

The Caledonia Upgrade Guide for GroupWise 2012

Upgrading from Linux or Windows

By Danita Zanrè

November 15, 2011

Version .90



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Published by:

Caledonia Network Press

20116 E. Aintree Court

Parker, CO 80138

<http://www.caledonia.net>

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Acknowledgements

A number of people have been very helpful in the course of writing this book.

Paul Lamontagne and Pam Robello at Novell always gave me support and help when I needed it.

At Novell, the GroupWise Engineering team were the biggest help. Without them, we wouldn't have GroupWise 2012 at all!

My daughter cheered me on, and my son stayed out of my hair. And of course, my dear husband just put up with my work, work, work for the past few weeks.

Thanks to all who supported me through this!

About the Author

Danita Zanrè (the “GroupWise Goddess”) has been using “GroupWise” since 1989, when its precursor was known as WordPerfect Office 2.0. She has been involved closely with every version of the product since that time. Danita is widely regarded as one of the top experts in email in general, and GroupWise specifically. She has written many books and articles, and has been a frequent speaker at BrainShare, GWAVACon, and other conferences throughout the world.

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1 Introduction

As a long-time GroupWise administrator, user and consultant, GroupWise 2012 brings with it many changes for me. I've used GroupWise since before it was GroupWise! I started with WordPerfect 2.0 in 1989, and I've used every version since.

We will discuss all of the changes that you need to know about GroupWise 2012 in the next chapter, "[Preparing for Your GroupWise Upgrade](#)". There is, however, one major change that needs to be addressed before you continue. With GroupWise 2012, Novell has discontinued NetWare as a server platform for GroupWise. This means that any GroupWise installation on NetWare will not be a simple upgrade. Rather, we will need to do a migration/upgrade.

The version of the guide you are reading is being released while GroupWise 2012 is still in beta so that you can prepare for your upgrade once the product is released. We do NOT recommend that you attempt to upgrade your production system to GroupWise 2012 before the released version of the software.

Once GroupWise 2012 ships, a new version of this book will be available, that will cover all of the changes from the public beta that is available now and the released version. When the released version of this guide is available, you can retrieve it by logging into your account at <http://www.caledonia.net/download.html> and downloading the update.

This guide has been written for a simple upgrade of GroupWise on Linux or Windows (i.e., no server migration is assumed, and all GroupWise components will continue to exist on the same servers they were on for GroupWise 8 or prior). If you have your GroupWise system on NetWare, you need our guide that has been designed for that purpose. If you have purchased this guide in error, and need the NetWare migration guide, please contact info@caledonia.net and we will make sure you get the proper guide.

2 Preparing for Your GroupWise Upgrade

For a new GroupWise administrator, the prospect of upgrading the GroupWise system can be a bit daunting. And of course, even those of us who have done hundreds of upgrades run into issues occasionally. That said, the GroupWise upgrade is relatively painless, and with a bit of planning can be quite smooth. And indeed, it is the planning that is of utmost importance. In this chapter we will deal with the planning. And it's important to know that even those of us who have indeed done hundreds of GroupWise upgrades make a point to plan out even the simplest of upgrades, making sure to check off all of the necessary steps as we go. (Danita has even been known to carry around a copy of this book to customer sites to make sure nothing is forgotten). So, do not feel like you need to keep a lot of information on the upgrade in your head. Keep a copy of the upgrade guide close at hand, and refer to it often during your upgrade, and you'll be less likely to run into trouble.

Be certain to check the Errata Page for this book (<http://www.caledonia.net/errata2012.html>) prior to your upgrade to see if there are any important updates to the process that might not have been available when you downloaded the guide.

Server Requirements

We'll start with the technicalities! What do you need to be able to perform this upgrade? For the most part, your GroupWise 6.5 or higher server is likely to be adequate for your upgrade, but let's look at what Novell says you need (and what our recommendations are).

All Servers	32-bit/x86 processor or 64-bit/x86 processor
Any of the following, updated to the latest Support Pack*	
Linux	SuSE Linux Enterprise Server (SLES) 10 or 11, Novell Open Enterprise Server (OES) 2 or OES 11
Windows	Windows Server 2003, Windows Server 2003 R2, Windows Server 2008, Windows Server 2008 R2 plus the latest Service Pack
eDirectory™	8.7 or later, plus the latest Support Pack, with LDAP enabled

Memory and disk space requirements are not substantially different than your current GroupWise 6.5 server requirements. There are a few agent components and options that can either be installed by default (for example the document conversion agent at the POA) or additionally (such as the Calendar Publishing Host). Generally speaking, however, you will not need to *upgrade* your current Linux or Windows servers in order to upgrade GroupWise 6.5 or newer systems (although many sites take the opportunity to do so during the GroupWise upgrade). If you are on a GroupWise system older than GroupWise 6.5, you may need to look at your server requirements based on the age and OS of your servers.

You might have noticed a few interesting items in the table above. Let's talk about a few things to do with the servers:

- 64 bit support is one of those things that is *interesting*. GroupWise is a 32 bit application. In the past, we have generally recommended using 32 bit OSs if the server is dedicated to GroupWise. However, if you are thinking of upgrading your GroupWise server any time soon, it's best to plan for 64 bit OSs. Future versions of GroupWise are likely to require a 64 bit OS. Thus, planning for the future is a good thing!
- For Linux, GroupWise 2012 is supported on SLES 10 and SLES 11, which also means OES2 and OES 11.
- NetWare is no longer an available for GroupWise 2012 server OS.

Administration Requirements

GroupWise 2012 requires ConsoleOne 1.3.6h or later, with LDAP snapins enabled. This is included in the GroupWise 2012 media kit. You will also need to have Java Virtual Machine (JVM) 1.5.11 or later installed.

If you are running ConsoleOne on Windows, you also need to have version 4.91 SP3 or later of the Novell Client. On Linux, ConsoleOne also requires the X Window System, version X11R6 or later.

Most of the commands that we indicate to run on Linux will need to be run as the root user.

WebAccess/Monitor/Calendar Publishing Host Requirements

For the Web Server running the WebAccess Application, Monitor Application, or the Calendar Publishing Host you will need one of the following:

SLES 10/OES 2

Apache 2.2 plus:

- Tomcat 5.0 or later
- JRE 5 or later
- ModProxy Module

SLES 11/OES11

Apache 2.2 plus:

- Tomcat 6.0 or later (installed via YaST for SLES, or during GroupWise installation for OES11)
- JRE 5 or later
- ModProxy Module

Windows Server 2003/2003 R2

Microsoft Internet Information Server (IIS) 6 or later plus:

- Tomcat 6 or later
- JRE 5 or later

- Jakarta Connector 1.2 or later

Windows Server 2008/2008 R2

Microsoft Internet Information Server (IIS) 7 or later plus:

- Tomcat 6 or later
- JRE 5 or later
- Jakarta Connector 1.2 or later

GroupWise Client Requirements

For the GroupWise client, a few things have changed that are important.

Windows

GroupWise 8 was no longer supported on Windows 2000 machines. In fact, for many sites who have tested it, even installing on Windows 2000 has failed. If you still have PCs in your environment running Windows 2000, you should use the GroupWise 7 client. Here are the specifics for the 2012 client:

- Windows XP on a 300 MHz or higher workstation with at least 128 MB of RAM
- Windows 2003 on a 350 MHz or higher workstation with at least 256 MB of RAM
- Windows 2003 R2 on a 350 MHz or higher workstation with at least 256 MB of RAM
- Windows Vista* on a 1 GHz or higher workstation with at least 1 GB of RAM
- Windows 7 on a 1 GHz or higher workstation with at least 1 GB of RAM

200 MB of free disk space on each user's workstation is recommended to install the Windows client.

It is VERY important that you notice that Windows 2000 is no longer supported. The problem is that the installation routine will happily attempt to upgrade a Windows 2000 workstation, and then you will be faced with a bit of cleanup. DO NOT enable Auto-Update for your post office if you have Windows 2000 users, without a bit of pre-planning. We will discuss this more in [Upgrading Your GroupWise Clients](#).

Linux

Novell has not updated the Linux client for GroupWise. You can use the GroupWise 8 Linux client. The only supported platform is SuSE Linux Enterprise Desktop 10. We have tested the client on various OpenSUSE versions, and it seems to perform properly. That said, however, remember that the only supported platform is SLED 10. The client will run with either KDE or GNOME.

Mac

Again, Novell has not updated the GroupWise Mac client with GroupWise 2012. You can continue to use the GroupWise 8 Mac client. Interestingly, the Mac client seems to run on the most diverse versions of the operating system than either Windows or Linux! You can run the GroupWise 8 Mac client on:

- Mac OS 10.4 (Tiger)
- Mac OS 10.5 (Leopard)
- Mac OS X for Intel
- Mac OS X for PowerPC

Software Distribution Directory

Most sites will want at least one location where all of the installation files for the GroupWise 2012 system reside. When we reference the “Software Distribution Directory” (SDD) in this guide, we are referring to such a generic location for all files rather than talking about a true SDD as defined by Novell. In our experience, very few sites truly use the SDD in the way it is intended by Novell (i.e., a location available to both the POA and all GroupWise users for software rollout). If you do create SDDs for your post offices, do not copy over your existing SDD. Create a new one as we discuss later in [Chapter 9, Upgrading Your GroupWise Clients](#). Regardless of how you use the SDD, you will need approximately 500 MB for all GroupWise components in one language. If you add additional language files, your SDD could be as large as 900 MB (for all languages).

A Quick Health Check

We hesitate to insist that major GroupWise maintenance be performed on your GroupWise system prior to the upgrade, not because you should not ensure that your GroupWise system is in good working order, but because we feel that this should be done routinely anyway, and should not be left until the week of your upgrade! That said, there are a few things that you can do to make your GroupWise upgrade less stressful.

- Make sure that your eDirectory tree is in good health. Some minimal steps you can take to ensure that your tree is healthy are to do a “check synchronization status” in dsrepair from the root partition server and/or check the agent health in iMonitor.
- Clean up your GroupWise system. Quite honestly, there is no real technical reason to get rid of old users, empty trash and implement cleanup options, but it’s a perfect time to do so if you need to. Users are typically much more open to making cleanup changes when an upgrade is pending, simply because they accept that “changes” are coming and that might mean they need to help make the upgrade a smooth operation.
- Run some basic GWCHECK procedures. We know that you are running routine structure and contents checks on your post offices, but it’s a good time to make sure that your routines are running properly, that there are no oddities in the logs, and that you are ready to upgrade!

WebAccess Changes

Before you begin your upgrade, you need to understand some very fundamental changes to WebAccess. Prior to GroupWise 2012, WebAccess has always consisted of two components: The WebAccess Agent, and the WebAccess Application. The WebAccess Agent (GWINTER) was a WebAccess component that acted as a GroupWise client which gathered information from the POA and supplied the information to the WebAccess Application (the web server component). GroupWise 2012 has eliminated the WebAccess Agent altogether. The GroupWise 2012 WebAccess Application speaks directly to the POA via the SOAP protocol.

Because of these changes, a GroupWise 2012 WebAccess installation cannot talk directly to older GroupWise Post Office Agents. Only a GroupWise 2012 POA “speaks” the proper SOAP language that the WebAccess Application will understand. This poses some challenges to sites with many post offices that will be upgraded over an extended period of time. If you will not be upgrading all of your post offices within a short time frame (perhaps a long weekend when you can indicate that WebAccess will be largely unavailable to users), you will need to either leave your WebAccess installation at your current GroupWise version, or you will need to provide for two separate web servers to serve as WebAccess applications for your current GroupWise version and for GroupWise 2012. There are settings for the GroupWise 2012 WebAccess Application that will allow it to serve as the default WebAccess entry point into your system, and then redirect older users to the appropriate web server hosting the GroupWise WebAccess Application for your current GroupWise version.

The GroupWise 2012 WebAccess does not include the WebPublisher functionality. If you need WebPublisher, you must retain a WebAccess installation for your existing GroupWise version to continue to provide the services of WebPublisher.

We will go over the details in [Chapter 7, Upgrading Your GroupWise WebAccess](#) later in this guide.

The Upgrade Overview

Before we jump right in and begin our upgrade, we’ll take a few moments to go over the process of what we will be doing. How you perform your upgrade will be dictated in part by the size, location and complexity of your system. Here are a few possible scenarios:

Small, Single Server System

First of all, we always recommend that you have at least two GroupWise domains for redundancy. So, if your single server system only has one domain, during your upgrade, you might consider creating a new domain for your GWIA and/or WebAccess on a separate server to satisfy this recommendation. If you truly can only dedicate one server to your GroupWise system, you can run two MTAs on the same server to allow for a second domain. This, of course, does not give you the same type of redundancy, but can provide a backup of your domain in case of database corruption that cannot be otherwise restored. Another option is to put a second domain on a Windows workstation. Yes, you read that correctly! While this is not a typical method of providing for a secondary domain, the GroupWise MTA can run on almost any version of Windows, and can be used as a stopgap method of locating a second GroupWise domain in your system.

In any event, if your GroupWise system is contained all on a single server, you will need to plan to perform your entire upgrade (except for the clients) in a single sitting. It is vital that all components of the GroupWise system that reside on the same server be upgraded at the same time. Thus, if you have a small system, you would go through the steps of:

- [Upgrading Your Primary Domain](#)
- [Upgrading Your Post Offices](#)
- [Upgrading Your Secondary Domains](#)
- [Upgrading Your GroupWise WebAccess](#)
- [Upgrading Your GroupWise Monitor](#)
- [Upgrading Your GroupWise Clients](#)

Of course, you may not have all of those components in your system, but this is the order of installation that we recommend.

Small, Multiple Server System

If your GroupWise system is fairly small (perhaps even a single post office with primary domain and gateways on another server), you have some options. The key is that all components on the same server must be upgraded at the same time. Your first step of course will be to deal with [Upgrading Your Primary Domain](#). If the Post Office is on the same server as your primary domain, then you will need to upgrade it as well. So long as you upgrade all items on each server together, you should not run into any big problems.

Complex GroupWise System on Multiple Servers

If you have a very complex GroupWise system, you need to consider a few things that will crop up with the inevitability of not being able to upgrade all of your post offices at the same time. Here are the most important “gotchas” of a gradual upgrade:

- GroupWise 2012 clients cannot access older post offices. Thus, you cannot begin your client rollout before you actually perform the post office upgrade. This also means that GroupWise 2012 clients cannot proxy to an older GroupWise post office. If you have users on your GroupWise 2012 post offices that need to proxy to a older GroupWise post office, that particular GroupWise 2012 user will need to continue to use the older GroupWise client.
- If you use your GWIA for POP3/IMAP4 access, you will not be able to upgrade your GWIA to GroupWise 2012 until all of your post offices that service such users have been upgraded. In other words, a GroupWise 2012 GWIA running as a POP3 or IMAP4 server is a GroupWise “client” and cannot access older GroupWise post offices. We will discuss this in more detail in [Chapter 6, Upgrading Your GroupWise Internet Agent](#). You may need to provide for an older GroupWise GWIA for your users on older post offices if you wish to upgrade your GWIA before you upgrade all of your post offices. If you are accessing through IMAP4, you might consider allowing your GroupWise Post Office Agents to serve as IMAP4 servers for your GroupWise 6 and newer users, thus allowing you to upgrade the GWIA to GroupWise 2012 right away. There are actually very few good reasons to keep POP3 around (one of them being external processes that cannot use IMAP4). If you can convert all of your external access to IMAP4, moving the IMAP access to your POAs would definitely solve your migration issues.
- Web Access is also a “client”, and as such a GroupWise 2012 WebAccess Agent cannot access an older GroupWise post office. If you can provide for only one WebAccess Application server, you will need to wait until all post offices are upgraded to GroupWise 2012 before you upgrade your WebAccess. If you can provide two WebAccess Application servers, you can create a new WebAccess for GroupWise 2012, and even use it as your “default” WebAccess location. If a user for an older GroupWise version connects to the GroupWise 2012 WebAccess, the user is redirected to the older WebAccess version. We will discuss this in more detail when we get to [Chapter 7, Upgrading Your GroupWise WebAccess](#) later in the book.

The following chapters should get you there with minimal pain and downtime!

Our Example System

As we move through this Upgrade Guide, we will be using a fairly simple GroupWise system with just a few domains and post offices. [Figure 2-1](#) shows a snapshot of the system in question.

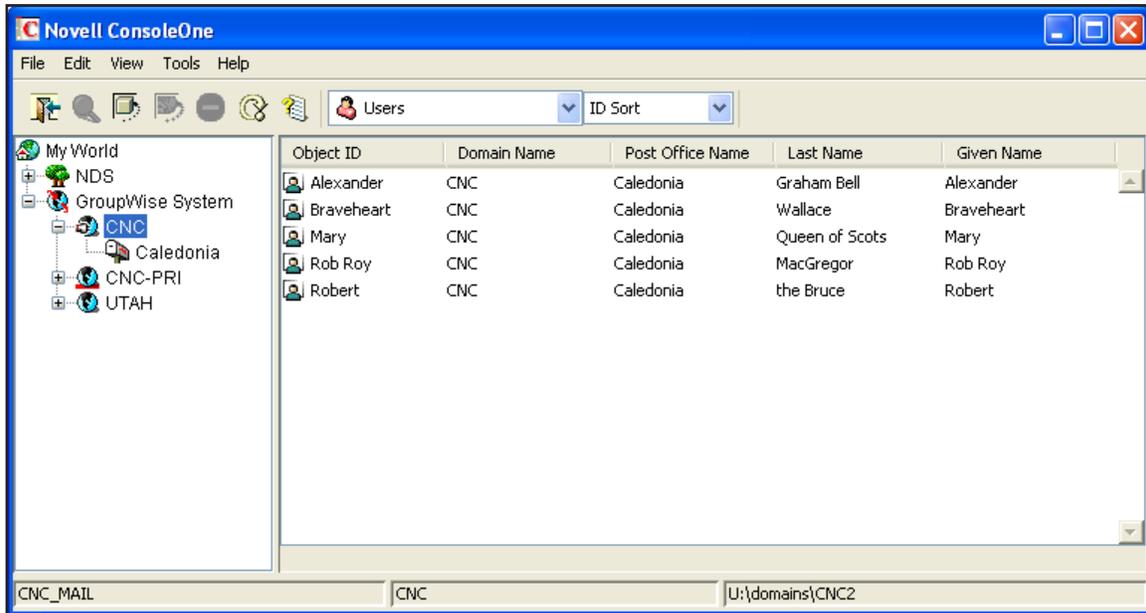


Figure 2-1: Our GroupWise System

We are upgrading from GroupWise 8, but this guide is relevant to all versions of GroupWise 5.0 through 8.0. Any time there is a version specific process to be dealt with, that will be noted. We will upgrade our primary domain, our CNC secondary domain, and our Caledonia post office in this guide. Additionally, we will upgrade our GroupWise Internet Agent, WebAccess, GroupWise Monitor and a couple of clients to usher you on your way.

A Few Important Conventions

In writing this book, we've endeavored to be as consistent as possible with formatting and naming. Here are a few of the key things to keep in mind:

- URLs are shown in all lowercase.
- Filenames and locations are shown all in lowercase and in this format: **filename.ext**. Since this book now must take into account Linux case sensitivity, we have opted to show all commands and file names in lowercase to help avoid confusion for administrators working with multiple OSs. If, however, a Linux process is in mixed case (like running `/usr/ConsoleOne/bin/ConsoleOne`), we will of course show the case requirements for the command.
- Information you must type, or commands you must execute will be formatted like this: **setup.exe**.
- PDF hyperlinks that take you to another part of the book will be in blue and underscored, like this: please see the section entitled "[A Few Important Conventions](#)".
- GroupWise 2012 will be referred to as GroupWise 2012 in this book, with the version number typically listed as merely 12.

- Since GroupWise Linux files always have the build number included in the file name (for example **novell-groupwise-admin-12.0.0-97810.i586.rpm**), the names we show in this book might not have the same build number as your software. Substitute your build number in any commands we list in the guide.

So, it's time to get started. We would recommend that you read this entire book before you begin your upgrade. We will discuss issues throughout the book that can influence your upgrade plan, and it's best to look at all of the options before beginning.

3 Upgrading Your Primary Domain

Now that we've looked at the overview of the upgrade process, the first step of the actual work is to upgrade your primary domain to GroupWise 2012. If your GroupWise system is a simple one server system, or even a multi-server system managed by a single administrator, this is a pretty easy task. Your primary domain gets upgraded, and you are on your way! However, if you happen to be in a larger system where the administration is distributed across multiple departments, locations, or even continents, this becomes more complicated. The primary domain **MUST** upgrade first. In most larger organizations, the primary domain will be a domain that is created solely for the purpose of administration and routing. It will not own any post offices or gateways, and will reside on a separate server. This is done often in larger organizations, and if this is the case, hopefully the owner of that domain will be willing to upgrade it quickly. However, if the administrator owning the primary is not as eager as you to upgrade, then you have a few choices.

- Wait for your primary domain to upgrade
- Request that a domain in your control be promoted to primary temporarily until the location that owns the current primary domain decides to upgrade.

While in some organizations this is often seen as a political matter, the primary domain's main purpose is to provide uniqueness of names throughout the system and replicate all changes in the system to other domains. It is generally not a problem to promote another secondary domain to primary if required in order to begin your upgrade.

How Does the Upgrade Work?

At the domain level, a GroupWise upgrade is really just a database conversion from one version to another. The former GroupWise domain database (version 5.0 through 8.0 works the same), is **RECOVERED** by the MTA's administrative thread and **CONVERTED** to the new version. For a primary domain, this requires two simple components:

- The Message Transfer Agent software must be at GroupWise version 2012
- The dc (dictionary files) in the domain directory must be at version 2012

We realize that this sounds simplistic, but it really is that simple. When you upgrade your primary domain, you are simply recreating your domain database to be a GroupWise 2012 database. This update then triggers a message to be sent to any post offices that might be owned by the primary domain, and any Secondary Domains that are in the system, updating these databases with the information that the primary domain is now a GroupWise 2012 domain. This is very important later when we move to other domains and post offices in your system. Unless this message is properly delivered (MTAs are down, POAs are down, etc.), the other domains and post offices will not upgrade, even though they may be running the GroupWise 2012 software for their agents. We'll discuss this more as we walk through this upgrade.

Getting Ready for the Upgrade

Once you receive your GroupWise 2012 media (typically as a download from your Customer Portal), you will of course be very anxious to get started! If you've gone over [Preparing for Your GroupWise Upgrade](#), and have decided your rollout plan, possible pilot needs, and upgrade time frame, you are ready to jump in. For the Windows version, if you download the software it will most likely be in a self-extracting EXE file or a ZIP file. You can unzip it with your program of choice into your new Master SDD location. If you are downloading the Linux files, they will be in a tar.gz file. Use **tar -xzf** to extract it. For example, in the directory where you wish to make your Master SDD (perhaps **/grpwise/gw12soft**):

```
tar -xzf gw12.0.0-97810_full_linux_en.tar.gz
```

Most sites will want to place the GroupWise software in an accessible location out on the network. Where you put it is up to you, but it must be accessible from the Linux or Windows server where you will install GroupWise.

Upgrading ConsoleOne

Of course, you can't really do much of anything without the latest version of ConsoleOne and the GroupWise 2012 snapins for ConsoleOne, so that's the first order of business. As mentioned in [Chapter 2](#), GroupWise 2012 requires ConsoleOne® 1.3.6h or later. This is included in the GroupWise 2012 media. This also requires Java Virtual Machine (JVM) 1.5.11 or later, which is installed along with ConsoleOne. It is very important that you upgrade ConsoleOne to this version. The GroupWise 2012 snapins will not function with older versions of ConsoleOne.

If you do not have at least ConsoleOne 1.3.6h installed on your administration workstation, you should install it now. While there is an installation routine in the GroupWise setup that allows you to install ConsoleOne and the snapins during the installation of your agent software, we want to go ahead and check the schema of your eDirectory tree before we jump into the actual upgrade. If you already have ConsoleOne 1.3.6h or greater installed, you can skip to [“Updating Your ConsoleOne Snapins”](#) below.

Locations for Administering GroupWise

For those of us who are long time GroupWise on NetWare administrators, the question of where to place ConsoleOne seems very straightforward. We run it from our workstations of course! And certainly since you will have GroupWise 2012 on Windows servers or Linux servers you can continue to administer GroupWise directly from your workstation, provided that you have direct file access to the server housing GroupWise. For Windows of course this would mean that you must have file access from your workstation to your Windows server. For Linux the same thing applies, but can be much more confusing. If you are running GroupWise on OES2 Linux, you can serve up your GroupWise volume as an NCP volume (regardless of the file system you are using), and map that drive just as you would a NetWare drive. If you are running GroupWise on SLES, you would need to load SAMBA and mount the drive from your Windows workstation as though you were accessing a Windows server. UNDER NO CIRCUMSTANCES should you serve up your GroupWise volumes under Linux as an NFS mount. This can cause serious file locking issues, and ensuing corruption of your GroupWise databases.

Even though it is possible to administer your GroupWise system on Windows or Linux from your local Windows workstation, many administrators choose to run ConsoleOne directly on the GroupWise server itself. To install ConsoleOne on your Windows server, install ConsoleOne

and the snapins on the Windows server the same way as you do your Windows PC. Instructions for installing ConsoleOne on both Windows and Linux follow.

Windows

In your Master SDD created above, you will find a directory called “**ConsoleOne**”. Run the **install.exe** program in this directory to install ConsoleOne on your administration server/PC. By default this is **c:\novell\consoleone\1.2**. If you have located this somewhere else on your PC (for example on **d:**), the installation routine should detect this. It is a good idea to double check this during installation to avoid having two separate versions of ConsoleOne on your server/PC unless you wish to have two versions for some special purpose. The installation will create a shortcut to ConsoleOne if this does not already exist.

Linux

In your Master SDD created above, you will find a directory called “**consoleone**” and a subdirectory called “**Linux**”. From a Linux terminal prompt, change to your Master SDD (in our example below **/grpwise/gw12soft**) and perform the following commands:

```
cd /grpwise/gw12soft/consoleone/Linux
./c1-install
```

You will now go through the installation routine for ConsoleOne on your Linux server. ConsoleOne on Linux is launched by running **/usr/ConsoleOne/bin/ConsoleOne**.

Updating Your ConsoleOne Snapins

Once your version of ConsoleOne is at 1.3.6h or greater, you also need to update your ConsoleOne snapins for GroupWise 2012. You can do this during your initial primary domain software installation (see “[Installing your Agent Software](#)” below), or you can do it manually from your SDD. Whenever you receive new GroupWise software, it is not really necessary to run the installation routine to update your GroupWise snapins. While it is convenient to do so if you are in the midst of installing the GroupWise agents anyway, if you need to roll out the snapins to multiple PCs, you can simply follow these steps:

Windows

In your Master SDD under the Admin directory, there is a **C1ADMIN** directory. Under there you will see directories such as **bin**, **snapins**, etc. The “simple” way to update your ConsoleOne snapins is to copy all of these directories into the **c:\novell\consoleone\1.2** directory (assuming that is where you have installed ConsoleOne). Under that directory are also directories called **bin**, **snapins**, etc., and you will be prompted if you should overwrite those directories. Answering in the affirmative will copy the new snapins into the ConsoleOne structure and you will be ready to go!

NOTE: Some manual updates of the snapins might fail due to missing VS2005 runtimes. If you run into a problem with ConsoleOne after manually copying the snapins, run `<SDD>\gwinst\wcredist_x86.exe`.

Linux

For the most part, it is easiest in Linux to just run the install routine and choose to install the GroupWise Administration. However, this will frequently force you to upgrade all other GroupWise components on that server, so we'll show you how to update the snapins manually. From a Linux terminal prompt, as root change to the installation directory for the snapins as follows:

```
cd /grpwise/gw12soft/admin
rpm -Uvh NOVLC1Linuxjre-1.5.0-11.i586.rpm
rpm -Uvh novell-groupwise-admin-12.0.0-97810.i586.rpm
```

This will install your ConsoleOne snapins. Please note that the file names above are the file names as currently listed in the GroupWise 2012 download. These will change with new versions of GroupWise as they are made available via download. Substitute the versions of these files as necessary. If you receive an error that there are dependency problems when upgrading your snapins, you should add the `--force` switch to the command. For example:

```
rpm -Uvh --force novell-groupwise-admin-12.0.0-97810.i586.rpm
```

NOTE: Sometimes people ask us when they should install the GroupWise 2012 snapins in preparation for an upgrade. We usually recommend that you install the snapins when you are ready to upgrade any domain that you administer. For example, if you are on an distributed system, and there are many administrators, upgrade the snapins for the administrators as domains they manage are upgraded. While it is safe to use GroupWise 2012 snapins on older systems, you may find that the snapins for some functions will change. For example, the GWIA snapins do not check to see if you are using a GroupWise 2012 GWIA and will show you options that might not be available for a GroupWise 8 or earlier GWIA. It is just less confusing to wait until you need the GroupWise 2012 snapins to install them. That said, however, once you upgrade your primary domain to GroupWise 2012, you should use those snapins any time you access a GroupWise 2012 domain, so it will be necessary to roll these snapins out to all locations that might access the GroupWise 2012 domain.

Extending your eDirectory Schema

In [Chapter 2](#), we discussed the importance of making sure your eDirectory tree is in good health. GroupWise 2012 may need to extend your eDirectory schema, and you certainly do not want to attempt any changes to your eDirectory schema if anything is pending or problematic in the tree.

WARNING: Some of the worst "GroupWise" issues we've been called in to salvage had little to do with GroupWise itself, but were to fix problems that arose from making changes in the system that required modifying an unhappy eDirectory tree! While schema extensions will not likely cause any great harm to your tree if it is out of whack, it's best to make sure that everything is replicating properly before you begin.

NOTE: Some minimal steps you can take to ensure that your tree is healthy are to do a "check synchronization status" in dsrepair from the root partition server and/or check the agent health in iMonitor.

If your tree is happy and healthy, you will need to check and possibly extend the schema (or have a more powerful admin do so if you are unauthorized to access the root of the tree). In order to extend the eDirectory schema for GroupWise 2012, you must use ConsoleOne with GroupWise 2012 snapins. In ConsoleOne, click on your eDirectory tree name (not the GroupWise “system” icon), and under Tools choose GroupWise Utilities|Check eDirectory Schema. You will be instructed to extend your tree’s schema, if necessary. Just click next and let the schema update. If you are upgrading from GroupWise 8 you should not see any extension upgrade prompt. It does not hurt to test this though!

Enabling the HTTP Monitor for Your Agent

We have found that there are many GroupWise sites where the HTTP (Web) Monitor is not in use. Especially with GroupWise 8 and later, these HTTP Monitors have become more and more important. If you define a userid and password for the HTTP Monitors, you can perform all of the functions that you used to perform at the GUI Consoles for your agents, as well as new functions that were not available on the GUI Consoles. If you do not have your HTTP Monitor enabled, now is a good time to do so.

In ConsoleOne, click on the GroupWise System Globe, and perform the following steps:

1. In the dropdown list that shows “Users”, change the setting to “Message Transfer Agents.”
2. Find the MTA for your primary domain, right-click and choose Properties.
3. Now click on the triangle in the GroupWise tab and change to Network Address.
4. Make special note of the HTTP port that is defined for this agent. By default, the HTTP port for the MTA is 7180.
5. If there is nothing in the HTTP port field, put 7180 (or another port of your choosing).
6. Now, on the GroupWise tab, change to the Agent Settings screen. Scroll down to the HTTP Monitor settings. If you have never enabled the HTTP monitors for your agents, you will need to decide on a good userid and password for the HTTP monitors. Please note that this is neither an eDirectory user nor a GroupWise user. This is an entirely made up user and password solely for the use of the HTTP monitors. If all administrators in your organization will have rights to use the HTTP monitors, then it is a good idea to have the same userid and password for all agents. If you need to limit rights to some agents to various groups, set up a userid and password for each group of agents that will be monitored. Enter the userid and password that you have decided on here in this screen.
7. Save your changes.

Prepare The Primary Domain

When you are ready to continue your upgrade, we will first check the primary domain to make sure that it is ready to upgrade. First, in ConsoleOne, select the primary domain object and choose **Tools|GroupWise Utilities|System Maintenance|Validate Database**. If your database shows as valid, you can proceed. If for some reason the database does NOT validate, you should rebuild it. In order to rebuild the database you must first shut down the MTA and any gateways that attach to the domain database. At this point, we are going to shut down these agents for the upgrade anyway, so if you need to rebuild your database, first follow the instructions immediately below on shutting down your agents. Once the agents are shut down, return to ConsoleOne and choose **Tools|GroupWise Utilities|System Maintenance**, and this time choose **Rebuild Database**.

Linux

On Linux, you must upgrade all GroupWise components at the same time, so you need to stop all processes that are GroupWise related. This includes all GroupWise agents and gateways and GroupWise Monitor. We are assuming that you are running your agents as daemons. If, however, you are running them with their GUI consoles, unload all of the agents by shutting down the GUI consoles. Close the GroupWise Linux client if it is running on the server. Finally, to be certain that all agents and gateways are closed, type the following commands at a terminal prompt:

```
/etc/init.d/grpwise stop
/etc/init.d/grpwise-wa stop
/etc/init.d/grpwise-ma stop
```

These are the three main scripts that control GroupWise agents and gateways on Linux (although **grpwise-wa** was moved into the **grpwise** script with GroupWise 8). You may receive errors if you are not using the **grpwise-ma** or **grpwise-wa** scripts, but it does not hurt to attempt to stop them even if you do not have these scripts installed.

After all GroupWise components have been shut down, type the following into the terminal prompt to verify that no GroupWise components are running:

```
ps -A | grep gw
```

If at this point you still see GroupWise components loaded you can kill them individually, either by pid or name – for example:

```
kill 9860
```

(if you show a GroupWise component with the pid 9860 running)

or

```
killall gwmta
```

Windows

For Windows, you must also shut down all of your agents that access the domain database. If you are running the agents as services, go into the services console from the Control Panel, right click on the GroupWise agents, and choose stop (see [Figure 3-1](#)). If you are not running the agents as services, go to the agent consoles and exit via F7 or from the agent menus.

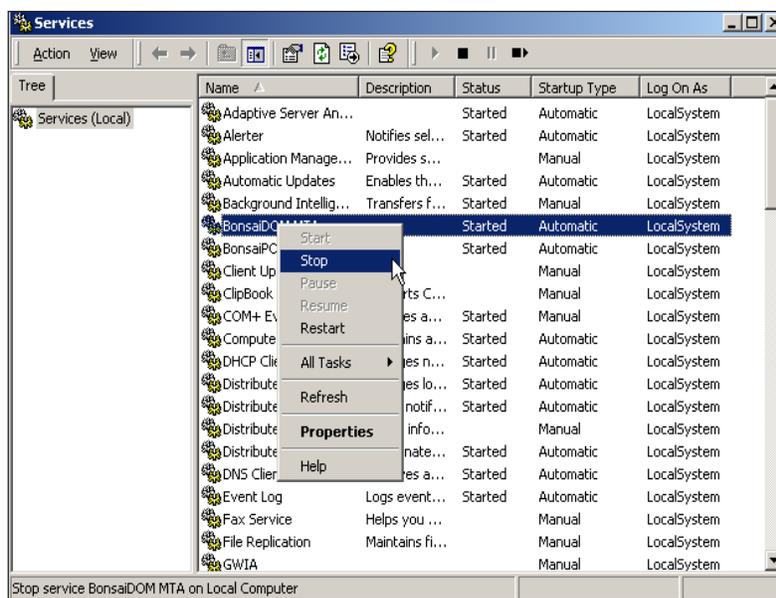


Figure 3-1: Stopping a Windows service

After your agents are shut down, leave them down until you are instructed to reload them below.

The Primary Domain Upgrade Overview

With GroupWise 8, Novell created a brand new installation routine geared towards helping newer GroupWise administrators to create a GroupWise system with all of the components necessary to get GroupWise up and running. This has continued with GroupWise 2012. For example, the installation routine allows you to install not only ConsoleOne and the GroupWise Agents, but also the GWIA. This will allow a brand new GroupWise Administrator to create a new GroupWise system, including the GWIA, in one sitting, and get up and running more quickly. However, in changing the installation routine to streamline the work for a new administrator, some of our familiar installation routines have been removed, and we will have to rely more on the wizard than we might have in the past. But don't despair! We will veer away from the wizard often enough to please the purists in the crowd!

NOTE: If Windows administrators look under the AGENTS directory, or the INTERNET/GWIA directory you will find that there are no longer any installation programs for the agents or the GWIA individually. These components must all be installed from the setup.exe file found at the root of your SDD.

Depending on your setup, you may be simply upgrading your primary domain during this sitting, or you may be doing more than that. If any other GroupWise components exist on the same server as your primary domain, you need to upgrade them now too. Let's look at the possible scenarios.

- Simple single server – you need to do everything. You will install the MTA and POA software, upgrade the domain and then the post office, and then move to upgrading your GWIA, WebAccess, etc.
- MTA & POA on same server – one installation run will get you ready, and then we will perform the upgrade steps for both the primary domain and the post office on this server, and you're done with this server.

- MTA on its own server – run the installation to install the software, and perform the steps to upgrade and verify.
- MTA with gateways such as the GWIA and WebAccess on the same server - upgrade the domain and then move to the GWIA and WebAccess upgrade

So, let's get down to it.

Installing your Agent Software

In the sections above, we shut down the MTA, POA and gateways on your server. It is important that you have not reloaded any of these components since then, or if you did that you go back through the steps to unload the agents and verify that everything is down. Once the agents are unloaded, look in the root of the Master SDD we created earlier.

Windows

If you are running your primary domain on Windows, you must run this installation directly on the Windows server, rather than from a workstation attached to the Windows server.

In the root of the Master SDD, you will see the **setup.exe** program that will be used for this upgrade. When you run this program, you see the Window in [Figure 3-2](#).

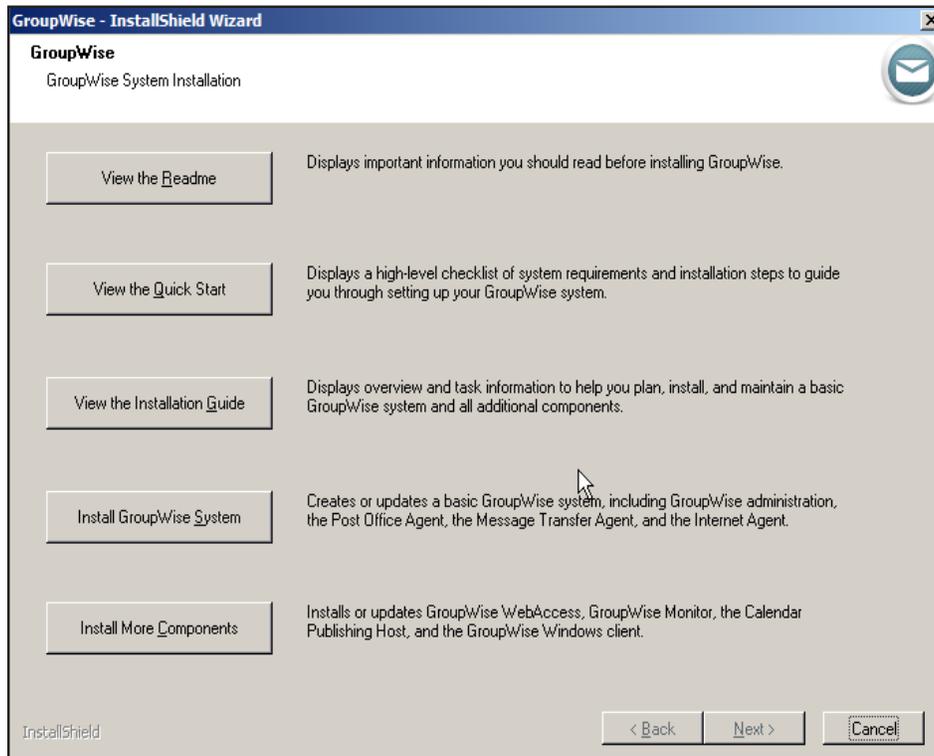


Figure 3-2: The main installation screen

1. Click on Install GroupWise System.

2. Click Yes on the next screen to accept the license agreement.
3. Click Next on the next screen to do a standard install. You will see the window in [Figure 3-3](#).

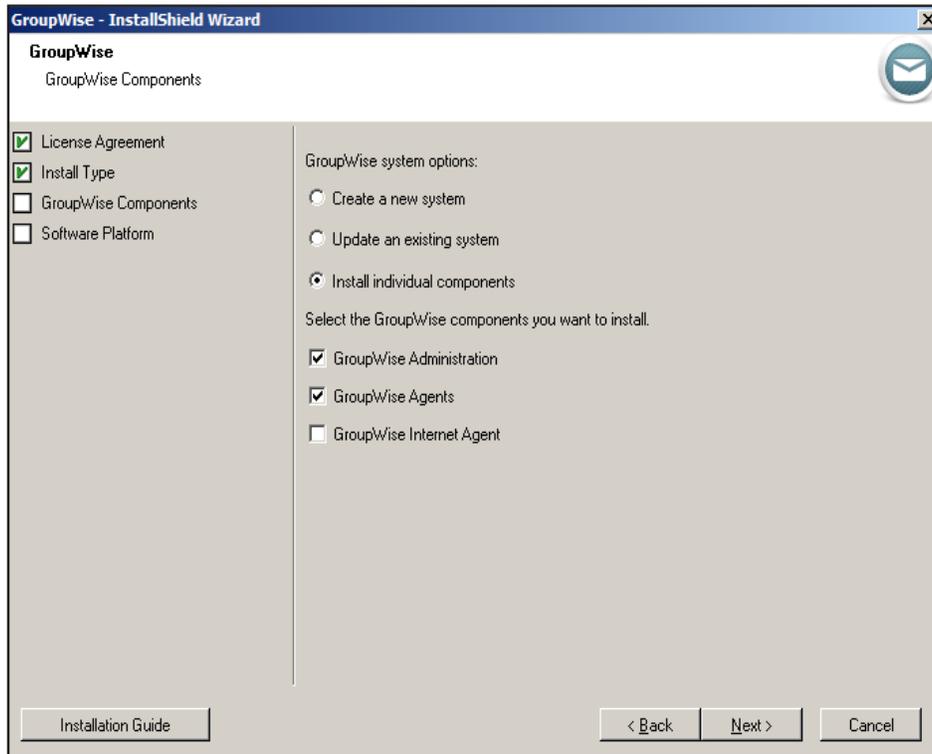


Figure 3-3: Install Wizard - GroupWise Components

4. You will notice on this screen that we have many options. For our purposes, we will choose “Install Individual Components”.
5. If you did not update your ConsoleOne and GroupWise snapins on this server earlier as listed above, you can choose this option here now.
6. Choose GroupWise Agents as an option to install.

You will notice that at this point you could also choose to install the GWIA files as well, but we prefer to do this in a separate step, so keep this option unchecked for now.

7. The next screen seems to be a holdover from the combined Windows and NetWare installation routines of the past, and has a single radio button for Windows. Just click next.
8. If you checked the box in step 5 above to install GroupWise Administration, you will see the screen in [Figure 3-4](#). We are going to create our SDDs manually, so leave only the Install administration files option checked. If you did not choose to install GroupWise Administration, jump to Step 10 below.

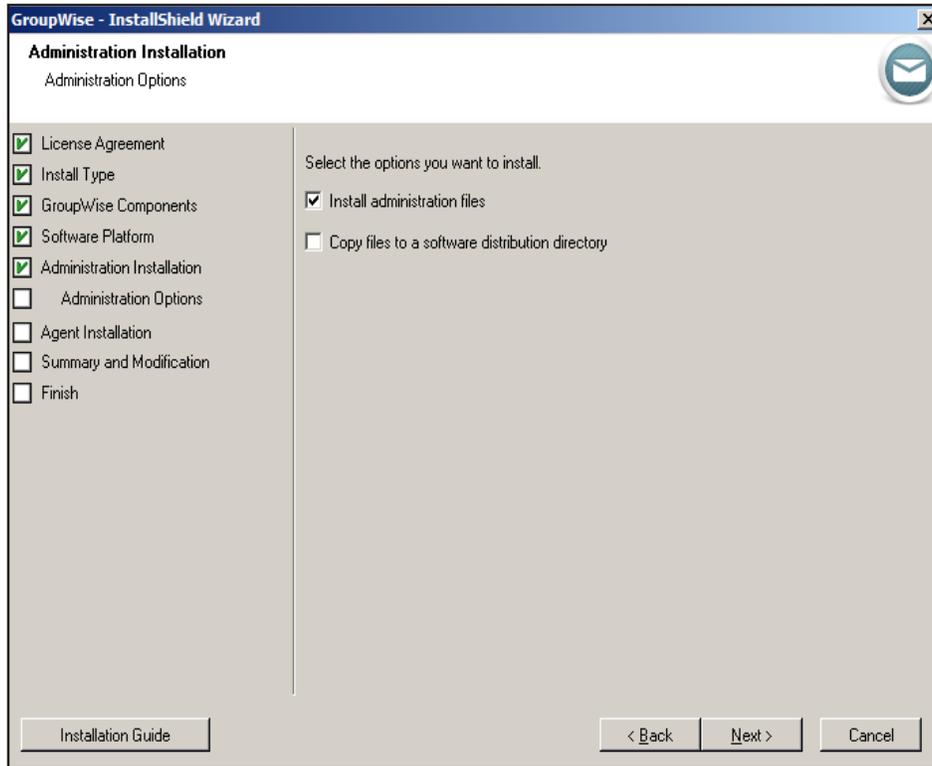


Figure 3-4: Administration Installation Screen

9. At the next screen you will be prompted to verify the location of ConsoleOne. This should show the actual location of ConsoleOne as installed on the Windows Server where you are running the installation program.
10. The next screen will give you the option of where to install your files on your Windows server, and options for the installation. Notice that in our example in [Figure 3-5](#) we have chosen the option to “Install files but do not configure agents”. This is because we are performing an upgrade, and that assumes that you already have configuration files for your MTA, and that you have your server set to automatically load your GroupWise components on startup. If for some reason you need to configure your agents, uncheck this option and see the section below entitled [“Configuration of your Agents during installation”](#). You will also need to do the configuration of your agents if for some reason you wish to change your agents from running as console applications to services. It is highly recommended that you run your agents on Windows as services, to avoid needing to log into the Windows server to activate the agents.

It is very important to note in this screen that the default installation path is **c:\program files\novell\groupwise server\agents**. Of course, the biggest problem with this location is that since we are reading an upgrade guide, we know that prior to GroupWise 8 the agents have been installed by default in **c:\grpwise**. This could cause big problems that can be easily avoided by just changing this path to the location of your current GroupWise agent files (default **c:\grpwise**). Of course, this will mean that your server will not have its agent software in the location that Novell is now designating as the new default. You need to decide if this is an important issue for you. We here at Caledonia will gladly admit that we didn’t care a bit, and decided it was easier to just leave the agents in our default location of **c:\grpwise** on our Windows server. This avoided having to remove existing services and reconfigure the agents during the installation. If you wish to replace your current location with the **c:\program files** location that Novell is now suggesting, then uncheck the box that says to Install the Software but do not configure the agents, and jump to the [“Configuration of your Agents during installation”](#) below.

NOTE: If you do choose to keep the new default that Novell suggests, you MUST reconfigure your agents. Otherwise there will be no startup files created for your agents in the new location, and your existing Windows services will point to the wrong location for the executable files.

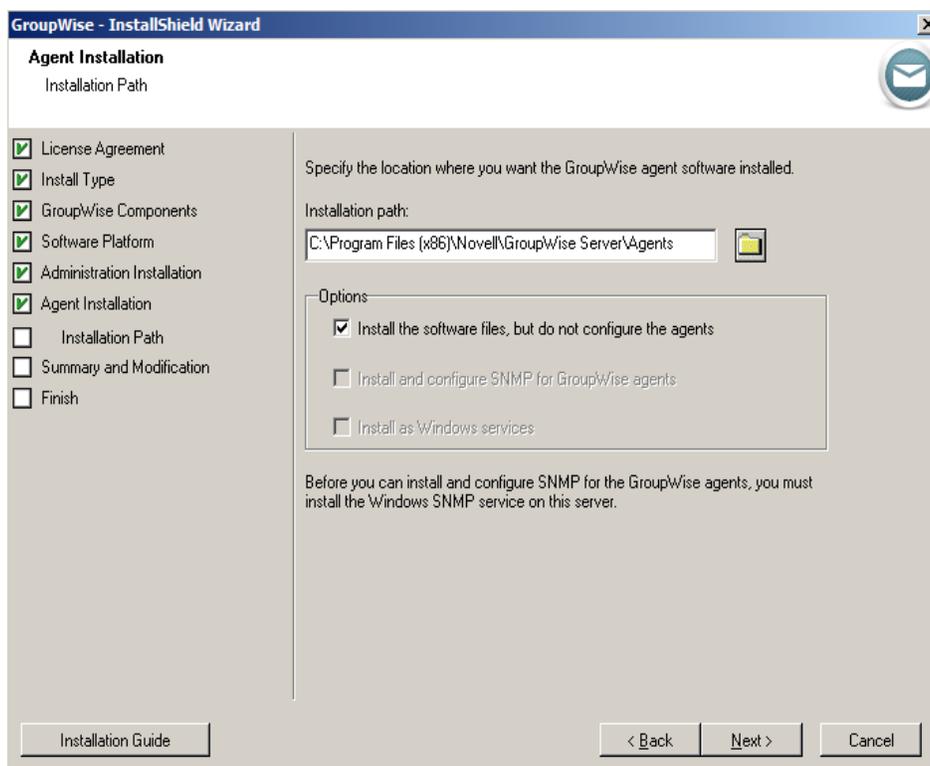


Figure 3-5: Install Wizard - Installation Path

11. Next you will be presented with a summary screen showing your choices for the install, and the installation will proceed.
12. When the installation has completed, leave both boxes (“Save settings for a future installation” and “Launch Agents Now”) unchecked (we do not want to start up our agents yet!), and click “Finish” to close the installation program.

Now that your Windows agent software has been updated, we need to move on to the actual process of upgrading the domain to GroupWise 2012. See [“Performing the Primary Domain Upgrade”](#) below.

Linux

Running the Linux installation routine is a bit different, in that you are not allowed to pick and choose what you install when running this installation script. The script will detect what GroupWise components are already installed on this server, and it will insist that they all be updated at the same time.

In your Master Linux SDD (in our case `/grpwise/gw12soft`), run the install script as root. For example:

```
gwlinux:grpwise # ./install
```

You will see the screen in [Figure 3-6](#).

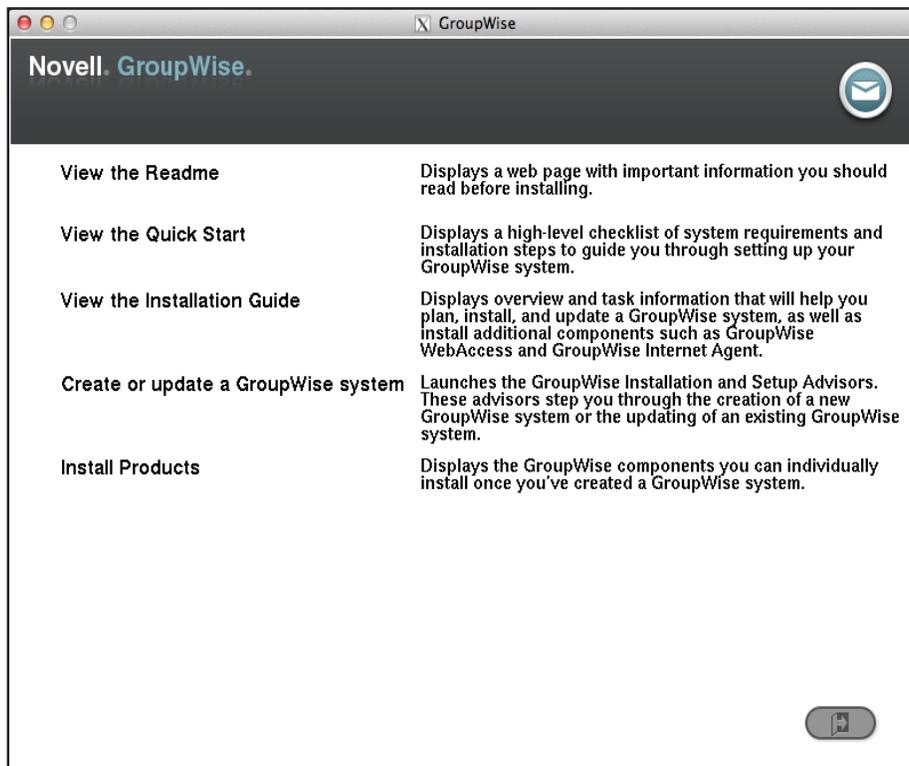


Figure 3-6: The Linux Install Screen.

1. Choose install products.
2. Choose GroupWise Agents. We will take this opportunity to point out that in the Linux installation routine there are separate “install” and “configure” steps for each agent. Since we’re doing an upgrade, and typically do NOT need to configure the agents, we’ll only look at these as we need them.

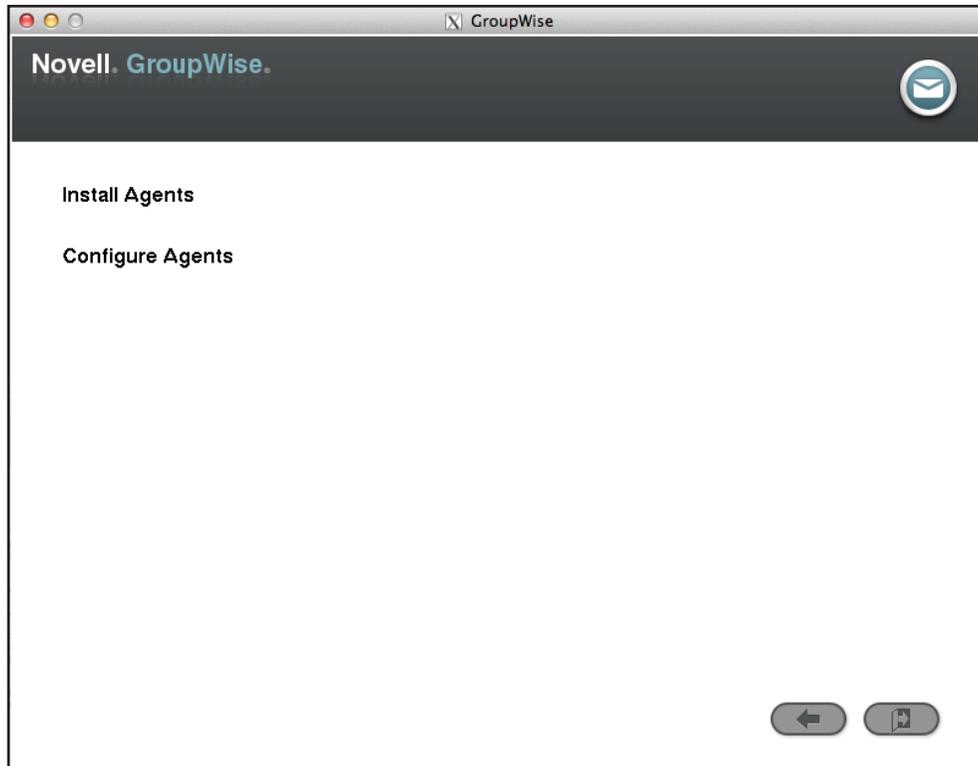


Figure 3-7: Install and Configure Screen

3. Choose Install Agents. You should see a screen similar to [Figure 3-8](#). This screen will show all components on this particular Linux server that must be upgraded.

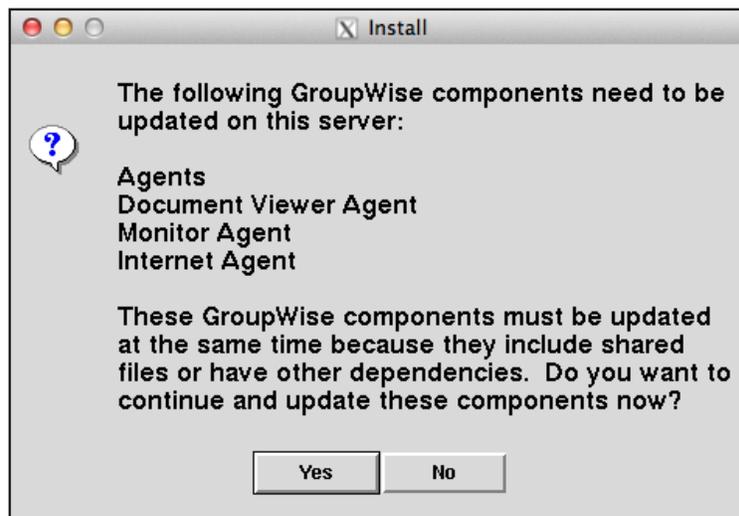


Figure 3-8: Components to Upgrade on Linux

NOTE: [Figure 3-8](#) shows a number of agents installed on this server. If you have a simple, single server system, you may see all of these. If you have multiple servers, you will only see the agents required for the particular server being upgraded. With the changes to WebAccess, not only do you not see the WebAccess Agent listed (as it is now obsolete), but you do not see the WebAccess Application either. You will be required to do a separate installation for WebAccess if it is on the same server.

4. You must choose Yes for this option, otherwise the installation will simply close. Choosing Yes starts the update of all agents required on this server. If there are a number of agents, this can take awhile. Once the agents are installed, exit the installation.
5. At this point we are not configuring anything with this installation routine. You are upgrading an existing GroupWise system, and thus you already have startup files and startup scripts for your server. If, however, you feel a need to configure your MTA, see “Configuring your agents during installation” below.

You will notice that as you upgrade all of the components on your server, there is no notice of your WebAccess Agent, or even your WebAccess Application.

Configuration of your Agents during installation

As we discussed above during the software installation, it is rare that you would need to configure your agents during a GroupWise 2012 upgrade. One reason might be that you wish to reconfigure your Windows services to run the agents from Novell’s new default Windows path.

If you feel the need to create a new a new startup file for your primary domain, you can do so during the installation of the agent software for Windows. A Linux install works slightly differently, and we will discuss that next.

When we ran through the installation routine above, we checked the box in [Figure 3-5](#) that said to “Install files but do not configure agents”. This bypasses the creation of the agent startup files and the defining of Windows services or shortcuts. We assume that this is the best option for an upgrade, because you should already have agent startup files and Windows services defined. However, just to be thorough, we will go through the configuration steps for you in case you are having problems, or just wish to redo these options. Let’s go through these steps now.

Windows

When you reach [Figure 3-5](#) above, do not check the option to “Install files but do not configure agents”. Instead now you have the option to “Install and Configure SNMP for GroupWise Agents” and “Install as Windows services”.

Install and Configure SNMP for GroupWise Agents

If you have SNMP installed on your GroupWise server, you can configure SNMP for the agents on this server.

Install as Windows services

It is highly recommended that you install your GroupWise agents as services on your Windows server. If you do not, you must log into the Windows server and launch the agents on startup. Otherwise the agents cannot launch and users will not be able to access GroupWise until the login takes place.

After you choose the options on this screen you will click next and be presented with the window in [Figure 3-9](#).

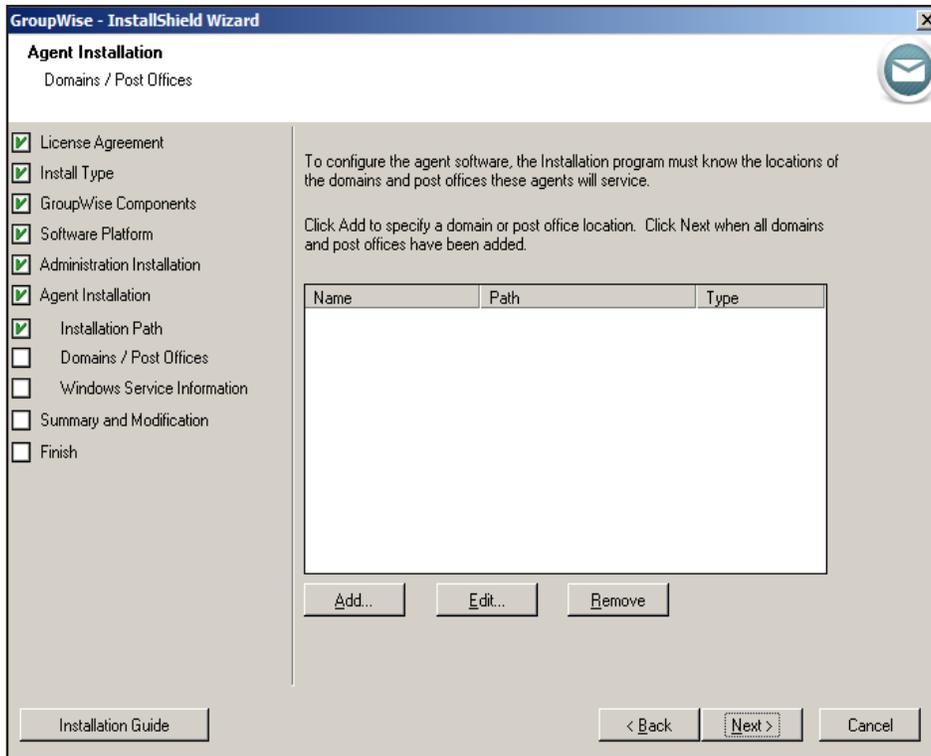


Figure 3-9: Configuring the GroupWise Agents

While we are looking at this screen, we should explain its usage so that it's more easily understood the next time you encounter it. There are a few misconceptions about what is done here, and what you need to put in this location, so we will try to clear those up.

First, this screen is a template for creating new agent startup files (for example the **primary.mta** file), and for configuring your Windows services or Windows shortcuts. Let's take the example of our groupwise system. Our primary domain is called CNC-PRI. If we want to create a new startup file for the CNC-PRI domain, and configure Windows services and shortcuts, we would click the Add button as shown in [Figure 3-10](#) and enter the information for our domain.

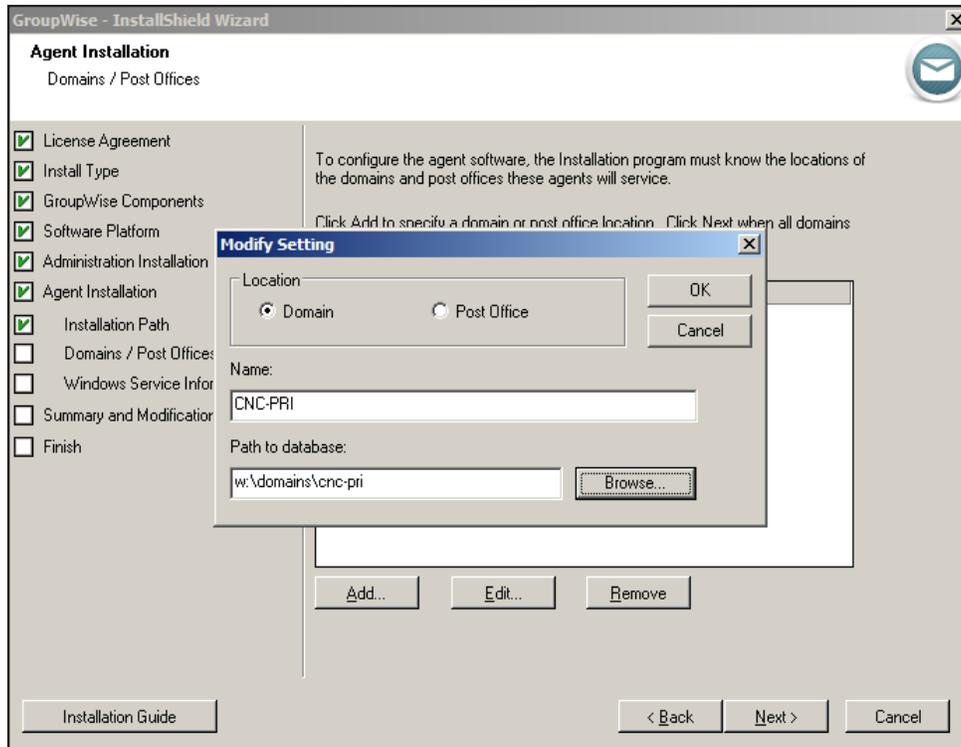


Figure 3-10: Adding a domain for configuration

By entering this information, we are instructing the installation routine to create us a startup file called **cnc-pri.mta** with a /home switch of “**w:\domains\cnc-pri**”, place it in the location of our startup files that we indicated in [Figure 3-5](#) above, and optionally configure a Windows service for the MTA or create a Windows shortcut.

This screen will validate the location you specify and warn you if you are putting in an invalid location (for example, if you put in **m:\domains\cnc-pri** and that location does not contain a domain database it will complain). Interestingly enough though, if you “cancel” at this point, it will still put **m:\domains\cnc-pri** in the setup and will complain that the path is invalid when you click “Next” to continue the setup. You will be required to fix this to point to a valid domain location before you can complete the setup. The installation does not validate the “name” you put here and indeed, you can name things here anything you like. For example, rather than naming my startup file “**cnc-pri.mta**” as shown above, I could just as easily type “primary” in the name field, and the name of the file would instead be **primary.mta**. If you put in a name that has more than eight characters (for example Caledonia), the file name will be truncated to eight characters. So, if indeed I were to put “Caledonia” in the name of my domain field, I would have a startup file called “**caledoni.mta**”. If a “**caledoni.mta**” file already exists, I will now have a “**caledoni.mt1**” file in that directory.

If your primary domain is the only domain on this server, and there are no post offices on this server, you are finished adding agents. If you also have a post office on this server, you can click add again, change the type to Post Office and enter the information here for your post office.

Linux

To configure the Linux agents, the steps are similar, but you approach the process somewhat differently. In [Figure 3-7](#) you were shown how all of the Linux installation screens have both an “install” and a “configure” option. To configure a Linux agent, click on the Configure Agents option. Click next on the introduction screen and accept the license agreement. You will be presented with a window similar to [Figure 3-9](#) (just a bit more “Linux-like”).

This screen is a template for creating new agent startup files (for example the **primary.mta** file), and for configuring your Windows services or Windows shortcuts. Let's take the example of our groupwise system. Our primary domain is called CNC-PRI. If we want to create a new startup file for the CNC-PRI domain, and configure the **grpwise** script (provided that we checked the option above to "Launch the GroupWise agents on system startup), we would click the Add button as shown in [Figure 3-10](#) and enter the information for our domain.

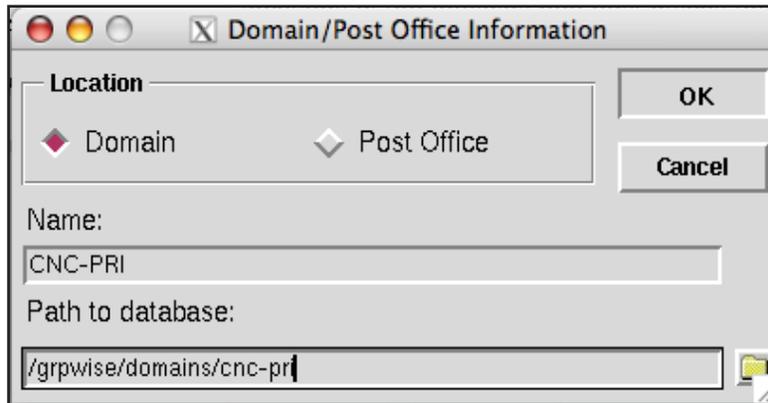


Figure 3-11: Adding a domain for configuration on Linux

By entering this information, we are instructing the installation routine to create us a startup file called **cnc-pri.mta** with a /home switch of "**/grpwise/domains/cni-pri**", place it in the **/opt/novell/groupwise/agents/bin** directory, and add the information into the **gwaha.conf** file that will be loaded by the **grpwise** script on startup.

This screen will validate the location you specify and warn you if you are putting in an invalid location (for example, if you put in **/groupwise/domains/cnc-pri** and that location does not contain a domain database it will complain). The installation does not validate the "name" you put here and indeed, you can name things here anything you like. For example, rather than naming my startup file "**cnc-pri.mta**" as shown above, I could just as easily type "primary" in the name field, and the name of the file would instead be **primary.mta**.

If your primary domain is the only domain on this server, and there are no post offices on this server, you are finished adding agents. If you also have a post office on this server, you can click add again, change the type to Post Office and enter the information here for your post office.

Performing the Primary Domain Upgrade

At this point, you have installed the software required to take your domain to GroupWise 2012, but your domain has not actually upgraded. This will not happen until you load the new software, under the proper conditions. Earlier in this chapter we saw an option on the installation routine that said "Update an Existing System" and we chose to skip that. Novell's installation routine has improved quite a bit with GroupWise 2012, but it still expects certain aspects of every GroupWise system to be uniform, and we find that more times than not, GroupWise systems simply are not! This causes inconsistencies in the upgrade process, and it is easier for us (and you) to do these steps manually to ensure that they are done correctly in every single upgrade. This makes just for one or two fewer things to have to troubleshoot if there are problems. In order to continue our upgrade, do the following:

1. In your Master SDD, there is a directory called domain. In that directory are four dc files. Copy those dc files into your primary domain directory (overwrite existing files if asked).

2. Next in your Master SDD there is a directory called `po`. Copy these three `dc` files into the **wpoffice** directory under your domain, creating that directory if necessary.
3. Now we will launch the MTA so that your domain can upgrade.

Windows: Even if your agents normally launch as services, it is useful to launch the MTA to the GUI console the first time, just to see that everything launches correctly. At the command prompt:

```
c:\grpwise\gwmata @domain.mta
```

Of course, use the location of your installed agents as well as the name of your own startup file in this command.

Linux: For all Linux installations, the agents are installed to run as daemons. You can launch them under X-Windows to the GUI console during the upgrade just to see that everything loads okay. From a terminal prompt:

```
/opt/novell/groupwise/agents/bin/gwmata --show @domain.mta &
```

Your MTA should load up on your server. If you receive any errors during loading, check what the error is and see what can be done to resolve it.

When the GroupWise 2012 MTA for the primary domain loads, it looks for the `dc` file that says it is *time* to upgrade. The `dc` file is essentially a text file that contains the database schema for creating a GroupWise 2012 database. The **gwdom.dc** shows the version number at the very top line as **#VERSION=1200**. This version number at the top of the file verifies that you have the GroupWise 2012 `dc` file in your domain directory. Once the MTA sees the GroupWise 2012 `dc` file and notes that the domain is the primary domain, the MTA will launch a recovery of the database, effectively converting the domain to GroupWise 2012. If you are quick (on a small domain – not so quick on a larger one), you will be able to see the Admin Status of the Domain change to “Recovering” to show that the domain is being converted ([Figure 3-12](#)).



Figure 3-12: Database Recovering

Once the status returns to “Normal” you should be able to look at the properties of the domain in ConsoleOne and see that the version is GroupWise 2012. Once the primary domain has been converted to GroupWise 2012 you can continue to upgrade the rest of your system according to your upgrade plan.

To verify that the domain is indeed version 12, you can go into ConsoleOne, right-click on the domain, look at the properties and verify that the version shows as “12”.

Where to from here?

Depending on the size and complexity of your system, and your overall upgrade plan, there are a number of “next steps” that you can take. The main rule of thumb is that you must upgrade ALL components of GroupWise that reside on the same server. Let’s look at a couple of very common configurations that you might be looking at.

Single Server

Sites with a single GroupWise server have everything in one place. This is acceptable for very small sites, although we always DO recommend that a site have a second domain as a fail safe measure. That said though, today we’re upgrading, not redesigning your system, so we’ll work with what we have. Single servers in very small organizations often house the following components:

- ◆ MTA for the Primary Domain
- ◆ POA for a single Post Office
- ◆ GroupWise Internet Agent
- ◆ GroupWise WebAccess Agent
- ◆ GroupWise WebAccess Application

If this scenario fits your situation, then you will continue to upgrade each of these components in turn in future chapters. The first order of business is to get the Post Office upgraded. Because the agents installation always installs both the MTA and the POA, you will not need to go through the steps for installing the agent software again on your single GroupWise server! So, jump directly to [Chapter 5](#) on [“Upgrading Your Post Office”](#) to continue your upgrade. The rest of the Post Office Chapter will discuss some new options for your Post Office that you might wish to enable. After you have upgraded the Post Office, move on to the chapter on upgrading your GWIA, and then on to upgrading your GroupWise WebAccess. You’ll be finished in no time!

Multiple Servers

There are as many configurations of multiple server GroupWise systems as there are GroupWise customers it seems! So, we’ll just point out a couple of typical layouts, and send you on to your next step.

Primary Domain Alone

If your primary domain resides on a server all by itself, you are finished with this server. You can stop here, or move on to upgrading any post offices that belong to this primary domain, upgrading a secondary domain server, etc. It’s possible you might wish to go ahead and upgrade your GWIA at this point, but remember that you won’t want to do this if you have users in older GroupWise post offices accessing via IMAP4 or POP3 through your GWIA. See the chapter on [Upgrading Your GroupWise Internet Agent](#).

If your system is small, and you will be upgrading all of your post offices over a weekend (for example), and you can afford to have WebAccess down for some users while you upgrade, you might choose to upgrade your WebAccess now. If you can provide for two separate WebAccess Application servers, you can upgrade your WebAccess and make it the default web server for WebAccess while you continue to upgrade your post offices. See the chapter on [Upgrading Your GroupWise WebAccess](#).

Primary Domain and Post Office on the Same Server

It might be that you have a small system with your primary domain and post office on one server, and another server with a secondary domain for your GWIA and WebAccess. In this situation, you will need to go ahead and upgrade your post office before you are finished with this server. Because the agents installation always installs both the MTA and the POA, you will not need to go through the steps for installing the agent software again on your single GroupWise server! So, jump directly to the section in [Chapter 5](#) on [“Upgrading Your Post Office”](#) to continue. The rest of the post office chapter will discuss some new options for your Post Office that you might wish to enable.

Primary Domain and Gateways on the Same Server

You might also have a primary domain and gateways (such as the GWIA and/or WebAccess) on the same server, and other components on other servers. If this is the case, move on to [Chapter 6, Upgrading Your GroupWise Internet Agent](#) or [Chapter 7, Upgrading Your GroupWise WebAccess](#).

Troubleshooting

There are very few things that can go wrong during a domain upgrade. If you find that your primary domain refuses to show as a GroupWise 2012 domain in ConsoleOne, do a couple of things:

- Verify that you have GroupWise 2012 snapins installed. You can get odd results in the version field of a domain if you are looking at a GroupWise 2012 domain with older GroupWise snapins.
- Double-check that you got the dc files copied into the domain directory. Open the gwdom.dc file with a text editor to verify that it is indeed the GroupWise 2012 file.
- Manually set off a recover of the domain database at the MTA under Options|Admin Thread|Perform DB Recovery Now? and indicate Yes.

Once you are ready to continue, just turn to the next chapter in your upgrade plan.

4 Upgrading Your Secondary Domains

The only real prerequisite to upgrading a secondary domain to GroupWise 2012 is that the primary for the GroupWise system must first be upgraded. As we discussed in [Chapter 3](#), after the primary domain is upgraded, it sends an administrative message to all of the secondary domains in the system that the primary is now GroupWise 2012. Once this has occurred, then the secondary is available to be upgraded. Loading a GroupWise 2012 MTA against a domain is not enough to upgrade the domain. It has to have *permission* before the domain can upgrade.

How Does the Upgrade Work?

At the domain level, a GroupWise upgrade is really just a database conversion from one version to another. The former GroupWise domain database (all GroupWise versions 5.0 through 8.0 work the same), is RECOVERED by the MTA's administrative thread and CONVERTED to the new version. For a Secondary Domain, this requires two simple components:

- The Message Transfer Agent software must be at GroupWise version 12
- The primary domain must have been upgraded, and the secondary domain must have received the notification from the primary domain that it is now a GroupWise 2012 domain and the secondary is allowed to upgrade
- The dc (dictionary files) in the domain directory must be at version 12

Just as the primary domain sends a message to its secondaries that it is now GroupWise version 12, secondary domains send out a message to all of their post offices to alert them to the fact that their owning domain is now a GroupWise 2012 domain. This is very important later when we move to other post offices in this domain. Unless this message is properly delivered (POAs are down, for example), the post offices will not upgrade, even though they may be running the GroupWise 2012 software for their agents. We'll discuss this more as we walk through this upgrade.

Getting Ready for the Upgrade

In [Chapter 3](#), we created what we termed our “Master SDD”. This has all of the software needed for a GroupWise installation, and you should have a copy of this available to you when you upgrade your secondary. This may mean that you simply attach to this software in the same place it was created for the upgrade of the primary domain. However, if this is over a WAN link you might prefer to have the SDD available locally.

Upgrading ConsoleOne

As mentioned in [Preparing for Your GroupWise Upgrade](#), GroupWise 2012 requires ConsoleOne® 1.3.6h or later. This is included on the GroupWise 2012 media. This also requires Java Virtual Machine (JVM) 1.5.11 or later, which is installed along with ConsoleOne. It is very

important that you upgrade ConsoleOne to this version. The GroupWise 2012 snapins will not function with older versions of ConsoleOne. It is possible that you are managing your secondary domain from the same administration workstation as you used for your primary domain. If this is the case, and if your secondary domain is in the same eDirectory tree as your primary, you can skip on ahead to the section entitled “Prepare the Secondary Domain” later in this chapter. If, per chance, your secondary domain is in a *different* eDirectory tree than your primary domain, you should first go to the section below entitled “Extending your eDirectory Schema”.

If you do not have at least ConsoleOne 1.3.6h installed on the administration workstation, for your secondary domain, you should install it now. While there is an installation routine in the GroupWise setup that allows you to install ConsoleOne and the snapins during the installation of your agent software, we want to go ahead and check the schema of your eDirectory tree before we jump into the actual upgrade. If you already have ConsoleOne 1.3.6h or greater installed, you can skip to “[Updating Your ConsoleOne Snapins](#)” below.

Locations for Administering GroupWise

For those of us who are long time GroupWise on NetWare administrators, the question of where to place ConsoleOne seems very straightforward. We run it from our workstations of course! And certainly if you have GroupWise 2012 on Windows servers or Linux servers you can continue to administer GroupWise directly from your workstation, provided that you have direct file access to the server housing GroupWise. For Windows of course this would mean that you must have file access from your workstation to your Windows server. For Linux the same thing applies, but can be much more confusing. If you are running GroupWise on OES2 Linux, you can serve up your GroupWise volume as an NCP volume (regardless of the file system you are using), and map that drive just as you would a NetWare drive. If you are running GroupWise on SLES, you would need to load SAMBA and mount the drive from your Windows workstation as though you were accessing a Windows server. UNDER NO CIRCUMSTANCES should you serve up your GroupWise volumes under Linux as an NFS mount. This can cause serious file locking issues, and ensuing corruption of your GroupWise databases.

Even though it is possible to administer your GroupWise system on Windows or Linux from your local Windows workstation, many administrators choose to run ConsoleOne directly on the GroupWise server itself. To install ConsoleOne on your Windows server, install ConsoleOne and the snapins on the Windows server the same way as you do your Windows PC. Instructions for installing ConsoleOne on both Windows and Linux follow.

Windows

In your Master SDD created above, you will find a directory called “**ConsoleOne**”. Run the **install.exe** program in this directory to install ConsoleOne on your administration PC. By default this is **c:\novell\consoleone\1.2**. If you have located this somewhere else on your PC (for example on **d:**), the installation routine should detect this. It is a good idea to double check this during installation to avoid having two separate versions of ConsoleOne on your PC unless you wish to have two versions for some special purpose. The installation will create a shortcut to ConsoleOne if this does not already exist.

Linux

In your Master SDD created above, you will find a directory called “**consoleone**”. From a Linux terminal prompt, change to your Master SDD (in our example below **/grpwise/gw12soft**) and perform the following commands:

```
cd /grpwise/gw12soft/consoleone/Linux
./c1-install
```

You will now go through the installation routine for ConsoleOne on your Linux server. ConsoleOne on Linux is launched by running **/usr/ConsoleOne/bin/ConsoleOne**.

Updating Your ConsoleOne Snapins

Once your version of ConsoleOne is at 1.3.6h or greater, you also need to update your ConsoleOne snapins for GroupWise 2012. You can do this during your initial domain software installation (see “[Installing your Agent Software](#)” below), or you can do it manually from your SDD. Whenever you receive new GroupWise software, it is not really necessary to run the installation routine to update your GroupWise snapins. While it is convenient to do so if you are in the midst of installing the GroupWise agents anyway, if you need to roll out the snapins to multiple PCs, you can simply follow these steps:

Windows

In your Master SDD under the Admin directory, there is a **C1ADMIN** directory. Under there you will see directories such as **bin**, **snapins**, etc. The “simple” way to update your ConsoleOne snapins is to copy all of these directories into the **c:\novell\consoleone\1.2** directory (assuming that is where you have installed ConsoleOne). Under that directory are also directories called **bin**, **snapins**, etc., and you will be prompted if you should overwrite those directories. Answering in the affirmative will copy the new snapins into the ConsoleOne structure and you will be ready to go!

NOTE: Some manual updates of the snapins might fail due to missing VS2005 runtimes. If you run into a problem with ConsoleOne after manually copying the snapins, run <SDD>\gwinst\wcredist_x86.exe.

Linux

For the most part, it is easiest in Linux to just run the install routine and choose to install the GroupWise Administration. However, this will frequently force you to upgrade all other GroupWise components on that server, so we’ll show you how to update the snapins manually. From a Linux terminal prompt, as root change to the installation directory for the snapins as follows:

```
cd /grpwise/gw12soft/admin
rpm -Uvh NOVLc1Linuxjre-1.5.0-11.i586.rpm
rpm -Uvh novell-groupwise-admin-12.0.0-97810.i586.rpm
```

This will install your ConsoleOne snapins. Please note that the file names above are the file names as currently listed in the GroupWise 2012 download. These will change with new versions of GroupWise as they are made available via download. Substitute the versions of these files as necessary. If you see dependency errors on trying update the snapins, add the **--force** switch to the command. For example:

```
rpm -Uvh --force novell-groupwise-admin-12.0.0-97810.i586.rpm
```

NOTE: Sometimes people ask us when they should install the GroupWise 2012 snapins in preparation for an upgrade. We usually recommend that you install the snapins when you are ready to upgrade any domain that you administer. For example, if you are on an distributed system, and there are many administrators, upgrade the snapins for the administrators as domains they manage are upgraded. While it is safe to use GroupWise 2012 snapins on older systems, you may find that the snapins for some functions will change. For example, the GWIA snapins do not check to see if you are using a GroupWise 2012 GWIA and will show you options that might not be available for a GroupWise 8 or earlier GWIA. It is just less confusing to wait until you need the GroupWise 2012 snapins to install them. That said, however, once you upgrade your domain to GroupWise 2012, you should use those snapins any time you access a GroupWise 2012 domain, so it will be necessary to roll these snapins out to all locations that might access the GroupWise 2012 domain.

Extending your eDirectory Schema

If your secondary domain is in the same eDirectory tree as your primary domain, your schema has already been extended, and you can skip this section. If, however, your secondary domain is in a different tree, you need to check your schema before going any further.

In [Preparing for Your GroupWise Upgrade](#), we discussed the importance of making sure your eDirectory tree is in good health. GroupWise 2012 will likely need to extend your eDirectory schema, and you certainly do not want to attempt any changes to your eDirectory schema if anything is pending or problematic in the tree.

WARNING: Some of the worst “GroupWise” issues we’ve been called in to salvage had little to do with GroupWise itself, but were to fix problems that arose from making changes in the system that required modifying an unhappy eDirectory tree! While schema extensions will not likely cause any great harm to your tree if it is out of whack, it’s best to make sure that everything is replicating properly before you begin.

NOTE: Some minimal steps you can take to ensure that your tree is healthy are to do a “check synchronization status” in dsrepair from the root partition server and/or check the agent health in iMonitor.

If your tree is happy and healthy, you will need to extend the schema (or have a more powerful admin do so if you are unauthorized to access the root of the tree). In order to extend the eDirectory schema for GroupWise 2012, you must use ConsoleOne with GroupWise 2012 snapins. In ConsoleOne, click on your eDirectory tree name (not the GroupWise “system” icon), and under Tools choose GroupWise Utilities|Check eDirectory Schema. If you need to extend the schema, you will be instructed to do so. Just click next and let the schema update. There are no schema extensions if you are upgrading from GroupWise 8. It doesn’t hurt anything to always check though!

Enabling the HTTP Monitor for Your Agent

We have found that there are many GroupWise sites where the HTTP (Web) Monitor is not in use. Especially with GroupWise 8 and later, these HTTP Monitors have become more and more important. If you define a userid and password for the HTTP Monitors, you can perform all of the functions that you used to perform at the GUI Consoles for your agents, as well as new functions that were not available on the GUI Consoles. If you do not have your HTTP Monitor enabled, now is a good time to do so.

In ConsoleOne, click on the GroupWise System Globe, and perform the following steps:

1. In the drop down list that shows “Users”, change the setting to “Message Transfer Agents.”
2. Find the MTA for your secondary domain, right-click and choose Properties.
3. Now click on the triangle in the GroupWise tab and change to Network Address.
4. Make special note of the HTTP port that is defined for this agent. By default, the HTTP port for the MTA is 7180.
5. If there is nothing in the HTTP port field, put 7180 (or another port of your choosing).
6. Now, on the GroupWise tab, change to the Agent Settings screen. Scroll down to the HTTP Monitor settings. If you have never enabled the HTTP monitors for your agents, you will need to decide on a good userid and password for the HTTP monitors. Please note that this is neither an eDirectory user nor a GroupWise user. This is an entirely made up user and password solely for the use of the HTTP monitors. If all administrators in your organization will have rights to use the HTTP monitors, then it is a good idea to have the same userid and password for all agents. If you need to limit rights to some agents to various groups, set up a userid and password for each group of agents that will be monitored. Enter the userid and password that you have decided on here in this screen.
7. Save your changes.

Prepare the Secondary Domain

When you are ready to continue your upgrade, we will first check the secondary domain database to make sure that it is ready to upgrade. First, in ConsoleOne, select the secondary domain object and choose **Tools|GroupWise Utilities|System Maintenance|Validate Database**. If your database shows as valid, you can proceed. If for some reason the database does NOT validate, you should rebuild it. In order to rebuild the database you must first shut down the MTA and any gateways that attach to the domain database. At this point, we are going to shut down these agents for the upgrade anyway, so if you need to rebuild your database, first follow the instructions immediately below on shutting down your agents. Once the agents are shut down, return to ConsoleOne, make sure you are connected to the primary domain database, highlight the secondary domain in question, and choose **Tools|GroupWise Utilities|System Maintenance**, and this time choose Rebuild Database.

Linux

On Linux, you must upgrade all GroupWise components at the same time, so you need to stop all processes that are GroupWise related. This includes all GroupWise agents, gateways and GroupWise Monitor. We are assuming that you are running your agents as daemons. If, however, you are running them with their GUI consoles, unload all of the agents by shutting down the GUI consoles. Close the GroupWise client if it is running on the server. Finally, to be certain that all agents and gateways are closed, type the following commands at a terminal prompt:

```
/etc/init.d/grpwise stop
/etc/init.d/grpwise-wa stop
/etc/init.d/grpwise-ma stop
```

These are the three main scripts that control GroupWise agents and gateways on Linux (although **grpwise-wa** was moved into the **grpwise** script with GroupWise 8). You may receive errors if

you are not using the **grpwise-ma** or **grpwise-wa** scripts, but it does not hurt to attempt to stop them even if you do not have these scripts installed.

After all GroupWise components have been shut down, type the following into the terminal prompt to verify that no GroupWise components are running:

```
ps -A | grep gw
```

If at this point you still see GroupWise components loaded you can kill them individually, either by pid or name – for example:

```
kill 9860
```

(if you show a GroupWise component with the pid 9860 running)

or

```
killall gwmta
```

Windows

For Windows, you must also shut down all of your agents that access the domain database. If you are running the agents as services, go into the services console from the Control Panel, right click on the GroupWise agents, and choose stop (see [Figure 4-1](#)). If you are not running the agents as services, go to the agent consoles and exit via F7 or from the agent menus.

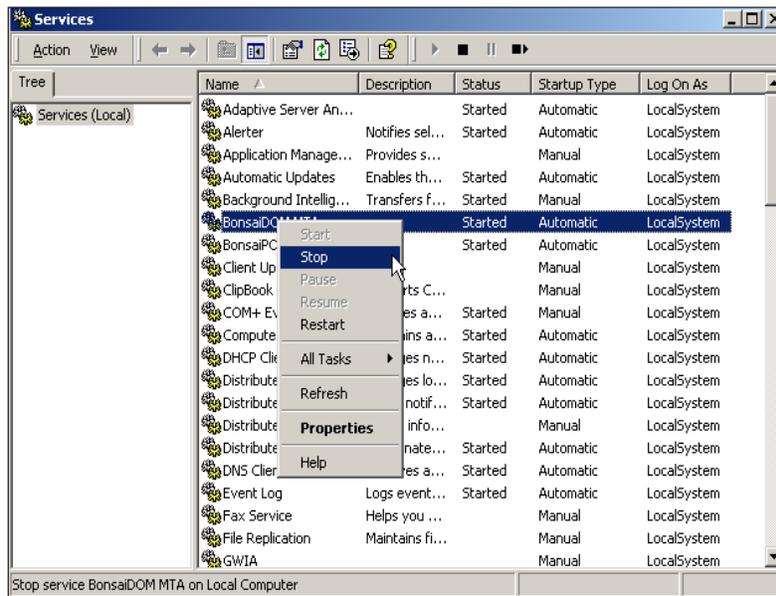


Figure 4-1: Stopping a Windows service

After your agents are shut down, leave them down until you are instructed to reload them below.

Overview of the Secondary Domain Upgrade

With GroupWise 8, Novell created a brand new installation routine geared towards helping newer GroupWise administrators to create a GroupWise system with all of the components necessary to get GroupWise up and running. This has continued with GroupWise 2012. For example, the installation routine allows you to install not only ConsoleOne and the GroupWise Agents, but also the GWIA. This will allow a brand new GroupWise Administrator to create a new GroupWise system, including the GWIA in one sitting, and get up and running more quickly. However, in changing the installation routine to streamline the work for a new administrator, some of our familiar installation routines have been removed, and we will have to rely more on the wizard that we might have in the past. But don't despair! We will veer away from the wizard often enough to please the purists in the crowd!

NOTE: If Windows administrators look under the AGENTS directory, or the INTERNET/GWIA directory you will find that there are no longer any installation programs for the agents or the GWIA individually. These components must all be installed from the setup.exe file found at the root of your SDD.

Depending on your setup, you may be simply upgrading your secondary domain during this sitting, or you may be doing more than that. If any other GroupWise components exist on the same server as your secondary domain, you need to upgrade them now too. Let's look at the possible scenarios.

- MTA & POA on same server – one installation run will get you ready, and then we will perform the upgrade steps for both the domain and the post office on this server, and you're done with this server.
- MTA & gateways on the same server - run the installation to upgrade your secondary domain, and then move on to the chapters regarding the gateways in question.
- MTA on its own server – run the installation to install the software, and perform the steps to upgrade and verify.
- MTA with gateways such as the GWIA and WebAccess on the same server - upgrade the domain and then move to the GWIA and WebAccess upgrade

So, let's get down to it.

Installing your Agent Software

In the sections above, we shut down the MTA, POA and gateways on your server. It is important that you have not reloaded any of these components since then, or if you did that you go back through the steps to unload the agents and verify that everything is down. Once the agents are unloaded, look in the root of the Master SDD we created earlier.

Windows

If you are running your domain on Windows, you must run this installation directly on the Windows server, rather than from a workstation attached to the Windows server.

In the root of the Master SDD, you will see the **setup.exe** program that will be used for this upgrade. When you run this program, you see the Window in [Figure 4-2](#).

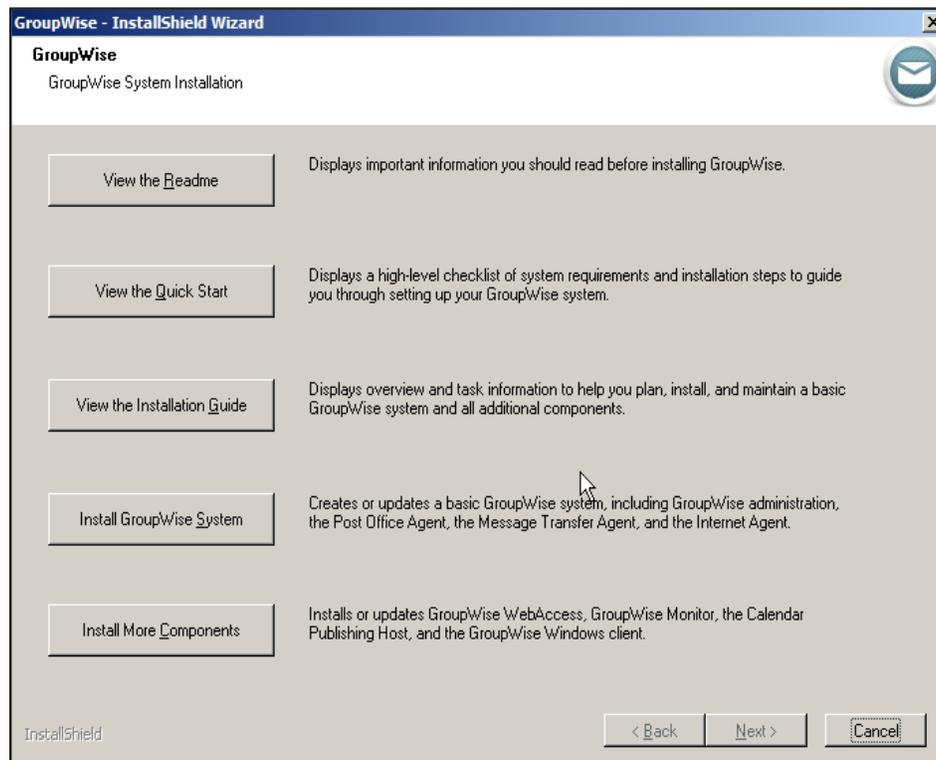


Figure 4-2: The main installation screen

1. Click on Install GroupWise System.
2. Click Yes on the next screen to accept the license agreement.
3. Click Next on the next screen to do a standard install. You will see the window in [Figure 4-3](#).

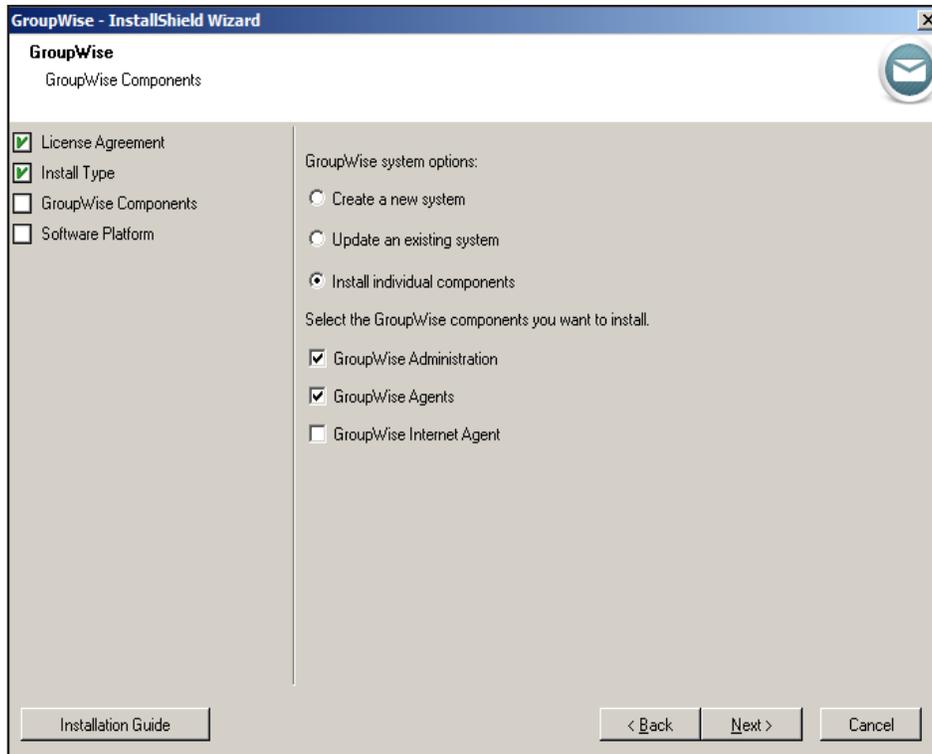


Figure 4-3: Install Wizard - GroupWise Components

4. You will notice on this screen that we have many options. We will choose “Install Individual Components”.
5. If you did not update your ConsoleOne and GroupWise snapins on this server earlier as listed above, you can choose this option here now.
6. Choose GroupWise Agents as an option to install.

You will notice that at this point you could also choose to install the GWIA files as well, but we prefer to do this in a separate step, so keep this option unchecked for now.

7. The next screen seems to be a holdover from the combined Windows and NetWare installation routines of the past, and has a single radio button for Windows. Just click next.
8. If you checked the box in step 5 above to install GroupWise Administration, you will see the screen in [Figure 4-4](#). We are going to create our SDDs manually, so leave only the Install administration files option checked. If you did not choose to install GroupWise Administration, jump to Step 10.

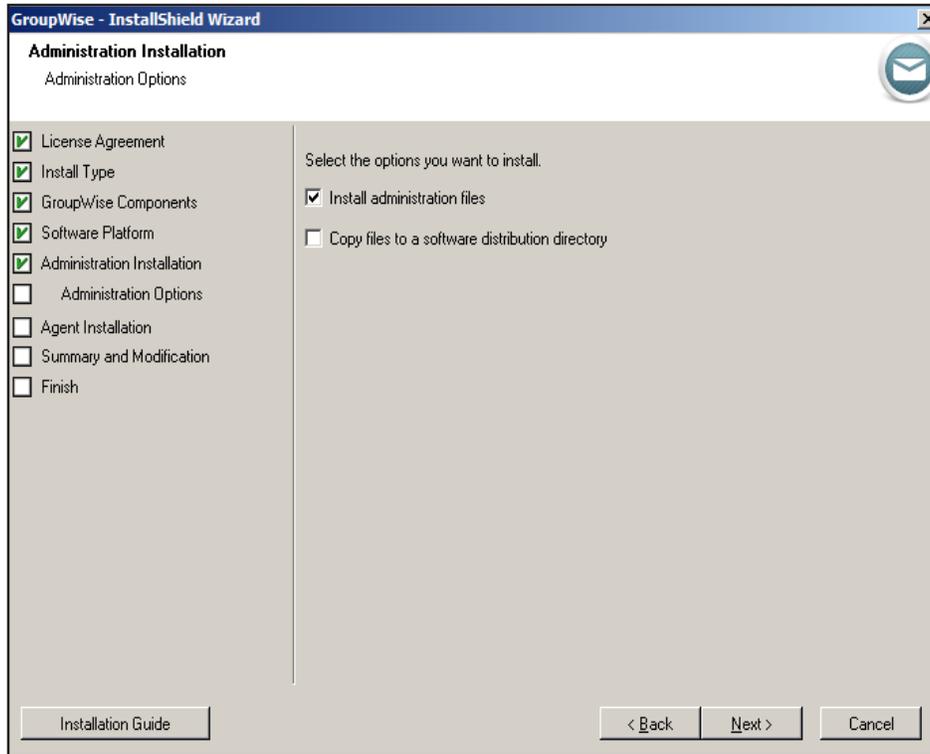


Figure 4-4: Administration Installation Screen

9. At the next screen you will be prompted to verify the location of ConsoleOne. This should show the actual location of ConsoleOne as installed on the Windows Server where you are running the installation program.
10. The next screen will give you the option of where to install your files on your Windows server, and options for the installation. Notice that in our example in [Figure 4-5](#) we have chosen the option to “Install files but do not configure agents”. This is because we are performing an upgrade, and that assumes that you already have configuration files for your MTA, and that you have your server set to automatically load your GroupWise components on startup. If for some reason you need to configure your agents, uncheck this option and see the section below entitled “[Configuration of your Agents during installation](#)”. You will also need to do the configuration of your agents if for some reason you wish to change your agents from running as console applications to services. It is highly recommended that you run your agents on Windows as services, to avoid needing to log into the Windows server to activate the agents.

It is very important to note in this screen that the default installation path is **c:\program files\novell\groupwise server\agents**. Of course, the biggest problem with this location is that since we are reading an upgrade guide, we know that prior to GroupWise 8 the agents have been installed by default in **c:\grpwise**. This could cause big problems that can be easily avoided by just changing this path to the location of your current GroupWise agent files (default **c:\grpwise**). Of course, this will mean that your server will not have its agent software in the location that Novell is now designating as the new default. You need to decide if this is an important issue for you. We here at Caledonia will gladly admit that we didn’t care a bit, and decided it was easier to just leave the agents in our default location of **c:\grpwise** on our Windows server. This avoided having to remove existing services and reconfigure the agents during the installation. If you wish to replace your current location with the **c:\program files** location that Novell is now suggesting, then uncheck the box that says to Install the Software but do not configure the agents, and jump to the “[Configuration of your Agents during installation](#)” below.

NOTE: If you do choose to keep the new default that Novell suggests, you MUST reconfigure your agents. Otherwise there will be no

startup files created for your agents in the new location, and your existing Windows services will point to the wrong location for the executable files.

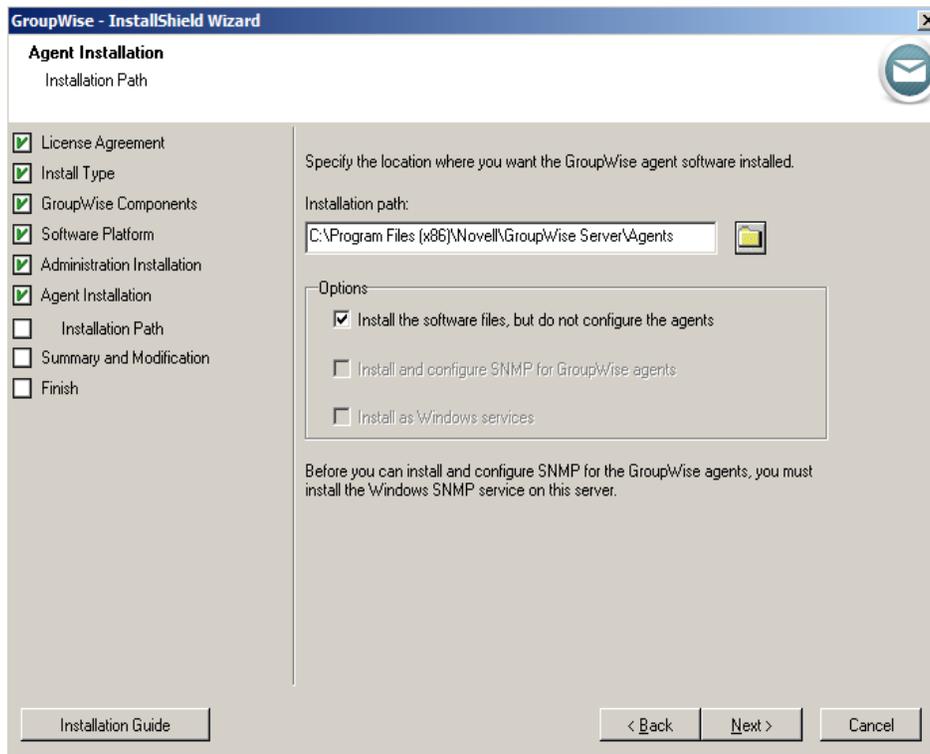


Figure 4-5: Install Wizard - Installation Path

11. Next you will be presented with a summary screen showing your choices for the install, and the installation will proceed.
12. When the installation has completed, leave both boxes (“Save settings for a future installation” and “Launch Agents Now”) unchecked (we do not want to start up our agents yet!), and click “Finish” to close the installation program.

Now that your Windows agent software has been updated, we need to move on to the actual process of upgrading the domain to GroupWise 2012. See [“Upgrading Your Secondary Domain”](#) below.

Linux

Running the Linux installation routine is a bit different, in that you are not allowed to pick and choose what you install when running this installation script. The script will detect what GroupWise components are already installed on this server, and it will insist that they all be updated at the same time.

In your Master Linux SDD (in our case `/grpwise/gw12soft`), run the install script as root. For example:

```
gwlinux:grpwise # ./install
```

You will see the screen in [Figure 4-6](#).

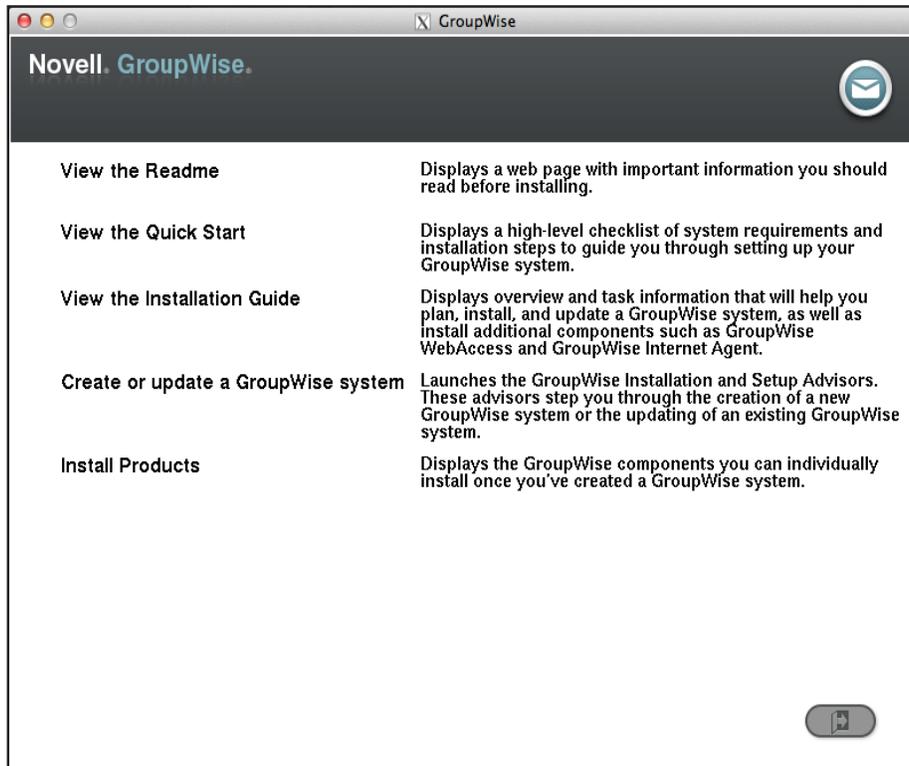


Figure 4-6: The Linux Install Screen.

1. Choose install products.
2. Choose GroupWise Agents. We will take this opportunity to point out that in the Linux installation routine there are separate “install” and “configure” steps for each agent. Since we’re doing an upgrade, and typically do NOT need to configure the agents, we’ll only look at these as we need them.

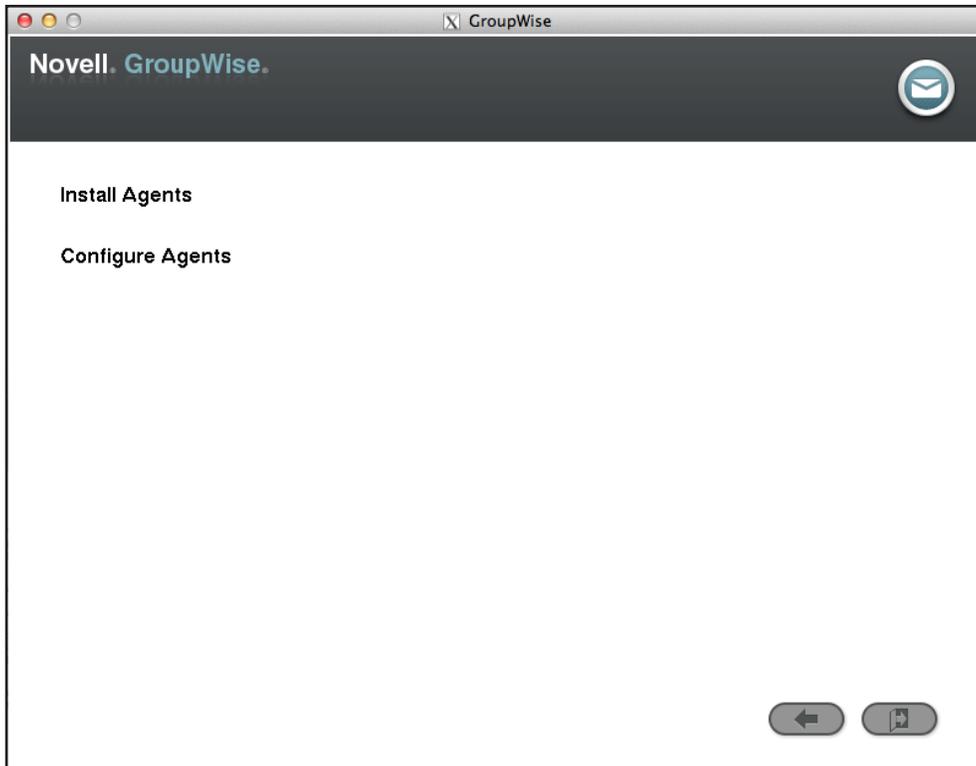


Figure 4-7: Install and Configure Screen

3. Choose Install Agents. You should see a screen similar to [Figure 4-8](#). This screen will show all components on this particular Linux server that must be upgraded.

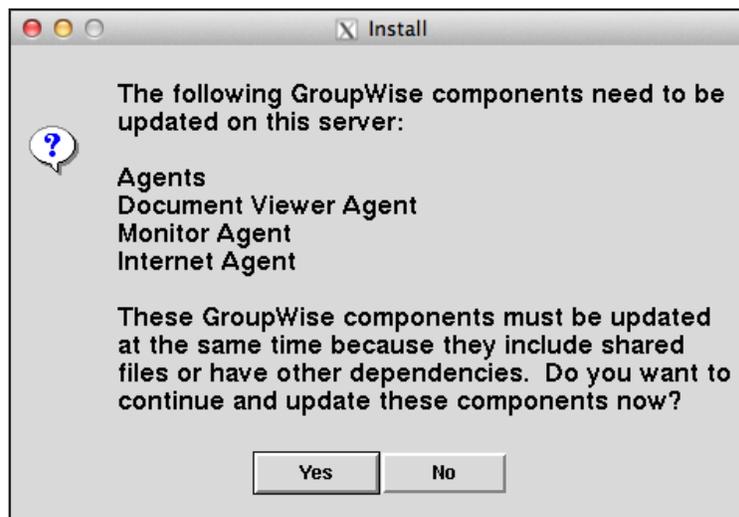


Figure 4-8: Components to Upgrade on Linux

NOTE: [Figure 4-8](#) shows a number of agents installed on this server. If you have a simple, single server system, you may see all of these. If you have multiple servers, you will only see the agents required for the particular server being upgraded. With the changes to WebAccess, not only do you not see the WebAccess Agent listed (as it is now obsolete), but you do not see the WebAccess Application either. You will be required to do a separate installation for WebAccess if it is on the same server.

4. You must choose Yes for this option, otherwise the installation will simply close. Choosing Yes starts the update of all agents required on this server. If there are a number of agents, this can take awhile. Once the agents are installed, exit the installation.
5. At this point we are not configuring anything with this installation routine. You are upgrading an existing GroupWise system, and thus you already have startup files and startup scripts for your server. If, however, you feel a need to configure your MTA, see “[Configuration of your Agents during installation](#)” below.

Configuration of your Agents during installation

As we discussed above during the software installation, it is rare that you would need to configure your agents during a GroupWise 2012 upgrade. One reason might be that you wish to reconfigure your Windows services to run the agents from Novell’s new default Windows path.

If you feel the need to create a new a new startup file for your domain, you can do so during the installation of the agent software for Windows. A Linux install works slightly differently, and we will discuss that next.

When we ran through the installation routine above, we checked the box in [Figure 4-5](#) that said to “Install files but do not configure agents”. This bypasses the creation of the agent startup files and the defining of Windows services or shortcuts. We assume that this is the best option for an upgrade, because you should already have agent startup files and Windows services defined (or shortcuts in your startup folder), depending on the server OS. However, just to be thorough, we will go through the configuration steps for you in case you are having problems, or just wish to redo these options. Let’s go through these steps now.

Windows

When you reach [Figure 4-5](#) above, do not check the option to “Install files but do not configure agents”. Instead now you have the option to “Install and Configure SNMP for GroupWise Agents” and “Install as Windows services”.

Install and Configure SNMP for GroupWise Agents

If you have SNMP installed on your GroupWise server, you can configure SNMP for the agents on this server.

Install as Windows services

It is highly recommended that you install your GroupWise agents as services on your Windows server. If you do not, you must log into the Windows server and launch the agents on startup. Otherwise the agents cannot launch and users will not be able to access GroupWise until the login takes place.

After you choose the options on this screen you will click next and be presented with the window in [Figure 4-9](#).

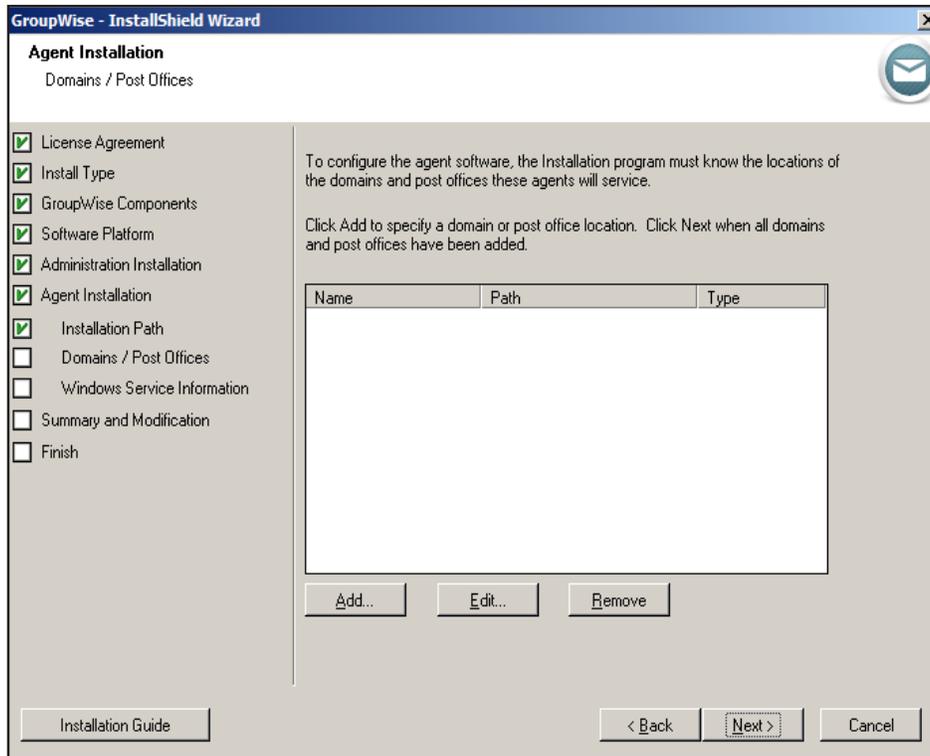


Figure 4-9: Configuring the GroupWise Agents

While we are looking at this screen, we should explain its usage so that it's more easily understood the next time you encounter it. There are a few misconceptions about what is done here, and what you need to put in this location, so we will try to clear those up.

First, this screen is a template for creating new agent startup files (for example the **domain.mta** file), and for configuring your Windows services or Windows shortcuts. Let's take the example of our groupwise system. Our secondary domain is called CNC. If we want to create a new startup file for the CNC domain, and configure Windows services and shortcuts, we would click the Add button as shown in [Figure 4-10](#) and enter the information for our domain.

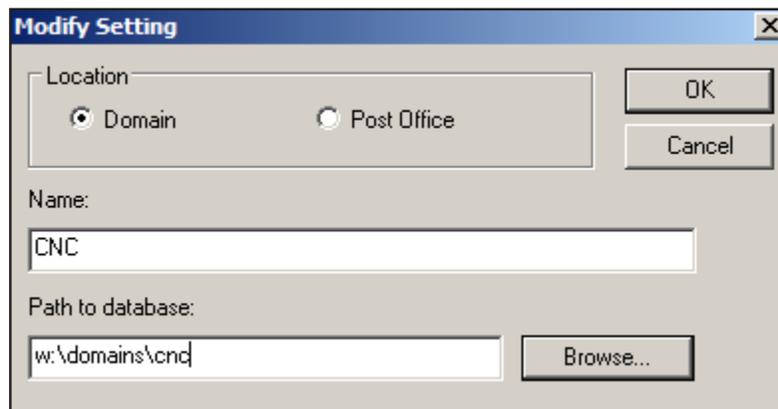


Figure 4-10: Adding a domain for configuration

By entering this information, we are instructing the installation routine to create us a startup file called **cnc.mta** with a /home switch of "**w:\domains\cnc**", place it in the location of our startup

files that we indicated in [Figure 4-5](#) above, and optionally configure a Windows service for the MTA or create a Windows shortcut.

This screen will validate the location you specify and warn you if you are putting in an invalid location (for example, if you put in `m:\domains\cnc` and that location does not contain a domain database it will complain). Interestingly enough though, if you “cancel” at this point, it will still put `m:\domains\cnc` in the setup and will complain that the path is invalid when you click “Next” to continue the setup. You will be required to fix this to point to a valid domain location before you can complete the setup. The installation does not validate the “name” you put here and indeed, you can name things here anything you like. For example, rather than naming my startup file “`cnc.mta`” as shown above, I could just as easily type “Domain2” in the name field, and the name of the file would instead be `domain2.mta`. If you put in a name that has more than eight characters (for example Caledonia), the file name will be truncated to eight characters. So, if indeed I were to put “Caledonia” in the name of my domain field, I would have a startup file called “`caledoni.mta`”. If a “`caledoni.mta`” file already exists, I will now have a “`caledoni.mt1`” file in that directory.

If your Secondary domain is the only domain and there are no post offices on this server, you are finished adding agents. If you also have a post office on this server, you can click add again, change the type to Post Office and enter the information here for your post office.

Linux

To configure the Linux agents, the steps are similar, but you approach the process somewhat differently. In [Figure 4-7](#) you were shown how all of the Linux installation screens have both an “install” and a “configure” option. To configure a Linux agent, click on the Configure Agents option. Click next on the introduction screen and accept the license agreement. You will be presented with a window similar to [Figure 4-9](#) (just a bit more “Linux-like”).

This screen is a template for creating new agent startup files (for example the `cnc.mta` file), and for configuring your Windows services or Windows shortcuts. Let’s take the example of our groupwise system. Our secondary domain is called CNC. If we want to create a new startup file for the CNC domain, and configure the `grpwise` script (provided that we checked the option above to “Launch the GroupWise agents on system startup), we would click the Add button as shown in [Figure 3-10](#) and enter the information for our domain.

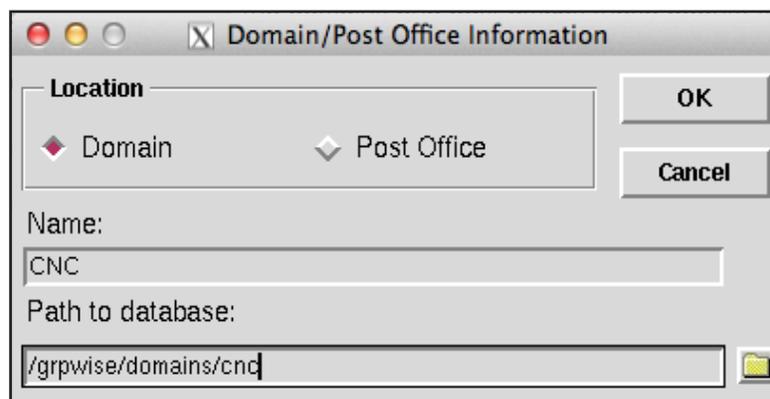


Figure 4-11: Adding a domain for configuration on Linux

By entering this information, we are instructing the installation routine to create us a startup file called `cnc.mta` with a /home switch of “`/grpwise/domains/cnc`”, place it in the `/opt/novell/groupwise/agents/bin` directory, and add the information into the `gwaha.conf` file that will be loaded by the `grpwise` script on startup.

This screen will validate the location you specify and warn you if you are putting in an invalid location (for example, if you put in `/groupwise/domains/cnc` and that location does not contain

a domain database it will complain). The installation does not validate the “name” you put here and indeed, you can name things here anything you like. For example, rather than naming my startup file “**cnc.mta**” as shown above, I could just as easily type “cnc-dom” in the name field, and the name of the file would instead be **cnc-dom.mta**.

If your secondary domain is the only domain on this server, and there are no post offices on this server, you are finished adding agents. If you also have a post office on this server, you can click add again, change the type to Post Office and enter the information here for your post office.

Upgrading Your Secondary Domain

At this point, you have installed the software required to take your domain to GroupWise 2012, but your domain has not actually upgraded. This will not happen until you load the new software, under the proper conditions. Earlier in this chapter we saw an option on the Novell installation routine that said “Update an Existing System” and we chose to skip that. Novell’s installation routine has improved quite a bit with GroupWise 2012, but it still expects certain aspects of every GroupWise system to be uniform, and we find that more times than not, GroupWise systems simply are not! This causes inconsistencies in the upgrade process, and it is easier for us (and you) to do these steps manually to ensure that they are done correctly in every single upgrade. This makes just one or two fewer things to have to troubleshoot if there are problems. In order to continue our upgrade, do the following:

1. In your Master SDD, there is a directory called domain. In that directory are four dc files. Copy those dc files into your secondary domain directory (overwrite existing files if asked).
2. Next in your Master SDD there is a directory called po. Copy these three dc files into the wpooffice directory under your domain, creating that directory if necessary.
3. Now we will launch the MTA so that your domain can upgrade.

Windows: Even if your agents normally launch as services, it is useful to launch the MTA to the GUI console the first time, just to see that everything launches correctly. At the command prompt:

```
c:\grpwise\gwmnta @domain.mta
```

Of course, use the location of your installed agents in this command.

Linux: For all Linux installations, the agents are installed to run as daemons. You can launch them under X-Windows to the GUI console during the upgrade just to see that everything loads okay. From a terminal prompt:

```
/opt/novell/groupwise/agents/bin/gwmnta --show @domain.mta &
```

Your MTA should load up on your server. If you receive any errors during loading, check what the error is and see what can be done to resolve it.

When the GroupWise 2012 MTA for the secondary domain loads, it looks for the dc file that says it is *okay* to upgrade. The dc file is essentially a text file that contains the database schema for creating a GroupWise 2012 database. The gwdom.dc shows the version number at the very top line as **#VERSION=1200**. This version number at the top of the file verifies that you have the GroupWise 2012 dc file in your domain directory. Once the MTA sees the GroupWise 2012 dc file and notes that the domain is the secondary domain, the MTA will launch a recovery of the database, effectively converting the domain to GroupWise 2012. If you are quick (on a small domain – not so quick on a larger one), you will be able to see the Admin Status of the Domain change to “Recovering” to show that the domain is being converted ([Figure 4-12](#))

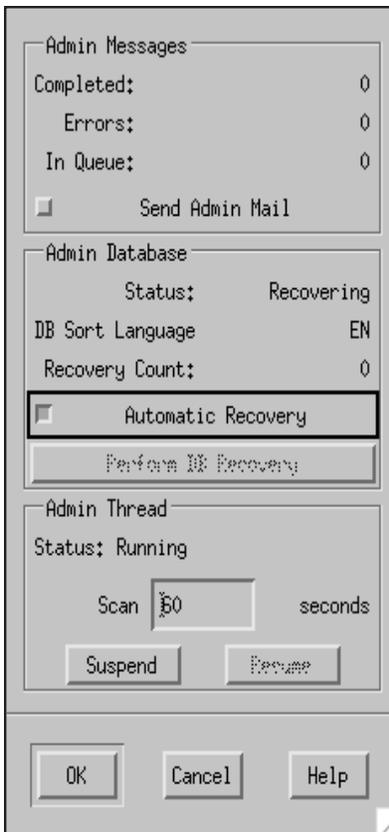


Figure 4-12: Database Recovering

Once the status returns to “Normal” you should be able to look at the properties of the domain in ConsoleOne and see that the version is GroupWise 2012. Once the secondary domain has been converted to GroupWise 2012 you can continue to upgrade the rest of your system according to your upgrade plan.

Where to from here?

Depending on the size and complexity of your system, and your overall upgrade plan, there are a number of “next steps” that you can take. The main run of thumb is that you must upgrade ALL components of GroupWise that reside on the same server. Let’s look at a couple of very common configurations that you might be looking at.

Multiple Servers

There are as many configurations of multiple server GroupWise systems as there are GroupWise customers it seems! So, we’ll just point out a couple of typical layouts, and send you on to your next step.

Secondary Domain and Post Office on the Same Server

If you have a post office on the same server as your secondary domain, you will need to go ahead and upgrade your Post Office before you are finished with this server. Because the agents installation always installs both the MTA and the POA, you will not need to go through the steps for installing the software again on your single GroupWise server! So, jump directly to the section on “[Upgrading Your Post Office](#)” in [Chapter 5](#) to upgrade your post office. The rest of the Post Office chapter will discuss some new options for your Post Office that you might wish to enable.

Secondary Domain and Gateways on the Same Server

You might also have a Secondary Domain and gateways (such as the GWIA and/or WebAccess) on the same server, and other components on other servers. If this is the case, move on to [Chapter 6, Upgrading Your GroupWise Internet Agent](#), or [Chapter 7, Upgrading Your GroupWise WebAccess](#) to continue your upgrade.

Troubleshooting

There are very few things that can go wrong during a domain upgrade. If you find that your Secondary Domain refuses to show as a GroupWise 2012 domain in ConsoleOne, do a couple of things:

- Verify that you have GroupWise 2012 snapins installed. You can get odd results in the version field of a domain if you are looking at a GroupWise 2012 domain with older GroupWise snapins.
- Double-check that you got the dc files copied into the domain directory. Open the gwdom.dc file with a text editor to verify that it is indeed the GroupWise 2012 file.
- Verify that the secondary domain KNOWS that the primary domain is a GroupWise 2012 domain. You can do this by connecting to the secondary domain in ConsoleOne and looking at the properties of the primary domain. It should show as version 12. If the primary does NOT show as a GroupWise 2012 domain when viewed from the perspective of the secondary domain, you will need to connect to the primary domain and verify that it shows as a GroupWise 2012 domain (look in the properties of the primary). Once you have confirmed that the primary is GroupWise 2012, rebuild the secondary domain database by highlighting the secondary domain and choosing Tools|GroupWise Utilities|System Maintenance and then select “Rebuild Database”.

Once you are ready to continue, just turn to the next chapter in your upgrade plan.

5 Upgrading Your Post Offices

Upgrading your post offices is very similar to upgrading domains. There are just a few things to keep in mind about your upgrade:

- Your post office cannot be upgraded until the domain that owns the post office is at GroupWise 2012.
- You should use the version of GWCheck that is designed for your version of GroupWise. Thus, if you have multiple post offices and will not upgrade them all at the same time, make sure you have not only your GroupWise 2012 GWCheck available, but also that you keep the older standalone versions of GWCheck on hand until you have upgraded those older post offices.
- The GWIA, while an SMTP server, also serves as a client when it is used for IMAP4 and POP3. Once you upgrade your GWIA to GroupWise 2012, you will only be able to use POP3 and IMAP4 to GroupWise 2012 post offices.
- If you upgrade a post office to GroupWise 2012 and that post office owns users who typically proxy to other clients on older GroupWise post offices, you will not be able to upgrade those users' clients until all post offices are upgraded.
- If you have multiple post offices, you will need to wait on upgrading WebAccess until all of the post offices have been upgraded, or use two separate WebAccess servers to handle both versions of GroupWise.

So, as you can see, it's a good idea to get your post offices upgraded to GroupWise 2012 on a scheduled roll-out so that you are not surprised by any of the possible issues with mixed post offices. That said, many sites operate in a "mixed" system quite nicely for an extended period of time. You must simply make sure that your plans take the above caveats into account.

How Does the Upgrade Work?

At the post office level, a GroupWise upgrade is really just a database conversion from one version to another. The former GroupWise post office database, is RECOVERED by the MTA's administrative thread and CONVERTED to the new version. This requires three simple components:

- The domain that owns the post office in question must already be upgraded to GroupWise 2012.
- The Post Office Agent software must be at GroupWise version 12
- The dc (dictionary files) in the post office directory must be at version 12

We realize that this sounds simplistic, but it really is quite simple. When you upgrade your post office, you are simply recreating your post office database to be a GroupWise 2012 database. If you are moving from GroupWise 7 or GroupWise 8 to GroupWise 2012, there are no structural

changes outside of the post office database to be concerned with. However, if you are upgrading from GroupWise 6.5 or earlier, you will notice an interesting new feature. Prior to GroupWise 7, GroupWise had 25 message databases in the ofmsg directory structure. These are shared databases that are randomly divided amongst your users, no matter how many users are on a post office. Upon creation, a user is assigned to a message database, and all mail “sent” from that user goes into this database number. In GroupWise 6.5 and earlier, a post office with 50 users ends up with the same number of message databases as a post office with 5000 users!

This was not a huge issue for many years. However, as the usage of email increased over time, these databases grew larger and larger. While GroupWise seemed to handle the bloat of the databases just fine itself, it started to cause issues for backup software, the time it took to perform a GWCHECK, etc., etc. Additionally, FLAIM databases (which all GroupWise user and message databases are) have a limit of 2 GB per database. Thus, it has become more important over time to distribute the data over a larger number of databases to prevent database files from reaching the FLAIM limit.

With GroupWise 7, Novell increased the number of message databases to 255. This allows for better load balancing of the message store. There are some interesting side effects of this change though that are important to know about. If you are upgrading to GroupWise 2012 from GroupWise 6.5 or earlier, users will be reassigned to these new database numbers immediately. For example, Danita’s database went from being number 21 under GroupWise 6.5 to number 91 under GroupWise 7. And as we say, this is an immediate change. As soon as a user logs into the GroupWise 2012 post office (regardless of the client version) and sends a message, that message will be saved into the new database. All previous messages will remain in the former message database. So, in the case of Danita, she now has messages linked in her sent items to both **msg21.db** and **msg91.db**.

While this is mostly a technical discussion, and doesn’t really impact your users in any noticeable way, you should know what happens if you have post offices at a version older than GroupWise 7 that you do not upgrade right away. You will start to see these newer, higher numbered databases appearing even in GroupWise 6.5 or earlier post offices. This is due to how the GroupWise system works. If Danita sends a message to a user on a different post office, the message is placed in **msg91.db** on Danita’s post office. That message is then sent through the MTAs to the second post office, and when it is saved, it is placed in **msg91.db** on THAT post office. This poses no problems. The older post office agents will look into any database that is referenced in a message header. The important thing to remember is that this is normal and you should not be concerned when you see these “oddly” numbered databases in the older post office directories. And be careful not to assume that these files are not needed and get too tidy and delete them!

Enabling SOAP

In the past, SOAP only needed to be enabled if you were running the GroupWise Mobile Server, the DataSynchronizer Mobility Server, or another third party product that requires SOAP access. With GroupWise 2012, it will be a very rare occurrence to not need SOAP enabled for your post offices. Not only do the aforementioned processes require SOAP access, but WebAccess itself will require SOAP to be enabled at the POA in order for WebAccess to function. Thus, it will be important for almost all Post Office Agents to support SOAP. Follow these steps to enable SOAP for all post offices that will have users who access GroupWise via WebAccess:

In ConsoleOne, click on the GroupWise System Globe, and perform the following steps:

1. In the dropdown list that shows “Users”, change the setting to “Post Office Agents.”
2. Find the POA for your post office, right-click and choose Properties.
3. Now click on the triangle in the GroupWise tab and change to Network Address.

4. Make sure that there is a port listed for SOAP for your Post Office Agent. The default SOAP port is 7191.
5. Now, on the GroupWise tab, change to the Agent Settings screen. Verify that SOAP is enabled for the POA.
6. Save your changes.

Enabling the HTTP Monitor for Your Agent

We have found that there are many GroupWise sites where the HTTP (Web) Monitor is not in use. Especially since GroupWise 8, these HTTP Monitors have become more and more important. If you define a userid and password for the HTTP Monitors, you can perform all of the functions that you used to perform at the GUI Consoles for your agents, as well as new functions that were not available on the GUI Consoles. If you do not have your HTTP Monitor enabled, now is a good time to do so.

In ConsoleOne, click on the GroupWise System Globe, and perform the following steps:

1. In the dropdown list that shows “Users”, change the setting to “Post Office Agents.”
2. Find the POA for your post office, right-click and choose Properties.
3. Now click on the triangle in the GroupWise tab and change to Network Address.
4. Make special note of the HTTP port that is defined for this agent. By default, the HTTP port for the POA is 7181.
5. If there is nothing in the HTTP port field, put 7181 (or another port of your choosing).
6. Now, on the GroupWise tab, change to the Agent Settings screen. Notice the HTTP Monitor settings. If you have never enabled the HTTP monitors for your agents, you will need to decide on a good userid and password for the HTTP monitors. Please note that this is neither an eDirectory user nor a GroupWise user. This is an entirely made up user and password solely for the use of the HTTP monitors. If all administrators in your organization will have rights to use the HTTP monitors, then it is a good idea to have the same userid and password for all agents. If you need to limit rights to some agents to various groups, set up a userid and password for each group of agents that will be monitored. Enter the userid and password that you have decided on here in this screen.
7. Save your changes.

Preparing the Post Office Database

When you are ready to continue your upgrade, we will first check the post office database to make sure that it is ready to upgrade. First, in ConsoleOne, select the post office object and choose **Tools|GroupWise Utilities|System Maintenance|Validate Database**. If your database shows as valid, you can proceed. If for some reason the database does NOT validate, you should rebuild it. In order to rebuild the database you must first shut down the POA and make sure that no users can attach to the post office directly. At this point, we are going to shut down the post office agent for the upgrade anyway, so if you need to rebuild your database, first follow the instructions immediately below on shutting down your post office agent. Once the post office agent is shut down, return to ConsoleOne and choose **Tools|GroupWise Utilities|System Maintenance**, and this time choose Rebuild Database.

Linux

On Linux, you must upgrade all GroupWise components at the same time, so you need to stop all processes that are GroupWise related. This includes GroupWise agents and gateways and GroupWise Monitor. We are assuming that you are running your agents as daemons. If, however, you are running them with their GUI consoles, unload all of the agents by shutting down the GUI consoles. Close the GroupWise client if it is running on the server. Finally, to be certain that all agents and gateways are closed, type the following commands at a terminal prompt:

```
/etc/init.d/grpwise stop  
/etc/init.d/grpwise-wa stop  
/etc/init.d/grpwise-ma stop
```

You may receive errors if you are not using the **grpwise-ma** or **grpwise-wa** scripts, but it does not hurt to attempt to stop them even if you do not have these scripts installed.

After all GroupWise components have been shut down, type the following into the terminal prompt to verify that no GroupWise components are running:

```
ps -A | grep gw
```

If at this point you still see GroupWise components loaded you can kill them individually, either by pid or name – for example:

```
kill 9860
```

(if you show a GroupWise component with the pid 9860 running)

or

```
killall gwpoa
```

Windows

For Windows, you must also shut down your post office agent. If you are running the agents as services, go into the services console from the Control Panel, right click on the GroupWise post office agent, and choose stop (see [Figure 5-1](#)). If you are not running the post office agent as a service, go to the post office agent console and exit via F7 or from the agent menu.

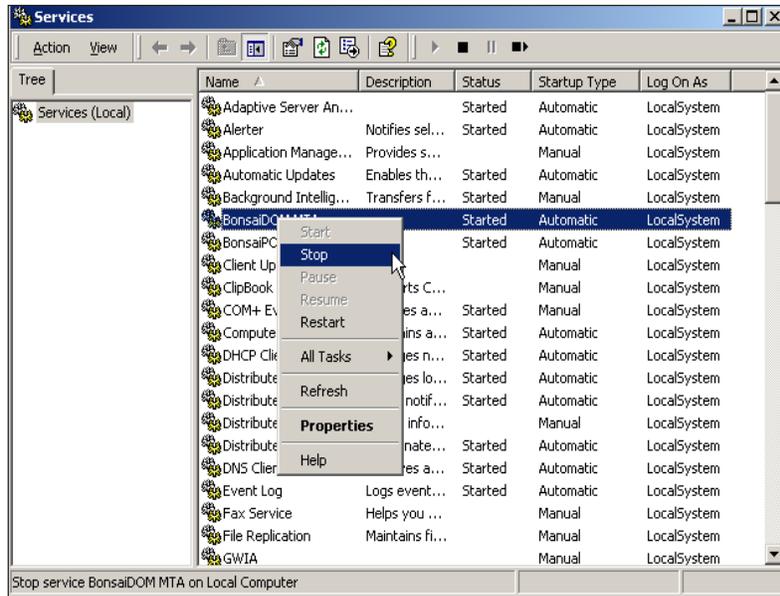


Figure 5-1: Stopping a Windows service

After your post office agent is shut down, leave the agent down until you are instructed to reload it below.

Installing your Agent Software

In the sections above, we shut down the POA on your server. It is important that you have not reloaded the POA since then, or if you did that you go back through the steps to unload your post office agents again. Once the POA is unloaded, look in the root of the Master SDD we created during the upgrade of the domain.

Windows

If you are running your Post Office Agent on Windows, you must run this installation directly on the Windows server, rather than from a workstation attached to the Windows server.

In the root of the Master SDD, you will see the **setup.exe** program that will be used for this upgrade. When you run this program, you see the Window in [Figure 5-2](#).

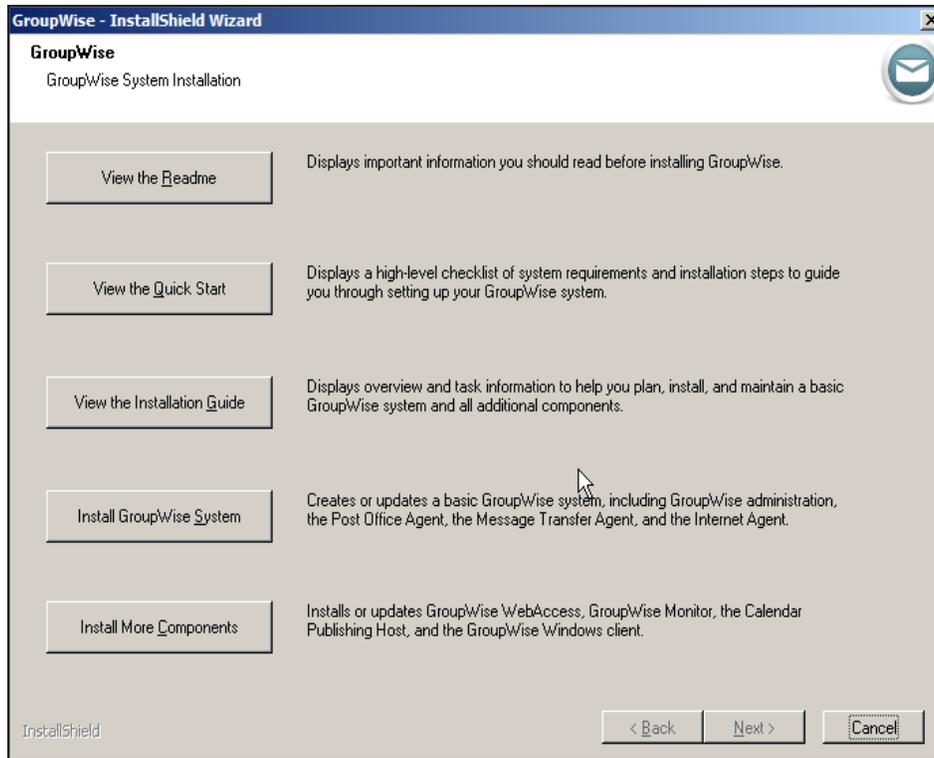


Figure 5-2: The main installation screen

1. Click on Install GroupWise System.
2. Click Yes on the next screen to accept the license agreement.
3. Click Next on the next screen to do a standard install. You will see the window in [Figure 5-3](#).

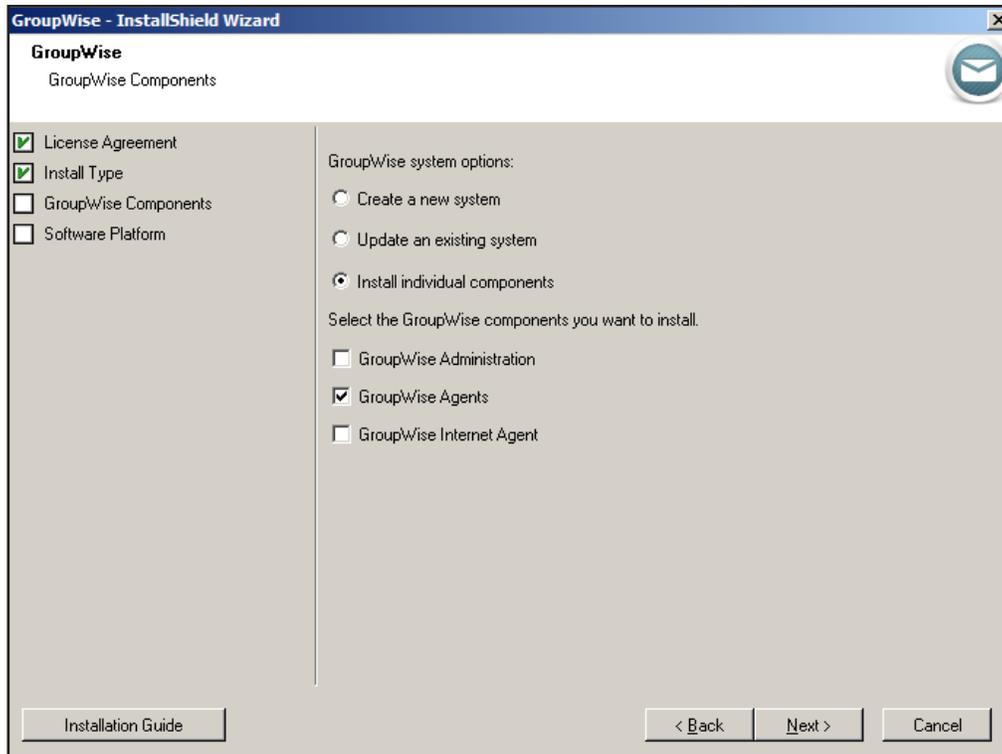


Figure 5-3: Install Wizard - GroupWise Components

4. You will notice on this screen that we have many options. Novell has created an entirely new upgrade routine. However, we still feel like it is best to manage the upgrade manually. Thus, we will choose “Install Individual Components”.
5. Do not check any options other than the GroupWise Agents on this screen.
6. The next screen seems to be a holdover from the combined Windows and NetWare installation routines of the past, and has a single radio button for Windows. Just click next.
7. The next screen will give you the option of where to install your files on your Windows server, and options for the installation. During our domain upgrade, we did not choose to configure our agents. However, due to the change in WebAccess, we do need to configure the Post Office Agent. The WebAccess Agent was responsible for spawning the GroupWise Document Viewer Agent. This is now managed by Post Office Agent installation. If you do not configure your Post Office Agent during the GroupWise 2012 installation, the DVA will not be properly configured, and users will not be able to view attachments in WebAccess.

It is very important to note in this screen that the default installation path is **c:\program files\novell\groupwise server\agents**. Of course, the biggest problem with this location is that since we are reading an upgrade guide, we know that prior to GroupWise 8 the agents have been installed by default in **c:\grpwise**. This could cause big problems that can easily be avoided by just changing this to the location of your current GroupWise agent files (default **c:\grpwise**). Of course, this will mean that your server will not have its agent software in the location that Novell is now designating as the new default. You need to decide if this is an important issue for you. We here at Caledonia will gladly admit that we didn’t care a bit, and decided it was easier to just leave the agents in our default location of **c:\grpwise** on our Windows server. This avoided having to remove existing services after the installation created new services in the new location.

8. If you have SNMP installed on your GroupWise server, you can configure SNMP for the agents on this server.

9. Here you also have a check box for installing the agents as windows services. It is highly recommended that you install your GroupWise agents as services on your Windows server. If you do not, you must log into the Windows server and launch the agents on startup. Otherwise the agents cannot launch and users will not be able to access GroupWise until the login takes place.

After you choose the options on this screen you will click next and be presented with the window in [Figure 5-4](#).

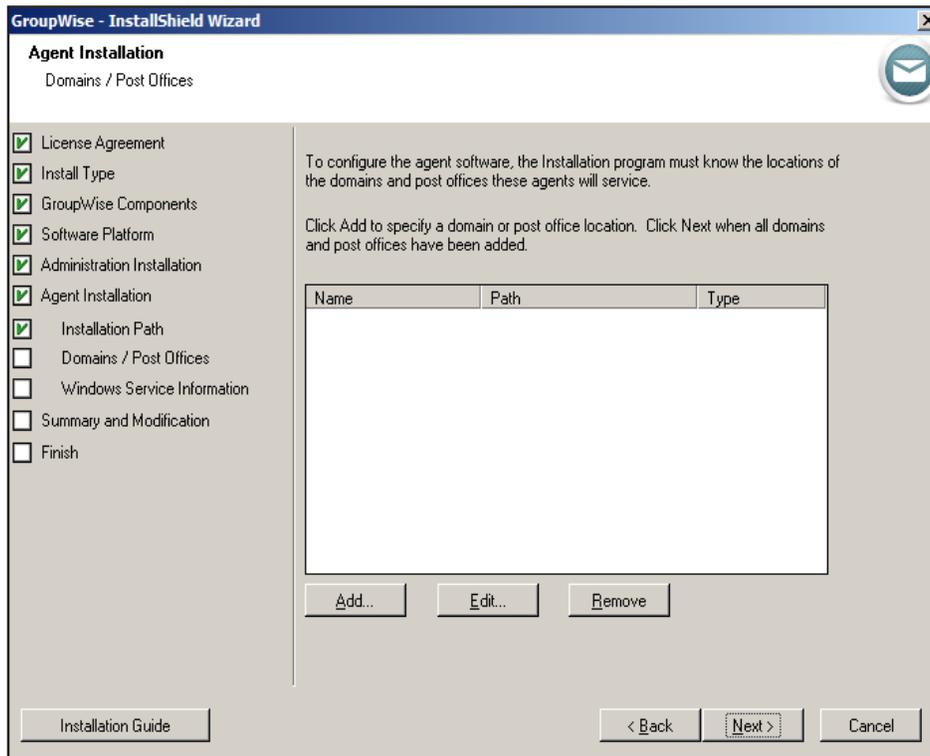


Figure 5-4: Configuring the GroupWise Agents

While we are looking at this screen, we should explain its usage so that it's more easily understood the next time you encounter it. There are a few misconceptions about what is done here, and what you need to put in this location, so we will try to clear those up.

First, this screen is a template for creating new agent startup files (for example the **post1.poa** file), and for configuring your Windows services or Windows shortcuts. Let's take the example of our groupwise system. Our post office is called Caledonia. If we want to create a new startup file for the Caledonia post office, and configure Windows services or shortcuts, we would click the Add button as shown in [Figure 5-5](#) and enter the information for our post office.

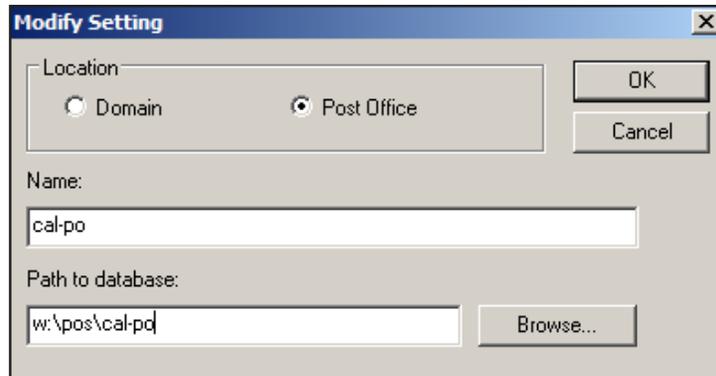


Figure 5-5: Adding a post office for configuration

By entering this information, we are instructing the installation routine to create us a startup file called **Cal-PO.POA** with a /home switch of “**W:\pos\cal-po**”, place it in the location of our startup files that we indicated above, and optionally configure a Windows service for the POA or create a Windows shortcut.

This screen will validate the location you specify and warn you if you are putting in an invalid location (for example, if you put in **m:\pos\cal-po** and that location does not contain a post office database it will complain). Interestingly enough though, if you “cancel” at this point, it will still put **m:\pos\cal-po** in the setup and will complain that the path is invalid when you click “Next” to continue the setup. You will be required to fix this to point to a valid post office location before you can complete the setup. The installation does not validate the “name” you put here and indeed, you can name things here anything you like. For example, rather than naming my startup file “**Cal-PO.POA**” as shown above, I could just as easily type “Post1” in the name field, and the name of the file would instead be **Post1.POA**. If you put in a name that has more than eight characters (for example Caledonia), the file name will be truncated to eight characters. So, if indeed I were to put “Caledonia” in the name of my post office field, I would have a startup file called “**Caledoni.POA**”. If a “**Caledoni.POA**” file already exists, I will now have a “**Caledoni.PO1**” file in that directory.

10. You will now be asked how you wish to run the agents. If this post office agent has no need to log into any other servers, choose local system account. If you need to log into other servers, supply a user who has rights to this server as well as the other server in question. Leave the startup type as Automatic.
11. Next you will be presented with a summary screen showing your choices for the install, and the installation will proceed.
12. When the installation has completed, leave both boxes (Save settings for a future installation” and “Launch Agents Now”) unchecked (we do not want to start up our agents yet!), and click “Finish” to close the installation program.

Now that your Windows agent software has been updated, we need to move on to the actual process of upgrading the post office to GroupWise 2012. See “[Upgrading Your Post Office](#)” below.

Linux

Running the Linux installation routine is a bit different, in that you are not allowed to pick and choose what you install when running this installation script. The script will detect what GroupWise components are already installed on this server, and it will insist that they all be updated at the same time.

In your Master Linux SDD (in our case `/grpwise/gw12soft`), run the install script. For example:

```
gwlinux:/grpwise # ./install
```

After choosing your installation language, you will see the screen in [Figure 5-6](#).

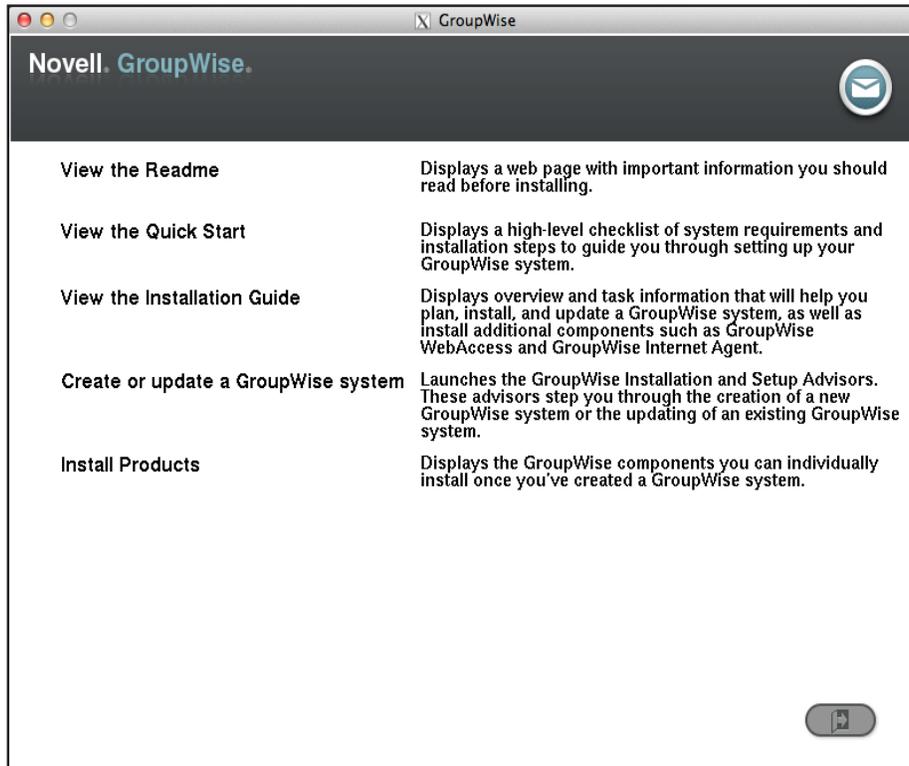


Figure 5-6: The Linux Install Screen.

1. Choose install products.
2. Choose GroupWise Agents. We will take this opportunity to point out that in the Linux installation routine there are separate “install” and “configure” steps for each agent. Since we’re doing an upgrade, and typically do NOT need to configure the agents, we’ll only look at these as we need them.

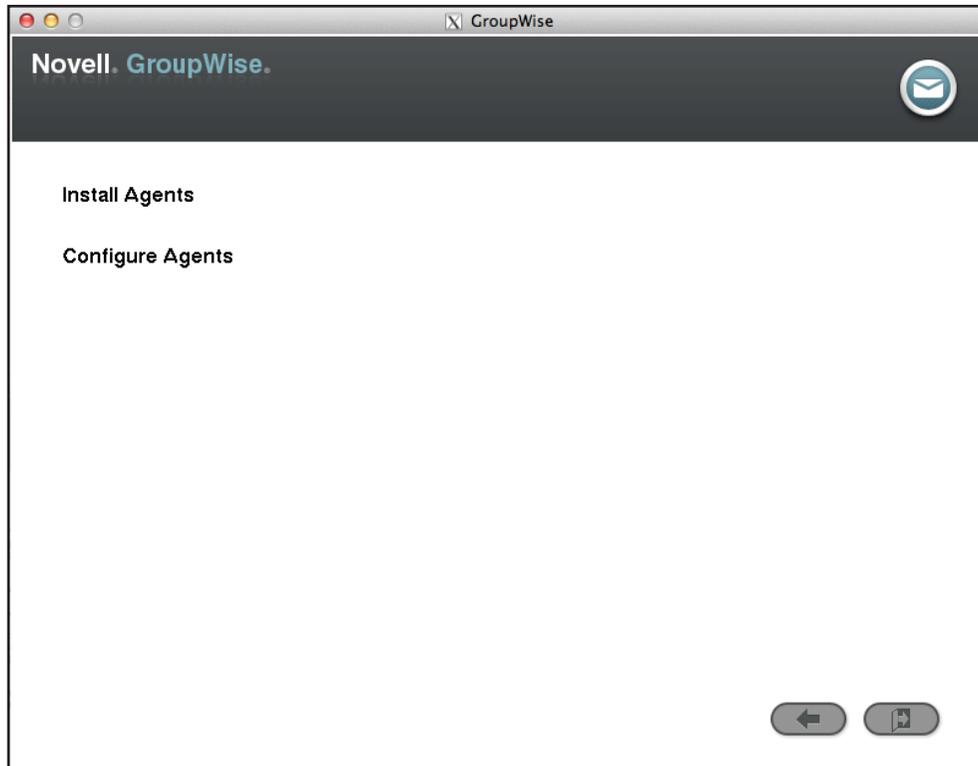


Figure 5-7: Install and Configure Screen

3. Choose Install Agents. You should see a screen similar to [Figure 5-8](#). This screen will show all components on this particular Linux server that must be upgraded.

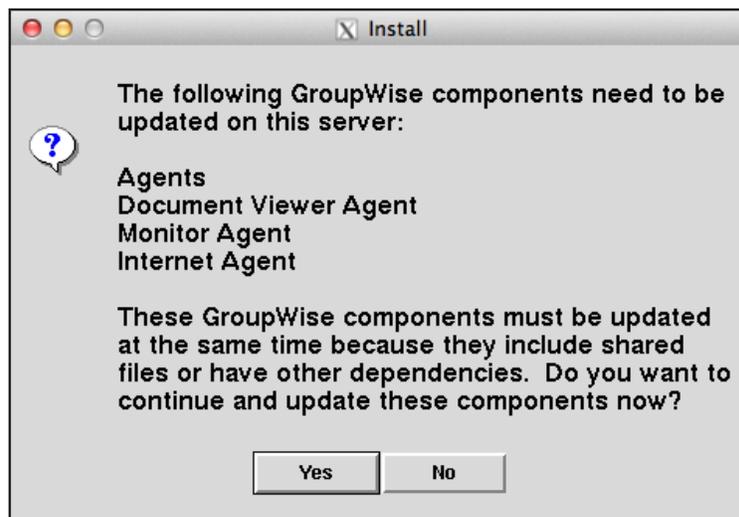


Figure 5-8: Components to Upgrade on Linux

NOTE: [Figure 5-8](#) shows a number of agents installed on this server. If you have a simple, single server system, you may see all of these. If you have multiple servers, you will only see the agents required for the particular server being upgraded. With the changes to WebAccess, not only do you not see the WebAccess Agent listed (as it is now obsolete), but you do not see the WebAccess Application either. You will be required to do a separate installation for WebAccess if it is on the same server.

4. You must choose Yes for this option, otherwise the installation will simply close. Choosing Yes starts the update of all agents required on this server. If there are a number of agents, this can take awhile.
5. Once the agents are installed, choose Configure Agents.
6. During our domain upgrade, we did not choose to configure our agents. However, due to the change in WebAccess, we do need to configure the Post Office Agent. The WebAccess Agent was responsible for spawning the GroupWise Document Viewer Agent. This is now managed by Post Office Agent installation. If you do not configure your Post Office Agent, the DVA will not be properly configured, and users will not be able to view attachments in WebAccess.
7. Click next on the introduction screen and accept the license agreement. You will be presented with a window similar to [Figure 5-4](#) (just a bit more “Linux-like”). This screen is a template for creating new agent startup files (for example the **post1.poa** file), and for configuring your gwaha.conf file to start the agents on Linux. Let’s take the example of our groupwise system. Our post office is called Caledonia. If we want to create a new startup file for the Caledonia post office, and configure the **grpwise** script (provided that we checked the option above to “Launch the GroupWise agents on system startup), we would click the Add button as shown in [Figure 3-10](#) and enter the information for our post office.

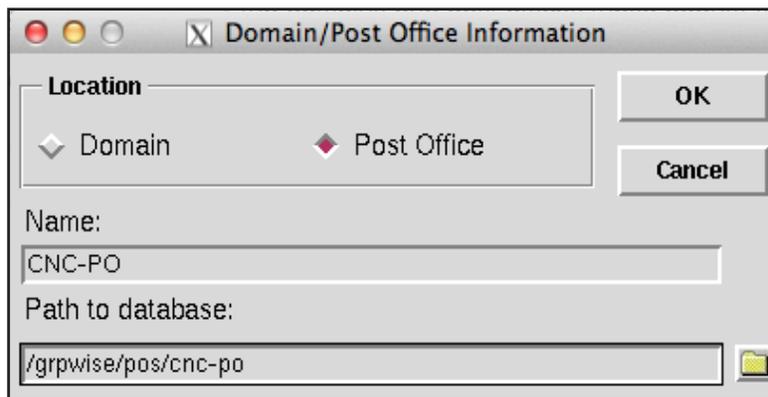


Figure 5-9: Adding a post office for configuration on Linux

By entering this information, we are instructing the installation routine to create us a startup file called **cal-po.poa** with a /home switch of “**/grpwise/pos/cal-po**”, place it in the **/opt/novell/groupwise/agents/bin** directory, and add the information into the **gwaha.conf** file that will be loaded by the **grpwise** script on startup.

This screen will validate the location you specify and warn you if you are putting in an invalid location (for example, if you put in **/groupwise/pos/cal-po** and that location does not contain a domain database it will complain). The installation does not validate the “name” you put here and indeed, you can name things here anything you like. For example, rather than naming my startup file “**cal-po.poa**” as shown above, I could just as easily type “post1” in the name field, and the name of the file would instead be **post1.poa**.

If you put in a name that has more than eight characters (for example Caledonia), the file name will be truncated to eight characters. So, if indeed I were to put “Caledonia” in the name of my post office field, I would have a startup file called “**Caledoni.POA**”. If a “**Caledoni.POA**” file already exists, I will now have a “**Caledoni.PO1**” file in that directory.

Upgrading Your Post Office

At this point, you have installed the software required to take your post office to GroupWise 2012, but your post office has not actually upgraded. This will not happen until you load the new software, under the proper conditions. Earlier in this chapter we saw an option on the Novell installation routine that said “Update an Existing System” and we chose to skip that.

Novell's installation routine has improved quite a bit with GroupWise 2012, but it still expects certain aspects of every GroupWise system to be uniform, and we find that more times than not, GroupWise systems simply are not! This causes inconsistencies in the upgrade process, and it is easier for us (and you) to do these steps manually to ensure that they are done correctly in every single upgrade. This makes just a one or two fewer things to have to troubleshoot if there are problems. In order to continue our upgrade, do the following:

1. In your Master SDD, there is a directory called `po`. Copy all of the `dc` files from the `po` directory directly into the root of your post office directory (i.e., the directory where the **wphost.db** file resides). Overwrite the existing files if asked.
2. Next in your Master SDD under the `client/win32` directory there is there is a directory called `ofviews`. Copy everything in the `ofviews` directory into the `ofviews` directory that is in your post office directory. It's really not necessary to make a backup copy of this `ofviews` directory, but some sites like to do that just in case. Overwrite the existing files if asked, even if prompted that some existing files are newer. Now we will launch the POA so that your post office can upgrade.

Windows: Even if your agents normally launch as services, it is useful to launch the POA to the GUI console the first time, just to see that everything launches correctly. At the command prompt (note we're using `c:\grpwise` - you may have reinstalled your agents into `c:\program files\novell\groupwise server\agents`):

`c:\grpwise\gwpoa @po.poa`

Linux: For all Linux installations, the agents are installed to run as daemons. You can launch them under X-Windows to the GUI console during the upgrade just to see that everything loads okay. From a terminal prompt:

`/opt/novell/groupwise/agents/bin/gwpoa --show @po.poa &`

Your POA should load up on your server. If you receive any errors during loading, check what the error is and see what can be done to resolve it.

When the GroupWise 2012 POA loads, it looks for the `dc` file that says it is *okay* to upgrade. The `dc` file is essentially a text file that contains the database schema for creating a GroupWise 2012 database. The **gwpo.dc** shows the version number at the very top line as **#VERSION=1200**. This version number at the top of the file verifies that you have the GroupWise 2012 `dc` file in your post office directory. Once the POA sees the GroupWise 2012 `dc` file and sees the flag from it's domain that the post office is allowed to upgrade, the POA will launch a recovery of the database, effectively converting the post office to GroupWise 2012. If you are quick (on a small post office – not so quick on a larger one), you will be able to see the Admin Status of the post office change to "Recovering" to show that the post office is being converted. Once the status returns to "Normal" you should be able to look at the properties of the post office in ConsoleOne and see that the version is GroupWise 2012. Once the post office has been converted to GroupWise 2012 you should log in to the post office as a GroupWise user to ensure that everything looks okay. Try logging in with a GroupWise 2012 client. This will confirm that the post office is indeed version 12. If you attempt to log in to the post office with a GroupWise 2012 client and receive a message that says "The Version of GroupWise you are using cannot access this post office" then your post office has not upgraded properly, and you should see the troubleshooting steps below.

Troubleshooting

There are very few things that can go wrong during a post office upgrade. If you find that your post office refuses to show as a GroupWise 2012 post office in ConsoleOne, do a couple of things:

- Verify that you have GroupWise 2012 snapins installed. You can get odd results in the version field of a post office if you are looking at a GroupWise 2012 post office with older GroupWise snapins.
- Double-check that you got the dc files copied into the post office directory. Open the **gwpo.dc** and **ngwguard.dc** files with a text editor to verify that they are indeed the GroupWise 2012 files.
- Double-check that the domain owning this post office is actually a GroupWise 2012 domain (i.e., it shows as version 12 in ConsoleOne).
- Unload and reload the POA to see if this solves the problem.
- It is possible that communications issues have prevented the post office database from receiving the news that its parent domain is a GroupWise 2012 domain and thus is allowed to upgrade. Remember that just loading the GroupWise 2012 agent software is not enough. If all else fails, rebuild the post office database in ConsoleOne (Tools|GroupWise Utilities|System Maintenance|Rebuild Database).

New Options to Explore

There are a few new functions of the Post Office Agent that you should take a look at. They are:

- Calendar publishing: Combined with the new Calendar Publisher Host, the POA will provide access to calendar publishing and free/busy searching features in the Windows and WebAccess clients for all calendars, including the main GroupWise calendar for a user.
- Beginning with GroupWise 8, the new Document Conversion Agent that is launched by the POA provides indexing of additional document formats such as PDF, OpenOffice, and newer versions of Microsoft Office. This is available for indexing documents in the GroupWise library, and attachments in the GroupWise mailbox.

Once you are ready to continue, just turn to the next chapter in your upgrade plan.

6 Upgrading Your GroupWise Internet Agent

Upgrading your GroupWise Internet Agent is a fairly simple process. However, there are some challenges that are presented if you intend to have a “mixed” system (i.e., GroupWise 2012 AND older post offices) for any length of time. Here are the issues at hand:

- Your GWIA cannot be upgraded to GroupWise 2012 until the domain that owns it is upgraded to GroupWise 2012.
- When using the GWIA as a POP3 or IMAP4 “client”, it is indeed a client. You cannot access a GroupWise 8 or earlier post office with the GWIA via IMAP4 or POP3, If it is attempted, you will see a “login failed: D058” in your GWIA log.
- On the other hand, if the GWIA is being used only for SMTP services, there are no issues with a mixed system.

So, as you can see, it’s a good idea to get your post offices upgraded to GroupWise 2012 on a scheduled roll-out so that you are not surprised by any of the possible issues with mixed post offices. That said, many sites operate in a “mixed” system quite nicely for an extended period of time. You must simply make sure that your plans take the above caveats into account. If you need to have POP3 services for all users in your system, you might consider having two GWIAs - one for the GroupWise 2012 users, and one for your older post office users. If you are using IMAP4, you might consider opening up IMAP4 directly from the post office agent, rather than using the GWIA if you have a mixed system (versions 6.0 and later of GroupWise allow for IMAP4 at the post office agent).

Preparing for the Upgrade

Before you can install the new software for the GWIA, you must shut down any and all agents on your server. Since this is a GWIA, you most likely at least have an MTA for the GWIA’s domain on the same server. Shut down any GroupWise components on this server before we proceed.

Linux

On Linux, you must upgrade all GroupWise components at the same time, so you need to stop all processes that are GroupWise related. This includes all GroupWise agents and gateways and GroupWise Monitor. We are assuming that you are running your agents as daemons. If, however, you are running them with their GUI consoles, unload all of the agents by shutting down the GUI consoles. Close the GroupWise Linux client if it is running on the server. Finally, to be certain that all agents and gateways are closed, type the following commands at a terminal prompt:

```
/etc/init.d/grpwise stop
```

```
/etc/init.d/grpwise-wa stop
```

```
/etc/init.d/grpwise-ma stop
```

You may receive errors if you are not using the **grpwise-ma** or **grpwise-wa** scripts, but it does not hurt to attempt to stop them even if you do not have these scripts installed.

After all GroupWise components have been shut down, type the following into the terminal prompt to verify that no GroupWise components are running:

ps -A | grep gw

If at this point you still see GroupWise components loaded you can kill them individually, either by pid or name – for example:

kill 9860

(if you show a GroupWise component with the pid 9860 running)

or

killall gwia

Windows

For Windows, you must also shut down all of your agents that access the domain database. If you are running the agents as services, go into the services console from the Control Panel, right click on the GroupWise agents, and choose stop (see [Figure 6-1](#)). If you are not running the agents as services, go to the agent consoles and exit via F7 or from the agent menus.

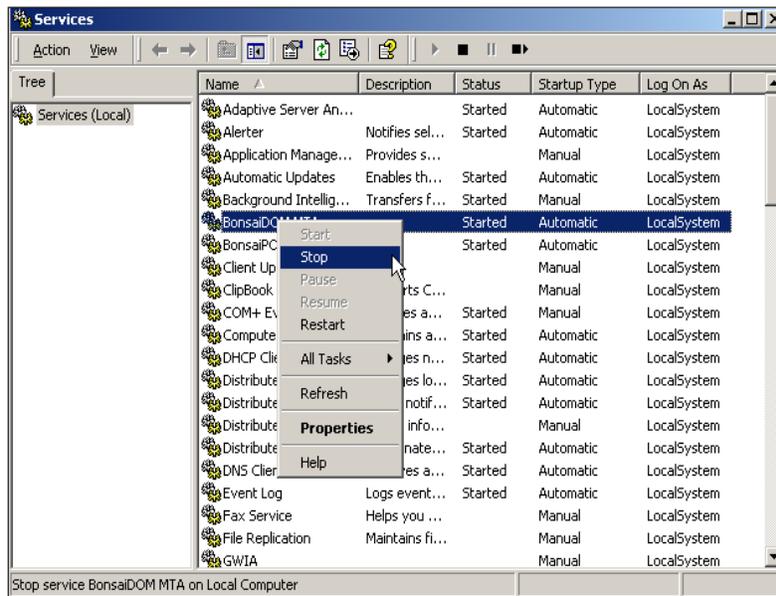


Figure 6-1: Stopping a Windows service

After your agents are shut down, leave them down until you are instructed to reload them below.

Installing your Agent Software

For a GroupWise Internet Agent, *upgrading* is essentially just installing the new software. For the Windows installation, those administrators who have been around awhile will notice something different right away. Under the **SDD/INTERNET/GWIA** directory there is no longer an **install.exe** program. Instead, we will use the **setup.exe** found at the root of the SDD.

Windows

In the root of the Master SDD, you will see the **setup.exe** program that will be used for this upgrade. If you are installing the GWIA on a Windows server, you must run the installation routine on that server.

When you run this program, you see the Window in [Figure 6-2](#).

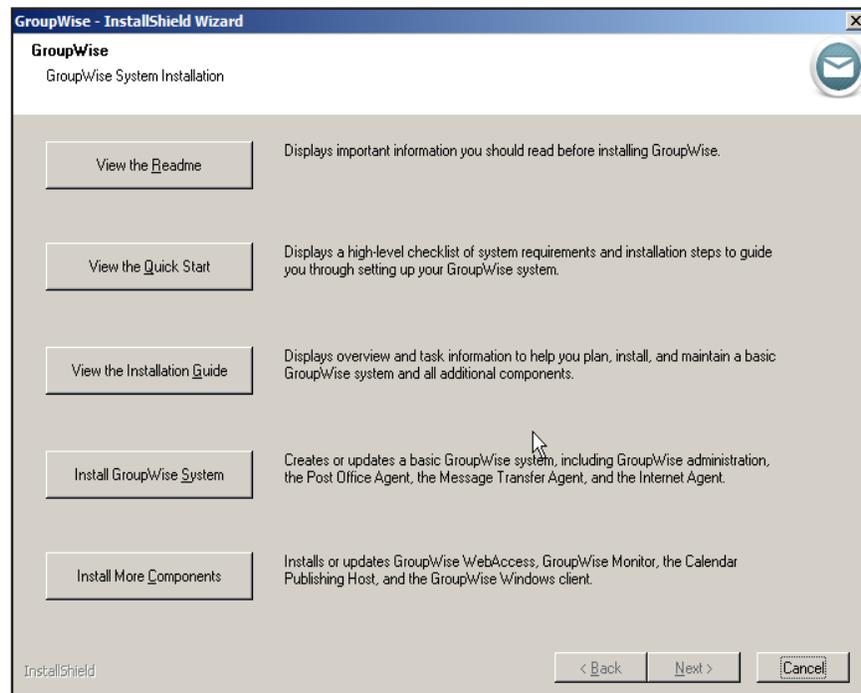


Figure 6-2: The main installation screen

1. Click on Install GroupWise System.
2. Click Yes on the next screen to accept the license agreement.
3. Click Next on the next screen to do a standard install. You will see the window in [Figure 6-3](#).

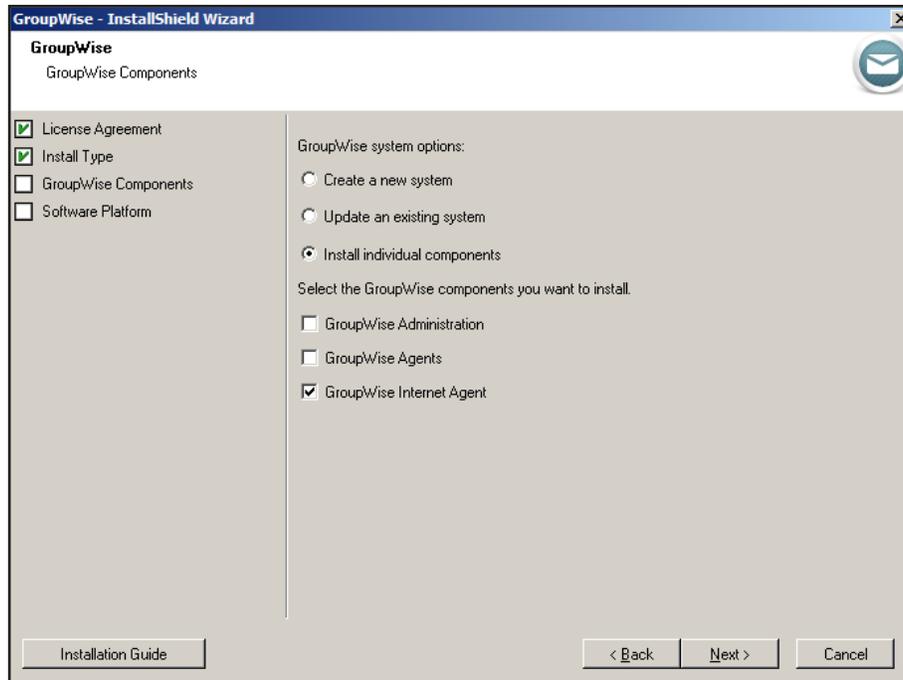


Figure 6-3: Install Wizard - GroupWise Components

4. Choose Install individual components, and then uncheck everything except GroupWise Internet Agent.
5. The next screen seems to be a holdover from the combined Windows and NetWare installation routines of the past, and has a single radio button for Windows. Just click next.
6. The next screen will give you the option of where to install your files on your Windows server, and options for the installation. Notice that in our example in [Figure 6-4](#) we have chosen the option to “Install the software files, but do not configure the Internet Agent”. This is because we are performing an upgrade, and that assumes that you already have configuration files for your GWIA, and that you have your server set to automatically load your GroupWise components on startup.



Figure 6-4: Install Wizard - Installation Path Screen

- Again, it is very important to note in this screen that the default installation path is **c:\program files\novellgroupwise server\gwia**. Of course, the biggest problem with this location is that since we are reading an upgrade guide, we know that prior to GroupWise 8 the GWIA has been installed by default in **c:\grpwise\gwia**. This could cause big problems that can easily be avoided by just changing this to the location of your current GroupWise agent files (default **c:\grpwise**). Of course, this will mean that your server will not have its agent software in the location that Novell is now designating as the new default. You need to decide if this is an important issue for you. We here at Caledonia will gladly admit that we didn't care a bit, and decided it was easier to just leave the agents in our default location of **c:\grpwise** on our Windows server. This avoided having to remove existing services and reconfigure the agents during the installation. For an upgrade it's much easier to leave your GWIA software where it is.
7. Next you will be presented with a summary screen showing your choices for the install, and the installation will proceed.

Linux

Running the Linux installation routine is a bit different, in that you are not allowed to pick and choose what you install when running this installation script. The script will detect what GroupWise components are already installed on this server, and it will insist that they all be updated at the same time.

In your Master Linux SDD (in our case **/grpwise/gw12soft**), run the install script. For example:

gwlinux:grpwise # ./install

After choosing your installation language, you will see the screen in [Figure 6-5](#).

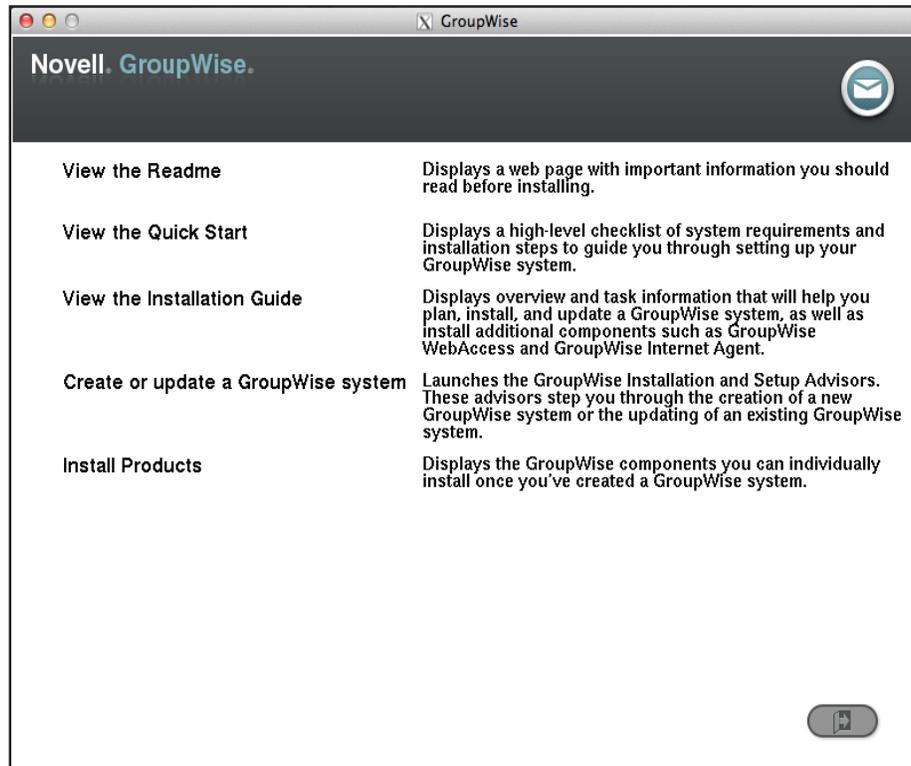


Figure 6-5: The Linux Install Screen.

1. Choose install products.
2. Choose GroupWise Internet Agent
3. Choose Install Internet Agent. If you have more than one GroupWise object on this server, you should see a screen similar to [Figure 6-6](#). This screen will show all components on this particular Linux server that must be upgraded.

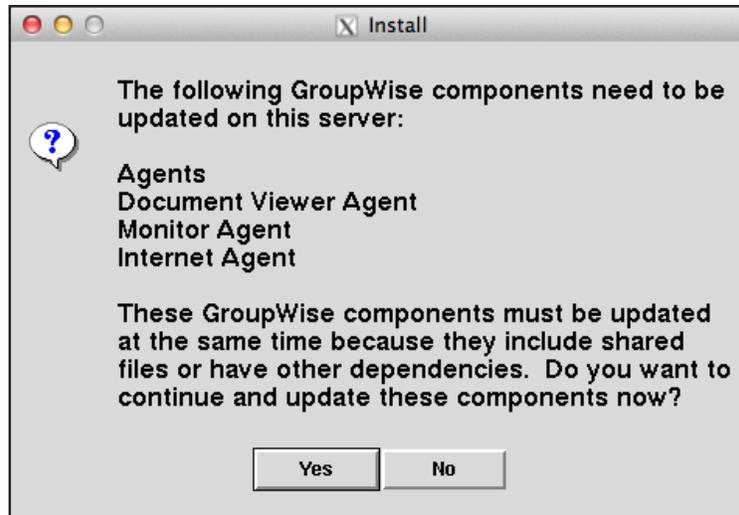


Figure 6-6: Components to Upgrade on Linux

NOTE: [Figure 6-6](#) shows a number of agents installed on this server. If you have a simple, single server system, you may see all of these. If you have multiple servers, you will only see the agents required for the particular server being upgraded. With the changes to WebAccess, not only do you not see the WebAccess Agent listed (as it is now obsolete), but you do not see the WebAccess Application either. You will be required to do a separate installation for WebAccess if it is on the same server.

4. You must choose Yes for this option, otherwise the installation will simply close. Choosing Yes starts the update of all agents required on this server. If there are a number of agents, this can take awhile. Once the agents are installed, exit the installation.
5. At this point we are not configuring anything with this installation routine. You are upgrading an existing GroupWise system, and thus you already have startup files and startup scripts for your server.

Troubleshooting

There are very few things that can go wrong during a GWIA upgrade. The only problems we typically see have to do with the following:

- You attempt to upgrade the GWIA before upgrading your Domain
- You change the location of the GWIA installation files during the installation (either accidentally, or on purpose) and then do not reconfigure the agent to update the startup files for the server.

New Options of Note

Delayed Message Notification

Beginning with GroupWise 8, when mail going out the GWIA is delayed, the GWIA generates a “transfer delayed” status that is entered into the properties of the senders sent item. GroupWise 2012 will allow you to configure your GWIA to send a “delayed message notification” to the inbox of the sender. This setting is found on the SMTP/MIME tab of the GWIA configuration

in ConsoleOne. Check the box that says “Return Notification to Sender When a Message Is Delayed”.

Rule-Generated Messages

As with GroupWise 8, you can now configure the GWIA to block either rule generated replies, rule generated forwards, or both.

Internet Agent Web Console

As with the other agent Web Consoles, you can now control most GWIA settings directly from the Web Console. This makes it more important to put a user and password on your GWIA Web Console.

Once you are ready to continue, just turn to the next chapter in your upgrade plan.

7 Upgrading Your GroupWise WebAccess

Of all of the components of GroupWise 2012, WebAccess has been redesigned the most. There is no longer a GWINTER (WebAccess Agent) for GroupWise WebAccess. Rather than having the WebAccess Application (web server) speak to the WebAccess Application to gather information for the user, the WebAccess Application speaks directly to the POA via SOAP.

Also, the eDirectory objects for the WebAccess Application are no longer used. If you have read our books on manually configuring GroupWise WebAccess on Apache, you will know that these agents were always “optional” and were essentially just a GUI interface for editing the web server and WebAccess configuration files. From here on out, you will need to make configuration changes directly to the **webacc.cfg** file if you wish to modify your WebAccess Application settings. We will go over some of those settings later in this chapter.

And finally, the GroupWise 2012 WebAccess cannot service users on post offices that have not been upgraded to GroupWise 2012. In other words, if you will not upgrade all of your post offices rapidly (perhaps over a weekend or other “off” time such as a long holiday), you will either need to leave your WebAccess at your current GroupWise version, or have two separate WebAccess installations to provide for both your older post offices and your new GroupWise 2012 post offices.

GroupWise 7 and GroupWise 8 WebAccess installations can access a GroupWise 2012 post office with no major downsides. Of course, your users will not be able to utilize any of the new features of the GroupWise 2012 WebAccess, but the users will be able to log into the upgraded PO through a GroupWise 7 or GroupWise 8 WebAccess installation.

Preparing For The Upgrade To GroupWise 2012 WebAccess

For the Web Server running the WebAccess Application you will need one of the following:

SLES 10/OES 2

Apache 2.2 plus:

- Tomcat 5.0 or later
- JRE 5 or later
- ModProxy Module

SLES 11/OES 11

Apache 2.2 plus:

- Tomcat 6.0 or later (installed via YaST for SLES, or during GroupWise installation for OES11)
- JRE 5 or later
- ModProxy Module

Windows Server 2003/2003 R2

Microsoft Internet Information Server (IIS) 6 or later plus:

- Tomcat 6 or later
- JRE 5 or later
- Jakarta Connector 1.2 or later

Windows Server 2008/2008 R2

Microsoft Internet Information Server (IIS) 7 or later plus:

- Tomcat 6 or later
- JRE 5 or later
- Jakarta Connector 1.2 or later

Shutting Down the WebAccess Agent

The WebAccess Agent will not be available in GroupWise 2012. When you upgrade your WebAccess to GroupWise 2012, you will need to shut down the WebAccess Agent and remove references to the agent in your startup.

Linux

We assume you are running the WebAccess Agent on your Linux server as a daemon. If, however, you are running the WebAccess Agent with its GUI consoles, unload the agents through the GUI console. Finally, to shut down your WebAccess agent, type the following commands at a terminal prompt:

```
/etc/init.d/grpwise status
```

Look to find the name of your WebAccess Agent. For example, when we type the above command, we see:

```
Checking status [webac80a.cnc]                running
```

This indicates that our WebAccess Agent is named webac80a.cnc. So, to shut down this agent we will type

```
/etc/init.d/grpwise stop webac80a.cnc
```

We also need to remove the WebAccess Agent from the gwaha.conf file on windows to prevent it from attempting to start when GroupWise starts up. Edit the /etc/opt/novell/groupwise/gwaha.conf file and remove the section for the WebAccess Agent. It will look like the following:

[webac80b.cnc]**server** = /opt/novell/groupwise/agents/bin/gwinter**command** = /etc/init.d/grpwise**startup** = webac80b.waa**delay** = 2**wait** = 10

This entire section should be removed in order to avoid having the GWINTER load. (Although loading it wouldn't really hurt anything. It just would not be useful!)

Windows

For Windows, you should also shut down the WebAccess Agent and disable the service. If you are running the agents as services, go into the services console from the Control Panel, right click on the GroupWise WebAccess Agent and choose stop (see [Figure 7-1](#)). Right-click the agent service again, go to properties, and disable the service.

If you are not running the WebAccess Agents as a service, go to the agent console and exit via F7 or from the agent menu. You should then go into the startup folder and delete the shortcut for the WebAccess Agent.

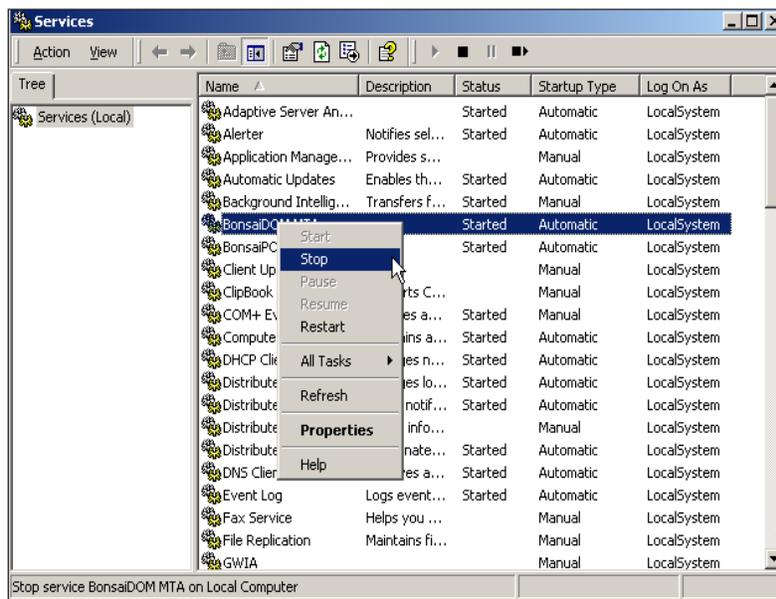


Figure 7-1: Stopping a Windows service

Upgrading WebAccess

Windows WebAccess Installation

Because there is no longer a GWINTER, there is also no requirement that you be connected to a domain directory on your WebAccess server. You can use any web server in your organization that meets the server requirements above to serve as the GroupWise WebAccess Application.

Also, the WebPublisher feature has been removed from the GroupWise 2012 WebAccess. If your organization requires WebPublisher functionality, you will need to leave an older WebAccess Installation accessible for this purpose.

In the **internet/webaccess** directory of your Master SDD you will find the **setup.exe** installation program for WebAccess. If you are upgrading your WebAccess Application on Linux, please see the section below entitled “Linux WebAccess Installation”.

1. Run **setup.exe** in the **/INTERNET/WEBACCES** directory.
2. Proceed past the license screen.
3. You will next be prompted to choose the destination web site for WebAccess. Any web sites currently running in IIS will be shown, and you can choose the site for WebAccess. In many cases only one site is shown, so just select the appropriate site and choose Next.
4. You will next be instructed to enter the IP address for a post office agent in your system that has SOAP enabled (remember that all POAs with users who need access to WebAccess will need SOAP enabled). While you can only enter one Post Office Agent address during the installation, you can add more to the **webacc.cfg** file after installation. We will show various **webacc.cfg** modifications at the end of this chapter.
5. Next you will be asked for the location of your Document Viewer Agent. When you configured your Post Office Agent in [Chapter 5](#), the Document Viewer Agent was defined for you. You really weren’t asked about this, and probably didn’t even know it was occurring. Thus, the question about where the DVA is located, and the port it is listening on are a bit of a surprise! That’s okay. Just put in the IP address of the same Post Office Agent you used above, and the default port of 8301 should remain.
6. You are now at the summary screen, and choosing Install will install the software.
7. If you have not stopped the service for IIS, the installation will offer to stop it for you. Allow the installation to stop the service and continue on.
8. If needed, Java will be installed during the installation of your WebAccess. The installation will install and configure all necessary components.
9. At the installation summary, you can choose to have the install routine restart your web server.

And that’s it! For long time GroupWise administrators, I’m sure you will be amazed at how quick and easy this really was. You can continue on with [“Configuration Options”](#) below.

Linux WebAccess Installation

In all of the other chapters in this guide, we have pointed out that the Linux installation is a bit different, in that you are not allowed to pick and choose what you install when running this installation script. The script will detect what GroupWise components are already installed on this server, and it will insist that they all be updated at the same time. GroupWise 2012 WebAccess, however, has no dependencies on other GroupWise components, and is thus not included in the “all-inclusive” upgrade process. You will be required to run a separate installation for WebAccess, even if it resides on a server that has other GroupWise components already upgraded.

In your Master Linux SDD (in our case **/grpwise/gw12soft**), run the install script as root. For example:

```
gwlinux:/grpwise # ./install
```

You will see the screen in [Figure 7-4](#).

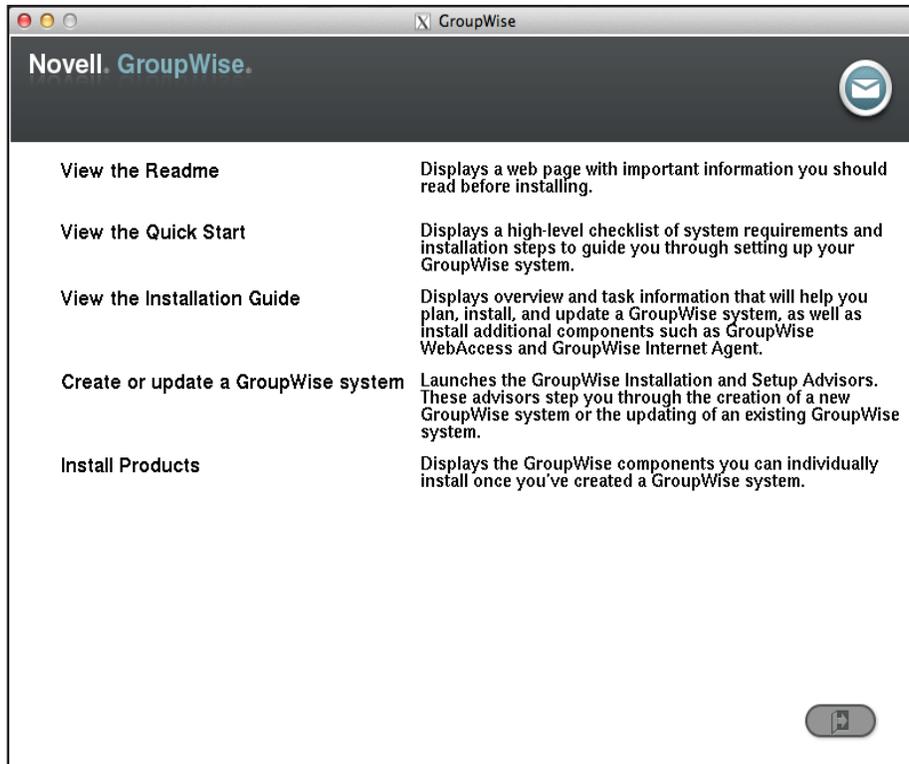


Figure 7-2: The Linux Install Screen.

1. Choose install products.
2. Choose GroupWise WebAccess.
3. Here we have two options. We first install WebAccess, and then we configure the WebAccess Application. Clicking on Install WebAccess will simply copy files out to the server, and end very quickly.

Next we will configure the WebAccess Application

1. From the Install GroupWise WebAccess window, choose Configure WebAccess
2. Click Next at the Information screen.
3. Accept the license agreement.
4. Next you will enter the IP address of a GroupWise Post Office Agent. While you can only enter one Post Office Agent address during the installation, you can add more to the **webacc.cfg** file after installation. We will show various **webacc.cfg** modifications at the end of this chapter.
5. Next you will be asked for the location of your Document Viewer Agent. When you configured your Post Office Agent in [Chapter 5](#), the Document Viewer Agent was defined for you. You really weren't asked about this, and probably didn't even know it was occurring. Thus, the question about where the DVA is located, and the port it is listening on are a bit of a surprise! That's okay. Just put in the IP address of the same Post Office Agent you used above, and the default port of 8301 should remain.
6. The next window will verify the location of your Apache 2 location and your Tomcat installation. The defaults are **/etc/apache2/conf.d** and **/usr/share/tomcat6/webapps**.
7. You will see the final screen, and your WebAccess installation is complete.

Loading the GroupWise WebAccess Application

Linux

The commands for loading the Apache web server and Tomcat on OES Linux are as follows:

```
/etc/init.d/apache2 start
```

and

```
/etc/init.d/tomcat5 start (SLES 10/OES2)
```

or

```
/etc/init.d/tomcat6 start (SLES 11/OES11)
```

You can also check status, stop and restart using these scripts. For example:

```
/etc/init.d/apache2 restart
```

Microsoft Windows Server

The GroupWise WebAccess Application is designed to start when the Microsoft IIS Service and Web Server is started. The Microsoft IIS Web server is designed to start with the Microsoft Internet Information Server service is started.

Configuration Options

The majority of WebAccess optimizations are done through the **webacc.cfg** file. This file is found in the following locations:

Linux: **/var/opt/novell/groupwise/webaccess**

Windows: **c:\Novell\GroupWise\WebAccess on the Web server**

The original webacc.cfg file on a particular server will be very orderly, and broken into distinct sections. As you patch and update your server over time, new settings will be saved to the bottom of the file in a section called “Values added by install to update config file”. If you change information in the file, make sure to look at the end to ensure that you do not have conflicting values, as the final value will win!

There are many interesting options in the webacc.cfg. We encourage you to look through the file to see what might interest you.

Following are some important configurations options pertaining to the upgrade that you should know more about. After any changes, restart Apache and Tomcat (see the section above for [“Loading the GroupWise WebAccess Application”](#) for instructions on restarting these processes.

Configuring Additional Post Office Agents

The GroupWise WebAccess Application talks directly to post office agents in your GroupWise system to gather the information necessary to show in WebAccess. During installation, you can only supply one post office agent address. However, you can supply as many POA designations as you like, and the WebAccess Application will attempt them in order until it finds a POA that responds. If the user does not belong to the POA in question, the redirection table will send the WebAccess Application to the proper location.

In the webacc.cfg, search for Provider.SOAP.1.ip - for example:

Provider.SOAP.1.ip=192.168.110.237

Provider.SOAP.1.port=7191

Copy these two lines and change the “1” to a “2” in each line, and modify the IP address and port.

Provider.SOAP.2.ip=192.168.110.238

Provider.SOAP.2.port=7191

Do this as many times as necessary, making sure to have two lines for each SOAP provider number you add.

Configuring Additional Document Viewer Agents

As with the Post Office Agent, you can only configure one instance during installation. Modify the following information to add additional DVAs to your webacc.cfg:

In the webacc.cfg, search for Provider.DVA.1.ip - for example:

Provider.DVA.1.ip=192.168.110.237

Provider.DVA.1.port=8301

Copy these two lines and change the “1” to a “2” in each line, and modify the IP address and port.

Provider.DVA.2.ip=192.168.110.238

Provider.DVA.2.port=8301

Do this as many times as necessary, making sure to have two lines for each SOAP provider number you add.

Configuring HTTP Monitor for WebAccess

Like the other GroupWise Agents, you can configure a web based monitor for WebAccess administration activity. The **webacc.cfg** file contains the following lines:

```
#####
# Application Administration Tool
# Invoked on the URL
# (e.g. http://<server>/gw/webacc?action=Admin.Open)
#####
Admin.WebConsole.enable=true
Admin.WebConsole.username=user
Admin.WebConsole.password=secret
```

Admin.WebConsole.helpPath=/gw/webaccess/\$(Build.date)/help/webconsole/en/

You can turn this on or off. By going to your server at the URL specified, you can log in and view logged in users, configuration and log files.

Novell GroupWise WebAccess Application								Saturday - November 12, 2011 16:50
Status Configuration Log Files Refresh Help								
Up Time: 0 Days 0 Hours 24 Minutes								
User Information - 3 Active User(s)								
User Id	Logged In	Last Access	Interface	Domain	Post Office	Language	Client IP	
danita@caledonia.net	11/12/11 16:37	11/12/11 16:37	css	Beta	Ascot	en	192.168.110.153	
danita@caledonia.net	11/12/11 16:45	11/12/11 16:45	simple	Beta	Ascot	en	192.168.110.150	
danita@caledonia.net	11/12/11 16:49	11/12/11 16:50	mobile	Beta	Ascot	en	192.168.110.228	
Total Active Users: 3								

Setting the GroupWise 2012 WebAccess as Your Default

If your system will have more than one version of WebAccess in order to accommodate older GroupWise post offices, you can choose to have a single entry point for all of your users. For example, you may already have **https://mail.yourdomain.com/gw/webacc** pointing to your GroupWise 8 WebAccess. Rather than having to direct users to multiple locations, you can continue to have **https://mail.yourdomain.com/gw/webacc** as the entry point for all users, and redirect users on older post offices to **https://gw8.yourdomain.com/gw/webacc**. In order to do this, you must make a change in the **webacc.cfg** file, and of course create an A Record in DNS for your secondary WebAccess server (in our example, **gw8.yourdomain.com**).

This setting is found in the **webacc.cfg** file as:

#Redirect.url=http://gw8.novell.com/gw/webacc

simply remove the pound sign and change the URL to match your desired URL. Once the system is restarted, if a user logs into your **http://mail.yourdomain.com/gw/webacc** location, their POA will indicate it is not a GroupWise 2012 post office and the WebAccess Application will redirect the user to the older GroupWise WebAccess Application.

Security Timeouts

GroupWise 2012 brings a new set of security timeouts to WebAccess. When a user logs into WebAccess, the user has the option on the main login screen to choose whether the computer is public or private. This allows for users who access GroupWise solely via WebAccess, from a private computer at home or at the office to have a longer timeout value set. These values are listed in the **webacc.cfg** as:

Security.timeout=20

Security.Private.timeout=480

Setting the “Private” timeout to a higher value “in minutes” prevents users in a more secure setting from timing out multiple times a day, no doubt reducing their frustration!

Deleting Unneeded eDirectory Objects

In prior versions of GroupWise, when you installed WebAccess, an object representing the WebAccess Agent (Gateway) was created in eDirectory and the GroupWise view. Also, objects for the WebAccess Application were created (most commonly under the GroupWise domain object itself, but realistically they could be anywhere!). These objects are no longer used, and can be removed from eDirectory to avoid confusion. We recommend that you give your system a few days to settle down before you delete them, but once everything is working as you expect you can delete the following items:

- GroupWise WebAccess Agents no longer in use. Make certain you export any access control settings you might need as outlined above before you delete the objects!
- GroupWiseProvider Objects
- LDAPProvider Objects
- GroupWiseWebAccess Object
- NovellSpeller Objects

Once you are ready to continue, just turn to the next chapter in your upgrade plan.



Upgrading Your GroupWise Monitor

Upgrading the GroupWise Monitor is essentially installing the new GroupWise software for the monitor agent and optionally the Monitor application. If you have a GroupWise 5.5EP Monitor, you will need to totally reinstall your Monitor from scratch. As you know, GroupWise Monitor is similar to the GroupWise WebAccess we have always known, in that it has two components, the GroupWise Monitor “Agent” and a web application that can be installed on your web server. (Of course, as we discussed earlier, beginning with GroupWise 2012, GroupWise WebAccess no longer has an “Agent” and is driven entirely by the WebAccess Application and SOAP at the POA.)

While the Monitor setup seems similar to our prior versions of WebAccess, it is indeed quite a bit different. The Monitor Web Application is dependent upon a Monitor Agent being installed somewhere in your system. However, the Monitor Agent is not at all dependent on the Monitor Web Application, and can be used entirely “stand-alone” without the Monitor Web Application being installed at all. For this reason we will first show how to upgrade the Monitor Agent, and then a separate installation of the Monitor Web Application software so it will not confuse those who only use the Monitor Agent in their organizations.

Preparing for the Upgrade

There is very little preparation that must be made for the GroupWise Monitor upgrade. It can reside anywhere, and no database adjustments are made when it is installed. You must shut down the existing Monitor agent, or course (on Linux or Windows), and it’s best to also shut down Apache and Tomcat if you are installing the Monitor Web Application.

Shutting Down the Monitor Agent

Linux

On Linux, you must upgrade all GroupWise components at the same time. Thus, if your Monitor Agent is on the same server as any other GroupWise Component, the Agent has effectively already been upgraded. If you need to upgrade your Monitor Agent software, you need to first stop all processes that are GroupWise related. This includes all GroupWise agents and gateways and GroupWise Monitor. We are assuming that you are running your agents as daemons. If, however, you are running them with their GUI consoles, unload all of the agents by shutting down the GUI consoles. Close the GroupWise Linux client if it is running on the server. Finally, to be certain that all agents and gateways are closed, type the following commands at a terminal prompt:

```
/etc/init.d/grpwise stop
```

```
/etc/init.d/grpwise-wa stop
```

```
/etc/init.d/grpwise-ma stop
```

(you may receive errors if you are not using the `grpwise-ma` or `grpwise-wa` scripts, but it does not hurt to attempt to stop them even if you do not have these scripts installed).

After all GroupWise components have been shut down, type the following into the terminal prompt to verify that no GroupWise components are running:

ps -A | grep gw

If at this point you still see GroupWise components loaded you can kill them individually, either by pid or name – for example:

kill 9860

(if you show a GroupWise component with the pid 9860 running)

or

killall gwmon

Windows

For Windows, you must also shut down all of your agents that access the domain database. If you are running the agents as services, go into the services console from the Control Panel, right click on the GroupWise agents, and choose stop (see [Figure 8-1](#)). If you are not running the agents as services, go to the agent consoles and exit via F7 or from the agent menus.

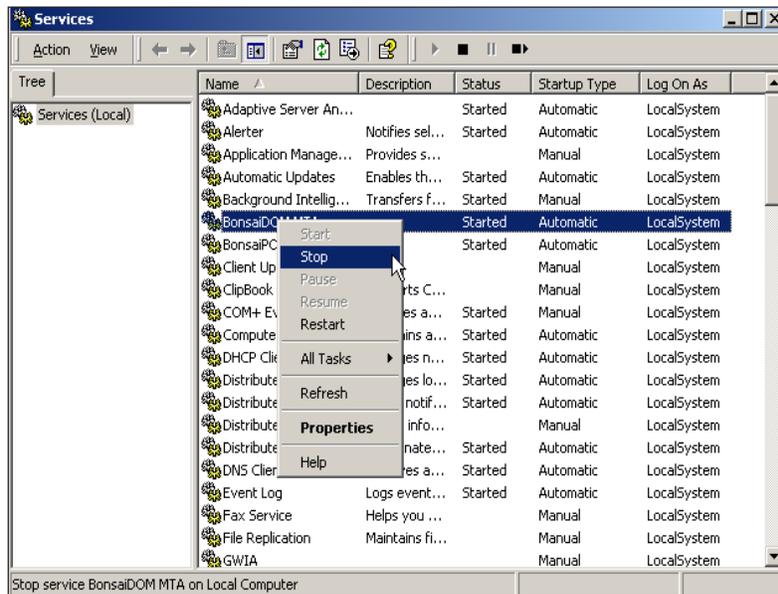


Figure 8-1: Stopping a Windows service

You must also close the Monitor Agent that is running on Windows. This is not a service. Press F7 at the Monitor Agent console to close the Monitor Agent.

Installing your Agent Software

This section will talk about installing just the Monitor Agent on Windows and Linux. The monitor agent is required to monitor your GroupWise system. The Monitor Application is not required, but does add some nice enhancements and functionality.

The installation for the GroupWise Monitor is pretty much the same whether you are upgrading from GroupWise 5.5EP or GroupWise 6.x/7x, or indeed if you are installing from scratch. The important thing to remember if you are upgrading from GroupWise 6.x/7.x is that you should make a copy of your **monitor.xml** file before you begin. The upgrade procedure should use the current **monitor.xml** file that it finds in the directory you specify in the installation (providing it is the same directory where your existing GroupWise 6.x/7.x monitor resides). However, having a backup is always nice, particularly if you have made customizations on your GroupWise Monitor.

Windows

1. If you are upgrading from GroupWise 6.x/7.x, make a copy of your **monitor.xml** file. This will typically be c:\gwmon.
2. From the Windows machine where Monitor will run, go to your Master SDD \admin\monitor directory, and run setup.exe.
3. Proceed to the GroupWise Monitor: Components Screen and Uncheck “GroupWise Monitor Application”, click Next.
4. Select the local path where you wish to install the GroupWise Agent. Note that the default has changed from c:\gwmon to C:\Program Files\Novell\GroupWise Server\Monitor. This is one time when you can easily change this location without having trouble with the setup. If you choose to move your Monitor to this new location, just copy the monitor.xml from your former installation into the new directory.
5. Also verify that the IP address and Port are correct. Click Next
6. You will be instructed to verify that any agents running on this Windows server are shut down before continuing.
7. Since the GroupWise 7 Monitor can monitor both GroupWise agents and GroupWise Messenger agents, you will be asked which agents to monitor. If you wish to monitor both GroupWise and GroupWise Messenger agents, check both boxes. Click Next.
8. Define the path to any of your GroupWise domain databases. You can use any domain you wish. Choose the domain that the Monitor Agent machine has the easiest access to. Since all of your domains have access to information about all agents in your system, any domain can be used for the Monitor connection. The Monitor Agent will simply query the domain to find IP address, Port and HTTP user and password information for all agents in the system. Click Next.
9. Verify your default language and Click Next
10. You will then be given a summary of the Agent install. Verify that this information is correct and Click Next.

11. When the installation is complete, you may launch the GroupWise Monitor Agent.
12. A shortcut was created for you under the GroupWise Monitor menu.

After the installation, if you changed the location of your GroupWise Monitor Agent files, you must copy your monitor.xml from the old location into this new location in order to preserve your settings. Load your Monitor agent with the GroupWise Monitor shortcut to verify that your Monitor Agent loads properly, and that your previous settings are being honored.

Linux

If you have been reading the earlier chapters in this book, you will find that we are continuing on a familiar theme here! If your GroupWise 7 Monitor Agent was installed on the same Linux server as any other GroupWise Agent, the Monitor Agent software will already have been upgraded by the time you read this chapter. Indeed, if your Monitor Agent was already on this Linux box, you do not even need to do any configuration. However, if you are installing to a new server, here are the quick steps needed to install the Monitor.

1. 1 As root, run the /install script at the root of your SDD.
2. Choose Install Products
3. Choose GroupWise Monitor
4. Choose Install Monitor Agent. The software automatically installs to /opt/novell/groupwise/agents/bin - you will not be prompted for any information at this time.

At this point, the new monitor software has been installed, and you can reload the Monitor Agent. However, if for some reason you need to reconfigure the Monitor agent, follow these steps.

1. Choose Configure Monitor Agent
2. Click Next at the Introduction page, and accept the license.
3. You will be prompted whether to monitor GroupWise Agents, GroupWise Messenger Agents, or both. It is easier to configure the Messenger Agents manually, so just choose GroupWise Agents.
4. Enter the location of a GroupWise Domain that is easily accessible from the Monitor machine. This can be any GroupWise Domain (primary or secondary) in your system.
5. You will be notified that the Monitor Agent has been configured, and you can choose to start the Monitor Agent on startup.

To start the Monitor Agent now, run /etc/init.d/grpwise-ma start

Once the Monitor Agent is loaded, you can check the upgrade by going to the IP address and port where the Monitor Agent is running. For example <http://192.168.100.237:8200>.

Verify that your settings are correct.

Troubleshooting

There are very few things that can go wrong during a Monitor upgrade. The only problems we typically see have to do with the following:

- You neglect to keep a copy of your monitor.xml in case of difficulties.
- You change the location of the Monitor installation files during the installation (either accidentally, or on purpose) and then do not reconfigure the agent to update the startup files for the server.

Installing the Monitor Application Software

Windows Monitor Application Installation

To install the Monitor Application perform the following:

1. Go to the \admin\monitor directory in your SDD, and run setup.exe
2. Proceed to the “GroupWise Monitor: Components” screen and Uncheck the “GroupWise Monitor Agent”. Click Next
3. Indicate the IP address or DNS Name of the server where the Monitor Agent is running (i.e., the server where you installed the Monitor Agent above). Also define the HTTP Port that the Monitor Agent is listening on (the default for the HTTP Port for the Monitor Agent is 8200.) Click Next

NOTE: If you are not sure what HTTP Port the GroupWise Monitor Agent is listening on, do the following. For the Windows agent, go to the GroupWise Monitor Agent screen and select Configuration|HTTP. For the Linux agent, check the monitor.xml file in /opt/novell/groupwise/agents/bin.

4. Choose the web server you intend to use. Also indicate the location to the web server’s root directory. Indicate a drive letter path, not a UNC path. Click Next
5. At the Language screen, choose the default language you would like to use when logging into the GroupWise Monitor Application. Click Next.
6. At the “eDirectory Object Configuration” screen, you are given a choice where to place the Application object. As a general rule, keep the location chosen by the installation software. Many GroupWise sites put their web server in its own tree, so the web server can be in a DMZ. This is perfectly fine. Still though, place the GroupWise Monitor Application eDirectory objects in the same tree as your GroupWise objects. In other words, if the web server is in a different tree than the rest of your GroupWise system, still place the GroupWiseMonitor and the GroupWiseMonitorApplication objects in the tree where the rest of the GroupWise system is. Click Next.

NOTE: The eDirectory objects for the Monitor Application can be placed anywhere that you feel is appropriate in the tree. These objects are NOT technically GroupWise objects. They are a special eDirectory object that allows for a simple user interface to manage the Monitor configuration files. You can technically manage those files manually by editing the individual files. However, since not every GroupWise administrator is a seasoned web/java administrator, these eDirectory objects give you the tools you need to manage the files without really needing an in depth knowledge of the inner workings of the Monitor Application.

7. At the Summary screen, confirm that everything is configured as you would like it to be. Then click Finish to start the installation.
8. During the installation, you may be prompted about shutting down the web server and Java and overwriting newer files. You should choose the affirmative answer for all of these questions.
9. When the installation is complete you will be prompted to launch the Installation Summary and restart the web server. You may not wish to restart the web server at this time. Particularly if this is the same web server that is servicing your WebAccess users and you are planning on upgrading WebAccess next. See the instructions below in Loading The GroupWise Monitor Application for information on how to load the web server and the GroupWise Monitor Application.

Linux Monitor Application Installation

If your older Monitor Application was installed on a server that contained other GroupWise agents, the Monitor Application software will already have been upgraded to GroupWise 2012 by the time you get to this section. However, if you are upgrading GroupWise Monitor on a server that contains no other GroupWise components, here are the quick steps needed to install the Monitor.

1. As root, run the install script in your SDD
2. Choose Install Products
3. Choose GroupWise Monitor
4. Choose Install Monitor Application. The software automatically installs, and you will not be prompted for any information at this time.
5. Now choose Configure Monitor Application.
6. Click Next at the Introduction page, and accept the license.
7. Indicate the IP address or DNS Name of the server where the Monitor Agent is running (i.e., the server where you installed the Monitor Agent above). Also define the HTTP Port that the Monitor Agent is listening on. (The default for the HTTP Port for the Monitor Agent is 8200.) Click Next.

NOTE: If you are not sure what HTTP Port the GroupWise Monitor Agent is listening on, do the following. For the Windows agent, go to the GroupWise Monitor Agent screen and select Configuration|HTTP. For the Linux agent, check the monitor.xml file in /opt/novell/groupwise/agents/bin.

8. The settings shown below are the defaults for Apache and Tomcat. Unless you have customized your Web Server configuration, these should be correct:
 - Apache path: /etc/apache2/conf.d
 - Tomcat path: /srv/www/tomcat5/base/webapps
9. At the LDAP login screen, enter the details for your LDAP server. [Figure 8-2](#) shows how to fill out this information.

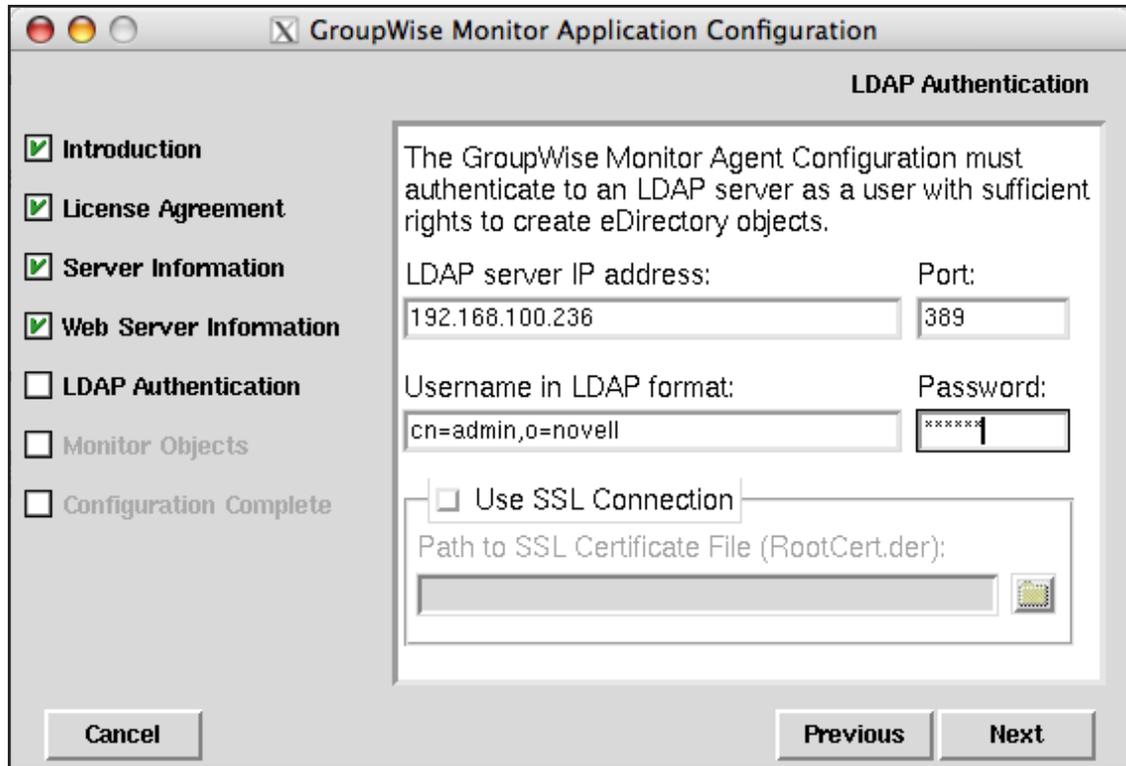


Figure 8-2: LDAP settings

10. Once you have logged into eDirectory through LDAP, you will be asked for the location of your Monitor Application objects. If you choose the same context as your existing objects, you will receive a message informing you that the existing objects will be used. The configuration will be complete, and you will be prompted to restart your web server and Tomcat.
11. You may not wish to restart the web server at this time, particularly if this is the same web server that is servicing your WebAccess users. See the instructions below in Loading The GroupWise Monitor Application for information on how to load the web server and the GroupWise Monitor Application.

Loading The GroupWise Monitor Application

1. Load the web server and the servlet gateway. The instructions for loading the web server or servlet gateway are different based upon the platform you are using. Just like the WebAccess Application, the Monitor Application needs two components in order to work. A Java Servlet Gateway, and a web server. Below are some important tips about loading these components.

TIP: Generally it's a good measure to re-boot the server with the web server on it after the installation. Sometimes the Monitor Application will not seem to behave as it should. When you reboot the web server, generally things work out. Look at the rest of the web server tips for instructions on the steps you may need to take to load the components that support the GroupWise Monitor Application.

Linux

Assuming you are using the default Apache2 and Tomcat5 installations on your Linux server, load the components thusly:

```
/etc/init.d/apache2 start
```

and

```
/etc/init.d/novell-tomcat5 start
```

You can also check status, stop and restart using these scripts.

Microsoft IIS – Web Server

The GroupWise Monitor Application is designed to start when the Microsoft IIS Service and Web Server is started. The Microsoft IIS Web Server is designed to start with the Microsoft Internet Information Server Service is started under Control Panel|Administrative Tools|Services.

Logging Into GroupWise Monitor Application

Just point your browser to

```
https://yourserver.com/gwmon/gwmonitor.
```

For example:

```
https://groupwise.caledonia.net/gwmon/gwmonitor.
```

Once you are ready to continue, just turn to the next chapter in your upgrade plan.

9

Upgrading Your GroupWise Clients

Most sites find that upgrading the GroupWise client is the last thing they do, simply because it seems to be time consuming and requires a lot of pre-planning. And, there are many ways to upgrade the GroupWise client, depending on the size and needs of your organization. Smaller sites will have desktop administrators move from desktop to desktop, installing the new GroupWise client (and many sites use this as an opportunity to do other desktop cleanup that has been pending for awhile). Other sites will want more automated solutions. We will look at a number of ways to get your GroupWise system upgraded quickly and smoothly.

Overview of the Windows Client Upgrade

There are several methods that can be used to upgrade your users to the new GroupWise 2012 Windows client. We'll look at the various methods that Novell provides with GroupWise to upgrade your clients.

- Manual upgrade by launching the **setup.exe** at the desktop, and walking through the installation dialogs.
- Semi-automated upgrade by configuring a **setup.cfg** file for the post office and launching the **setup.exe** at the desktop.
- The Auto-Update method
- SETUPIP
- ZCM Installation to push the client out automatically with Zen.

We'll see how each of these can work for your environment.

The Auto-Update Algorithm

Before we actually get to configuring the post office for the upgrade, we will discuss how the Auto-Update Algorithm affects the upgrade process. GroupWise has a built-in mechanism for notifying the clients that it is time to upgrade. It is called the Auto-Update Algorithm, and it is an integral part of the functionality of the upgrade. The Auto-Update Algorithm is used in conjunction with the GroupWise Software Distribution Directory to allow the client on a Windows workstation to be upgraded automatically and seamlessly. At least that's the theory! In practice, the Auto-Update Algorithm often causes confusion when the SDD is not properly configured or users do not have proper rights to the SDD. Some of the side-effects of the Auto-Update Algorithm are seen when a user logs into a post office and is suddenly told that there is new software available, but that he does not have rights to it. Or if a user logs into a post office other than her own, and is told that there is newer software available, even though she has just updated her computer to the latest and greatest. This all comes about because the post office is giving the GroupWise client some information about what software is available, and the client is then trying to interpret that to determine if it should upgrade.

In simple terms, here's how the Auto-Update Algorithm works.

- Every GroupWise post office must have a Software Distribution Directory defined in ConsoleOne. We find that this is often created with the post office, and then never touched again.
- When a post office is created, it gets a “bump” number associated with it. The Bump Number is controlled by ConsoleOne, and written to the **wpdomain.db** and **wphost.db** for the post office in question.
- Each version of the GroupWise client has a file called **software.inf** that has a “Build” Number in the file. For the shipping version of GroupWise 2012, the Build Number is 4100.
- The **setup.cfg** file is used to define whether or not clients should auto-update their software when all of the conditions of update are met.

All of these components work together to ensure that clients are notified of the update. Here's how this fits together:

1. The administrator places the new software into the client directory of the SDD defined for a particular post office.
2. Next the **setup.cfg** that is contained in the **/client** directory of the SDD is configured to force the auto-update, and this file is copied into the **/client/win32** directory of the SDD. In reality, the default of the **setup.cfg** is to perform the auto-update, so if you wish to prevent auto-update after performing Step 3 following, you should change the AutoUpdate value to Enabled=No and make sure the **setup.cfg** is copied to **<sdd>/client/win32**.
3. The administrator then changes the Bump Number. The administrator cannot choose the Bump Number, only increment it. This is done in the GroupWise view in ConsoleOne, Select **Tools|GroupWise System Operations|Software Directory Management**. Highlight the SDD for your post office that has the new GroupWise 2012 software and select the “Update” button. In the next dialog box that comes up, select the check box next to the words that read “Force auto-update check by GroupWise components”. Click the “OK” button. This increments the Bump Number for the post office by one. As we will explain in a few minutes, if you want your users to upgrade, clicking this button multiple times will not cause problems. However, clicking it just once when you do NOT want to upgrade will cause you some headaches!

The stage is now set to initiate your auto-update. The next time a user logs into the post office, the following exchange will occur.

1. The client on the user's PC will query the POA and ask what the Bump Number is.
2. The client on the user's PC then compares this Bump Number to the registry value in **HKEY_LOCAL_MACHINE\SOFTWARE\Novell\GroupWise\Client\5.0\NewSoftwareBump**. If this number is different (higher or lower), then the client continues on to ask for the Build Number.
3. The Build Number is found in both the **software.inf** file in the SDD, and in the workstation registry. The client looks at this value, and if the new value in the **software.inf** file is higher, the client then continues the update query process.
4. The client then looks in the **setup.cfg**, and if the Auto-Update value is set to “Enabled=Yes”, the client upgrades. Since the default for the Auto-Update is “Enabled=Yes” and occurs even if you do not configure the setup.cfg, if you wish to prevent the Auto-Update from occurring once you associate a GroupWise 2012 SDD to your post office (for example, if you have Windows 2000 users you need to be careful), you must place the setup.cfg file into the **<sdd>/client/win32** directory, and change the Auto-Update Enabled value to **No**.

It is important to note that the workstation must have access to write to the registry in order for the auto-update process to work. If the workstation cannot write the new Bump and Build numbers to the registry, it will not upgrade, and it will not give the user any indication that there is new software.

NOTE: If you want to enable Auto-Update, and at the same time prevent Windows 2000 users from upgrading, you can change the BuildNumber value in **HKEY_LOCAL_MACHINE\SOFTWARE\Novell\GroupWise\Build-Number** to the same value as the **software.inf** file (shipping version this is 4100). Make sure this is in decimal format.

Once you know these key steps, it's easy to see where some of the odd messages users receive about software updates come from. Here are a couple that we see frequently:

- “There is new GroupWise software available; however you can not access it at this time”: This error can occur if the bump number on the post office in question is different than the one in the workstation's registry, and the Build Number is higher, but the user logged into the workstation does not have proper rights to the SDD.
- “There may be new GroupWise software available. However, the auto-update process was unable to access the GroupWise Software directory. Please contact your administrator”: This one is interesting, because it means that the bump number is different on the post office than on the workstation, but the **software.inf** cannot be accessed to verify that the software is actually newer.

Now that we know what the client looks for in order to know to upgrade automatically, let's look to see how we can make this work to our advantage.

NOTE: By the way, if you do not use Novell's methods to distribute the GroupWise client to your users (i.e., you go to individual workstations and install the client, or you use some automation tool like zenworks, you do not really need to keep your SDD up to date. Just make sure that you never go into ConsoleOne to the Software Directory Management and choose to update the software bump just to see what might happen!

Creating a Software Distribution Directory for your Post Office

In this guide, we have done most of our work simply by relying on our “Master SDD”, which is essentially a full copy of the GroupWise 2012 software. For the purposes of your post offices and providing software to your users, you do not need to have a full SDD on the post office server. You simply need to have the files required to install the client.

In order to even create a post office, you must define an SDD for the post office. All of your post offices will have an SDD assigned to them, and for some sites that do not feel a need to have an SDD available to users (for example, those installing with Zenworks or manually), the same SDD may be defined for ALL of the post offices.

As we saw when we upgraded our post office, part of the role of the SDD is to provide new OFVIEWS to the post office directory when the POA is upgraded. If you use the same SDD for all post offices in your system, of course this can't work. That is why when upgrading the post office we always manually copy those OFVIEWS files to the post office directory. It's impossible to know if all sites have their SDDs up-to-date and available, so it's a simple, quick step we take to ensure the success of the upgrade.

If you are unsure about what SDD is defined for your post office, this is easy to see in ConsoleOne. Simply view the properties of your post office and look under the “Post Office Properties” to see what SDD is assigned to this post office. See [Figure 9-1](#).

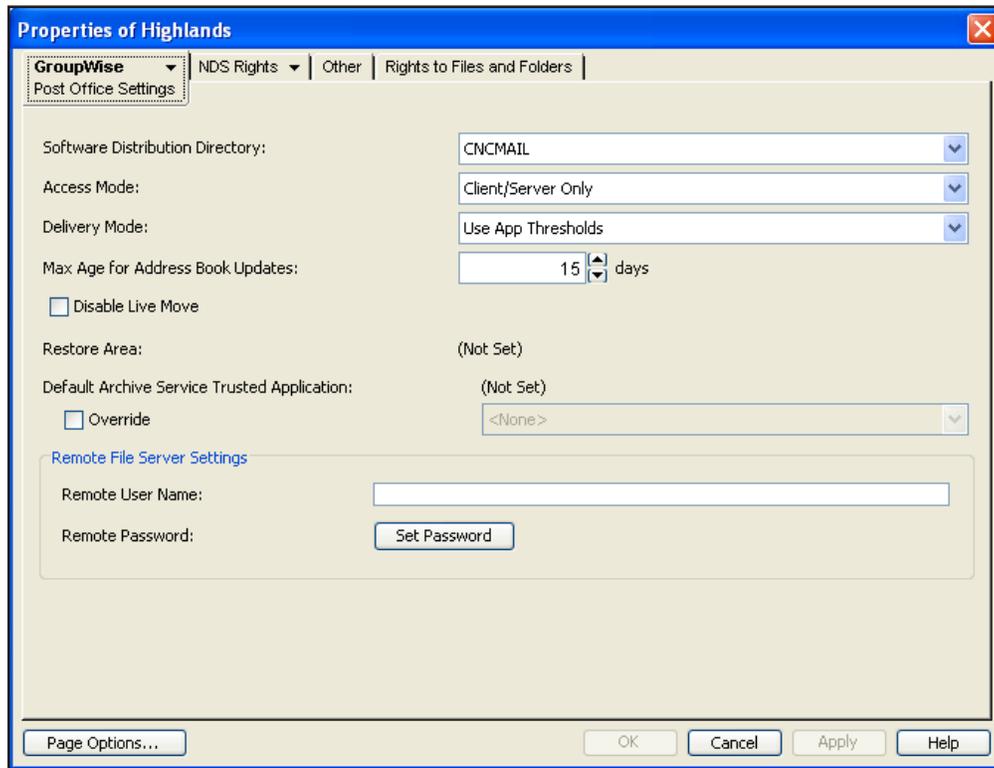


Figure 9-1: The SDD Associated with a Post Office

Of course, in order for an SDD to be used for a client upgrade, it must have the client software available. The GroupWise client is always found in the **sdd\client** directory. If your users are to be able to use the SDD to upgrade their clients, you must grant Read and File Scan rights to the **<sdd>\client** folder and subfolders. Users do not need, and should not have rights to any other location of the SDD. In order to prevent accidental access to other parts of the GroupWise system, we do not recommend that you place your SDD under your post office directory, or any other location where you need to restrict rights from standard users. In order for the GroupWise auto-update procedures to work correctly, the SDD should be in a location also accessible by the POA.

Also in ConsoleOne you can see where this SDD actually exists. Under **Tools|GroupWise System Operations|Software Directory Management** you can see that our CNCMail SDD referenced in [Figure 9-1](#) is located at **\\LOCHEE\VOL1\grpwise** ([Figure 9-2](#))

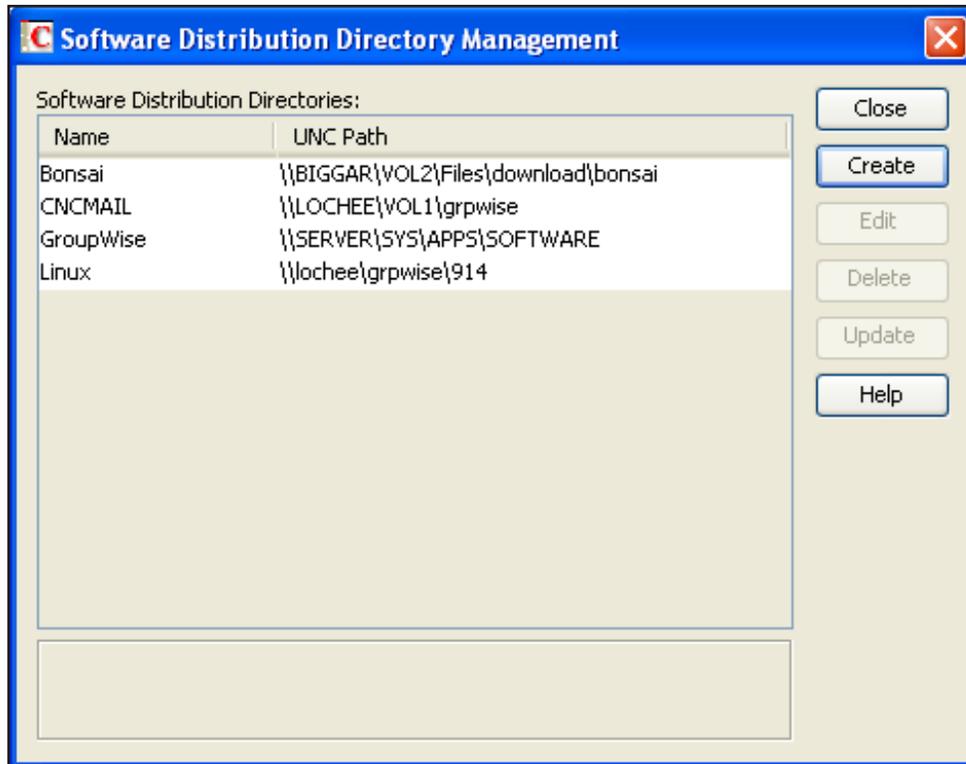


Figure 9-2: Software Directory Management

SETUP.INI

The setup.ini file in the **<sdd>/client/win32** directory is full of interesting settings for the Microsoft Installer. It also has one very important setting that you will want to set if you wish to totally automate your installation. You can disable the language dialog in the installation by verifying that the EnableLangDlg setting is set to No (N).

SOFTWARE.INF

The **software.inf** file simply designates the “development version” of the GroupWise software. For the shipping version of GroupWise 2012 the contents of this file are:

[General]

BuildNumber=4100

Whenever the GroupWise client is installed, the Build Number of the GroupWise client is put into the Windows registry. The **BuildNumber** string value is kept in the following registry location:

HKEY_LOCAL_MACHINE\SOFTWARE\Novell\GroupWise

SETUP.CFG

As we mentioned above, the **setup.cfg** is a very important file in the Auto-Update Algorithm. There is a **setup.cfg** file that ships with GroupWise 2012 in the **<sdd>\client** directory. This is a template file that is used for customizing the GroupWise client installation. This file does not have an effect on the installation of the GroupWise software unless it is copied in to the **<sdd>\client\win32** directory. If the **setup.cfg** resides in this directory, it will be used to set parameters for the client installation. The important settings for the **setup.cfg** file as pertains to the Auto-Update Algorithm are under the [AutoUpdate] section. The “Enabled” value must be set to “Yes” in order for the automatic update to occur. There are a number of other options you can set for the installation through the **setup.cfg** file. Here are some of the more common:

- If you wish to force your users to update the GroupWise client:

[AutoUpdate]

Enabled=Yes

ForceUpdate=Yes

Remember that Windows 2000 workstations should not be allowed to upgrade, so use this option only if you can ensure that your Windows 2000 users can be reverted back to their former client easily.

- If you wish to make the installation automatic for the users so that they are asked no questions and only see the progress and ending of the installation:

ShowDialogs=No

ShowProgress=Yes

ShowFinish=Yes

(Remember to also check the **setup.ini** file for EnableLangDlg=N)

- GroupWise Notify will not be put in the Windows startup folder

Notify=No

- GroupWise Tips will be enabled

[GWTip]

Default=Yes

- GroupWise Document Management integration will not be enabled by default

[Integrations]

=No for all components

- The Language will be English.

[Language]

Default=English

English=Yes

Choosing Your Windows Client Installation Method

Once you have prepared your SDD to deliver software to your users, there are a couple of methods you can use to complete the process. We can do any of the following:

- **Manual installation:** This means the **setup.exe** is launched manually at the desktop. You would then walk through the dialogs for the installation.
- **Semi-Automatic Upgrade:** If you follow the procedures above, this would launch the setup, but honor any settings in the **setup.cfg** (in the **<sdd>/client/win32** directory) and the **setup.ini** files. Thus, you could semi-automate the installation. For this, you could run the **setup.exe** manually, as a Zen startup application, through a login script, or any other way you would want to launch the **setup.exe**.
- **Auto-Update Direct Access:** This method relies on the client being notified through the Bump/Build number combination that there is new GroupWise software, and launches the installation when the client logs into the post office. This method requires that users have direct file access to the SDD.
- **Auto-Update through SETUPIP:** This method allow you to automatically upgrade users who do not have direct access to the SDD.
- **Pushing the Client Upgrade through ZCM:** If you use ZCM to manage applications for your users, you can push down the client through ZCM with no intervention by the user.

Auto-Update through Direct Access

In order to avoid having users prompted to upgrade before we are ready, we will create a new SDD as discussed above and assign it to the post office once we are prepared to kick off the upgrade.

Follow these steps to set up your post office for Auto-Update through the direct access method:

1. Create the directory structure for your new GroupWise 2012 SDD for the post office you are wishing to upgrade. All you need is the /client directory from your master SDD in order to populate this directory. Make sure users have Read and File Scan rights to this directory and its sub-directories.
2. Make the relevant changes to the **setup.cfg** file found in the **<sdd>/client** directory, and save it into the **<sdd>/client/win32** directory.
3. Make sure that the **setup.ini** file reflects your wishes regarding the language dialog.
4. Configure your new **SDD in Tools|GroupWise System Operations|Software Directory Maintenance**. Click Create to define the SDD at the location you created in Step 1 above.
5. Edit the properties of the post office and select the “Post Office Settings” property page from the GroupWise tab.

6. In the Software Distribution Directory field, select the SDD that you created in Step 4 above and then select OK.

The simple act of associating your post office to the new software distribution directory may be enough to trigger the upgrade when users log in. This is dependent on only one factor that we discussed above: the Bump Number. As long as the bump number in this new SDD is different than the bump number in the workstation registry, the upgrade query process will kick off when the user launches GroupWise. If you need to increment the bump number (i.e., the software is not upgrading), follow these steps:

1. In ConsoleOne, connect to the primary domain and under **Tools|GroupWise System Operations** choose **Software Directory Management**.
2. Highlight the new GroupWise 2012 SDD that you recently created and select the “Update” button.
3. In the next dialog box that comes up, select the check box next to the words that read:
“Force auto-update check by GroupWise components.”
4. Click the “OK” button.
5. If needed, repeat tasks 1 through 4 again until users are being prompted to upgrade. Triggering this option multiple times will not affect any users who have already upgraded. If the Build Number is correct for upgraded users, the client will simply ignore the bump number increase.

If you have an easy method to change the registry at your workstations, you can also simply change the value in the **HKEY_LOCAL_MACHINE\SOFTWARE\Novell\GroupWise\Client\5.0\NewSoftwareBump** to “0”. This will ensure that the Bump Number in the registry is different than what is in the wphost.db file, and will restart the upgrade query for all (or a subset if you choose to only change the registry for a group of users) of your workstations.

Upgrading the GroupWise Client with SETUPIP

Using the SETUPIP utility, users can upgrade the GroupWise client without needing direct access to a file server where the GW 8 software is located. These users might not have network accounts, or may have the SDD on a server for which they have no access.

SETUPIP requires a web server to serve up the client files. When you deliver the GroupWise client using SETUPIP, it downloads a compressed version of the GW client from a file called **setupip.fil**. Any additional languages you wish to include will only add 3-5 MB per language to the download. After everything is downloaded, SETUPIP launches the GroupWise client **setup.exe** installation program from the users local hard drive and the installation begins.

The SETUPIP functionality can exist alongside the direct access solution discussed earlier in this chapter. Thus, if a user does have rights to the SDD for the post office, the GroupWise client will run the **setup.exe** from the **<sdd>\client\win32** directory. On the other hand, if a user does not have rights to the SDD, then the **<sdd>\client\win32\setupip.exe** utility will kick in, and the user will upgrade via an IP connection to the POA and a web server.

You do not necessarily have to use SETUPIP in conjunction with your post office software distribution method. Alternatively you can generate a **setupip.exe** and send it to remote users, or put it on a web server for your at-home or mobile users to download.

Configuring Your Web Server

You can use any web server available that allows connections on port 80. Here are the steps to configure your web server.

1. Determine the document root directory for your Web Server. By default on Linux this is **/srv/www/htdocs**
2. Under the document root, create a directory called **gwclient** where you will place your GroupWise files. For example on a Linuxserver the whole path to this directory would be: **/srv/www/htdocs/gwclient**. This directory must match the directory you define in the **writeip.exe** utility which is discussed in detail later on.
3. Create a sub-directory under the gwclient directory called **win32**. For example on Linux the whole path to this directory would be **/srv/www/htdocs/gwclient/win32**
4. In your SDD locate the **admin\utility\setupip** directory.
5. Copy the **setupip.fil** file from the **<sdd>\admin\utility\setupip** directory to the web server's **<document root>\gwclient** directory. This file is the compressed GroupWise client.
6. Copy the proper language file(s) from your **<sdd>\admin\utility\setupip** directory to the web server's **<document root>\gwclient** directory. Language files are named **setupip.xx** where the XX represents the language code. Users can pick what language they want to download if you have more than one language file in the **gwclient** directory. For example if you wish users to be able to install the GroupWise client in German, you would copy the **setupip.de** file to the **gwclient** directory. We will discuss more about these language files when we create the **setupip.exe** file in the next section.
7. In your post office specific SDD, locate the file called **setup.cfg**. This file should be in the **client\win32** directory as we defined in Step 2 of the [“Auto-Update through Direct Access”](#) section above.
8. Copy the **setup.cfg** file to the web server's **<document root>\gwclient\win32** directory.
9. Copy the **setup.ini** from your **<sdd>\client\win32** directory to your web server's **<document root>\gwclient\win32** directory.

Now that you've configured your web server, we can create the **setupip.exe** that will control the installation of the GroupWise client through the web server. The next section entitled Configure and generate the setupip.exe executable will explain this process.

Configure and Generate the setupip.exe Executable

The **setupip.exe** file is used to download and launch the GroupWise client installation over an IP connection to a web server. When executed, the **setupip.exe** file downloads the compressed GroupWise client and then launches the **setup.exe** file. It contains the location (URL) to your web server(s) where you have hosted the GroupWise client as explained previously. To generate your **setupip.exe** follow these steps.

1. From your Master SDD, run the utility called **writeip.exe** in the **\admin\utility\setupip** directory.
2. In the WRITEIP utility fill in the DNS name or IP address of the web server with the appropriate location to the GroupWise client directory on the web server. Based on the previous section this would be **http://<your server IP or DNS name>/gwclient**

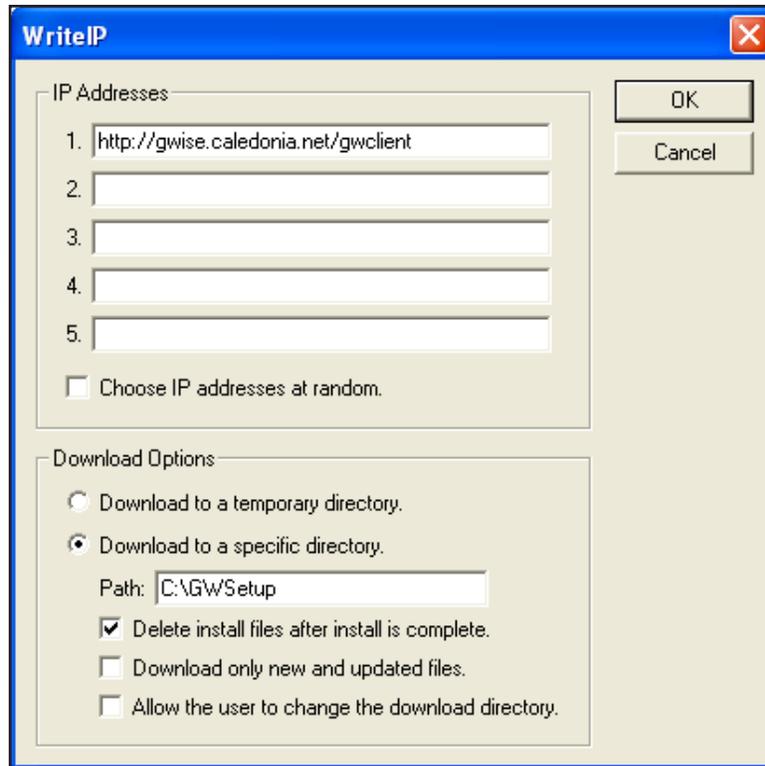


Figure 9-3: The Write IP interface

NOTE: You cannot download the GroupWise client via an SSL connection. So you cannot use the syntax `https://` for your download location.

NOTE: You can define multiple web servers for the GroupWise client download. This allows the client to be downloaded from randomly from the sites you define if you check this option. Otherwise, if the first web server is down, the client will be downloaded from the next web server on the list. If you are providing SETUPIP functionality for users both on your network and across the Internet, you might want to provide URLs with both private and public IP addresses to the same web server location.

3. After filling in the information in the WRITEIP utility select the OK button, which will generate a new executable in the **admin\utility\setupip** directory called **setupip.exe**.
4. Copy the **setupip.exe** file to the into the **client\win32** directory of the SDD for the post office for which you are configuring SETUPIP. If the user does not have access to the post office's SDD, the Post Office Agent will send this file to the user, and the installation will be launched. On the other hand, if the user does have rights the install is simply started directly from the SDD rather than through **setupip.exe**.

NOTE: If your users need to use an http proxy to reach your SETUPIP web server, you can add the proxy information to the URL while running writeip.exe. Place the proxy information and port on the URL with the syntax of `http://<server>;proxy:port`. For example if my proxy server was known as HTTPProxy.cnc.com and worked on port 8080 my URL would be `http://mail.cnc.com;HTTPProxy.cnc.com:8080`

Troubleshooting SETUPIP

The SETUPIP utility makes a file called **setupip.err** in the Windows program directory. The Windows program directory is usually **c:\windows**. If you experience problems with SETUPIP, look at this file for some clues.

Upgrading Mobile Users with SETUPIP

If you have users who access GroupWise outside of your network with Remote or Caching Mode, they may never get the notification to upgrade. For those users you can simply email the setupip.exe file that you generated above. While the user is connected to the Internet, he can simply launch the setupip.exe attachment (save it to a temporary location first) and the **setupip.fil** file will be downloaded and the upgrade can commence. You can also put the setupip.exe file on a web server for download,

NOTE: The setupip.exe utility can be used to install the GroupWise client on a computer that has never had GroupWise installed before. SETUPIP is not just an upgrade utility. Simply deliver the setupip.exe to the user by whatever means available, and when the user launches the program it will install GroupWise.

Upgrading Users with ZCM

The following information is applicable to ZCM 11, SP1. If you have earlier versions of ZCM, these instructions may not work in your environment. We will not cover any other ZCM versions for this guide. Also, we will not cover every permutation of ZCM that you might need for installing GroupWise. If you are using ZCM, we assume you are familiar with the ZCC dialogs, and that you know how to assign your own relationships and requirements to your application bundles. The steps below are only intended to show the part of the ZCM setup that is specific to the GroupWise 2012 client installation.

The first thing that we do when preparing the GroupWise client for ZCM is to generate the GroupWise MST file required for the installation. This is done by using the **gwtuner.exe** file that is supplied with GroupWise 2012. The **gwtuner.exe** file is found in your SDD under **/admin/utility/tools**.

1. Run the **gwtuner.exe** file. You will see the information in [Figure 9-4](#).

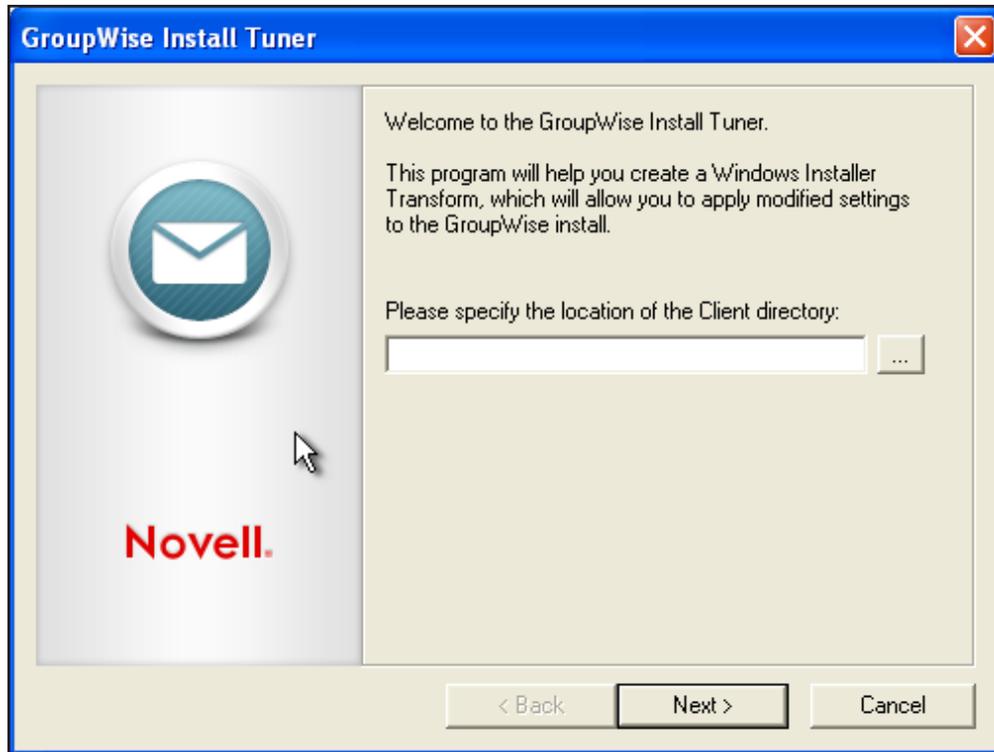


Figure 9-4: The GWTuner Client Directory Window

2. At this screen, enter the location of your client directory in your SDD. For example **f:\gw12soft\client**.
3. The next screen shows the options for the installation. For our purposes, we wish to have ZCM control the client entirely, so we will go over the options here. In order to allow ZCM to control these options, we are unchecking most of the boxes in the dialog:
 - **Install path:** Enter your installation path. The default is shown in the figure below.
 - **Program folder:** This is the name of the Program folder, should you choose to create one (as you will see later, we will not be creating a program folder during our setup).
 - **Add GroupWise to the Desktop:** If you choose, you can add a GroupWise icon to the desktop during installation. For our purposes this is unchecked.
 - **Add GroupWise to the Quick Launch:** We can also add an icon to the Quick Launch. We are leaving this unchecked.
 - **Add Notify to the Startup folder:** We wish to control this with ZCM, so we are leaving this unchecked.
 - **Install Internet Browser Mail Integration:** This adds “mail to” functionality to your browsers to launch GroupWise when a “mail to” link is clicked.
 - **Add icons to the Start Menu:** If we leave this checked, the Program folder listed above will be created for the Start Menu.

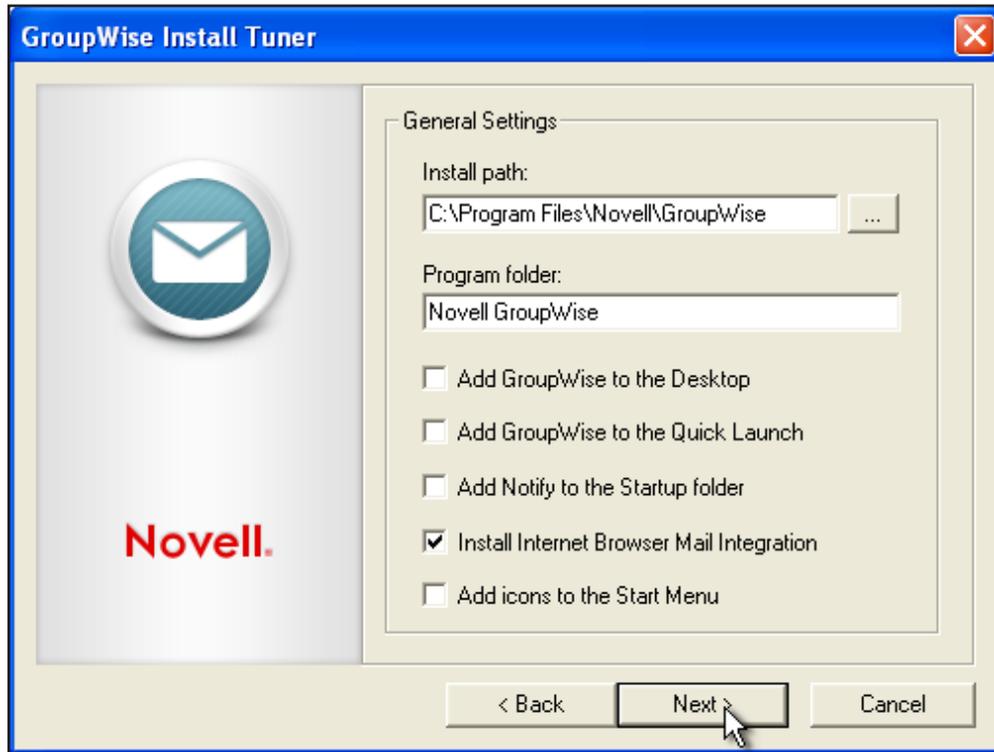


Figure 9-5: The GWTuner General Settings

4. The next screen will allow you to choose the languages you wish to install. You can, of course, choose as many languages here as you require. If you choose more than one language, the next screen will prompt you for the default language for the installation.
5. The next screen shows software integrations. Any application on the installation computer that is available to be integrated with GroupWise Document Management will be listed here, and they will all be checked. If you are NOT using GroupWise Document Management, please uncheck all of these to avoid helpdesk calls after the fact. These integrations are only used with GroupWise Document Management, and do not, for example, have anything to do with “send to” functionality from within an application.
6. When you click Finish, your **groupwise.mst** file will be created in the **win32** directory under the client directory you specified in Step 2 above. In our case, this is **f:\gw12soft\client\win32\groupwise.mst**.

Now that our groupwise.mst file has been created, we can configure the ZCM routine to deliver this client to the workstation. Novell has made some modifications to the GroupWise and ZCM settings that allow this to happen with much less work than in past versions. As we saw in the [“Upgrading the GroupWise Client with SETUPIP”](#) section above, the GroupWise client for SETUPIP is packaged in a file called setupip.fil that contains the complete GroupWise client for distribution. This is found in your SDD under /admin/utility/setupip. ZCM will be able to use this file, and a few other files to manage the GroupWise installation, rather than thousands of individual files as in the past. The only files we will need for our ZCM repository are setupip.fil, extract.bat and the language files we chose in the GroupWise Install Tuner. So, if we had chosen English and German as our languages to install above, we would need to also have setupip.en and setupip.de for our bundle. We will walk through those steps now.

1. Launch your Zenworks Control Center in your browser, and choose Bundles.
2. Create a new bundle by clicking on “New” and then choosing “Bundle” and then indicating it is a Windows Bundle and click Next.

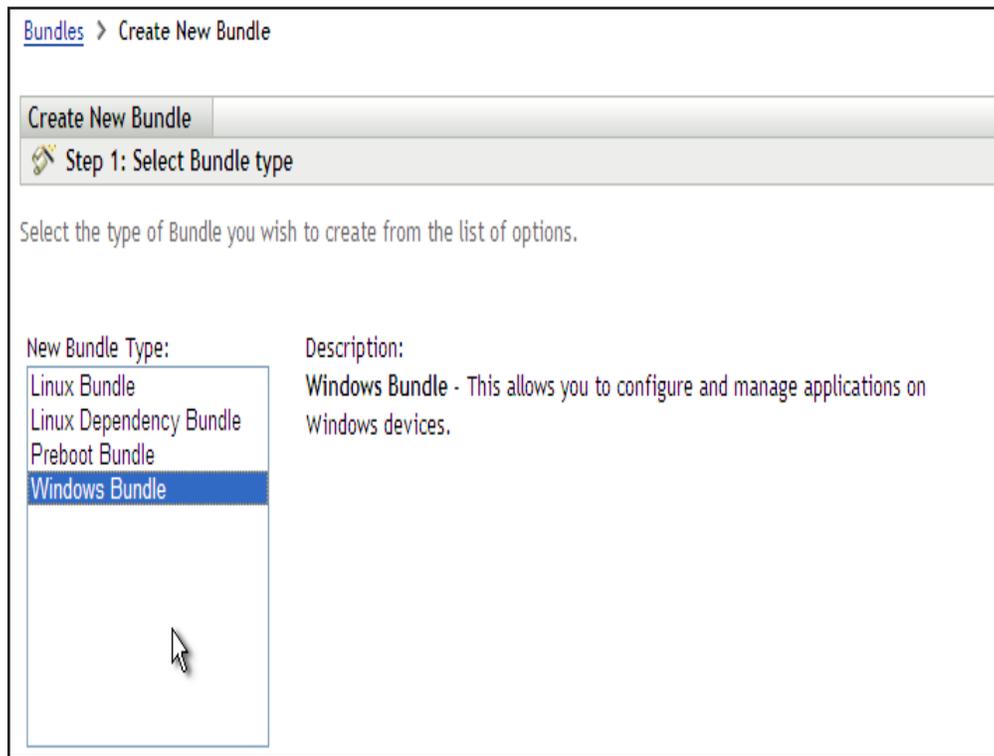


Figure 9-6: Creating a new ZCM Windows Bundle

3. Create this as an empty bundle so that we can configure the actions as necessary.
4. On the next screen we will need to fill in a number of values:
 - **Bundle Name:** Give your bundle a name such as “**GW2012**”
 - **Folder:** The default is **/Bundles**.
 - **Icon:** GroupWise 2012 has specified an icon for this use. Browse to your **SDD/client/win32** directory and choose **grpwise12.ico** as your icon file.
 - **Description:** Enter your description for GroupWise 2012 here.
5. On the next screen ZCM 11 will allow you to create your bundle as a “Sandbox” version if you choose to do so until you are ready to publish the bundle for installation. Leave “Define Additional Properties” checked here so that we can further customize the application.

Next we will create some installation actions for our bundle.

1. Click on the Install tab to create some new actions.
2. Choose “Install File(s)” as the action. In this action we are essentially having ZCM put the installation files in a temporary location on the workstation so that the extract.bat can perform the installation. Name this action something that will make sense to you. For example “Install files to temporary installation folder”.
3. Click on Add to get to the Select Files dialog, and click Add again to find the files. As we mentioned above, we need to go to the **SDD/admin/utility/setupip** folder and select the **extract.bat**, **setupip.fil**, and our language files (in our example, **setupip.en** and **setupip.de**). Click “Open” to include these files in the Select Files dialog.

4. The **setupip.fil** file is already a compressed file, so it not necessary to compress these files further. Thus, check the box that says “do not compress or encrypt uploaded content”.
5. When you click Okay, you will see a confirmation screen to show you the files that will be uploaded to your repository.
6. Once the files are uploaded, you will be returned to the Select Files dialog. Now you will need to specify where these files should be placed on the local machine. Remember this is a temporary installation directory, so you can choose any location you like. An example would be **c:\gwclient**. Select Okay.

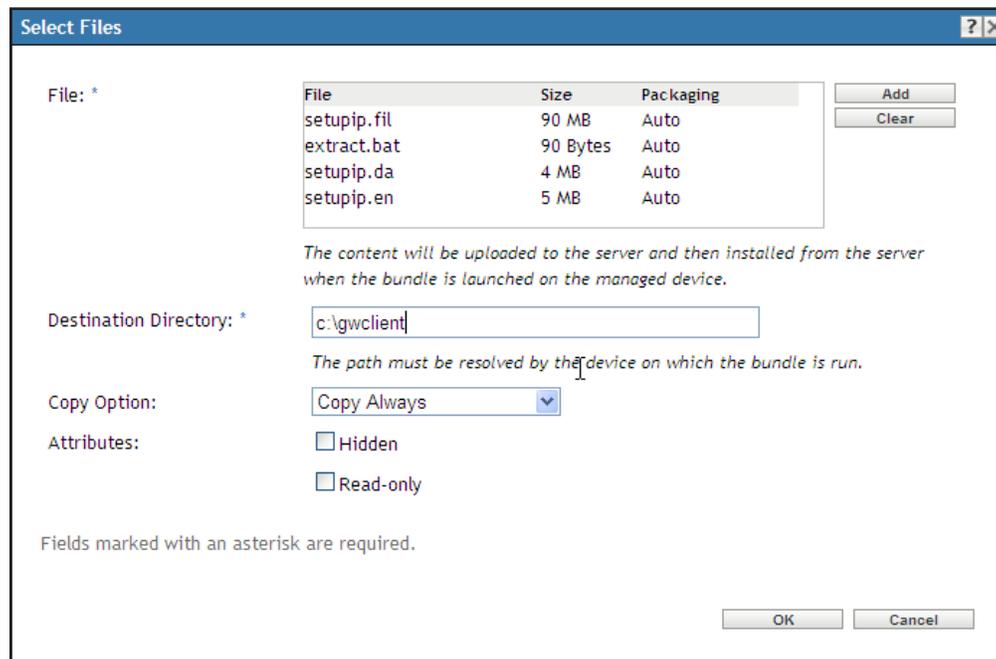


Figure 9-7: The completed Select Files dialog

7. At the next screen, you can select to run this installation as a secure system user to avoid any rights problems during the copy. Select okay to save this action.

The next action we need to create is one to extract the files from the **setupip.fil** file for GroupWise.

1. Back on the Install Tab, click Add to create a new action, and choose Run Script as the action.
2. In our first action, we copied **extract.bat** to **c:\gwclient**, so we can enter **c:\gwclient\extract.bat** as the Script File Name. The **extract.bat** file will then extract all of the files under this directory into **c:\gwclient\win32**. This is important for our final installation step.
3. Click the radio button next to “When Action is Complete” for the wait parameter for this script.

Figure 9-8: Creating the Run Script Command

4. Before you leave this screen, you should give the Action Name a more specific name, such as “Run Script to extract GW2012 files”.
5. Click on the Advance tab and choose to run the script as dynamic administrator to avoid problems during the extraction.
6. Click OK and you will now see two actions in your Install tab.

The next step is to copy the MST file that we created with the GroupWise Install Tuner to the local temporary installation directory. The following steps will do this:

1. Click Add again to create a new action. Choose “Install File(s)”, and give the action a name that designates that you wish to “Copy groupwise.mst to local directory”.
2. Click Add to show the Select Files screen, and click Add again to show the add dialog.
3. Browse to your **SDD/client/win32** directory and choose the groupwise.mst file that we created above. Click OK. The file will be uploaded to the ZCM repository.
4. Next you will be asked where this file should be copied. The extract.bat process created **c:\gwclient\win32** (if you used **c:\gwclient** as your temp directory). This is where the groupwise.mst file must reside.
5. Leave the copy option as Copy Always.
6. Change to the Requirements tab and run the process as Dynamic Administrator.

Our final action will be to actually install GroupWise using the groupwise.mst file.

1. Again, at the Install Tab, add a new action of “Launch Executable”. Name this Action “Launch install.bat for GroupWise 2012”.
2. The command name in our case will be **c:\gwclient\win32\install.bat**.
3. For command line parameters you can choose:

- /unattended - this will show the typical GroupWise progress statuses for the installation
 - /silent - the user will not see anything while GroupWise installs
4. Click on Add under Environment Variables and add the following:
 - **Name:** GW_INST_TRANSFORM_FILE
 - **Value:** groupwise.mst - note that this assumes the same folder as the install.bat file, which in our case is correct.

Click Ok.

5. Click on Add under Environment Variables for a second variable to update existing GroupWise installations to match our current installation msi:
 - **Name:** GW_INST_REMOVE_MSI
 - **Value:** True

Click OK

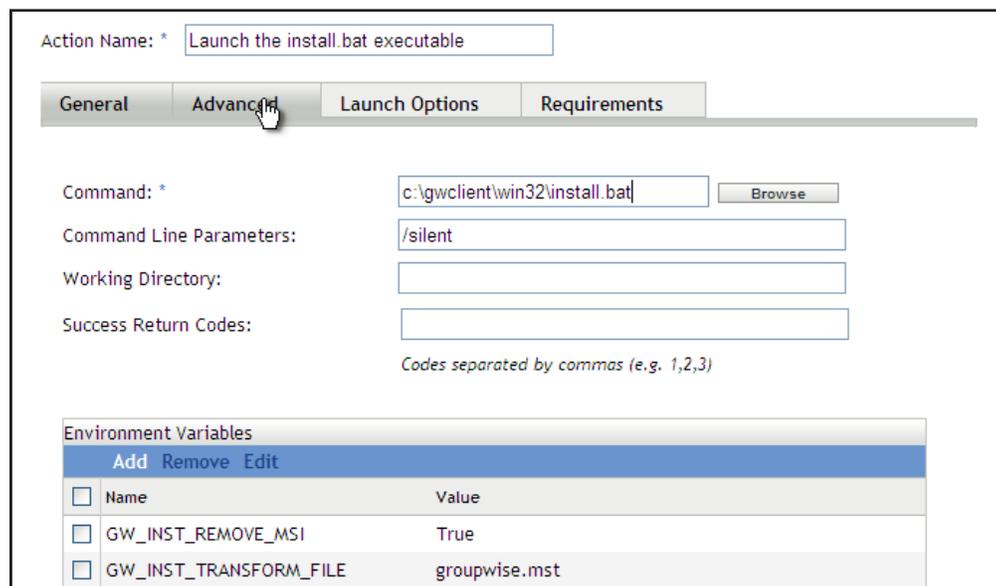


Figure 9-9: Our action for running install.bat

6. Next click on the Advanced tab and select “When action is complete” for the wait time. Also choose to run as dynamic administrator. Click OK.

Next we will create a launch action for the GroupWise 2012 bundle.

1. Click on the Launch Tab, then click on the Add button and choose “Launch Executable” as the type.
2. For the command, you will have “**c:\program files\novell\groupwise\grpwise.exe**” (assuming you installed in **c:\program files**).
3. For command line parameters you can choose any parameters you typically use.
4. Click on the Advance Tab. Since this is for the launch of the client, you should choose “no wait” and “Run as logged in user”. Click OK.
5. Apply your changes.

Back at the script parameters for the installation, we had the choice of running the installation in “unattended” or “silent” mode. If you chose silent, you might wish to allow ZCM to control the dialog that users see. To do so, go back to the Summary page of your new bundle, and scroll down until you see “Show Bundle Activity”. If you change this to “Yes”, ZCM will provide the status information to the user as the application installs.

Next, change the “Displayed Version” at the top of the Summary from Sandbox to Published. To do so, click on the “Publish” button, publish as a new version.

To complete your installation, add your relationships, requirements, icon choices and schedule.

Adding Grace Logins Before a Forced Upgrade

You may want to allow your users some “Grace Logins” before they must upgrade their GroupWise client. This allows users the flexibility to install the GroupWise client at a time that may be more convenient for them.

In order to do this, edit the **setup.cfg** in the SDD assigned to the post office. Place a value in the **GraceLoginCount=** argument. For example, if you wanted the user to have five grace logins before upgrading, then the setting would look as follows:

```
GraceLoginCount=5
```

The **GraceLoginCount=** argument when combined with the **ForceUpdate=Yes** causes the GroupWise client installation to allow for Grace Logins before users are forced to upgrade.

Upgrading the Linux Cross-Platform Client

There is no upgraded GroupWise Linux client for GroupWise 2012. The GroupWise 8 client is available for you in your GroupWise 2012 media. If you need to install the GroupWise Linux client, follow these instructions.

- As root, run the **install** script from the **\client\linux** directory of the GroupWise Linux installation CD.
- Install the RPM manually from the **\client\linux** directory of the GroupWise Linux installation CD. You can install the RPM as follows:

```
rpm -Uvh novell-groupwise-gwclient-8.0.0-84910.i586.rpm
```

```
SuSEconfig
```

Of course, the actual version of the RPM will change over time. The name of the RPM above is simply the shipping version.

Upgrading the MAC Cross-Platform Client

There is no upgraded GroupWise Mac client for GroupWise 2012. The GroupWise 8 client is available for you in your GroupWise 2012 media. If you need to install the GroupWise Mac client, deploy the **groupwise.dmg** file to your Mac users.

Auditing the GroupWise Client Upgrade

The GroupWise 2012 POA has a feature that can give you a quick look at who has upgraded to GroupWise 2012. In order to see this feature your GroupWise 2012 POA should support HTTP monitoring and your post office must have enabled the setting for tracking a minimum client version. You can either enable HTTP monitoring in ConsoleOne or in the startup file of the POA. The advantage of using Console One to apply these settings is that the POA will pick up the settings dynamically, and you will not need to restart the post office agent.

The minimum client version settings will highlight in red the version number or release date of the GroupWise client for any user who is using a client older than the version or date you indicate.

Below is how you can enable these settings through Console One:

1. Go to the properties of the Post Office object in Console One
2. Select Client Access Settings under the GroupWise tabs drop down list
3. Enter the version you would like for your Minimum Client Release Version (12.0 would represent the GroupWise 2012 client).
4. Make sure you do not check the box next to the Minimum Client Release or only your GroupWise 2012 users will be able to log in.
5. Click Apply, then OK to exit.

NOTE: If you check the check box to Lock Out Older GroupWise Clients then users will get a message before even entering their GroupWise password that states "The version of GroupWise you are using is older than the minimum version allowed by the system administrator." You need to be careful about enabling the lock out function, as the user will not even be given the opportunity to update their client if you select this option. You may be better off using the grace login option in the SETUP.CFG file to give the user X number of grace logins before they are able to login without updating.

After enabling these settings you can monitor the client versions from your browser. Go to the POA's http port in this manner from your browser:

<http://192.168.100.238:7181>

NOTE: If you are not sure what HTTP port your POA is using, you can hit the C/S port (1677) and it will redirect you to the HTTP Port.

You may be prompted for the User Name and Password for the POA HTTP Monitor. Once you have loaded the Web monitor for the POA, click on the C/S Users link. From here you can view the version of GroupWise client that your various users are using. Any user that is using an older GroupWise client than you specified will show up in red. Any user that is using at least the GroupWise client version you have specified will show up in blue.

Configuration Settings of Note

Here are a few things that you might be interested in as you upgrade the clients:

Sent Items Folder Issues:

- **Renamed Sent Items Folder:** The first time a former GroupWise 6.0 and earlier user logs into the GroupWise 2012 post office, the POA will convert the Sent Items folder into a new system level folder, rather than the former *search* folder that was the Sent Items folder in earlier versions. This will generally be transparent to the users. However, if the user has in the past deleted the Sent Items search folder and then recreated it, the user may find that there is now both a Sent Items folder, and an “Old Sent Items” folder just above the Sent Items folder. The “Old Sent Items” is also a search folder, and can be deleted without removing any messages.
- **No Sent Items In a GroupWise 5.5x or 6.0x Client:** If as in the above case, the new Sent Items folder is created, but your users continue to access GroupWise with an older 5.5x or 6.0x client, it will not recognize the new Sent Items folder, and will not appear to have a Sent Items folder at all. You can recreate the Sent Items query folder if necessary. Of course it’s better to just upgrade the client if possible!

GroupWise 2012 Home View

In GroupWise 7, Novell introduced the new Home View. The first time a new GroupWise 2012 user clicks on the Home folder, he will see a “Welcome” screen that explains the home view usage. However, if your upgrade is from GroupWise 7 or GroupWise 8, the user has already been confronted with this welcome screen before, and if the “Do not show this screen again” box has been checked, it will not appear when opening the Home View with the GroupWise 2012 client. This is a registry setting found here:

HKEY_CURRENT_USER\Software\Novell\GroupWise\Client\Setup>Show Home Folder Help

Change this key entry to “1” (for yes) and the Home View Welcome will reappear.

Hopefully this chapter will get you on your way to finishing up your GroupWise upgrade. Good luck!