” on page 18](#)

8.3.1 Outlook Compatibility

The GroupWise Connector for Microsoft Outlook is not included with GroupWise 8. If you already have the GroupWise 7 Outlook Connector, you can use it to access your GroupWise 8 mailbox.

The GroupWise 7 Outlook Connector is not supported with Outlook 2007. If you run the Outlook Connector Setup program where Outlook 2007 is installed, you receive the following message:

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

9 WebAccess Issues

- ♦ [Section 9.1, “General WebAccess Issues,” on page 18](#)
- ♦ [Section 9.2, “NetWare/Windows WebAccess Issues,” on page 21](#)
- ♦ [Section 9.3, “Linux WebAccess Issues,” on page 22](#)

9.1 General WebAccess Issues

- ♦ [“GroupWise 8 WebAccess Compatibility with Earlier Versions of WebAccess” on page 19](#)
- ♦ [“New Location for the WebAccess Application Configuration File” on page 19](#)
- ♦ [“Blank Login Page” on page 19](#)

- ◆ “Login Page Reappears after Successful Login” on page 20
- ◆ ““Login Is Not Current” Error” on page 20
- ◆ “Recommendation for Tomcat Memory Allocation (Heap Size)” on page 20
- ◆ “Preventing Web Server Directory Browsing” on page 20
- ◆ “Updates to WebAccess Templates” on page 20
- ◆ “Exclusive Bind Functionality” on page 21

9.1.1 GroupWise 8 WebAccess Compatibility with Earlier Versions of WebAccess

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

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

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

9.1.2 New Location for the WebAccess Application Configuration File

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

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

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

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

9.1.3 Blank Login Page

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

9.1.4 Login Page Reappears after 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.

9.1.5 “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.

9.1.6 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`).

9.1.7 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.

9.1.8 Updates to WebAccess Templates

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

NetWare: `sys:\\novell\groupwise\webaccess\templates\webacc\css`

Linux: `/var/opt/novell/groupwise/webaccess/templates/webacc/css`

Windows: `\novell\groupwise\webaccess\templates\webacc\css`

In addition, 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 and 8:

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

9.1.9 Exclusive Bind Functionality

On the Network Address property page of the WebAccess Agent object, `ConsoleOne` provides a *Bind Exclusively to TCP/IP Address* field, parallel to the other GroupWise agents. However, the WebAccess Agent does not currently read this setting from the domain database. Use the `/ip` startup switch instead to set an IP address for an exclusive bind for the WebAccess Agent.

9.2 NetWare/Windows WebAccess Issues

- ♦ ["WebAccess Service Fails to Start on Windows Servers" on page 21](#)
- ♦ ["Novell iManager Compatibility on Windows" on page 21](#)
- ♦ ["GroupWise 6.5 Upgrade on NetWare" on page 21](#)
- ♦ ["Problem Downloading Large Attachments" on page 22](#)
- ♦ ["Memory Problem" on page 22](#)
- ♦ ["Viewer Agent Issues on NetWare" on page 22](#)

9.2.1 WebAccess Service Fails to Start on Windows Servers

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

9.2.2 Novell iManager Compatibility on Windows

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

9.2.3 GroupWise 6.5 Upgrade on NetWare

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

9.2.4 Problem Downloading Large Attachments

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

9.2.5 Memory Problem

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

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

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

9.2.6 Viewer Agent Issues on NetWare

- ♦ On NetWare, the Viewer Agent requires at least 1 GB of memory for running about 5 worker threads. By default, 5 threads are started. The maximum number of threads has been lowered to 8.
- ♦ On NetWare, *Memory Protection Fault Cleanup* must be set to *On* in order for the Viewer Agent worker processes to recover successfully when a document fails HTML conversion.
- ♦ On NetWare, *Memory Protection Restart Count* should be set greater than 1.
- ♦ On NetWare, when a document fails HTML conversion and its worker process dies, NetWare creates a small file named `core*.dmp` in the server's root directory. You should periodically delete these files.

9.3 Linux WebAccess Issues

- ♦ [“WebAccess Installation Security” on page 22](#)
- ♦ [“WebAccess Update Issue” on page 23](#)
- ♦ [“Conflict with GroupWise 7 Version of the WebAccess Application” on page 23](#)
- ♦ [“WebAccess Re-installation Issue” on page 23](#)
- ♦ [“Viewer Agent Issues on Linux” on page 23](#)

9.3.1 WebAccess Installation Security

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

9.3.2 WebAccess Update Issue

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

9.3.3 Conflict with GroupWise 7 Version of the WebAccess Application

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

9.3.4 WebAccess Re-installation Issue

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

9.3.5 Viewer Agent Issues on Linux

- ♦ On Linux, if you run the Viewer Agent as a user that is not running the X Window system, WebAccess client users cannot view embedded vector-based graphics in attachments. To enable users to view embedded vector-based graphics, make sure that the user that starts WebAccess (and hence, the Viewer Agent) is running the X Window System and has a DISPLAY environment variable set so that the Viewer Agent can write to the local display. One way to accomplish this is to use the `sux` command to become `root` before you start the WebAccess Agent.
- ♦ On Linux, the third-party viewer software used by the Viewer Agent has a dependency on `libXm.so.1`, which might not be included with your Linux package. To resolve this, create a symbolic link in the `agents/lib` directory to the version of the `libXm` modules that is available on your Linux server. For example:

```
ln -s /usr/X11R6/lib/libXm.so.3.0.1 /opt/novell/groupwise/  
agents/lib/libXm.so.1
```

10 Internet Agent Issues

- ♦ [Section 10.1, “General Internet Agent Issues,” on page 24](#)
- ♦ [Section 10.2, “NetWare/Windows Internet Agent Issues,” on page 24](#)
- ♦ [Section 10.3, “Linux Internet Agent Issues,” on page 24](#)

10.1 General Internet Agent Issues

- ♦ [“GWAVA Compatibility” on page 24](#)
- ♦ [“Address Resolution Change Since GroupWise 6” on page 24](#)

10.1.1 GWAVA Compatibility

The XML tags used by the GroupWise 8 Internet Agent are incompatible with what existing GWAVA software is expecting. To resolve the problem, download updated GWAVA software from the following URL:

http://download.gwava.com/gwava4/gwv gwia_gw8.zip

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 8 and unnecessary traffic through the Internet Agent is a continuing problem, have users delete distribution lists and resources from their Frequent Contacts address books so that the correct address format is used for name completion in the future.

10.2 NetWare/Windows Internet Agent Issues

None.

10.3 Linux Internet Agent Issues

- ♦ [“Internet Agent Installation Security” on page 24](#)
- ♦ [“libXm.so.3 Error” on page 25](#)

10.3.1 Internet Agent Installation Security

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

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

10.3.2 libXm.so.3 Error

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

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

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

11 Calendar Publishing Host Issues

- ♦ [Section 11.1, “General Calendar Publishing Host Issues,” on page 25](#)
- ♦ [Section 11.2, “NetWare/Windows Calendar Publishing Host Issues,” on page 25](#)
- ♦ [Section 11.3, “Linux Calendar Publishing Host Issues,” on page 26](#)

11.1 General Calendar Publishing Host Issues

- ♦ [“Attachments Not Published” on page 25](#)
- ♦ [“Compatibility Issue with Novell Access Manager” on page 25](#)

11.1.1 Attachments Not Published

If calendar items include attachments, the attachments are not published to the Web along with the published calendar items.

11.1.2 Compatibility Issue with Novell Access Manager

You cannot access a published GroupWise calendar through an Access Manager proxy server. The authentication required by Access Manager causes access to the Calendar Publishing Host to fail.

11.2 NetWare/Windows Calendar Publishing Host Issues

- ♦ [“Calendar Publishing Host Application Not Installed Correctly” on page 25](#)

11.2.1 Calendar Publishing Host Application Not Installed Correctly

Because the Calendar Publishing Host Application is not installed correctly on Windows, you receive a `Page Not Found` error when you try to view the calendar browse list at:

```
http://server_address/gwcal
```

As a temporary workaround, specify port 8080:

```
http://server_address:8080/gwcal
```

As a permanent workaround:

- 1 On your Web server, change to the following directory:

```
c:\novell\GroupWise\connector\conf
```

2 Open the `uriworkermap.properties` file in a text editor.

3 Add the following lines:

```
/gwcal/*=ajp13w  
/gwcal=ajp13w
```

4 Save the file, then exit the editor.

5 Restart IIS and Tomcat to put the changes into effect.

11.3 Linux Calendar Publishing Host Issues

None.

12 Monitor Issues

- ♦ [Section 12.1, “General Monitor Issues,” on page 26](#)
- ♦ [Section 12.2, “Windows Monitor Issues,” on page 27](#)
- ♦ [Section 12.3, “Linux Monitor Issues,” on page 27](#)

12.1 General Monitor Issues

- ♦ [“New Location for the Monitor Application Configuration File” on page 26](#)
- ♦ [“Restoring Monitor Settings after Reinstallation” on page 27](#)
- ♦ [“Monitor Agent SSL Configuration” on page 27](#)

12.1.1 New Location for the Monitor Application Configuration File

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

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

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

12.1.2 Restoring Monitor Settings after Reinstallation

Monitor settings are stored in the `monitor.xml` file in the Monitor installation directory. Agent groups are also stored in this file. If you reinstall the Monitor software, the `monitor.xml` file is backed up as `monitor.001`. To restore previous Monitor settings and agent groups, remove the newly installed `monitor.xml` file and rename `monitor.001` to `monitor.xml`.

12.1.3 Monitor Agent SSL Configuration

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

12.2 Windows Monitor Issues

None.

12.3 Linux Monitor Issues

- ♦ [“Monitor Issues Shared with WebAccess” on page 27](#)

12.3.1 Monitor Issues Shared with WebAccess

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

[Section 9.3.1, “WebAccess Installation Security,” on page 22](#)

[Section 9.3.2, “WebAccess Update Issue,” on page 23](#)

[Section 9.3.4, “WebAccess Re-installation Issue,” on page 23](#)

13 International Issues

- ♦ [Section 13.1, “General International Issues,” on page 27](#)
- ♦ [Section 13.2, “NetWare/Windows International Issues,” on page 30](#)
- ♦ [Section 13.3, “Linux International Issues,” on page 30](#)

13.1 General International Issues

- ♦ [“Different Language Codes for Some Languages” on page 27](#)
- ♦ [“Asian Address Book Issue” on page 28](#)
- ♦ [“Default MIME Encoding Change” on page 28](#)
- ♦ [“Double-Byte Character Restrictions” on page 29](#)
- ♦ [“WebAccess Attachments with Extended Characters in Filenames” on page 29](#)

13.1.1 Different Language Codes for Some Languages

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

Language	Old Code	New Code
Danish	DK	DA
English	US	EN

Language	Old Code	New Code
Finnish	SU	FI
Hungarian	MA	HU
Japanese	JP	JA
Korean	KR	KO
Portuguese	BR	PT

13.1.2 Asian Address Book Issue

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

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

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

13.1.3 Default MIME Encoding Change

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

- 1 Start GWCheck as described in GroupWise Check in Databases in the *GroupWise 8 Administration Guide* on the [GroupWise 8 Documentation Web site \(http://www.novell.com/documentation/gw8\)](http://www.novell.com/documentation/gw8).
- 2 Under *Database Type*, select *Post Office*.
- 3 In the *Database Path* field, browse to and select the post office directory.
- 4 Under *Object Type*, select *User/Resource*.
If you want to perform the conversion on all user and resource databases in the post office, specify ALL in the *User/Resource* field.
- 5 In the *Action* drop-down list, select *Reset Client Options*.
- 6 In the *Support Options* field on the *Misc* tab, type `setmimeencoding=number`, where *number* is one of the following character set numbers:

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

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

13.1.4 Double-Byte Character Restrictions

- ♦ Do not use double-byte characters in directory names and filenames.
- ♦ Do not use double-byte characters in user passwords. The Change GroupWise Password dialog box in ConsoleOne currently allows entry of double-byte characters. However, the GroupWise client login does not allow entry of double-byte characters in passwords, so a user who was assigned a password with double-byte characters in ConsoleOne cannot type the double-byte characters when attempting to log in to GroupWise.

13.1.5 WebAccess Attachments with Extended Characters in Filenames

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

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

13.2 NetWare/Windows International Issues

- ♦ [“Print Calendar Language” on page 30](#)
- ♦ [“GWCSRGEN Utility Doesn’t Start in Spanish” on page 30](#)

13.2.1 Print Calendar Language

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

13.2.2 GWCSRGEN Utility Doesn’t Start in Spanish

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

13.3 Linux International Issues

- ♦ [“Display Problem with Agent Console Interfaces” on page 30](#)
- ♦ [“Russian Keyboard” on page 30](#)
- ♦ [“Mnemonics for Arabic, Hebrew, and Double-Byte Languages” on page 31](#)
- ♦ [“Localized Agent User Interface Display” on page 31](#)

13.3.1 Display Problem with Agent Console Interfaces

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

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

```
locale
```

You can change your language encoding in YaST:

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

13.3.2 Russian Keyboard

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

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

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

```
locale
```

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

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

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

13.3.4 Localized Agent User Interface Display

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

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

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

14 Documentation Issues

- ♦ [Section 14.1, “General Documentation Issues,” on page 31](#)
- ♦ [Section 14.2, “NetWare/Windows Documentation Issues,” on page 31](#)
- ♦ [Section 14.3, “Linux Documentation Issues,” on page 32](#)

14.1 General Documentation Issues

None.

14.2 NetWare/Windows Documentation Issues

- ♦ [“GroupWise Windows Client Help” on page 31](#)

14.2.1 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.

14.3 Linux Documentation Issues

- ♦ “Agent Help Does Not Display When the Agent Runs as a Non-root User” on page 32
- ♦ “Help Image Display on a Novell Access Manager Server” on page 32

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

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

14.3.2 Help Image Display on a Novell Access Manager Server

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

15 Documentation

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

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

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

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

- ♦ [Novell Support and Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support)
- ♦ [GroupWise 8 Support Forums \(http://forums.novell.com/novell-product-support-forums/groupwise\)](http://forums.novell.com/novell-product-support-forums/groupwise)
- ♦ [GroupWise Cool Solutions \(http://www.novell.com/communities/cool solutions/gw mag\)](http://www.novell.com/communities/cool solutions/gw mag)

16 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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