Post Offices

11 Creating a New Post Office

As your GroupWise® system grows, you typically need to add new post offices.

- ◆ "Understanding the Purpose of Post Offices" on page 143
- ◆ "Planning a New Post Office" on page 144
- ◆ "Setting Up the New Post Office" on page 154
- ◆ "What's Next" on page 159

IMPORTANT: If you are creating a new post office in a clustered GroupWise system, see the appropriate section of the *"GroupWise 7 Interoperability Guide"* before you create the post office:

- "Setting Up a Domain and Post Office in a NetWare Cluster" in "Novell Cluster Services on NetWare"
- "Setting Up a Domain and a Post Office in a Linux Cluster" in "Novell Cluster Services on Linux"
- "Setting Up a Domain and Post Office in a Microsoft Cluster" in "Microsoft Clustering Services"

Understanding the Purpose of Post Offices

The post office serves as an administrative unit for a group of users and is used for addressing messages. Each GroupWise user has an address that consists of a user ID, the user's post office name, the GroupWise domain name, and, optionally, an Internet domain name.

The following diagram illustrates the logical organization of a GroupWise domain with multiple post offices. The two post offices belong to the domain. All of the objects under each post office belong to that post office.
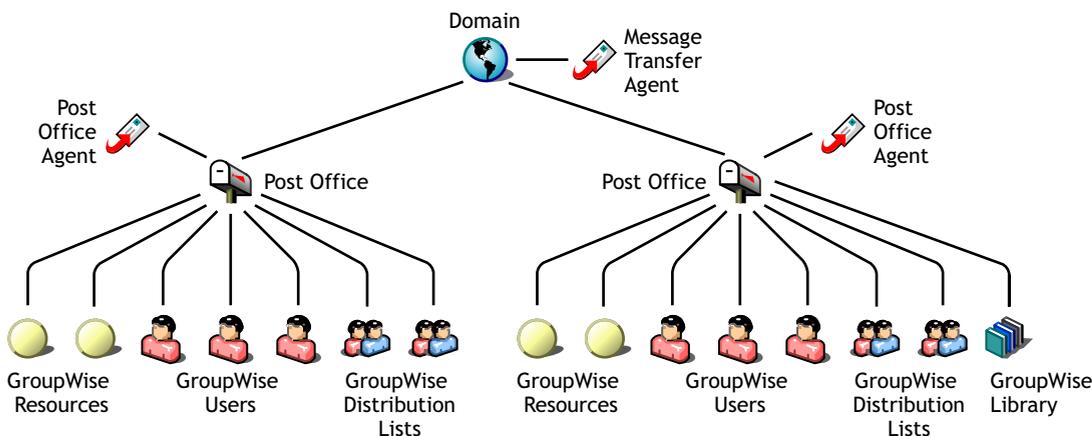
As illustrated above, each post office must have at least one Post Office Agent (POA) running for it. The POA delivers messages to users' mailboxes and performs a variety of post office and mailbox maintenance activities.

When you add a new post office, you must link it to a domain. The link defines how messages travel between the post office and its domain. Links are discussed in detail in Chapter 10, "Managing the Links between Domains and Post Offices," on page 127.

Physically, a post office consists of a set of directories that house all the information stored in the post office. To view the structure of the post office directory, see "Post Office Directory" in *GroupWise 7 Troubleshooting 3: Message Flow and Directory Structure*. The post office directory contains user mailboxes and messages, as well as other vital information. For an overview, see "Information Stored in the Post Office" on page 438.

Planning a New Post Office

This section provides the information you need in order to decide when, where, and how to create a new post office. The "Post Office Worksheet" on page 160 lists all the information you need as you set up your post office. You should print the worksheet and fill it out as you complete the tasks listed below.

- "Determining When to Add a Post Office" on page 144
- "Selecting the Domain That the Post Office Will Belong To" on page 145
- "Determining the Context for the Post Office Object" on page 146
- "Choosing the Post Office Name" on page 147
- "Deciding Where to Create the Post Office Directory" on page 148
- "Deciding Where to Install the Agent Software" on page 149
- "Deciding How to Link the New Post Office" on page 152
- "Selecting the Post Office Language" on page 152
- "Selecting the Post Office Time Zone" on page 152
- "Selecting a Software Distribution Directory" on page 153
- "Selecting a Post Office Security Level" on page 153
- "Deciding if You Want to Create a Library for the New Post Office" on page 154

After you have completed the tasks and filled out the "Post Office Worksheet" on page 160, you are ready to continue with "Setting Up the New Post Office" on page 154.

Determining When to Add a Post Office

After you have your basic GroupWise system up and running, you might need to expand it. How do you know when you should add a post office? The answer to this depends on your company organization, the number of users on your network, and the physical limitations of your network servers.

- "Physical Organization" on page 145
- "Logical Organization" on page 145
- "Number of Users" on page 145
- "Demand on the POA" on page 145

Physical Organization

If your network spans several sites, you might want to create post offices (if not domains) at each physical location. This reduces the demands on long distance network links.

Logical Organization

Processing messages within a post office is faster and typically generates less network traffic than messages traveling between different post offices. As you expand GroupWise, you might find it useful to add post offices in order to group users who frequently send mail to each other.

Grouping users into post offices, based upon company organization or job function, makes administrative tasks, such as creating distribution lists, limiting Address Book visibility, and distributing shared folders, easier. For example, some employees might work in corporate functions like accounting and human resources. Other employees might be involved in sales and marketing and frequently attend meetings together, requiring frequent busy searches. Some areas, for example the production floor, might not need a workstation or user account for each individual.

Number of Users

Although a GroupWise post office can support more than 10,000 users, you should consider adding a post office when an existing post office has more than about 1000 to 2500 users and you expect it to keep growing. There are several reasons for this:

- ◆ It minimizes the impact if you have a problem with a server.
- ◆ It keeps the time required to perform post office and mailbox maintenance activities including backups from becoming excessive.
- ◆ It allows room to grow while maintaining best performance.

Therefore, a good post office size is about 1000 to 2500 users and include all of the resources (such as equipment, company cars, and conference rooms) and distribution lists they might need.

Demand on the POA

The POA is a very flexible component of your GroupWise system. Many aspects of its functioning are configurable, to meet the particular needs of the post office it services, no matter what the size. In addition, you can choose to run multiple POAs for the same post office, in order to specialize its functioning, as described in:

- ◆ "Configuring a Dedicated Client/Server POA" on page 532
- ◆ "Configuring a Dedicated Message File Processing POA" on page 535
- ◆ "Configuring a Dedicated Indexing POA" on page 538
- ◆ "Configuring a Dedicated Database Maintenance POA" on page 540

As a result, the choice is up to you whether you prefer a single, large post office, perhaps with multiple POAs, or multiple smaller post offices, each with its own POA.

Selecting the Domain That the Post Office Will Belong To

A post office is associated with a specific domain, even though it might reside in a different organizational unit in the Novell® eDirectory™ tree. If you have just one domain, the new post office will belong to it. If you want to create a new domain as well as a new post office, see Chapter 8, "Creating a New Domain," on page 103.

In a multiple post office system, the domain organizes post offices into a logical grouping for addressing and routing purposes. Each user in the domain has a GroupWise address that consists of the user's GroupWise ID, the post office name, the GroupWise domain name, and optionally, an Internet domain name.

Domains function as the main administration units for the GroupWise system. Post office information is stored in the domain database, as well as in the post office database. Changes are distributed to each post office database from the domain.

WORKSHEET

Under Item 3: GroupWise Domain, specify the GroupWise domain that the new post office will belong to.

The items in the worksheet are listed in the order you enter them when setting up your post office. This planning section does not follow the same order as the worksheet, but all worksheet items are covered.

Determining the Context for the Post Office Object

The eDirectory context of the Post Office object determines how you administer the post office. The post office can be created in any organization or organizational unit as long as it is in the same tree as the domain. The following diagrams provide some examples of how post offices can be placed in the eDirectory tree:

WORKSHEET

Under Item 1: eDirectory Container, specify the name of the eDirectory container where you want to create the new post office.

GroupWise Objects Reflect Physical Locations

The GroupWise system below focuses on the physical layout of the company. Because most mail traffic is generated by users in the same location, the mail traffic across the WAN is minimized. An organizational unit was created for each site. A domain and post office were created under each organizational unit, corresponding to the city. The sites can be administered centrally or at each site. Administrator rights can be assigned at the domain level.

GroupWise Objects Reflect Company Organization

The following GroupWise system focuses on departmental organization, as does the eDirectory tree. GroupWise domains and post offices parallel eDirectory organizational units, placing the domains and post offices within the organizational units containing the users that belong to them.

```
Corporate
   Accounting
      Acct-Dom
      Acct-PO1
   Development
      Dev-Dom
      Dev-PO1
   Manufacturing
   Sales
```
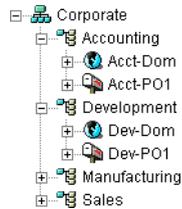
GroupWise Objects Are Grouped with Servers

Because domains and post offices have directory structures on network servers, you can also choose to place the Domain and Post Office objects in the same context as the servers where the directories reside, as shown in the following example.

```
Corporate
   Accounting
   Development
   Manufacturing
   Sales
   Servers
      Acct-Dom
      Acct-PO1
      Dev-Dom
      Dev-PO1
      PRV-GW
      PRV-GW_NSSVOL
      PRV-GW_SYS
```
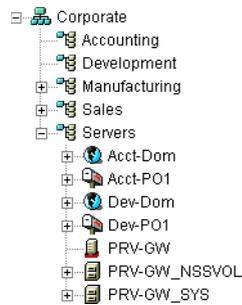
GroupWise Objects Are Located in a Separate GroupWise Container

Domains and post offices can also be created in their own organizational unit. Administratively, this approach makes it easier to restrict a GroupWise administrator's object and property rights to GroupWise objects only.

```
Corporate
   Accounting
   Development
   GroupWise
      Acct-Dom
      Acct-PO1
      Dev-Dom
      Dev-PO1
   Manufacturing
   Sales
```
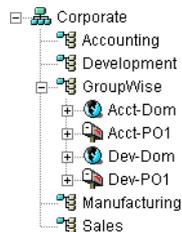
Choosing the Post Office Name

The post office must be given a unique name. The name is used for addressing and routing purposes within GroupWise, and might appear in the GroupWise Address Book.

The post office name can reflect a location, organization, department, and so on. For example, you might want the domain name to be the location (for example, Provo) while the post office name is one of the company's departments (for example, Research). Name the new post office carefully. After it is created, the name cannot be changed.

The post office name should consist of a single string. Use underscores (_) rather than spaces as separators between words to facilitate addressing across the Internet. Do not use any of the following invalid characters in the post office name:

ASCII characters 0-13	Comma ,
Asterisk *	Double quote "
At sign @	Extended characters
Braces { }	Parentheses ( )
Colon :	Period .

WORKSHEET

Under Item 2: Post Office Name, specify the post office name.

Under Item 9: Post Office Description, provide a description for the post office to help you identify its function in the system.

Deciding Where to Create the Post Office Directory

Logically, the Post Office object resides in eDirectory and is administered through ConsoleOne®. Physically, the post office has a directory structure for databases, message queues, and other files. The post office directory structure can be created on any of the supported platforms listed in "GroupWise Administration Requirements" in the *"GroupWise 7 Installation Guide"*. It can also be located on any platform that a POA running on a supported platform could access successfully. The server where you create the post office directory structure can be in the same tree as the Post Office object or in another tree.

Databases and directories in the post office are updated as messages are sent. Because the POA typically makes these updates, we recommend that you place the post office directory on a server that can be easily accessed by the POA and, depending on configuration, the MTA. Users typically need a TCP/IP connection to the POA in order to access their mailboxes.

When you are planning the post office directory location and which users will belong to the post office, consider the following:

- **Post Office Directory Space Requirements:** You need a minimum of 50 MB for each user. Because the message store can require considerable disk space, we recommend you allow each user at least 200 MB of storage space. You should also take into consideration the size of attachments, and your archive and delete policies. If message attachments are large and you are not planning to require users to archive or delete old messages, allow more storage. If you are creating libraries you need even more storage, depending on the size and number of documents. For details about managing post office disk space, see "Managing Disk Space Usage in the Post Office" on page 170.

- **Network Access by the POA:** The POA must have direct network access (mapped drive or file system mount) to the post office directory so that it can write to user databases (user*xxx*.db) and message databases (msg*nnn*.db). This issue is discussed in detail in "Deciding Where to Install the Agent Software" on page 149.

- **Security from User Access:** Users typically access their mailboxes through a TCP/IP connection to the POA. Therefore, users do not need access to the post office directory. You

should create it in a location you can easily secure; otherwise, you could have files inadvertently moved or deleted.

Choose an empty directory for the new post office. If you want, the directory can reflect the name of the post office, for example research for the Research post office. Use the following platform-specific conventions:

NetWare:	Use a maximum of 8 characters
Linux:	Use only lowercase characters
Windows:	No limitations.

Choose the name and path carefully. After the post office directory is created, it is difficult to rename it. If the directory you specify does not exist, it is created when you create the post office. Do not create the post office directory under another domain or post office directory.

WORKSHEET

Under Item 4: Post Office Database Location, specify the full path for the post office directory.

Under Item 10: Network Type, record the network type in use at that location.

Deciding Where to Install the Agent Software

You must run a new instance of the POA for each new post office. To review the functions of the POA for the post office, see "Role of the Post Office Agent" on page 443. For complete POA installation instructions and system requirements, see "Installing GroupWise Agents" in the *"GroupWise 7 Installation Guide"*.

When planning the installation of the POA, you need to consider how the new post office links to its domain. For an overview of link configuration, see Chapter 10, "Managing the Links between Domains and Post Offices," on page 127.

The POA requires direct network access (mapped drive or file system mount) to the post office directory so that it can write to user databases (user*xxx*.db) and message databases (msg*nnn*.db). Consider the following alternatives when selecting a location for the POA:

- ◆ "POA Access to the New Post Office: Local vs. Remote" on page 150
- ◆ "MTA Access to the New Post Office: Mapped and UNC Links vs. TCP/IP Links" on page 150
- ◆ "Cross-Platform Issues" on page 151

WORKSHEET

Under Item 12: Agent Location, indicate whether you plan to run the POA on the same server where the post office directory is located (recommended), or on a different server.

Under Item 13: Agent Platform, specify the platform where the POA will run (NetWare, Linux, or Windows).

POA Access to the New Post Office: Local vs. Remote

Running the POA locally on the same server where the post office resides simplifies network connections (no login is required), reduces network traffic, and protects database integrity. In the following diagram, the agent software is installed on the same server where the domain and post office reside.

Running the POA on a remote server allows you to place the heaviest processing load on your highest performing server. In the following diagram, the agent software is installed on a different server from where the domains and post offices reside.
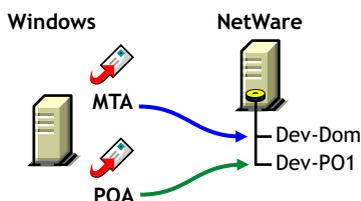
When you run the POA on a different server from where its directory structure and databases are located, you need to provide adequate access.

NetWare:	If the NetWare® POA needs direct network access to another NetWare server where the post office is located, you must add the /dn switch or the /user and /password switches to the POA startup file to provide authentication information. Username and password information can also be provided in the Remote File Server Settings box of the Post Office Settings page in ConsoleOne.
Linux:	If the Linux POA needs direct network access to another Linux server, you must mount the file system where the post office is located before you start the Linux POA.
Windows:	If the Windows POA needs direct network access to another Windows server where the post office is located, you must map a drive to the other server before you start the Windows POA.

MTA Access to the New Post Office: Mapped and UNC Links vs. TCP/IP Links

If a domain includes multiple post offices, the new post office will probably reside on different server from where the domain is located. If you plan to use mapped or UNC links between the domain and the new post office, the MTA requires the same access to the post office directory as it requires to the domain directory.
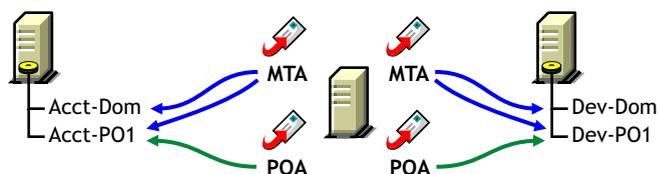
NetWare:	If the NetWare MTA needs direct network access to a new post office on another NetWare server, you must add the /dn switch or the /user and /password switches to the MTA startup file to provide authentication information.
Linux:	N/A. The Linux MTA requires TCP/IP links to the POA.
Windows:	If the Windows MTA needs direct network access to a new post office on another Windows server, you must map a drive to the post office directory before you start the MTA.

To avoid these direct network access requirements between the MTA and a new post office, you can use TCP/IP links between the domain and the new post office.
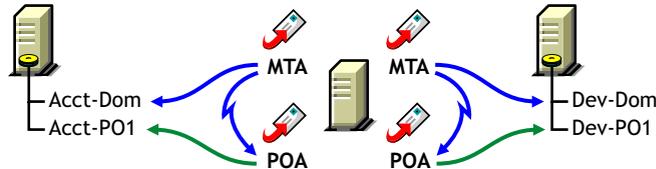
When using TCP/IP links, the MTA does not write message files into message queues in the post office directory structure. Instead, the MTA communicates the information to the POA by way of TCP/IP and then the POA uses its direct network access to write the information.

Cross-Platform Issues

In most cases, it is most efficient if you match the POA platform with the network operating system where the post office resides. For example, if you create a new post office on a NetWare server, use the NetWare POA.

If you decide not to run the POA on the same platform as the post office, the POA must still have direct network access to the post office directory so that it can write to user databases (user*xxx*.db) and message databases (msg*nnn*.db). For example, you can set up the new post office on a NetWare server and run the Windows POA on a Windows server to service it.
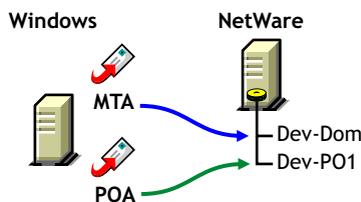
However, the NetWare POA cannot service a post office located on a Windows server because Windows does not support the required cross-platform connection.

If you are using mapped or UNC links to the new post office, the MTA must also have direct network access to the post office directory so that it can write message files into the post office message queues. You can, for example, run the agents on a Windows server while domains and post offices are located on NetWare servers.
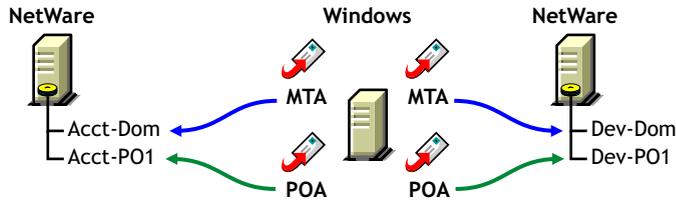
Again, the opposite combination of NetWare agents servicing domains and post offices on Windows servers is not an option because Windows does not support the required cross-platform connection.

To avoid these cross-platform access issues, use TCP/IP links between a domain and its post offices.

For more detailed information, see "Cross-Platform Issues between Domains and Post Offices" on page 587.

Deciding How to Link the New Post Office

When you create a new post office, you have the opportunity to choose the type of link to use between the new post office and its domain. Based on issues discussed in the preceding section, you might decide to set up a TCP/IP link between the new post office and its domain.

WORKSHEET

Under Item 14: Link to Domain, indicate the type of link you plan to set up between the new post office and its domain.

Selecting the Post Office Language

The post office language determines the sort order for items in the GroupWise Address Book.

The post office defaults to the same language as its domain unless you specify otherwise. For example, if you set the domain and post office language to English-US, the Address Book items are sorted according to English-US sort order rules. This is true even if some users in the post office are running non-English GroupWise clients such as German or Japanese. Their client interface and Help files are be in German or Japanese, but the Address Book sort order is according to English-US standards. Time, date, and number formats for the non-English clients defaults to the workstation language.

WORKSHEET

Under Item 5: Post Office Language, specify the post office language.

Selecting the Post Office Time Zone

When a message is sent from a user in one time zone to a user in another time zone, GroupWise adjusts the message's time so that it is correct for the recipient's time zone. For example, if a user in New York (GMT -05:00, Eastern Time) schedules a user in Los Angeles (GMT -08:00, Pacific Time) for a conference call at 4:00 p.m. Eastern Time, the appointment is scheduled in the Los Angeles user's calendar at 1:00 p.m. Pacific Time.

The domain time zone becomes the default time zone for each post office in the domain.

Selecting a Software Distribution Directory

A software distribution directory was created when your GroupWise system was initially set up. The software distribution directory contains files that users need in order to set up the GroupWise Windows or Cross-Platform client on their workstations. Additional software distribution directories might have been created since that time to accommodate users in various locations.

You can select the most convenient software distribution directory for the new post office.

Selecting a Post Office Security Level

Post office security settings affect two types of GroupWise users:

- Users who do not set passwords on their mailboxes

- Users who use LDAP passwords instead of GroupWise passwords to access their mailboxes

After a user sets a GroupWise password on his or her mailbox, the post office security level no longer applies. The user is always prompted for the password unless the administrator has set certain client options in ConsoleOne to prevent the password prompt, as described in "Managing GroupWise Passwords" on page 1084.

In the absence of GroupWise passwords on user mailboxes, the post office security level takes effect. By default, a new post office is created with low security. In a low security post office, mailboxes are completely unprotected. Without a GroupWise password, any user's mailbox could be accessed by another user who knows how to use the @u-*userID* startup switch.

By increasing the post office security level to high, you provide protection to GroupWise mailboxes through other types of passwords. In a high security post office, you can choose between eDirectory authentication and LDAP authentication:

- **eDirectory Authentication:** If you use eDirectory authentication for a post office, users must be logged in to eDirectory in order to access their GroupWise mailboxes. Users cannot access other users' mailboxes unless they know the other users' network passwords.

- **LDAP Authentication:** If you use LDAP authentication for a post office, users must be successfully authenticated to an LDAP server before they can access their GroupWise mailboxes.

Deciding if You Want to Create a Library for the New Post Office

If you anticipate that users on this post office will require document management services, you can create a library at the same time you create the post office. The library is created with all of the default library options including Store Documents at Post Office. Using a document storage area is preferable to storing documents at the post office because a document storage area can be moved. You should appropriately configure the library immediately after it is created, before users begin to store documents there. See "Libraries and Documents" on page 273.

WORKSHEET

Under Item 8: Create Library, indicate whether or not you want to immediately create a library for the new post office. You can always add a library to the post office at a later time.

Setting Up the New Post Office

You should have already reviewed "Planning a New Post Office" on page 144 and filled out the "Post Office Worksheet" on page 160. Complete the following tasks to create a new post office.

- "Creating the New Post Office" on page 154
- "Configuring the POA for the New Post Office" on page 157
- "Installing and Starting the New POA" on page 158
- "Setting Up User Access to the New Post Office" on page 158
- "What's Next" on page 159

Creating the New Post Office

1 Make sure you are logged in to the tree where you want to create the post office.

   This must be the same tree as the domain that the post office belongs to (worksheet item 3).

2 In ConsoleOne, browse to and right-click the eDirectory container where you want to create the post office (worksheet item 1), then click New > Object.
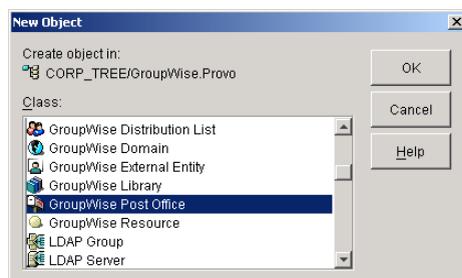
3 Double-click GroupWise Post Office, then fill in the fields in the Create GroupWise Post Office dialog box (worksheet items 2 through 8).
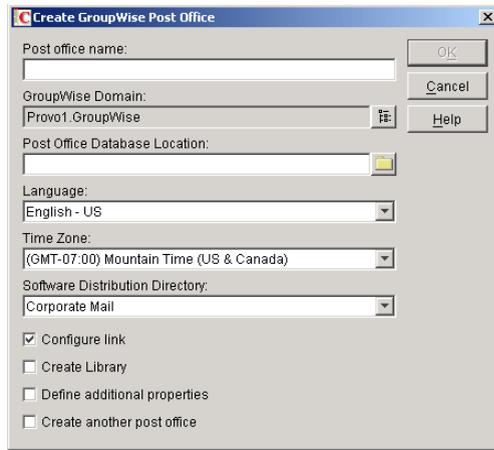
4 Make sure the Configure Links and Define Additional Properties options are selected, then click OK to display the Link Configuration Wizard.
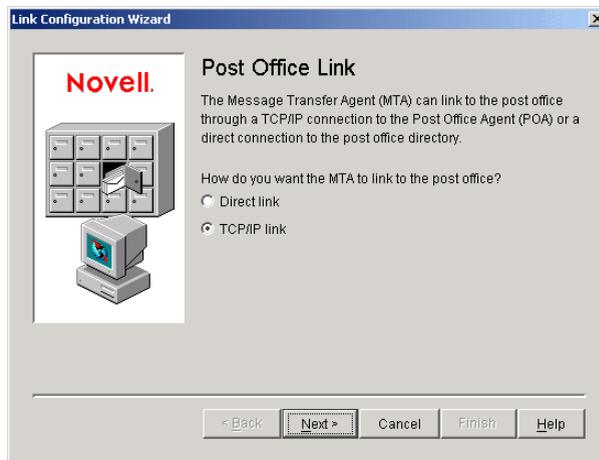
5 Follow the on-screen instructions to define how the post office links to its domain. When you finish defining the link, ConsoleOne creates the Post Office object and displays the post office Identification page.
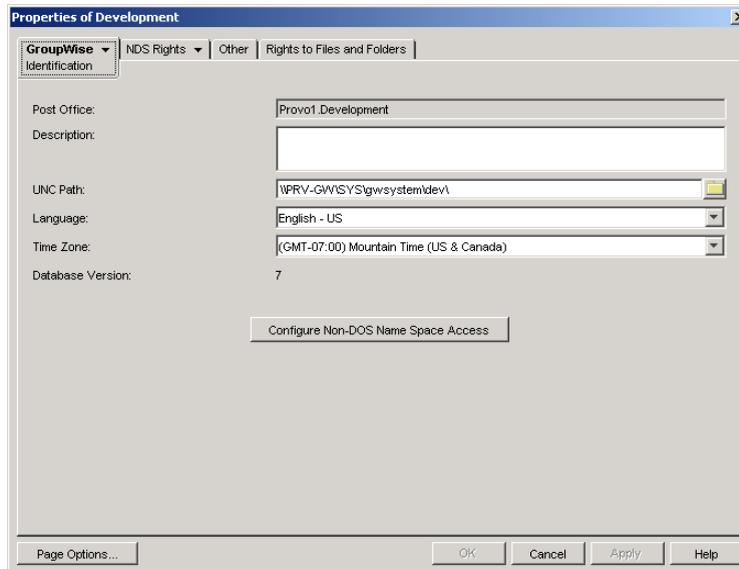
6 Fill in the Description field (worksheet item 9).

7 Click GroupWise > Post Office Settings to display the Post Office Settings page.
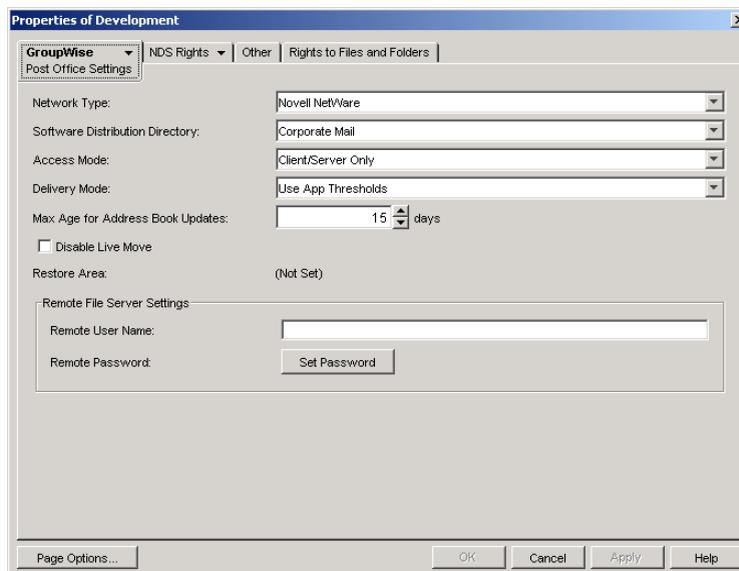
8 Provide the network type for the post office location (worksheet item 10).

9 Select the software distribution directory for the post office (worksheet item 7).

10 If the POA will run on a different server from where the post office directory, a library, or a document storage area is located, provide a username and password that enables the POA to access the remote location (worksheet item 12).

11 Click GroupWise > Security to display the Security page.
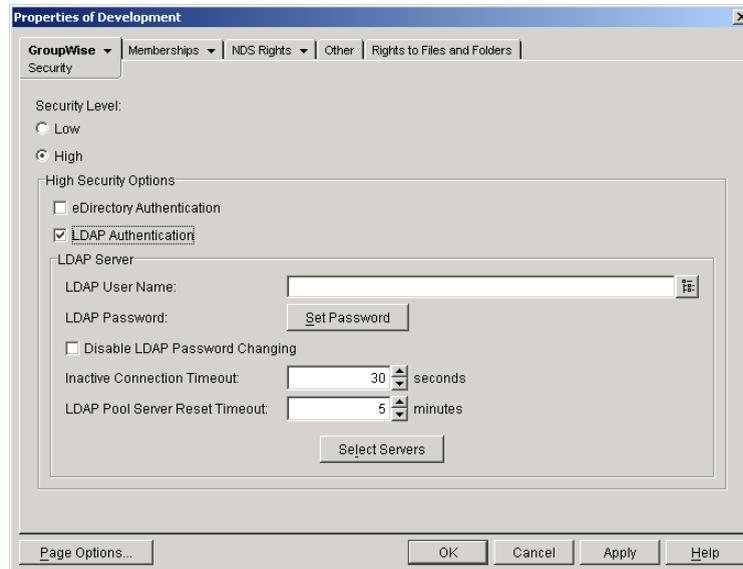
12 Provide the post office security level and authentication type for the post office (worksheet item 11). For additional LDAP instructions, see "Providing LDAP Authentication for GroupWise Users" on page 483.

13 Click OK to save the post office information.

Configuring the POA for the New Post Office

Although there are many POA settings, the default settings are sufficient to get your post office operational. However, there are a few important settings that you can conveniently modify before you install the agent software.

1 In ConsoleOne, double-click the new Post Office object.

2 Right-click the POA object, then click Properties to display the POA Identification page.
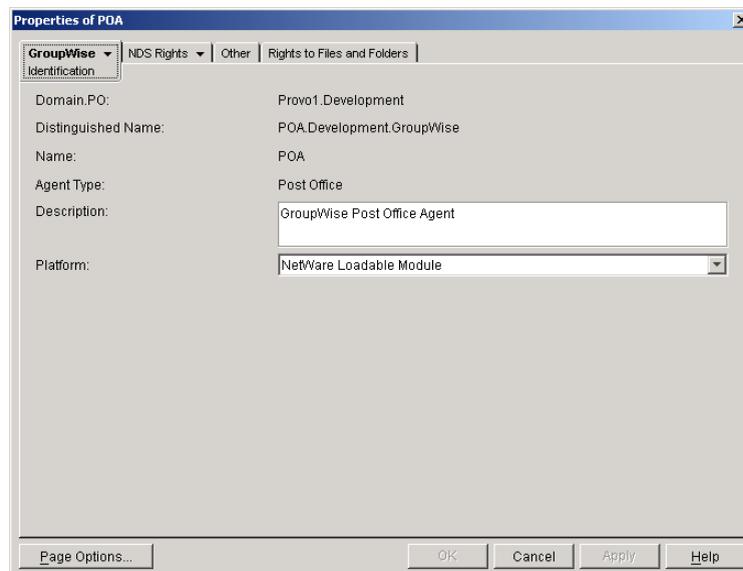
3 Provide a description for the POA.

The description displays on the POA agent console as the POA runs.

4 Select the platform where the POA will run (worksheet item 12).

5 If you have created the post office in a clustered environment, follow the instructions in the appropriate section of the *"GroupWise 7 Interoperability Guide"*:

- "Installing and Configuring the MTA and the POA in a Cluster" in "Novell Cluster Services on NetWare"

- "Installing and Configuring the MTA and the POA in a Cluster" in "Novell Cluster Services on Linux"

- "Installing and Configuring the MTA and the POA in a Cluster" in "Microsoft Clustering Services"

6 For more POA configuration options, see "Changing POA Configuration to Meet Post Office Needs" on page 185.

7 Click OK to save the POA configuration information.

Installing and Starting the New POA

To install the POA for the new post office to the location recorded under worksheet item 11, follow the instructions in "Installing GroupWise Agents" in the *"GroupWise 7 Installation Guide"*.

Setting Up User Access to the New Post Office

The post office access mode determines how GroupWise client users access their mailboxes. By default, the GroupWise Windows and Cross-Platform clients use client/server access to the post office. Client/server access provides the following benefits:

- Client/server access provides the greatest level of security. Users do not need rights to the post office directory because the GroupWise client does not write directly to databases in the post office. All database updates are performed by the POA.

- Client/server access eliminates the need for separate network logins and passwords. This avoids problems with login restrictions, changing passwords, and insufficient network rights.

- Client/server access allows the GroupWise client to maintain multiple simultaneous connections to the post office.

- With client/server access mode, proxy rights can be granted to any user visible in the Address Book.

Historical Note: In GroupWise 5.*x*, the GroupWise client allowed the user to enter a path to the post office directory to facilitate direct access mode. The GroupWise 6.*x* client no longer offers the user that option. However, you can force the GroupWise 6.*x* client to use direct access mode by starting it with the /ps switch and providing the path to the post office directory. For information about alternatives to client/server access mode, see the *GroupWise 5.5 Agent Setup Guide* (http://www.novell.com/documentation/gw55/index.html).

Continue with "What's Next" on page 159.

What's Next

After you have created the new post office and started its POA, you are ready to expand the post office by:

- Adding users to the post office. See "Users" on page 187.

- Defining groups of users (distribution lists) that GroupWise users can select when addressing messages. See "Distribution Lists, Groups, and Organizational Roles" on page 243.

- Defining resources (for example, conference rooms or company cars) that users can schedule. See "Resources" on page 229.

- Defining libraries and setting up Document Management Services. See "Libraries and Documents" on page 273.

- Setting up the GroupWise Windows or Cross-Platform client software so that GroupWise users can run the client from Windows, Linux, or Macintosh workstations. See "Client" on page 1009.

- Configuring the POA for optimal performance. See "Post Office Agent" on page 435.

Post Office Worksheet

Use this worksheet as you complete the tasks in "Planning a New Post Office" on page 144.

Item	Explanation
1) eDirectory Container	Specify the name of the eDirectory container where you plan to create the new post office.
	For more information, see "Determining the Context for the Post Office Object" on page 146.
2) Post Office Name	Specify a name for the new post office. Choose the name carefully. After the post office is created, it cannot be renamed.
	For more information, see "Choosing the Post Office Name" on page 147.
3) GroupWise Domain	Specify the domain this post office will belong to.
	For more information, see "Selecting the Domain That the Post Office Will Belong To" on page 145.
4) Post Office Database Location	Specify the path for the post office directory. Choose the post office directory carefully. After it is created, it is difficult to rename.
	For more information, see "Deciding Where to Create the Post Office Directory" on page 148.
5) Post Office Language	Specify the post office language if it is different from the domain language.
	For more information, see "Selecting the Post Office Language" on page 152.
6) Post Office Time Zone	Specify the time zone for the post office if it is different from the domain time zone.
	For more information, see See "Selecting the Post Office Time Zone" on page 152.
7) Software Distribution Directory:	Specify the name of the software distribution directory for the new post office.
	For more information, see "Selecting a Software Distribution Directory" on page 153.
8) Create Library: ◆ Yes ◆ No	Mark whether or not you want to create a library for the new post office at the same time you create the new post office. For more information, see "Deciding if You Want to Create a Library for the New Post Office" on page 154.
9) Post Office Description	Provide a description for the new post office to help you identify its function in the system.
10) Network Type	Specify the network type in use on the server where the new post office will be located.
	For more information, see "Deciding Where to Create the Post Office Directory" on page 148.
11) Post Office Security Level: ◆ Low ◆ High - eDirectory authentication - LDAP authentication	Mark the security level for the post offices. For high security, mark the type of authentication you plan to use. For more information, see "Selecting a Post Office Security Level" on page 153.

Item	Explanation

12) Agent Location
 	
◆ POA on the same server as the post office (local)
 	
◆ POA on a different server from the post office (remote)
 	
  - Username
  - Password
	Mark the location of the POA relative to the post office.
	
	If the POA will run on a different server from where the post office, a library, or a document storage area is located, provide a username and password to enable the POA to access the remote location.
	
	For more information, see "Deciding Where to Install the Agent Software" on page 149.

13) Agent Platform ◆ NetWare POA ◆ Linux POA ◆ Windows POA	Specify the platform where you plan to run the POA. For more information, see "Deciding Where to Install the Agent Software" on page 149.
14) Link to Domain ◆ TCP/IP ◆ Mapped ◆ UNC	Mark how you plan to link the new post office to its domain. For more information, see "Deciding How to Link the New Post Office" on page 152.

12 Managing Post Offices

As your GroupWise® system grows and evolves, you might need to perform the following maintenance activities on post offices:

See also and . Proper database maintenance and backups allow recovery from accidental deletions, as described in and .

Connecting to the Domain That Owns a Post Office

Whenever you change post office information, it is most efficient to connect directly to the domain that the post office belongs to before you begin making modifications. Performing administrative tasks in a post office while not connected to the post office's domain increases the amount of administrative message traffic sent between domains.

To change your domain connection:

1 In ConsoleOne® in the Console View, click Tools > GroupWise System Operations. Click Select Domain, browse to and select the domain directory, then click OK.

or

In the GroupWise View, right-click the Domain object, then click Connect.

The GroupWise view identifies the domain that you are connected to by adding a plug symbol to the domain icon.
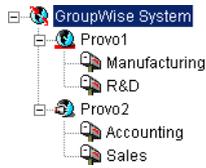
The domain marked with the red underscore is the primary domain.

For a discussion of cross-platform connection issues, see .

Editing Post Office Properties

After creating a post office, you can change some post office properties. Other post office properties cannot be changed.

1 In ConsoleOne, browse to and right-click the Post Office object, then click Properties to display the post office Identification page.
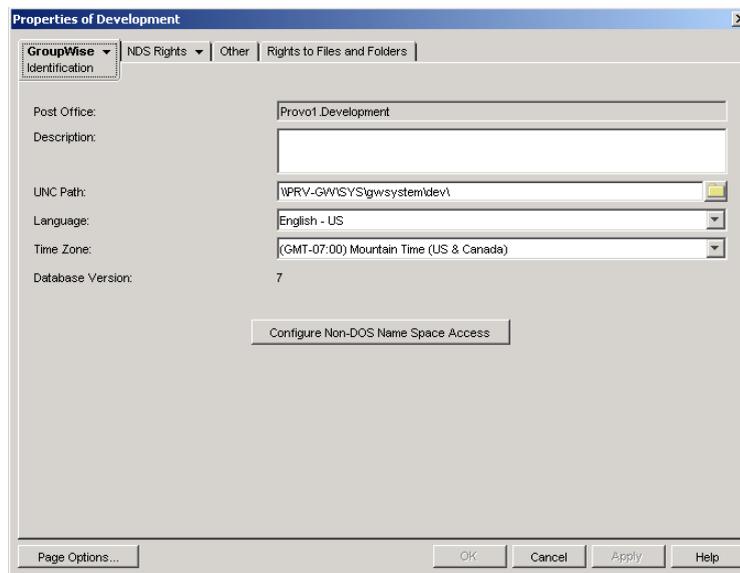
2 Change editable fields as needed.

For information about individual fields, see or use online help when editing the post office.

3 Click GroupWise > Post Office Settings to display the Post Office Settings page.
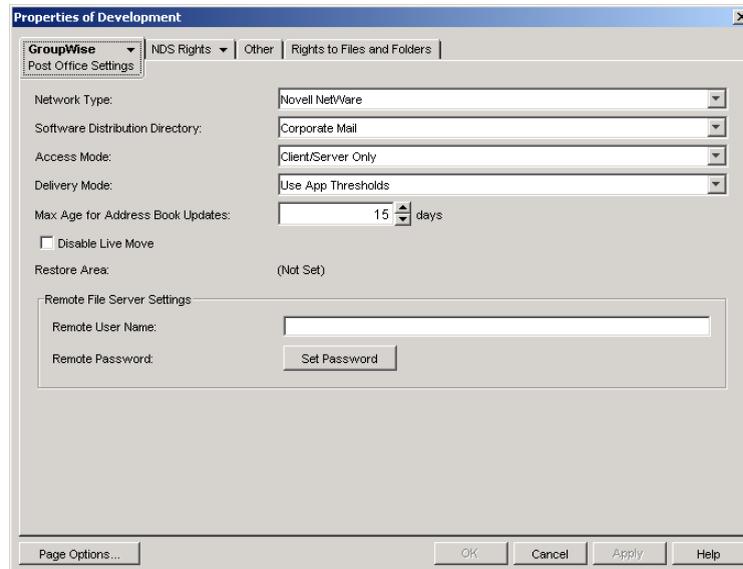
These post office settings are discussed in the following sections:

- "Selecting a Software Distribution Directory" on page 153
- "Setting Up User Access to the New Post Office" on page 158

4 Click GroupWise > Client Access Settings to display the Client Access Settings page.
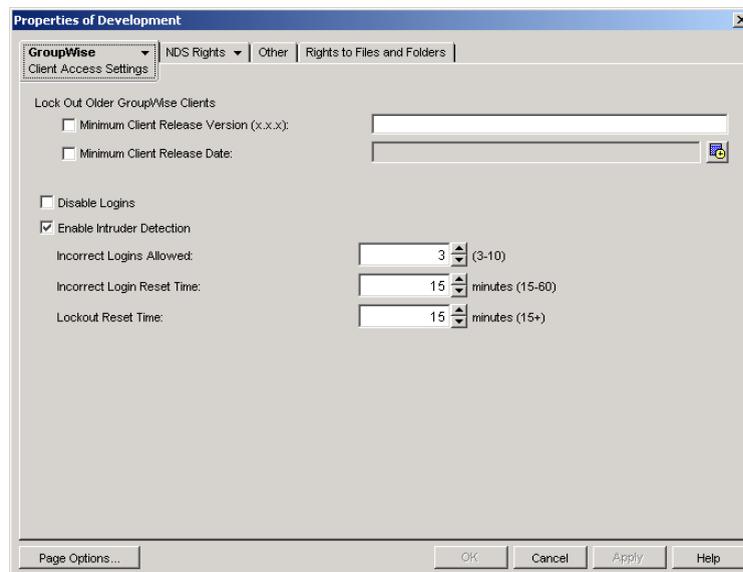
The client access settings are discussed in the following sections:

- "Tracking and Restricting Client Access to the Post Office" on page 181
- "Disabling a Post Office" on page 183
- "Enabling Intruder Detection" on page 488

5 Click GroupWise > Membership to display the Membership page.
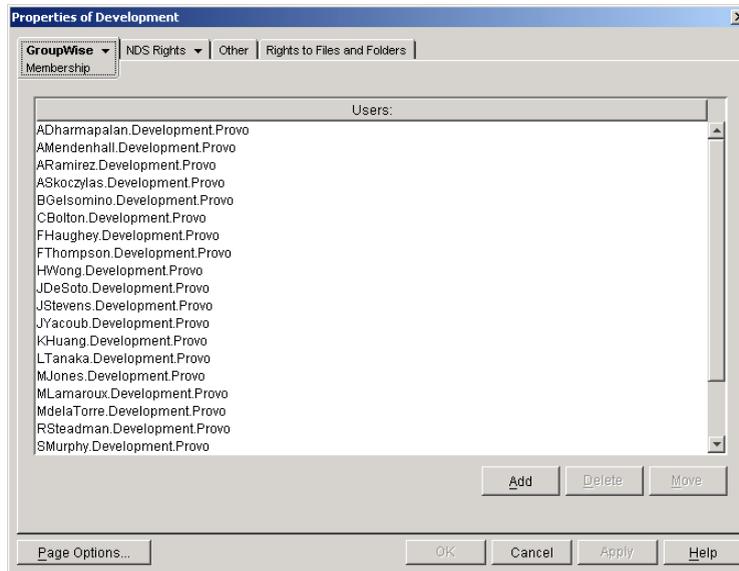
All users in the post office are listed, no matter where their Novell® eDirectory™ objects are located in the tree. Here you can add, delete, and move users in the post office. See .

6 Click GroupWise > Resources to display the Resources page.
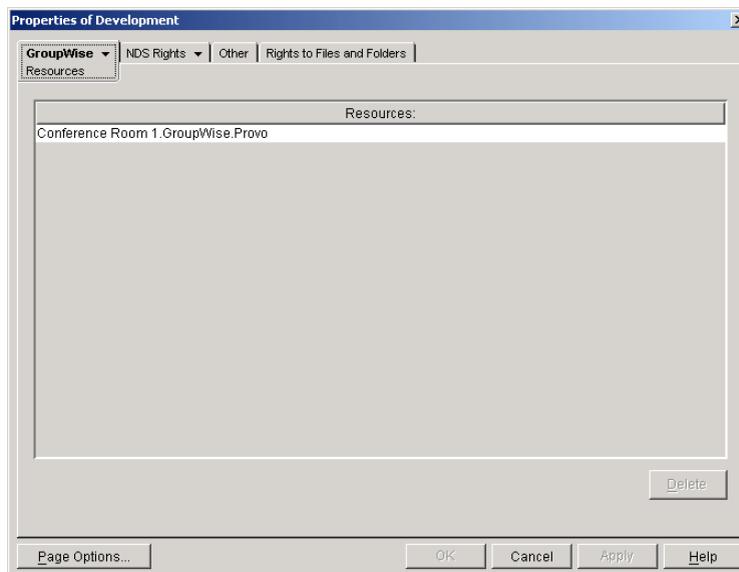
All resources in the post office are listed, no matter where their eDirectory objects are located in the tree. This is a convenient place to delete resources from the post office. See

7 Click GroupWise > Distribution Lists to display the Distribution Lists page.
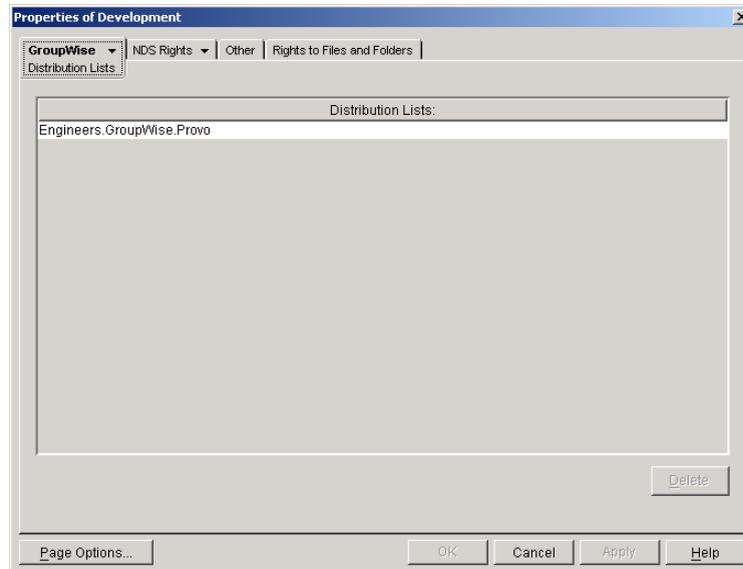
All distribution lists in the post office are listed, no matter where their eDirectory objects are located in the tree. This is a convenient place to delete distribution lists from the post office. See "Distribution Lists, Groups, and Organizational Roles" on page 243.

8 Click GroupWise > Libraries to display the Libraries page.
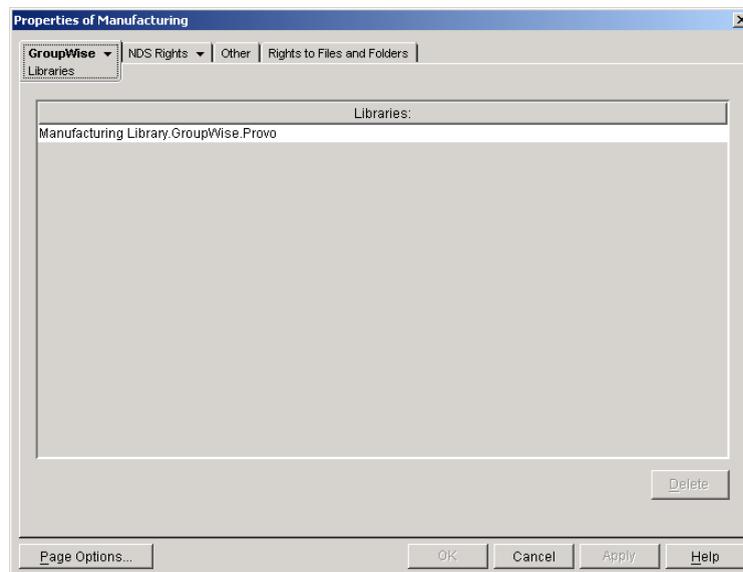
All libraries belonging to the post office are listed, no matter where their eDirectory objects are located in the tree. This is a convenient place to delete libraries. See "Libraries and Documents" on page 273.

9 Click GroupWise > Aliases to display the Aliases page.
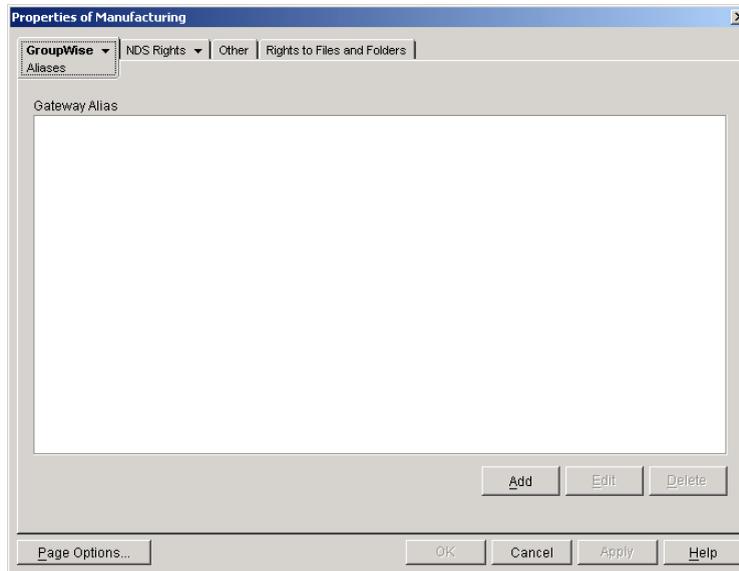
You need to set up aliases for a post office only if you are using GroupWise gateways. For a list of gateways, see GroupWise Gateways (http://www.novell.com/documentation/gwgateways). GroupWise 5.5 and 6.*x* gateways can be used with GroupWise 7.

10 Click GroupWise > Internet Addressing to display the Internet Addressing page.
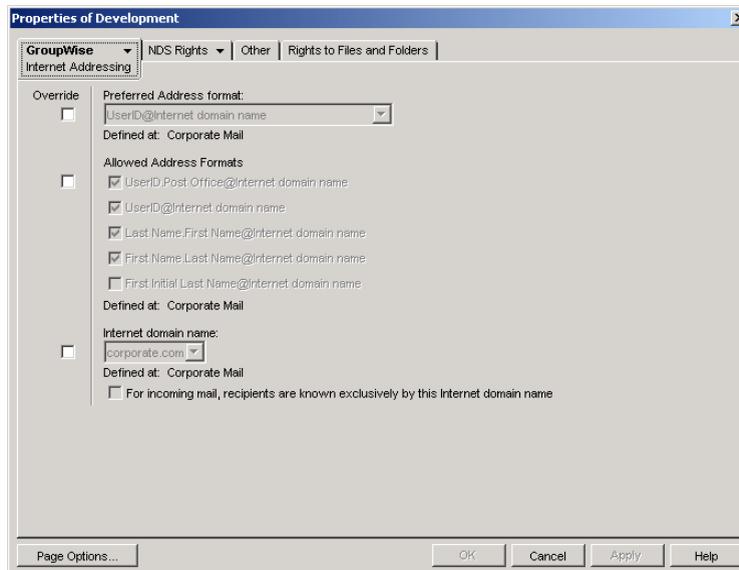
Here you provide information used to determine the Internet addressing settings for the post office. See "Configuring Internet Addressing" on page 689 for more information.

11 Click GroupWise > Security to display the Security page.
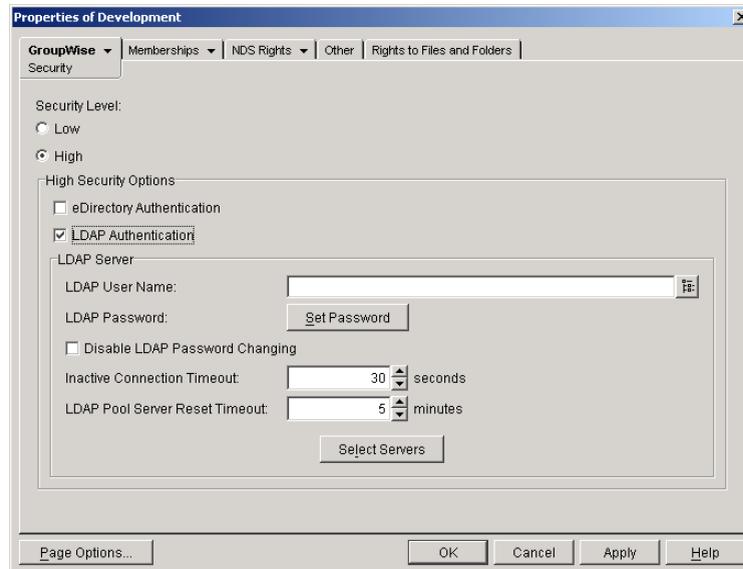
For instructions on setting the security level for the post office, see "Selecting a Post Office Security Level" on page 153.

12 Click GroupWise > Default WebAccess to display the Default WebAccess page.
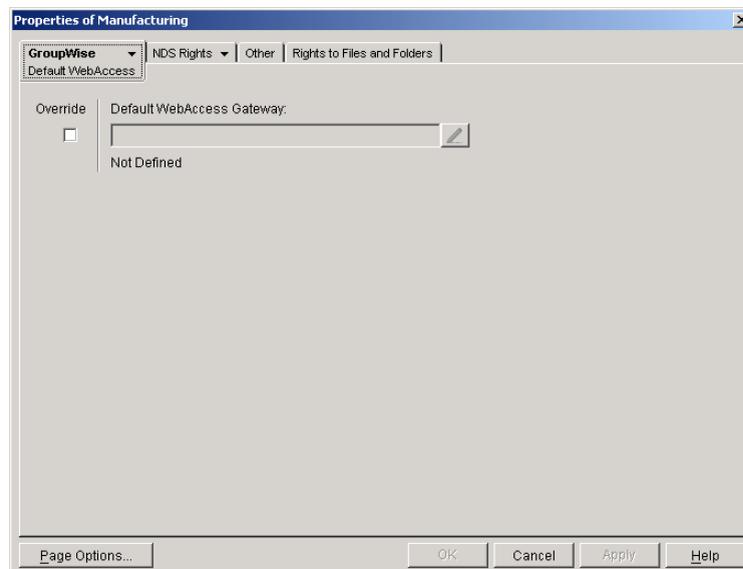
Use this page to designate the default WebAccess gateway for the post office. See "WebAccess" on page 831 for more information.

13 Click OK to save changes to the post office properties.

Managing Disk Space Usage in the Post Office

Many users are prone to save every message and attachment they ever receive. You can moderate this behavior by implementing disk space management:

- ◆ "Preparing to Implement Disk Space Management" on page 170
- ◆ "Setting Mailbox Size Limits" on page 171
- ◆ "Enforcing Mailbox Size Limits" on page 173
- ◆ "Restricting the Size of Messages That Users Can Send" on page 173
- ◆ "Preventing the Post Office from Running Out of Disk Space" on page 175
- ◆ "An Alternative to Disk Space Management in the Post Office" on page 178

NOTE: The Cross-Platform client does not currently respect the mailbox size limits established in ConsoleOne.

Preparing to Implement Disk Space Management

If you are implementing disk space management in an existing GroupWise system, you must begin by setting the initial size information on all users' mailboxes. If you are implementing disk space management in a new GroupWise system, skip to "Setting Mailbox Size Limits" on page 171.

To establish current mailbox size:

1 In ConsoleOne, browse to and select a Post Office object.

2 Click Tools > GroupWise Utilities > Mailbox/Library Maintenance.
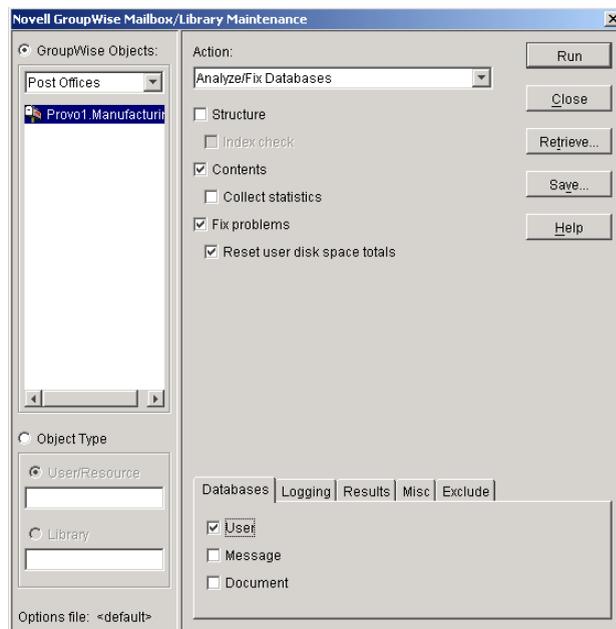
3 In the GroupWise Objects field, select Post Offices.

4 In the Action field, select Analyze/Fix Databases.

5 As options to the action, select Contents, Fix Problems, and Reset User Disk Space Totals. Make sure all other options are deselected.

6 On the Databases tab, select User. Make sure all other types of databases are deselected.

7 Click Run, then click OK to acknowledge that the Mailbox/Library Maintenance task has been sent to the POA.

After the POA has performed the task, current mailbox size information becomes available on each user's mailbox. The information is updated regularly as the user receives and deletes messages.

8 To generate a report of current mailbox information, follow the instructions in "Gathering Mailbox Statistics" on page 381.

9 Repeat Step 1 through Step 8 for each post office where you want to implement disk space management.

10 Continue with "Setting Mailbox Size Limits" on page 171.

Setting Mailbox Size Limits

After initial size information is recorded on each user's mailbox, you can establish a limit on the amount of disk space each user's mailbox is allowed to occupy. You can set a single limit for an entire domain. You can set different limits for each post office. You can even set individual user limits if necessary.

If you are implementing disk space management in an existing GroupWise system where users are accustomed to unlimited disk space, you should warn them about the coming change. After you establish the mailbox size limits as described in this section, users whose mailboxes exceed the established limit cannot send messages until the size of their mailboxes is reduced. Users might want to manually delete and archive items in advance in order to avoid this interruption in their use of GroupWise.

To establish mailbox size limits:

1 In ConsoleOne, browse to and select a Domain, Post Office, or User object.

2 Click Tools > GroupWise Utilities > Client Options.
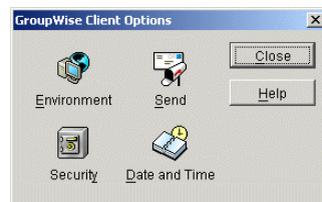
3 Click Send > Disk Space Management.
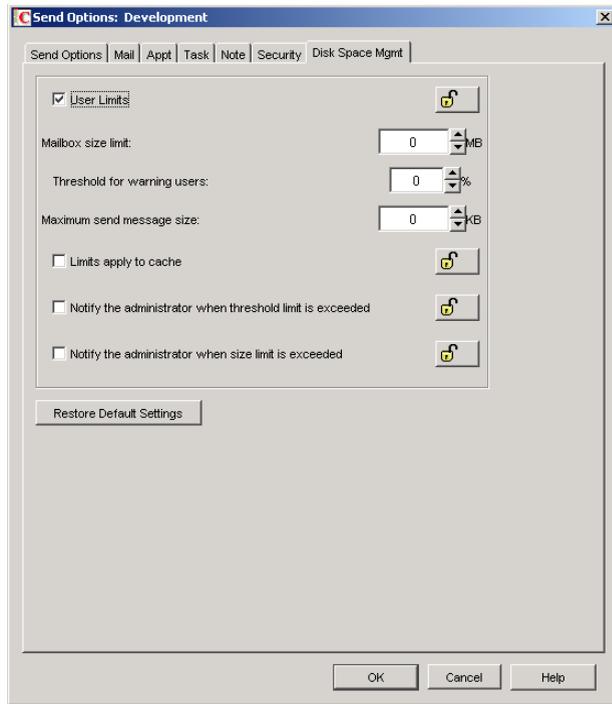
4 Select User Limits.

5 Specify the maximum number of megabytes allowed for each user's mailbox.

Unless disk space is extremely limited, 200 MB is a comfortable mailbox size to enforce.

6 Specify as a percentage the point where you want to warn users that their mailboxes are getting full.

After a user receives a warning message, he or she cannot send additional messages until mailbox cleanup has been performed and the mailbox size is brought below the warning percentage.

7 Optionally, specify in kilobytes the largest message that users can send.

By restricting message size, you can influence how fast users' mailboxes fill up. However, if users have valid reasons for sending messages that exceed this limit, the limit can become a hindrance to users getting their work done.

8 Click OK > Close to save the disk space management settings.

9 If you are adding disk space management to an existing GroupWise system where users' mailboxes are already over the desired size limit, continue with "Enforcing Mailbox Size Limits" on page 173.

or

If you are implementing disk space management in a new system where users have not yet begun to use their mailboxes, see "Using Mailbox Storage Size Information" in "Managing Your Mailbox" in the *"GroupWise 7 Windows Client User Guide"* to see how setting a mailbox size limit affects users' activities in the GroupWise client.

Enforcing Mailbox Size Limits

If existing GroupWise users are having difficulty fitting their mailboxes into the established mailbox size limits, you can assist them by reducing their mailboxes for them. Users should be warned before this action is taken.

1 In ConsoleOne, select a Post Office object.

2 Click Tools > GroupWise Utilities > Mailbox/Library Maintenance.
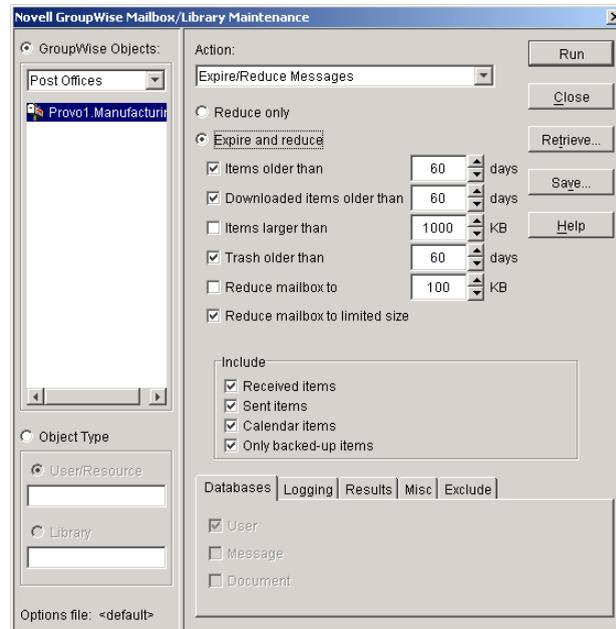
3 In the Action field, select Expire/Reduce.

4 Set the Expire and Reduce options as desired, making sure that Reduce Mailbox to Limited Size is selected.

5 Click Run, then click OK to acknowledge that the Mailbox/Library Maintenance task has been sent to the POA.

After the POA has performed the task, users mailboxes fit within the mailbox size limit you have established.

6 Repeat Step 1 through Step 5 for each post office where you want to reduce user mailboxes to the established mailbox size limit.

See "Using Mailbox Storage Size Information" in "Managing Your Mailbox" in the *"GroupWise 7 Windows Client User Guide"* to see how setting a mailbox size limit affects user activities in the GroupWise client.

Restricting the Size of Messages That Users Can Send

By restricting message size, you can influence how fast user mailboxes fill up. However, if users have valid reasons for sending messages that exceed this limit, the limit can become a hindrance to users getting their work done.

There are three levels at which you can restrict message size:

◆ "Within the Post Office" on page 174

- ◆ "Between Post Offices" on page 175
- ◆ "Between Domains" on page 175

NOTE: Although the Cross-Platform client does not enforce the message size limits established in ConsoleOne using Tools > GroupWise Utilities > Client Options > Send > Disk Space Management, messages originating from the Cross-Platform client can be restricted by the POA and MTA as they pass between post offices and domains.

Within the Post Office

You can use Client Options to restrict the size of messages that users can send within their local post office.

1 In ConsoleOne, browse to and select a Domain, Post Office, or User object.

2 Click Tools > GroupWise Utilities > Client Options.

3 Click Send > Disk Space Management.
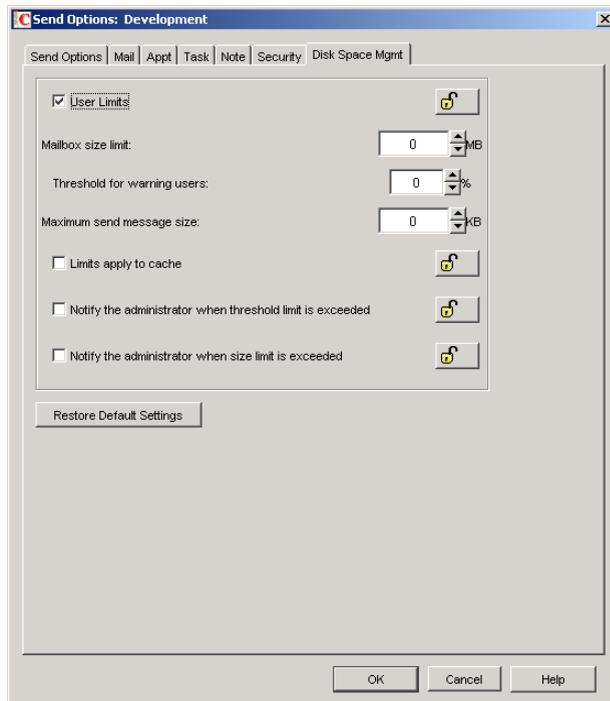
4 Select User Limits.

5 Specify in kilobytes the largest message that users can send.

6 Click OK, then click Close to save the maximum message size setting.

Between Post Offices

You can configure the POA to restrict the size of messages that it allows to pass outside the local post office. See "Restricting Message Size between Post Offices" on page 477 for setup instructions.

Between Domains

You can configure the MTA to restrict the size of messages that it allows to pass outside the local domain. See "Restricting Message Size between Domains" on page 615 for setup instructions.

Preventing the Post Office from Running Out of Disk Space

In spite of the best disk space management plans, it is still possible that some unforeseen situation could result in a post office running out of disk space. To prevent this occurrence, you can configure the POA to stop processing messages, so that disk space usage in the post office cannot increase until the disk space problem is resolved.

1 In ConsoleOne, double-click a Post Office object, right-click its POA object, then click Properties.

2 Click GroupWise > Agent Settings, then adjust the settings in the Disk Check Interval and Disk Check Delay fields as described in "Scheduling Disk Space Management" on page 492.

3 Click GroupWise > Scheduled Events.
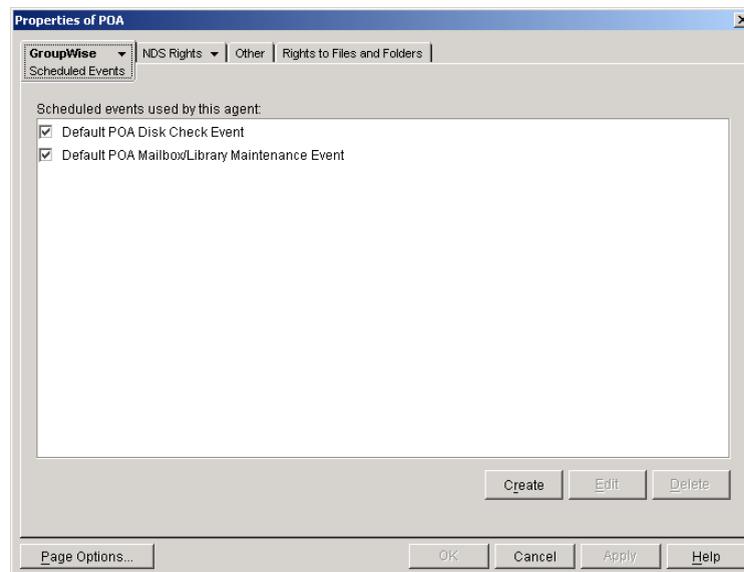
4 Click Create to create a new scheduled event to handle an unacceptably low disk space condition.
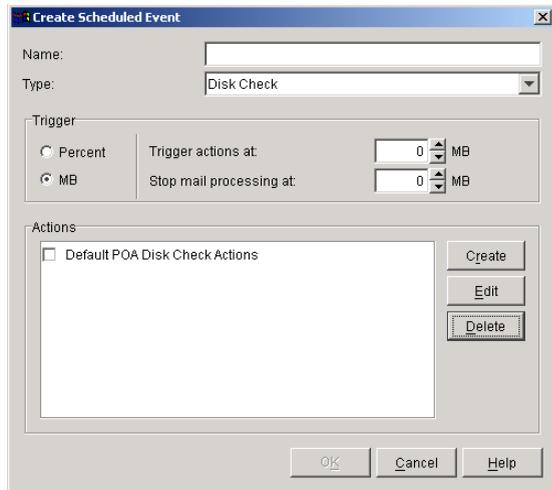
5 Type a unique name for the new scheduled event, then select Disk Check as the event type.

6 In the Trigger Actions At field, specify the amount of free post office disk space at which to take preventive measures.

7 Click Create to define your own disk check actions, then give the new action a unique name.
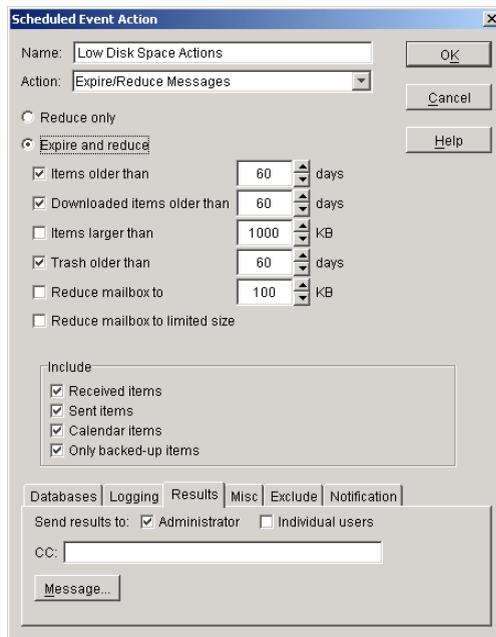
8 Configure the actions for the POA to take in order to relieve the low disk space condition.

Use the Results or Notification tab if you want to receive notification about the POA's response to the low disk space condition.

9 Click OK to return to the Create Scheduled Event dialog box.
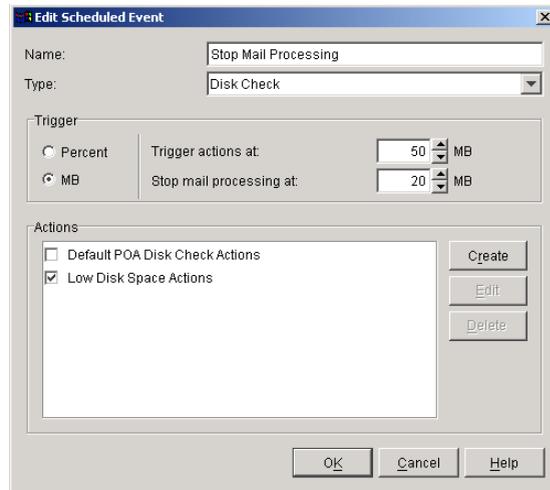
For additional instructions, see "Scheduling Disk Space Management" on page 492.

10 Select the new set of actions.

11 In the Stop Mail Processing At field, specify the amount of free post office disk space at which you want the POA to stop processing messages.

12 Click OK to create the new disk space management event and return to the Scheduled Events page.
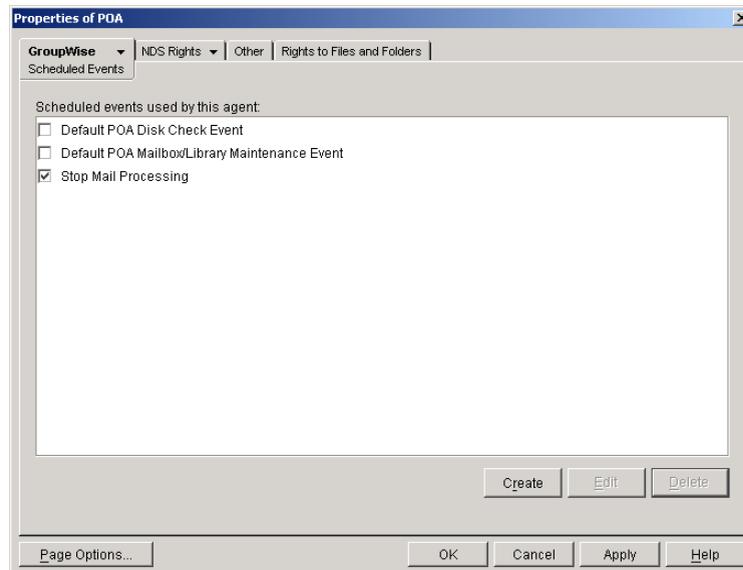
13 Select the new disk space management event.

14 Click OK to close the Scheduled Events page.

ConsoleOne then notifies the POA to restart so the new disk space management event can be put into effect.

An Alternative to Disk Space Management in the Post Office

If you want to place more responsibility for disk space management onto GroupWise client users, you can require that they run the client in Caching mode, where all messages can be stored on user workstations, or other personal locations, rather than in the post office. For an overview of Caching mode, see:

- "Using Caching Mode" in the *"GroupWise 7 Windows Client User Guide"*
- "Using Caching Mode" in the *"GroupWise 7 Cross-Platform Client User Guide"*

IMPORTANT: Do not force Caching mode for a post office that supports Outlook* clients along with GroupWise clients.

Forcing Caching Mode

You can force Caching mode for an entire domain. You can force Caching mode for specific post offices. You can even force Caching mode for an individual user if necessary.

When you initially force caching mode, users' Caching mailboxes are identical with their Online mailboxes. However, as you employ disk space management processes in the post office and reduce the size of users' Online mailboxes, more and more of the users' mailbox items exist only in their Caching mailboxes. Make sure that users understand their responsibilities to back up their Caching mailboxes, as described in:

- "Backing Up Your Mailbox" in "Managing Your Mailbox" in the *"GroupWise 7 Windows Client User Guide"*
- "Backing Up Your Mailbox" in "Managing Your Mailbox" in the *"GroupWise 7 Cross-Platform Client User Guide"*

To force Caching mode:

1 In ConsoleOne, browse to and select a Domain, Post Office, or User object.

2 Click Tools > GroupWise Utilities > Client Options.

3 Click Environment > General.
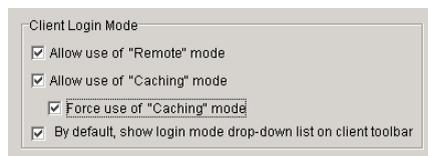
4 In the Client Login Mode box, select Force Use of Caching Mode.

5 Click OK, then click Close to save the Caching mode setting.

If you are helping existing users, who might have sizeable mailboxes, to start using Caching mode exclusively, you can configure the POA to respond efficiently when multiple users need to

download their entire mailboxes for the first time. See for setup instructions.

Auditing Mailbox License Usage in the Post Office

You can run an audit report in a post office to see 1) which mailboxes require full client licenses and which mailboxes require limited client licenses, and 2) which mailboxes are active (have been accessed at least one time), which ones have never been active, and which ones have been inactive for a specified period of time.

A mailbox requires a full client license (and is marked as a full client license mailbox) if it has been accessed by any of the following:

- The GroupWise Windows client (grpwise.exe)
- GroupWise Notify (notify.exe) or GroupWise Address Book (addrbook.exe)
- The GroupWise Cross-Platform client (groupwise)
- Microsoft Outlook with the GroupWise Connector installed
- The Microsoft Outlook Plug-In for GroupWise 5.5
- A third-party plug-in to the GroupWise client API

A mailbox requires a limited client license only (and is marked as a limited client license mailbox) if access to it has been limited to the following:

- The GroupWise WebAccess client (including wireless devices)
- A GroupWise Windows or WebAccess client via the Proxy feature
- Any GroupWise client via the Busy Search feature
- A POP, IMAP, or SOAP client

To generate an audit report for the post office:

1 In ConsoleOne, browse to and select the Post Office object.

2 Click Tools > GroupWise Utilities > Mailbox/Library Maintenance.
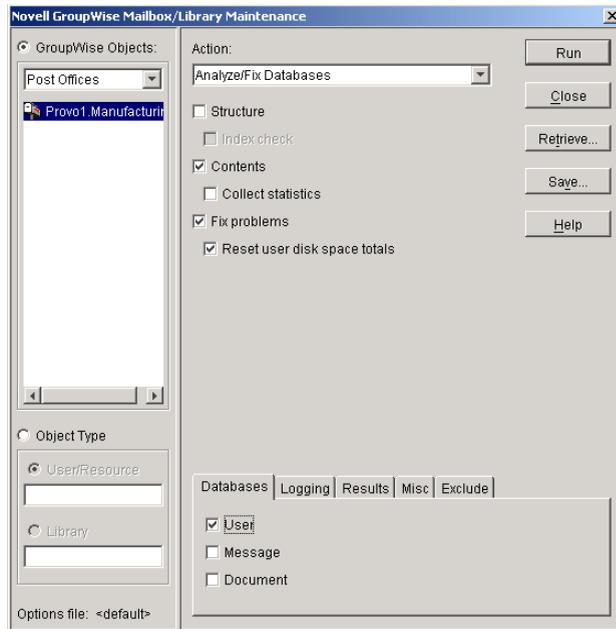
3 In the Action field, select Audit Report.
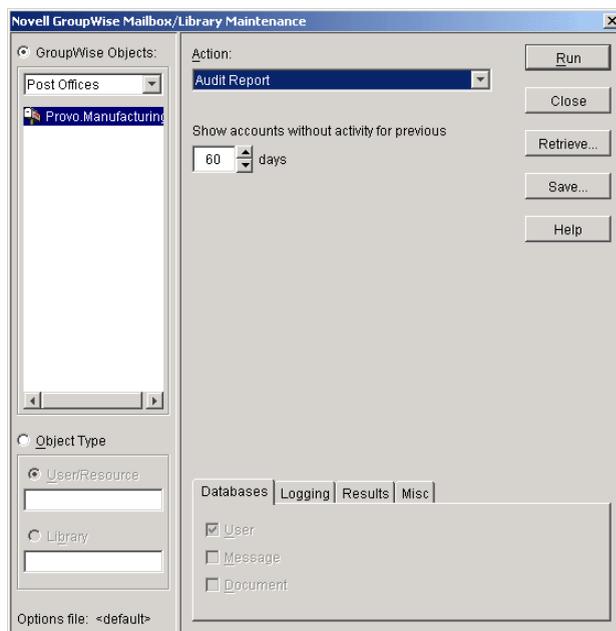
4 In the Show Accounts without Activity for *nn* Days field, select the number of days you want to use for the inactivity report.

Using the default setting (60 days) causes the Mailbox/Library Maintenance program to indicate the mailboxes that have not had any activity within the last 60 days.

5 If you want write the report to a log file, click the Logging tab, then specify a name for the log file.

6 If you want to send the results as an e-mail message to the domain's GroupWise administrator or to another individual, click the Results tab, then select the appropriate options.

7 Click Run, then click OK to acknowledge that the Mailbox/Library Maintenance task has been sent to the POA.

After the POA has performed the task, the audit report is generated in the format (log file or e-mail message) you specified.

Audit reports are stored as part of the information available on Post Office and Domain objects in ConsoleOne. Right-click a Domain or Post Office object, then click Tools > GroupWise Diagnostics > Information. The information stored on the Domain object is cumulative for all post office in the domain for which audit reports have been run.

Audit reports can also be scheduled to run on a regular basis by properly configuring the POA to perform a Mailbox/Library Maintenance event. See "Scheduling Database Maintenance" on page 490.

Tracking and Restricting Client Access to the Post Office

By default, the post office allows multiple versions of the GroupWise Windows and Cross-Platform clients to access it. Using the Web console available for the post office's POA, you can see the version number of each GroupWise client that logs in to the post office in client/server access mode (TCP/IP to the POA). This information is displayed on the POA Web console's C/S Users page. For more information, see "Using the POA Web Console" on page 514.

IMPORTANT: Because the POA provides the version tracking and enforces the client lockout, this functionality applies only to GroupWise clients that are accessing the post office in client/server mode (not direct access mode).

To help you better monitor and track which versions of the GroupWise client are being used to access the post office, you can specify a preferred GroupWise client version for the post office. Any version that does not match the preferred version is highlighted on the POA Web console's C/S Users page. Older versions are shown in red, and newer versions are shown in blue.

In addition, to restrict which versions of the GroupWise client can access the post office, you can choose to lock out any GroupWise clients that are older than the preferred version. If you want to lock out all GroupWise clients (for example, to rebuild the post office database), see "Disabling a Post Office" on page 183.

To specify a preferred GroupWise client version for the post office and to enable the POA to lock out specific GroupWise client versions:

1 In ConsoleOne, right-click the Post Office object, then click Properties.

2 Click GroupWise > Client Access Settings to display the Client Access Settings page.
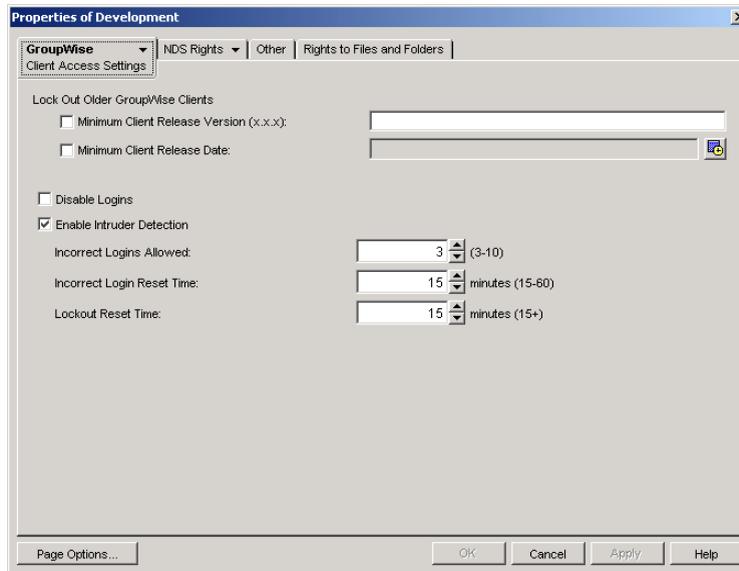
3 Fill in the following fields:

Minimum Client Release Version: Specify the version to use as the post office's preferred GroupWise client version. Any version that does not match the preferred version is highlighted on the POA Web console's C/S Users page. Older versions are shown in red, and newer versions are shown in blue. The version number syntax should match what is displayed in the GroupWise client's About GroupWise dialog box. Only version 5.5 Enhancement Pack SP1 and newer are supported.

Minimum Client Release Date: This field is available only if you specify a release version. You can use this field to associate an expected release date with the release version. The C/S Users page highlights any dates that do not match the one entered here.

Lock Out Older GroupWise Clients: Select this option for either or both of the above options to lock out any GroupWise clients (client/server mode only) that are older than the version and/or date specified in the Release Version and Release Date fields. For example, if you entered 6.0.0 in the Release Version field and April 6, 2001 12:00 AM in the Release Date field and selected this option for both, any GroupWise client that is older than version 6.0 or is dated before April 6, 2001 12:00 AM is not allowed access to the post office.

4 Click OK to save the changes.

Refreshing the Client View Files in the Post Office

The GroupWise Windows client software includes view files that control the appearance of the client interface. When you copy the client software to a software distribution directory, the view files are included. A copy of the view files is also stored in each post office.

When you use AutoUpdate to force Windows client software updates, the AutoUpdate process makes one attempt to update the view files in the post office based on the latest client software in the software distribution directory. If that attempt fails, the problem is recorded in the POA log file and you can then manually update the view files in the post office.

1 In ConsoleOne, select the post office whose view files you want to update, then click Tools > GroupWise Utilities > System Maintenance.
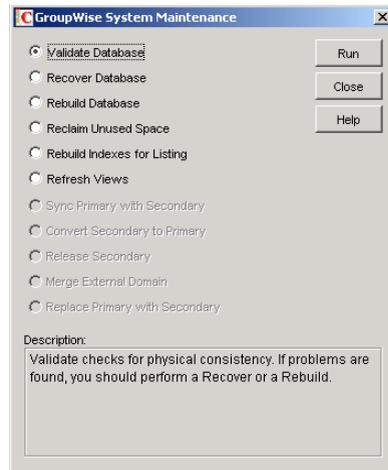
2 Select Refresh Views, then click Run, click Yes, then click OK.

The POA then retrieves the latest view files from the software distribution directory associated with the selected post office.

Disabling a Post Office

Disabling a post office restricts users from starting the GroupWise Windows or Cross-Platform client and accessing the post office. However, users who are already running the GroupWise client can continue to access the post office; after they exit, they cannot access the post office again until the post office is enabled.

A post office must be disabled if you are rebuilding the post office database (wphost.db). You might also want to disable a post office when you are doing a complete GroupWise system backup. That ensures that all data is consistent at the time of the backup.

1 In ConsoleOne, browse to and right-click the Post Office object, then click Properties.

2 Click GroupWise > Client Access Settings to display the Client Access Settings page.
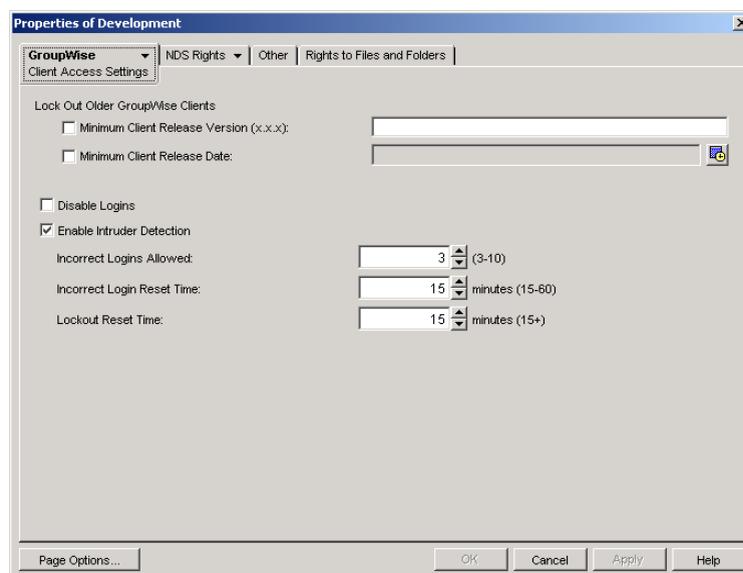
3 Select Disable Logins, then click OK to disable the post office.

4 To re-enable logins, deselect Disable Logins so that it is blank.

Moving a Post Office

You cannot move a Post Office object in ConsoleOne because it is a container object. Only leaf objects can be moved. If you need to change the context, graft the GroupWise post office to its corresponding eDirectory object in the new container location. See "GW / eDirectory Association" on page 71 for more information on grafting objects.

You can, however, move the post office directory, the post office database (wphost.db), and the other databases that reside in the post office by copying the post office directory structure and all its contents to the new location.

IMPORTANT: Follow these instructions if you want to move a post office on a NetWare or Windows server to another directory on the same server or to a different NetWare or Windows server. If you want to move a post office located on a NetWare or Windows server onto a Linux server, see "Moving a Post Office to Linux" in "Update" in the *"GroupWise 7 Installation Guide"*.

To move a post office directory structure and all its contents:

1 Make sure all users are out of the post office, then disable logins to the post office. See "Disabling a Post Office" on page 183.

2 Back up the post office. See Chapter 31, "Backing Up GroupWise Databases," on page 389.

3 In ConsoleOne, display the Identification page of the post office to move.

4 In the UNC Path field, change the UNC path to the location where you want to move the post office, then click OK to save the new location.

The location change is then propagated up to the domain.

5 Stop the POA for the post office.

6 Use xcopy with the /s and /e options to move the post office directory and its contents. These options re-create the same directory structure even if directories are empty.

Example: xcopy *post_office_directory* /s /e *destination*

7 Give rights to objects that need to access the post office database.

For example, if the new location is on a different server, the NetWare® POA and GroupWise administrators who run ConsoleOne need adequate rights to the new location, as described in Chapter 77, "GroupWise Administrator Rights," on page 1103.

8 Edit the POA startup file by changing the setting of the /home switch, then restart the POA. See "Adjusting the POA for a New Post Office Location" on page 468.

9 When you are sure the post office is functioning properly, delete the original post office directories.

If you need to move the POA along with its post office, see "Moving the POA to a Different Server" on page 467.

Deleting a Post Office

You cannot delete a post office until you have deleted or moved all objects that belong to it. Keep the POA running until after you have deleted the post office, so that it can process the object deletion requests.

1 In ConsoleOne, right-click the Post Office object to delete, then click Properties.
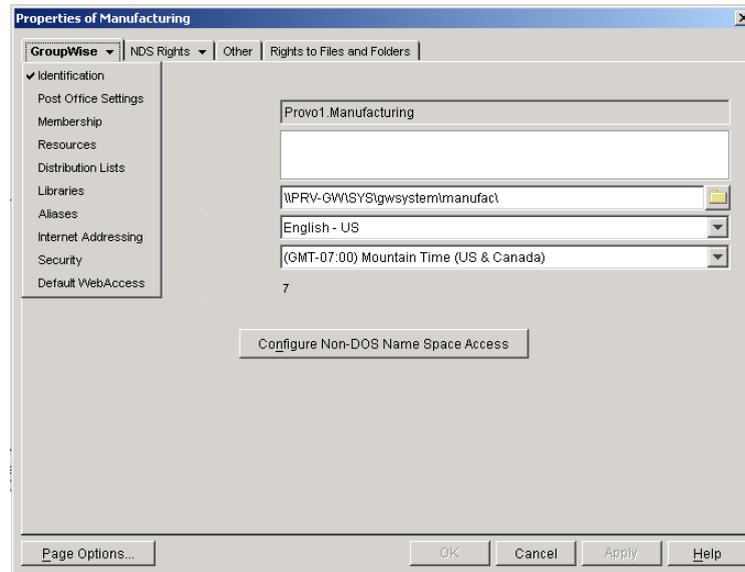
2 Click GroupWise > Resources, then delete any resources that still belong to the post office. See "Deleting a Resource" on page 238.

You must delete resources before users, because users who own resources cannot be deleted without assigning a new owner in the same post office.

3 Click GroupWise > Membership, then delete or move any users that still belong to the post office. See "Removing GroupWise Accounts" on page 222 and "Moving GroupWise Accounts" on page 204.

4 Click GroupWise > Distribution Lists, then delete any distribution lists that still belong to the post office. See "Deleting a Distribution List" on page 255.

5 Click GroupWise > Libraries, then delete any libraries that still belong to the post office. See "Deleting a Library" on page 311.

6 Click OK to perform the deletions.

It is easy to perform such deletions in the GroupWise View. Select the Post Office object in the GroupWise View, then use the drop-down list of objects to display objects of each type that still belong to the post office. Delete any residual objects in the Console View.

7 In ConsoleOne, browse to and right-click the Domain object that owns the post office to delete, then click Properties.

8 Click GroupWise > Post Offices, select the post office to delete, then click Delete.

9 Stop the POA for the post office and uninstall the POA software if applicable.

See "Stopping the POA" on page 504 and "Uninstalling the POA Software" on page 458.

Changing POA Configuration to Meet Post Office Needs

Because the POA delivers messages to mailboxes, responds in real time to client/server users, and maintains all databases located in the post office, its functioning affects the post office and all users who belong to the post office. Proper POA configuration is essential for a smoothly running GroupWise system. Complete details about the POA are provided in "Post Office Agent" on

. As you create and manage post offices, you should keep in mind the following aspects of POA configuration:

- "Enhancing Post Office Security with SSL Connections to the POA" on page 481
- "Providing LDAP Authentication for GroupWise Users" on page 483
- "Enabling Intruder Detection" on page 488
- "Supporting IMAP Clients" on page 473
- "Supporting SOAP Clients" on page 474
- "Supporting CAP Clients" on page 475
- "Optimizing Client/Server Processing" on page 529
- "Scheduling Database Maintenance" on page 490
- "Performing Nightly User Upkeep" on page 495
- "Restricting Message Size between Post Offices" on page 477