

Installing GroupWise WebAccess

GroupWise® WebAccess enables GroupWise users to send and receive mail, appointments, tasks, and notes from a web browser and to view documents located in GroupWise libraries. GroupWise WebPublisher lets non-GroupWise users view documents that GroupWise users have published to the Web.

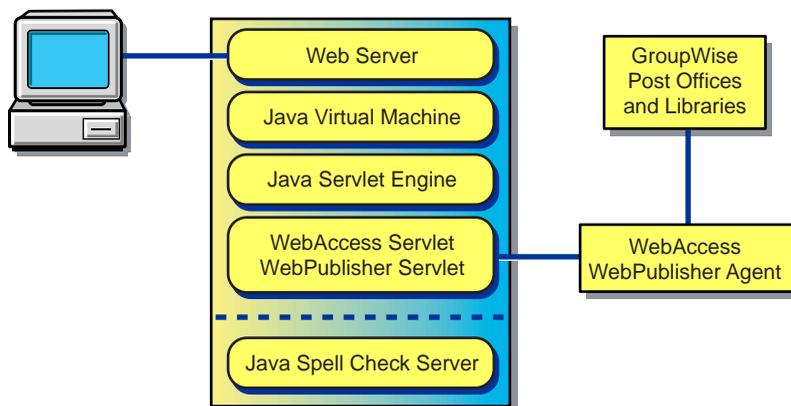
DOCUMENTATION RESOURCES

This Quick Start card provides basic information for installing GroupWise WebAccess. For additional planning and installation information, as well as configuration, maintenance, and troubleshooting information, see the GroupWise 5.5 Enhancement Pack documentation at <http://www.novell.com/documentation>.

ARCHITECTURAL OVERVIEW

GroupWise WebAccess consists of three modules: the WebAccess Servlet, the WebPublisher Servlet, and the WebAccess/WebPublisher Agent.

The WebAccess Servlet and WebPublisher Servlet, which reside on the web server's machine, pass requests and information between users' web browsers and the WebAccess/WebPublisher Agent.



The WebAccess/WebPublisher Agent can reside on the web server's machine or on another network server. The agent receives user requests from the servlets, accesses users' post offices to process the requests, and then passes information back to the servlets. The Novell®

Collexion Spell Checker for Java*, which resides on the web server's machine, allows users to spell check messages.

SYSTEM REQUIREMENTS

- GroupWise 5.5.
- One of the following web servers on which to install the servlets:
 - Netscape Enterprise Server* 3 for NetWare® 4 or 5 (if running on NetWare 4.11, NetWare 4.11 must have Support Pack 5 or later installed)
 - Netscape Enterprise Server 3.6 for Windows NT*
 - Microsoft* Internet Information Server 4.0 for Windows NT (Windows NT 4.0 must have Service Pack 3 or later installed)
 - Apache Web Server 1.3.3 or later for UNIX* Solaris*

For information about installing to a web server that is not listed above, see the GroupWise WebAccess Readme file.

- A JVM, version 1.1.7B or later. GroupWise WebAccess provides JVMs for NetWare and Windows NT. For NetWare, you must install JVM 1.1.7B (dated 8/18/99) that is included with GroupWise WebAccess, unless the server is currently running a newer version. During installation, a prompt will show you the date of the current JVM. For Windows NT, you should install JVM 1.1.8 included with GroupWise WebAccess. For UNIX Solaris, you must manually install JVM 1.1.7B or later (not provided with GroupWise WebAccess).
- A Java servlet engine that is compatible with Java Servlet Development Kit (JSDK) 2.0 and Java Development Kit (JDK*) 1.1.6 or above. If necessary, GroupWise WebAccess will install the Novell® Servlet Gateway to NetWare or Windows NT. For UNIX Solaris, you must manually install a supported Java servlet engine.
- A NetWare 4.11, 4.2, or 5 server or Windows NT 4.0 server on which to install the GroupWise WebAccess/WebPublisher Agent.
- Users must have one of the following web browsers:
 - Windows*: Microsoft Internet Explorer 4.0 or higher; Netscape Navigator* 4.0 or higher
 - Macintosh*: Microsoft Internet Explorer 4.5 or higher; Netscape Navigator 4.51 or higher
 - UNIX: Netscape 4.0 or higher

PREREQUISITES

Before you start the installation program, you should complete the following tasks:

- Gather the information required for installation.
- Verify that you have the required file and NDS® access rights.
- Shut down the web server, JVM, GroupWise agents, and any existing WebAccess compo-

nents (WebAccess/WebPublisher Agent and Java Spell Checker).

Gather Required Information

To install GroupWise WebAccess, you need to supply the following information:

- The IP address of the NetWare or Windows NT server where you will install the GroupWise WebAccess/WebPublisher Agent.
- A name for the WebAccess gateway directory, and the GroupWise domain directory where it will reside. If you are updating from GroupWise 5.5 WebAccess, you can use your existing WebAccess gateway directory or you can create a new WebAccess gateway directory.
- A name for the WebAccess object that will be created in NDS. If you are updating from GroupWise 5.5 WebAccess, you can use your existing WebAccess object, or you can use a new name, in which case a new WebAccess object will be created.
- If you are installing the WebAccess/WebPublisher Agent on a NetWare server, an NDS username and password that the agent can use to access the various network servers where the domain directory and post office directories reside.
- The type of web server you are using, the location of the web server's root directory, and whether or not you will use the web server's existing Java servlet engine or install the Novell Servlet Gateway (NetWare or Windows NT servers only).

To install GroupWise WebPublisher, you need to supply the following additional information:

- A GroupWise user account and password that the WebAccess/WebPublisher Agent can use to log in to GroupWise. To publish documents for public viewing, GroupWise users share the documents with this GroupWise user. The WebAccess/WebPublisher Agent then logs in through the user's account to see which documents have been shared and to retrieve requested documents.
- The names of all libraries from which you want to allow documents to be published, and whether or not you want to automatically publish documents that have been assigned General User Access.

Verify File and NDS Access Rights

Make sure you have Read, Write, Create, Erase, Modify, and File Scan (or equivalent) rights to the following locations:

- The GroupWise domain directory structure where the WebAccess gateway directory will reside.
- The NetWare server (SYS volume) or Windows NT server where you will install the WebAccess/WebPublisher Agent.
- The NetWare server or Windows NT server where your web server is running. If your web server is on a UNIX machine, the installation program copies tar files to a location you

specify; this can be the UNIX machine if you have access to it from the Windows workstation where you are performing the installation, or another location from which you can then copy the tar files to the UNIX machine.

The installation program creates the WebAccess object in NDS. For it to do so, you must be logged in as an Admin equivalent to the NDS tree where the GroupWise domain object resides.

Shut Down the Web Server, JVM, GroupWise Agents, and WebAccess Components

When installing to NetWare or Windows NT, the installation program will attempt to shut down the web server and JVM. We recommend, however, that you shut down the web server and JVM yourself before starting the installation.

If the NetWare server or Window NT server where you will install the WebAccess/WebPublisher Agent is also running the GroupWise MTA or POA, you need to shut down those agents before installation so that the agent engine files can be properly updated.

If you are updating from a previous version of GroupWise WebAccess, you should also shut down the WebAccess/WebPublisher Agent and the Java Spell Checker before you begin.

INSTALLATION

If you will be installing the Novell Servlet Gateway to a Windows NT web server, you must run the installation program from the Windows NT web server. Otherwise, you can run the installation program from any Windows 95/98/NT workstation or server where you can log in with the file and NDS access rights listed under Prerequisites above.

1. Insert the GroupWise 5.5 Enhancement Pack CD into the CD drive to start the Enhancement Pack installation program > click Install Products > GroupWise WebAccess > Install GroupWise WebAccess. If the installation program does not start automatically, run SETUP.EXE from the root of the CD.

or

If you've already copied the GroupWise WebAccess software to a software distribution directory, run SETUP.EXE from the INTERNET\WEBACCES directory.

2. Follow the installation prompts.
3. After installation is complete, you may need to do the following:
 - If you kept your web server's default home page file, 1) rename the INDEX.HTM file, located in the GW_SAMPLE directory under the web server's document root directory, so that it doesn't conflict with your web server's home page; 2) copy the renamed file to the document root directory; and 3) create a link from your home page to the renamed file.
 - If you chose to use an existing Java servlet engine rather than installing the Novell Servlet Gateway, modify the Java servlet engine's servlet properties files to include the settings shown in the sample WebAccess SERVLET.PROPERTIES file. This sample file is located in the INTERNET\WEBACCES\OTHER directory on the CD.

- If you chose to use an existing JVM on Windows NT rather than update to the one included with GroupWise WebAccess, edit the `SERVLETGATEWAY.PROPERTIES` file and change the `java.base` setting to point to the existing JVM (for example, `c:/jdk1.1.8`). The `SERVLETGATEWAY.PROPERTIES` file is located the `NOVELL\JAVA\SERVLETS` directory.
- If you are installing to the Apache Web Server for UNIX Solaris, continue with Additional Installation and Configuration for Apache Web Servers below.

Additional Installation and Configuration for Apache Web Servers

The installation program copies five files to the location you specified: `webaccess.tar`, `webaccessdocs.tar`, `webaccessservlets.tar`, `index.html`, and `servlets.properties`. To complete the installation and configuration process,

1. Tar `-xvf webaccess.tar` to the UNIX server's root directory, `webaccessdocs.tar` to the web server's document root directory, and `webaccessservlets.tar` to the servlet root directory.
2. Configure a new servlet zone. For information, see <http://jserv.apache.org>.
3. Modify your Java servlet engine's `servlets.properties` file to include 1) the settings described in the `WebAccess servlets.properties` file, and 2) a `wrapper.classpath` entry for the new servlet zone.
4. Modify the `webacc.cfg` and `webpub.cfg` files, located in the `novell\webaccess` and `novell\webpublisher` directories at the root of the UNIX server, to change the `Templates.path` setting to point to the templates path for the new servlet zone.
5. In the `webacc.cfg` and `webpub.cfg` files, verify that the paths for the following settings are correct from the perspective of the web server: `File.Upload.path`, `Log.path`, `Security.Timeout.path`, `Provider.GWAP.Config.file`, and `Provider.LDAP.Config.file`.
6. Copy the `index.html` file to the web server's document root directory. You can replace your web server's current default home page with this file, or you can rename the file and link to it from your current default home page.
7. Copy the `commgr.cfg` file, located in the `WebAccess gateway home directory (<DOMAIN>\WPGATE\<WEBACC55>)`, to the UNIX server's `novell\webaccess` directory. If you installed GroupWise WebPublisher, you also need to copy the file to the `novell\webpublisher` directory.

START GROUPWISE WEBACCESS

If you are running the web server, `WebAccess/WebPublisher Agent`, or `Java Spell Checker` on a `NetWare` or `UNIX` server, you need to manually start these components. You will also need to manually start these components on a `Windows NT` server if you chose not to automatically start them at the end of the installation.

1. Start the web server and make sure the JVM and Java servlet engine are loaded.

2. Start the WebAccess/WebPublisher Agent. On a NetWare server, type STRTWEB5.NCF at the system console. On a Windows NT server, click the Start menu > Programs > GroupWise WebAccess Startup > STRTWEB5.BAT.
3. Start the Java Spell Checker. On a NetWare server, type SPELLSRV.NCF at the system console. On a Windows NT server, click the Start menu > Programs > GroupWise WebAccess Startup > SPELLSRV.BAT. On a UNIX server, run SPELLSRV.SH from the NOVELL\WEBACCESS directory. If the Spell Checker does not start, edit the file to make sure the paths are correct.

TEST GROUPWISE WEBACCESS

1. In a web browser, enter the IP address or host name of the web server.
2. If the GroupWise WebAccess page is not the default HTML page, click the GroupWise WebAccess link you created.
3. Select a GroupWise WebAccess language > click Go to display the Login page.
4. Type your GroupWise user ID or GroupWise full name in the Name box and your GroupWise mailbox password in the Password box.
5. Click Login to display the GroupWise WebAccess main window > click Help if necessary.

TROUBLESHOOTING

If you can't access your mailbox using GroupWise WebAccess:

- Make sure the web server, JVM, and Java servlet engine are functioning properly. If you are using the Novell Servlet Gateway, you can enter `http://<web server IP address>/servlet/SnoopServlet` to test the installation. If SnoopServlet returns a web page, the installation is functioning properly.
- Make sure the WebAccess Servlet and WebPublisher Servlet are loaded. In your web browser, enter `http://<web server IP address>/servlet/ServletManager`. Enter servlet for the username and manager for the password. Once Servlet Manager is started, check to make sure the servlets are loaded.
- Make sure the COMMGR.CFG file is in the NOVELL\WEBACCESS directory. If it is not, copy it from the <DOMAIN>\WPGATE\<WEBACC55> directory.
- View the information displayed on the WebAccess/WebPublisher Agent's operation screen to look for possible problems.
- Look for possible problems in the Java servlet engine's log files. For the Novell Servlet Gateway, the log files are located in the JAVA\SERVLETS directory (NetWare) or NOVELL\JAVA\SERVLETS (Windows NT).
- Look for possible problems in the WebAccess Servlet's log files, located in the NOVELL\WEBACCESS\LOGS directory, and the WebPublisher Servlet's log files, located in the NOVELL\WEBPUBLISHER\LOGS directory.

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