GroupWise 2014 Support Pack 1

Readme

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1 Overview

GroupWise 2014 Support Pack 1 provides enhancements for both administrators and end users.

For Administrators

- Windows Server 2012 R2 is now supported.
- The GroupWise/Exchange coexistence solution integrates GroupWise and Exchange to provide users of both email systems with unified address book lookups and free/busy calendar searching. For setup instructions, see the *GroupWise/Exchange Coexistence Guide*.

For End Users

- Windows 8.1 is now supported for the GroupWise client.
- Internet Explorer 11 and Safari 6 & 7 are now supported for WebAccess.
- iOS 5.x, 6.x, and 7.x (with Chrome browser) and Android 4.1 (with Chrome browser) are now supported for WebAccess Mobile templates.

For a list of the bugs that have been fixed in GroupWise 2014 SP1, see the GroupWise 2014 SP1 Bug Fix List.

For information about the documentation updates that have been made since the initial release of GroupWise 2014, see Section 16, "GroupWise Documentation," on page 26.

2 GroupWise System Requirements

GroupWise 2014 system requirements are listed in "GroupWise System Requirements" in "GroupWise Product Overview" in the *GroupWise 2014 Installation Guide*.

3 Linux Installation

- Section 3.1, "Linux Administration Software Installation Instructions," on page 2
- Section 3.2, "Windows Client Installation from the Linux Software Image," on page 2

3.1 Linux Administration Software Installation Instructions

IMPORTANT: If you are installing the GroupWise software in a cluster, refer to the *GroupWise 2014 Interoperability Guide* for cluster-specific installation instructions before starting to install the GroupWise 2014 SP1 software.

1 Download the GroupWise 2014 SP1 Administration compressed tar file to a temporary directory on your Linux server:

```
gw12.0.2_full_linux_en.tar.gz
gw12.0.2_full_linux_multi.tar.gz
```

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

```
tar -xvzf file_name.tar.gz
```

The files are extracted to the root of the directory.

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

4 In the directory where you extracted the GroupWise 2014 SP1 files, use the following command to start the GroupWise Installation program:

```
./install
```

5 Click *Create or Update GroupWise System*.

6 Follow the on-screen instructions to install the GroupWise 2014 SP1 software.

When you install a Support Pack, you can streamline the update process by using the *Install* option to install the updated RPM for each agent. Typically, you do not need to use the *Configure* option after installing updated agent software, if the agent configuration has not changed since the previous installation. If you encounter a problem starting the updated agent, use the *Configure* option to update the configuration information for the agent.

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

For additional installation instructions, see the *GroupWise 2014 Installation Guide*.

3.2 Windows Client Installation from the Linux Software Image

The GroupWise Windows client is included in the GroupWise 2014 SP1 Linux software image.

To install the Windows client from the Linux image:

1 On the Linux server where the GroupWise 2014 SP1 image is located, create a Samba share of the software distribution directory (`/opt/novell/groupwise/software`).

2 On the Windows workstation where you want to install the GroupWise client, map a drive to the Samba share.

3 Run `setup.exe` in the `\\linux_server\samba_share\software\client` directory, as described in "Installing the GroupWise Client" in the *GroupWise 2014 Installation Guide*.

For automated distribution of the GroupWise Windows client, SetupIP is also included in the Linux software image. For usage instructions, see "Using Client Auto-Update to Distribute the GroupWise Client Software" in "Client" in the *GroupWise 2014 Administration Guide*.

4 Windows Installation

4.1 Windows Administration and Agent Software Installation Instructions

IMPORTANT: If you are installing the GroupWise software in a cluster, refer to the *GroupWise 2014 Interoperability Guide* for cluster-specific installation instructions before starting to install the GroupWise 2014 SP1 software.

1 Download the Windows GroupWise 2014 SP1 compressed executable file to a temporary directory on your Windows server:

```
gw12.0.2_full_win_en.zip
gw12.0.2_full_win_multi.zip
```

2 Extract the .zip file into a directory at the root of your local drive or to a network server drive that can handle long path names

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

3 In Windows Explorer, browse to the directory where you extracted the GroupWise 2014 SP1 file.

4 Double-click setup.exe to run the GroupWise Installation program.

5 Click *Install GroupWise System*.

6 Follow the on-screen instructions to install the GroupWise 2014 SP1 software.

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

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

For additional instructions, refer to the *GroupWise 2014 Installation Guide* on the GroupWise 2014 Documentation Web site (http://www.novell.com/documentation/groupwise2014).

4.2 Windows Client Software Installation Instructions

1 Download the GroupWise 2014 SP1 Windows Client compressed executable file to a temporary directory on your workstation:

```
gw12.0.2_client_win_en.exe
gw12.0.2_client_win_multi.exe
```

2 In Windows Explorer, browse to the directory where you downloaded the GroupWise 2014 SP1 Client compressed executable file.

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

4 Follow the on-screen instructions to install the GroupWise 2014 SP1 client software on your workstation.

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

5 Installation Issues

- Section 5.1, "General Installation Issues," on page 4
- Section 5.2, "Linux Installation Issues," on page 5
- Section 5.3, "Windows Installation Issues," on page 5

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

5.1 General Installation Issues

Platform-specific installation issues are listed in separate sections below.

- Section 5.1.1, "GroupWise 2014 Upgrade Process," on page 4
- Section 5.1.2, "Upgrade of a Post Office with Multiple POAs," on page 4
- Section 5.1.3, "GroupWise Version Compatibility," on page 4

5.1.1 GroupWise 2014 Upgrade Process

When you upgrade your GroupWise system to GroupWise 2014, you must use the *Upgrade an Existing Domain or Post Office to GroupWise 2014* option in the GroupWise Installation console. For instructions, see "Upgrading the Primary Domain Server" in the *GroupWise 2014 Installation Guide*.

If you do not use the *Upgrade* option, the .dc files are not successfully updated.

5.1.2 Upgrade of a Post Office with Multiple POAs

If you use the *Upgrade an Existing Domain or Post Office to GroupWise 2014* option in the GroupWise Installation console for a post office that has two POAs running on the same server, you receive the following error:

```
Database 'post_office_folder' already in upgrade list
```

In order to upgrade the post office, you must remove the second POA object from the post office. You can then use the GroupWise Admin console to add a new POA object for the upgraded post office.

5.1.3 GroupWise Version Compatibility

If you install GroupWise on multiple platforms, or if you run multiple versions (for example, GroupWise 2012 and GroupWise 2014 in the same GroupWise system), see "Appendix A: GroupWise Version Compatibility" in the *GroupWise 2014 Installation Guide* to ensure that the combinations you are using are supported.

For example, you cannot run a GroupWise 2014 client against a GroupWise 2012 or earlier post office. Earlier POAs cannot support later GroupWise clients. However, you can run a GroupWise 2012 or earlier client against a GroupWise 2014 POA.

Do not run ConsoleOne to access GroupWise domains and post offices that have been upgraded to GroupWise 2014. You can use the GroupWise 2014 Administration console to manage legacy domains and post offices, or you can continue to use ConsoleOne.

5.2 Linux Installation Issues

5.2.1 Linux Installation across a Remote Connection

If you connect to a Linux server across a remote connection such as ssh, the GroupWise Installation Wizard displays some garbage characters. To resolve the display problem, configure the remote connection to use the UTF-8 character set.

The Installation Wizard does work correctly even with the garbage characters displayed.

5.3 Windows Installation Issues

5.3.1 Reboot Warning after Installation on Windows

The GroupWise Installation Wizard prompts you to reboot the Windows server when the installation is finished. Rebooting is not necessary for an initial installation GroupWise.

5.3.2 GroupWise Installation Console in Internet Explorer

Some versions of Internet Explorer do not successfully authorize access to the GroupWise Installation console.

To resolve the problem, add the GroupWise server to the list of trusted sites:

1 In Internet Explorer, click *Tools > Internet Options*.
2 Click the *Security* tab.
3 Click *Trusted Sites*, then click *Sites*.
4 Add the hostname of the GroupWise hostname to the list of trusted sites.
5 Click *Close*, then click *OK*.

5.3.3 Windows Security Rights for GroupWise Client Installation

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

5.3.4 Norton Internet Security 2010 and SetupIP

Older versions of Norton Internet Security 2010 incorrectly identify GroupWise SetupIP as a virus and automatically remove it while it is trying to install the GroupWise client on a workstation. Symantec indicates that this problem is resolved by running LiveUpdate to obtain the latest version of Norton Internet Security 2010. If you still encounter the problem, you must disable Norton Internet Security 2010 before SetupIP can successfully run on a workstation.

6 Administration Issues

6.1 General Administration Issues

6.1.1 GroupWise 2014 Terminology Changes

- **Group:** In the GroupWise Admin console, GroupWise "distribution lists" are now called "groups." The groups that are available in the GroupWise client are called "personal groups." The groups that are available in NetIQ eDirectory or Microsoft Active Directory are called "LDAP groups." The term "distribution list" is now used only to mean the entire recipient list of a message, regardless of whether the recipients are listed individually or as part of groups.

- **Replicate:** In the GroupWise Admin console, the term "replicate" refers to updating GroupWise databases with the latest information about an object such as a domain, post office, or user. In ConsoleOne, this action was called "synchronize." In the GroupWise Admin console, the term "synchronize" refers to updating the GroupWise Address Book with user information from an LDAP directory.

6.1.2 GroupWise Admin Console Access from Outside the Firewall

If your network uses natting or port forwarding from a public IP address in order to reach the IP address of the GroupWise Admin Service on a GroupWise domain server, one of the following conditions must be met in order to access the GroupWise Admin console from outside the firewall:

- The MTA for the domain should not be configured with an exclusive bind to any IP address or DNS hostname.

- If an exclusive bind is required for the MTA, the MTA should be configured with the internal IP address of the domain server, and not the DNS hostname

- If the MTA must be configured with the DNS hostname of the domain server, your network must have an internal DNS to resolve the hostname to the IP address.

Additionally, if you do need to configure the MTA with a public IP address, or you do not have an internal DNS, then you must open the GroupWise Admin Service port (9710) in order to provide GroupWise Admin console access from outside the firewall.

6.1.3 User Moves for Imported Users

When you import users from an LDAP directory such as NetIQ eDirectory or Microsoft Active Directory and when you move users from one context to another in the LDAP directory, the users cannot immediately log in to GroupWise. The situation automatically resolves itself the next time the MTA performs user synchronization. To provide moved users with immediate GroupWise access, you can manually synchronize the moved users.

For more information, see the following sections in the *GroupWise 2014 Administration Guide*:

- "Configuring User Synchronization for an LDAP Directory"
- "Synchronizing User Information"

6.1.4 LDAP User Synchronization Issue

In order for LDAP user synchronization to succeed when you are using NetIQ eDirectory, the user that the MTA uses to perform user synchronization must have Read and Compare rights to all attributes on the User objects to synchronize.

In NetIQ iManager:

1 Click *Rights > Modify Trustees*.
2 Browse to and select the container object where users are located, then click *OK*.
3 Click *Add Trustee*.
4 Browse to and select the user that the MTA can use to perform user synchronization, then click *OK*.
5 For *[All Attribute Rights]*, select *Compare* and *Read*, then click *Done*.

6.1.5 Password Issue with GWAdminUtil

If you use special characters in a GroupWise administrator password, you cannot use the -p option of the GWAdminUtil command to specify the password, unless you surround the password with quote marks. This is typical of how operating systems interpret commands on the command line.

The preferred usage is to use the -p option without the password and let the operating system prompt you for the password.

6.1.6 Underscore Characters in DNS Hostnames

If the DNS hostname of a domain server includes an underscore character, you cannot access the GroupWise Admin console for that domain in Internet Explorer. Technically, the underscore is not a DNS character. Internet Explorer blocks cookies on hostnames that include underscores.

If your domain server as an underscore in its DNS hostname, use a browser other than Internet Explorer for accessing the GroupWise Admin console.

6.1.7 Issues in the GroupWise Plugin for iManager

The GroupWise plugin for iManager enables an eDirectory administrator to assign new eDirectory users and groups to GroupWise post offices.

- **Users:** When you want to add an eDirectory user to GroupWise, if the user's *First Name* field is empty, the user is not created in GroupWise. No error message is displayed.

- **Groups:** In the Roles and Tasks view in iManager, the *GroupWise* tab on Group objects does not always display properly. Use the View Objects view to add eDirectory groups to GroupWise.

6.1.8 Server-Based Antivirus Software

If you run server-based antivirus software, you must configure it so that it does not scan GroupWise folder structures such as domains and post offices. Running antivirus software on GroupWise folder structures creates file locking conflicts with the GroupWise agents, which prevents email and administration messages from being delivered.

If you need virus scanning on GroupWise data, check the GroupWise Partner Products page (http://www.novell.com/products/groupwise/partners.html) for compatible products.

6.2 Linux Administration Issues

6.2.1 GWTSAFS Discontinued

Starting in GroupWise 2012, GWTSAFS is not included in GroupWise. The supported version of Novell Open Enterprise Server (OES) provides TSAFS, which is the preferred backup approach moving forward. For more information, see "GroupWise Backup" in the OES *Storage Management Services Administration Guide*.

6.2.2 Path Names and File Names in Lowercase

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

However, on Open Enterprise Server (OES), when you create an NSS volume, the volume name automatically appears in all uppercase in the path name. Because the use of lowercase letters in folder names is recommended for convenience, but is not required by any GroupWise program, this behavior on OES does not present any problems for GroupWise. You simply need to remember to type the uppercase letters when you specify the path name on OES.

6.3 Windows Administration Issues

6.3.1 Quotas on NSS Volumes

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

7 Agent Issues

7.1 General Agent Issues

7.1.1 Agent Startup Files

In GroupWise 2014, MTA startup files are stored in the domain folder, POA startup files are stored in the post office folder, and GWIA startup files are stored in the *domain*/wpgate/gwia folder. If you start the agents from the command line or in a script, you must always specify the full path to the agent startup file. For example, on Linux, you would use one of the following commands to start the POA:

```
./gwpoa --home /gwsystem/post_office_name
./gwpoa @/gwsystem/post_office_name/post_office_name.poa
```

When you upgrade existing domains and post offices, existing agent startup files are left in their original locations if the upgrade process can locate them and can verify the locations of domains and post offices. If the upgrade process cannot locate existing startup files, or if the --home switch in the existing startup files specifies an invalid location, the upgrade process creates new startup files in the new GroupWise 2014 locations.

7.1.2 Agent Server Console Limitation

The GroupWise Installation and Admin consoles cannot stop the GroupWise agents when they run with server consoles (with a user interface). In GroupWise 2014, you should run the agents as services, without a user interface.

- On Linux, this means that you run them without the --show switch.
- On Windows, this means that you configure them as Windows services, rather than as Windows applications.

In order to monitor the agents, rely on the web-based agent consoles, rather than on the server consoles.

7.1.3 Agent Upgrade Process

If you are currently running the GroupWise agents with a user interface, you should run them as services instead, before you start the upgrade process. The upgrade process automatically uses the same agent configuration for GroupWise 2014 as the one being used for the existing version of GroupWise.

The GroupWise Installation console cannot stop the agents when they are running with server consoles. The GroupWise Installation console must be able to stop the agents as part of the upgrade process.

7.1.4 Audit Reports

Whenever the POA runs an audit report, it causes the MTA for the domain to restart. In a domain with a large number of post offices, these MTA restarts might become noticeable. This is working as designed, although improved functionality has been requested.

7.1.5 Incoming Message Size Limit

When the GWIA receives an incoming message from the Internet, it creates a MIME version of the message that includes the message and any attached files. This doubles the size of the message.

You can restrict message size at the GWIA, the MTA, and the POA. The message size that you set at the GWIA determines the maximum size of messages that are allowed into your GroupWise system. However, because of the way that the GWIA creates the MIME version of incoming messages, message size limits at the MTA and POA must be two to three times the size set at the GWIA. Otherwise, some messages can successfully enter your GroupWise system at the GWIA, but they cannot be delivered because of the size limits set at the MTA or the POA.

When such a delivery failure occurs, no undeliverable message is sent, so no one is notified of the problem.

7.1.6 Spamhaus on the GWIA Real-Time Blacklist

If you use Spamhaus on the GWIA real-time blacklist, you might receive a "cannot be contacted" message after you upgrade to GroupWise 2014. The GWIA now logs many conditions that were not logged in the past.

The condition that is now being reported by the GWIA is a known issue with certain combinations of Spamhaus and specific types of DNS servers. For more information, see the FAQ titled "Your DNSBL Blocks Nothing at All!" on the spamhaus.org website.

7.1.7 Functionality of the GWIA --msstu Switch

The --msstu switch replaces spaces with underscores (_) in the email address of the sender, but not in the addresses of recipients. This is working as designed.

7.2 Linux Agent Issues

7.2.1 More Secure GroupWise High Availability Service

The GroupWise High Availability Service (gwha) has been made more secure with the introduction of the gwha.allow file. This file must contain the name of the user that the High Availability Service uses to access the GroupWise agents to obtain their status information. For more information, see "Automatically Restarting the Linux GroupWise Agents with the GroupWise High Availability Service" in the *GroupWise 2014 Installation Guide*.

7.2.2 Non-root GroupWise Agents and Low Port Numbers

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

7.2.3 Maximum Number of Open Files

By default, the maximum number of open files on a Linux server is 1024. This default might not be sufficient for a busy POA. Therefore, the POA initializes the maximum number of open files to 200000.

The default number of open files is typically acceptable for the other GroupWise agents.

7.3 Windows Agent Issues

None.

8 Client Issues

8.1 Speller Functionality

Starting in GroupWise 2012, the GroupWise client uses the speller engine technology named Hunspell. You should not notice any difference in the "spell-as-you-type" mode. However, there are a few features available in the previous Spell Checker dialog box that are no longer available.

- When the Spell Checker dialog box opens, it immediately begins spell checking.
- You can no longer check spelling in a paragraph or sentence, or by word.
- You can no longer add or manage multiple personal word lists from the Spell Checker dialog box. There is only one personal word list.

8.2 Archiving over the Network

The recommended location for a GroupWise client user's archive is on his or her local workstation.

Creating an archive on a network drive is supported in the following two configurations:

- The Novell Map Network Drive feature of the Novell Client is used to map a network drive from the user's workstation to a Novell Open Enterprise (OES) Linux server where the archive is located.

  The OES Linux server must use NSS volumes, and you must use NCP access with cross-protocol locks enabled in order to ensure safe client access to the archive.

- The Windows Map Network Drive feature is used to map a network drive from the user's workstation to an OES Linux server using Novell CIFS access.

Other configurations, including Samba on a SUSE Linux Enterprise Server (SLES) server, are not currently supported.

8.3 Interaction with ZENworks Configuration Management

If you use ZENworks Configuration Management to distribute the GroupWise client, a problem occurs when you update to ZENworks Configuration Management 11.2, if you have enabled Collaboration Single Sign-on (CASA). The Windows registry entry that enables CASA to provide single sign-on convenience for GroupWise users must be reset.

1 In the Windows registry, browse to the following key:

   HKEY_LOCL_MACHINE\\Software\\Novell\\SSO\\CASA

2 Add the following string of type REG_SZ:

   CacheDesktopPassword

3 Set the value to true.

8.4 GroupWise/Vibe Compatibility

If you use Novell Vibe with GroupWise, Vibe 3 or later is required for GroupWise 2014 integration.

8.5 GroupWise Compatibility with Folder Synchronization Applications

Do not use iFolder with your GroupWise mailbox. For more information, see "GroupWise Files Become Corrupted in an iFolder" in the "Troubleshooting" section in the *Novell iFolder Cross-Platform User Guide*.

The issues involved with trying to use iFolder with GroupWise apply to using GroupWise with other folder synchronization applications as well, such as Novell Filr and Microsoft Offline Files. Do not use any of these applications with GroupWise.

8.6 Windows XP and Power Users

If you are a member of the Power Users group when you install the GroupWise client, you cannot immediately uninstall the GroupWise client in the Control Panel. You must follow these steps to uninstall:

1 Remove yourself from the Power Users group.

2 Log out of Windows.

3 Log back in to Windows.

4 Uninstall the GroupWise client.

8.7 GroupWise/Outlook Compatibility

If you install the GroupWise 2014 client on a workstation where Outlook 2013 is installed, you must reboot the workstation before you use Outlook. If you do not reboot the workstation, you receive the following error when you start Outlook:

```
Unexpected Error in gwmsp1.dll
```

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

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

8.9 JAWS Script Available

Users of the JAWS screen reader can install the JAWS script available for GroupWise. Follow the instructions in the `\client\jaws\gw_jaws_readme.txt` file to install the JAWS script and other files on your workstation.

If you encounter Section 508 accessibility issues in the GroupWise 2014 client, continue to use the GroupWise 2012 client. Section 508 accessibility issues will be addressed in a future GroupWise 2014 release.

9 WebAccess Issues

9.1 General WebAccess Issues

9.1.1 WebAccess Busy Search Error

If you specify an invalid user in an appointment and do a Busy Search, WebAccess displays an error that does not indicate the cause of the problem. If you receive an error doing a Busy Search in WebAccess, verify the information that you have specified in the appointment to ensure that it is valid.

9.1.2 WebAccess Time Zone

In GroupWise 8 WebAccess, you were required to manually set the WebAccess time zone if you wanted WebAccess to use a time zone that was different from the time zone of your post office. Starting in GroupWise 2012, the WebAccess time zone automatically matches the time zone of your workstation. To change the WebAccess time zone, change your workstation time zone.

9.1.3 Shared Folder Notification Issue

Starting with GroupWise 2012, you can share folder trees. In the GroupWise client, the shared folder notification for the folder tree arrives as a single notification. In WebAccess, you receive a shared folder notification for each folder in the shared folder tree. In a large folder tree, this could result in a large number of shared folder notifications.

Multiple shared folder notifications for folder trees shared in GroupWise 2014 and GroupWise 2012 occur in GroupWise 8, in both the GroupWise client and in WebAccess.

9.1.4 Proxy Calendar Availability

In the GroupWise client, you can right-click a Calendar folder, then click *New Proxy Calendar* to display the Calendar of a proxy user as a sub-calendar in your own Calendar.

In WebAccess, you cannot create a Proxy Calendar, and Proxy Calendars created in the GroupWise client do not display in WebAccess. In WebAccess, you must proxy to the other user's mailbox in order to view that user's Calendar.

9.1.5 WebAccess Mobile and Tablet Issues

9.1.5.1 Using the comma key to add users in the Compose Item view

In normal circumstances, WebAccess Mobile users can begin typing a name, then press the Enter or comma keys to add the user to the *To*/*Cc*/*Bc* list. A recent Chrome update has disabled the ability to add users using the comma key on some Android devices.

9.1.5.2 Attachments on a Samsung Galaxy Tablet

On a Samsung Galaxy tablet, the Quickoffice HD location for attaching documents and text files might not be available, depending on the specific model of the Galaxy tablet. You can attach files in WebAccess Mobile only from locations that are available on your particular tablet.

9.1.5.3 PDF Display on an ASUS Tablet

PDF files cannot be displayed on ASUS Transformer TF101 and TF102 tablets if they do not have a plug-in for displaying PDF files. As a result, the PDF file is downloaded to the tablet rather than being immediately displayed. To display a PDF file after it has been downloaded, use a native application such as MyLibrary or Polaris Office to view it.

9.1.5.4 Browser Display on an ASUS Tablet

ASUS tablets may have browser display issues in WebAccess Mobile, including:

- Pages occasionally do not load.
- Pages might be very slow to load.
- The browser quits. When it is relaunched, the browser does not display the pages and tabs that were originally displayed when it quit.
- Typing text in the browser is very slow.

As a workaround:

1 Enter the following text in the address bar:

   `about:debug`

2 In the browser menu, click *Settings > Debug*.

3 Deselect *Enable OpenGL Rendering*.

4 Repeat this procedure each time you restart the tablet.

9.1.6 WebAccess Monitoring

Starting in GroupWise 2012, the WebAccess Application communicates directly with the POA, and the WebAccess Agent is no longer needed. As a result, WebAccess cannot be monitored by GroupWise Monitor, because Monitor communicates with agents, not with Web applications. Use the web-based WebAccess Application console instead.

9.1.7 Preventing Web Server Folder Browsing

If your web server is configured to allow folder browsing, a user can access the `/com` folder of your web server and browse downward from there. There is no confidential information located in any of the folders 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 folder options for the `htdocs` folder. 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 WebPublisher Availability

Starting in GroupWise 2012, WebPublisher is not part of GroupWise. To continue using WebPublisher, you must maintain a GroupWise 8 domain with GroupWise 8 WebAccess to support your WebPublisher needs.

9.2 Linux WebAccess Issues

9.2.1 WebAccess Installation Issue

When you install WebAccess on Open Enterprise Server (OES) 11, you might see the following warning messages:

```
[warn] module rewrite_module is already loaded, skipping
[warn] worker ajp://localhost:9009/gw/webacc already used by another worker
[warn] The Alias directive in /etc/opt/novell/httpd/conf.d/gw.conf at line 4
       will probably never match because it overlaps an earlier Alias.
```

These warnings are cosmetic. The installation proceeds successfully.

9.2.2 WebAccess Upgrade Issue

If you upgrade an existing WebAccess installation to GroupWise 2014, you must use both the *Install* option and the *Configure* option in the GroupWise Installation Wizard in order for the GroupWise 2014 version of the WebAccess Application to be installed and configured correctly. If you do not run the *Configure* option, you continue to run the old WebAccess Application and not the GroupWise 2014 version.

9.3 Windows WebAccess Issues

9.3.1 Installation on Windows Server 2008 R2 and Later

On Windows, WebAccess requires ISAPI support. ISAPI support is no longer installed by default when you install Windows Server 2008 R2 or later and Internet Information Services (IIS). Ideally, you should select ISAPI support during the installation of IIS. However, if you are installing WebAccess on Windows Server 2008 R2 or later, and ISAPI support is not yet installed, you can add it after the fact.

1 In Windows Server Manager, expand *Roles*, then right-click *Web Server (IIS)*.

2 In the *Role Services* section, click *Add Role Services*.

3 Select *Application Development*, select *ISAPI Extensions* and *ISAPI Filters*, then click *Install*.

4 (Conditional) If you installed the GroupWise WebAccess Application before you installed ISAPI support, reinstall the GroupWise WebAccess Application.

The WebAccess Installation Wizard restarts Tomcat and IIS to put the ISAPI changes into effect.

9.3.2 New Message Notification Sound Not Activated in Internet Explorer 9

If you are using WebAccess in Internet Explorer 9, the notification sound for new messages is not activated. Update Internet Explorer to a later version.

9.3.3 Refresh Issue in the Work in Progress Folder

When WebAccess is installed on a Windows server, changes to an item that is saved in the Work in Progress folder might not take effect immediately. This occurs when WebAccess selects an IPv6 address as the best IP address to register the poll notifications with.

As a workaround, edit the `webacc.cfg` file and set the SOAP.Poll.host setting to the correct IPv4 address for the POA to use for poll notifications.

9.3.4 NetIQ iManager Compatibility on Windows

Do not install WebAccess and NetIQ iManager on the same Windows 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.

9.3.5 Internet Explorer and Google Chrome Frame

In Internet Explorer 6 and 7, WebAccess relies on Google Chrome Frame in order to provide a variety of advanced features. If a user's workstation does not have Google Chrome Frame, the user is prompted to download and install it from the Internet. If your WebAccess users do not have access to the Internet, you can make Google Chrome Frame available locally.

1 Download the Google Chrome Frame installer from the following web site:

   `http://www.google.com/chromeframe`

   The Google Chrome Frame installer is named `GoogleChromeframeStandaloneEnterprise.msi`.

2 Place the `.msi` file under the document root folder on your web server.

3 Test the location by viewing the URL for the file in your web browser.

4 Specify the URL for the Google Chrome Frame installer in the WebAccess configuration file:

   4a Edit the `webacc.cfg` file in an ASCII text editor.

   4b Add the following line at the bottom of the file:

      `GoogleChromeFrame.url=installer_location`

   4c Replace `installer_location` with the URL that you tested in Step 3.

   4d Save the file and exit the text editor.

5 Restart Tomcat.

10 Calendar Publishing Host Issues

10.1 General Calendar Publishing Host Issues

10.1.1 URL for Published Calendars

When you publish a calendar to the Internet, you can send non-GroupWise users a URL to your published calendar. The GroupWise client provides one of the following formats for the URL, depending on whether the CalPub Host is configured for http:

```
webcal://calpubhost_hostname/gwcal/calendar/
                          a3NvcmVuc2VuQGd3Lm5vdmVsbC5jb20_Y249Q2FsZW5kYXI
```

10.1.2 Time Discrepancy in Published Calendars

In some time zones and depending on whether Daylight Saving Time is in effect, appointments that are created in WebAccess might display one hour earlier in a published calendar compared to when they are actually scheduled.

10.1.3 Calendar Publishing Host Name Required During Installation

The Calendar Publishing Host Installation Wizard prompts for the name of the Calendar Publishing Host. If you are upgrading an existing Calendar Publishing Host installation, the Calendar Publishing Host name must be specified identically as before, including spacing and capitalization. If the names do not match, the Calendar Publishing Host cannot function.

10.1.4 Attachments Not Published

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

10.2 Linux Calendar Publishing Host Issues

10.2.1 Linux Calendar Publishing Host Issues Shared with WebAccess

The Calendar Publishing Host and WebAccess share a substantial amount of functionality. Section 9.2.1, "WebAccess Installation Issue," on page 16 and Section 9.2.2, "WebAccess Upgrade Issue," on page 16 also pertain to the Calendar Publishing Host.

10.3 Windows Calendar Publishing Host Issues

None.

11 Monitor Issues

11.1 General Monitor Issues

11.1.1 Monitor Agent SSL Configuration

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

11.2 Linux Monitor Issues

11.2.1 Linux Monitor Issues Shared with WebAccess

Monitor and WebAccess share a substantial amount of functionality. Section 9.2.1, "WebAccess Installation Issue," on page 16 and Section 9.2.2, "WebAccess Upgrade Issue," on page 16 also pertain to Monitor.

11.2.2 Restoring Monitor Settings after Reinstallation

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

11.3 Windows Monitor Issues

11.3.1 Upgrade of the Monitor Agent

When you upgrade the Monitor Agent to GroupWise 2014, a problem occurs if you have installed the earlier version of the Monitor Agent in a folder that is different from the default location:

```
c:\Program Files\Novell\GroupWise Monitor
```

The Monitor Agent Installation Wizard places the new monitor.xml file in that default location. On startup, the Monitor Agent looks once in that default location, and then it saves the new monitor.xml file in the new default location

```
c:\ProgramData\Novell\GroupWise Monitor
```

When the Monitor Agent starts, it always looks for the monitor.xml file in the ProgramData location.

12 GroupWise/Exchange Coexistence Issues

12.1 General GroupWise/Exchange Coexistence Issues

12.1.1 Pre-existing GroupWise/Exchange Synchronization

If you have been using the legacy GroupWise Gateway for Microsoft Exchange or another method for connecting your GroupWise and Exchange systems, you must consider how to handle information that has already been synchronized before you implement the coexistence solution. For a list of considerations, see Appendix A, "Preexisting GroupWise/Exchange Synchronization" in the *GroupWise/Exchange Coexistence Guide*.

12.2 Address Book Synchronization Issues

12.2.1 Address Book Synchronization Licensing

When you enable address book synchronization in the GroupWise Admin console, you receive the following notification:

```
Exchange address book synchronization requires its own license.
If you enable Exchange address book synchronization,
your GroupWise system might be subject to additional licensing fees.

We invite you to contact your Novell representative, reseller, or partner
to learn more about this feature or for pricing and licensing information.
```

Ensure that you understand the licensing fees that might apply before you implement address book synchronization.

12.2.2 Names for the GroupWise External Domain and Post Office Objects

After address book synchronization, Exchange objects are organized under a GroupWise External Domain object. The original Active Directory context of each object is represented by an External Post Office object. The External Post Office object cannot have the same name as the External Domain object.

12.2.3 Shared Internet Domain Names

If you want your GroupWise system and your Exchange system to have the same Internet domain name (for example, novell.com), some specialized configuration is required. For background information, see Configure Exchange 2010 to Route Messages for a Shared Address Space (http://technet.microsoft.com/en-us/library/bb676395.aspx).

1 Edit the Accepted Domain for the Organization Hub Transport Accepted domain.

2 Change it to an Internal Relay Domain.

3 Create a new Send Connector.

4 Configure it to relay by setting its SMTP Address Space to the GWIA IP address or DNS hostname.

5 Configure the MX record for the shared Internet domain name to point to the Exchange system, which then forwards non-local addresses to the GWIA in the GroupWise system.

6 Configure any outbound GWIAs to forward undeliverable messages to an Exchange Hub Server.

12.2.4 Object Names with Spaces

During the synchronization process, GroupWise and Exchange object names become part of email addresses. The space character is not valid in email addresses. As a result, objects with spaces in their names do not synchronize, because their email addresses are invalid.

Exchange prevents the creation of invalid email addresses. For GroupWise, you must set up a preferred email ID for each object that would, by default, have an invalid email address. For more information, see "Object Naming Consideration" in the *GroupWise/Exchange Coexistence Guide*.

12.2.5 Checking Free/Busy information on GroupWise Users in an Exchange Distribution Group

The current version of the GroupWise Free/Busy service does not provide free/busy information for groups.

If you use the Scheduling Assistant in Outlook, you see free/busy information from GroupWise users in a group only if you expand the group.

In Outlook WebAccess, you cannot expand the group. Therefore, you cannot see free/busy information for GroupWise users in the group, and you might get an error.

12.2.6 Unsupported GroupWise Send Options

The following GroupWise send options were supported by the legacy GroupWise Exchange Gateway, but are not supported in the GroupWise/Exchange coexistence solution:

- Classification (Normal, Proprietary, Confidential, Secret, Top Secret, For Your Eyes Only)
- Reply Requested (When Convenient, With *nn* Days)
- Delay Delivery
- Notify Recipients

If users select these send options in GroupWise, the options have no effect on messages sent to Exchange users.

12.3 GroupWise Free/Busy Service Issues

12.3.1 Passwords for the Free/Busy Service User Accounts

If the passwords for the Free/Busy service user accounts that access the GroupWise and Exchange systems change for any reason, the Free/Busy service can no longer obtain free/busy information. Ideally, set up these user accounts to be exempt from password expiration rules. If these account passwords need to change for any reason, run the Free/Busy Configurator to provide the current passwords to the Free/Busy service.

12.3.2 GroupWise User Display in the Outlook Suggested Times Box

In the Outlook Scheduling Assistant, GroupWise users' schedules are correctly listed as you add attendees to the appointment. However, the Suggested Times box cannot determine the availability of GroupWise users.

13 International Issues

13.1 General International Issues

13.1.1 SMS Texting and European Phone Numbers

GroupWise cannot correctly identify a country code in a phone number when there is no delimiter between the country code and the rest of the phone number. For example, if +49 is the country code, and if you enter a contact phone number as +491234567890, an SMS text message to that contact is undeliverable. If you put a space or a dash between the country code and the phone number, such as +49 1234567890, the SMS text message is successfully delivered.

Sending SMS text messages from GroupWise is free of charge for senders. However, in some European countries, recipients must pay a small charge when they receive SMS text messages.

13.1.2 Double-Byte Character Restrictions

Do not use double-byte characters in the following places in your GroupWise system:

- Folder names
- File names
- Mailbox passwords

  The GroupWise client login does not allow entry of double-byte characters in a password, even if such a password can be created in the LDAP directory from which GroupWise users are imported.

- Calendar Publishing Host names

13.1.3 Published Calendars with Extended Characters in File Names

On Windows, Mozilla-based browsers such as Firefox do not handle extended character file names correctly for published calendars. This is a browser problem, not a GroupWise problem. There is no workaround.

In Safari on Macintosh, extended character file names are not interpreted correctly. As a workaround, use Firefox instead of Safari to display published calendars. This is a browser problem, not a GroupWise problem.

13.1.4 Double-Byte Characters in WebAccess Mobile

13.1.4.1 Login Window

On some tablets, garbage characters display in the WebAccess Mobile Login window instead of readable text. This problem tends to occur on older devices, even when they are running a supported tablet operating system.

13.1.4.2 Attached Files

On some tablets, when you select a file with double-byte characters in the file name, the characters display as garbage characters. This is a problem with the device.

13.1.5 Hebrew and Arabic Not Available

Starting in GroupWise 8 SP1, Hebrew was dropped from the list of supported languages. Starting in GroupWise 2014, Arabic has been dropped.

13.2 Linux International Issues

13.2.1 Display Problem with Agent Server Console Interfaces

If you run the Linux GroupWise agents with an agent server 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.

13.2.2 Mnemonics for Double-Byte Languages

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

13.2.3 Localized Agent User Interface Display

The Linux GroupWise agent server consoles 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.

13.3 Windows International Issues

13.3.1 Client Auto-Update Issue in a Silent Installation

When you set up the configuration for the Client Auto-Update feature to install multiple languages, you must allow the display of the prompt to select the languages to install in order for the languages to install successfully. You currently cannot set `ShowLanguageDialog` to `No` in the `setup.cfg` file.

13.3.2 Installation Error about the *component*.msi File

When you upgrade WebAccess, the Calendar Publishing Host, or Monitor, if you install over the English-only version of an earlier GroupWise release, you receive the following message:

```
The feature you are trying to use is on a network resource that is unavailable.

Click OK to try again, or enter an alternate path to a folder containing the
installation package 'component.msi' in the box below.
```

Simply click *Cancel*. This is an automatic InstallShield message. The GroupWise Installation Wizard correctly handles the situation without your assistance.

13.3.3 Unwanted Language Selection Dialog Box during Auto-Update of the GroupWise Client Software

Setting `ShowDialogs=No` in the `setup.cfg` file does not suppress the interface language dialog box that appears when you install the GroupWise client. The interface language dialog box is displayed by InstallShield to ask what language the GroupWise Client Setup Wizard should run in. It does not affect which client languages are installed by the Client Setup Wizard.

For instructions to suppress the interface language dialog box, see Step 6 in "Customizing the Setup Configuration File" in the *GroupWise 2014 Administration Guide*.

13.3.4 Incorrect Chinese Version in the Browse List of Published Calendars

When you display a browse list of published calendars at the following URL, the incorrect version of Chinese might be displayed:

`http://web_server_address/gwcal/calendar`

If you are using Internet Explorer 10 on Windows 8, Traditional Chinese displays instead of Simplified Chinese. As a workaround, use Mozilla Firefox.

13.3.5 Novell Vibe Folders in the GroupWise Client

Files with certain extended and double-byte characters in their file names cannot be dragged into Novell Vibe folders. The problem is resolved in Novell Vibe 3.3.

14 Documentation Issues

- Section 14.1, "General Documentation Issues," on page 25
- Section 14.2, "Linux Documentation Issues," on page 26
- Section 14.3, "Windows Documentation Issues," on page 26

14.1 General Documentation Issues

- Section 14.1.1, "Help Display in the GroupWise Admin Console and Agent Web Consoles," on page 25

14.1.1 Help Display in the GroupWise Admin Console and Agent Web Consoles

The behavior of the online help window in the GroupWise Admin console and the agent consoles varies depending on the capabilities of your browser.

When your browser is correctly handling the help window, you can position the help window in a convenient location, and the help windows reappears in that location as long as you do not close it.

Under other circumstances, the help window can become obscured by other windows and does not reappear the next time you click *Help*. Under these circumstances, you must locate the hidden browser window and manually bring it to the foreground the next time you display help.

More recent browsers on more recent operating systems behave better than older browsers on older operating systems. A workaround in a misbehaving browser is to always close the help window when you are finished viewing a help topic.

14.2 Linux Documentation Issues

- Section 14.2.1, "Agent Help Does Not Display When the Agent Runs as a Non-root User," on page 26

14.2.1 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 GWIA with a server console by using the --show switch, if the agents start 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, even if they start as a non-root user. Giving the user access to the browser window as root would be a security risk. This is working as designed.

14.3 Windows Documentation Issues

- Section 14.3.1, "PDF Display in Firefox," on page 26

14.3.1 PDF Display in Firefox

Starting in Firefox 19, Firefox includes a built-in PDF viewer by default. In earlier versions, Adobe Acrobat has been used with Firefox.

The built-in Firefox PDF viewer does not include the ability to expand and collapse the table of contents bookmarks in the left panel of PDF guides. In a large GroupWise guide, this expand/collapse functionality can be very useful.

To configure Firefox to use Adobe Acrobat as it did in previous versions:

1 Click *Firefox > Options > Applications*.

2 In *Portable Document Format (PDF)* field, select *Use Adobe Acrobat (in Firefox)*, then click *OK*.

15 GroupWise Bug Fixes

GroupWise 2014 SP1 includes all bug fixes that are available in GroupWise 2014. For a list of the bugs that have been fixed in GroupWise 2014 SP1, see the GroupWise 2014 SP1 Bug Fix List.

16 GroupWise Documentation

All GroupWise 2014 documentation is available on the GroupWise 2014 Documentation website (http://www.novell.com/documentation/groupwise2014/).

Each GroupWise 2014 guide lists the documentation updates that have occurred for Support Pack 1:

- "Documentation Updates" in the *GroupWise 2014 Installation Guide*
- "Documentation Updates" in the *GroupWise 2014 Administration Guide*

The following resources provide additional information about using GroupWise 2014:

- Novell Support and Knowledgebase (http://www.novell.com/support/)

    To search the GroupWise documentation from the Novell Support website, click *Advanced Search*, select *Documentation* in the *Search In* drop-down list, select *GroupWise* in the *Products* drop-down list, type the search string, then click *Search*.

- GroupWise Support Forums (https://forums.novell.com/forumdisplay.php/356-GroupWise)
- GroupWise Support Community (http://www.novell.com/support/kb/product.php?id=SG_XGROUPWISE_1_2)
- GroupWise Cool Solutions (https://www.novell.com/communities/coolsolutions/category/groupwise/)

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