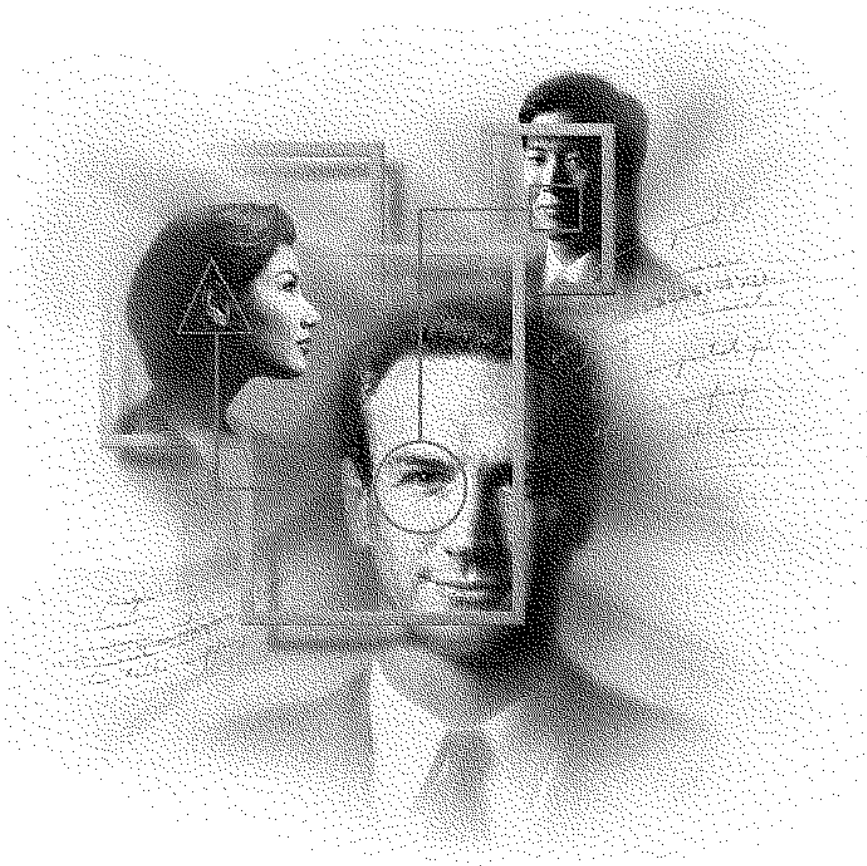


VERSION 5.5

Internet Addressing



GroupWise®

GATHER, ACCESS, AND COMMUNICATE INFORMATION

Novell®

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Internet Addressing

This documentation helps you set up Internet-style Addressing.

1

Planning GroupWise Internet Addressing

By default, GroupWise® 5.5 is configured to use a proprietary address format consisting of a user's ID, post office, and domain (userID.postoffice.domain). However, GroupWise 5.5 also supports native Internet-style addressing (userID@Internet domain name).

With Internet-style addressing, users have the same address within the GroupWise system as they do outside the GroupWise system. For example, if John Smith's address at Novell is jsmith@novell.com, this address can be used by both users within the GroupWise system and users external to the system.

For additional information on Internet-style addressing, see "[Internet Addressing Concepts](#)" in "[Understanding Internet Addressing](#)" in the *GroupWise Internet Agent* guide.

In GroupWise 5.5, Internet addressing is the preferred addressing mode. If you choose not to turn on Internet addressing, your system will not suffer any adverse effects. However, if you turn it on and afterwards decide to turn it off, your system's performance may be altered. Please see "[How Do I Turn Off Internet Addressing?](#)" on page 23 for potential consequences to turning off Internet addressing.

The following sections will help you prepare to set up Internet Addressing on your GroupWise system:

- ◆ "[Selecting a Default GroupWise 5.5 Internet Agent](#)" on page 10
- ◆ "[Determining Internet Domain Names](#)" on page 10
- ◆ "[Choosing an Internet Addressing Format](#)" on page 10

Selecting a Default GroupWise 5.5 Internet Agent

You must install the GroupWise 5.5 Internet Agent and select it as the default Internet Agent for outgoing messages. NetWare® Administrator will allow you to select a 5.2 Internet Agent, but the 5.2 Internet Agent does not support Internet addressing. To install the GroupWise 5.5 Internet Agent, see the *GroupWise Internet Agent* guide.

If you have more than one Internet agent installed, you must select a default GroupWise Internet Agent to handle messages from the Message Transfer Agent that have failed in a GroupWise Message Transfer Protocol transfer. The default GroupWise Internet Agent will try to deliver the message by way of Simple Mail Transfer Protocol (SMTP). Selecting the default GroupWise Internet Agent is explained in [Chapter 2, “Setting Up Internet Addressing,” on page 13](#).

Determining Internet Domain Names

One of the new features of GroupWise 5.5 is the use of the Internet Domain (IDomain) record type. IDomain records allow you to label your system as "company.com," "company.edu," "company.org," and so on. GroupWise will deliver mail addressed to any one of the IDomains. You should add your IDomain in the domain name service (DNS). Once you have added the IDomains, all the users in your system can be addressed through any of the IDomains. The user IDs can be used both internally and externally.

While there may be many IDomains that will deliver items to a user, you will select one as the preferred IDomain. This preferred IDomain will be the one used when GroupWise constructs the preferred e-mail address. A preferred e-mail address is the address that is published in the system address book and in the To field of sent messages. The preferred IDomain and address format can be overridden on the domain, post office, and user objects.

Choosing an Internet Addressing Format

Internet addressing in GroupWise 5.5 allows you to choose from several different addressing formats. Each format has its advantages and disadvantages. Choose the one you feel will work best for your system.

Keep in mind that you set the addressing format at the system level. This format is inherited by all domains, post offices, and users in the system, and it can be overridden at any of these levels.

Format

UserID.Post Office.Domain@Internet Domain Name

Advantages

- ◆ Reliable format. GroupWise guarantees that each address is unique.
- ◆ Identical usernames can be used in different post offices.

Disadvantages

- ◆ Addresses tend to be long and hard to remember.
- ◆ Addresses may change over time as users are moved from one post office to another.

Format

UserID.Post Office@Internet Domain Name

Advantages

- ◆ Guarantees uniqueness if all your post offices have unique names.
- ◆ Identical usernames can be placed in different post offices.

Disadvantages

- ◆ Addresses tend to be long and hard to remember.
- ◆ Addresses may change over time as users are moved from one post office to another.

Format

UserID@Internet Domain Name

Advantages

- ◆ Addresses are short and easy to remember.
- ◆ Backwards-compatible with previous versions of GroupWise. (Users won't need to update their business cards.)
- ◆ Addresses will not change as users are moved.

Disadvantage

- ◆ Since GroupWise cannot guarantee unique user IDs, the system administrator is responsible for guaranteeing that the first and last names are unique.

Format

FirstName.LastName@Internet Domain Name

LastName.FirstName@Internet Domain Name

Advantages

- ◆ Addresses are intuitive and easy to remember.
- ◆ Addresses will not change as users are moved.

Disadvantages

- ◆ Since GroupWise cannot guarantee unique first and last names, the system administrator is responsible for guaranteeing that the first and last names are unique.
- ◆ Probability of conflicts increases if any user's first and last names match any GroupWise domain or post office name, if any two users have the same first and last names, or if any two users have the opposite first and last names (such as James Dean and Dean James). See [“What Should I Do if I Have Users Whose Names Match Domain or Post Office Names?”](#) on [page 29](#) for more information.

2

Setting Up Internet Addressing

The following sections will help you to set up Internet addressing:

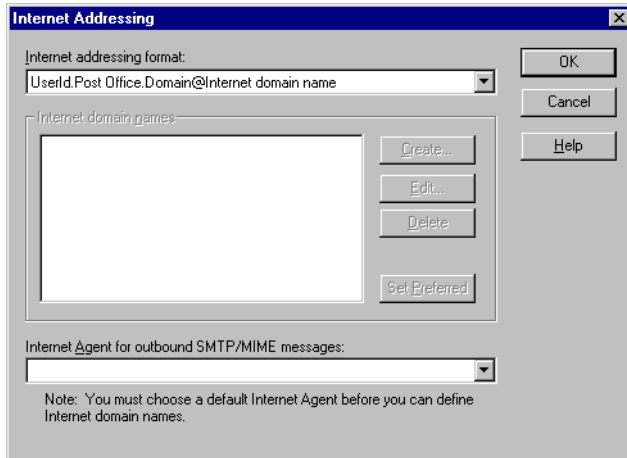
- ♦ “Enabling Internet Addressing” on page 13
- ♦ “Overriding System Internet Addressing Preferences” on page 15

Before you can set up Internet addressing, you must install the GroupWise® 5.5 Internet Agent. If you have not already installed the 5.5 version, see the *GroupWise Internet Agent* guide.

Enabling Internet Addressing

To enable Internet addressing, you must define at least one Internet domain name in your GroupWise system.

- 1** In NetWare® Administrator, click Tools > GroupWise System Operations.
- 2** Double-click Internet Addressing.



- 3** Select a GroupWise 5.5 Internet Agent from the Internet Agent for Outbound SMTP/MIME Messages drop-down list.
- 4** Click Create > type the Internet domain name for which you will accept mail.

You must add each Internet domain for which you will accept mail.

- 5** Select the default name from the Internet domain names you've added > click Set Preferred Name.

This is the domain that will be placed in the From field if it is not overridden on a lower level.

- 6** Select the Internet addressing format you want to display in the From field.

This is the format that will be used in the From box if it is not overridden on a lower level. For a list of the available addressing formats and their respective advantages and disadvantages, see [“Choosing an Internet Addressing Format” on page 10](#).

At this point, if you are updating from GroupWise, you will notice some changes. The GroupWise 5.2 client continues to function as it has before, but GroupWise 5.5 changes in several ways:

- ◆ Internet addressing rules created for 5.2 clients will be ignored by the 5.5 client.
- ◆ Messages can be addressed to internal or external Internet addresses.

- ♦ Messages addressed to local users using Internet-style addressing will be delivered directly to those users instead of first going through GroupWise Internet Agent.

The Internet Addressing tab in every domain, post office, and user object is now active (this is the GroupWise Internet Addressing tab for the user). System settings for Preferred Internet Domain Name and Internet Addressing format can be overridden in any of these objects. To save time and troubleshooting effort, override these settings at the highest level possible.

Overriding System Internet Addressing Preferences

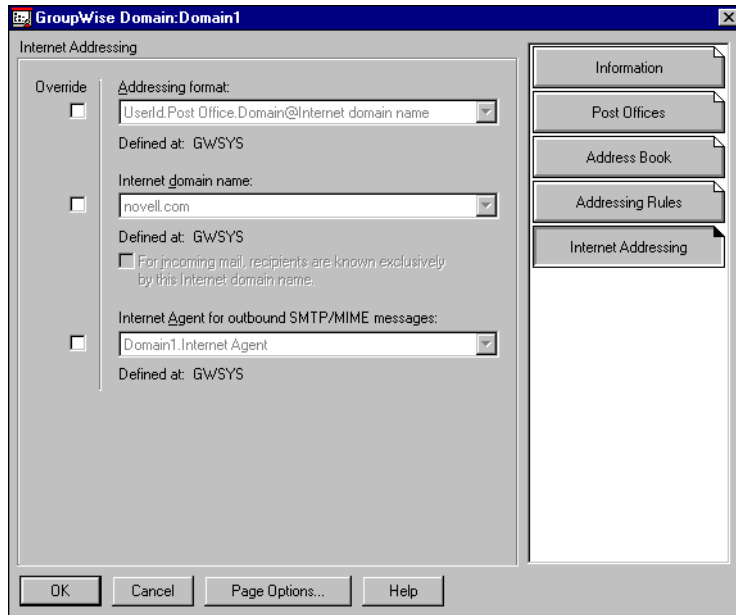
You don't have to use the preferred selections you made in the previous section. You can override the system Internet preferences at a domain, post office, or user level.

- ♦ [“Domain Overrides” on page 15](#)
- ♦ [“Post Office Overrides” on page 16](#)
- ♦ [“User Overrides” on page 16](#)

Domain Overrides

You can override the preferred addressing format, preferred Internet domain name, and preferred Internet Agent for a domain.

- 1 In the NetWare Administrator browser window, right-click a domain > click Details > GroupWise Internet Addressing. The currently preferred options are displayed.



- 2 Click Override > select the option you prefer for this domain.

Post Office Overrides

You can override the preferred addressing format and preferred Internet domain name for a post office.

- 1 In the NetWare Administrator browser window, right-click a post office > click Details > GroupWise Internet Addressing. The currently preferred options are displayed.
- 2 Click Override > select the option you prefer for this post office.

User Overrides

You can override the preferred addressing format and preferred Internet domain name for a user.

- 1 In the NetWare Administrator browser window, right-click a user > click Details > GroupWise Internet Addressing. The currently preferred options are displayed.
- 2 Click Override > select the option you prefer for this user.

3

Setting Up Internet Message Routing

Internet-style addressing can work through either the GroupWise® 5.5 Internet Agent or the GroupWise 5.5 Message Transfer Agent (MTA). All Internet messages arriving in and departing from GroupWise must go through the GroupWise Internet Agent unless you have set up a GroupWise 5.5 MTA to complete dynamic lookups between itself and another GroupWise 5.5 MTA.

The GroupWise Internet Agent lets you add complete messaging services to your existing GroupWise system. The GroupWise Internet Agent allows communication between GroupWise and other messaging systems by way of the Internet. It translates e-mail messages from the RFC-822/MIME format to the GroupWise message format, and vice versa. The GroupWise Internet Agent handles all incoming and outgoing Internet messages. You must install the GroupWise Internet Agent, and select an agent as the default agent (the one which will handle Internet messages). These will be explained later in this guide. For more information on the GroupWise Internet Agent, see the *GroupWise Internet Agent* guide.

GroupWise 5.5 systems can also connect dynamically over the Internet to other GroupWise 5.5 systems, in a peer-to-peer, MTA-to-MTA exchange across the Internet, without any conversion and without loss of GroupWise functionality. For example, Calendar items are delivered across the Internet as calendar items, and you can perform busy searches, track the status of items, and retract unopened items, all on the Internet. For information, see "[Using Dynamic Internet Links Between 5.5 Systems](#)" in "[Connecting GroupWise 5.x Systems](#)" in the *Connectivity* guide.

4 Troubleshooting

- ◆ “General GroupWise 5.5 Internet Addressing Troubleshooting” on page 19
- ◆ “Internet Address Format Troubleshooting” on page 26
- ◆ “Addressing Rules Troubleshooting” on page 30

General GroupWise 5.5 Internet Addressing Troubleshooting

- ◆ “Does GroupWise 5.5 Internet Addressing Require New DNS Records?” on page 20
- ◆ “Inbound Internet Mail Is Undeliverable to Users in Different POs with the Same Username.” on page 21
- ◆ “Why Is the To Field Blank When Users Reply in GroupWise 5.5?” on page 22
- ◆ “Why Aren’t My Messages Getting Delivered Using GroupWise 5.5 Remote with a 5.2 POA?” on page 23
- ◆ “How Do I Turn Off Internet Addressing?” on page 23
- ◆ “Why Can’t 4.x Users Reply to Messages Received Through the GroupWise 5.5 Internet Agent?” on page 25

Does GroupWise 5.5 Internet Addressing Require New DNS Records?

Symptom

Messages from other GroupWise® 5.5 systems still come in through the GroupWise Internet Agent.

Cause

Before other GroupWise 5.5 systems can send you mail in GroupWise format, your Message Transfer Agent (MTA) must be visible from the Internet and the other systems must be able to find this service in the Internet's global naming authority, domain name service (DNS). Advantages of this configuration include:

- ◆ Message encryption in transport across the Internet
- ◆ GroupWise format retention between systems for your appointments, tasks, and reminder notes
- ◆ Completion of busy searches and message retractions across the Internet

Solution

- 1** Make sure your firewall allows inbound traffic to the IP address and port (default 7100) of your GroupWise MTA.
- 2** Make sure your DNS administrator has created one of the following:
 - ◆ An SRV record (see RFC 2052) where
 - ◆ Service=gwmtp
 - ◆ Protocol=tcp
 - ◆ Name=company.com
 - ◆ TTL=172800 (your choice)
 - ◆ Class=IN
 - ◆ Priority=0 (You may want to adjust this if you have more than one GroupWise message transfer protocol [MTP] server.)
 - ◆ Weight=0 (You may want to adjust this if you have more than one GWMTTP server.)
 - ◆ Port=7100 (Make this match the port where your MTA listens for inbound messages.)

- ◆ Host=gw.company.com (This is the host name of the machine where the MTA is loaded.)

If gw.com is the default domain, the record will look like this:

```
gwsmtp.tcp 172800 IN SRV 0 0 7100 gw
```

If not, it will look like this:

```
gwsmtp.tcp.company.com. 172800 IN SRV 2 0  
7100 gw.company.com
```

- ◆ A TXT record where
 - ◆ Name=gwsmtp.tcp.company.com
 - ◆ TTL=172800 (your choice)
 - ◆ Class=IN
 - ◆ TXT="0 0 7100 gw.company.com."

If gw.com is the default domain, the record will look like this:

```
gwsmtp.tcp 172800 IN TXT 0 0 7100 gw
```

If not, it will look like this:

```
gwsmtp.tcp.company.com. 172800 IN TXT "0 0  
7100 gw.company.com"
```

For additional information, see "[Using DNS Lookups between GroupWise 5.5 Systems](#)" in "[Message Transfer Agent](#)" in the *Agent Setup* guide.

Inbound Internet Mail Is Undeliverable to Users in Different POs with the Same Username.

Symptom

Inbound Internet mail is undeliverable when addressed to users in different post offices with the same user name.

Cause

By default, any user in the GroupWise system can receive mail addressed to any Internet domain that has been created in that system.

For example, if "school.edu", "companyA.com", and "companyB.com" have been added as Internet domain names for a GroupWise 5.5 system, "userX" can receive mail addressed to

- ♦ userX@school.edu
- ♦ userX@companyA.com
- ♦ userX@companyB.com

If all the users in a post office only want to accept mail if it is addressed to "companyA.com," the Exclusive flag can be set in the Internet Addressing tab of the post office object. Messages addressed to user@companyB.com or user@school.edu will no longer be considered for users in that post office.

The Exclusive flag can be set at the domain, post office, or user level. The Exclusive flag set at the domain or post office level will be inherited by users belonging to those organizations. If the Exclusive flag is set on more than one level, the lower level setting is enforced.

One advantage with this setup is that messages can be received for users with the same name in different post offices as long as the post offices have different and exclusive Internet domain names. This can only occur when the Exclusive flag is set.

Solution

Assign the users different Internet domain names and select the Exclusive flag.

Why Is the To Field Blank When Users Reply in GroupWise 5.5?

Symptom

When replying to some messages in GroupWise 5.5, the To field is blank.

Cause

This problem can occur when two external GroupWise systems try to share one GroupWise Message Transfer Protocol (MTP) server. MTP is a Message Transfer Agent (MTA) configured to send and receive mail directly between GroupWise 5.5 systems. It preserves message encryption and format. (Appointments, tasks, and reminder notes remain in their original format.) MTP allows busy searches and message retractions across the Internet. Traditional external links needed to link external systems without MTP require additional routing information (ARI) to be added to the message. Because of the ARI, these messages do not get a correct return address when sent via MTP. The sender's misconfiguration causes the problem.

Solution

Any GroupWise 5.5 system that wants to use the direct Internet addressing features should have its own MTP server.

Why Aren't My Messages Getting Delivered Using GroupWise 5.5 Remote with a 5.2 POA?

Symptom

A GroupWise 5.5 client will not connect to a 5.2 post office in "live" mode, but the 5.5 remote client will. This will give users the false impression that their messages addressed to external users are being delivered properly. However, message delivery and database integrity cannot be guaranteed in this configuration.

Cause

The remote client does not have direct access to the post office database and thus can not tell if the database has been updated to 5.5. Many of the features may work, but none are supported.

Solution

Update the POA to 5.5 before updating any clients that use that POA, especially remote clients.

How Do I Turn Off Internet Addressing?

Issue

Internet addressing is fully integrated into GroupWise 5.5 and provides greater flexibility and functionality to GroupWise. However, there are some considerations you should be aware of if you decide to turn Internet addressing off after having enabled it.

Consequences of Disabling Internet Addressing

- ◆ Users without a Frequent Contacts address book cannot reply to messages previously received. You will receive the error message "Some addresses have been crossed out."
- ◆ Users with a Frequent Contacts address book cannot send to users in the Frequent Contacts address book. GroupWise sends the message, yet later

receives an undeliverable message in the Mailbox. The Sent Items status shows "Transfer Failed."

- ◆ Users with a Frequent Contacts Address Book can send to
 - ◆ Users never sent to before
 - ◆ Groups (even those who were sent messages before the change)
- ◆ Inbound messages to the GroupWise Internet Agent addressed to `firstname.lastname@foreign ID` or `lastname.firstname@foreignID` fail.
- ◆ When selecting "Reply to All" to messages addressed to a group, the reply will only be addressed to the sender, not the group.
- ◆ Users will still appear in the Address Book based on the Internet addressing format selected when the IDomains were removed (first.last, etc).
- ◆ The message log may experience problems shortly after the IDomains are deleted. You will have to manually exit and restart the agent.
- ◆ IDomains selected/overridden at the domain/PO/user levels cannot be deleted.
- ◆ IDomains cannot be deleted without changing the address format.
- ◆ The default GroupWise Internet Agent field cannot be removed.
- ◆ In System Operations > Preferences, Allow MTAs to Send Directly becomes grayed out as expected. However, the MTA configuration still shows Allow Direct Send to Other Systems = Yes.

Steps to Remove IDomains and Turn Off Internet Addressing

- 1** Deselect "Allow MTAs to Send Directly" as found at the system level in System Operations Preferences or for each MTA (Routing Options).
- 2** Add the IDomain names to the GroupWise Internet Agent's Foreign ID field with the preferred IDomain listed as the first name in the Foreign ID field.
- 3** In System Operations Internet Addressing, set the Internet addressing format to `UserID.Post Office.Domain@Internet domain name`.
- 4** Enable the GroupWise Internet Agent's /DIA (Disable Internet Addressing) switch, which is found on the GroupWise Internet Agent's SMTP/MIME Setting tab Address Handling Ignore GroupWise Internet Addressing.

- 5 Create user aliases for the GroupWise Internet Agent if user's business cards show Internet addresses using First.Last or Last.First format.
- 6 Delete all IDomains from Tools GroupWise System Operations Internet Addressing.
- 7 Delete the Frequent Contacts entries in each user's address book.

Why Can't 4.x Users Reply to Messages Received Through the GroupWise 5.5 Internet Agent?

Symptom

GroupWise 4.x users who belong to GroupWise 5.5 systems experience problems when replying to messages received through the GroupWise 5.5 Internet Agent.

Cause

GroupWise 5.5 Internet Agent interprets periods in the username portion of the Internet Address in different ways. For example, if a 4.x user belonging to a 4.x domain replies to a message received through a 5.5 Internet Agent, the reply should work unless the sender's address contains periods in the user portion of the Internet address. If john.doe@novell.com sends a message to a 4.x user in a 4.x domain in a 5.5 system, the 4.x user will be able to reply, but Internet Agent will send the message to doe@novell.com. The reply will be returned as "undeliverable." In another scenario, 4.x users belonging to 5.5 domains won't be able to reply to messages received from a 5.5 Internet Agent. If john.doe@novell.com sends a message to a 4.x user in a 5.5 domain, the To box of the reply contains [novell.com](john.doe). If the 4.x user tries to send the reply, GroupWise responds with the following error message: "Unknown domain '[novell.com](john.doe)'" in the To address. Retype the name or use the Address Book to find the domain."

Solution

Manually type the username or use the Address Book to select the user you want to reply to.

Internet Address Format Troubleshooting

- ◆ “Which Addressing Format Should I Use?” on page 26
- ◆ “Do Usernames Containing Periods Cause Problems for Internet Addressing?” on page 27
- ◆ “Can Usernames Match Any GroupWise Domain or Post Office Name?” on page 28
- ◆ “GroupWise 5.5 Uses a New Dot Order” on page 28
- ◆ “What Should I Do if I Have Users Whose Names Match Domain or Post Office Names?” on page 29

Which Addressing Format Should I Use?

Symptom

You notice that the GroupWise reply address on Simple Mail Transfer Protocol (SMTP) messages is not the same as the reply address you want to send with your replies. You also notice that when you move a user to a new location, SMTP users replying to the user’s mail previous to the move are undeliverable.

Cause

The Internet addressing format was left at the default, Full, which may result in names that are not unique. Unique user, user ID, post office, and domain names are much more important in GroupWise 5.5 than in 5.2. In order to be backwards compatible, Full addressing is the default, but it may not necessarily be the best choice. If you decide to change your Internet addressing format, be sure that all users within the system are unique.

Solution

Change the Internet addressing format. The default Internet addressing format is: `UserId.Post Office.Domain@Internet domain name`. If this format gets populated into discussion lists or forums, you may get a lot of undeliverable messages when you move users. For more information on addressing formats, see “[Choosing an Internet Addressing Format](#)” on page 10.

Full addressing provides unique addresses and minimal overhead for the administrator. However, when a user is moved, you may need to create a

permanent alias as a placeholder for the previous address until users in the Internet community can be notified of the new address change. You should exercise care to ensure unique usernames and addressing elements when shorter Internet addressing formats are used.

To change the system default Internet addressing format:

- 1** In NetWare[®] Administrator, click Tools > GroupWise System Operations > Internet Addressing.
- 2** Select the desired Internet addressing format > click OK > Close.

You can override the Internet addressing format at the user, post office, and domain level.

Do Usernames Containing Periods Cause Problems for Internet Addressing?

Symptom

You receive the following error message:

Subject: Message status - undeliverable

The message that you sent was undeliverable to the following:

first.mi.last@gw55.orem.novell.com (user not found)

Possibly truncated original message follows:

Cause

GroupWise 5.5 uses the period (.) as a delimiter. When GroupWise finds a period, it interprets what follows the period to be a portion of the Internet address as chosen in Addressing Preferences (for instance, in the example above, GroupWise is reading the .mi portion of the address as the last name, and the rest of the user ID renders the address as undeliverable).

If GroupWise cannot find any matches to the part of the address following the period, you will receive the error message.

Solution

Configure your first and last names so they don't contain extra periods.

Can Usernames Match Any GroupWise Domain or Post Office Name?

Symptom

Messages could be misrouted or undeliverable.

Cause

When trying to match an address to the GroupWise user the message is addressed to, GroupWise tries several combinations.

user.postoffice.domain@company.com

user.postoffice@company.com

first.last@company.com

last.first@company.com

Since GroupWise reads the post office and domain first, you will run into problems with users who have first and last names that match post office or domain names. For example, if you name a post office Sales and then have a user named John Sales, when you type in John.Sales@company.com, a message is sent to userid=John on the Sales post office.

Solution

Users cannot have preferred addressing formats of Last Name/First Name or First Name/Last Name. Override the preferred addressing format so that it doesn't match these formats.

GroupWise 5.5 Uses a New Dot Order

Issue

GroupWise 5.5 uses a new dot order. GroupWise has always used DPU (Domain.Postoffice.User) addressing. The address becomes more specific when read from left to right. Since Internet addresses become more general when read from left to right, GroupWise has reversed its preferred dot order to match. GroupWise 5.5 now uses UPD (User.Postoffice.Domain). All addresses will be interpreted this way first. If no matches are found, DPU will be considered for backwards compatibility.

What Should I Do if I Have Users Whose Names Match Domain or Post Office Names?

Symptom

Messages could be misrouted or undeliverable.

Cause

When trying to match addresses to GroupWise users, GroupWise looks at the user portion (the part to the left of the at (@) sign) in four different ways:

User Portion	Example
User	user@company.com
User.Postoffice.Domain	user.postoffice@company.com user.postoffice.domain@company.com
Domain.Postoffice.User	postoffice.user@company.com domain.postoffice.user@company.com
First Last	first.last@company.com last.first@company.com

Since post offices and domains are checked before first and last names, users whose first or last names match post office or domain names may not be deliverable using First.Last or Last.First formats.

Example 1. If there is a Sales post office and a user named John Sales is in another post office, a message addressed to John.Sales@company.com will be delivered to the Sales post office and not to John Sales. If the Sales post office does not have a user called John, the message is sent to the GroupWise Internet Agent to see if this address is deliverable in an external system using the same domain name.

If more than one match is found in any one these four groups, the GroupWise client will return the list of matching users to the sender and ask the sender to select a user. However, if such an ambiguity is found by the GroupWise Internet Agent when processing inbound mail from the Internet, the message will be undeliverable.

Example 2. If there are two users with the names of James Dean and Dean James, respectively, a message addressed from the Internet to James.Dean@company.com would not reach either person.

The addressing format selected in NetWare Administrator is used to determine the From field for outbound mail. The addressing format has no bearing on message delivery. GroupWise still checks all combinations. Even if the selected addressing format is First Name.Last Name@Internet domain name, the message will be undeliverable.

Solution

Do not use Last.First or First.Last if

- ♦ Any user's first or last names match a GroupWise domain or post office name (see Example 1 under Causes above)
- ♦ Any two users have the same first and last name
- ♦ Any two users have the opposite first and last names (see example 2 under Causes above)

When planning a GroupWise system, choose domain and post office names so that user names or IDs will never match. Use both letters and numbers in the names to help avoid this problem.

Addressing Rules Troubleshooting

- ♦ [“Should I Remove All My 5.2 Addressing Rules?” on page 30](#)
- ♦ [“GroupWise Installation Inserts a New Addressing Rule” on page 31](#)

Should I Remove All My 5.2 Addressing Rules?

Symptom

GroupWise 5.2 clients will not be able to send messages addressed to the Internet automatically if addressing rules are disabled too quickly.

Cause

One of the most common uses of 5.2 addressing rules was to convert Internet addresses (user@company.com) to GroupWise addresses (internet:user@company.com). When Internet addressing is enabled in GroupWise 5.5, these addresses are understood without any conversion. If

implemented in 5.5, these 5.2-specific addressing rules would change addresses unnecessarily and send messages directly to the GroupWise Internet Agent before the client and the Message Transfer Agent (MTA) have a chance to process the message.

Solution

Do not remove addressing rules until all clients are converted to 5.5.

These addressing rules are still needed for the 5.2 clients. To ease the conversion process for those organizations with mixed shops, the GroupWise 5.5 client implements all addressing rules except those that search for an at (@) sign and a period (.) and insert a colon (:). This allows the 5.5 clients to take advantage of the new Internet addressing functionality, while leaving the addressing rules for the benefit of the 5.2 clients.

GroupWise Installation Inserts a New Addressing Rule

Symptom

Messages addressed to internet:user@company.com might get converted to internet:internet:user@company.com by an addressing rule.

Cause

Addressing rules cannot distinguish an address that is already in traditional GroupWise format. Care needs to be taken to not convert addresses unnecessarily.

Solution

The GroupWise 5.5 installation inserts a rule at the beginning that looks for

```
*.*@*.*
```

and replaces it with:

```
%1:%2@%3.%4
```

This rule prevents other rules from executing when a message is already in traditional GroupWise addressing format.

A

What Has Been Modified Since GroupWise 5.2?

- ♦ “Addressing Rules” on page 33
- ♦ “Dot Order of an Internet Address” on page 33
- ♦ “Backwards Compatibility with GroupWise 5.x” on page 34

Addressing Rules

Addressing rules related to Internet addressing are ignored in GroupWise 5.5. Any rules that search for the at (@) sign and insert colon (:) are ignored, so that GroupWise 5.5 clients can use the new Internet addressing functionality while leaving addressing rules to function at the 5.2 level. For this reason, do not remove your addressing rules until all of your clients are converted to GroupWise 5.5. Addressing rules are not necessary in GroupWise 5.5 because it understands the Internet addresses without any conversions instigated by addressing rules.

Dot Order of an Internet Address

GroupWise has always used DPU (Domain.PostOffice.User) addressing. The address becomes more specific from left to right. Since Internet addresses become more general when read from left to right, GroupWise 5.5 has reversed the dot order to match the Internet dot order. GroupWise 5.5 uses UPD (User.Postoffice.Domain). All addresses are first interpreted using this order. If no matches are found, GroupWise 5.5 considers the DPU order for backwards compatibility.

Backwards Compatibility with GroupWise 5.x

Internet addressing is largely backwards-compatible with GroupWise. GroupWise 5.5 will accept all old address formats, and the GroupWise 5.5 Message Transfer Agent (MTA) will always look for routes to domains and use them before it attempts to route by way of GroupWise message transfer protocol or to the GroupWise Internet Agent. The DPU format lets previous GroupWise versions ignore the IDomain field. Also, if the previous GroupWise system replies to or resends a message using the newer DPU address, the item will be routed to a 5.5 MTA. Finally, personal address books maintain two e-mail address fields: one in the DPU format, the other in the previous format. GroupWise hides the field deemed unnecessary by the system's configuration.