VERSION 5.5

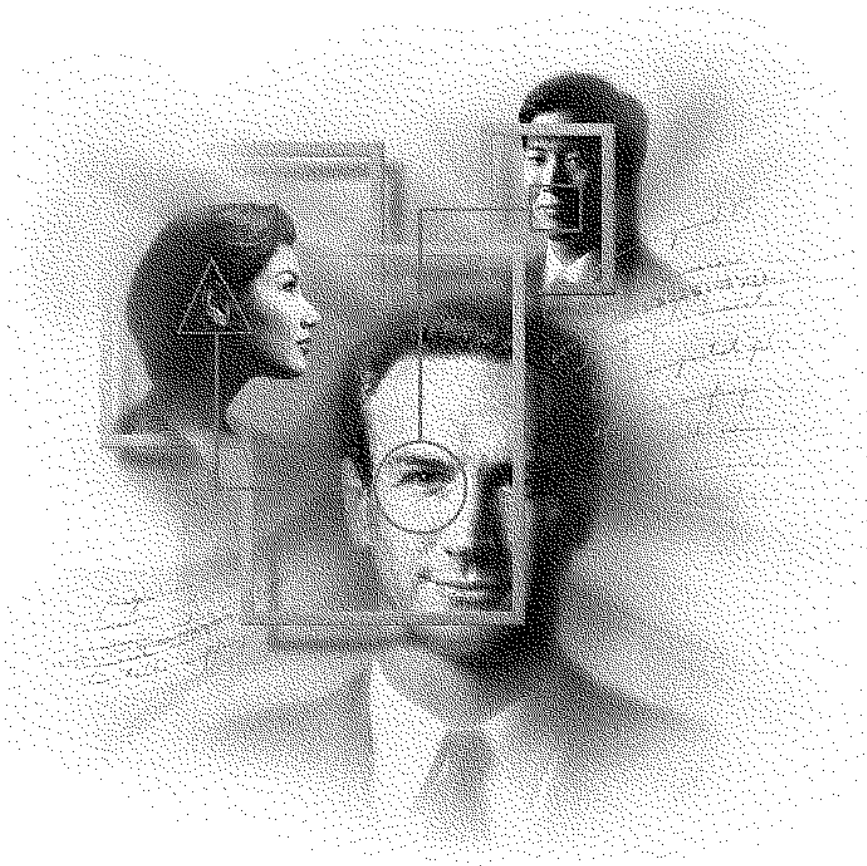**Getting Ready for GroupWise 5.5**

GroupWise®

GATHER, ACCESS, AND COMMUNICATE INFORMATION

Novell®

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Online Documentation: To access the online documentation for this and other Novell products, and to get updates, see www.novell.com/documentation.

Contents

Getting Ready for GroupWise 5.5

Prior to the release of GroupWise® 5.5, several beta sites installed GroupWise 5.5 in their production systems. The main lesson learned from the experiences of these beta sites is that careful planning and preparation significantly increases the likelihood of a successful installation, whether you are installing a new GroupWise system, migrating an existing GroupWise 4.1 system to GroupWise 5.5, or updating an existing GroupWise 5.*x* system to GroupWise 5.5. In light of these experiences, we strongly suggest that you plan and prepare by doing the following:

1. Thoroughly study the *Installation* guide, *Migration* guide, or *System Update* guide. These guides provide detailed instructions about how to properly install a new system, migrate a GroupWise 4.1 system, or update a GroupWise 5.*x* system.

2. If you are using GroupWise WebAccess or GroupWise Internet Agent, or plan to use these products, study the *GroupWise WebAccess* guide or *GroupWise Internet Agent* guide. GroupWise WebAccess enables users to access their mailboxes from their Web browser. GroupWise Internet Agent enables you to send and receive e-mail across the Internet.

3. After you've studied the *Installation*, *Migration*, *System Update*, *GroupWise WebAccess*, or *GroupWise Internet Agent* guide, review the information in this guide. This guide contains information gathered from the experiences of the beta sites and includes the following sections:

1 Installing, Migrating, and Updating

As you plan and perform your installation, migration, or update, you need to be aware of the information presented in the following sections:

Network Preparation

Proper network preparation is very important to the successful rollout of GroupWise®. The following sections provide information to help you make sure your network environment is ready to support the GroupWise software.

Server Hardware

Verify that your current network server hardware meets the minimum requirements to run the GroupWise 5.5 Message Transfer Agent and

GroupWise 5.5 Post Office Agent. For information, see "MTA System Requirements" in "Planning to Install the MTA" in the *Agent Setup* guide and "POA System Requirements" in "Planning to Install the POA" in the *Agent Setup* guide.

Server Software

Depending on the version of your network operating system, you may need to update some of your server software. If you are doing a new GroupWise installation, see "Preparing for Installation" in the *Installation* guide. If you are migrating from GroupWise 4.1, see "Preparing for Installation and Migration" in "Migrating a GroupWise 4.1 System to a New GroupWise 5.5 System" in the *Migration* guide. If you are updating from GroupWise 5, 5.1, or 5.2, see "Preparing Your GroupWise System" in the *System Update* guide.

Server File System

Prepare your network server file system by doing the following:

- Purge the volumes where the GroupWise post office directories will reside. In addition, purge any SYS volumes on which you plan to install the GroupWise NLM™ agents. If possible, do not use the SYS volume for the post office directories. For additional information, see TID 1005436 (http://support.novell.com/cgi-bin/search/tidfinder.cgi?1005436).

- If you are using suballocation on the servers where the post office directories will reside, make sure the used disk space never exceeds 80 to 90 percent of the total disk space and never gets below 1000 free blocks. If the server volume does not currently meet these requirements, free up disk space. For additional information, see TID 1005436 (http://support.novell.com/cgi-bin/search/tidfinder.cgi?1005436).

- Run VREPAIR against the server volume where the post office directories will reside. This is not required, but is recommended.

NDS

Prepare NDS® by doing the following:

- Make sure the NDS databases are clean, synchronized, and stable.

- Back up the master replicas for each partition. To do so, run DSREPAIR at the server that contains the master replica. Choose Advanced Options > Create a Database Dump File. This will create a DSREPAIR.DIB file.

You cannot use this file to restore a system. However, Novell Technical Services℠ can use it to help restore your NDS databases if necessary.

Existing GroupWise System

If you are updating or migrating to GroupWise 5.5, prepare your GroupWise system by doing the following:

- Perform a top-down rebuild of the system. For information about rebuilding a GroupWise 5.*x* system, see TID 10007365 (http://support.novell.com/cgi-bin/search/tidfinder.cgi?10007365). For information about rebuilding a GroupWise 4.1 system, see TID 2934760 (http://support.novell.com/cgi-bin/search/tidfinder.cgi?2934760).

- Back up the GroupWise databases and message directories. In the domain directory, back up the domain database (WPDOMAIN.DB) and the WPGATE subdirectory (if you have installed gateways to the directory). In the post office directories, back up the post office database (WPHOST.DB) and the OFMSG, OFUSER, DMSH, and OFFILES subdirectories. Most of the GroupWise databases and files will be opened and locked. Make sure you use a backup utility that can back up open files. GroupWise provides two utilities, DBCOPY.EXE and GWBACKUP.EXE, that you can use to back up GroupWise files. For information about these utilities, see "Backing Up GroupWise Databases" in "Databases" in the *Maintenance* guide.

NetWare Administrator Path

When you run the GroupWise Installation program, you will be asked to specify the location of your NetWare® Administrator files. The GroupWise Administrator DLLs will be installed to this location so you can run NetWare Administrator to administer GroupWise. When you specify the path to NetWare Administrator, make sure you specify a path to the root of the SYS volume, not to the SYS:\PUBLIC volume. Specifying a path to the SYS:\PUBLIC volume will result in the following warning: "No Public directory on drive <*x*>:".

Software Distribution Directory

As you install the GroupWise software, you will be asked to make choices about the GroupWise software distribution directory. You will want to consider the following:

- If you choose to mount the GroupWise CD as a server volume and use it as the software distribution directory, make sure you first mount the CD as a server volume and then start the GroupWise Installation program from the mounted volume. If you don't do this, you may encounter problems, including 1) during installation, not being able to properly copy the GroupWise client views to the post office directories; 2) during a migration, not being able to specify a path to the software distribution directory; and 3) during an update, not being able to access the GroupWise documentation.

- If you choose to create a software distribution directory on a file server volume, the verification and copying of files may appear to stop at approximately 92 or 93 percent completion. The Installation program does not have a problem; it is simply working hard to copy the many GroupWise 5.5 documentation files (HTML and GIF files) to the software distribution directory. To access the documentation when installation is complete, double click the GroupWise Administration Guides icon that is created on the Start Programs NetWare Tools menu. Or, open the GWADMIN.HTM file in the *x:*\DOCS*language*\ADMIN directory, where *x:* is the path to the software distribution directory and *language* is the language you installed.

- If you are updating from a previous version of GroupWise 5.*x*, you should be aware that the default installation path for the software distribution directory has changed from *x*:\SOFTWARE to *x*:\GRPWISE\SOFTWARE. If you use this new default when you update your software, you'll be creating a new software distribution directory, which means you'll need to use NetWare Administrator to select the new software distribution directory for each post office. This is done through the post office object's Information page. For complete information about how to best manage your software distribution directories as you update, see "Understanding the Update Process and Issues" in the *System Update* guide.

Agent Installation and Configuration

At some point during your installation, migration, or update process, you will install and configure the GroupWise agents. Please be aware of the issues listed below.

Installation, Migration, or Update: If you are installing the NLM agents to a server that is not using the latest version of the CLIB NLM, you will receive a message instructing you to update to CLIB version N or greater. A copy of LIBUPH.EXE, which contains CLIB version N, is located on the GroupWise 5.5 CD in the ADMIN\AGENTS\CLIB directory.

Update: Before you install the GroupWise 5.5 agents, shut down your GroupWise 5.*x* agents.

Update: A domain or post office is updated to version 5.5 by running the GroupWise 5.5 MTA or POA against the domain or post office. You should not start the GroupWise 5.5 MTA or POA against a domain or post office until you want the domain or post office updated.

Update: If your update strategy requires you to run both your old GroupWise NLM agents and the GroupWise 5.5 NLM agents on the same server, you need to move your old NLM agents to a different directory before installing the GroupWise 5.5 NLM agents. The GroupWise Agent Installation program requires you to install the NLM agents to the SYS:\SYSTEM directory, which means that your old agent files will be overwritten if they are not moved. For information about moving your NLM agents, see "Preparing Your GroupWise System" in the *System Update* guide.

Update: In your current GroupWise 5.*x* system, if you redirected the MTA's message log database to a directory other than the default directory, when you start the GroupWise 5.5 MTA you may receive the following error: "MLG Error: 0xC00B - MTA State Record." Rename the message log database (MTA_LOG.DB) and the MTA will start properly.

Migration From GroupWise 4.1

If you are migrating from GroupWise 4.1, please review the following TIDs:

- 2941090 (http://support.novell.com/cgi-bin/search/tidfinder.cgi?2941090) Part 1: GW 4.1 to 5.5 Migration - High Level

- 2941154 (http://support.novell.com/cgi-bin/search/tidfinder.cgi?2941154) Part 2: GW 5.5 Install Companion Guide

- 2941160 (http://support.novell.com/cgi-bin/search/tidfinder.cgi?2941160) Part 3: GW 4.1 to 5.5 Domain Migration
- 2941205 (http://support.novell.com/cgi-bin/search/tidfinder.cgi?2941205) Part 4: Associating GW Objects with NDS
- 2941216 (http://support.novell.com/cgi-bin/search/tidfinder.cgi?2941216) Part 5: High Level - Post Office Migration
- 2941232 (http://support.novell.com/cgi-bin/search/tidfinder.cgi?2941232) Part 6: Hands-On Post Office Migration
- 2941245 (http://support.novell.com/cgi-bin/search/tidfinder.cgi?2941245) Part 7: GroupWise Client Upgrade

Internet Addressing

GroupWise 5.5 supports native Internet-style addressing (*user@internet_domain_name*) in addition to the standard GroupWise-style addressing (*userID.post_office.domain*). For information about setting up Internet-style addressing, see the *Internet Addressing* guide.

2 Deploying the GroupWise 5.5 Client

Before you deploy the GroupWise® 5.5 client, you should review the information presented in the following sections:

GroupWise 5.5 Client Requirements

The recommended requirements for running the GroupWise 5.5 client on a Windows* 95/98/NT workstation are:

- Windows 95, Windows 98, or Windows NT* 4.0.

- Pentium* 90 or higher

- 32 MB RAM. Novell® internal benchmarks showed significant performance improvements on workstations with 32 MB RAM as compared to workstations with 16 MB or 24 MB RAM.

- 5 MB free local disk space to run client from the network.

- 48 MB free local disk space to run client from the local drive. 48 MB of free disk space is required to install the software. However, half of this disk space is used for temporary installation files. Once the files are installed, only 24 MB of disk space is actually used.

For minimum requirements, see "Summary of Requirements for a Basic GroupWise System" in "Planning Your Basic GroupWise System" in the *Installation* guide.

Version Coexistence

If you plan to use different versions of GroupWise 5.*x* clients at the same time, please be aware of the following:

- The GroupWise 5.5 client cannot run against a GroupWise 5.0, 5.1, or 5.2 post office. The GroupWise 5.0, 5.1, and 5.2 POAs cannot process the new requests made by the GroupWise 5.5 clients. Allowing a GroupWise 5.5 client to connect to a pre-5.5 post office would cause problems with the post office database. To avoid this problem, the GroupWise 5.5 client is not allowed to access a pre-5.5 post office. Running the GroupWise 5.0, 5.1, or 5.2 client against a GroupWise 5.5 post office is fully supported, with client functionality being at the level of the client.

- For the reason mentioned above, the GroupWise 5.5 client cannot be used to proxy a user on a GroupWise 5.0, 5.1, or 5.2 post office. If a user on a 5.5 post office needs to proxy a user on a pre-5.5 post office, he or she must use the GroupWise 5.0, 5.1 or 5.2 client to do so.

Client Setup

You or your users may encounter the following issues while running the Windows 98/95/NT client setup program:

- Users must have a mapped drive *software*\CLIENT\WIN32 directory or must install directly from the *GroupWise 5.5* CD. Novell is currently developing and testing a setup solution that will allow users with IP-only workstations to run the client setup program.

- If the client setup program must reboot before it can finish registering the GroupWise files, the setup program may fail to register some DLL and OCX files, usually COMCTL32.DLL and MFC42.DLL. Error messages such as "Address Book not properly installed" and "Attachment control interface version does not match" are common symptoms in the GroupWise client. A common symptom in GroupWise Notify is the "Can't create process" error. The registration errors usually occur because other applications launched at startup are locking files used by the client setup program to register GroupWise. To fix these setup errors, you need to run the client setup program a second time on the workstation. Before

doing so, you may also want to temporarily rename the Startup folder so that when the workstation reboots, the applications in the Startup folder will not be automatically launched.

◆ To support Internet-style addressing, the GroupWise address format has been changed. When you start the GroupWise 5.5 POA against a post office, it automatically updates the post office's system address book. The first time a user starts the GroupWise 5.5 client, the client will synchronize the user's Frequent Contacts list and personal address book with the addresses in the system address book. The user will receive a message stating that the address book is being converted. This should only happen once per user.

◆ If several users start the client at the same time, the address book conversion (mentioned above) may cause the Post Office Agent to slow down noticeably. To avoid this situation, you should use the Perform User Upkeep option in NetWare® Administrator to synchronize the users' address books with the system address book before your users run the client for the first time. For information about the Perform User Upkeep option, see "Performing Nightly User Upkeep" in "Reconfiguring the POA" in the *Agent Setup* guide.

◆ In some cases, a user may experience the address book conversion (mentioned above) each time he or she starts the client. This is caused by invalid addresses in the user's personal address book. When an invalid address is found, the conversion stops and restarts the next time the client is started. To correct this problem, export the user's personal address book and then import it. If the user has more than one personal address book, export and import each of them.

◆ The first time a user runs the client, the POA will display a C00E error. This will happen for each user. Please ignore these errors. They won't cause any problems.

◆ If you updated the client software in the software distribution directory by manually copying the client files to the *software*\CLIENT\WIN32 directory rather than using the Installation program or the Software Directory Management option in NetWare Administrator, whenever users run the client setup program from that directory it may fail to register the GWADD1.DLL file. If this error occurs, delete the DATA.Z file from the *software*\CLIENT\WIN32 directory. The client setup program no longer uses this file; it is automatically removed if you use the Installation program or Software Directory Management option to update the software distribution directory. Once you've deleted the DATA.Z file, have users run the client setup program again.

◆ GroupWise 5.5 includes new views. If you do not follow the standard update process to update post offices (see the *System Update* guide), the new views may not be correctly distributed to the post offices. To verify that the views are correct, make sure the files in the *post_office*\OFVIEWS\WIN directory match the files found in the CLIENT\OFVIEWS\WIN directory in the software distribution directory or on the *GroupWise 5.5* CD. If the views are not updated, users will still be able to run the GroupWise client, but the client may not function correctly. The most common problem is users' inability to edit items posted to their calendars.

Administrator-Defined Setup

GroupWise 5.5 includes a new feature called Administrator-Defined Setup. Administrator-Defined Setup lets you define how much information users must provide while running the client setup program. For detailed information about Administrator Defined Setup, see "Configuring Administrator Defined Setup" in "Setting Up the Windows 95/98/NT Client" in the *GroupWise Client Setup* guide.

If you choose to use the Administrator-Defined Setup, please be aware of the following:

◆ If you set the ShowDialogs parameter to NO, users with low disk space will receive the following error: "Severe errors have been encountered during setup. Setup will now terminate. Please contact your system administrator." Users who receive this error have two options: 1) free up disk space and then run the client setup program again, or 2) run the client setup program with ShowDialogs set to YES. With option 2, users will be prompted that they do not have sufficient disk space to install the files; they should only use this option if they are installing over a previous version of GroupWise.

◆ If you set the PromptUntilUpdate parameter to YES, whenever a new version of GroupWise is installed to the software distribution directory, users will be prompted to update. If they choose not to update at that time, they receive a dialog box asking whether or not they want to continue to receive the update prompt. However, because you've set PromptUntilUpdate to YES, they don't really have a choice; they will be prompted to update until they've updated. Just have them click the OK button and continue.

Feature Issues

As you roll out the GroupWise client to your users, you should be aware of the following:

- The GroupWise 5.5 client is a robust application that provides powerful e-mail, calendaring, scheduling, and document management capabilities. The online Help provides detailed information to help users accomplish their important tasks. In addition, you can download the GroupWise User's Guide, in PDF format, from the GroupWise Cool Solutions site (http://www.novell.com/coolsolutions/gwmag/).

- Significant calendar printing features were added to this release. You can also expect additional calendar printing updates in the near future. For a brief overview of features added to the GroupWise 5.5 client, see "What's New in GroupWise 5.5" in the *System Update* guide.

- Adobe Acrobat* PDF files do not display properly when viewed in the Quick Viewer or as an attachment. Text and graphics may overlap. We are currently working with INSO Technology*, the company that produces the viewers used by GroupWise, to correct this problem.

- The Signature option now stores the user's signature in his or her mailbox on the post office, rather than in the Windows registry as was the case in previous versions of GroupWise. This enables users to move from one workstation to another and use the same signature. It also enables multiple users on the same workstation to have their own signatures. Users who are updating from a previous version of GroupWise will need to re-enter their signatures in the Signature dialog box (Tools > Options > Environment). If, while entering a new signature, a user receives an "Attempt to access controlled feature denied" error, you will need to use NetWare Administrator to reset the user's client options and then have the user enter the signature again. For information about resetting a user's client options, see "Setting Client Option Defaults for Users" in "Users" in the *Maintenance* guide.

3 Installing GroupWise WebAccess

Before installing GroupWise® 5.5 WebAccess, you should thoroughly study the *GroupWise WebAccess* guide. The *GroupWise WebAccess* guide provides detailed planning and installation information.

Once you've read the GroupWise WebAccess Guide, you should review the information provided in the following sections:

- "When to Install WebAccess" on page 21
- "Client/Server vs. Direct" on page 22
- "Installation Issues" on page 23

When to Install WebAccess

If you are installing GroupWise for the first time, you must have at least one post office up and running before you can install GroupWise WebAccess.

If you are updating from a previous version of GroupWise 5.*x*, you should be aware that GroupWise 5.5 WebAccess will only work with GroupWise 5.5 post offices. Like the GroupWise 5.5 client for Windows* 95/98/NT (32-bit client), GroupWise WebAccess cannot access pre-5.5 post offices. Because of this, you have two options when updating:

- Wait to install GroupWise 5.5 WebAccess until you've updated all your post offices to version 5.5.
- Install GroupWise 5.5 WebAccess for users on 5.5 post offices, and continue to use your previous version of WebAccess for users on pre-5.5 post offices. This means that you will have two separate installations of WebAccess, one for users with mailboxes on GroupWise 5.5 post offices and one for users with mailboxes on pre-5.5 post offices.

Client/Server vs. Direct

As discussed in "Planning GroupWise WebAccess" in the *GroupWise WebAccess* guide, the WebAccess Agent must have access to each WebAccess user's post office. When a WebAccess user logs in to WebAccess, the WebAccess Agent is actually logging in to the user's mailbox just like the GroupWise client does.

Like the GroupWise client, the WebAccess Agent can use client/server mode or direct mode to access a post office. By default, the WebAccess Agent is configured to try both modes (client/server mode first, direct mode second).

Client/Server Mode

Client/server mode is the recommended access mode. In fact, there are some WebAccess document management features that will only work if you are using client/server mode. In client/server mode, the WebAccess Agent uses IP to communicate with the Post Office Agent, eliminating the need for the WebAccess Agent to have a user account that gives it rights to the post office's server.

With client/server access, the WebAccess Agent looks for the GroupWise Name Server (ngwnameserver or ngwnameserver2) in DNS to learn the IP address of the Post Office Agent running against the post office. If you haven't created a GroupWise Name Server but want to use client/server access, you must modify the post office link information to include the IP address of the Post Office Agent. For information about modifying post office link information, see "Modifying the WebAccess Agent's Links to Post Offices" in "Maintaining the WebAccess Agent" in the *GroupWise WebAccess* guide.

Even using client/server mode, the WebAccess Agent still requires direct access to the domain directory. Make sure you create a user account for the WebAccess Agent that provides the appropriate access rights to the domain's server. If desired, you can eliminate the need for the user account by running the WebAccess Agent on the server where the domain directory resides.

Direct Mode

In direct mode, the WebAccess Agent uses IPX (mapped drive or UNC path) to directly access the post office directories. This requires you to:

◆ Create a user account that the WebAccess Agent can use to log in to all servers where post office directories reside.

- Give the user account the appropriate rights in the post office directories.

- Restart the WebAccess Agent any time it loses its IPX connection to a post office's server.

As mentioned above, client/server mode is the preferred access mode. Some GroupWise document management features are not available to WebAccess users if the WebAccess Agent is using direct mode to their post offices.
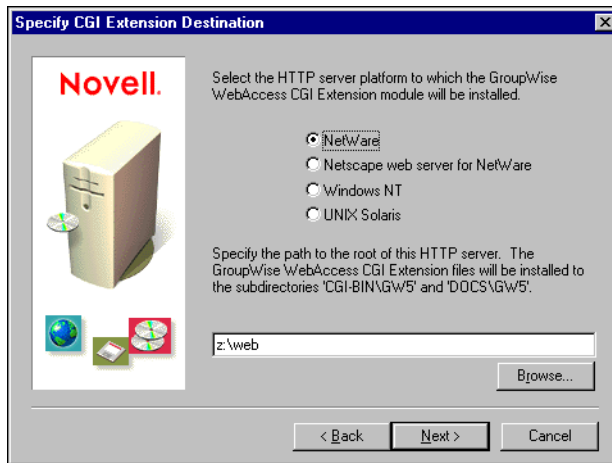
Installation Issues

The following sections provide information you should be aware of as you install and configure GroupWise WebAccess:

Web Server Selection

You install the GroupWise CGI Extension module to a Web Server. The WebAccess Installation program provides you with the options shown in the following dialog box.

NetWare: Choose this option if you are using the Novell® Web Server 3.1 or higher. If necessary, modify the path to the root of the Web Server that is displayed at the bottom of the dialog box. More than likely you will at least need to modify the drive letter.

Netscape Web Server for NetWare: Choose this option if you are using the Netscape Enterprise Server* for NetWare® or the Netscape FastTrack Server* for NetWare. If necessary, modify the path to the root of the Web Server that is displayed at the bottom of the dialog box. More than likely you will at least need to modify the drive letter.

Windows NT: Choose this option if you are using the Microsoft* Internet Information Server for Windows NT*, Netscape Enterprise Server for Windows NT or the Netscape FastTrack Server for Windows NT. If necessary, modify the path to the root of the Web Server that is displayed at the bottom of the dialog box.

If you install to a Netscape Enterprise Server or the Netscape FastTrack Server, you need to specify C:\NETSCAPE\SUITESPOT as the Web Server root directory. In addition, once you've installed the files to the Web Server, you need to do the following:

1 Move the GW5 directory from C:\NETSCAPE\SUITESPOT to C:\NETSCAPE\SUITESPOT\DOCS.

2 In the Web Server administration program, configure a CGI directory by mapping /cgi-bin/GW5/GWWEB.EXE (case-sensitive) to C:\NETSCAPE\SUITESPOT\CGI-BIN\GW5\GWWEB.EXE.

3 Restart the Web Server.

4 If, during installation, you chose to replace the Web Server's existing default page with the GroupWise WebAccess page, copy the C:\NETSCAPE\SUITESPOT\DEFAULT.HTML file to C:\NETSCAPE\SUITESPOT\DOCS\INDEX.HTML. Web users will be able to access GroupWise WebAccess with the following URL: http://*your_server_name*

or

If, during installation, you chose to retain the Web Server's existing default page, copy the C:\NETSCAPE\SUITESPOT\INDEX.HTM file to C:\NETSCAPE\SUITESPOT\DOCS\GW.HTM. Web users will be able to access GroupWise WebAccess with the following URL: http://*your_server_name*/gw.htm.

UNIX Solaris: Choose this option if you are using a Web Server that runs on Solaris*. If necessary, modify the path to the root of the Web Server that is displayed at the bottom of the dialog box. More than likely you will at least need to modify the drive letter.

WebAccess Gateway Directory

The GroupWise WebAccess Installation program, shown below, prompts you for the name of the WebAccess gateway directory.
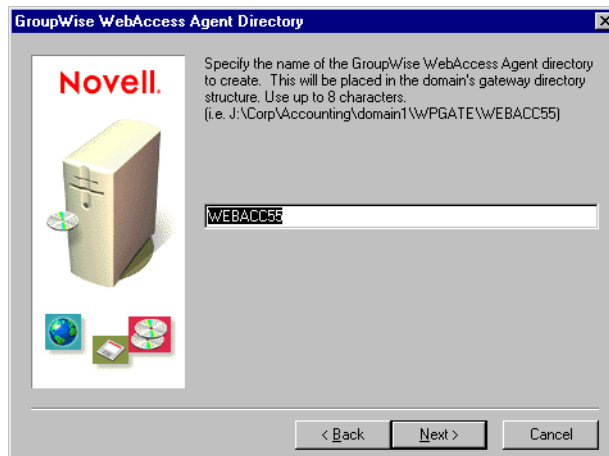
The directory you specify is created in the *domain*\WPGATE directory and contains the WebAccess administration files, message processing directories, work directories, and log file directories. Using the default directory name, the Install program would create the *domain*\WPGATE\WEBACC55 directory.

If you are updating a previous version of GroupWise WebAccess, we recommend that you use a new gateway directory rather than copy over the files in your existing gateway directory. If you try to install into your existing gateway directory, GroupWise 5.5 WebAccess may not function properly.

If you've used the Access Control feature to define different classes of service for your WebAccess users, once you've installed GroupWise 5.5 WebAccess you will need to copy the access database (GWAC.DB) from your old WebAccess gateway directory to your GroupWise 5.5 WebAccess gateway directory. If you don't do this, you'll need to define the classes of service again.

Network User Name and Password

This applies only if you install the NLM™ version of the WebAccess Agent. If you are installing the NLM WebAccess Agent, the GroupWise WebAccess Installation program prompts you for a user name and password the WebAccess Agent can use to access the domain directory and any post office directories that are not on the same server as the WebAccess Agent.

The user account needs to provide the WebAccess Agent with read and write access to the domain directory. It also needs to provide rights to any post

office directories that the WebAccess Agent will access directly (mapped drive or UNC path). For more information, see .

If you have post offices on servers that reside in different NDS® trees, the user account needs to be able to do a bindery login to servers in the other trees.

WebAccess NDS Object

If you are updating from a previous version of GroupWise WebAccess, make sure you create a new WebAccess object in NDS. Problems may arise if you use the old WebAccess object to configure GroupWise 5.5 WebAccess.

Server IP Address

The WebAccess CGI Extension (on the Web Server) initiates communication with the WebAccess Agent. To do so, it must know the IP address of the server running the WebAccess Agent. You use the WebAccess object's Server Configuration page, shown below, to provide this information. Make sure you enter the IP address correctly; if you do not, WebAccess will not work.
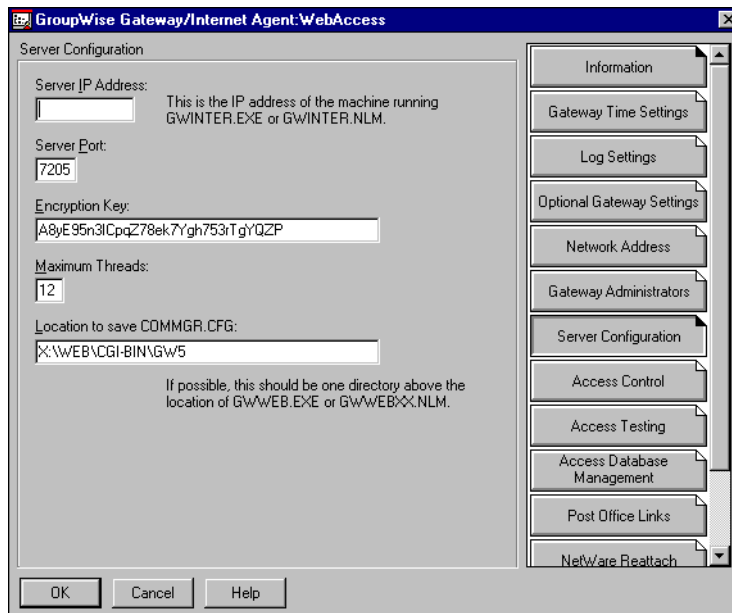
Post Office Links

With client/server access, the WebAccess Agent looks for the GroupWise Name Server (ngwnameserver or ngwnameserver2) in DNS to learn the IP address of the Post Office Agent running against the post office. If you haven't created a GroupWise Name Server but want to use client/server access, you must modify the post office link information to include the IP address of the Post Office Agent. For information about modifying post office link information, see "Modifying the WebAccess Agent's Links to Post Offices" in "Maintaining the WebAccess Agent" in the *GroupWise WebAccess* guide.

4 Installing GroupWise Internet Agent

Before installing the GroupWise® 5.5 Internet Agent, you should thoroughly study the *GroupWise Internet Agent* guide. The *GroupWise Internet Agent* guide provides detailed planning and installation information.

Once you've read the GroupWise Internet Agent Guide, you should review the following information:

- ◆ "When to Install Internet Agent" on page 29
- ◆ "Software Issues" on page 30
- ◆ "Updating Hints" on page 30

When to Install Internet Agent

If you are installing GroupWise for the first time, you must have at least one post office up and running before you can install the GroupWise Internet Agent. For information about installing your first post office, see the *Installation* guide. Once you've installed your first post office, you can install the Internet Agent. The Internet Agent must be installed before you can implement Internet-style addressing. For more information about Internet-style addressing, see the *Internet Addressing* guide.

If you are updating from a previous version of GroupWise 5.*x*, you may want to update to the GroupWise 5.5 Internet Agent after you've updated the primary domain but before you've updated any post offices. Doing so ensures that users with POP or IMAP clients can continue to access their GroupWise mailbox; POP and IMAP services in the GroupWise 5.5 Internet Agent enable POP and IMAP clients to access all GroupWise 5.0, 5.1, 5.2, and 5.5 post offices. Updating the Internet Agent before updating post offices also enables you to set up Internet-style addressing before users begin to use the new GroupWise 5.5 client.

Software Issues

Please be aware of the following software issues:

- If you run the GroupWise 5.5 Internet Agent on a NetWare® 5 server, do not use protected mode unless you've applied the latest GroupWise 5.5 Support Pack. The Support Pack is available from the Novell Software Downloads site (http://www.novell.com/download).

- A remote buffer overflow condition exits in the GroupWise 5.5 Internet Agent's POP and IMAP services that poses possible security problems. If you don't use these services, you should disable them. For information, see the *GroupWise Internet Agent* guide. If you use these services, you should apply the latest GroupWise 5.5 Support Pack. The Support Pack is available from the Novell Software Downloads site (http://www.novell.com/download).

Updating Hints

If you are updating to the GroupWise 5.5 Internet Agent from an earlier version of the Internet Agent, the following hints may prove useful:

- The Internet Agent Installation program installs and then starts the Internet Agent program (GWIA.NLM or GWIA.EXE). Make sure you've unloaded any earlier versions of the Internet Agent program before you begin the installation.

- You can install GroupWise 5.5 Internet Agent to an existing Internet Agent gateway directory. However, if you do so, any custom settings will be overwritten. You can preserve your custom settings by moving the GWIA.CFG file from the gateway directory to another location before installation. Once you've installed Internet Agent, copy the GWIA.CFG file to the directory where GWIA.NLM or GWIA.EXE is located. Unlike with earlier versions of Internet Agent, the GroupWise 5.5 Internet Agent GWIA.CFGfile must be located in the same directory as GWIA.NLM or GWIA.EXE, not in the gateway directory.

- Be sure to delete the old GWIA.CFG file from the gateway directory.

- GroupWise 5.5 Internet-style addressing eliminates the need for most gateway aliases. However, Internet Agent still supports them. To continue using gateway aliases you've already created, make sure you assign the same gateway alias types to the GroupWise 5.5 Internet Agent as you did to the previous Internet Agent. For additional information, see

"Setting Up the Internet Agent for NT" or "Setting Up the Internet Agent NLM" in the *GroupWise Internet Agent* guide.

◆ You or your users may have created groups (distribution lists) that include external Internet addresses. If any of these addresses use the Internet Agent gateway name (for example, gwia:jsmith@novell.com) rather than the external domain name created to represent the Internet, these external addresses will still work provided 1) you use the same gateway name for the GroupWise 5.5 Internet Agent as you did for the previous Internet Agent or 2) users update the addresses in their personal address books to reflect the new gateway name.