GroupWise 8
Support Pack 3

Readme

Novell®

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1 Overview

GroupWise 8 Support Pack 3 provides bug fixes, as listed in the GroupWise 8 Support Pack 3 Bug Fix List (http://www.novell.com/documentation/gw8/resources/GW803_Fixes.html).

GroupWise 8 Support Pack 3 includes all bug fixes that are available in earlier GroupWise 8 Support Packs and Hot Patches.

2 GroupWise System Requirements

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

3 NetWare/Windows Installation

3.1 NetWare/Windows Administration Software Installation Instructions

IMPORTANT: If you are installing the GroupWise software in a cluster, refer to the *GroupWise 8 Interoperability Guide* (http://www.novell.com/documentation/gw8) for cluster-specific installation instructions before starting to install the GroupWise 8 Support Pack 3 software.

1 Download the NetWare/Windows GroupWise 8 Support Pack 3 compressed executable file to a temporary directory on your NetWare or Windows server:

   ```
   gw803_full_nlmwin_en.zip
   gw803_full_nlmwin_multi.zip
   ```

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

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

3 In Windows, click *Start > Run > Browse*, then locate the directory where you extracted the GroupWise 8 Support Pack 3 software files.

4 Select the setup.exe file, then click *OK* to run the GroupWise Installation program.

5 Click *Create or Update a GroupWise System*.

6 Follow the on-screen instructions to install the GroupWise 8 Support Pack 3 software.

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

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

For additional instructions, refer to the *GroupWise 8 Installation Guide* on the GroupWise 8 Documentation Web site (http://www.novell.com/documentation/gw8).

3.2 Windows Client Software Installation Instructions

1 Download the GroupWise 8 Support Pack 3 Windows Client compressed executable file to a temporary directory on your workstation:

```
gw803_client_win_en.exe
gw803_client_win_multi.exe
```

2 In Windows, click *Start > Run > Browse*, then locate the directory where you downloaded the GroupWise 8 Support Pack 3 client compressed executable file.

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

4 Follow the on-screen instructions to install the GroupWise 8 Support Pack 3 client software on your workstation.

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

4 Linux Installation

- Section 4.1, "Linux Administration Software Installation Instructions," on page 2

NOTE: GroupWise 8 Support Pack 3 does not include the GroupWise Linux client. No update to the GroupWise Linux client is planned. Linux users can continue to run the GroupWise 8 Support Pack 2 Linux client with GroupWise 8 Support Pack 3 and with GroupWise 2012.

4.1 Linux Administration Software Installation Instructions

IMPORTANT: If you are installing the GroupWise software in a cluster, refer to the *GroupWise 8 Interoperability Guide* (http://www.novell.com/documentation/gw8) for cluster-specific installation instructions before starting to install the GroupWise 8 Support Pack 3 software.

1 Download the GroupWise 8 Support Pack 3 compressed tar file to a temporary directory on your Linux server:

```
gw803_linux_en.tar.gz
gw803_linux_multi.tar.gz
```

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

```
tar -xvzf filename.tar.gz
```

The files are extracted to the root of the directory.

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

4 In the directory where you extracted the GroupWise 8 Support Pack 3 software files, use the following command to start the GroupWise Installation program:

`./install`

5 Click *Create or Update GroupWise System*.

6 Follow the on-screen instructions to install the GroupWise 8 Support Pack 3 software.

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

For additional instructions, refer to the *GroupWise 8 Installation Guide* on the GroupWise 8 Documentation Web site (http://www.novell.com/documentation/gw8).

5 Installation Issues

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

5.1 General Installation Issues

5.1.1 eDirectory Schema Extension

GroupWise 8 includes new functionality that requires you to extend the schema of any Novell eDirectory trees where you have GroupWise objects created by an earlier version of GroupWise. The GroupWise 8 Installation program does not extend the eDirectory schema for you when you update to GroupWise 8. Before you update your GroupWise system from GroupWise 7 to GroupWise 8, use ConsoleOne to extend the eDirectory schema for GroupWise 8.

1 Install the GroupWise 8 snap-ins to ConsoleOne.

2 In ConsoleOne, select an eDirectory tree that contains GroupWise objects.

3 Click *Tools > GroupWise Utilities > Check eDirectory Schema*.

If the schema is current, a message notifies you. If the schema is not current, you can use this utility to update to the current schema.

4 Repeat this procedure for each eDirectory tree that contains GroupWise objects.

5.1.2 GroupWise Version Compatibility

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

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

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

See also Section 9.1.2, "GroupWise 8 WebAccess Compatibility with Earlier Versions of WebAccess," on page 17.

5.1.3 WebAccess and Monitor on the Same Web Server

The WebAccess Application, WebPublisher Application, and Monitor Application share a common library. If you are updating from an earlier GroupWise version and if you run these applications on the same Web server, you must update all three before any of them can work properly.

5.1.4 Additional Installation Issues

Platform-specific installation issues are listed in separate sections below. Installation issues for individual GroupWise components are located under the heading for each component.

5.2 NetWare/Windows Installation Issues

- Section 5.2.1, "SetupIP Programs Identified as Viruses," on page 4
- Section 5.2.2, "Windows Client Installation in a 64-bit Environment," on page 5
- Section 5.2.3, "NetWare Agent Installation from Windows Vista or Windows 7," on page 5
- Section 5.2.4, "Windows Agent Installation Issue," on page 5
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- Section 5.2.6, "Problem Installing from a Windows XP Service Pack 2 Machine," on page 6

5.2.1 SetupIP Programs Identified as Viruses

The SetupIP programs `setupip.exe` and `writeip.exe` are falsely identified as viruses by Norton Internet Security 2010. As a workaround, configure Norton Internet Security 2010 to ignore these files.

5.2.2 Windows Client Installation in a 64-bit Environment

The GroupWise 8.0.3 Windows client does not install successfully in a 64-bit environment when the following situations exist on the workstation:

- A GroupWise 8.0.2 or earlier GroupWise version is installed, then the 64-bit version of Office 2010 is installed, then GroupWise is updated to 8.0.3.
- The 32-bit version of Office 2007 or 2010 is installed, then a GroupWise 8.0.2 or earlier GroupWise version is installed, then Office is updated to the 64-bit version of Office 2010, then GroupWise is updated to 8.0.3.

To enable GroupWise 8.0.3 to function correctly in these situations, use either of the following workarounds:

- Run the GroupWise Windows client Setup program a second time, selecting *Repair*.

  or
- Uninstall the GroupWise Windows client, then reinstall it.

If you do not repair or reinstall the client in these situations, you encounter the following error messages:

- `Either there is no default mail client or the current mail client cannot fulfill the messages request.`
- `The 'MAPI Session Handle' of the Novell GroupWise 'Object Request Broker' could not be accessed. The address book cannot run.`
- `GroupWise is not properly installed. The Address Book component could not be initialized.`

5.2.3 NetWare Agent Installation from Windows Vista or Windows 7

During Support Pack installation on a Windows Vista or Windows 7 machine, you might receive the following error message when you specify the path to your existing software distribution directory on a NetWare server:

`Path: drive:\grpwise\software - Please specify a valid network path.`

This message can occur even when you see that the drive is correctly mapped and correctly specified. Use a UNC path instead, such as:

`\\NetWare_server\volume\grpwise\software`

If the UNC path also fails, use one of the following workarounds:

- Install the latest Novell Client for Vista or Windows 7 from Novell Downloads (http://download.novell.com).
- Perform the installation from a Windows XP machine.

5.2.4 Windows Agent Installation Issue

Before you update existing GroupWise agent software, make sure that the GroupWise agents have been stopped on the Windows server. If the GroupWise agents are running during the installation process, the agent software is not updated, but the GroupWise Installation program does not notify you that it was unable to update the agent software.

5.2.5 New Default Installation Paths on Windows

On Windows workstations and servers, the default GroupWise 8 software locations are consolidated under `c:\Program Files\Novell` into the following subdirectories:

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

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

5.2.6 Problem Installing from a Windows XP Service Pack 2 Machine

When you install any GroupWise agent (Post Office Agent, Message Transfer Agent, Internet Agent, WebAccess Agent, Monitor Agent) to a NetWare server from a Windows XP machine where Service Pack 2 has been installed, you must have the Novell Client 4.90 SP2 or later installed on the Windows machine. If you have an earlier Novell Client, the GroupWise Installation program claims that it cannot find some of the directories to which you want to install software.

5.3 Linux Installation Issues

5.3.1 SUSE Linux Enterprise Server 11 Issues

- eDirectory 8.8.5 is supported on SUSE Linux Enterprise Server (SLES) 11. Earlier versions are not supported.
- SLES 11 does not include Tomcat, so Tomcat is included with the GroupWise 8 Support Pack 3 software. The GroupWise 8 Support Pack 3 Installation program detects SLES 11, installs Tomcat, and configures it for use with GroupWise.

5.3.2 Domain Services for Windows Issues

Starting with GroupWise 8 Support Pack 1, GroupWise is supported in a Domain Services for Windows (DSfW) environment. However, workarounds are required for two specific situations:

- The GroupWise Installation program cannot add GroupWise accounts to User objects if the User objects are located in a DSfW partition. Use ConsoleOne to create GroupWise accounts for such users after you install the GroupWise software.

- The GroupWise Installation program can create all GroupWise objects in a DSfW partition except for the WebAccess Application object (named GroupWiseWebAccess). Use ConsoleOne to create the WebAccess Application object, then run the Installation program to install and configure the WebAccess Application software.

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

When you install GroupWise on SLES 10 to a Xen guest, you might receive the following error message:

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

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

1 Make sure that SSH is enabled on the Xen guest.

2 Use the following command to open an X terminal window on the SLES 10 Xen host:

```
ssh -X root@guest_ip_address
```

3 Run the GroupWise Installation program from the Xen host.

5.3.4 Problem Copying the Monitor Files to the Software Distribution Directory

On SLES 10 SP2, the Installation program occasionally cannot copy the Monitor software files to the software distribution directory. This appears to be a timing issue. Try again using the Installation program, or manually copy the Monitor files to the software distribution directory.

5.3.5 Upgrading from an Incomplete Software Distribution Directory

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

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

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

5.3.6 eDirectory Reinstallation on Open Enterprise Server

If you need to uninstall and reinstall eDirectory on Open Enterprise Server for Linux, your GroupWise system is affected, because the GroupWise objects in eDirectory are lost when eDirectory is uninstalled. Therefore, you need to re-create the GroupWise objects in the new eDirectory tree.

1 (Conditional) If ConsoleOne has been uninstalled and reinstalled along with eDirectory, reinstall the GroupWise snap-ins to ConsoleOne, as described in "Installing ConsoleOne and the GroupWise Snap-Ins on Linux" in "System" in the *GroupWise 8 Administration Guide* (http://www.novell.com/documentation/gw8).

2 In ConsoleOne, extend the eDirectory schema for GroupWise objects, as described in "Check eDirectory Schema" in "System" in the *GroupWise 8 Administration Guide* (http://www.novell.com/documentation/gw8).

3 Graft the GroupWise objects into the new eDirectory tree:

   3a Access the primary GroupWise domain directory, as described in "Select Domain" in "System" in the *GroupWise 8 Administration Guide* (http://www.novell.com/documentation/gw8).

   3b Graft your GroupWise domains and post offices into the new eDirectory tree, as described in "Graft GroupWise Objects" in "System" in the *GroupWise 8 Administration Guide* (http://www.novell.com/documentation/gw8).

   For additional assistance, see TID 7004121: How to Graft GroupWise Objects (http://www.novell.com/support).

   3c Graft in GroupWise users and other GroupWise objects that belong to post offices.

4 Start all the GroupWise agents.

6 Administration Issues

6.1 General Administration Issues

6.1.1 GWCSRGEN Functionality

In earlier versions of GroupWise, the GroupWise Generate CSR Utility (GWCSRGEN) created a certification signing request (CSR) that returned an MD5 (http://en.wikipedia.org/wiki/MD5) certificate. The MD5 algorithm is now considered compromised and should not be used.

Starting in GroupWise 2012 SP1, GWCSRGEN creates a CSR that returns a SHA-1 (http://en.wikipedia.org/wiki/SHA-1) certificate. The SHA-1 algorithm is more secure than MD5, but also has some potential weaknesses.

For the most stringent security needs, GWCSRGEN should no longer be used for generating CSRs. For suggested alternatives, see "Generating a Certificate Signing Request" in "Security Administration" in the *GroupWise 8 Administration Guide (http://www.novell.com/documentation/gw8)*.

6.1.2 Server Names

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

6.1.3 Identity Manager Driver Version Compatibility

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

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

6.1.4 Identity Manager Driver in a 64-Bit Environment

The GroupWise 8 product is comprised of many 32-bit services and applications. These pieces all run successfully on 64-bit hardware and operating systems.

The Identity Manager driver for GroupWise is also a 32-bit application. It requires either a 32-bit version of the Identity Manager engine, or a 32-bit version of the Identity Manager Remote Loader. For most installations, we recommend deploying the 64-bit version of the Identity Manager engine on a 64-bit system, and then deploying the 32-bit Identity Remote Loader along with the Identity Manager driver for GroupWise on a 32-bit system as described here.

1 Set up a 32-bit server for use by the Identity driver for GroupWise.

2 Install and configure the Identity Manager Remote Loader on the 32-bit server.

Follow the setup instructions for your version of Identity Manager:

- ◆ *Identity Manager 4.0 Remote Loader Guide* (https://www.netiq.com/documentation/idm401/idm_remoteloader/data/bookinfo.html)
- ◆ *Identity Manager 3.6.1 Remote Loader Guide* (http://www.novell.com/documentation/idm36/idm_remoteloader/data/bookinfo.html)

3 Install and configure the Identity Manager driver for GroupWise on the same 32-bit server with the Identity Manager Remote Loader.

Follow the setup instructions for your version of the Identity Manager driver for GroupWise:

- ◆ Identity Manager 4.0 Driver for GroupWise (https://www.netiq.com/documentation/idm401drivers/groupwise/data/bktitle.html)
- ◆ Identity Manager 3.6 Driver for GroupWise (http://www.novell.com/documentation/idm36drivers/groupwise/data/bktitle.html)

In this configuration, the Identity Manager Remote Loader on the 32-bit server communicates successfully with the Identity Manager engine and with the GroupWise agents that are both running on 64-bit servers.

6.1.5 Identity Manager Configuration Issue

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

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

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

1 In ConsoleOne, browse to and select the Domain object.

2 Right-click the GroupWiseWebAccess object, then click *Properties*.

3 Click *Application > Security*.

4 Deselect *Use client IP in securing sessions*.

5 Deselect the check boxes in the *Use Cookies* column.

6 Click *OK*.

6.1.6 Server-Based Antivirus Software

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

6.2 NetWare/Windows Administration Issues

6.2.1 eDirectory and Windows Support

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

6.2.2 Domain Services for Windows Issues

* If you create users in a Domain Services for Windows (DSfW) domain, then add those users to a new GroupWise system as you install GroupWise, the users are not successfully added to the post offices specified during GroupWise system setup. You must manually assign the users to post offices after setup of the new GroupWise system is complete.

* If you create a DSfW static group and then convert it to a GroupWise distribution list by assigning it to a post office, e-mail messages addressed to the group are not delivered to GroupWise users. To correct the problem, synchronize the post office that owns the distribution list. In ConsoleOne, select the post office, then click *Tools > GroupWise Utilities > Synchronize*.

6.2.3 GWTSA and Duplicate Source Directories

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

Original GWTSA

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

Support Pack GWTSA

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

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

6.2.4 Quotas on NSS Volumes

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

6.3 Linux Administration Issues

6.3.1 NFS Not Supported

Because of long-standing file lock issues with NFS, you cannot use an NFS mount to mount a server file system where your GroupWise system is located to a workstation where you are running ConsoleOne. We recommend using an SMB mount instead if you must use Windows ConsoleOne to access a domain located on a Linux server.

6.3.2 Pathnames and Filenames in Lowercase

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

6.3.3 Unavailable Administration Features

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

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

7 Agent Issues

7.1 General Agent Issues

7.1.1 New View Files Now Overwrite Existing View Files

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

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

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

7.1.2 Audit Reports

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

7.1.3 Evolution Compatibility with the POA and SOAP

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

```
/evocontrol-"Evolution-1.10-yyyy-mm-dd"
/evocontrol-"Evolution-Data-Server-1.10-yyyy-mm-dd"
```

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

7.2 NetWare/Windows Agent Issues

7.2.1 POA Instability

Support Pack 3 includes a fix for the problem where the Windows POA terminates unexpectedly and repeatedly when GroupWise Windows client users connect from outside the firewall on the external client/server port. If you continue to see the problem after installing Support Pack 3, add the /udpslap switch to the POA startup file. This switch is designed specifically to alleviate this particular connection issue.

7.2.2 NetWare POA Performance Recommendations

For best POA performance, follow these recommendations:

- Make sure that the Max Physical Connections option on the POA object is set to at least 2048 or higher, depending on the number of users in the post office.
- Make sure that the Max Application Connections option on the POA object is set to at least 4096 or higher, depending on the number of users in the post office.
- Keep the NSS /ReadAheadBlks setting at its default of 2. Increasing this setting does not increase POA performance. In fact, increasing this setting can be detrimental to POA performance.

7.2.3 NetWare POA Cannot Index PDF Files

The third-party viewer application that converts PDF files to HTML for indexing is not working properly on NetWare. Use the following startup switch with the NetWare POA to prevent it from trying to index PDF files:

/dcafilter-pdf

On Linux and Windows, the POA successfully indexes PDF files.

7.3 Linux Agent Issues

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

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

7.3.2 Maximum Number of Open Files

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

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

7.3.3 Limitation of the /language Startup Switch

If you use the /language startup switch to start the agents in a language that is different from the operating system, the list of agent settings does not display correctly. As a workaround, deselect *Use UTF-8 Encoding* in YaST (*System > Language > Primary Language > Details*).

8 Client Issues

8.1 Windows Client Issues

8.1.1 Archiving over the Network

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

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

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

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

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

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

8.1.2 D018 Error

Users who have accepted shared folders might receive a D018 error when they open a new item, regardless of whether that item is in a shared folder. The error is benign. Opening the item a second times succeeds.

8.1.3   GroupWise/Teaming/Vibe Compatibility

Starting in GroupWise 8 Support Pack 1, the GroupWise Windows client is designed to integrate with a Novell Teaming 2 or Novell Vibe 3 or later system. It cannot integrate with a Teaming 1 system. If you want access to a Teaming 1 system from GroupWise, you must continue to use the GroupWise 8 Windows client. Update your Teaming 1 system to Teaming 2 or Vibe 3 for full compatibility.

When you view a Teaming 2 site from the GroupWise Windows client, some functionality is different from what it would be if you accessed the Teaming site directly:

* When the Teaming site is viewed from the GroupWise client, the Teaming Workspace tree is not displayed. Teaming site navigation is performed through the GroupWise Folder List.

* When you select a team in the GroupWise Folder List, team members are listed by default. You can click a team member to display that user's profile, but folders in the user's personal workspace are not displayed when viewed from the GroupWise client.

* When you display a folder with subfolders, the Teaming Folder tree does not display the contents of subfolders. However, the subfolders can be accessed from the GroupWise Folder List.

* If you create a new subfolder, it does not immediately display in the Teaming Folder tree or in the GroupWise Folder List. However, it does display in the GroupWise Folder List the next time you access the Teaming site from GroupWise.

8.1.4   Novell Access Manager SSL VPN Compatibility Issue

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

8.1.5   Windows Security Rights for GroupWise Client Installation

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

8.1.6   Windows XP and Power Users

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

1 Remove yourself from the Power Users group.
2 Log out of Windows.
3 Log back in to Windows.
4 Uninstall the GroupWise Windows client.

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

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

8.1.8   Updated JAWS Script Available

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

8.2   Mac/Linux Client Issues

GroupWise 8 Support Pack 3 is an update to all GroupWise agents and Web Applications, GroupWise WebAccess, and the GroupWise 8 Windows client. Support Pack 3 does not include the GroupWise 8 Mac/Linux client.

An update to the GroupWise 8 Mac client has been released as GroupWise 8 Support Pack 2 Hot Patch 4 (http://www.novell.com/documentation/gw8/gw8_readmeen_sp2/data/gw8_readmeen_sp2.html).

No update to the GroupWise 8 Linux client is planned. Linux users can continue to run the GroupWise 8 Support Pack 2 Linux client with GroupWise 8 Support Pack 3 and with GroupWise 2012.

9   WebAccess Issues

9.1   General WebAccess Issues

9.1.1   Apache Optimizations for WebAccess

Starting in Support Pack 1, WebAccess includes Apache optimizations on NetWare and Linux servers. The optimizations improve management of static content such as images and JavaScript. On NetWare and Linux, the `Http EXPIRES` header is now set to one year. On NetWare, the `Http DEFLATE` output filter now compresses the static content that is sent from the Web server to the browser. (The `Http DEFLATE` output filter is not currently set on Linux servers.) If you have enabled these options manually for your Web server, you see warning messages after you install Support Pack 1. The warning messages are benign and can be ignored.

9.1.2 GroupWise 8 WebAccess Compatibility with Earlier Versions of WebAccess

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

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

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

9.1.3 Preventing Web Server Directory Browsing

If your Web server is configured to allow directory browsing, a user can access the /com directory of your Web server and browse downward from there. There is no confidential information located in any of the directories that are accessible in this manner.

However, if you want to prevent access, you can change the configuration of your Web server. For example, if you are using Apache, you can modify the httpd.conf file to remove the access that is provided by default. Locate the section that provides directory options for the htdocs directory. Either remove the Indexes option from the Options directive or place a minus (-) in front of it. Restart Apache to put the change into effect.

9.1.4 Library Names with Spaces

The WebAccess client and WebPublisher cannot access documents in libraries where there are spaces in the library name.

9.2 NetWare/Windows WebAccess Issues

9.2.1 Installation on 64-bit Windows Server 2008

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

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

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

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

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

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

9.2.2 Novell iManager Compatibility on Windows

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

9.2.3 SSL Certificate Location on NetWare in a Cluster

When you specify the location of your SSL certificate file in a NetWare cluster, do not include the virtual server name. Use the following format:

cluster_volume:*path_to_certificate*

If you include the virtual server name, you receive the following error message:

`8209 Path not found`

9.2.4 Viewer Agent Issues on NetWare

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

9.3 Linux WebAccess Issues

9.3.1 WebAccess Installation Security

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

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

9.3.2 WebAccess Update Issue

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

9.3.3 WebAccess Re-installation Issue

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

9.3.4 Viewer Agent Issues on Linux

- On Linux, if you run the Viewer Agent as a user that is not running the X Window system, WebAccess client users cannot view embedded vector-based graphics in attachments. To enable users to view embedded vector-based graphics, make sure that the user that starts WebAccess (and hence, the Viewer Agent) is running the X Window System and has a DISPLAY environment variable set so that the Viewer Agent can write to the local display. One way to accomplish this is to use the `sux` command to become `root` before you start the WebAccess Agent.

- On Linux, the third-party viewer software used by the Viewer Agent has a dependency on `libXm.so.1`, which might not be included with your Linux package. To resolve this, create a symbolic link in the agents `lib` directory to the version of the `libXm` modules that is available on your Linux server. For example:

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

10 Internet Agent Issues

10.1 General Internet Agent Issues

None.

10.2 NetWare/Windows Internet Agent Issues

None.

10.3 Linux Internet Agent Issues

10.3.1 Internet Agent Installation Security

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

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

11 Calendar Publishing Host Issues

11.1 General Calendar Publishing Host Issues

11.1.1 Calendar Publishing Host Name Required During Installation

The Calendar Publishing Host Installation program now prompts for the name of the Calendar Publishing Host. If you are updating an existing Calendar Publishing Host installation, the Calendar Publishing Host name must match the name provided in ConsoleOne under *Tools > GroupWise System Operations > Web Calendar Publishing Hosts*. If the names do not match, you receive an error.

11.1.2 Attachments Not Published

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

11.2 NetWare/Windows Calendar Publishing Host Issues

None.

11.3 Linux Calendar Publishing Host Issues

None.

12 Monitor Issues

12.1 General Monitor Issues

12.1.1 New Location for the Monitor Application Configuration File

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

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

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

12.1.2 Restoring Monitor Settings after Reinstallation

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

12.1.3 Monitor Agent SSL Configuration

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

12.2 Windows Monitor Issues

None.

12.3 Linux Monitor Issues

 ◆ Section 12.3.1, "Monitor Issues Shared with WebAccess," on page 22

12.3.1 Monitor Issues Shared with WebAccess

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

Section 9.3.1, "WebAccess Installation Security," on page 18
Section 9.3.2, "WebAccess Update Issue," on page 19
Section 9.3.3, "WebAccess Re-installation Issue," on page 19

13 International Issues

 ◆ Section 13.1, "General International Issues," on page 22
 ◆ Section 13.2, "NetWare/Windows International Issues," on page 25
 ◆ Section 13.3, "Linux International Issues," on page 25

13.1 General International Issues

 ◆ Section 13.1.1, "Different Language Codes for Some Languages," on page 22
 ◆ Section 13.1.2, "Default MIME Encoding Change," on page 23
 ◆ Section 13.1.3, "Display Issue in Items Downloaded from an IMAP Email Account," on page 24
 ◆ Section 13.1.4, "Double-Byte Character Restrictions," on page 24
 ◆ Section 13.1.5, "WebAccess Attachments with Extended Characters in Filenames," on page 24
 ◆ Section 13.1.6, "Published Calendars with Extended Characters in Filenames," on page 24
 ◆ Section 13.1.7, "Arabic Display of Help in Internet Explorer 9," on page 24
 ◆ Section 13.1.8, "Turkish Availability," on page 24
 ◆ Section 13.1.9, "Hebrew Not Available," on page 24

13.1.1 Different Language Codes for Some Languages

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

Language	Old Code	New Code
Danish	DK	DA
English	US	EN
Finnish	SU	FI
Hungarian	MA	HU
Japanese	JP	JA
Korean	KR	KO
Portuguese	BR	PT

13.1.2   Default MIME Encoding Change

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

1 Start GWCheck as described in GroupWise Check in Databases in the *GroupWise 8 Administration Guide* on the GroupWise 8 Documentation Web site (http://www.novell.com/ documentation/gw8).

2 Under *Database Type*, select *Post Office*.

3 In the *Database Path* field, browse to and select the post office directory.

4 Under *Object Type*, select *User/Resource*.

   If you want to perform the conversion on all user and resource databases in the post office, specify ALL in the *User/Resource* field.

5 In the *Action* drop-down list, select *Reset Client Options*.

6 In the *Support Options* field on the *Misc* tab, type `setmimeencoding=number`, where *number* is one of the following character set numbers:

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

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

13.1.3 Display Issue in Items Downloaded from an IMAP Email Account

When you download items from an IMAP email account, text in the *To*, *From*, or message body fields might display as garbled when you are using a localized version of GroupWise. This occurs when the POA and GWIA are running on 64-bit SLES, which does not include the `glibc-locale-32bit` RPM by default. To correct the problem, manually install the needed RPM from the SLES repository, then restart the GroupWise agents.

13.1.4 Double-Byte Character Restrictions

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

13.1.5 WebAccess Attachments with Extended Characters in Filenames

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

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

13.1.6 Published Calendars with Extended Characters in Filenames

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

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

13.1.7 Arabic Display of Help in Internet Explorer 9

In WebAccess, the online help does not display correctly in Arabic. To correct the problem, enable Compatibility View.

13.1.8 Turkish Availability

In the Windows client, you can select Turkish as your interface language, but the online help still displays in English. In the Mac/Linux client, Turkish is not available.

13.1.9 Hebrew Not Available

Hebrew was dropped from the list of supported languages in GroupWise 8 Support Pack 1.

13.2　NetWare/Windows International Issues

13.2.1　Unwanted Language Selection Dialog Box during AutoUpdate of the GroupWise Windows Client Software

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

To suppress the interface language dialog box:

1 Edit the following file in a text editor:

software_distribution_directory\client\win32\setup.ini

2 Locate the following line:

EnableLangDia=Y

3 Change `Y` to `N`.

4 Save the `setup.ini` file, then exit the text editor.

13.2.2　GWCSRGEN Utility Does Not Start in Spanish

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

13.3　Linux International Issues

13.3.1　Display Problem with Agent Server Console Interfaces

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

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

locale

You can change your language encoding in YaST:

1 Start YaST, click *System*, then double-click *Choose Language*.

2 Select the language you are running the agents in, then click *Details*.

3 Deselect *Use UTF-8 Encoding*, then click *OK*.

4 Stop and then restart the agents to put the new setting into effect.

13.3.2 Russian Keyboard

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

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

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

```
locale
```

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

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

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

13.3.4 Localized Agent User Interface Display

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

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

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

14 Documentation Issues

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14.1 General Documentation Issues

None.

14.2   NetWare/Windows Documentation Issues

None.

14.3   Linux Documentation Issues

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

When you start the Linux POA, the Linux MTA, and the Linux GWIA by using the --show switch to display a GUI user interface, if the agents are running as a non-root user, the *Help* option is disabled.

Help is displayed in a browser window and the agents currently launch the browser as root. Giving the user access to the browser window as root would be a security risk. This is working as designed.

14.3.2   Help Image Display on a Novell Access Manager Server

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

15   GroupWise Bug Fixes

For a list of the bugs that have been fixed in GroupWise 8 Support Pack 3, see the GroupWise 8 Support Pack 3 Bug Fix List (http://www.novell.com/documentation/gw8/resources/ GW803_Fixes.html).

16   GroupWise Documentation

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

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

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

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

- Novell Support and Knowledgebase (http://www.novell.com/support)
- GroupWise Support Forums (http://forums.novell.com/forumdisplay.php?&f=356)
- GroupWise Cool Solutions (http://www.novell.com/communities/coolsolutions/gwmag)
- GroupWise Best Practices wiki (http://wiki.novell.com/index.php/GroupWise)
- GroupWise 8 Good and Bad Habits wiki (http://wiki.novell.com/index.php/GroupWise_8_Good_and_Bad_Habits)

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