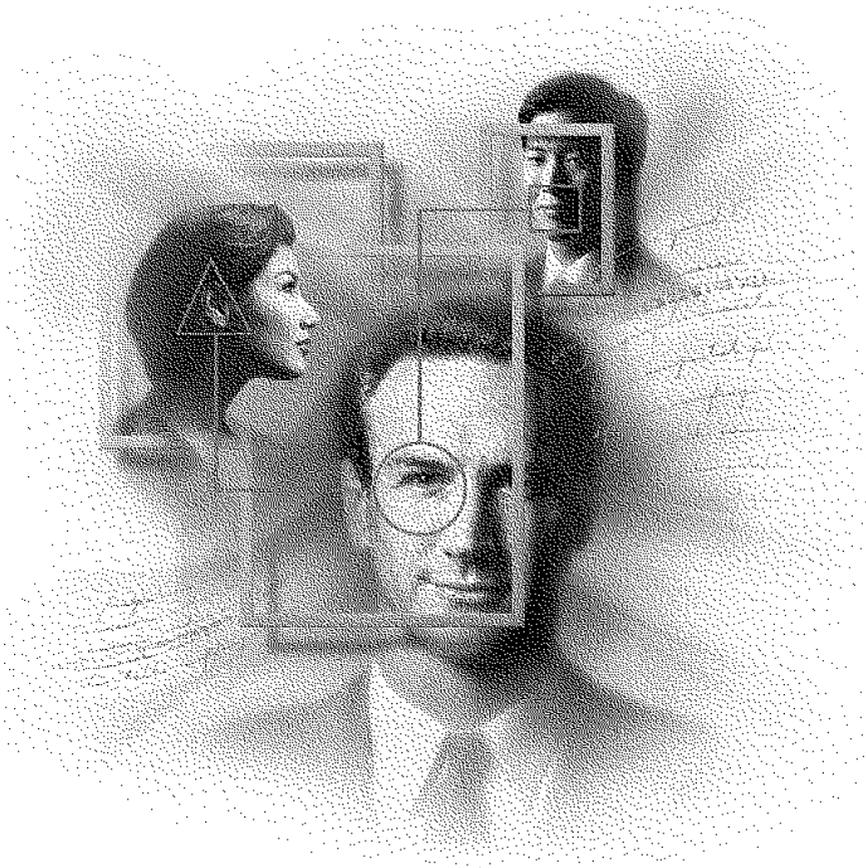


VERSION 5.5

Troubleshooting 2:

Solutions to Common Problems



GroupWise®

GATHER, ACCESS, AND COMMUNICATE INFORMATION

Novell®

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# Contents

<b>Part I</b>	<b>General Troubleshooting Strategies</b>	
	General GroupWise Troubleshooting Strategies	11
	General Server/Network Troubleshooting Strategies	15
<b>Part II</b>	<b>Strategies for Agent Problems</b>	
	Post Office Agent Problems	19
	Message Transfer Agent Problems	29
<b>Part III</b>	<b>Strategies for Message Delivery Problems</b>	
	Message Does Not Arrive	39
	Message Delivery Is Slow	55
	Message Has Undeliverable Status	59
	Message Is Dropped in the PROBLEM Directory	63
<b>Part IV</b>	<b>Strategies for Administration Problems</b>	
	GroupWise Administrator Problems	67
	Document Management Services Problems	73
<b>Part V</b>	<b>Strategies for Client Problems</b>	
	GroupWise Client Problems	81
	GroupWise Remote Problems	89



# Troubleshooting 2: Solutions to Common Problems

This guide provides troubleshooting strategies for GroupWise® problems that can occur with GroupWise clients, GroupWise agents, message delivery, and NetWare Administrator.

- ◆ “General Troubleshooting Strategies” on page 9
- ◆ “Strategies for Agent Problems” on page 17
- ◆ “Strategies for Message Delivery Problems” on page 37
- ◆ “Strategies for Administration Problems” on page 65
- ◆ “Strategies for Client Problems” on page 79





## General Troubleshooting Strategies

This part of *Troubleshooting 2: Solutions to Common Problems* helps you resolve GroupWise® problems that are not related to specific error messages or components of your system. It can also help with problems that have not been resolved by more specific troubleshooting strategies.

- ◆ “General GroupWise Troubleshooting Strategies” on page 11
- ◆ “General Server/Network Troubleshooting Strategies” on page 15



# General GroupWise Troubleshooting Strategies

If these troubleshooting strategies do not solve the problem, see [Novell® Support Connection™ Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

- ◆ “Checking GroupWise Agent Log Files” on page 11
- ◆ “Assigning a GroupWise Administrator” on page 12
- ◆ “Checking IP Addresses and Port Numbers for TCP/IP Links” on page 12
- ◆ “Checking Network Access for Mapped/UNC Links” on page 12
- ◆ “Recovering and Rebuilding Domain and Post Office Databases” on page 13
- ◆ “Analyzing and Fixing User and Message Databases” on page 13
- ◆ “Verifying GroupWise System Information” on page 13
- ◆ “Understanding Message Flow” on page 14

## Checking GroupWise Agent Log Files

**Problem:** You are experiencing message delivery problems.

**Action:** Use the MTA and POA log files to help you track message delivery problems. Set the logging level to Verbose so all processing information is displayed. This information can help you determine what the problem is. You should also verify the information is being logged to disk. See "[Agent Log Files](#)" in "[Message Flow Monitoring](#)" in the *Agent Setup* guide.

## Assigning a GroupWise Administrator

**Problem:** No one is receiving error messages generated by the MTA and the POA.

**Action:** Make sure each domain has an administrator who receives error messages generated by the agents. See "[Error Notification for the Administrator](#)" in "[Message Flow Monitoring](#)" in the *Agent Setup* guide.

## Checking IP Addresses and Port Numbers for TCP/IP Links

**Problem:** Incorrect IP addresses and port numbers can cause problems for the GroupWise® client and agents when TCP/IP connections are used.

**Possible Cause:** The GroupWise client is set up with the wrong IP address and/or TCP port number.

**Action:** Make sure the GroupWise client is set up with the correct IP address and port number for the POA in each user's post office. Or make sure the GroupWise name server is running so IP addresses and port numbers can be looked up automatically. See the *GroupWise Client Setup* guide and "[Configuring a GroupWise Name Server](#)" in "[Reconfiguring the POA](#)" in the *Agent Setup* guide.

**Possible Cause:** The POA is set up with the wrong IP address and/or TCP port number.

**Action:** Make sure the POA is set up with the correct IP address and port number. See "[Using Client/Server Access to the Post Office](#)" in "[Reconfiguring the POA](#)" in the *Agent Setup* guide.

**Possible Cause:** The MTA is set up with the wrong IP address and/or TCP port number.

**Action:** Make sure the MTA is set up with the correct IP address and port number. See "[Using TCP/IP Links between Domains](#)" in "[Reconfiguring the MTA](#)" in the *Agent Setup* guide.

**Possible Cause:** Multiple programs on the same server or workstation are set up with the same TCP port number.

**Action:** Make sure no duplicate port numbers are in use.

## Checking Network Access for Mapped/UNC Links

**Problem:** Insufficient network rights can cause problems for the GroupWise client and agents when direct access to databases and directories is required. The following can be signs of insufficient network rights:

- ◆ Access-denied errors
- ◆ Messages are not being delivered
- ◆ One or more users are unable to start GroupWise client

- Action: Check the rights in the post office where the problem is occurring. See "[GroupWise Agent Rights](#)" and "[GroupWise User Rights](#)" in the *Security* guide.
- Action: In NetWare® Administrator, you can set the proper user rights for all users in a post office or for an individual user. See "[Providing Access Rights for Users](#)" in "[Users](#)" in the *Maintenance* guide.

## Recovering and Rebuilding Domain and Post Office Databases

- Problem: Problems with a domain database ([WPDOMAIN.DB](#)) or post office database ([WPHOST.DB](#)) can cause access problems for GroupWise Administrator and the GroupWise client, as well as cause message delivery problems. Database problems can also cause information in your system to be out of sync (for example, a user's information in one post office being different than that user's information in another post office).
- Action: See "[Maintaining Domain and Post Office Databases](#)" in "[Databases](#)" in the *Maintenance* guide.

## Analyzing and Fixing User and Message Databases

- Problem: Problems with a user database ([USERxxx.DB](#)) or a message database ([MSG0-24.DB](#)) can cause users to lose access to their mailboxes, have incorrectly displayed mailbox information, and have message delivery problems.
- Action: See "[Maintaining User and Message Databases](#)" in "[Databases](#)" and "[GroupWise Check \(GWCheck\)](#)" in "[Stand-Alone Maintenance Programs](#)" in the *Maintenance* guide.

## Verifying GroupWise System Information

- Problem: Messages are not being delivered to post offices or domains, or you are receiving excessive undeliverable messages.
- Possible Cause: Link configuration problems with your GroupWise system can cause message delivery problems.
- Action: Check links between domains. See "[Link Configuration](#)" in the *Agent Setup* guide.
- Action: Check links to post offices. See "[Link Configuration](#)" in the *Agent Setup* guide.
- Possible Cause: Incorrect object information can cause message delivery problems.

- Action: Check Domain and Post Office object properties. See "[Editing Domain Properties](#)" in "[Domains](#)" and "[Editing Post Office Properties](#)" in "[Post Offices](#)" in the *Maintenance* guide.
- Action: Check agent object properties. See "[Configuring the POA in NetWare Administrator](#)" in "[Preparing Your System for the POA](#)" and "[Configuring the MTA in NetWare Administrator](#)" in "[Preparing Your System for the MTA](#)" in the *Agent Setup* guide.
- Possible Cause: Correct information is not being synchronized throughout your GroupWise system.
- Action: If information is correct in some places but incorrect in others, you can synchronize GroupWise information. See "[Synchronizing Database Information](#)" in "[Databases](#)" in the *Maintenance* guide.

## Understanding Message Flow

- Problem: You are experiencing message delivery problems.
- Action: Because each component (GroupWise client, MTA and POA) is responsible for a specific area of message flow, knowing where the message flow has been interrupted can help you discover which component is not functioning correctly. See "[Message Flow Diagrams](#)" in *Troubleshooting 3: Message Flow and Directory Structure*.

# General Server/Network Troubleshooting Strategies

If these troubleshooting strategies do not solve the problem, see [Novell® Support Connection™ Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

- ◆ “Checking Available System Resources” on page 15
- ◆ “Checking Available Disk Space” on page 15
- ◆ “Checking File Ownership” on page 16

## Checking Available System Resources

**Problem:** The GroupWise® agents cannot perform well when inadequate system resources are available.

**Action:** Make sure the servers where agents run meet basic system requirements. See "[POA System Requirements](#)" in "[Planning to Install the POA](#)" and "[MTA System Requirements](#)" in "[Planning to Install the MTA](#)" in the *Agent Setup* guide.

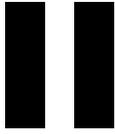
## Checking Available Disk Space

**Problem:** When one of the GroupWise programs tries to create or modify a file and there is not enough disk space available to complete the task, you will generally get a disk full error message.

**Action:** Free up space on the disk.

## Checking File Ownership

- Explanation:** The following information applies only if your network operating system is Novell® NetWare® and you are using mapped drive connections to post offices.
- Problem:** NetWare assigns ownership of a file to the creator of the file. Therefore, when a GroupWise program (client, agent, or gateway) creates a database file, the ownership of that database file is assigned according to the network ID currently being used. For example, if Eric is using the GroupWise client program and it creates a new message database, Eric is assigned ownership of the message database. Problems can arise if a user who owns a database file is removed from the network. Problems can also arise if the owner has limited available disk space.
- Action:** If a database file cannot be accessed, you should check to see who owns the database and, if necessary, reassign ownership to a valid network account (preferably SUPERVISOR). To look up the locations of databases in domains and post offices, see "[Editing Domain Properties](#)" in "[Domains](#)" and "[Editing Post Office Properties](#)" in "[Post Offices](#)" in the *Maintenance* guide.
- NetWare Note:** To check ownership, you can change to the directory and use the NDIR command. To reassign ownership, you can use the FILER command.



## Strategies for Agent Problems

This part of *Troubleshooting 2: Solutions to Common Problems* helps you resolve problems with individual agents, either the Post Office Agent (POA) or the Message Transfer Agent (MTA).

- ◆ “Post Office Agent Problems” on page 19
- ◆ “Message Transfer Agent Problems” on page 29



# Post Office Agent Problems

If these troubleshooting strategies do not solve the problem, see [Novell® Support Connection™ Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

- ◆ "Post Office Agent Error Messages" in *Troubleshooting 1: Error Messages*
- ◆ "POA Won't Start" on page 20
- ◆ "POA Shuts Down Unexpectedly" on page 22
- ◆ "POA Statistics Box Shows Requests Pending" on page 23
- ◆ "POA Statistics Box Shows Users Timed Out" on page 23
- ◆ "POA Statistics Box Shows Undeliverable Users" on page 24
- ◆ "POA Statistics Box Shows Problem Messages" on page 24
- ◆ "POA Redirection List Shows Failed TCP/IP Connection" on page 24
- ◆ "POA Message Transfer Status Box Shows Closed Link" on page 25
- ◆ "POA Starts Unwanted TCP/IP Thread" on page 25
- ◆ "POA Fails to Deliver Messages" on page 26
- ◆ "POA Fails to Respond to MTP Configuration Changes in NetWare Administrator" on page 26
- ◆ "POA Fails to Respond to Other Configuration Changes in NetWare Administrator" on page 27
- ◆ "POA Runs Repeated Recoveries on the Same Database" on page 27
- ◆ "POA Starts in the Wrong Language" on page 28
- ◆ "POA Is Involved with Network Operating System or Hardware Problems" on page 28

## POA Won't Start

Problem: The POA does not start.

Possible Cause: The `/home` switch is missing.

Action: Make sure the `/home` startup switch provides the correct path to the post office directory where the post office database (`WPHOST.DB`) resides. This switch is required to start the POA and must be provided either in the POA startup file or on the command line when you start the POA. See "[Starting the POA](#)" in the *Agent Setup* guide.

Possible Cause: The `/home` switch points to an unavailable location.

Action: Make sure the location specified by the `/home` startup switch is currently available to the POA. If the post office is located on a different server from where the POA will run and you are using mapped drive connections, preparations for the connection between the POA and the post office are required:

- ◆ If you are using the NLM™ POA, you must use the `/dn` startup switch or the `/user` and `/password` startup switches to enable the POA to log in to the server where the post office is located.
- ◆ If you are using the NT POA, you must create the drive mapping to the post office before starting the POA.

See "[Starting the POA](#)" in the *Agent Setup* guide.

Possible Cause: The server where the post office resides is down.

Action: Check the status of the server where the post office resides.

Possible Cause: The POA does not have sufficient rights to the post office directory.

Action: Make sure the network rights in the post office are correct. For a list of required network rights, see "[GroupWise Agent Rights](#)" in the *Security* guide. Start the POA including the `/rights` switch to determine the specific problem the POA is encountering and make corrections as needed.

Possible Cause: The post office database (`WPHOST.DB`) is damaged.

Action: If the post office database is available to the POA but cannot be read, it may be damaged. In NetWare® Administrator, perform maintenance to correct any problems with the post office database. See "[Maintaining Domain and Post Office Databases](#)" in "[Databases](#)" in the *Maintenance* guide.

Possible Cause: The POA server or workstation has inadequate resources.

- Action: Make sure the server or workstation where you are trying to run the POA has adequate resources to run the POA, especially adequate available memory and the current versions of any required network system files. See "[POA System Requirements](#)" in "[Planning to Install the POA](#)" in the *Agent Setup* guide.
- NetWare Note: On NetWare servers, you can use the NetWare Monitor NLM™ to check current server resources.
- NT Note: On NT workstations, you can use the Performance Monitor in NT Administrator Tools.
- Possible Cause: The POA is not installed correctly.
- Action: Make sure all files required to run the POA are installed. For a list of agent files, see "[Agent Installation Directories](#)" in *Troubleshooting 3: Message Flow and Directory Structure*.
- Possible Cause: A remote document storage area is unavailable.
- Action: Make sure the remote server or workstation where the document storage area is located is running. Make sure the POA has sufficient rights to log in. Make sure the `/user` and `/password` or `/dn` switches have been provided in the POA startup file.
- Action: As a temporary workaround, you can start the POA with the `/noconfig` switch, so it can start without trying to access the remote document storage area.
- Possible Cause: Language files are missing.
- Action: If you are using the `/language` startup switch to run the POA in a particular language, the corresponding language files must be installed for the POA to run in that language. To determine what language-specific files are required, see "[Agent Installation Directories](#)" in *Troubleshooting 3: Message Flow and Directory Structure*.
- Possible Cause: A POA is already running on the server or workstation.
- Action: If you have defined multiple POAs for the same post office in NetWare Administrator, the `/name` switch is required to specify which POA configuration to use when you start the POA.
- Possible Cause: The POA encounters an error condition.
- Action: If you receive an error message when trying to start the POA, look it up in "[Post Office Agent Error Messages](#)" in *Troubleshooting 1: Error Messages*.

## POA Shuts Down Unexpectedly

**Problem:** The POA has been running smoothly, but stops unexpectedly.

**Action:** If the POA screen or window is still displayed, exit it. If the normal exit procedure does not work, use the system procedure for terminating a program.

- ♦ If you are using the POA on NetWare, use the NetWare UNLOAD command. If you have other POAs running on the same server, you should exit them before using the UNLOAD command. The UNLOAD command unloads all POAs running on the same server and may not enable them to terminate gracefully.
- ♦ If you are using the NT POA, close the POA window.
- ♦ If you are using the UNIX\* POA, close the POA window.

**Action:** After the POA operation screen is no longer displayed, restart the POA as you normally would. See "**Starting the POA**" in the *Agent Setup* guide.

**Action:** If the POA shuts down again, exit it again, reboot the server or workstation, then start it again.

**Action:** Set the POA log level to Verbose for troubleshooting. See "**Agent Log Files**" in "**Message Flow Monitoring**" in the *Agent Setup* guide.

**Possible Cause:** Occasionally, a badly damaged message file can cause the POA to shut down.

**Action:** Check the contents of the POA input queue in the post office. For the location of the POA input queue in the post office, see "**Post Office Directory**" in *Troubleshooting 3: Message Flow and Directory Structure*. Move the message files out of the input queue subdirectories, start the POA, then copy the message files back in groups, watching the POA carefully to see if it shuts down on a particular message file. If it does, delete the problem message file so normal processing can resume.

**Action:** Rename the *post\_office*\WPCSOUT\OFS directory, then start the POA. This creates a new, empty input queue and the POA should run smoothly. Then copy the message files from the 0-7 priority subdirectories of WPCSOUT\OFS back into the correct priority subdirectory so the POA can process them. Copy them in small groups so the damaged message file can be identified and removed.

**Possible Cause:** Occasionally, a damaged database in the post office can cause the POA to shut down.

**Action:** In NetWare Administrator, perform maintenance to correct any problems with the databases in the post office. See "**Maintaining Domain and Post Office**"

**Databases**" and **"Maintaining User and Message Databases"** in **"Databases"** in the *Maintenance* guide.

Possible Cause: Although increasing the number of POA threads from their default settings can, in many cases, improve POA performance, creating too many POA threads can have undesirable results.

Action: For guidance is setting an appropriate number of POA threads, see **"Optimizing the POA"** in the *Agent Setup* guide.

Possible Cause: On a NetWare server, Upgrade Low Priority Threads is set to On.

Action: The POA may run more smoothly if you set Upgrade Low Priority Threads to Off. At the server console where the POA is running, type **set upgrade low priority threads=off**.

Possible Cause: Another program on the server or workstation is interfering with the operation of the POA.

Action: If the POA continues to be unstable, eliminate other programs running on the server or workstation. If the POA is stable when another specific program is not running on the same server or workstation with it, a conflict may exist between the two programs.

Action: If the POA still continues to be unstable, collect data about what specific activities are going on in the post office when problems occur, then see [Novell Support Connection Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

### **POA Statistics Box Shows Requests Pending**

Problem: GroupWise® client users are using TCP/IP links to the post office. In the POA operation screen, the Statistics box shows a large number of pending client/server requests.

Action: Increase the number of POA threads so that more users can be serviced by the POA. See **"Adjusting the Number of POA Threads and Connections for Client/Server Processing"** in **"Optimizing the POA"** in the *Agent Setup* guide.

### **POA Statistics Box Shows Users Timed Out**

Problem: GroupWise client users are using TCP/IP links to the post office. In the POA operation screen, the Statistics box shows a large number of users timed out.

Action: Having users timed out does not indicate a problem with the POA, but rather a problem with users. Users who have timed out are users for which the POA has closed the connection because the GroupWise client was no longer

communicating. Timed out users may not be exiting GroupWise normally or may be having other problems with their workstations. The number of timed-out users may tend to increase on a daily basis during the hour after users leave to go home. This is not a problem.

### **POA Statistics Box Shows Undeliverable Users**

**Problem:** In the POA operation screen, the Statistics box shows a large number of undeliverable users. Undeliverable users can be encountered using either mapped drive connections or TCP/IP connections. Undeliverable users are counted differently from undeliverable messages. For example, a single message could be addressed to 10 users; perhaps 9 users received the message successfully but 1 user was undeliverable.

**Possible Cause:** If messages cannot be delivered to a particular user, that user may have a damaged user database (**USERxxx.DB**).

**Action:** In NetWare Administrator, perform maintenance to correct any problems with the user database so messages can be delivered. See "**Maintaining User and Message Databases**" in "**Databases**" in the *Maintenance* guide.

**Action:** Check the POA log file for other reasons why messages cannot be delivered to specific users. See "**Agent Log Files**" in "**Message Flow Monitoring**" in the *Agent Setup* guide.

### **POA Statistics Box Shows Problem Messages**

**Problem:** In the POA operation screen, the Facility Details box shows problem messages have been encountered.

**Action:** The problem messages number indicates how many messages could not be processed by the POA. For strategies, see "**Message Is Dropped in the PROBLEM Directory in the Post Office**" on page 63.

### **POA Redirection List Shows Failed TCP/IP Connection**

**Problem:** In the POA screen or window, client/server statistics show a failed TCP/IP connection.

**Action:** Under Client/Server Statistics, use Show Redirection List to list existing POAs and the IP addresses of the computers they are running on.

**Action:** Under Client/Server Statistics, use Check Redirection List to determine which connections are currently valid.

Action: If a connection is listed as failed for a POA, use the PING command to see if the server or workstation is alive. If the server or workstation does not respond to the PING command, you must resolve the TCP/IP problem before the POA can use the link successfully.

Possible Cause: TCP/IP is not functioning correctly on the POA workstation.

Action: If the POA is running on a Windows NT\* workstation, make sure TCP/IP is correctly installed and set up on the workstation where the POA is running.

Possible Cause: Multiple servers or workstations are trying to use the same IP address.

Action: Check for conflicting IP addresses between those used by POA servers and workstation and those used by other servers and workstations. Only one server or workstation at a time can use the same IP address.

### **POA Message Transfer Status Box Shows Closed Link**

Problem: The POA is configured to communicate with the MTA by way of TCP/IP. However, the link between the POA and the MTA displays as Closed.

Action: Check the last closure reason. This information can help you determine the source of the problem. Common last closure reasons include:

GWPOA: Host refused connection

GWPOA: No peer listening for connection (B30A)

GWPOA: Port already in use (B309)

GWPOA: TCP/IP connection failure (8908)

GWPOA: TCP/IP disconnected (890F)

GWPOA: TCP/IP read timeout (8912)

Action: See also [“POA Fails to Respond to MTP Configuration Changes in NetWare Administrator” on page 26.](#)

### **POA Starts Unwanted TCP/IP Thread**

Problem: Even though you have started the POA using the /notcpip startup switch or disabled the Enable TCP/IP option in the POA Agent Settings page in NetWare Administrator, the POA still starts a TCP/IP thread.

Explanation: When you select Client/Server Only or Client/Server and Direct as the access mode for a post office and use the /notcpip switch when starting a POA, that POA does not accept incoming client/server connections from GroupWise clients. However, it still starts a single TCP/IP handler thread if TCP/IP is configured on the server. The purpose of this TCP/IP thread is to notify any GroupWise clients connecting to another POA in the post office via TCP/IP

they should reread the database because a new message has been delivered by a POA that is not using TCP/IP.

Action: To totally disable TCP/IP processing in a post office, set the access mode for the post office to Direct Only and start all POAs servicing that post office with the /notcpip switch, or deselect Enable TCP/IP in the Agent Settings page in NetWare Administrator.

## POA Fails to Deliver Messages

Problem: The POA is running but no messages are being delivered.

Possible Cause: The post office is closed.

Action: From the MTA operation screen, check the status of the post office. See "[Displaying MTA Configuration Information](#)" in "[Monitoring the MTA](#)" in the *Agent Setup* guide. If the post office is closed, messages are not arriving in the post office. Correct the problem with the MTA. See "[MTA Status Box Shows a Closed Facility](#)" on page 33.

Possible Cause: Message file processing has been turned off.

Action: Make sure that message file processing for the POA has not been turned off using the /nomf, /nomfhigh, or /nomflow switches.

## POA Fails to Respond to MTP Configuration Changes in NetWare Administrator

Problem: You change a POA link configuration or network address setting in NetWare Administrator, but the POA does not respond to the change. For example, you change from a mapped or UNC link to a TCP/IP link between the POA and the MTA, or you move the POA to a different server or workstation and change its IP address. If the configuration change does not replicate successfully to the post office database, the MTA link to the post office becomes closed.

Action: If you do not want to stop and restart the POA to open a closed post office link, change the configuration information back to what it was before you tried to change it. The MTA should then be able to open the post office link again. Once communication between the POA and MTA is re-established, make the configuration changes again. Wait for the configuration changes to be replicated to the post office database ([WPHOST.DB](#)), then start the POA in its new location.

Action: Stop the POA, then start the POA using the /mtpinipaddr and /mtpinport switches to specify the new IP address and port the POA should use for Message Transfer Protocol (MTP) communication with the MTA. Once the

link is established and all administrative messages have been processed, you do not need to use these startup switches again.

Action: Stop the POA. Rebuild the post office database (WPHOST.DB) to replicate the configuration changes. See "[Rebuilding Domain or Post Office Databases](#)" in "[Databases](#)" in the *Maintenance* guide.

### **POA Fails to Respond to Other Configuration Changes in NetWare Administrator**

Problem: You change a POA configuration setting in NetWare Administrator, but the POA does not respond to the change. For example, you change from direct access to client/server mode, or you want to turn off error mail to the administrator.

Action: Synchronize the post office database (WPHOST.DB) with the domain database (WPDOMAIN.DB). See "[Synchronizing Database Information](#)" in "[Databases](#)" in the *Maintenance* guide.

Action: Stop the POA. Rebuild the post office database (WPHOST.DB) to replicate the configuration changes. See "[Rebuilding Domain or Post Office Databases](#)" in "[Databases](#)" in the *Maintenance* guide.

### **POA Runs Repeated Recoveries on the Same Database**

Problem: The POA continually attempts to recover a particular database but never succeeds.

Action: The recovery operation the POA can perform while the database is in use by client users is not as powerful as a rebuild operation. Rebuild the problem database. See "[Maintaining Domain and Post Office Databases](#)" and "[Maintaining User and Message Databases](#)" in "[Databases](#)" in the *Maintenance* guide.

Action: The rebuild operation performed in NetWare Administrator may not be as current as the rebuild operation available in the GWCheck utility. See "[GroupWise Check \(GWCheck\)](#)" in "[Stand-Alone Maintenance Programs](#)" in the *Maintenance* guide.

Action: If the problem is occurring with a user database and it cannot be rebuilt, re-create the user database. See "[Re-creating a User Database](#)" in "[Databases](#)" in the *Maintenance* guide.

## POA Starts in the Wrong Language

**Problem:** You have installed the POA in more than one language and it is starting in a different language than you want.

**Action:** Start the POA using the `/language` switch to specify the language.

## POA Is Involved with Network Operating System or Hardware Problems

**Problem:** The POA is interacting with the network operating system or hardware in an undesirable way.

**Possible Cause:** If you just updated the NLM™ POA software, you may not have unloaded the agent engine (`GWENN2.NLM`), resulting in a series of "Loader cannot find public symbol: *symbol*" errors on the server console.

**Action:** Unload `GWENN2.NLM`, then start the NLM POA, so that the newly installed agent engine is loaded along with it.

**Possible Cause:** The POA server is running older software, resulting in `TCP_HANDLER` errors on the server console.

**Action:** Make sure you are using the most current TCP/IP stack for NetWare.

**Possible Cause:** The POA server is overburdened, resulting in SYN attacks.

**Action:** Make sure overall server utilization is not too high. Increase the POA's TCP/IP resources. See "[Adjusting the Number of POA Threads and Connections for Client/Server Processing](#)" in "[Optimizing the POA](#)" in the *Agent Setup* guide.

**Possible Cause:** The POA server is overburdened. CPU utilization on the server where the NLM POA is running jumps to 100% and the POA seems to be taking all available resources. GroupWise and other objects on the server are out of sync with other servers.

**Action:** Run `DSREPAIR`.

**Possible Cause:** The POA server contains multiple NICs.

**Action:** The NLM POA automatically binds to the server's default IP address. It does not support multihoming. Therefore, you cannot bind different POAs to different NICs in the same server.

# Message Transfer Agent Problems

If these troubleshooting strategies do not solve the problem, see [Novell® Support Connection™ Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

- ◆ "Message Transfer Agent Error Messages" in *Troubleshooting 1: Error Messages*
- ◆ "MTA Won't Start" on page 29
- ◆ "MTA Shuts Down Unexpectedly" on page 31
- ◆ "MTA Status Box Shows a Closed Facility" on page 33
- ◆ "MTA Statistics Box Shows Undeliverable Messages" on page 34
- ◆ "MTA Statistics Box Shows Errors" on page 34
- ◆ "MTA Configuration Status Isn't Open" on page 35
- ◆ "MTA Starts in the Wrong Language" on page 35
- ◆ "MTA Is Involved with Network Operating System or Hardware Problems" on page 35

## MTA Won't Start

Problem: The MTA does not start.

Possible Cause: The `/home` switch is missing.

Action: Make sure the `/home` startup switch provides the correct path to the domain directory where the domain database (`WPDOMAIN.DB`) resides. This switch is required to start the MTA and must be provided either in the MTA startup file or on the command line when you start the MTA. See "[Starting the MTA](#)" in the *Agent Setup* guide.

- Possible Cause: The /home switch points to an unavailable location.
- Action: Make sure the location specified by the /home startup switch is currently available to the MTA. If the domain is located on a different server from where the MTA will run and you are using mapped drive connections, preparations for the connection between the MTA and the domain are required:
- ◆ If you are using the MTA on NetWare<sup>®</sup>, you must use the /dn startup switch or the /user and /password startup switches to enable the MTA to log in to the server where the domain is located.
  - ◆ If you are using the NT MTA, you must create the drive mapping to the domain and post offices in the domain before starting the MTA.
- Possible Cause: The server where the domain resides is down.
- Action: Check the status of the server where the domain resides.
- Possible Cause: The /work switch points to an unavailable location. Although not required, the /work startup switch is useful to specify a local work directory for the MTA when the domain it services is located on a different server. Using the /work switch to provide a local work directory on the server or workstation where it is installed is highly recommended for MTA performance. If the work switch is not used, the work directory is placed in the directory specified by the /home switch.
- Action: Make sure the location of the work directory is available to the MTA.
- Possible Cause: The MTA does not have sufficient rights to the domain directory.
- Action: Make sure the network rights in the domain are correct. For a list of required network rights, see "[GroupWise Agent Rights](#)" in the *Security* guide.
- Possible Cause: The domain database ([WPDOMAIN.DB](#)) is damaged.
- Action: If the domain database (WPDOMAIN.DB) is available to the MTA but cannot be read, it may be damaged. In NetWare Administrator, perform maintenance to correct any problems with the domain database. See "[Maintaining Domain and Post Office Databases](#)" in "[Databases](#)" in the *Maintenance* guide.
- Possible Cause: The MTA server or workstation has inadequate resources.
- Action: Make sure the server or workstation where you are trying to run the MTA has adequate resources to run the MTA, especially adequate available memory and the current versions of any required network system files. See "[MTA System Requirements](#)" in "[Planning to Install the MTA](#)" in the *Agent Setup* guide.
- NetWare Note: On NetWare servers, you can use the NetWare Monitor

NLM™ to check current server resources.

NT Note: On NT workstations, you can use the Performance Monitor in NT Administrator Tools.

Possible Cause: The MTA is not installed correctly.

Action: Make sure all files required to run the MTA are installed. For a complete list, see "[Agent Installation Directories](#)" in *Troubleshooting 3: Message Flow and Directory Structure*.

Possible Cause: Language-specific files are missing.

Action: If you are using the `/language` startup switch to run the MTA in a particular language, the corresponding language files must be installed for the MTA to run in that language. To determine what language-specific files are required, see "[Agent Installation Directories](#)" in *Troubleshooting 3: Message Flow and Directory Structure*.

Possible Cause: The MTA is encountering a problem with one specific aspect of its functioning.

Action: MTA startup switches are available to disable specific MTA functions while allowing other functions to continue normally. For example, the `/noada` switch disables the MTA admin thread. If a specific MTA function is causing the MTA to shut down, you may be able to disable that particular function with a startup switch. See "[MTA Startup Switches](#)" in the *Agent Setup* guide.

Possible Cause: The MTA encounters an error condition.

Action: If you receive an error message when trying to start the MTA, look it up in "[Message Transfer Agent Error Messages](#)" in *Troubleshooting 1: Error Messages*.

## MTA Shuts Down Unexpectedly

Problem: The MTA has been running smoothly, but stops unexpectedly.

Action: If the MTA operation screen is still displayed, exit it. If the normal exit procedure does not work, use the system procedure for terminating a program.

- ◆ If you are using the MTA on NetWare, use the NetWare UNLOAD command. If you have other MTAs running on the same server, you should exit them before using the UNLOAD command. The UNLOAD command unloads all MTAs running on the same server and may not enable them to terminate gracefully.
- ◆ If you are using the NT MTA, close the MTA window.
- ◆ If you are using the UNIX\* MTA, close the MTA window.

- Action: After the MTA operation screen is no longer displayed, restart the MTA as you normally would. See "[Starting the MTA](#)" in the *Agent Setup* guide.
- Action: If the MTA shuts down again, exit it again, reboot the server or workstation, then start it again.
- Action: Set the MTA log level to Verbose for troubleshooting. See "[Agent Log Files](#)" in "[Message Flow Monitoring](#)" in the *Agent Setup* guide.
- Possible Cause: Occasionally, a badly damaged message file can cause the MTA to shut down.
- Action: Check the contents of the MTA input queues in the domain and post offices. For the locations of the MTA input queues, see "[Message Transfer/Storage Directories](#)" in *Troubleshooting 3: Message Flow and Directory Structure*. Move the message files out of the priority subdirectories of each input queue, start the MTA, then copy the message files back in groups, watching the MTA carefully to see if it shuts down on a particular message file. If it does, delete the problem message file so normal processing can resume.
- Possible Cause: Occasionally, a damaged domain database (**WPDOMAIN.DB**) can cause the MTA to shut down.
- Action: In NetWare Administrator, perform maintenance to correct any problems with the domain database. See "[Maintaining Domain and Post Office Databases](#)" in "[Databases](#)" in the *Maintenance* guide.
- Possible Cause: Network connections are unstable.
- Action: Make sure the connections between the server or workstation where the MTA is running and the servers where the domain database (**WPDOMAIN.DB**) and post office database (**WPHOST.DB**) are located are stable. Repeatedly losing connections to servers can cause damage to databases.
- Possible Cause: The MTA is encountering a problem with one specific aspect of its functioning.
- Action: MTA startup switches are available to disable specific MTA functions while allowing other functions to continue normally. For example, the /noada switch disables the MTA admin thread. If a specific MTA function is causing the MTA to shut down, you may be able to disable that particular function with a startup switch. See "[MTA Startup Switches](#)" in the *Agent Setup* guide.
- Possible Cause: Another program on the server or workstation is interfering with the operation of the MTA.
- Action: If the MTA continues to be unstable, eliminate other programs running on the server or workstation. If the MTA is stable when another specific program is

not running on the same server or workstation with it, a conflict may exist between the two programs.

Action: If the MTA still continues to be unstable, collect data about what specific activities are going on in the domain when problems occur, then see [Novell Support Connection Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

## MTA Status Box Shows a Closed Facility

Problem: In the MTA operation screen, the Status box shows a closed facility.

Action: Check for details about why the facility is closed. See "[Displaying MTA Configuration Information](#)" in "[Monitoring the MTA](#)" in the *Agent Setup* guide.

Action: Check the configuration status for the closed facility. See "[MTA Configuration Status Isn't Open](#)" on page 35.

Action: Check the last closure reason. This information can help you determine the source of the problem. Common last closure reasons include:

**GWMTA: Access denied**

**GWMTA: Cannot attach to server or volume**

**GWMTA: Cannot create/read/write files/directories**

**GWMTA: Cannot move files**

**GWMTA: Insufficient disk space**

**GWMTA: Insufficient memory**

**GWMTA: Insufficient system resources**

**GWMTA: Link or transport down**

**GWMTA: No path configured**

**GWMTA: Undefined link**

See "[Message Transfer Agent Error Messages](#)" in *Troubleshooting 1: Error Messages*.

Action: In facility details, check the directory paths for mapped and UNC connections or the IP addresses and port numbers for TCP/IP links. Make sure the correct locations are displayed. Make sure the locations exist, and verify the database (**WPDOMAIN.DB** for a domain or **WPHOST.DB** for a post office) is there in the specified location. Do not use NDS<sup>®</sup> paths.

Action: If it is a new facility that has never been open, verify the links between domains and post offices. See "[Link Configuration](#)" in the *Agent Setup* guide.

Make sure mapped and UNC path specifications are in the correct format. Do not use NDS full context paths.

Possible Cause: A domain or post office has been moved incorrectly.

Action: When you move a domain or post office to a new location or change its link type, you must make various configuration changes in NetWare Administrator. If the domain or post office becomes closed as a result, the reconfiguration changes may not have replicated down to the agent in the reconfigured facility before other changes prevented the replication from happening at all. Rebuild the facility database (WPDOMAIN.DB or WPHOST.DB). See "[Maintaining Domain and Post Office Databases](#)" in "[Databases](#)" in the *Maintenance* guide. This will ensure the reconfiguration changes are replicated to the facility. Then restart the agent for the facility.

Possible Cause: The MTA server or workstation has insufficient memory.

Action: Make sure the server or workstation where the MTA is running has adequate memory. If the MTA starts running out of memory, it starts shutting down connections. See "[MTA System Requirements](#)" in "[Planning to Install the MTA](#)" in the *Agent Setup* guide.

### **MTA Statistics Box Shows Undeliverable Messages**

Problem: In the MTA operation screen, the Statistics box displays a large number of undeliverable messages.

Action: The number of undeliverable messages indicates how many messages could not be routed by the MTA. For strategies, see "[Message Has Undeliverable Status](#)" on page 59.

### **MTA Statistics Box Shows Errors**

Problem: In the MTA operation screen, the Statistics box shows a large number of message errors have occurred.

Action: The number of message errors indicates how many messages could not be processed by the MTA. For strategies, see "[Message Is Dropped in the PROBLEM Directory](#)" on page 63.

## MTA Configuration Status Isn't Open

- Problem:** In the MTA operation screen, the Configuration Status box displays the connection status as something other than Open.
- Action:** If the configuration status is Closed, the MTA cannot access the database in the domain or post office. Make sure the server where the closed facility is located is not down. Make sure the MTA can access the server.
- NetWare Note: If you are using the MTA on Novell NetWare, verify the settings of the `/dn` or `/user` and `/password` startup switches for the server where the closed facility is located.
- NT Note: If you are using the NT MTA, verify the UNC path or drive mapping to the closed facility.
- Action:** If the connection status is Suspended, resume the MTA. See "[Suspending/Resuming a Facility](#)" in "[Monitoring the MTA](#)" in the *Agent Setup* guide.
- Action:** If the connection status is Open Pending, post offices in the domain are in the process of opening and the MTA is clearing its holding queues. Once this is accomplished, the MTA begins processing current messages and the status will change to Open. No action is necessary.

## MTA Starts in the Wrong Language

- Problem:** You have installed the MTA in more than one language and it is starting in a different language than you want.
- Action:** Start the MTA using the `/language` switch to specify the language.

## MTA Is Involved with Network Operating System or Hardware Problems

- Problem:** The MTA is interacting with the network operating system or hardware in an undesirable way.
- Possible Cause:** If you just updated the MTA software, you may not have unloaded the agent engine (`GWENN2.NLM`), resulting in a series of "Loader cannot find public symbol: *symbol*" errors on the server console.
- Action:** Unload `GWENN2.NLM`, then start the MTA, so that the newly installed agent engine is loaded along with it.
- Possible Cause:** The MTA server is running older software, resulting in `TCP_HANDLER` errors on the server console.
- Action:** Make sure you are using the most current TCP/IP stack for NetWare.
- Possible Cause:** The MTA server is overburdened, resulting in SYN attacks.

Action: Make sure overall server utilization is not too high. Increase the MTA's tolerance for slow connections. See "[Adjusting the MTA Wait Intervals for Slow TCP/IP Connections](#)" in "[Optimizing the MTA](#)" in the *Agent Setup* guide.

Possible Cause: The MTA server contains multiple NICs.

Action: The NLM MTA automatically binds to the server's default IP address. It does not support multihoming. Therefore, you cannot bind different MTAs to different NICs in the same server.



## Strategies for Message Delivery Problems

This part of *Troubleshooting 2: Solutions to Common Problems* helps you resolve problems with how the agents are interacting to deliver messages throughout your GroupWise system.

- ◆ “Message Does Not Arrive” on page 39
- ◆ “Message Delivery Is Slow” on page 55
- ◆ “Message Has Undeliverable Status” on page 59
- ◆ “Message Is Dropped in the PROBLEM Directory” on page 63



# Message Does Not Arrive

Select the configuration where message flow has been disrupted:

- ◆ “[Message Does Not Arrive in the Local Post Office](#)” on page 39
- ◆ “[Message Does Not Arrive between Post Offices](#)” on page 41
- ◆ “[Message Does Not Arrive between Domains](#)” on page 46

## Message Does Not Arrive in the Local Post Office

**Problem:** A message from user A is not being delivered to user B in the same post office. This scenario would most likely occur when GroupWise® users connect to the post office with mapped drive connections. When users connect with TCP/IP connections, they would encounter problems when starting the GroupWise client rather than when sending a message. With the client/server access mode used for TCP/IP connections, the GroupWise client cannot start if it cannot communicate with the POA.

**Action:** Review the stages of message flow within the local post office. See "[Message Delivery in the Local Post Office](#)" in *Troubleshooting 3: Message Flow and Directory Structure*.

**Action:** Answer the following question:

---

**Is the delivery mode in the post office set to Use App Thresholds?**

---

**Yes** See “[Problem with the Post Office Agent](#)” on page 40.

**No** See “[Problem with Network Rights](#)” on page 40.

**Don't Know** See “[Determining the Delivery Mode in the Post Office](#)” on page 40.

---

## Problem with the Post Office Agent

- 1 When the delivery mode in the post office is set to Use App Thresholds and the threshold is exceeded, the POA must be running for messages to be delivered. Make sure the POA has been started in the post office. See "[Monitoring the POA](#)" in the *Agent Setup* guide. If the threshold is not exceeded, see "[Problem with Network Rights](#)" on page 40.
- 2 If the POA is running successfully and messages still do not arrive, see "[Problem with Databases](#)" on page 40.

## Problem with Network Rights

- 1 To deliver a message to another user in the same post office using direct access mode, the GroupWise client must have sufficient rights to write information to the databases in the post office. For required post office rights, see "[GroupWise User Rights](#)" in the *Security* guide.
- 2 Compare the listed rights with those in the post office directory where user messages are not being delivered successfully.
- 3 If the network rights are correct and messages still do not arrive, see "[Problem with Databases](#)" on page 40.

## Problem with Databases

If only one user does not receive messages, that user database ([USERxxx.DB](#)) may be damaged. If a specific group of users do not receive messages, a message database ([MSG0-24.DB](#)) may be damaged. In NetWare<sup>®</sup> Administrator, perform maintenance on these files to correct any problems with the databases. See "[Maintaining User and Message Databases](#)" in "[Databases](#)" and [GroupWise Check \(GWCheck\)](#)" in "[Stand-Alone Maintenance Programs](#)" in the *Maintenance* guide.

## Determining the Delivery Mode in the Post Office

If you do not know which delivery mode is in use in the post office, start NetWare Administrator > locate the post office in the browse window > right-click the Post Office object > click Details > check the delivery mode setting. Return to "[Message Does Not Arrive in the Local Post Office](#)" on page 39.

## Message Does Not Arrive between Post Offices

**Problem:** A message from a user in Post Office A is not being delivered to a user in Post Office B in the same domain.

**Action:** Action: Review the stages of message flow between post offices. See "[Message Delivery to a Different Post Office](#)" in *Troubleshooting 3: Message Flow and Directory Structure*.

**Action:** Answer the following question:

---

### Can other users in Post Office A send messages to other users in Post Office B?

---

<b>Yes</b>	See " <a href="#">Problem with an Individual User in Either Post Office</a> " on page 41.
<b>No</b>	See " <a href="#">Problem between Post Offices for Multiple Users</a> " on page 43.
<b>Don't Know</b>	See " <a href="#">Problem between Post Offices for Multiple Users</a> " on page 43.

---

### Problem with an Individual User in Either Post Office

- 1 Stop the MTA for the domain.
- 2 Have the user in Post Office A send a low priority test message to a recipient in Post Office B. (It's a good idea to test message flow using a low priority message because the low priority message queue is typically empty.)
- 3 Check the `post_office\WPCSIN\6` directory in the sender's post office.

---

#### Has a new message file appeared in the `post_office\WPCSIN\6` directory?

---

<b>No</b>	The GroupWise client was unable to create the message file. The user may not have sufficient rights to the directory, or the NetWare <sup>®</sup> 3.1 bindery could be damaged. Correct the problem, then repeat the test.
<b>Yes</b>	The sender can successfully send messages. Continue below.

---

- 4 Stop the POA for Post Office B.

- 5 Restart the MTA in the domain. Observe the MTA operation screen for any sign of problems.
- 6 Check the *post\_office\WPCSOUT\OFS\6* directory in Post Office B.

---

**Has a new message file appeared in the *post\_office\WPCSOUT\OFS\6* directory?**

---

- |            |  |
|------------|--|
| <b>No</b>  | See “ <b>Problem between Post Offices for Multiple Users</b> ” on page 43. |
| <b>Yes</b> | The message transferred successfully between post offices. Continue below. |
- 

- 7 Restart the POA for Post Office B. Observe the POA operation screen for any sign of problems.
- 8 Recheck the *post\_office\WPCSOUT\OFS\6* directory in Post Office B.

---

**Has the message file disappeared from the *post\_office\WPCSOUT\OFS\6* directory?**

---

- |            |   |
|------------|---|
| <b>No</b>  | The POA was unable to pick up the message. Correct the problem, then repeat the test. |
| <b>Yes</b> | The POA has successfully picked up the message. Continue below.                       |
- 

- 9 Check the recipient's mailbox.

---

**Does the new message appear in the recipient's mailbox?**

---

- |            |  |
|------------|--|
| <b>Yes</b> | The POA has successfully delivered the message this time. Repeat the test with a different user. |
| <b>No</b>  | The POA was unable to deliver the message. Continue below.                                       |
- 

- 10 Check the ownership of the recipient's user database (USERxxx.DB).

---

**Does the ownership of the user database match the recipient's network login ID?**

---

**No**            Reset the ownership on the USERxxx.DB file, then repeat the test.

**Yes**            Continue below.

---

- 11** Check the ownership of the message database (MSG0-24.DB) in the recipient's post office that corresponds to the message database assigned to the sender in the sender's post office.

---

**Is the ownership of the message database correct?**

---

**No**            Reset the ownership on the MSG0-24.DB, then repeat the test.

**Yes**            Continue below.

---

- 12** In NetWare Administrator, perform maintenance to correct any problems with the databases. See "[Maintaining User and Message Databases](#)" in "[Databases](#)" and "[GroupWise Check \(GWCheck\)](#)" in "[Stand-Alone Maintenance Programs](#)" in the *Maintenance* guide. Then repeat the test.
- 13** If the message flow problem has not been resolved by following the above troubleshooting steps, see [Novell Support Connection® Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

### **Problem between Post Offices for Multiple Users**

- 1** Stop the MTA for the domain.
- 2** Have the user in Post Office A send a low priority test message. (It's a good idea to test message flow using a low priority message because the low priority message queue is typically empty.)
- 3** Check the *post\_office\WPCSIN\6* directory in Post Office A.

---

**Has a new message file appeared in the *post\_office\WPCSIN\6* directory?**

---

**No**            See "[Problem with an Individual User in Either Post Office](#)" on page 41.

---

---

**Has a new message file appeared in the *post\_office\WPCSIN\6* directory?**

---

**Yes**            The sender can successfully send messages. Continue below.

---

- 4** Stop the POA for Post Office B.
- 5** Restart the MTA for the domain. Observe the MTA operation screen for any sign of problems.
- 6** Check the *post\_office\WPCSOUT\OFS\6* directory in Post Office B.

---

**Has a new message file appeared in the *post\_office\WPCSOUT\OFS\6* directory?**

---

**No**            See **“Problem with Access to Post Office B” on page 44.**

**Yes**            The MTA has successfully transferred the file to the POA in the recipient's post office. Continue below.

---

- 7** Restart the POA for Post Office B. Observe the POA operation screen for any sign of problems.
- 8** Recheck the *post\_office\WPCSOUT\OFS\6* directory in Post Office B.

---

**Has the message file disappeared from the *post\_office\WPCSOUT\OFS\6* directory?**

---

**No**            The message transferred successfully between post offices, but the POA in Post Office B is unable to pick up the file. See **Step 8** in **“Problem with an Individual User in Either Post Office” on page 41.**

**Yes**            The message transferred successfully between post offices, and the POA in Post Office B has picked up the file. If the message still does not arrive in the recipient's mailbox, see **Step 9** through **Step 13** in **“Problem with an Individual User in Either Post Office” on page 41.**

---

### **Problem with Access to Post Office B**

- 1** Start NetWare Administrator with read/write rights to the post office.
- 2** Open the browser window.

- 3 Double-click the NDS<sup>®</sup> container where the domain is located > select the Domain object.
- 4 Click Tools > GroupWise Utilities > Link Configuration.
- 5 Check the link from the domain to Post Office B.

---

**Does the link from the domain to the post office specify the correct IP address, UNC path, or mapped path to the post office directory for the recipient's post office?**

---

- |            |   |
|------------|---|
| <b>No</b>  | Correct the information. Restart the MTA. Observe the MTA operation screen for any sign of problems. Repeat the test. |
| <b>Yes</b> | The link to recipient's post office is correct. Continue below.   |
- 

- 6 If you are using client/server access to Post Office B, check the IP address and port displayed on the Network Address page of the POA properties.

---

**Are the IP address and TCP port number for the POA correct?**

---

- |            |  |
|------------|--|
| <b>No</b>  | Correct the information. Restart the POA in Post Office B. Observe the POA operation screen for any sign of problems. Repeat the test. |
| <b>Yes</b> | The IP address and port for the POA are correct. Continue below.   |
- 

- 7 Check rights for the MTA to write files into the *post\_office\WPCSOUT\OFS\6* directory in Post Office B. See "GroupWise Agent Rights" in the *Security* guide.

---

**Are the network rights in the post office correct?**

---

- |            |   |
|------------|---|
| <b>No</b>  | Reset the rights in the post office, and repeat the test. |
| <b>Yes</b> | Continue below.   |
- 

- 8 Check for available disk space in the *post\_office\WPCSOUT\OFS\6* directory in Post Office B.

---

**Is there adequate disk space available in the post office?**

---

<b>No</b>	Remove unnecessary files from the server to free up disk space, then repeat the test.
<b>Yes</b>	Continue below.

---

- 9** If these troubleshooting steps have not enabled the MTA to write the file into the *post\_office*\WPCSOUT\OFS\6 directory in the recipient's post office, see [Novell Support Connection Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

## Message Does Not Arrive between Domains

**Problem:** A message from a user in Domain A is not being delivered to a user in Domain B.

**Action:** Review the stages of message flow between domains. See "[Message Delivery to a Different Domain](#)" in *Troubleshooting 3: Message Flow and Directory Structure*.

**Action:** Answer the question below:

---

**Can other users in Domain A send messages to other users in Domain B?**

---

<b>Yes</b>	See " <a href="#">Problem with an Individual User in Either Domain</a> " on page 46.
<b>No</b>	See " <a href="#">Problem between Domains for Multiple Users</a> " on page 49
<b>Don't Know</b>	See " <a href="#">Problem between Domains for Multiple Users</a> " on page 49

---

### Problem with an Individual User in Either Domain

- 1** Stop the MTA for Domain A.
- 2** Have the user in Domain A send a low priority test message to a recipient in Domain B. (It's a good idea to test message flow using a low priority message because the low priority message queue is typically empty.)
- 3** Check the *post\_office*\WPCSIN\6 directory in the sender's post office.

---

**Has a new message file appeared in the *post\_office\WPCSIN\6* directory?**

---

- No**            The GroupWise client was unable to create the message files. The user may not have sufficient rights to the directory, or the NetWare 3.1 bindery could be damaged. Correct the problem, then repeat the test.
- Yes**            The sender can successfully send messages. Continue below.
- 

- 4** Stop the POA for the recipient's post office in Domain B.
- 5** Start the MTA for Domain A. Observe the MTA operation screen for any sign of problems.
- 6** Check the *domain\WPCSIN\6* directory in Domain B.

---

**Has a new message file appeared in the *domain\WPCSIN\6* directory?**

---

- No**            The message is not transferring between domains. See ["Problem between Domains for Multiple Users" on page 49.](#)
- Yes**            The message transferred successfully between domains. Continue below.
- 

- 7** Restart the POA for the recipient's post office in Domain B. Observe the POA operation screen for any sign of problems.
- 8** Recheck the *post\_office\WPCSOUT\OFS\6* directory in the recipient's post office in Domain B.

---

**Has the message file disappeared from the *post\_office\WPCSOUT\OFS\6* directory?**

---

- No**            The POA was unable to pick up the message. Correct the problem, then repeat the test.
- Yes**            The POA has successfully picked up the message. Continue below.
- 

- 9** Check the recipient's mailbox.

---

**Does the new message appear in the recipient's mailbox?**

---

- |            |  |
|------------|--|
| <b>Yes</b> | The POA has successfully delivered the message this time. Repeat the test with a different user. |
| <b>No</b>  | The POA was unable to deliver the message. Continue below.                                       |
- 

- 10** Check the ownership of the recipient's user database (**USERxxx.DB**).

---

**Does the ownership of the user database match the recipient's network login ID?**

---

- |            |   |
|------------|---|
| <b>No</b>  | Reset the ownership on the user database, then repeat the test. |
| <b>Yes</b> | Continue below.   |
- 

- 11** Check the ownership of the message database (**MSG0-24.DB**) in the recipient's post office that corresponds to the message database assigned to the sender in the sender's post office.

---

**Is the ownership of the message database correct?**

---

- |            |  |
|------------|--|
| <b>No</b>  | Reset the ownership on the message database, then repeat the test. |
| <b>Yes</b> | Continue below.  |
- 

- 12** In NetWare Administrator, perform maintenance to correct any problems with the databases. See "**Maintaining User and Message Databases**" in "**Databases**" and "**GroupWise Check (GWCheck)**" in "**Stand-Alone Maintenance Programs**" in the *Maintenance* guide. Then repeat the test.

- 13** If the message flow problem has not been resolved by following the above troubleshooting steps, see [Novell Support Connection Worldwide Sites](http://www.support.novell.com/misc/worldwide.htm) (<http://www.support.novell.com/misc/worldwide.htm>).

## Problem between Domains for Multiple Users

- 1 Stop the MTA for Domain A.
- 2 Have the user in Domain A send a low priority test message. (It's a good idea to test message flow using a low priority message because the low priority message queue is typically empty.)
- 3 Check the *post\_office\WPCSIN\6* directory in the sender's post office.

---

Has a new message file appeared in the *post\_office\WPCSIN\6* directory?

---

- |     |  |
|-----|--|
| No  | See "Problem with an Individual User in Either Domain" on page 46. |
| Yes | The sender can successfully send messages. Continue below.         |
- 

- 4 Stop the MTA and POA for Domain B.
- 5 Restart the MTA for Domain A. Observe the MTA operation screen for any sign of problems.
- 6 Check the *domain\WPCSIN\6* directory in Domain B.

---

Has a new message file appeared in the *domain\WPCSIN\6* directory?

---

- |     |  |
|-----|--|
| No  | See "Problem with Access to Domain B" on page 50.                  |
| Yes | The file has successfully transferred to Domain B. Continue below. |
- 

- 7 Restart the MTA for Domain B. Observe the MTA operation screen for any sign of problems.
- 8 Check the *post\_office\WPCSOUT\OFS\6* directory in the recipient's post office.

---

Has a new message file appeared in the *post\_office\WPCSOUT\OFS\6*?

---

- |     |  |
|-----|--|
| No  | See "Problem with Access to the Post Office in Domain B" on page 52.                                     |
| Yes | The MTA has successfully transferred the file to the POA in the recipient's post office. Continue below. |
-

- 9 Restart the POA for the recipient's post office in Domain B. Observe the POA operation screen for any sign of problems.
- 10 Recheck the *post\_office\WPCSOUT\OFS\6* directory in the recipient's post office.

---

**Has the message file disappeared from the *post\_office\WPCSOUT\OFS\6* directory?**

---

- |            |  |
|------------|--|
| <b>No</b>  | The message transferred successfully between domains and into the recipient's post office, but the POA in the recipient's post office is unable to pick up the file. See <a href="#">Step 8</a> in “ <a href="#">Problem with an Individual User in Either Domain</a> ” on <a href="#">page 46</a> .   |
| <b>Yes</b> | The message transferred successfully between domains and into the recipient's post office, and the POA in the recipient's post office has picked up the file. If the message still does not arrive in the recipient's mailbox, see <a href="#">Step 8</a> through <a href="#">Step 13</a> in “ <a href="#">Problem with an Individual User in Either Domain</a> ” on <a href="#">page 46</a> . |
- 

### **Problem with Access to Domain B**

- 1 Start NetWare Administrator with read/write rights to the domain.
- 2 Open the browser window.
- 3 Double-click the NDS container where Domain A is located > select Domain A.
- 4 Click Tools > GroupWise Utilities > Link Configuration.
- 5 Check the link from Domain A to Domain B. Does it specify the UNC path to the domain directory for Domain B?

---

**Does the link from Domain A specify the correct IP address, UNC path, or mapped path to the domain directory for Domain B?**

---

- |            |   |
|------------|---|
| <b>No</b>  | Correct the information. Restart the MTA in Domain A. Observe the MTA operation screen for any sign of problems. Repeat the test. |
| <b>Yes</b> | The link to Domain B is correct. Continue below.  |
-

- 6** If you are using TCP/IP links between domains, check the IP address and port displayed on the Network Address page of the MTA properties. See "[Using TCP/IP Links between Domains](#)" in "[Reconfiguring the MTA](#)" in the *Agent Setup* guide.

---

**Are the IP address and TCP port number for the MTA correct?**

---

- |            |   |
|------------|---|
| <b>No</b>  | Correct the information. Restart the MTA. Observe the MTA operation screen for any sign of problems. Repeat the test. |
| <b>Yes</b> | The IP address and port for MTA are correct. Continue below.  |
- 

- 7** If you are using mapped or UNC links, check rights for the Domain A MTA to write files into the *domain\WPCSIN\6* directory in Domain B.

---

**Are the network rights in the domain correct?**

---

- |            |  |
|------------|--|
| <b>No</b>  | Reset the rights in Domain B, and repeat the test. |
| <b>Yes</b> | Continue below.                                    |
- 

- 8** Check for available disk space in the *domain\WPCSIN\6* directory in Domain B.

---

**Is there adequate disk space available in the domain?**

---

- |            |   |
|------------|---|
| <b>No</b>  | Remove unnecessary files from the server to free up disk space, then repeat the test. |
| <b>Yes</b> | Continue below.   |
- 

- 9** If these troubleshooting steps have not enabled the Domain A MTA to write the file into the *domain\WPCSIN\6* directory in Domain B, see [Novell Support Connection Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

## Problem with Access to the Post Office in Domain B

- 1 Start NetWare Administrator with read/write rights to the post office.
- 2 Open the browser window.
- 3 Double-click the NDS container where Domain B is located > select Domain B.
- 4 Click Tools > GroupWise Utilities > Link Configuration.
- 5 Check the link from Domain B to the recipient's post office.

---

**Does the link from the domain to the post office specify the correct IP address, UNC path, or mapped path to the post office directory for the recipient's post office?**

---

**No**                      Correct the information. Restart the MTA in Domain B. Observe the MTA operation screen for any sign of problems. Repeat the test.

**Yes**                      The link to recipient's post office is correct. Continue below.

---

- 6 If you are using a TCP/IP link to the post office, check the IP address displayed on the Network Address page of the POA properties.

---

**Is the IP address and TCP port number for the POA correct?**

---

**No**                      Correct the information. Restart the POA. Observe the POA operation screen for any sign of problems. Repeat the test.

**Yes**                      The IP address and TCP port number for the POA is correct. Continue below.

---

- 7 If you are using a mapped or UNC link to the post office, check rights for the Domain B MTA to write files into the *post\_office\WPCSOOUT\OFS\6* directory in the post office. See "**GroupWise Agent Rights**" in the *Security* guide.

---

**Are the network rights for the post office correct?**

---

**No**                      Reset the rights in the post office, and repeat the test.

**Yes**                      Continue below.

---

- 8** Check for available disk space in the *post\_office\WPCSOUT\OFS\6* directory in the recipient's post office.

---

**Is there adequate disk space available in the post office?**

---

<b>No</b>	Remove unnecessary files from the server to free up disk space, then repeat the test.
<b>Yes</b>	Continue below.

---

- 9** If these troubleshooting steps have not enabled the Domain B MTA to write the file into the *post\_office\WPCSOUT\OFS\6* directory in the recipient's post office, see [Novell Support Connection Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).



# Message Delivery Is Slow

Select the configuration where message flow is slow:

- ◆ “[Message Delivery Is Slow in the Local Post Office](#)” on page 55
- ◆ “[Message Delivery Is Slow between Post Offices](#)” on page 56
- ◆ “[Message Delivery Is Slow between Domains](#)” on page 57

## Message Delivery Is Slow in the Local Post Office

**Problem:** Message delivery between GroupWise® users in the same post office is slower than desired.

**Action:** Review the stages of message flow within the local post office. See "[Message Delivery in the Local Post Office](#)" in *Troubleshooting 3: Message Flow and Directory Structure*.

**Possible Cause:** The POA has been installed on a server or workstation with insufficient system resources.

**Action:** Check the utilization and memory on the server or workstation where the POA is running to see if other programs are taking more resources than usual. If the POA has fewer resources than usual, it can take longer to deliver messages. Make sure the server or workstation still meets the system requirements for running the POA. See "[POA System Requirements](#)" in "[Planning to Install the POA](#)" in the *Agent Setup*.

**Possible Cause:** The POA is not configured optimally.

**Action:** Go to the server or workstation where the POA is running. Check the POA operation screen to see how busy the POA is. If the POA is very busy, it can take longer to deliver messages. If the POA needs to handle the current load on a permanent basis, see "[Optimizing the POA](#)" in *Agent Setup*.

Action: TCP/IP links between the GroupWise client and the post office can be faster than mapped drive connections. If you are currently using mapped drive connections and have TCP/IP available, you could change the configuration of the client and POA to use TCP/IP links instead. See "[Using Client/Server Access to the Post Office](#)" in "[Reconfiguring the POA](#)" in the *Agent Setup* guide.

## Message Delivery Is Slow between Post Offices

Problem: Message delivery between GroupWise users in different post offices in the same domain is slower than desired.

Action: Review the stages of message flow between post offices. See "[Message Delivery to a Different Post Office](#)" in *Troubleshooting 3: Message Flow and Directory Structure*.

Action: If message delivery between users in the same post office is also slower than desired, see "[Message Delivery Is Slow in the Local Post Office](#)" on page 55. Resolve problems in local post offices first before troubleshooting problems between post offices.

Possible Cause: The MTA has been installed on a server or workstation with insufficient system resources.

Action: Check the utilization and memory on the server or workstation where the MTA is running to see if other programs are taking more resources than usual. If the MTA has fewer resources than usual, it can take longer to deliver messages between post offices. Make sure the server or workstation still meets the system requirements for running the MTA. See "[MTA System Requirements](#)" in "[Planning to Install the MTA](#)" in the *Agent Setup* guide.

Possible Cause: The MTA is not configured optimally.

Action: Go to the server or workstation where the MTA is running. Check the MTA operation screen to see how busy the MTA is. If the MTA is very busy, it can take longer to deliver messages between post offices. If the MTA needs to handle the current load on a permanent basis, see "[Optimizing the MTA](#)" in the *Agent Setup* guide.

Possible Cause: The network itself is busy.

Action: Check network traffic between the servers or workstations where the POA and MTA are running. Heavy network traffic can slow down the transfer of GroupWise messages between post offices.

- Possible Cause: If the MTA has received a large number of administrative messages, user messages may be delayed because administrative messages are of higher priority.
- Action: Check the MTA log file to see what types of messages the MTA is currently processing. See "[Agent Log Files](#)" in "[Message Flow Monitoring](#)" in the *Agent Setup* guide. Once high priority administrative messages are processed, user messages will be processed.

## Message Delivery Is Slow between Domains

- Explanation: Message delivery between GroupWise users in different domains is slower than desired.
- Action: Review the stages of message flow between domains. See "[Message Delivery to a Different Domain](#)" in *Troubleshooting 3: Message Flow and Directory Structure*.
- Action: If message delivery between users in the same post office is also slower than desired, see "[Message Delivery Is Slow in the Local Post Office](#)" on page 55. Resolve problems in local post offices first before troubleshooting problems between post offices or domains.
- Action: If message delivery between users in different post offices in the same domain is also slower than desired, see "[Message Delivery Is Slow between Post Offices](#)" on page 56. Resolve problems between post offices before troubleshooting problems between domains.
- Possible Cause: The MTA has been installed on a server or workstation with insufficient system resources.
- Action: Check the utilization and memory on the server or workstation where the MTA is running to see if other programs are taking more resources than usual. If the MTA has fewer resources than usual, it can take longer to deliver messages between domains. Make sure the server or workstation still meets the system requirements for running the MTA. See "[MTA System Requirements](#)" in "[Planning to Install the MTA](#)" in the *Agent Setup* guide.
- Possible Cause: The MTA is not configured optimally.
- Action: Go to the server or workstation where the MTA is running. Check the MTA operation screen to see how busy the MTA is. If the MTA is very busy, it can take longer to deliver messages between domains. If the MTA needs to handle the current load on a permanent basis, see "[Optimizing the MTA](#)" in *Agent Setup* guide.
- Possible Cause: The network itself is busy.

Action: Check network traffic between the servers or workstations where the POA and MTA are running. Heavy network traffic can slow down the transfer of GroupWise messages between domains. Also check general network configuration, looking for slow links, congested hubs, and busy subnets that lie along the route GroupWise messages must take between domains.

Possible Cause: Links between domains are not configured optimally.

Action: Check the number of hops the message must travel between domains. You can view this information for a message in the mailbox of a user who has problems with slow message delivery. If messages are being routed through a large number of domains, use the Link Configuration Tool in NetWare Administrator to design a more efficient route for messages between domains. See "[Link Configuration](#)" in the *Agent Setup* guide.

# Message Has Undeliverable Status

Select the configuration where undeliverable messages are occurring:

- ◆ “Message Has Undeliverable Status in the Local Post Office” on page 59
- ◆ “Message Has Undeliverable Status between Post Offices” on page 60
- ◆ “Message Has Undeliverable Status between Domains” on page 60

## Message Has Undeliverable Status in the Local Post Office

**Problem:** A user sends a message to another user in the same post office, and the message comes back with a status of Undeliverable.

**Explanation:** A status of Undeliverable indicates the user to whom the message is addressed does not exist in the post office.

**Possible Cause:** The sender manually typed the recipient's address, rather than selecting it in the GroupWise Address Book, and typed it incorrectly.

**Action:** Have the sender select the recipient in the GroupWise Address Book so the address is provided automatically, then resend the message.

**Possible Cause:** If the sender is selecting a group, rather than an individual recipient, from the GroupWise Address Book, the group could be out of date if the recipient's user ID has changed.

**Action:** Re-create the group by selecting each individual user from the Address Book to make sure current user IDs are included in the group.

**Possible Cause:** If the recipient is a brand new user, the sender may have sent the message before the recipient was actually created in the post office.

**Action:** Verify the existence of the user in the post office before the sender tries to send the message again.

**Possible Cause:** The recipient's mailbox may be damaged so the message cannot be delivered.

**Action:** In NetWare® Administrator, perform maintenance to correct any problems with the recipient's mailbox. See "[Maintaining User and Message Databases](#)" in "[Databases](#)" and "[GroupWise Check \(GWCheck\)](#)" in "[Stand-Alone Maintenance Programs](#)" in the *Maintenance* guide.

## Message Has Undeliverable Status between Post Offices

**Problem:** A user sends a message to a recipient in a different post office, and the message comes back with a status of Undeliverable.

**Explanation:** A status of Undeliverable indicates either that the user to whom the message is addressed does not exist in the post office, or that the post office does not exist in the domain.

**Possible Cause:** The sender manually typed the recipient's address, rather than selecting it in the GroupWise Address Book, and typed it incorrectly.

**Action:** Have the sender select the recipient in the GroupWise Address Book so the address is provided automatically, then resend the message.

**Possible Cause:** If the sender is selecting a group, rather than an individual recipient, from the GroupWise Address Book, the group could be out of date if the recipient's user ID or post office has changed.

**Action:** Re-create the group by selecting each individual user from the Address Book to make sure current user IDs and post offices are included in the group.

**Possible Cause:** If the recipient is a new user, the sender may have sent the message before the recipient was actually created in the post office.

**Action:** Verify the existence of the user in the post office before the sender tries to send the message again.

**Possible Cause:** The recipient's mailbox may be damaged so the message cannot be delivered.

**Action:** In NetWare Administrator, perform maintenance to correct any problems with the recipient's mailbox. See "[Maintaining User and Message Databases](#)" in "[Databases](#)" and "[GroupWise Check \(GWCheck\)](#)" in "[Stand-Alone Maintenance Programs](#)" in the *Maintenance* guide.

## Message Has Undeliverable Status between Domains

**Problem:** A user sends a message to a recipient in a different domain, and the message comes back with a status of Undeliverable.

**Explanation:** A status of Undeliverable indicates either the user to whom the message is addressed does not exist in the post office, or the post office does not exist in the domain, or that the domain does not exist in the GroupWise system.

- Possible Cause: If the sender is selecting a group, rather than an individual recipient, from the GroupWise Address Book, the group could be out of date if the recipient's user ID or post office has changed.
- Action: Re-create the group by selecting each individual user from the Address Book to make sure current user IDs and post offices are included in the group.
- Possible Cause: If the recipient is a new user, the sender may have sent the message before the recipient was actually created in the post office.
- Action: Verify the existence of the user in the post office before the sender tries to send the message again.
- Possible Cause: The recipient's mailbox may be damaged so the message cannot be delivered.
- Action: In NetWare Administrator, perform maintenance to correct any problems with the recipient's mailbox. See "[Maintaining User and Message Databases](#)" in "[Databases](#)" and "[GroupWise Check \(GWCheck\)](#)" in "[Stand-Alone Maintenance Programs](#)" in the *Maintenance* guide.
- Possible Cause: If the sender is selecting a group, rather than an individual recipient, from the GroupWise Address Book, the group could be out of date if the recipient's user ID, post office, or domain has changed.
- Action: Re-create the group by selecting each individual user from the Address Book to make sure current user IDs, post offices, and domains are included in the group.
- Possible Cause: The sender is mailing to a user in an external GroupWise system and has an incorrect address.
- Action: Have the sender verify the address with the recipient, then send the message again.
- Possible Cause: If the recipient is a brand new user, the sender may have sent the message before the recipient was actually created in the post office.
- Action: Verify the existence of the user in the post office before the sender tries to send the message again.
- Possible Cause: The recipient's mailbox may be damaged so the message cannot be delivered.
- Action: In NetWare Administrator, perform maintenance to correct any problems with the recipient's mailbox. See "[Maintaining User and Message Databases](#)" in "[Databases](#)" and "[GroupWise Check \(GWCheck\)](#)" in "[Stand-Alone Maintenance Programs](#)" in the *Maintenance* guide.
- Possible Cause: Links between domains and post offices are not set up correctly.

Action: Check the link configuration in NetWare Administrator to make sure links between domains and post offices are set up correctly. See "[Link Configuration](#)" in the *Agent Setup* guide.

# Message Is Dropped in the PROBLEM Directory

Select the location of the PROBLEM directory:

- ♦ “Message Is Dropped in the PROBLEM Directory in the Post Office” on page 63
- ♦ “Message Is Dropped in the PROBLEM Directory in the Domain” on page 64

## Message Is Dropped in the PROBLEM Directory in the Post Office

**Problem:** In the Statistics box in an agent operation screen, you notice that some problem messages or message errors have been encountered.

**Explanation:** Problem messages are message files that cannot be processed by the agents for a variety of reasons. Each file has an extension that indicates which agent (POA or MTA) placed the file in the *post\_office\WPCSOOUT\PROBLEM* directory.

**Action:** If GroupWise® is currently set up to mail problem messages to the GroupWise administrator, check the mailbox of the GroupWise administrator for messages with problem message files attached. Follow the instructions in the message for handling the problem files.

**Action:** Sometimes a problem file can be handled successfully if requeued. Place the file into the proper priority 0 subdirectory, as indicated by the extension on the message file. Placing it in the 0 subdirectory gives it high priority for reprocessing. If conditions have changed on the network, the message may be able to be processed.

If the message still cannot be processed after being requeued, it has been damaged in some way that makes it unreadable. This should happen only very rarely.

Action: If your GroupWise system reports a large number of problem messages, you should determine what is causing the damage. See [Novell Support Connection® Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

### **Message Is Dropped in the PROBLEM Directory in the Domain**

Problem: In the Statistics box in an agent screen or window, you notice that some problem messages or message errors have been encountered.

Explanation: Problem messages are message files that cannot be processed by the agents for a variety of reasons. Therefore, they are placed in the *domain\WPCSOUT\PROBLEM* directory.

Action: If GroupWise is currently set up to mail problem messages to the GroupWise administrator, check the mailbox of the GroupWise administrator for messages with problem message files attached. Follow the instructions in the message for handling the problem files.

Possible Cause: Incorrect conversion between GroupWise 5.x and GroupWise 4.1 domains.

Action: If your GroupWise system includes both versions of GroupWise, make sure each domain is configured correctly for its version of GroupWise.

Possible Cause: Files placed in the PROBLEM directory in the domain have been damaged in some way that makes them unreadable.

Action: None. This should happen only very rarely.

Action: If your GroupWise system reports a large number of problem messages, you should determine what is causing the damage. See [Novell Support Connection Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

# IV

## Strategies for Administration Problems

This part of *Troubleshooting 2: Solutions to Common Problems* helps you resolve problems running GroupWise® Administrator and problems managing GroupWise Document Management Services (DMS).

- ◆ “GroupWise Administrator Problems” on page 67
- ◆ “Document Management Services Problems” on page 73



# GroupWise Administrator Problems

If these troubleshooting strategies do not solve the problem, see [Novell Support Connection® Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

- ◆ "GroupWise Administrator Error Messages" in *Troubleshooting 1: Error Messages*
- ◆ "GroupWise Administrator Can't Access the Domain Database" on page 68
- ◆ "You Aren't Connected to the Right GroupWise Domain" on page 68
- ◆ "You Can't Create or Delete GroupWise Objects" on page 68
- ◆ "Pending Operations Aren't Completed" on page 69
- ◆ "Creation of a Secondary Domain Isn't Completed" on page 69
- ◆ "Addressing Rules Aren't Working" on page 69
- ◆ "Synchronization Isn't Working" on page 70
- ◆ "You Can't Move a User" on page 70
- ◆ "You Can't Import Users" on page 71
- ◆ "Administrator-Defined Fields Are Missing from the Address Book" on page 71
- ◆ "GroupWise Administrator Is Missing from NetWare Administrator" on page 71
- ◆ "NDS Objects Aren't Linking to GroupWise Objects" on page 71
- ◆ "Help Doesn't Display in GroupWise Administrator" on page 72
- ◆ "You Encounter Gateway Setup Problems" on page 72

## GroupWise Administrator Can't Access the Domain Database

**Problem:** You run NetWare® Administrator but cannot access the domain where you need to make changes.

**Possible Cause:** You are not connected to the correct domain.

**Action:** Make sure you are connected to the correct domain. See "[System Connection](#)" in "[GroupWise Maintenance Tools in NetWare Administrator](#)" in the *Maintenance* guide.

**Possible Cause:** You don't have sufficient rights.

**Action:** Make sure you started NetWare Administrator with sufficient rights to modify the domain object.

**Possible Cause:** The domain database (`WPDOMAIN.DB`) is damaged.

**Action:** Rebuild the domain database. See "[Rebuilding Domain or Post Office Databases](#)" in "[Databases](#)" in the *Maintenance* guide.

## You Aren't Connected to the Right GroupWise Domain

**Problem:** You are attempting to modify a GroupWise® object in NetWare Administrator. A message informs you that you cannot perform the action because you are not connected to the correct GroupWise domain.

**Action:** Connect to the correct GroupWise domain. See "[System Connection](#)" in "[GroupWise Maintenance Tools in NetWare Administrator](#)" in the *Maintenance* guide.

## You Can't Create or Delete GroupWise Objects

**Problem:** You are running NetWare Administrator to create or delete a GroupWise object. However, you are unable to perform the action.

**Possible Cause:** You are not connected to the correct domain.

**Action:** Make sure you are connected to the correct domain. See "[System Connection](#)" in "[GroupWise Maintenance Tools in NetWare Administrator](#)" in the *Maintenance* guide.

**Possible Cause:** You do not have sufficient NetWare rights.

**Action:** Make sure you started NetWare Administrator with sufficient rights to the GroupWise object.

**Possible Cause:** You do not have sufficient directory rights.

Action: Make sure you have sufficient rights to the directory structure associated with the GroupWise domain or post office. See "[GroupWise Administrator Rights](#)" in the *Security* guide.

## Pending Operations Aren't Completed

Problem: You have performed some actions on GroupWise objects in NetWare Administrator. You see them listed in the Pending Operations dialog box, but they are not completed.

Action: Use the Retry option or the Undo option in the Pending Operations dialog box. See "[Pending Operations](#)" in "[GroupWise Maintenance Tools in NetWare Administrator](#)" in the *Maintenance* guide.

Action: Check the MTA log files to see if the administrative message has been delivered. See "[Agent Log Files](#)" in "[Message Flow Monitoring](#)" in the *Agent Setup* guide.

Possible Cause: The MTA is not running.

Action: Make sure that the MTA is running and that no post offices or domains are closed. See "[Monitoring the MTA](#)" in the *Agent Setup* guide.

## Creation of a Secondary Domain Isn't Completed

Problem: You are creating a secondary domain, but the process is interrupted before completion. For example, you click Cancel, or a power failure or hardware failure occurs. The result is that the new secondary domain appears in the GroupWise view but does not appear in the NDS<sup>®</sup> tree.

Action: First, graft the new secondary domain into the NDS tree. See "[Graft GroupWise Objects](#)" in "[GroupWise Maintenance Tools in NetWare Administrator](#)" in the *Maintenance* guide. Next, select the secondary domain in the NDS tree, then rebuild it. See "[Rebuilding Domain or Post Office Databases](#)" in "[Databases](#)" in the *Maintenance* guide.

## Addressing Rules Aren't Working

Problem: You created an addressing rule; however, it isn't working for users in the GroupWise client.

Possible Cause: You didn't enable the addressing rules after creating them.

Action: Addressing rules must be enabled after being created. See "[Addressing Rules](#)" in "[Addressing](#)" in the *Maintenance* guide.

Possible Cause: The addressing rules haven't replicated to the user's post office.

Action: Rebuild the post office database (**WPHOST.DB**). See "**Rebuilding Domain or Post Office Databases**" in "**Databases**" in the *Maintenance* guide.

## Synchronization Isn't Working

Problem: The MTA automatically synchronizes information throughout your GroupWise system. However, you notice that some GroupWise information is not being synchronized.

Historical Note: In GroupWise 5.2 and earlier, the ADA performed synchronization. This ADA function is now incorporated into the MTA.

Action: Manually synchronize the information in NetWare Administrator. See "**Synchronizing Database Information**" in "**Databases**" in the *Maintenance* guide.

## You Can't Move a User

Problem: You attempt to move a user from one post office to another, but the user does not appear in the destination post office.

Possible Cause: The agents aren't functioning properly.

Action: Make sure the MTA and POA are configured correctly and are running. See "**Message Flow Monitoring**" in the *Agent Setup* guide.

Possible Cause: The move hasn't been completed yet.

Action: If you are moving a user from one domain to another, view the pending operations to see if the operation is complete. See "**Pending Operations**" in "**GroupWise Maintenance Tools in NetWare Administrator**" in the *Maintenance* guide.

Possible Cause: The move failed.

Action: Check the MTA and POA log files to see if the process failed. If so, repeat the move. See "**Agent Log Files**" in "**Message Flow Monitoring**" in the *Agent Setup* guide.

Possible Cause: There is insufficient disk space in the destination post office.

Action: Verify the post office to which you are moving the user has sufficient free disk space.

## You Can't Import Users

Explanation: You are trying to import users into GroupWise, but the operation fails.

Possible Cause: The user information isn't formatted correctly.

Action: Make sure the user information is correctly formatted with the proper delimiters. The delimiter between fields must be a comma (.). The delimiter between records must be a form feed. No other delimiters are recognized. See "**Import**" in "**GroupWise Maintenance Tools in NetWare Administrator**" in the *Maintenance* guide.

Possible Cause: The user information file is in the wrong format.

Action: Make sure the user information file is in ASCII text format. A file created by a word processor, such as WordPerfect\*, cannot be used to import users.

## Administrator-Defined Fields Are Missing from the Address Book

Problem: You migrated users from GroupWise 4.1 to GroupWise 5.x. User information in administrator-defined fields is missing.

Explanation: GroupWise 5.x user information must also be available as NetWare user information. If you created administrator-defined fields in GroupWise 4.1 to hold information that cannot be stored as NetWare user information, that information is no longer available in GroupWise 5.x.

## GroupWise Administrator Is Missing from NetWare Administrator

Problem: You installed GroupWise Administrator to make it available as part of NetWare Administrator. Later, the GroupWise Administrator features no longer appear in NetWare Administrator. For example, GroupWise objects display as question marks.

Action: Make sure the icon you use to start NetWare Administrator is **NWADMN32.EXE**, not an earlier version, such as NWADMIN.EXE, NWADMN95.EXE, or NWADMNNT.EXE.

## NDS Objects Aren't Linking to GroupWise Objects

Problem: In NetWare Administrator, NDS objects are not linking successfully to GroupWise objects.

Action: Record the conditions under which you encountered the problem. For technical services, see [Novell Support Connection Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

## Help Doesn't Display in GroupWise Administrator

- Problem:** You click Help in NetWare Administrator but the Help file doesn't open. A Windows\* message advises trying to open the Help file in a different directory.
- Explanation:** Windows Help files are accessed by means of a .GID file with the same name as the Help file. For example, the GroupWise Administrator Help file is named GWADMIN.HLP and it has a corresponding .GID file named GWADMIN.GID, where the location of the Help file is encoded.
- Possible Cause:** If you run NetWare Administrator from several different workstations, with different drive mappings to the server where NetWare Administrator is installed, the location of the Help file, as encoded in the GWADMIN.GID file, may not be valid for all workstations.
- Action:** To avoid this problem, use identical drive mappings for all workstations from which you run NetWare Administrator.

## You Encounter Gateway Setup Problems

- Problem:** You don't know how to integrate the gateway you are using in NetWare Administrator.
- Action:** Each GroupWise 4.1 gateway is independently configured. GroupWise lets you configure most of the 4.1 gateways with gateway-specific configuration tools (DLL programs) that are integrated in GroupWise Administrator. These gateway DLL programs are located in your \PUBLIC\WIN32 and \PUBLIC\WIN32\NLS\xx directories.

If no DLL exists for your gateway, GroupWise Administrator generates a "DOS launch" button on the Gateway Specific Setup page. You can click this button to launch the gateway setup program (GWSETUP.EXE) that resides in the gateway's home directory. This DOS-based program will help you configure your gateway's unique settings. For more information about the DOS gateway setup program, see "Configuring Gateway-Specific Settings" in the printed gateway guide that shipped with the gateway. See also [Gateway Guides \(http://www.novell.com/documentation/lg/gw55/docui/gateways.html\)](http://www.novell.com/documentation/lg/gw55/docui/gateways.html).

**IMPORTANT:** Before you click the DOS launch button, make sure the system connection for GroupWise Administrator points to the domain where the gateway is located. If the GroupWise Administrator is connected to another system, a "Host record not found" error will display and the gateway setup will terminate.

# Document Management Services Problems

If these troubleshooting strategies do not solve the problem, see [Novell Support Connection® Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

- ◆ “Documents Are Not Listed in User's Folder” on page 73
- ◆ “User Can't Exit GroupWise Because a Document Isn't Closed” on page 73
- ◆ “GroupWise Can't Monitor a Non-Integrated Application” on page 74
- ◆ “User Wants to Turn Off Integrations Temporarily” on page 75
- ◆ “Administrator Wants to Remove Integrations Permanently” on page 75
- ◆ “Administrator Wants to Add a Custom Integration” on page 76
- ◆ “Administrator Wants to Distribute Standardized Integrations” on page 77

## Documents Are Not Listed in User's Folder

**Problem:** A user creates or imports a document in the GroupWise® client. The document does not appear in the folder where the user expects to find it.

**Action:** On the GroupWise client toolbar, click Show Personal Items. Documents are considered personal items and are not listed when personal items are filtered out.

## User Can't Exit GroupWise Because a Document Isn't Closed

**Problem:** A user edits a document in a non-integrated application. The user has exited the application. However, when the user tries to exit the GroupWise client, the client indicates that a document is still open or has not been returned to the GroupWise library.

Action: Click Yes in the error dialog box to let GroupWise attempt to return the document to the GroupWise library.

Action: Locate the open document and make sure it is closed properly. Look in the Work in Progress folder for open documents.

## **GroupWise Can't Monitor a Non-Integrated Application**

Problem: The user edits a document and the GroupWise client indicates the application cannot be monitored. Therefore, the user must return the document to the GroupWise library manually.

Explanation: The manner in which the GroupWise client monitors applications can be modified using settings in the GWAPPINT.INF file, located in the \WINDOWS\SYSTEM directory. This file contains information about integrating applications and monitoring non-integrated applications that are started from the GroupWise client.

Possible Cause: Some applications, such as WordPerfect\* 7.0 and Lotus\* Word Pro 96, are integrated through ODMA. Other applications, such as Microsoft\* Word 7.0 and Excel 7.0, are integrated through application macros. If an integrated application is not set up correctly, it is handled as a non-integrated application.

Normally, Setup detects an application is installed and then allows the user to choose whether or not to have integrations installed for that application. If the application setup didn't run correctly, the GroupWise client may not detect that the integration installed. If necessary, integrations can be installed manually.

Action: For ODMA applications, the GWAPPINT.INF file needs to contain an `Integrations=2` entry for the application. In addition, the following DLL programs are copied to the \WINDOWS\SYSTEM directory when Setup is run: ODMA32.DLL, GWODM132.DLL, and GWODM1xx.DLL. The name of the GWODM1xx.DLL depends on which language was selected when Setup was run.

Action: For applications that use an integration macro, the GWAPPINT.INF file needs to contain an `Integrations=1` entry for the application. There should also be an integration macro installed in the application's macro startup directory.

Possible Cause: For non-integrated applications, the GroupWise client attempts to monitor when an application terminates so open documents can be returned to the GroupWise library automatically. If the GroupWise client wasn't able to determine the information needed to monitor the application termination, the user is instructed to return documents manually.

Action: Return documents manually. Save and exit each document. In the GroupWise client, right-click each document reference > click Actions > Reset Document Status.

Possible Cause: Some applications do not start quickly enough for the GroupWise client to detect that they have started.

Action: You can change the amount of time the GroupWise client allows for the application to start using the WaitInterval setting.

Action: If problems persists, you can turn off the message for the application. Use ShowMessage=0 in the GWAPPINT.INF file to turn off the message.

Action: See the GWAPPINT.INF file in the \WINDOWS\SYSTEM directory for more information.

### **User Wants to Turn Off Integrations Temporarily**

Problem: The user wants to turn off application integrations so the GroupWise client no longer performs document management functions when the application is used. However, the user wants to be able to turn integrations back on easily.

Action: You can turn off integration for all integrated applications. From the Tools menu in the GroupWise client, click Options > Documents > deselect Enable Integration with Other Applications. This turns off all integrations. You cannot turn off integration for an individual application while leaving other applications integrated.

### **Administrator Wants to Remove Integrations Permanently**

Problem: The administrator wants to permanently turn off one or more application integrations so the GroupWise client no longer performs document management functions.

Action: Have users rerun GroupWise client Setup and deselect integrated applications so they are no longer integrated when the client software is updated. Then the macro must be removed from the startup directories for Microsoft Word or Excel as described below.

Action: The administrator can edit the GWAPPINT.INF file, located in the \WINDOWS\SYSTEM directory, to remove the integration information.

- ♦ **Integrations=2:** If an application has the setting Integrations=2 for an ODMA-compliant application, you can change to Integrations=0 for no integration.

- ♦ **Integrations=1:** If an application has the setting `Integrations=1`, indicating it is integrated using a startup macro, you must change to `Integrations=0` for no integration and delete the startup macro. For example, to remove integration for Word, you would need to delete the `GWNORMxx.DOT` macro from the Word startup directory. For Excel, you would need to delete the `GWXL95.XLA` macro from the `XLSTART` directory and reset the Excel toolbars.

## Administrator Wants to Add a Custom Integration

- Problem:** The administrator wants to integrate a new application with the GroupWise client.
- Explanation:** Integrations are set up using the `GWAPPINT.INF` file, located in the `\WINDOWS\SYSTEM` directory. This file contains information about integrating applications started from the GroupWise client. It can be edited using an ASCII or ANSI text editor.
- Action:** To integrate a new application, create a new section in the `GWAPPINT.INF` file by surrounding the name of the program with square brackets. For example, `[WPWIN.EXE]`. Use the following options to define the integration:
- ♦ **Integrations=2:** If the application is ODMA-compliant, specify `Integrations=2`.
  - ♦ **Integrations=1:** If the application has its own macro language and you want to write a startup macro, use `Integrations=1`, followed by `AppKey=application_name`. Use the application to create the startup macro and place the startup macro in the application's startup directory.
  - ♦ **DualExe:** For some applications, the name of the file containing the actual application is different from what you type to start the application. For example, to start WordPerfect 6.1, you type `WPWIN`, but the WordPerfect 6.1 program is actually contained in a file named `WPWIN61.EXE`. For such applications, you use the name of the program that starts the application as the section heading. For example, `[WPWIN.EXE]`. Then you use `DualExe` to specify the name of the file that actually contains the application. For example, `DualExe=WPWIN61.EXE`. You would need to consult the application documentation or its installation directory to determine the filename to use with `DualExe`.

## **Administrator Wants to Distribute Standardized Integrations**

- Problem:** You have created a custom integration between a new application and the GroupWise client. You want all GroupWise users to have access to this new integration.
- Action:** You can distribute copies of the updated GWAPPINT.INF file for all users to place in their \WINDOWS\SYSTEM directories. This file is not replaced when Setup is run; therefore, customizations are preserved through updates.



# V

## Strategies for Client Problems

This part of *Troubleshooting 2: Solutions to Common Problems* helps you resolve problems users encounter when running the GroupWise® client or GroupWise Remote.

- ◆ “GroupWise Client Problems” on page 81
- ◆ “GroupWise Remote Problems” on page 89



# GroupWise Client Problems

If these troubleshooting strategies do not solve the problem, see [Novell Support Connection® Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

- ◆ “User Can't Start the GroupWise Client” on page 82
- ◆ “User Receives an Error Message and Code” on page 82
- ◆ “User Forgets His or Her GroupWise Password” on page 83
- ◆ “User Isn't Notified of New Messages” on page 83
- ◆ “User Can't Access Archived Messages” on page 83
- ◆ “Wrong Date/Time Appears in Messages” on page 84
- ◆ “Status Isn't Being Returned for Sent Messages” on page 84
- ◆ “User's Message Isn't Delivered” on page 84
- ◆ “Users Don't Appear in the Address Book or Appear Multiple Times” on page 85
- ◆ “Screen Information Isn't Being Updated Immediately” on page 85
- ◆ “User Is Notified of a New Message but the Message Isn't Received” on page 86
- ◆ “User Has Print Problems with Franklin Planner Pages” on page 86
- ◆ “User Experiences a Delay When Starting the Client or Using Certain Client Features” on page 86
- ◆ “User Experiences a Delay When Viewing or Printing” on page 87
- ◆ “User Wants to Set Up Custom Views” on page 87

## User Can't Start the GroupWise Client

- Problem:** A user can't start the GroupWise® client.
- Possible Cause:** The user doesn't exist in the post office yet.
- Action:** Verify you've added the user to a post office. See "[Creating GroupWise User Accounts](#)" in "[Users](#)" in the *Maintenance* guide.
- Possible Cause:** If using direct access, the user's drive mapping is incorrect.
- Action:** Make sure the user has a drive mapping to the post office directory.
- Action:** Make sure the user has rights to his or her post office directory. See "[GroupWise User Rights](#)" in the *Security* guide.
- Action:** If the GroupWise client still doesn't find the post office directory, use the /ph startup switch on the command line to point to the post office directory.
- Action:** If users are running the GroupWise client on NT, make sure their drive mappings to the GroupWise code are all the same. If users use different drive letters for the location of the GroupWise code, some will receive OLE errors on startup.
- Possible Cause:** If using client/server access, the user's TCP/IP information may be incorrect.
- Action:** Make sure the user's post office is set up for client/server access. See "[Using Client/Server Access to the Post Office](#)" in "[Reconfiguring the POA](#)" in the *Agent Setup* guide.
- Action:** Set up a GroupWise name server. See "[Configuring a GroupWise Name Server](#)" in "[Reconfiguring the POA](#)" in the *Agent Setup* guide.
- Action:** Use the /ipa and /ipp client startup switches to provide the correct IP address and TCP port information.
- Possible Cause:** Multiple users have the same network ID.
- Action:** If users share the same network ID, but have different GroupWise user IDs, start the GroupWise client using the /@u client startup switch.

## User Receives an Error Message and Code

- Explanation:** The user receives an error message and code while using the GroupWise client.
- Action:** See "[GroupWise Engine Error Codes](#)" in *Troubleshooting 1: Error Messages*. If the error code you received is not in the list provided, standard solutions are not yet available.

Action: Use the Search feature of the GroupWise online documentation to locate a GroupWise error code or message text. If the error you received is not found, standard solutions are not yet available.

Action: If you cannot locate the specific error message or the suggested actions do not resolve the problem, see [“General Troubleshooting Strategies” on page 9](#).

### **User Forgets His or Her GroupWise Password**

Problem: The user places a password on his or her GroupWise mailbox, then later forgets it.

Action: Use NetWare<sup>®</sup> Administrator to reset the user's password. See ["Changing a User's Password"](#) in ["Users"](#) in the *Maintenance* guide. Then notify the user of the new password.

### **User Isn't Notified of New Messages**

Problem: The user does not receive notifications when new GroupWise messages arrive.

Possible Cause: The user hasn't turned on the Notify feature yet.

Action: Make sure Notify is turned on in the user's GroupWise client and the user is subscribed to Notify. In the GroupWise client, click Tools > Options > double-click Security > Notify. Make sure the user is listed in the Notification List and Subscribe to Notify is selected.

Possible Cause: Notify isn't running on the user's workstation.

Action: Make sure Notify is running for the user. By default, Notify is added to the user's Startup group when GroupWise Setup runs, but the user might have removed it. If necessary, rerun Setup to place Notify in the user's Startup group.

### **User Can't Access Archived Messages**

Explanation: The user has archived GroupWise messages onto the hard disk of his or her computer. Later, the user cannot access the archived messages.

Possible Cause: The user doesn't have an archive path set or has an invalid archive path set.

Action: Verify that the archive path specified under File Location in the GroupWise client is valid. In the GroupWise client, click Tools > Options > double-click Environment > click File Location > check the setting for Archive Directory.

Possible Cause: The user's archive is damaged.

**Action:** In GroupWise 5.x, the GroupWise client automatically fixes most problems it detects with archive databases each time it starts. In addition, you can run GWCheck to fix more difficult problems the client can't handle. See "[GroupWise Check \(GWCheck\)](#)" in "[Stand-Alone Maintenance Programs](#)" in the *Maintenance* guide.

### **Wrong Date/Time Appears in Messages**

**Problem:** The wrong date or time or both appear in GroupWise messages.

**Possible Cause:** The time zone and daylight saving time information for the user's post office and/or domain are incorrect.

**Action:** Use NetWare Administrator to check the domain and post office objects to make sure the time zone and daylight saving time settings are correct.

**Possible Cause:** The local time on the user's workstation is incorrect.

**Action:** Check the local time on the user's workstation.

**Possible Cause:** The local time of the servers or workstation where the GroupWise agents are running is incorrect.

**Action:** Check the local time of the servers or workstations where the GroupWise agents are running.

### **Status Isn't Being Returned for Sent Messages**

**Problem:** The user is unable to determine if recipients have received messages because no status information appears in the user's mailbox.

**Possible Cause:** The user has turned off status information.

**Action:** Ensure the status level in the user's GroupWise client is set to a level other than None. In the GroupWise client, click Tools > Options > double-click Send > click Mail/Phone > check the selected Status Information setting.

**Possible Cause:** Status information has been turned off for a gateway through which messages must pass.

**Action:** Check the status level set for the gateway. In the NetWare Administrator browser window, click the Gateway object > Optional Gateway Settings > check the selected Outbound Status Level setting.

### **User's Message Isn't Delivered**

**Problem:** The user sends a GroupWise message, but one or more recipients do not receive it.

- Possible Cause: The user elected to delay delivery.
- Action: Ensure that the user does not have Delay Delivery selected in the GroupWise client. In the GroupWise client, click Tools > Options > double-click Send > type the number of days to delay in the For n Days field.
- Possible Cause: Message transfer has been interrupted at some point between sender and recipients.
- Action: Check the user's mailbox for status information.
- Action: For additional strategies, see [“Strategies for Message Delivery Problems” on page 37](#).

### **Users Don't Appear in the Address Book or Appear Multiple Times**

- Problem: Valid GroupWise users are missing from the Address Book or are listed more than once.
- Possible Cause: The user's visibility has been set so the user is not visible to other users even though the user exists.
- Action: Use NetWare Administrator to check the users' visibility. See ["Controlling Object Visibility in the Address Book in "Addressing" in the \*Maintenance\* guide](#).
- Possible Cause: User information in the local post office is not synchronized with the rest of the GroupWise system.
- Action: Use NetWare Administrator to synchronize the users' information. See ["Synchronizing Individual Users or Resources in "Databases" in the \*Maintenance\* guide](#).

### **Screen Information Isn't Being Updated Immediately**

- Problem: The user performs an action in the GroupWise client but does not see the results of that action. For example, the user sends a message but does not see that message in the mailbox. Or the user deletes sent messages from the mailbox but the messages are still displayed.
- Action: By default, the GroupWise client updates the screen once every minute. Users can specify a shorter update interval in the client so their screen information is updated more frequently; this will also increase network traffic because the client will be polling the users' mailboxes more often. In the GroupWise client, click Tools > Options > double-click Environment > click General > adjust the Refresh Interval setting.

## User Is Notified of a New Message but the Message Isn't Received

- Problem:** The user receives notification a new GroupWise message has arrived but the message does not appear in the user's mailbox.
- Possible Cause:** The message may have been retracted by the sender before the recipient could open it.
- Action:** None.
- Possible Cause:** The message may have had a rule or filter applied to it.
- Action:** Have the user check for unwanted rules or filters in the GroupWise client. For rules, click Tools > Rules to list existing rules. For filters, check which filters are selected on the GroupWise client toolbar.
- Possible Cause:** Message transfer has been interrupted at some point between sender and recipients.
- Action:** For additional strategies, see [“Strategies for Message Delivery Problems” on page 37.](#)

## User Has Print Problems with Franklin Planner Pages

- Problem:** The user is having problems printing GroupWise task and scheduling information on Franklin Day Planner\* pages.
- Action:** If the printing is not lining up with the lines on the preprinted Franklin Day Planner pages, use the Preprinted Page Adjustment setting to line up the text. The user should have to do this only once a year for each package of Franklin Day Planner pages. To adjust the spacing, click File > Print Calendar > Calendar Options > use the Preprinted Page Adjustment setting to accurately position the text on the Franklin Day Planner pages.
- Action:** If the Franklin Day Planner pages are printing immediately, without waiting for the preprinted Franklin Day Planner pages to be manually fed into the printer, click File > Print > Calendar > Printer Setup > Properties > set Paper Source to Manual Feed.

## User Experiences a Delay When Starting the Client or Using Certain Client Features

- Problem:** The client user connects to the post office in client/server mode. DNS names have been configured on the system. The client user experiences a lengthy delay when performing one of the following activities:
- ◆ Starting the GroupWise client
  - ◆ Accessing a shared folder for the first time

- ◆ Accessing a query folder where sources are located in a different post office
- ◆ Using Find where sources are located in a different post office
- ◆ Accessing the Address Book for the first time
- ◆ Performing a cross-post office proxy

Possible Cause: The DNS search order for the user's workstation includes unavailable DNS servers.

Action: Make sure the client workstation has the DNS search order set up correctly. The features listed above often require IP address information. If your system is configured with DNS names, these must be resolved to IP addresses by the client as these features are used. For each unavailable DNS server (IP address) that precedes an available DNS server in the configured search order, the client will experience a delay while timing out waiting to resolve DNS names.

### User Experiences a Delay When Viewing or Printing

Problem: Problem: A user experiences a lengthy delay when performing one of the following activities in the GroupWise client:

- ◆ Viewing an attachment
- ◆ Viewing a document
- ◆ Viewing mailbox items using QuickViewer
- ◆ Viewing item properties
- ◆ Printing items or attachments

Possible Cause: The user does not have a default printer set up.

Action: Make sure the user has a valid default printer defined. Printer information is used for viewing as well as printing.

### User Wants to Set Up Custom Views

Problem: A user or the administrator wants to set up custom views in the GroupWise client, as was available in the GroupWise 4.1 client.

Explanation: The View Designer is not available as a standard part of GroupWise 5.x. Instead it is available to administrators through [Novell Developer Support \(http://developer.novell.com/engsup/sample/areas/groupwisei.htm\)](http://developer.novell.com/engsup/sample/areas/groupwisei.htm)

Action: For product information, contact your local Novell sales office. See [Novell International Sites \(http://www.novell.com/corp/intl/index.html\)](http://www.novell.com/corp/intl/index.html).

Action: Custom views created by a user or administrator can be used as standard views. First, add the custom \*.VEW files to the **OFVIEWS** directory in the post office to make them available to all users. Then modify the appropriate \*.INI file to make the new views appear on the menu for users to select.

# GroupWise Remote Problems

If these troubleshooting strategies do not solve the problem, see [Novell Support Connection® Worldwide Sites \(http://www.support.novell.com/misc/worldwide.htm\)](http://www.support.novell.com/misc/worldwide.htm).

- ◆ "Remote Client Error Messages" in *Troubleshooting 1: Error Messages*
- ◆ "User Cannot Connect to the Master GroupWise System" on page 89
- ◆ "Remote Message Flow Is Blocked" on page 90
- ◆ "Remote Mailbox Is Damaged" on page 90

## User Cannot Connect to the Master GroupWise System

**Problem:** You cannot establish a connection from GroupWise® Remote to your master GroupWise system.

**Action:** Use the Remote Connection Log to display connection information and to troubleshoot connection problems. This log includes information about connection time, error messages, and so forth.

GroupWise uses three files to log the connection information. These files are REMOTE1.LOG, REMOTE2.LOG, and REMOTE3.LOG. GroupWise uses the next log file each time you run GroupWise Remote against your Remote mailbox.

If you want to save the transmission information, select the information you want to save, right-click the connection log > click Copy. You can save this information in a text file.

## Remote Message Flow Is Blocked

**Problem:** Messages are not being transferred to/from GroupWise Remote.

**Action:** To see how a message should travel to and from GroupWise Remote, see "[Message Delivery to/from GroupWise Remote](#)" in *Troubleshooting 1: Error Messages*.

## Remote Mailbox Is Damaged

**Problem:** GroupWise Remote is not functioning correctly because it cannot access its Remote mailbox.

**Action:** Verify that the structure of the Remote mailbox is correct. See "[Remote Mailbox Directory](#)" in *Troubleshooting 1: Error Messages*.

**Action:** Repair the Remote mailbox. See "[GroupWise Check \(GWCheck\)](#)" in "[Stand-Alone Maintenance Programs](#)" in the *Maintenance* guide.