GroupWise 2012 Quick Start

January 24, 2012

Novell GroupWise 2012 is a cross-platform, corporate email system that provides secure messaging, calendaring, and scheduling. GroupWise also includes task management, contact management, document management, and other productivity tools. Companion products provide secure instant messaging (Novell Messenger (http://www.novell.com/documentation/novell_messenger22)), synchronization with mobile devices (Novell Data Synchronizer (http://www.novell.com/documentation/datasynchronizer1)), and teaming workspaces (Novell Vibe (http://www.novell.com/documentation/vibe32)), for robust enterprise connectivity and collaboration.

Your GroupWise system can run on Linux or Windows, or a combination of these operating systems. GroupWise users can access their mailboxes from Windows, Macintosh, or Linux desktops; in a Web browser anywhere an Internet connection is available; on tablet devices such as the Apple iPad; and on mobile devices.

This *Quick Start* provides a high-level road map for novice GroupWise installers and a concise checklist of essentials for experienced GroupWise installers. For complete system requirements and installation instructions, see the *GroupWise 2012 Installation Guide*.

Locating GroupWise Documentation

GroupWise documentation is not included in the downloaded *GroupWise 2012* software image. Instead, all GroupWise documentation is available on the GroupWise 2012 Documentation Web site (http://www.novell.com/documentation/groupwise2012).

Guide	Contents
Readme	Known issues for all GroupWise components
Quick Start	Installation overview for all GroupWise components
Installation Guide	Detailed system requirements and installation instructions for a basic GroupWise system and for all additional GroupWise components
Administration Guide	Creation and management of GroupWise domains, post offices, users, and all other GroupWise objects; configuration and optimization of all GroupWise agents and Web applications; rollout strategies for the GroupWise Windows client
Multi-System Administration Guide	How to connect your GroupWise system to other GroupWise systems; how to merge GroupWise systems
Interoperability Guide	How to use GroupWise in the context of other products, including Novell products and third-party products

Guide	Contents
Troubleshooting Guides	Error messages, troubleshooting strategies, message flow diagrams, and directory structure diagrams
Windows Client User Guide	Complete instructions for using the GroupWise Windows client; also available in the client by clicking *Help > User Guide*; additional assistance available by clicking *Help > Training & Tutorials*
Mac/Linux Client User Guide	Complete instructions for using the GroupWise Mac/Linux client; also available in the client by clicking *Help > User Guide*
WebAccess User Guide	Complete instructions for using GroupWise WebAccess in a desktop Web browser; also available by clicking ⚙ > *Help*
WebAccess Mobile User Guide	Complete instructions for using GroupWise WebAccess in a desktop Web browser; also available by tapping *More > Help*.

Installing a Basic GroupWise System

A basic GroupWise system consists of a domain and a post office, a document library, and users. The Post Office Agent (POA) delivers messages between users' mailboxes in each post office. The Message Transfer Agent (MTA) routes messages between post offices and domains in a full GroupWise system. The Document Viewer Agent (DVA)

converts attached document files into HTML format for display in GroupWise WebAccess and for indexing by the POA, if the POA has been configured to use it.

❑ x86-32 processor or x86-64 processor

On a 64-bit processor, GroupWise still runs as a 32-bit application.

❑ Any of the following server operating systems for the GroupWise agents:

   ◆ Novell Open Enterprise Server (OES) 2 (Linux version) or OES 11, plus the latest Support Pack

   ◆ SUSE Linux Enterprise Server (SLES) 10 or SLES 11, plus the latest Support Pack

   ◆ Windows Server 2003, Windows 2003 R2, Windows Server 2008, Windows Server 2008 R2, or Windows Server 2012, plus the latest Service Pack

❑ eDirectory 8.7 or later, plus the latest Support Pack, with LDAP enabled

❑ ConsoleOne 1.3.6h or later

GroupWise 2012 includes ConsoleOne 1.3.6h for Linux and for Windows in the downloaded *GroupWise 2012* software image.

ConsoleOne requires JRE 5 Update 11 or later. This is included in the downloaded *GroupWise 2012* software image and is automatically installed.

On Windows, ConsoleOne also requires the latest version of the Novell Client 2 SP1. On Linux, ConsoleOne also requires the X Window System, version X11R6 or later.

❑ Any of the following environments for running ConsoleOne and the GroupWise Installation program:

   ◆ Novell Open Enterprise Server (OES) 2 (Linux version) or OES 11, plus the latest Support Pack

   ◆ SUSE Linux Enterprise Server (SLES) 10 or SLES 11, plus the latest Support Pack

   On Linux, the X Window System is required by the GUI GroupWise Installation program that steps you through the process of creating a new GroupWise system. A text-based Installation program is also available for installing individual GroupWise components on servers where the X Windows System is not available.

   ◆ Windows XP, Windows Vista, or Windows 7, plus the latest Service Pack for your version of Windows, plus the Novell Client

   ◆ Windows Server 2003, Windows Server 2003 R2, Windows Server 2008, or Windows Server 2008 R2, plus the latest Service Pack, plus the Novell Client

❑ Adequate server memory for the GroupWise agents

For details, see "Agent Memory Requirements" in "Installing GroupWise Agents" in the *GroupWise 2012 Installation Guide.*

On a machine that meets the GroupWise system requirements:

1 Start the GroupWise Installation program in the downloaded *GroupWise 2012* software image:

Linux: `/gw12.0.0-image_version/install`

Windows: `\groupwise\setup.exe`

2 On Linux, click *Create or Update a GroupWise System*.

or

On Windows, click *Install GroupWise System*.

3 Follow the on-screen instructions to set up your basic GroupWise system:

   ◆ Install the GroupWise Administrator snap-ins to ConsoleOne

   ◆ Set up your GroupWise software distribution directory

   ◆ Create your first domain and post office

   ◆ Install the Message Transfer Agent (MTA), the Post Office Agent (POA), and the Document Viewer Agent (DVA) for the new domain and post office

On Windows, the Installation program can immediately start the agents for you.

In addition to the *GroupWise 2012 Installation Guide*, see "Domains," "Post Offices," "Message Transfer Agent," and "Document Viewer Agent" in the *GroupWise 2012 Administration Guide* for more information.

Accessing Your GroupWise Mailbox

Each GroupWise user has a mailbox in a post office. In a corporate workplace environment, users with Windows workstations can run the GroupWise Windows client to access their mailboxes and to send and receive mail. Users with Macintosh workstations can run the GroupWise Mac client. Users with Linux workstations can run the GroupWise Linux client.

❑ x86-32 processor or x86-64 processor

On a 64-bit processor, GroupWise still runs as a 32-bit application.

- Any of the following Windows versions, plus the latest Service Pack:
    - Windows XP on a 300 MHz or higher workstation with at least 128 MB of RAM
    - Windows Vista on a 1 GHz or higher workstation with at least 1 GB of RAM
    - Windows 7 on a 1 GHz or higher workstation with at least 1 GB of RAM
- Approximately 200 MB of free disk space to install the Windows client

GROUPWISE WINDOWS CLIENT INSTALLATION

At a Windows workstation that meets the client requirements:

1. Start the GroupWise Installation program in the downloaded *GroupWise 2012* software image by running `\groupwise\setup.exe`.
2. Click *Install More Components > Install GroupWise Client* to start the client Setup program.
3. Follow the on-screen instructions to install the Windows client software on your workstation.

    The client Setup program can immediately start the GroupWise Windows client for you. In addition, the installation process adds a GroupWise Windows client icon to your desktop.
4. Double-click the GroupWise Windows client icon to start the Windows client.

For system-wide rollout of the Windows client software, you will probably not provide the downloaded software image to each GroupWise user. See "Client" in the *GroupWise 2012 Administration Guide* for various client rollout alternatives, including the use of Novell ZENworks.

GROUPWISE MAC CLIENT REQUIREMENTS AND INSTALLATION

See "Installing and Starting the GroupWise Mac Client" in the *GroupWise 2012 Installation Guide*.

GROUPWISE LINUX CLIENT REQUIREMENTS AND INSTALLATION

See "Installing and Starting the GroupWise Linux Client" in the *GroupWise 2012 Installation Guide*.

Connecting Your GroupWise System to the Internet

The GroupWise Internet Agent adds Internet messaging services to your GroupWise system. With the Internet Agent installed, GroupWise users can send messages to recipients anywhere on the Internet. They can connect to their GroupWise mailboxes by using standard POP3, IMAP4, or SOAP email clients instead of the GroupWise Windows client. GroupWise users can also subscribe to Internet list servers and RSS feeds in the GroupWise Windows client.

GROUPWISE INTERNET AGENT SYSTEM REQUIREMENTS

- Any server operating system listed in "GroupWise System Requirements" on page 2
- Internet connectivity, including an Internet Service Provider (ISP) or in-house DNS address resolution

GROUPWISE INTERNET AGENT INSTALLATION

1. Start the GroupWise Installation program, as described in "Basic GroupWise System Installation" on page 2.
2. On Linux, click *Install Products > Install GroupWise Internet Agent*.

    or

    On Windows, click *Install GroupWise System*, click *Next* to accept a Standard installation, select *Install Individual Components*, select only *GroupWise Internet Agent*, then click *Next*.
3. Follow the on-screen instructions to install the Internet Agent to a Linux or Windows server.

    On Windows, the Installation program can immediately start the Internet Agent for you.

In addition to the *GroupWise 2012 Installation Guide*, see "Internet Agent" in the *GroupWise 2012 Administration Guide* for more information.

Accessing Your GroupWise Mailbox from Your Web Browser, Tablet Device, or Mobile Device

GroupWise WebAccess enables GroupWise users to access their GroupWise mailboxes through Web browsers, tablet devices such as the Apple iPad, and mobile devices. The WebAccess Application integrates into your Web server so that GroupWise mailbox information can be displayed in your Web browser or on your tablet device or mobile device. The WebAccess Application communicates with the Post Office Agent (POA) to obtain the mailbox information and with the Document Viewer Agent (DVA) to convert documents into HTML format for viewing in your mobile environment.

GROUPWISE WEBACCESS SYSTEM REQUIREMENTS

- Any server operating system listed in "GroupWise System Requirements" on page 2

- ❏ A supported Web server:
  - ◆ Linux: Apache 2.2, plus Tomcat 6 or later, plus JRE 5 or later, plus the ModProxy module
  - ◆ Windows: Microsoft Internet Information Server (IIS) 6 or 7, plus Tomcat 6, plus the Jakarta Connector 1.2
- ❏ Any of the following Web browsers:
  - ◆ Linux: Mozilla Firefox
  - ◆ Windows: Microsoft Internet Explorer 8.0 or later; Mozilla Firefox; Google Chrome
  - ◆ Macintosh: The latest version of Safari for your Mac OS; Mozilla Firefox; Google Chrome

GROUPWISE WEBACCESS USER REQUIREMENTS

Any of the following user environments:

- ❏ Any of the following Web browsers:
  - ◆ Linux: Mozilla Firefox
  - ◆ Windows: Microsoft Internet Explorer 8.0 or later; Mozilla Firefox; Google Chrome
  - ◆ Macintosh: The latest version of Safari for your Mac OS; Mozilla Firefox; Google Chrome
- ❏ Apple iPad 1 or 2, with the latest version of Safari
- ❏ Any mobile device that supports Wireless Access Protocol (WAP) and has a microbrowser that supports Hypertext Markup Language (HTML) 4.0 or later

GROUPWISE WEBACCESS INSTALLATION

1. Start the GroupWise Installation program on a Web server, as described in "Basic GroupWise System Installation" on page 2.

2. On Linux, click *Install Products > Install GroupWise WebAccess*.

   or

   On Windows, click *Install GroupWise System*, click *Next* to accept a Standard installation, select *Install More Components*, then click *Install WebAccess*.

3. Follow the on-screen instructions to install the WebAccess Application to the Web server.

   On Windows, the Installation program can immediately restart the Web server form you.

4. On Linux, restart Apache and Tomcat.

5. To display the GroupWise WebAccess login page, use the following URL:

   ```
   http://web_server_address/gw/webacc
   ```

   Replace *web_server_address* with the IP address or DNS hostname of the Web server.

In addition to the *GroupWise 2012 Installation Guide*, see "WebAccess" in the *GroupWise 2012 Administration Guide* for more information.

Publishing Your Calendar and Free/Busy Information on the Web

The GroupWise Calendar Publishing Host enables GroupWise users to publish their personal GroupWise Calendars and free/busy status on the Internet so that non-GroupWise users can see their schedules and availability. This helps non-GroupWise users schedule convenient appointments with GroupWise users.

In addition to the *GroupWise 2012 Installation Guide*, see "Calendar Publishing Host" in the *GroupWise 2012 Administration Guide* for more information.

Synchronizing Your Mobile Device with GroupWise

You can use the GroupWise Mobility Service to synchronize email and other personal information manager (PIM) data from GroupWise to mobile devices that support Microsoft ActiveSync protocol 12.*x*.

Supported mobile device operating systems include:

- ◆ Android 3.*x* and 4.*x*
- ◆ Apple iOS 5.*x*, 6.x, and 7.x
- ◆ Windows Phone 7
- ◆ Windows 8 (Phone, Tablet, and Desktop)
- ◆ BlackBerry 10.*x*

For installation instructions, see the *GroupWise Mobility Service 2.0 Installation Guide*. For maintenance instructions, see the *GroupWise Mobility Service 2.0 Administration Guide*.

Communicating in Real Time with Other GroupWise Users

Novell Messenger is a cross-platform, corporate-based, secure instant messaging solution that supports instant messaging, presence, chat rooms, broadcasts, and archiving of conversations for GroupWise users. Messenger runs on Linux and Windows.

For basic instructions, see the *GroupWise and Messenger Quick Start* (http://wwwtest.provo.novell.com/documentation/groupwise2012/pdfdoc/gw2012_qs_messenger22/gw2012_qs_messenger22.pdf). For more detailed information, see the *Novell Messenger 2.2 Installation Guide* and the *Novell Messenger 2.2 Administration Guide*.

Collaborating with Other GroupWise Users

Novell Vibe enhances GroupWise by providing easy document management and sharing, team calendars and task lists, workflows, discussion threads, wikis, blogs, RSS feeds, and more.

For basic instructions, see the *GroupWise and Vibe Quick Start* (http://wwwtest.provo.novell.com/documentation/groupwise2012/pdfdoc/gw2012_qs_vibe/gw2012_qs_vibe.pdf). For more detailed information, see the *Novell Vibe 3.2 Installation Guide* and the *Novell Vibe 3.2 Administration Guide*.

Monitoring Your GroupWise System

GroupWise Monitor is a monitoring and management tool that allows you and other GroupWise administrators to monitor GroupWise and Messenger agents from any location where you are connected to the Internet and have access to a Web browser. Some agent administration can also be performed from your Web browser.

GROUPWISE MONITOR SYSTEM REQUIREMENTS

❒ Any server operating system listed in "GroupWise System Requirements" on page 2

❒ Any Web server listed in "GroupWise WebAccess System Requirements" on page 3

❒ Any Web browser listed in "GroupWise WebAccess System Requirements" on page 3

More detailed Monitor requirements are listed in the *GroupWise Installation Guide*.

GROUPWISE MONITOR INSTALLATION

1 Start the GroupWise Installation program, as described in "Basic GroupWise System Installation" on page 2.

2 On Linux, click *Install Products* > *Install GroupWise Monitor*.

   or

   On Windows, click *Install GroupWise System*, click *Next* to accept a Standard installation, select *Install More Components*, then click *Install Monitor*.

3 Follow the on-screen instructions to install the Monitor Agent to a Linux or Windows server and to install the Monitor Application to the Web server of your choice.

   On Windows, the Installation program can immediately start the Monitor Agent and Web server for you.

4 On Linux, restart Apache and Tomcat.

5 To display the Monitor Web console in your Web browser, use the following URL:

```
http://web_server_address/gwmon/gwmonitor
```

   Replace *web_server_address* with the IP address or DNS hostname of your Web server.

   The Monitor Web console, which interacts with your Web server, enables you to monitor agents from outside your firewall.

6 To display the more full-featured Monitor Agent Web console in your Web browser, use the following URL:

```
http://web_server_address:8200
```

   The Monitor Agent Web console, provided by the Monitor Agent itself, can be accessed only from behind your firewall.

In addition to the *GroupWise 2012 Installation Guide*, see "Monitor" in the *GroupWise 2012 Administration Guide* for more information.

Clustering Your GroupWise System

Clustering ensures high availability and manageability of critical network resources by providing failover, failback, and migration (load balancing) capabilities for clustered resources. By setting up post offices in a cluster, you ensure that GroupWise users can always access their mailboxes. By setting up the Internet Agent in a cluster, you ensure that GroupWise users can always send mail across the Internet.

GroupWise can be installed in clusters on Linux and Windows. For more information, see the *GroupWise 2012 Interoperability Guide*.

Updating Your GroupWise System with Support Packs

Updates to your GroupWise software are provided on the Novell Downloads page (http://download.novell.com).

1 Follow the installation instructions in the Readme for each GroupWise Support Pack, keeping in mind the following important guidelines:

   ◆ Always update your primary domain first.

   ◆ When you update any domain, always start the MTA first (before any POAs) so that the domain database is fully updated.

   ◆ After you update a domain and start the MTA for it, start the updated POAs for the post offices that belong to the updated domain.