GroupWise Deployment

https://campus.barracuda.com/doc/11797781/

This article refers to the Barracuda Message Archiver firmware version 5.0 and higher, and Novell GroupWise versions 6.5, 6.5.3, 7.0, 8.0, 2012, and 2014, except where noted.

Groupwise Connectivity Limitations

Folders containing more than 20,000 items will cause users to be skipped. A retention time of January 1, 1980 is then applied to the customer to ensure mail is not permanently deleted before the Barracuda Message Archiver can download it. This is a limitation of the GroupWise software. You can change this limitation through GroupWise settings. For details, refer to the Novell documentation.

To ensure data is not lost, enable retention policies.

Important - GroupWise 2014

If you are using GroupWise 2014, you must make SSL negotiable on your Post Office SOAP interface to allow user email lists to auto-populate. This is necessary to allow the Barracuda Message Archiver to retrieve mail for these users.

To archive messages from Novell GroupWise Servers to the Barracuda Message Archiver, the following must be true for each GroupWise Server:

- The Barracuda Message Archiver has been added as a Trusted Application within Groupwise;
  For more information, see Trusted Applications on the Novell website.
- Message Retention is enabled;
- Each Server has a GroupWise Trusted Application Certificate; and
- The Server user mailboxes are healthy and provide mail to the Barracuda Message Archiver when access is requested.

Additionally, once a Trusted Application Key is in place, to automatically populate the GroupWise username list section of the Barracuda Message Archiver web interface, you must have Simple Object Access Protocol (SOAP) enabled on the Post Office to which you want to connect.

A Trusted Application Key allows the Barracuda Message Archiver to access user mailboxes as a "super user" and allows them to access the account without requiring a user password. See the

section **Trusted Application Key Options** below for details.

The Trusted Application Key provides access to every account in the GroupWise system. You can secure the Trusted Application Key from unauthorized use by specifying a retention flag against the Trusted Application Key in combination with the IP address of your Barracuda Message Archiver. See the Novell GroupWise website for details on working with Trusted Application Keys and creating retention flags.

When Retention is enabled on the GroupWise Server, end-users cannot delete emails from their mailbox until all emails present in the mailbox have been marked by GroupWise as having been read by the Barracuda Message Archiver.

Trusted Application Key Options

Select the manner in which you want to create a Trusted Application Key:

- Option 1. Download the Trusted Application Key Generator from the **Users > Client Downloads** page in the Barracuda Message Archiver to generate the GroupWise Trusted Key.
- Option 2. Manually Generate a Trusted Application Key.
- Option 3. Create a Trusted Application and its associated Key in ConsoleOne; available in GroupWise 8 Support Pack 1 through GroupWise 2012 *only*.

  For details on creating a Trusted Application and its associated Key in GroupWise 2014 Console, refer to the Novell GroupWise 2014 documentation website.

Option 1. Download the Trusted Application Key Generator

Use the following steps to generate a GroupWise Trusted Key:

1. Log into the Barracuda Message Archiver web interface, and go to the **Users > Client Downloads** page.
2. Download the **Trusted Application Key Generator** to a workstation that has the GroupWise client, the Novell 32-bit client installed, and is logged into the same eDirectory tree as the GroupWise Server.
3. From that workstation, execute the downloaded Key Generator to create a Trusted Application Key to be uploaded onto the Barracuda Message Archiver; you must know the location of the domain directory.
4. Go to the section **Import GroupWise Messages** to import Novell GroupWise messages into the Barracuda Message Archiver.

Option 2. Manually Generate a Trusted Application Key

A Trusted Application Key is created at the Domain database level. To create this key, you need the following:

- An application capable of creating the Trusted Application Key such as the GroupWiseavailable on the **Users > Client Downloads** page of the Barracuda Message Archiver
  > Starting with GroupWise 8 Support Pack 1, you can create a trusted application and its associated key in ConsoleOne for use with the Barracuda Message Archiver. For more information, refer to **Option 3** below.
- Administrator access to the GroupWise wpdomain.db database
- Administrator privileges to the Domain object within eDirectory

For step-by-step instructions, refer to How to Create a GroupWise Trusted Application Key.

Go to the section **Import GroupWise Messages** to import Novell GroupWise messages into the Barracuda Message Archiver.

Option 3. Create a Trusted Application Key on GroupWise 8 Support Pack 1 through GroupWise 2012

> This option applies only to Novell GroupWise 8 Support Pack 1 through GroupWise 2012.

Starting with GroupWise 8 Support Pack 1, you can create a trusted application and its associated key in ConsoleOne for use with the Barracuda Message Archiver.

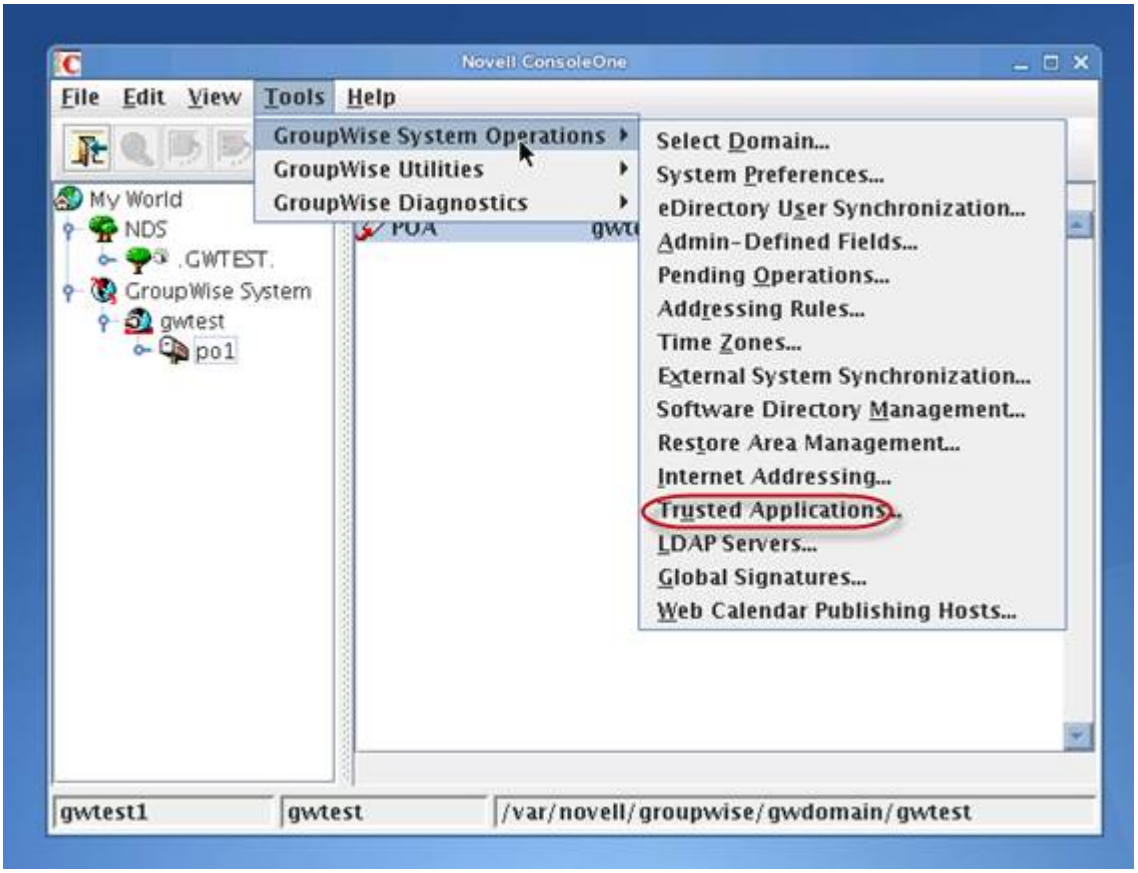
Message Retention Support

In order for GroupWise mailboxes to support message retention, complete the following steps:

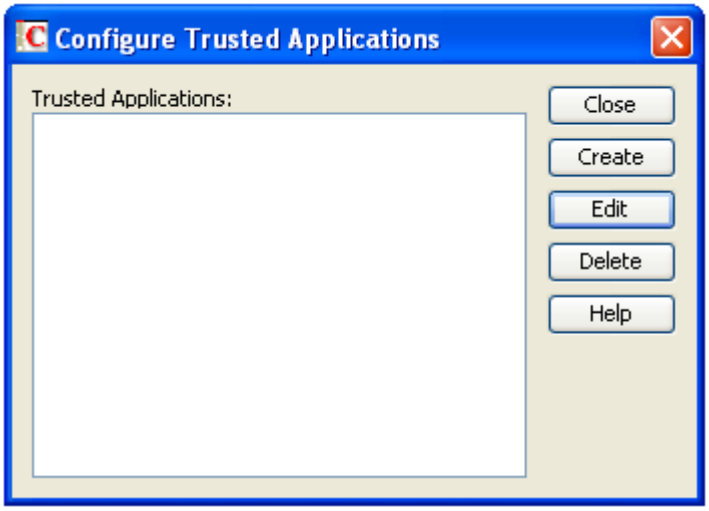
1. Open Novell ConsoleOne, and go to **Tools > GroupWise Utilities > Client Options > Environment > Retention**.
2. In the dialog, select the retention options:
   - **User** – Enable individual mailboxes
   - **Post Office** – Enable all mailboxes in a post office
   - **Domain** – Enable all mailboxes in a domain
3. Click **OK** to save your settings.

Set Up Trusted Application

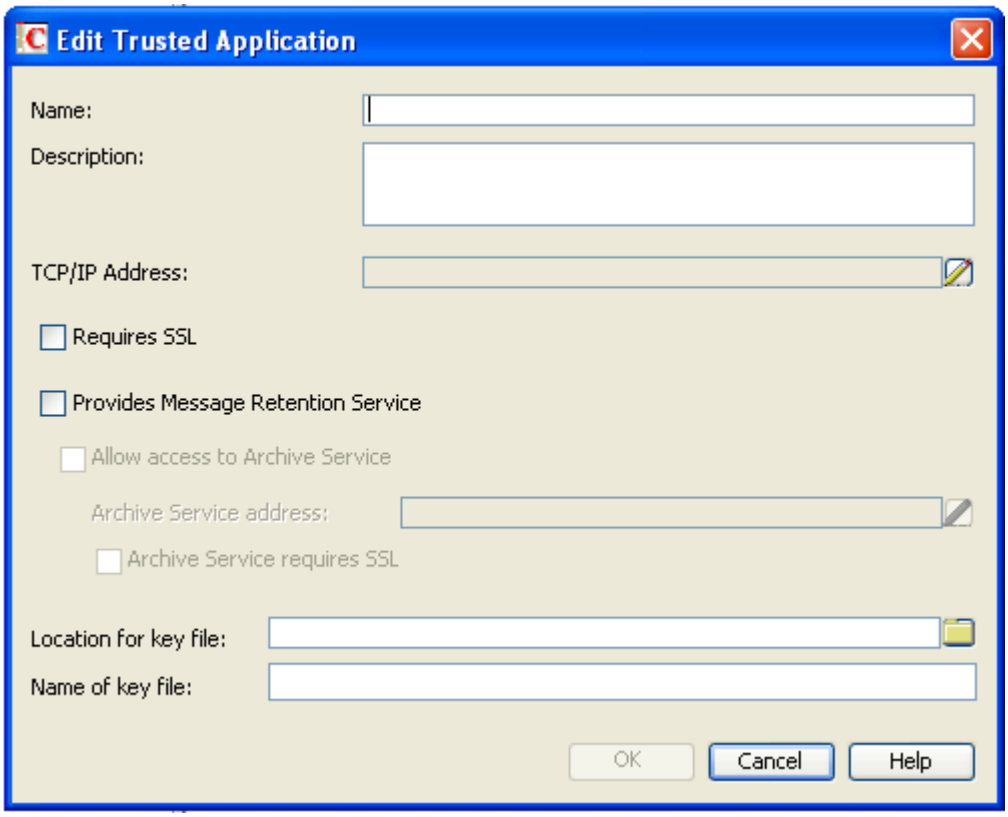
1. Open Novell ConsoleOne, and go to **Tools > GroupWise System Operations > Trusted Applications**:



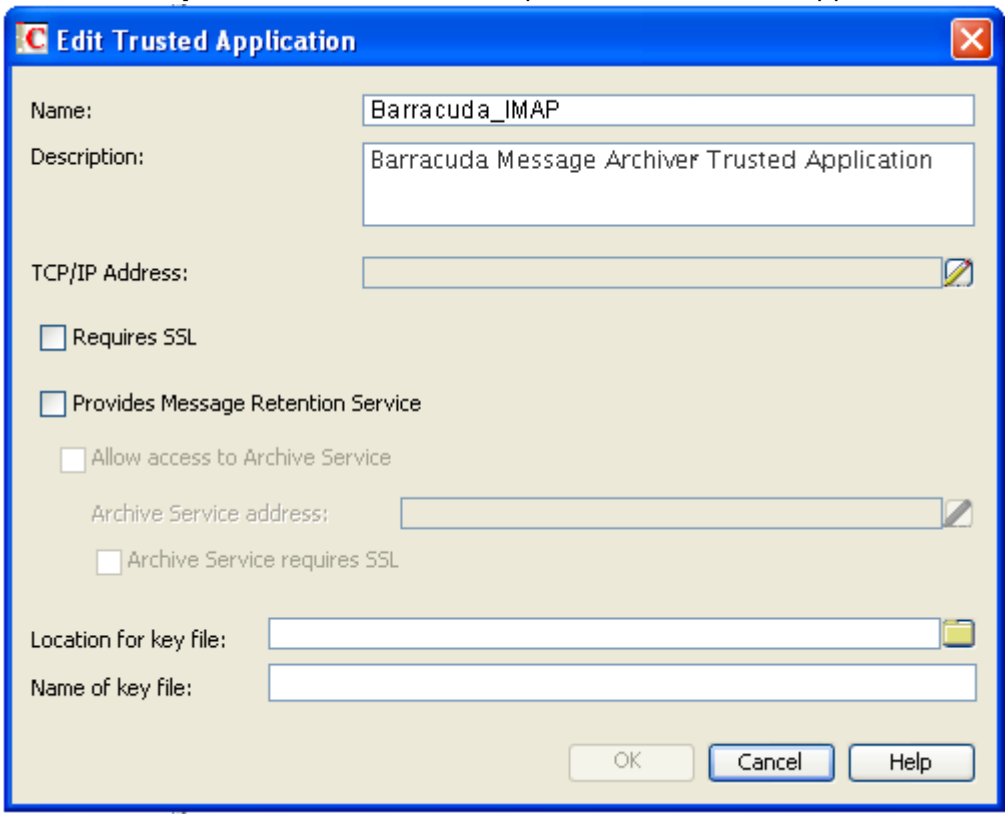
2. In the **Configure Trusted Applications** dialog box, click **Create:**



3. The **Edit Trusted Application** dialog box displays:



4. In the **Edit Trusted Application** dialog box, enter *Barracuda_IMAP as* the trusted application name in the **Name** field.
5. In the **Description** field, enter a description for the trusted application:



6. **TCP/IP Address** field:

    - To allow the trusted application from any server, leave this field blank.
    - To restrict the location from which the trusted application can run, click the **Edit** icon next to the field, and specify the IP address or DNS hostname of the trusted application server.
7. To require a secure (SSL) connection between the trusted application, post office agents (POAs), and Internet Agents, turn on **Requires SSL**.
8. If the purpose of the trusted application is to retain GroupWise user messages by copying them from GroupWise mailboxes into another storage medium, select **Provides Message Retention Service**.
9. Select **Allow Access to Archive Service** to allow message retention to interact with the Barracuda Message Archiver.
10. The following options are not applicable for configuration with the Barracuda Message Archiver*:*
    - **Archive Service Address** – leave this field blank.
    - **Archive Service Requires SSL** – deselect.
11. Click the **Browse** icon to the right of the **Location for key file** field, and browse to and select the directory where you want to create the trusted application key file.
12. In the **Name of Key File** field, enter the trusted application key file name.
13. Click **OK** to save the trusted application configuration information.
14. Go to the section **Import GroupWise Messages** to import Novell GroupWise messages into the Barracuda Message Archiver.

Import GroupWise Messages

Use the following steps to enable archiving with Novell GroupWise:

1. Log in to the Barracuda Message Archiver web interface, and navigate to the **MAIL SOURCES > GroupWise Sync** page.
2. Configure the items in the **GroupWise Synchronization** section for each GroupWise server. Enter the key in the **Trusted Application Key** field.
3. Select the desired method for populating the list of users you want to retrieve email:
    - Click **Populate** to automatically retrieve users from the server, *or*
    - Manually enter the user names in the **Username List** field.
4. Save your changes to enable the Barracuda Message Archiver to maintain synchronicity with your GroupWise Server.

Troubleshoot GroupWise Mail Archiving

The Barracuda Message Archiver connects and authenticates to the GroupWise Mail Servers via the IMAP protocol using the GroupWise-documented Trusted Application Key access. This allows the Barracuda Message Archiver to retrieve emails from the GroupWise Server user mailboxes and mail folders. However, if there are issues with particular GroupWise user mailboxes or mail folders—permissions, file naming scheme, or even corruption—GroupWise is unable to present

content to the Barracuda Message Archiver when the Barracuda Message Archiver requests data. These issues will often affect other IMAP clients as well.

One symptom of such issues with the GroupWise Mail Server is that an end-user is unable to empty their trash when **Empty trash** is clicked. This is a sign that the GroupWise Server recognizes that there is email in the user mailbox that *has not been archived*, and the GroupWise Server is thus protecting the content until archiving is successful. To achieve this level of protection, the GroupWise admin must have enabled the Message Retention flag feature on their GroupWise Server (see the Novell website). Once the issue on the GroupWise Server is resolved and the Barracuda Message Archiver is able to collect all mail from within a user mailbox, the end-user is again able to empty their trash folder.

> For GroupWise retention time, the Barracuda Message Archiver sets the *digest* retention time; the *modified* retention time is not used or changed. However, GroupWise references the *modified* retention time to determine if a user is allowed to empty their trash. If a system administrator has manually set the *modified* retention time, or this value has been populated by a utility or application, the user may be unable to empty their trash until the *modified* retention time value is cleared for the mailbox.

Troubleshoot GroupWise Mail Archiving - Post Office Service

The Barracuda Message Archiver can query your Post Office Service and auto-populate the list of users to archive. However, in certain circumstances, the Post Office reports the user's login name in a format that is not useful for connection with the TAPP key, and the Barracuda Message Archiver is unable to retrieve mail for that user.

For example, user Pam Smith is reported via the Post Office Service as **PamS**. However, this form of her name cannot be used for mail retrieval. The Barracuda Message Archiver can retrieve mail for this user if her name is manually added to the user list as **PSmith**.

Cause

For the Post Office where the user is housed, the Internet Domain Name address format is disabled.

Solution

> This solution does not apply to GroupWise 2014.

Use the following steps to resolve this issue:

1. Open Novell ConsoleOne with full admin rights, and connect to the Domain Database **wpdomain.db** using Linux.
2. Highlight GroupWise System in the left panel, click **GroupWise System Operations**, and select **Select Domain**.
   The domain database path is **/media/nss/DATA/dom/wpdomain.db**.
3. The GroupWise snap-ins are now enabled.
4. Go to **Tools > GroupWise System Operations > Internet Addressing**.
5. In the dialog, from the **Preferred Address format** drop-down menu, select **UserID@Internet domain name**.
6. In the **Allowed Address Formats** section, select **UserID@Internet domain name**.
7. Click **OK** to save your settings.

You may be required to restart the Post Office Agent.

Additional GroupWise Troubleshooting Resources

For additional information about troubleshooting issues with GroupWise Server mail boxes, the following Novell documentation may be useful:

- If there is an issue retrieving mail from a particular GroupWise Server user mailbox or mail folder, you can use the Novell utility **GWCHECK** which examines user mailboxes and mail folders, identifies issues, and suggests repair options. For details, refer to the Novell article GWCheck Problems
- For details on fixing GroupWise mailbox system folders, refer to the Novell support article How to fix GroupWise mailbox system folders
- Certain IMAP mail clients may set flags or properties on user mailboxes or folders that impact access by any other IMAP connection, including the Barracuda Message Archiver's TAPP key access. GroupWise customers experiencing issues of this type may want to consider switching their mobile and similar mail clients to use Novell Data Synchronizer. Use of the Data Synchronizer eliminates problems caused by competing IMAP sessions.

- Barracuda Networks Technical Support is able to run diagnostic tools from the Barracuda Message Archiver that may help identify which GroupWise user mailboxes and mail folders are experiencing issues that can then be addressed by the GroupWise Administrator.
- If you continue to encounter GroupWise mail archiving issues after running the Novell tools, Barracuda Networks recommends that you contact Novell to resolve the issue.

Figures

1. groupwise01.png
2. groupwise03.png
3. groupwise04.png
4. groupwise05.png

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.