Novell Data Synchronizer Connector for GroupWise

Readme

Novell®

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1 Overview

The Novell Data Synchronizer Connector for GroupWise is the component of Data Synchronizer that connects your GroupWise system with your Synchronizer system.

The Data Synchronizer Mobility Pack includes both the GroupWise Connector and the Mobility Connector for synchronizing GroupWise data to mobile devices.

You can also install Data Synchronizer and the GroupWise Connector without the Mobility Connector for use with the Salesforce.com Connector, the SharePoint Connector, and the SugarCRM Connector.

2 System Requirements

The general system requirements for the GroupWise Connector are the same as for Data Synchronizer, as listed in "Data Synchronizer System Requirements" in the *Novell Data Synchronizer Mobility Pack Installation Guide*.

The GroupWise-specific requirements for the GroupWise Connector are listed in the *GroupWise Connector Installation and Configuration Guide*.

3 GroupWise Connector Installation

The GroupWise Connector is automatically installed as part of the Data Synchronizer Mobility Pack, as described in the *Novell Data Synchronizer Mobility Pack Installation Guide*.

The GroupWise Connector can also be installed without the Mobility Connector for use with the Salesforce.com Connector, the SharePoint Connector, and the SugarCRM Connector, as described in the *Novell Data Synchronizer Mobility Pack Installation Guide*.

4 GroupWise Connector Issues

For general connector issues, see "General Connector Issues" in the Novell Data Synchronizer Mobility Pack Readme.

4.1 GroupWise Connectivity Issue

When the GroupWise Connector cannot communicate with the GroupWise POA for some reason, you see the following message in the GroupWise Connector log file:

```
GroupWise is down, will retry in nn seconds
```

Occasionally, this messages continues to appear in the GroupWise Connector log file even after the GroupWise POA is running again. To resolve the problem, restart the GroupWise Connector.

4.2 Initial Synchronization of Personal Address Books

By default, GroupWise contact information synchronizes to other applications such as SugarCRM when you add or modify contacts. If you want to get an entire personal address book to synchronize with another application, you can use this workaround:

1 In the GroupWise client, export the personal address book.

2 Delete all the contacts from the personal address book, so that the address book is empty.

3 Import the personal address book back into GroupWise, so that all of the contacts are re-created.

   This causes all of the contacts in the personal address book to synchronize with other applications.

4.3 GroupWise Connector Monitoring Not Available in Synchronizer Web Admin

On the main Synchronizer Web Admin page, if you click the *Monitor* icon in the *Actions* column for the GroupWise Connector, no status information is available. Status information is currently provided for the Mobility Connector, but not for the GroupWise Connector.

4.4 External Entities Not Currently Supported

GroupWise external entities are not currently supported for synchronization. By definition, external entities are represented by GroupWise objects, and they have no corresponding eDirectory objects. Authentication for synchronization is done through LDAP. Therefore, external entities cannot authenticate to the Synchronizer system.

The workaround is to convert external entities into eDirectory users so that they can authenticate to the Synchronizer system.

4.5 Add Users Option in Synchronizer Web Admin

Under the *Advanced* options on the *GroupWise Connector Configuration* page in Synchronizer Web Admin, leave the *Add Users* option at its default setting of *Only selected users*. This setting synchronizes data for the specific users that you select during installation of the Mobility Pack.

The *All users from post office* setting synchronizes GroupWise data for all users, regardless of whether they have been added to the Mobility Connector. For a Mobility Pack installation, this setting creates unnecessary synchronization traffic and causes the GroupWise Connector to store data that will never be synchronized to mobile devices. However, this setting might be useful if you are using a different connector, such as the Salesforce.com Connector, the SharePoint Connector, or the SugarCRM Connector.

5 GroupWise 8.0.2 Issues

The GroupWise Connector depends on the GroupWise POA to support its functionality. GroupWise 8.0.2 is required for use with the GroupWise Connector. However, GroupWise 8.0.2 was released with some issues that impact GroupWise Connector functionality. Fixes for these GroupWise 8.0.2 issues will be available as hot patches or in the next GroupWise release.

The following issues occur if you are running GroupWise 8.0.2, but they do not occur if you are running a later release of GroupWise:

5.1 Address Format of Contacts from the GroupWise Address Book

If you look up a contact in the GroupWise Address Book from your mobile device, the address is retrieved in the *username.post_office.domain@internet_domain* format. This happens even when the address format is set correctly in ConsoleOne. There is no workaround.

5.2 Notes on Contacts

Contacts that have notes associated with them take a long time to synchronize to your mobile device. After GroupWise 8.0.2, notes are not synchronized with contacts in order to speed up synchronization.

5.3 Duplicate Appointments

Under several circumstances, a single appointment or the first instance of a recurring appointment appears multiple times on the mobile device even though it displays correctly in GroupWise. For example, if you modify an appointment on the mobile device, both the original appointment and the modified version appear on the device, but the modification is successfully made in GroupWise.

5.4 Appointment Modifications

On some mobile devices, when you modify an existing appointment on your mobile device, duplicate appointments appear on the mobile device and in GroupWise. The duplicates can be cleaned up by retracting the original appointment in the Sent Items folder in GroupWise.

5.5 Last Recurring Appointment Instance Missing

If you create a recurring appointment on your mobile device, the last recurring instance does not appear in GroupWise.

5.6 From Field Truncated

Under certain circumstances, the address in the *From* field displays incorrectly. This is a cosmetic issue. Replying to the address in the *From* field works correctly.

5.7 Sent Items in Mailbox Folder

On some mobile devices, when you send a message, it appears in your own Mailbox folder as well as in your Sent Items folder.

5.8 Read/Unread Items in the Trash

From your mobile device, you cannot mark an item *Read* or *Unread* if it is in the Trash folder.

5.9 Unresponsive POA SOAP Threads

Under certain circumstances, POA SOAP threads gradually become unresponsive, and additional SOAP threads start, building up to a total of 80 threads. Occasionally, the POA crashes as a result. If this occurs, restart the POA.

5.10 Thread Usage and Memory Consumption

Under certain circumstances, the GroupWise Connector tries to retrieve all items in a user's mailbox. This erroneous activity causes too many threads to start and consumes a large amount of memory. If this occurs, restart the POA.

5.11 UTF-8 Encoding

Some mobile devices create items encoded for the UTF-8 character set. The encoding used by the mobile devices did not match the UTF-8 encoding expected by the POA. As a result, a duplicate item might be created or the message body is truncated.

6 Documentation

Novell Data Synchronizer documentation is available at the Novell Data Synchronizer Documentation Web site (http://www.novell.com/documentation/datasynchronizer1):

- Novell Data Synchronizer Readmes
- Novell Data Synchronizer installation and administration guides

Novell Data Synchronizer connector documentation is available at the Novell Data Synchronizer Connector Documentation Web site (http://www.novell.com/documentation/beta/datasync_connectors1)

- Connector Readmes
- Connector Quick Starts
- Connector installation and configuration guides

In addition to the Data Synchronizer product documentation, the following resources provide additional information about Data Synchronizer and connectors:

- Novell Support and Knowledgebase (http://www.novell.com/support)
- Data Synchronizer Support Forum (http://forums.novell.com/novell-product-support-forums/data-synchronizer)
- Data Synchronization Cool Solutions (http://www.novell.com/communities/coolsolutions/datasynchronizer)

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