# GroupWise 2012
# Support Pack 1

Readme

**Novell**®

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# 1 Overview

GroupWise 2012 Support Pack 1 provides enhancements for both administrators and end users.

## For Administrators

- The WebAccess user interface can be customized for your company logo.
- WebAccess now uses the Internet Free/Busy URL in the GroupWise Address Book to facilitate busy searches between GroupWise and other email systems.
- GroupWise Monitor gateway accounting functionality works correctly on Windows Vista and later operating systems.

## For End Users

- WebAccess Mobile supports additional tablets:
    - Android tablets that run Android 3.2 and 4.0
    - BlackBerry Playbook 2
- WebAccess is available in Bulgarian and Turkish.

For a list of the bugs that have been fixed since GroupWise 2012, see the GroupWise 2012 Support Pack 1 Bug Fix List (http://www.novell.com/documentation/groupwise2012/gw2012_bug_fix_list/gw2012sp1_bugfixlist.html).

For a list of the documentation updates that have been made since GroupWise 2012, see Section 16, "GroupWise Documentation," on page 28.

# 2 GroupWise System Requirements

GroupWise 2012 system requirements are listed in "GroupWise System Requirements" in "GroupWise Product Overview" in the *GroupWise 2012 Installation Guide*.

# 3 Linux Installation

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

## 3.1 Linux Administration Software Installation Instructions

**IMPORTANT**: If you are installing the GroupWise software in a cluster, refer to the *GroupWise 2012 Interoperability Guide* for cluster-specific installation instructions before starting to install the GroupWise 2012 Support Pack 1 software.

1. Download the GroupWise 2012 Support Pack 1 Administration compressed tar file to a temporary directory on your Linux server:

   ```
   gw12.0.1_full_linux_en.tar.gz
   gw12.0.1_full_linux_multi.tar.gz
   ```

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

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

   The files are extracted to the root of the directory.

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

4. In the directory where you extracted the GroupWise 2012 Support Pack 1 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 2012 Support Pack 1 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 installation instructions, see the *GroupWise 2012 Installation Guide*.

## 3.2 Windows Client Installation from the Linux Software Image

The GroupWise Windows client is included in the GroupWise 2012 Support Pack 1 Linux software image.

To install the Windows client from the Linux image:

1. On the Linux server where the GroupWise 2012 Support Pack 1 image is located, create a Samba share of the software distribution directory.

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

3. Run `setup.exe` in the `/opt/novell/groupwise/software/client` directory, as described in "Installing the GroupWise Clients" in the *GroupWise 2012 Installation Guide*.

For automated distribution of the GroupWise Windows client, SetupIP is also included in the Linux software image. For usage instructions, see "Using GroupWise AutoUpdate and SetupIP to Distribute the GroupWise Windows Client" in "Client" in the *GroupWise 2012 Administration Guide*.

# 4 Windows Installation

- Section 4.1, "Windows Administration and Agent Software Installation Instructions," on page 3
- Section 4.2, "Windows Client Software Installation Instructions," on page 3

## 4.1 Windows Administration and Agent Software Installation Instructions

**IMPORTANT**: If you are installing the GroupWise software in a cluster, refer to the *GroupWise 2012 Interoperability Guide* (http://www.novell.com/documentation/groupwise2012) for cluster-specific installation instructions before starting to install the GroupWise 2012 Support Pack 1 software.

**1** Download the Windows GroupWise 2012 Support Pack 1 compressed executable file to a temporary directory on your Windows server:

```
gw12.0.1_full_win_en.exe
gw12.0.1_full_win_multi.exe
```

**2** In Windows, click *Start > Run > Browse*, then locate the directory where you downloaded the GroupWise 2012 Support Pack 1 file.

**3** Double-click the file to run the GroupWise Installation program.

**4** Click *Create or Update a GroupWise System*.

**5** Follow the on-screen instructions to install the GroupWise 2012 Support Pack 1 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 Internet Agent.

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

For additional instructions, refer to the *GroupWise 2012 Installation Guide* on the GroupWise 2012 Documentation Web site (http://www.novell.com/documentation/groupwise2012).

## 4.2 Windows Client Software Installation Instructions

**1** Download the GroupWise 2012 Support Pack 1 Windows Client compressed executable file to a temporary directory on your workstation:

```
gw12.0.1_client_win_en.exe
gw12.0.1_client_win_multi.exe
```

**2** In Windows, click *Start > Run > Browse*, then locate the directory where you downloaded the GroupWise 2012 Support Pack 1 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 2012 Support Pack 1 client software on your workstation.

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

# 5 Installation Issues

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

## 5.1 General Installation Issues

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

### 5.1.1 GroupWise Version Compatibility

If you install GroupWise on multiple platforms, or if you run multiple versions (for example, GroupWise 7 or 8 and GroupWise 2012 in the same GroupWise system), refer to "GroupWise Version Compatibility" in the *GroupWise 2012 Installation Guide* to make sure that the combinations you are using are supported.

For example, you cannot run a GroupWise 2012 client against a GroupWise 8 or earlier post office. Earlier POAs cannot support later GroupWise clients. However, you can run a GroupWise 8 or earlier client against a GroupWise 2012 POA.

Also, you should not run the GroupWise 8 or earlier snap-ins to ConsoleOne to access GroupWise 2012 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.

## 5.2 Linux Installation Issues

### 5.2.1 32-bit Runtime Libraries Required on 64-bit Linux

When you install a Linux operating system for use with GroupWise, do not deselect the 32-bit runtime libraries. GroupWise requires the 32-bit runtime libraries.

### 5.2.2 SLES Base System Installation Required

When you install SUSE Linux Enterprise Server (SLES) for use with GroupWise, select the *Base System* option. If you select the *Minimal System (Appliances)* option, the GroupWise Installation program prompts you to install additional packages to meet GroupWise dependencies. Although you can manually install the additional packages after installing SLES, it is simpler to install SLES so that all GroupWise dependencies are automatically met.

### 5.2.3 System Creation on SLES 11 in a Virtual Machine

When you run the Linux GroupWise Installation program and create a new GroupWise system in a virtual machine on SLES 11, the system creation process might crash with a Java exception. There are two workarounds:

- Configure the virtual machine with at least 4 GB of memory to avoid the problem.
- In ConsoleOne, delete the POA object that was created during GroupWise system creation, then create a new POA object. Install and configure the agents independent from creating the GroupWise system.

### 5.2.4 GroupWise Installation to a Xen Guest on SLES 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. Open an X terminal window on the SLES 10 Xen host, using the following command:

   ```
   ssh -X root@guest_ip_address
   ```
3. Run the GroupWise Installation program from the Xen host.

### 5.2.5 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 the GroupWise Administrator Snap-Ins to Linux ConsoleOne" in "System" in the *GroupWise 2012 Administration Guide*.
2. In ConsoleOne, extend the eDirectory schema for GroupWise objects, as described in "Check eDirectory Schema" in "System" in the *GroupWise 2012 Administration Guide*.
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 2012 Administration Guide*.
   - 3b Graft your GroupWise domains and post offices into the new eDirectory tree, as described in "Graft GroupWise Objects" in "System" in the *GroupWise 2012 Administration Guide*.

     For additional assistance, see TID 7004121, "How to Graft GroupWise Objects," in the Novell Support Knowledgebase (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.

## 5.3 Windows Installation Issues

### 5.3.1 Windows Client Installation in a 64-bit Environment

The GroupWise 2012 Windows client does not install successfully in a 64-bit environment when the following situations exist on the workstation:

 ◆ An earlier GroupWise version is installed, then the 64-bit version of Office 2010 is installed, then GroupWise is updated to 2012.
 ◆ The 32-bit version of Office 2007 or 2010 is installed, then an earlier GroupWise version is installed, then Office is updated to the 64-bit version of Office 2010, then GroupWise is updated to 2012.

To enable the GroupWise 2012 Windows client 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 GroupWise Windows client in these situations, you encounter the following errors:

 ◆ `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.`

### 5.3.2 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, the GroupWise client software cannot be updated by a regular user or a Windows Power User.

### 5.3.3 Can't Launch the GroupWise Client from the Client Setup Program

In GroupWise 2012 Support Pack 1, you cannot launch the GroupWise client directly from the client Setup program. You must exit the client Setup program, then launch the GroupWise client.

### 5.3.4 Norton Internet Security 2010 and SetupIP

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

# 6 Administration Issues

## 6.1 General Administration Issues

### 6.1.1 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 an 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 2012 Administration Guide*.

### 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 2012 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 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 2012 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 Manager 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 Manager 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* (http://www.novell.com/documentation/idm40/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 as 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 Implementation Guide* (http://www.novell.com/documentation/idm40drivers/groupwise/data/bktitle.html)

- *Identity Manager 3.6 Driver for GroupWise Implementation Guide* (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 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 Linux Administration Issues

### 6.2.1 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. In addition, you cannot use an NFS mount between Linux servers, for example when a POA needs access to a remote restore area or a remote document storage area.

Use a Samba mount if you want to use Windows ConsoleOne to access a domain located on a Linux server. For access between Linux servers, use a Samba mount or an NCP (Novell Core Protocol) mount. For instructions to set up a Samba mount or an NCP mount, see "ConsoleOne Administration Tool" in "System" in the *GroupWise 2012 Administration Guide*.

### 6.2.2 SNMP Not Supported on 64-bit Linux Operating Systems

All GroupWise agents can be monitored through an SNMP management console. However, 64-bit Linux operating systems do not include the 32-bit components required for communication with the 32-bit GroupWise engine. Therefore, SNMP monitoring of GroupWise agents is not currently available on 64-bit Linux operating systems.

### 6.2.3 GWTSAFS Discontinued

GroupWise 2012 does not include GWTSAFS. The supported versions of Novell Open Enterprise Server (OES) provide TSAFS, which is the preferred backup approach moving forward. For more information, see "GroupWise Backup" in the *Storage Management Services Administration Guide* for your version of OES (http://www.novell.com/documentation/oes.html).

### 6.2.4 Path Names and File Names in Lowercase

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

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

### 6.2.5 Unavailable Administration Features

GroupWise 2012 administration on Linux does not include the following features that are available in GroupWise 2012 on Windows:

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

## 6.3 Windows Administration Issues

### 6.3.1 eDirectory and Windows Support

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

### 6.3.2 Domain Services for Windows Issue

If you create a DSfW static group and then convert it to a GroupWise distribution list by assigning it to a post office, email 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*.

### 6.3.3 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.

# 7 Agent Issues

## 7.1 General Agent Issues

### 7.1.1 SOAP Required for the POA

The GroupWise 2012 WebAccess Application communicates directly with the POA through SOAP. Therefore, the POA that the WebAccess Application is configured to communicate with must have SOAP enabled in order for WebAccess to function. For appropriate security, SSL should be enabled on the SOAP connection.

For setup instructions, see the following sections in the *GroupWise 2012 Administration Guide*:

- "Supporting SOAP Clients"
- "Securing the Post Office with SSL Connections to the POA"

### 7.1.2 Incoming Message Size Limit

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

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

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

### 7.1.3 New View Files Overwrite Existing View Files

When you update the POA software to GroupWise 2012, 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 2012 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 2012 POA, so that your customized view files are not lost when the post office view files are updated. After you start the GroupWise 2012 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.

### 7.1.4 Audit Reports

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

## 7.2 Linux Agent Issues

- Section 7.2.1, "Non-root GroupWise Agents and Low Port Numbers," on page 11
- Section 7.2.2, "Maximum Number of Open Files," on page 11
- Section 7.2.3, "Document Viewer Agent Issues," on page 11

### 7.2.1 Non-root GroupWise Agents and Low Port Numbers

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

### 7.2.2 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 typically acceptable for the other GroupWise agents.

### 7.2.3 Document Viewer Agent Issues

- If you run the Document Viewer Agent (DVA) as a user that is not running the X Window system, WebAccess 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 the DVA is running the X Window System and has a DISPLAY environment variable set so that the DVA can write to the local display. One way to accomplish this is to use the `sux` command to become `root` before you start the DVA.

- The third-party viewer software used by the DVA 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
```

## 7.3 Windows Agent Issues

### 7.3.1 POA Instability

Support Pack 1 includes a fix for the problem where the Windows POA terminates unexpectedly and repeatedly when GroupWise Windows client users connect from outside of the firewall on the external client/server port. If you continue to see the problem after installing Support Pack 1, add the /udpslap switch to the POA startup file. This switch is designed specifically to alleviate this particular connection issue.

### 7.3.2 Document Viewer Agent Issue

If you run the Document Viewer Agent (DVA) on Windows Server 2008, and if you have not configured it to run as the Administrator user, you must use the /home switch in the `gwdva.dva` file to specify a directory where the DVA user can write files. You might want to create a `c:\novell\groupwise\gwdva` directory for this purpose.

# 8 Client Issues

## 8.1 Windows Client Issues

### 8.1.1 SetupIP Programs Identified as Viruses

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

### 8.1.2 New Speller

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

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

### 8.1.3 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 setup for Windows client access to an OES Linux server is the same as for Windows ConsoleOne access to an OES server. For setup instructions, see "Configuring the OES Linux Server for NCP Access from Windows" in "ConsoleOne Administration Tool" in the *GroupWise 2012 Administration Guide*.

- 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.

### 8.1.4 Initial Cache Priming

The first time you prime a new Caching mailbox, the GroupWise client might terminate at the end of the priming process. However, the Caching mailbox is successfully created. Restart the client to access the new Caching mailbox.

### 8.1.5 GroupWise/Vibe Compatibility

If you use Novell Vibe with GroupWise, Vibe 3 or later is required for GroupWise 2012 integration.

### 8.1.6 GroupWise/iFolder Compatibility

Do not use iFolder with your GroupWise mailbox. For more information, see "GroupWise Files Become Corrupted in an iFolder" in "Troubleshooting" in the *Novell iFolder Cross-Platform User Guide* (http://www.novell.com/documentation/ifolderos/os_ifolder37_user/data/bookinfo.html).

The issues involved with trying to use iFolder with GroupWise apply to using GroupWise with other directory synchronization applications such as Microsoft Offline Files. Do not use any of these applications with GroupWise.

### 8.1.7 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.

### 8.1.8 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.

### 8.1.9 Word 2010 Not Supported as the GroupWise Text Editor

The GroupWise Windows client allows you to use Microsoft Word or OpenOffice.org as the text editor for composing messages. Microsoft Word 2010 is not currently supported, although earlier versions of Word are fully supported. Microsoft Word 2010 will be supported in a future GroupWise release.

### 8.1.10 JAWS Script Available

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

If you encounter Section 508 accessibility issues in the GroupWise 2012 Windows client, continue to use the GroupWise 8 Windows client. Section 508 accessibility issues will be addressed in a future GroupWise release.

## 8.2 Mac/Linux Client Issues

### 8.2.1 GroupWise 8 Mac/Linux Client with GroupWise 2012

Novell is currently formulating a long-term GroupWise Mac/Linux client strategy. In the interim, the GroupWise 8 Mac/Linux client has been included in GroupWise 2012. Although no enhancements have been made to this client, it is completely compatible with a post office that has been updated to GroupWise 2012.

### 8.2.2 Indexing Limitation of the Mac Client in Caching Mode

The new indexable file types of PDF, OpenOffice.org, and Microsoft Office 2007 are not indexed by the Mac client in Caching mode. The module that provides this functionality is not currently available on Mac. If you change to Online mode, the POA handles this indexing, so you can find these documents in Online mode.

### 8.2.3 Sound Device Issue

The Mac/Linux client currently requires exclusive access to the sound device in your workstation. As a result, if Notify is turned on and configured to play a sound for notifications or alarms, other programs cannot use the sound device as long as Notify is running. Novell is awaiting a Sun Java fix in order to resolve this problem.

### 8.2.4 Linux Client Package Dependencies

Depending on the Linux version on your workstation, you might need to install the following packages to resolve dependencies for the GroupWise Linux client:

- Open Motif 2.2 or later
- The GIMP Toolkit (GTK) 2 or later
- `libstdc++33` or later

Typically, these packages are part of your base Linux operating system.

### 8.2.5 Problem Displaying Flash Content in Web Panels

In the GroupWise Linux client, if you display a Web page that includes Flash content, and if you have Adobe Flash Player 9 installed in your Web browser, the GroupWise Linux client might crash. Install the latest Service Pack for SUSE Linux Enterprise Desktop to resolve the problem. This Service Pack includes an updated version of Flash Player 9, where the problem no longer occurs.

### 8.2.6 KDE Integration with the Linux Client

By default, KDE applications like Konqueror do not launch the Linux GroupWise client when a `mailto` link is selected. To configure KDE applications to work with the GroupWise Linux client, see TID 7001213, "Configuring KDE Applications to Launch GroupWise" in the Novell Support Knowledgebase (http://www.novell.com/support).

### 8.2.7 Running as root in Caching Mode

If you run the Linux client in Caching mode as `root`, you might encounter synchronization problems with your master mailbox when you next run as a regular user. If pending requests from the `root` session remain when you log in as a regular user, regular user requests are backed up behind the `root` requests, which cannot be processed while you are logged in as a regular user.

To resolve any problems, run the client as `root` again so that all messages are synchronized, then run as a regular user thereafter to prevent further problems.

### 8.2.8 Archiving Over the Network

The required location for a Mac/Linux client user's archive is on his or her local workstation. Creating an archive on a network drive is not currently supported.

### 8.2.9 No Progress Bar Displayed When a Database Is Rebuilt

When you are prompted to rebuild your mailbox, there is no progress indicator displayed during the rebuild process.

# 9 WebAccess Issues

## 9.1 General WebAccess Issues

### 9.1.1 WebAccess Time Zone

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

### 9.1.2 Gray Page instead of WebAccess Login Window

Occasionally, after you update the WebAccess software, the WebAccess URL displays a gray page instead of the WebAccess Login window. The problem occurs when you install multiple GroupWise Web applications in quick succession. It is possible for one Web application installation to be incomplete when the next one starts, which results in an unusable installation.

To prevent the problem, display each Web application in your Web browser before you install the next application:

```
http://web_server_address/gw/webacc
http://web_server_address/gwcal/admin
http://web_server_address/gwmon/gwmonitor
```

To resolve the problem after it has occurred:

1 Stop Tomcat.

| OES 2 and SLES 10 | `rctomcat5 stop` |
|---|---|
| OES 11 and SLES 11 | `rctomcat6 stop` |
| Windows | 1. At the Windows server, click *Start > Administrative Tools > Services*. |
| | 2. Right-click *Tomcat 6*, then click *Stop*. |

**2** Remove the `gw` directory from the Tomcat installation.

| Tomcat on OES 2: | `/var/opt/novell/tomcat5/webapps/gw` |
|---|---|
| Tomcat on SLES 10: | `/srv/www/tomcat5/base/webapps/gw` |
| Tomcat on OES 11: | `/var/opt/novell/tomcat6/webapps/gw` |
| Tomcat on SLES 11: | `/usr/share/tomcat6/webapps/gw` |
| Tomcat on Windows | `c:\Novell\tomcat6\webapps\gw` |

**3** Restart Tomcat.

| OES 2 and SLES 10 | `rctomcat5 start` |
|---|---|
| OES 11 and SLES 11 | `rctomcat6 start` |
| Windows | 1. At the Windows server, click *Start > Administrative Tools > Services*. |
| | 2. Right-click *Tomcat 6*, then click *Start*. |

This re-creates the `gw` directory structure, which ensures that all files are correctly extracted from the `gw.war` file.

### 9.1.3 Shared Folder Notification Issue

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

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

### 9.1.4 Deleted Recipients

In WebAccess, if you delete recipients from the *To*, *CC*, or *BC* fields of an item after the item has been manually saved or auto-saved, and then send the item before the item is saved again, the deleted recipients still display in the properties of the sent item. However, the item is not actually sent to the deleted recipients.

### 9.1.5 Proxy Calendar Availability

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

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

### 9.1.6 WebAccess Mobile and Tablet Issues

#### 9.1.6.1 WebAccess Mobile on Android Tablets

Android tablets that run Android 3.2 or later are supported for use with WebAccess Mobile.

Many Android tablets that run Android 4.0 work well with WebAccess Mobile. However, some Android 4.0 tablets have device/OS-specific issues that might cause display, usability, or functionality challenges. Many of these issues have easy workarounds. However, some Android 4.0 tablets simply do not function as expected with WebAccess Mobile. Keeping device firmware updates current can help mitigate some of these challenges while Novell works to fully support Android 4.0.

#### 9.1.6.2 Attachments on a Samsung Galaxy Tablet

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

#### 9.1.6.3 PDF Display on an ASUS Tablet

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

#### 9.1.6.4 Browser Display on an ASUS Tablet

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

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

As a workaround:

1. Enter the following text in the address bar:

   ```
   about:debug
   ```

2. In the browser menu, click *Settings > Debug*.
3. Deselect *Enable OpenGL Rendering*.
4. Repeat this procedure each time you restart the tablet.

### 9.1.7 WebPublisher Availability

WebPublisher is not part of GroupWise 2012. To continue using WebPublisher, you must maintain a GroupWise 8 domain with GroupWise 8 WebAccess to support your WebPublisher needs until comparable functionality becomes available in the future.

### 9.1.8 WebAccess Monitoring

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

### 9.1.9 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.

## 9.2 Linux WebAccess Issues

### 9.2.1 WebAccess Update Issue

If you update an existing WebAccess installation to GroupWise 2012, you must use both the *Install* and *Configure* options in the GroupWise Installation program in order for the GroupWise 2012 version of the WebAccess Application to be installed and configured correctly. If you do not run the *Configure* option, you continue to run the old WebAccess Application, not the GroupWise 2012 version.

## 9.3 Windows WebAccess Issues

### 9.3.1 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.

### 9.3.2 Novell iManager Compatibility on Windows

Do not install WebAccess and Novell iManager on the same Windows 2003/2008 server. Because WebAccess installs and configures its own Tomcat and Jakarta connector, it must be installed on a server where Tomcat is not already in use by another program. If they are installed on the same server, either WebAccess or iManager does not work.

### 9.3.3 Internet Explorer and Google Chrome Frame

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

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

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

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

2 Place the `.msi` file under the document root directory on your Web server.

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

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

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

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

   `GoogleChromeFrame.url=installer_location`

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

   4d Save the file and exit the text editor.

5 Restart Tomcat.

# 10 Internet Agent Issues

## 10.1 General Internet Agent Issues

### 10.1.1 Functionality of the --msstu Switch

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

## 10.2 Linux Internet Agent Issues

### 10.2.1 Internet Agent Installation Security

During installation, the Linux Internet Agent 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 Internet Agent.

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 Internet Agent. After disabling the option, restart eDirectory, install the Internet Agent, then re-enable *Require TLS for Simple Binds with Password* and restart eDirectory again.

## 10.3 Windows Internet Agent Issues

None.

# 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 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*. The name must be specified identically in both places, including spacing and capitalization. If the names do not match, the Calendar Publishing Host cannot function.

### 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　Linux Calendar Publishing Host Issues

### 11.2.1　Linux Calendar Publishing Host Issues Shared with WebAccess

The Calendar Publishing Host and WebAccess share a substantial amount of functionality. The following WebAccess issue also pertains to the Calendar Publishing Host:

## 11.3　Windows Calendar Publishing Host Issues

None.

# 12　Monitor Issues

## 12.1　General Monitor Issues

### 12.1.1　Monitor Agent SSL Configuration

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

## 12.2　Windows Monitor Issues

None.

## 12.3　Linux Monitor Issues

### 12.3.1　Linux Monitor Issues Shared with WebAccess

Monitor and WebAccess share a substantial amount of functionality. The following WebAccess issue also pertains to Monitor:

### 12.3.2 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`.

# 13 International Issues

## 13.1 General International Issues

### 13.1.1 SMS Texting and European Phone Numbers

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

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

### 13.1.2 Double-Byte Character Restrictions

- Do not use double-byte characters in directory names and file names.
- 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.

### 13.1.3 Linux Agent Server Consoles

If you start an individual GroupWise agent in a language other than English with a command like the following:

```
./gwmta --show @provo.mta
```

you must turn off UTF-8 in order for the agent server console to display properly.

To turn off UTF-8 for the Linux server:

**1** In YaST, click *System > Language > Details*.

**2** Deselect *UTF-8 Encoding*, then click *OK*.

**3** Click *Accept* to save the new setting, then reboot the Linux server.

If you do not want to turn off UTF-8 for the server, you can use the `grpwise` script to start the agents, because it turns off UTF-8 automatically when it starts the agents with the user interface provided by the --show switch. However, by default, the `grpwise` script starts the agents as daemons, without the user interface. To configure the `grpwise` script to start the agents with the user interface, see "Starting the Linux Agents as Daemons" in "Installing GroupWise Agents" in the *GroupWise 2012 Installation Guide*.

### 13.1.4  Published Calendars with Extended Characters in File Names

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

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

### 13.1.5  Double-Byte Characters in WebAccess Mobile

- Section 13.1.5.1, "Login Window," on page 24
- Section 13.1.5.2, "Name Completion," on page 24
- Section 13.1.5.3, "Attached Files," on page 24

#### 13.1.5.1  Login Window

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

#### 13.1.5.2  Name Completion

On tablets, the process for inputting double-byte characters varies. The Name Completion feature in WebAccess Mobile does not work correctly when recipient names include double-byte characters.

Two workarounds are available:

- Click *User Lookup*, then browse to the recipient.
- Type the first few characters of the user's email address. Email addresses do not include double-byte characters. Therefore, the Name Completion feature can always complete the email address.

#### 13.1.5.3  Attached Files

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

### 13.1.6  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 by clicking *Tools > Compatibility View*.

### 13.1.7 Hebrew Not Available

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

## 13.2 Linux International Issues

### 13.2.1 Double-Byte Character Display in the Linux Client on SLED 11

If you run the Linux client on SUSE Linux Enterprise Desktop (SLED) 11, Chinese, Japanese, and Korean characters display incorrectly. You must meet the Linux client system requirements and install SLED 11 Service Pack 1 in order for double-byte characters to display correctly.

### 13.2.2 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.

### 13.2.3 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.

### 13.2.4    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.

### 13.2.5    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.

## 13.3    Windows International Issues

### 13.3.1    Installation Error about the *component*.msi File

When you update WebAccess, the Calendar Publishing Host, or Monitor, if you install the multilanguage version over the English-only version or vice versa, you receive the following message:

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

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

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

### 13.3.2    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.

### 13.3.3 Novell Vibe Folders in the GroupWise Windows Client

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

### 13.3.4 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.

# 14 Documentation Issues

## 14.1 General Documentation Issues

None.

## 14.2 Linux Documentation Issues

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

When you start the Linux POA, the Linux MTA, and the Linux Internet Agent by using the --show switch to display a GUI user interface, if the agents are running as a non-root user, clicking *Help* does not display the agent help file. Help is displayed in a browser window and the agents currently launch the browser as `root`. Giving the user access to the browser window as `root` would be a security risk. This is working as designed.

## 14.3 Windows Documentation Issues

None.

# 15 GroupWise Bug Fixes

For a list of the bugs that have been fixed in GroupWise 2012 Support Pack 1, see the GroupWise 2012 Support Pack 1 Bug Fix List (http://www.novell.com/documentation/groupwise2012/gw2012_bug_fix_list/gw2012sp1_bugfixlist.html).

# 16 GroupWise Documentation

All GroupWise 2012 documentation is available at the GroupWise 2012 Documentation Web site (http://www.novell.com/documentation/groupwise2012).

Each GroupWise 2012 guide lists the documentation updates that have occurred since the release of GroupWise 2012:

- "Documentation Updates" in the *GroupWise 2012 Installation Guide*
- "Documentation Updates" in the *GroupWise 2012 Administration Guide*
- "Documentation Updates" in the *GroupWise 2012 Interoperability Guide*
- "Documentation Updates" in *GroupWise 2012 Troubleshooting 1: Error Messages*
- "Documentation Updates" in *GroupWise 2012 Troubleshooting 3: Message Flow and Directory Structure*

In addition to the GroupWise product documentation, the following resources provide additional information about GroupWise 2012:

- 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)

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