

January 24, 2012

1 Overview

The main emphasis of GroupWise 2012 is the enhancement of the GroupWise Windows client and WebAccess interfaces and functionality. Agent and administration enhancements are also included.

- ♦ **Windows Client Enhancements:** Substantial functionality has been added to the GroupWise Windows client to bring new convenience to frequently used features and to add new functionality. When you modify existing appointments by changing the subject, body text, attachments, and so on, changes display automatically in recipients' Calendars. However, when you modify the date, time, or place, recipients have the opportunity to re-accept the appointment. Appointment modifications also carry through to delegated appointments. The Multi-User Calendar now includes week, month, and year views, with adjustable columns. Scheduling recurring appointments is much easier, as is editing attached documents. Those who share folders can enjoy sharing an entire folder tree in a single operation. Name completion remembers who you selected last time and displays the most relevant users first. Integrations have been added for Skype and the Windows 7 taskbar. Speller technology has been upgraded to provide higher quality for all supported languages.
- ♦ **WebAccess Enhancements:** Substantial functionality has been added to GroupWise WebAccess to bring it closer to the functionality available in the GroupWise Windows client. The Messages list can be sorted by any column, in ascending or descending order. Addressing messages is easier with the new Address Selector, rather than going into the Address Book. Photos can be added to contacts in your personal address books. Managing personal groups is easier. You can schedule recurring appointments. You can create HTML and plain text signatures, and the same signatures are available in WebAccess and in the Windows client. The Busy Search interface has been substantially improved.
- ♦ **WebAccess Mobile (New):** GroupWise 2012 includes a new WebAccess interface designed for use on the Apple iPad. It enables you to access your GroupWise mailbox from your iPad with the standard iPad look and feel. You can compose, retract, read, reply to, and forward email messages, as well as check the status of sent items. You can schedule appointments for yourself and others, as well as accept, decline, and delegate appointments. You can create tasks for yourself and others, and view the Tasklist folder. Robust search capabilities are available.
- ♦ **Agent Enhancements:** To simplify WebAccess administration, the WebAccess Agent has been eliminated. The WebAccess Application now communicates directly with the Post Office Agent. The Document Viewer Agent that was previously part of WebAccess is now an independent agent, so that its HTML conversion capabilities can be used by the Post Office Agent as well as by WebAccess. In addition, you can set up multiple Document Viewer Agents to provide improved responsiveness for WebAccess users. The Internet Agent handles undeliverable messages in a more convenient way for GroupWise users. The Calendar Publishing Host has configurable settings for an auto-refresh rate and a default published calendar view.
- ♦ **Administration Enhancements:** The GroupWise Windows client software has been added to the downloaded Linux software image to simplify distribution of the Windows client. You can configure external users in external email systems so that they appear in GroupWise Busy

Searches. You can lock the reply format options that are available to GroupWise Windows client users. You can disable the download of GroupWise Address Book updates to reduce growth of the post office database where the updates are stored. The WebAccess Application and GroupWise Monitor are no longer configured in ConsoleOne, but are configured solely through their configuration files.

IMPORTANT: If you are updating from a version of GroupWise earlier than GroupWise 8, review the latest [GroupWise 8 Readme](http://www.novell.com/documentation/gw8) (<http://www.novell.com/documentation/gw8>) as well as this [GroupWise 2012 Readme](#). The GroupWise 8 Readme lists GroupWise 8 enhancements compared with earlier GroupWise versions, as well as issues between GroupWise 8 and earlier GroupWise versions that are not issues between GroupWise 8 and GroupWise 2012. The GroupWise 2012 Readme does not include issues between GroupWise 2012 and GroupWise versions earlier than GroupWise 8. Such legacy issues are covered in the GroupWise 8 Readme and as TIDs in the [Novell Support Knowledgebase](http://www.novell.com/support) (<http://www.novell.com/support>).

2 GroupWise System Requirements

GroupWise 2012 system requirements are listed in the “[GroupWise System Requirements](#)” in the [GroupWise 2012 Installation Guide](#). Ensure that the server where you plan to install GroupWise 2012 meets the system requirements.

3 Linux Installation

- ♦ [Section 3.1, “Linux Administration and Agent Installation Instructions,”](#) on page 2
- ♦ [Section 3.2, “Windows Client Installation from the Linux Software Image,”](#) on page 3

3.1 Linux Administration and Agent 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 software.

- 1 Make sure that ConsoleOne is installed on the Linux server where you want to install GroupWise.
- 2 In a terminal window, become root by entering `su -` and the root password.
- 3 Run the GroupWise Installation program at the root of the downloaded *GroupWise 2012* software image:

```
./install
```

- 4 Select the language in which you want to run the GroupWise Installation program, then click *OK*.

The GroupWise Installation program lets you view the Readme, the *Administrator Quick Start*, and the *Installation Guide* before you start installing GroupWise.

On Linux, all available languages are included in the GroupWise RPMs, so all languages are always installed.

- 5 Click *Create or Update a GroupWise System*.
- 6 Follow the on-screen instructions to install the GroupWise 2012 software.

For detailed system installation and update instructions, and a complete list of new features, see the [GroupWise 2012 Installation Guide](#).

3.2 Windows Client Installation from the Linux Software Image

The GroupWise 2012 Windows client is now included in the GroupWise 2012 Linux software image.

To install the Windows client from the Linux image:

- 1 On the Linux server where the GroupWise 2012 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 Installation Instructions,” on page 3
- ♦ Section 4.2, “Windows Client Installation Instructions,” on page 4

4.1 Windows Administration and Agent 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 software.

- 1 On the Windows server where you want to install GroupWise 2012, log in as an Admin equivalent to the eDirectory tree in which you are creating your GroupWise system.
- 2 Run `setup.exe` at the root of the downloaded *GroupWise 2012* software image.
The GroupWise Installation program lets you view the Readme, the *Administrator Quick Start*, and the *Installation Guide* before you start installing GroupWise.
- 3 (Conditional) If prompted, select the language in which you want to run the GroupWise Installation program, then click *OK*.
The Windows *GroupWise 2012* software image can be downloaded in a multilanguage version or an English-only version. When you install from the multilanguage version, all languages are always installed, regardless of the specific language that you select for running the Installation program.
- 4 Log in as an Admin equivalent to the eDirectory tree in which you are creating your GroupWise system.
- 5 Click *Install GroupWise System*, click *Yes* to accept the License Agreement, then click *Next* to begin a standard installation.
The *Create a New System* option is selected by default.
- 6 Click *Next*, then follow the on-screen instructions to set up your basic GroupWise system.

For detailed system installation and update instructions, and a complete list of new features, see the *GroupWise 2012 Installation Guide*.

4.2 Windows Client Installation Instructions

- 1 At a Windows workstation that meets the GroupWise Windows client system requirements, run `setup.exe` from the root of the downloaded *GroupWise 2012* software image.

or

If you have already copied the Windows client software to a Windows software distribution directory, run `setup.exe` from the root of the software distribution directory.

- 2 (Conditional) If prompted, select the language in which you want to run the GroupWise Installation program, then click *OK*.

The Windows *GroupWise 2012* software image can be downloaded in a multilanguage version or an English-only version. When you install from the multilanguage version, you can select which languages you want to install for the GroupWise Windows client, regardless of the specific language that you select for running the Installation program.

- 3 Click *Install More Components > Install GroupWise Client* to start the client Setup program.
- 4 (Conditional) If prompted, select the language in which you want to run the client Setup program, then click *OK*.
- 5 Follow the on-screen instructions to install the GroupWise 2012 Windows client software on your workstation.

5 Installation Issues

- ♦ [Section 5.1, “General Installation Issues,” on page 4](#)
- ♦ [Section 5.2, “Linux Installation Issues,” on page 5](#)
- ♦ [Section 5.3, “Windows Installation Issues,” on page 6](#)

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.

- ♦ [Section 5.1.1, “GroupWise Version Compatibility,” on page 4](#)
- ♦ [Section 5.1.2, “Multiple GroupWise Web Applications on the Same Web Server,” on page 5](#)

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.

5.1.2 Multiple GroupWise Web Applications on the Same Web Server

The WebAccess Application, Calendar Publishing Host 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.

5.2 Linux Installation Issues

- ◆ [Section 5.2.1, “32-bit Runtime Libraries Required on 64-bit Linux,” on page 5](#)
- ◆ [Section 5.2.2, “SLES Base System Installation Required,” on page 5](#)
- ◆ [Section 5.2.3, “System Creation on SLES 11 in a Virtual Machine,” on page 5](#)
- ◆ [Section 5.2.4, “GroupWise Installation to a Xen Guest on SLES 10,” on page 5](#)
- ◆ [Section 5.2.5, “eDirectory Reinstallation on Open Enterprise Server,” on page 6](#)

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. Configure the virtual machine with at least 4 GB of memory to avoid the problem.

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 \(http://www.novell.com/support\)](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

- ♦ [Section 5.3.1, “Windows Client Installation in a 64-bit Environment,” on page 6](#)
- ♦ [Section 5.3.2, “Windows Security Rights for GroupWise Client Installation,” on page 7](#)
- ♦ [Section 5.3.3, “Windows Server 2003 R2 Support,” on page 7](#)
- ♦ [Section 5.3.4, “Norton Internet Security 2010 and SetupIP,” on page 7](#)

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 Windows Server 2003 R2 Support

Windows Server 2003 is available only in a 32-bit version. Windows Server 2003 R3 is available in both 32-bit and 64-bit versions. The 32-bit version of Windows Server R2 is supported for use with GroupWise but the 64-bit version is not.

This is because the Novell Client, which is required in order to run the GroupWise Installation program, is not supported on the 64-bit version. See TID 3882364, "Novell Client Support" in the [Novell Support Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support).

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

- ♦ [Section 6.1, "General Administration Issues," on page 7](#)
- ♦ [Section 6.2, "Linux Administration Issues," on page 8](#)
- ♦ [Section 6.3, "Windows Administration Issues," on page 9](#)

6.1 General Administration Issues

- ♦ [Section 6.1.1, "Server Names," on page 7](#)
- ♦ [Section 6.1.2, "Identity Manager Driver Version Compatibility," on page 8](#)
- ♦ [Section 6.1.3, "Identity Manager Driver in a 64-bit Environment," on page 8](#)
- ♦ [Section 6.1.4, "Server-Based Antivirus Software," on page 8](#)

6.1.1 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.

6.1.2 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 \(http://download.novell.com\)](http://download.novell.com).

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

6.1.3 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.

6.1.4 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 \(http://www.novell.com/partnerguides/section/468.html\)](http://www.novell.com/partnerguides/section/468.html) for compatible products.

6.2 Linux Administration Issues

- ♦ [Section 6.2.1, "NFS Not Supported," on page 9](#)
- ♦ [Section 6.2.2, "SNMP Not Supported on 64-bit Linux Operating Systems," on page 9](#)
- ♦ [Section 6.2.3, "GWTSAFS Discontinued," on page 9](#)

- ♦ [Section 6.2.4, “Path Names and File Names in Lowercase,”](#) on page 9
- ♦ [Section 6.2.5, “Unavailable Administration Features,”](#) on page 9

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.

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

- ♦ [Section 6.3.1, “eDirectory and Windows Support,”](#) on page 9
- ♦ [Section 6.3.2, “Domain Services for Windows Issue,”](#) on page 10
- ♦ [Section 6.3.3, “Quotas on NSS Volumes,”](#) on page 10

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

- ♦ [Section 7.1, “General Agent Issues,” on page 10](#)
- ♦ [Section 7.2, “Linux Agent Issues,” on page 11](#)
- ♦ [Section 7.3, “Windows Agent Issues,” on page 11](#)

7.1 General Agent Issues

- ♦ [Section 7.1.1, “SOAP Required for the POA,” on page 10](#)
- ♦ [Section 7.1.2, “New View Files Overwrite Existing View Files,” on page 10](#)
- ♦ [Section 7.1.3, “Audit Reports,” on page 11](#)

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 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.

7.1.3 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

None.

8 Client Issues

- ♦ [Section 8.1, “Windows Client Issues,” on page 12](#)
- ♦ [Section 8.2, “Mac/Linux Client Issues,” on page 14](#)

8.1 Windows Client Issues

- ◆ [Section 8.1.1, “New Speller,” on page 12](#)
- ◆ [Section 8.1.2, “Caching Mode Issues,” on page 12](#)
- ◆ [Section 8.1.3, “Archiving over the Network,” on page 13](#)
- ◆ [Section 8.1.4, “GroupWise 8/GroupWise 2012 Compatibility,” on page 13](#)
- ◆ [Section 8.1.5, “GroupWise/Vibe Compatibility,” on page 13](#)
- ◆ [Section 8.1.6, “GroupWise/iFolder Compatibility,” on page 13](#)
- ◆ [Section 8.1.7, “Windows XP and Power Users,” on page 13](#)
- ◆ [Section 8.1.8, “Address Books Do Not Display in GroupWise When Installing GroupWise after Outlook 2003,” on page 14](#)
- ◆ [Section 8.1.9, “Word 2010 Not Supported as the GroupWise Text Editor,” on page 14](#)
- ◆ [Section 8.1.10, “JAWS Script Available,” on page 14](#)

8.1.1 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.

8.1.2 Caching Mode Issues

- ◆ [Section 8.1.2.1, “Reply Format,” on page 12](#)
- ◆ [Section 8.1.2.2, “Calendar Publishing,” on page 12](#)

8.1.2.1 Reply Format

You must be in Online mode in order to change the settings under *Tools > Options > Environment > Reply Format*. If you change them in Caching mode, the modified settings are gone when you start GroupWise again.

8.1.2.2 Calendar Publishing

You must be in Online mode in order to publish your main GroupWise Calendar. However, all personal calendars can be successfully published in Caching mode.

The URL for your main GroupWise Calendar that is generated in Caching mode is not recognizable to the Calendar Publishing Host. Therefore, if you publish your main GroupWise Calendar in Caching mode, it is not accessible to Internet users.

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 GroupWise 8/GroupWise 2012 Compatibility

GroupWise 8 Windows client users in Caching mode might see duplicate appointments from GroupWise 2012 users. The duplicate appointments occur if the GroupWise 2012 user modifies a recurring appointment. In Caching mode, the GroupWise 8 Windows client does not completely remove the original appointment from the Caching mailbox when the GroupWise 8 user accepts the modified appointment. As a result, both the original appointment and the modified appointment display in the GroupWise 8 Calendar.

This issue is resolved in GroupWise 8 Support Pack 3. You can also resolve it by updating GroupWise 8 users to GroupWise 2012.

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/ifolders/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 the next major GroupWise release.

8.2 Mac/Linux Client Issues

- ♦ [Section 8.2.1, "GroupWise 8 Mac/Linux Client with GroupWise 2012," on page 14](#)
- ♦ [Section 8.2.2, "Mac Client Performance Improvement," on page 14](#)
- ♦ [Section 8.2.3, "Indexing Limitation of the Mac Client in Caching Mode," on page 15](#)
- ♦ [Section 8.2.4, "Sound Device Issue," on page 15](#)
- ♦ [Section 8.2.5, "Linux Client Package Dependencies," on page 15](#)
- ♦ [Section 8.2.6, "Problem Displaying Flash Content in Web Panels," on page 15](#)
- ♦ [Section 8.2.7, "KDE Integration with the Linux Client," on page 15](#)
- ♦ [Section 8.2.8, "Running as root in Caching Mode," on page 16](#)
- ♦ [Section 8.2.9, "Archiving Over the Network," on page 16](#)
- ♦ [Section 8.2.10, "No Progress Bar Displayed When a Database Is Rebuilt," on page 16](#)

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 Mac Client Performance Improvement

To improve the performance of the GroupWise Mac client:

- 1 Edit the following file:

```
GroupWise.app\Contents\Info.plist
```

- 2 Locate the following line:

```
<string>-Xms64m -Xmx256m</string>
```

- 3 Increase the default memory settings to:

```
<string>-Xms128m -Xmx512m</string>
```

- 4 Save the file, then restart the Mac client.

8.2.3 Indexing Limitation of the Mac Client in Caching Mode

Attachments are not indexed by the Mac client in Caching mode. Therefore, in Caching mode, the Find feature does not locate words in attachments.

The module that provides attachment indexing is not currently available on the Mac. If you change to Online mode, the POA handles this indexing, so in Online mode, the Find feature can locate words in attachments.

8.2.4 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.

8.2.5 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.

8.2.6 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.

8.2.7 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) (<http://www.novell.com/support>).

8.2.8 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.

8.2.9 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.

8.2.10 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

- ♦ [Section 9.1, "General WebAccess Issues," on page 16](#)
- ♦ [Section 9.2, "Linux WebAccess Issues," on page 18](#)
- ♦ [Section 9.3, "Windows WebAccess Issues," on page 19](#)

9.1 General WebAccess Issues

- ♦ [Section 9.1.1, "Gray Page instead of WebAccess Login Window," on page 16](#)
- ♦ [Section 9.1.2, "Shared Folder Notification Issue," on page 17](#)
- ♦ [Section 9.1.3, "Password Changing with LDAP Authentication," on page 17](#)
- ♦ [Section 9.1.4, "Deleted Recipients," on page 17](#)
- ♦ [Section 9.1.5, "WebPublisher Availability," on page 18](#)
- ♦ [Section 9.1.6, "WebAccess User Interface Customization," on page 18](#)
- ♦ [Section 9.1.7, "WebAccess Monitoring," on page 18](#)
- ♦ [Section 9.1.8, "Preventing Web Server Directory Browsing," on page 18](#)

9.1.1 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 and SLES 11: `/srv/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.

9.1.2 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.

9.1.3 Password Changing with LDAP Authentication

If your mailbox is located in a post office where LDAP authentication is enabled, WebAccess seems to allow you to change your password, but your password is not actually changed. LDAP authentication uses your network password to access your GroupWise mailbox, rather than a GroupWise password. WebAccess cannot change your network password. You must change your network password outside of 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 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.

9.1.6 WebAccess User Interface Customization

In GroupWise 8, you could customize the WebAccess interface. As a result of the substantial rearchitecting that took place for GroupWise 2012 WebAccess, this functionality is not currently available. It will be reinstated in a future release.

9.1.7 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.

9.1.8 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

- ♦ [Section 9.2.1, “WebAccess Installation Security,” on page 18](#)
- ♦ [Section 9.2.2, “WebAccess Update Issue,” on page 18](#)

9.2.1 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.

9.2.2 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

- ♦ [Section 9.3.1, "Installation on 64-bit Windows Server 2008," on page 19](#)
- ♦ [Section 9.3.2, "Novell iManager Compatibility on Windows," on page 19](#)

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.

10 Internet Agent Issues

- ♦ [Section 10.1, "General Internet Agent Issues," on page 19](#)
- ♦ [Section 10.2, "Linux Internet Agent Issues," on page 20](#)
- ♦ [Section 10.3, "Windows Internet Agent Issues," on page 20](#)

10.1 General Internet Agent Issues

- ♦ [Section 10.1.1, "Functionality of the --msstu Switch," on page 19](#)

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

- ♦ [Section 10.2.1, “Internet Agent Installation Security,” on page 20](#)

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

- ♦ [Section 11.1, “General Calendar Publishing Host Issues,” on page 20](#)
- ♦ [Section 11.2, “Linux Calendar Publishing Host Issues,” on page 21](#)
- ♦ [Section 11.3, “Windows Calendar Publishing Host Issues,” on page 21](#)

11.1 General Calendar Publishing Host Issues

- ♦ [Section 11.1.1, “Calendar Publishing Host Name Required During Installation,” on page 20](#)
- ♦ [Section 11.1.2, “Attachments Not Published,” on page 20](#)

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

- ♦ [Section 11.2.1, “Linux Calendar Publishing Host Issues Shared with WebAccess,” on page 21](#)

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 issues also pertain to the Calendar Publishing Host:

[Section 9.2.1, “WebAccess Installation Security,” on page 18](#)

[Section 9.2.2, “WebAccess Update Issue,” on page 18](#)

11.3 Windows Calendar Publishing Host Issues

None.

12 Monitor Issues

- ♦ [Section 12.1, “General Monitor Issues,” on page 21](#)
- ♦ [Section 12.2, “Windows Monitor Issues,” on page 21](#)
- ♦ [Section 12.3, “Linux Monitor Issues,” on page 22](#)

12.1 General Monitor Issues

- ♦ [Section 12.1.1, “Restoring Monitor Settings after Reinstallation,” on page 21](#)
- ♦ [Section 12.1.2, “Monitor Agent SSL Configuration,” on page 21](#)

12.1.1 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`.

12.1.2 Monitor Agent SSL Configuration

If you want to enable SSL by using the Monitor Agent `/https` 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, “Linux Monitor Issues Shared with WebAccess,” on page 22](#)

12.3.1 Linux Monitor Issues Shared with WebAccess

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

[Section 9.2.1, “WebAccess Installation Security,” on page 18](#)

[Section 9.2.2, “WebAccess Update Issue,” on page 18](#)

13 International Issues

- ♦ [Section 13.1, “General International Issues,” on page 22](#)
- ♦ [Section 13.2, “Linux International Issues,” on page 23](#)
- ♦ [Section 13.3, “Windows International Issues,” on page 25](#)

13.1 General International Issues

- ♦ [Section 13.1.1, “Double-Byte Character Restrictions,” on page 22](#)
- ♦ [Section 13.1.2, “Linux Agent Server Consoles,” on page 22](#)
- ♦ [Section 13.1.3, “WebAccess Attachments with Extended Characters in File Names,” on page 23](#)
- ♦ [Section 13.1.4, “Published Calendars with Extended Characters in File Names,” on page 23](#)
- ♦ [Section 13.1.5, “Turkish Availability,” on page 23](#)
- ♦ [Section 13.1.6, “Hebrew Not Available,” on page 23](#)

13.1.1 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.

13.1.2 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. However, by default, the `grpwise` script starts the agents as daemons, without the user interface provided by the `--show` switch. To configure the `grpwise` script to start the agents with a user interface, see [“Starting the Linux Agents as Daemons”](#) in [“Installing GroupWise Agents”](#) in the *GroupWise 2012 Installation Guide*.

13.1.3 WebAccess Attachments with Extended Characters in File Names

On Windows, Mozilla-based browsers such as Firefox do not save extended character file names correctly, even though the file name 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 file names are not interpreted correctly. As a workaround, use Firefox instead of Safari if you receive attachments with extended character file names. This is a browser problem, not a GroupWise problem.

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 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. Turkish will be fully supported in a future release.

13.1.6 Hebrew Not Available

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

13.2 Linux International Issues

- ♦ [Section 13.2.1, “Double-Byte Character Display in the Linux Client on SLED 11,”](#) on page 23
- ♦ [Section 13.2.2, “Display Problem with Agent Server Console Interfaces,”](#) on page 24
- ♦ [Section 13.2.3, “Russian Keyboard,”](#) on page 24
- ♦ [Section 13.2.4, “Mnemonics for Arabic, Hebrew, and Double-Byte Languages,”](#) on page 24
- ♦ [Section 13.2.5, “Localized Agent User Interface Display,”](#) on page 24

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

- ♦ [Section 13.3.1, “Installation Error about the component.msi File,” on page 25](#)
- ♦ [Section 13.3.2, “Unwanted Language Selection Dialog Box during AutoUpdate of the GroupWise Windows Client Software,” on page 25](#)
- ♦ [Section 13.3.3, “QuickCorrect Feature in the GroupWise Windows Client,” on page 25](#)
- ♦ [Section 13.3.4, “Novell Vibe Folders in the GroupWise Windows Client,” on page 25](#)
- ♦ [Section 13.3.5, “GWCSRGEN Utility Does Not Start in Spanish,” on page 26](#)

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 QuickCorrect Feature in the GroupWise Windows Client

The QuickCorrect feature in the GroupWise Windows client does not currently work for double-byte languages (Arabic, Chinese, Japanese, and Korean).

13.3.4 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.

13.3.5 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

- ♦ [Section 14.1, “General Documentation Issues,” on page 26](#)
- ♦ [Section 14.2, “Linux Documentation Issues,” on page 26](#)
- ♦ [Section 14.3, “Windows Documentation Issues,” on page 26](#)

14.1 General Documentation Issues

None.

14.2 Linux Documentation Issues

- ♦ [Section 14.2.1, “Agent Help Does Not Display When the Agent Runs as a Non-root User,” on page 26](#)

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 Documentation

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

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

- ♦ [Novell Support and Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support)
- ♦ [GroupWise Support Forums \(http://forums.novell.com/forumdisplay.php?&f=356\)](http://forums.novell.com/forumdisplay.php?&f=356)
- ♦ [GroupWise Cool Solutions \(http://www.novell.com/communities/cool solutions/gwmag\)](http://www.novell.com/communities/cool solutions/gwmag)
- ♦ [GroupWise Best Practices wiki \(http://wiki.novell.com/index.php/GroupWise\)](http://wiki.novell.com/index.php/GroupWise)

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