

## GroupWise Gateway for Microsoft Exchange

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VERSION : 1.1 Build 9d  
BUILD DATE : 24 September 1999

This file contains the following sections

- 1) Additions
- 2) Setup procedure
- 3) Remove procedure
- 4) Migration of Personal Address Book
- 5) Known Limitations
- 6) Reporting problems

For more information on the gateway, please refer the gwgse.hlp file located in the gateway home directory.

### Additions in Build 1.19d

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1. Filtering switches /blockdom and /allowdom now work with both directory exchange and directory synchronization.
2. Problem of gateway unable to initialize migration in certain environments has been fixed.
3. Problem of gateway deleting GroupWise users if the location of the gateway was changed to another domain has been fixed.

### Additions in Build 1.19c

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1. Fixed problem with the outbound mail going to the GroupWise userid if a user has an account on both GroupWise and MS Exchange with the same userid.

### Additions in Build 1.19b

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1. Mail sent from a user on an external GroupWise domain to MS Exchange now do not drop any recipients.
2. Problem with replies to mail sent from Internet to MS Exchange through GroupWise 5.2 GWIA has now been fixed. Replies will still not work if GroupWise 5.5 GWIA is used.

3. Problem with replies from MS Exchange to GroupWise recipients who do not exist in the MS Exchange Addressbook as custom recipients has now been fixed.

#### Additions in Build 1.19a

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1. Inbound user level and accessgroup level access control works now.
2. Memory Exhausted error being logged while processing an inbound message with no subject is fixed.
3. Recipient Name(if any) now appears on inbound messages.
4. Recipient Name(if any) now appears on replies to inbound messages.
5. Attachments names with long filenames are handled now.
6. GPF on certain outbound messages is fixed.
7. Infinite loop on certain outbound messages is fixed.
8. GWORK directory cleanup is done properly now.
9. Unwanted folders are now not created during a migration.
10. Inbound recurring meeting request now works for Recurrence type - Yearly every Nth weekday of month.
11. Inbound recurring meeting request now assumes the last day of the month for Recurrence type - 31st of every month.
12. Inbound recurring meeting request now takes into account the 29th of Feb 2000 during recurrence calculations.
13. ConvertPerfect dlls are no longer shipped with the Gateway.

#### Important Changes affecting Build 1.15 and above

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The 1.15 and above builds of the gateway contain the following fixes/enhancements

1) Fixes the Crash when processing a mail routed to the Gateway by an X.400 connector in the MS Exchange system. This fix impacts the Gateway in the following ways:

a) Explicit Addressing from GroupWise to Exchange

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Subsequent to the above mentioned fix the Explicit addressing format is as follows

Gateway Name:"addrtype:address", where addrtype is the address type of the address in MS Exchange

e.g ExGate:"SMTP:john@foo.com" if you are addressing to a SMTP user or ExGate:"X400:c=US;a= ;p=Org;o=Site;s=LName;g=FName;" if using X400 addressing

b) Access Control

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While specifying an address that does not exist in Exchange Global addresslist

in the access.cfg file use the following format for the address.

"Addrtype:address" , where addrtype is the address type of the address in MS Exchange

for e.g BLOCK X400:c=US;a= ;p=Org;o=Site;s=LName;g=FName;

c) Gwcorr.db file

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This build 1.15 of the Gateway may not work properly with Gwcorr.db files created earlier to this Build of the Gateway. To avoid this make sure that you install the Gateway in a new directory.

Setup Procedure

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The gateway installation and configuration is done in the following phases.

Phase 1

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This phase configures the Exchange system to recognise the gateway and also copies files to their destination locations.

- 1) Run the self-extracting executable SETUPEX.EXE.
- 2) In the Welcome dialog box, click Continue.
- 3) In the Choose Install/Remove dialog box, click Install.
- 4) In the Choose Gateway/Addressing dialog box, click Gateway.
- 5) In the Choose Exchange Server dialog box, verify whether the server name matches your server. If it does, click Continue. If it does not match, edit the name to indicate the correct server, then click Continue.
- 6) In the Choose Site dialog box, select the site that your server services and click Continue.
- 7) In the Details dialog box, provide the following information:
  - The Directory Display Name, which refers to how the gateway will appear in the Microsoft Exchange administrator.
  - The Administrator Account name. If you have logged in using the account name that is displayed in this field, do not change the name.
  - The Domain Directory path, which is the path to the GroupWise domain directory, such as M:\domain. You may also specify the Domain Directory path in UNC format. For example, \\server\volume\domain.

- The GW Home directory name, which is used to physically create a directory under the GroupWise directory hierarchy, such as Exchange.
- The Install directory box displays the full path to the GroupWise gateway directory. This cannot be edited.

8) Click Continue. The Setup program has all the necessary details to perform the installation. It creates the required objects in the Microsoft Exchange directory and configures the Microsoft Exchange system to detect the new gateway. It copies the required files to complete the installation of Microsoft Exchange objects. It then creates the GroupWise gateway directory structure on the GroupWise side and copies files to relevant locations. Once this is complete, Setup reports completion of the installation if it has been successful.

9) Click OK.

#### Phase 2

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This phase in the installation process configures the GroupWise system to recognise the gateway.

1) In the NetWare Administrator browser window, right-click the GroupWise domain where you want to install the gateway.

2) If the version of GroupWise is 5.1, click GroupWise gateway.

Or

If the version of GroupWise is 5.2 or above, choose GroupWise Gateway/Internet Agent.

3) Click OK.

4) Fill in the fields:

- Gateway Name : Enter the name by which you want to refer to the gateway.

This name can be different from the display name provided while configuring

the Microsoft Exchange side and will not affect gateway functioning in any way.

- Gateway Home Directory : Use the same name as the GW Home Directory name you

specified while configuring the Microsoft Exchange system.

- Language : Select the language.
- Time Zone : Select the time zone.
- Platform : Select the platform as NT/OS2.
- Database Version : Select 5.x.

- 5) Select Exchange as the gateway type. Leave the check boxes unchecked
- 6) Click Create.

### Phase III

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If you have multiple sites in the Microsoft\*\* Exchange organization, the addressing components need to be installed at all the sites. The gateway installation automatically installs the addressing components at the local site. However, addressing components must be explicitly installed at the remote sites. Also, the organization component of the Site Proxy must be the same in all the sites.

- 1) Run the self-extracting executable SETUPEX.EXE.
- 2) In the Welcome dialog box, click Continue.
- 3) In the Choose Install/Remove dialog box, click Install.
- 4) In the Choose Gateway/Addressing dialog box, click Addressing.
- 5) In the Exchange Server dialog box, verify whether the server name matches your server.  
If it does, click Continue. If it does not match, edit the name to indicate the correct server, then click Continue.
- 6) In the Choose Site dialog box, select the site that your server services.
- 7) Click Continue. The install program installs the addressing components and initiates the proxy generation for the site.
- 8) Click OK.

This completes the gateway installation.

### Remove the Gateway

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This is done in the following phases

#### Phase 1

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This phase involves removing the gateway object from the Exchange system.

- 1) Run the self extracting executable SETUPEX.EXE.

- 2) In the Welcome dialog box, click Continue.
- 3) In the Choose Install/Remove dialog box, click Remove.
- 4) In the Choose Gateway/Addressing, click Gateway.
- 5) In the Choose Gateway dialog box, select the gateway that you want to remove and click Continue.

You have removed the gateway object from the Microsoft Exchange system.

## Phase 2

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This phase involves removing the gateway from the GroupWise system. Before you attempt to remove the gateway from the GroupWise\* system, ascertain whether the directories were synchronized.

- 1) From the NetWare\* Administrator browser window, click Tools, then click GroupWise View.
- 2) If the directories were synchronized, locate the foreign domain that is linked to the gateway. Delete all the post offices under the foreign domain by right-clicking them and clicking Delete. Delete the foreign domain by right-clicking it and clicking Delete.
- 3) Right-click the gateway object and click Delete.
- 4) Click Yes when you are prompted to confirm the deleting of the gateway directory structure under the domain.

## Phase III

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Removing the gateway object does not automatically delete the shared addressing components, you will have to remove them explicitly. If you have modified the Site Proxy string, ensure that the string is modified to the default site proxy constructed at the time of the installation. Also, if you have multiple sites in the Microsoft\*\* Exchange organization and you have installed the addressing components in all of them, you will need to run these steps on each of the sites.

- 1) Run the self-extracting executable SETUPEX.EXE.

- 2) In the Welcome dialog box, click Continue.
- 3) In the Choose Install/Remove dialog box, click Remove.
- 4) In the Choose Gateway/Addressing dialog box, click Addressing.
- 5) In the Choose Exchange Server dialog box, verify whether the server name matches your server. If it does, click Continue. If it does not match, edit the name to indicate the correct server, then click Continue.
- 6) In the Choose Site dialog box, select the site that your server services
- 7) Click Continue. The setup program now removes addressing components from the site.
- 8) Click OK.

This completes the removal of the gateway and its components.

#### Migration of Personal Address Book

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This section describes the steps to access the personal address book of a user who has been migrated from the Microsoft Exchange system. For steps to migrate the recipient, refer gwgse.hlp in the gateway home directory.

- 1) Select the user's profile that is used to access GroupWise.
- 2) To the list of existing services for the profile, add the "Personal Address Book" service.
- 3) Provide the name and path of the personal address book.

#### Known Limitations

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- 1) If you have directory synchronization turned off and only directory exchange turned on, you may find that deleted GroupWise users still appear on the Exchange server. You will not face this situation if you have both Directory Exchange and Directory synchronization turned on.
- 2) Distribution lists are supported as user ids only.

- 5) The current version of the Gateway does not support send options for Return Notification while sending mail from GroupWise to Exchange.
- 6) The current version of the gateway does not support OLE attachments.
- 7) Tasks/Note/Phone messages from GroupWise are converted to normal messages.
- 8) Tasks from Outlook are converted to normal messages.
- 9) For an outbound appointment to Exchange, accepted/declined/cancelled status information is propagated to GroupWise as a notification.
- 10) Subfolder information and messages are preserved but the folder hierarchy will not be maintained with GroupWise 5.2. For example, a folder F in Exchange may contain subfolders F1 and F2. When these folders are migrated to GroupWise, two folders "F/F1" and "F/F2" under the "Cabinet" are created and respective messages are preserved under them. Shared folders are created as "normal" folders with the name "Shared Folders/<name>" and need to be shared explicitly.
- 11) Personal Appointments and Tasks will not be migrated.
- 12) Limited directory information of the Exchange recipient is migrated.
- 13) If the site proxy has been modified and you re-install the gateway or install a new version of the gateway, two site proxy objects are created for the same address type. To prevent this, you will need to revert to the original site proxy before installing the gateway. You will also need to revert to the original site proxy if you are removing addressing components in the site.

#### Reporting problems

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The gateway logs messages when errors occur and this should give you a pointer as to the cause of any problems that may exist. If you find that a problem is not due to permissions and other local settings, you may need to log a report with the developers through the problem reporting mechanism. To report a bug, you will need to specify the following

- 1) The configuration. Machine memory, disk, versions of Exchange and GroupWise and any other configuration information that you feel will help.
- 2) The problem description along with any messages that the gateway may have displayed.
- 3) The log files set in diagnostic mode. You may send the log that was being written when the error occurred. To obtain the log files, change directory to 000.prc directory under the gateway root directory. You will find log files as mdddlog.xxx.
- 4) Was the bug a transient one, or is it replicable? If it can be duplicated, please provide the sequence of steps that were performed (including configuration, etc if you think it might be useful) to duplicate it.

Please do provide any other information that maybe relevant to the situation that you faced.