

Q: Do ISV solutions such as GWAVA Retain or Reload etc. support GroupWise 2014 on its release?

A: Yes – they are supported. All of our 3rd-party ISV's have participated with us in the GroupWise 2014 project and most will have their solution ready and supported by the time GroupWise 2014 ships or shortly thereafter. In addition, all three of customers in our Lighthouse program are using other GroupWise solutions and we will be validating these solutions as part of that program.

Q: What about MAC and Linux Clients?

A: The GroupWise Mac and Linux desktop clients are not being updated or re-delivered as part of GroupWise 2014. The current versions of those clients are supported and can continue to be used with GroupWise 2014. The GroupWise 2014 WebAccess client has been updated and can be used with the Mac desktop. The Safari browser is the reference platform for the WebAccess Client on the Mac desktop.

Q: When upgrading from GroupWise 8 to GroupWise 2014, will the 32-bit GroupWise 7 clients still work with GroupWise 2014?

A: Yes. As with all previous releases...older version clients can be run against newer version agents. The reverse, however, is not true. Best practice is to ALWAYS upgrade your agents and then your clients. GroupWise 7, GroupWise 8, GroupWise 2012, and GroupWise 2014 clients are all supported with GroupWise 2014 agents (POA, etc.).

Q: Is there a 32-bit GroupWise 2014 client?

A: Yes, the GroupWise 2014 Windows Client is 32-bit. It can be installed and run equally well on any 32-bit or 64-bit desktop OS supported platform. This includes Windows XP, Windows 7 and Windows 8.x.

Q: Does the GroupWise 2014 install require an Internet connection to get the code?

A: In general, you should download the image prior to attempting an install or upgrade. If this question is regarding a GroupWise client – you can either download the image or install it without a network connection OR you can utilize any one of the client deployment mechanisms. Some client deployment options do require a network connection like setupip.exe.

Q: For eDirectory objects, we have noticed that distribution lists created by ConsoleOne have attributes that are viewable in eDirectory, but those created in ConsoleOne but populated from GroupWise clients have no members, how does this change in 2014?

A: In Windermere we will continue to work with existing GroupWise Distribution List objects in eDirectory, but as in the past, membership changes made through the GroupWise Client will not be replicated to eDirectory. Going forward we are deprecating the Distribution List object in eDirectory in favor of stand-alone GroupWise Groups that will exist in the GroupWise system. These can be accessed through the new Admin Service. We will continue to support the use of eDirectory Groups as Groups in GroupWise and extend this to Active Directory Groups as well. New GroupWise Distribution List objects cannot be created in eDirectory using the Windermere Admin Console.

We have transitioned the terminology from Groups in 4.x to Distribution Lists in the 5.x days back to Groups in GroupWise 2014.

Q: Is there any CalDAV/CardDAV support?

A: There is no CalDav or CardDav server support in GroupWise 2014.

Q: Does the GroupWise 2014 Windows client have any SSO for AD environment (e.g. NTLM or Kerberos integration)? Is there a Single Sign-On support using Active Directory?

A: There has not been any additional SSO (Single Sign On) enhancements or improvements in GroupWise 2014. While the exact timing and scope for the next release is not yet finalized, additional SSO changes are planned for Cornell. Cornell is the next release of GroupWise. Cornell is also the name for the first support pack for GroupWise 2014. They are the same release. Watch the GroupWise Roadmap App for updates and future direction. www.novell.com/gwroadmap.

Q: Will messenger require eDirectory??

A: Yes. Novell Messenger will still require and be dependent upon eDirectory. This will also not change for Dillon – the Novell Messenger 3.0 release planned for the 1H 2014. We do expect to extend Novell Messenger to support Active Directory in addition to eDirectory in the release following Dillon. Watch the GroupWise Roadmap App for updates and future direction. www.novell.com/gwroadmap.

Q: What about Web console support regarding Double-bytes language, e.g. Chinese-Traditional?

A: The GroupWise 2014 Admin console has been localized and the user interface can be run in the same languages that GroupWise 2012 supported. Namely: English, French, German, Portuguese, Spanish. GroupWise 2014 does support double-byte language characters in its databases as it always has. Meaning you can receive, create, store content made up of double byte characters or mixed single byte and double byte. The GroupWise user languages are also the same for GroupWise 2014 as they were for GroupWise 2012 except that all of the right to left languages are no longer supported. Chinese-Traditional continues to be a supported client language.

Q: Can GroupWise 2014 support multiple eDirectory or AD - or mixed eDirectory and AD?

A: Yes. In several flexible ways. The easiest way to explain this flexibility is to say that a single post office can contain users that source from eDirectory AND/OR Active Directory AND/OR no directory. Users can also source from multiple eDirectories or Active Directories.

Q: Does native GroupWise Directory mean that no AD nor eDirectory necessary?

A: Yes. You do have the **option** to install and run GroupWise without any directory. All users, settings, and configuration is wholly contained in the GroupWise domain databases.

Q: Does GroupWise 2014 support Address book hierarchy, just like Exchange?

A: The system address book and all personal address books as presented in GroupWise today will continue with GroupWise 2014. There is no additional hierarchy introduced with GroupWise 2014. Your system address book can contain users from Active Directory trees, eDirectory trees or no directory and any combination thereof.

Q: Can GroupWise 2014 still be managed with ConsoleOne?

A: No. ConsoleOne has been deprecated and cannot be run or used to install or configure an agent that has been upgraded to GroupWise 2014. ConsoleOne should continue to be used with agents and users who have not been upgraded to GroupWise 2014. This may be necessary in a mixed environment or while a system is in the process of being upgraded. Stay consistent...ONLY use ConsoleOne for any objects that have not be upgraded, ONLY use the new GroupWise 2014 Admin console for any objects or

Q: How can Distribution lists be created with GroupWise 2014?

A: Distribution Lists can be created in eDirectory, Active Directory or using the new GroupWise 2014 Admin console.

Q: How will the license change affect NOWS license?

A: If you have purchased GroupWise via the NOWS buying program, you are licensed per device and no changes are coming or proposed for changing the licensing for NOWS.

Q: Is it possible to use the current Novell Messenger version to chat between users in different GroupWise systems? Is there a new Messenger version with GroupWise 2014?

A: No. This functionality has not been implemented in Novell Messenger. A new Novell Messenger will not be delivered with GroupWise 2014, but will be delivered during the 1st half of 2014. This version is focused around providing iOS and Android mobile clients for Novell Messenger. See the GroupWise Roadmap App for updates and future plans for Novell Messenger. www.novell.com/gwroadmap.

Q: Will setup IP now work on a SLES webserver? There used to be problems with case sensitive files when downloading

A: Yes. Our QA department has verified that 'setupIP' can be used for downloads from a SLES webserver. Our own IS&T department uses a webserver on SLES to do client distribution using both 'setupIP' and via [Auto Update](#).

Q: Is there support for clustering?

A: Yes, GroupWise 2014 does support clustering on most platforms. On OES (Linux), the supported clustering option is NSS. On Windows platforms, the supported clustering option is Windows Cluster Services.

Q: When will the new Novell Messenger, code name Dillon be available?

A: The next release of Novell Messenger is code named Dillon and is scheduled to be available in the first half of 2014.

Q: Will the SOAP access still be supported and further developed?

A: Yes – absolutely. SOAP access to the Post Office is still supported, has continued to be enhanced and developed in GroupWise 2014, is used by almost ALL of our ISV partners, is used by the GroupWise Mobility Service and by WebAccess. This protocol is here to stay and will continue to be developed and enhanced. In addition, the new web service for the Admin console is being introduced in GroupWise 2014. It is a new REST based interface and the entire Admin console is based on it and there is no administration functionality that is not accessed and exposed to 3rd-parties via this new web service.

Q: What about the compatibility between GroupWise Mobility Service 2.0 and BlackBerry Enterprise Server 10.2: Is it possible to synchronize emails, address books, tasks with BlackBerry 10 devices?

A: Yes and soon. Blackberry 10 devices support the ActiveSync protocol. This is also possible with GroupWise Mobility Service 1.2.5. The BES 10.2 Server does not yet support GroupWise. Once it does, you will also be able to use it with GroupWise. In general, you will choose one method or the other – not both BES and GMS, but BES or GMS for your Blackberry devices.

Q: Is there an update of the GroupWise sync manager with GroupWise 2014?

A: If you are asking about the GroupWise Mobility Service that synchronizes your GroupWise data with your mobile devices, then the answer is YES. It just released and is called GroupWise Mobility Service 2.0. That is the version and product that will be compatible and required if you are running GroupWise 2014.

Q: How is the Admin console security handled? Can admins be restricted to specific Domains/Post Offices/Users? How detailed in the logging of any changes made through the Admin Console?

A: Access to the Admin console is secure and can be secured via a variety of methods. SSL and authentication are required. Yes – you can designate users within your GroupWise system to be administrators for a particular post office or domain. This designation will give them the ability to read/write all attributes in their respective assignment and also give them some limited read access to other parts of the system. They will not be allowed to modify any domain, post office, or system setting that they are not granted specific rights to.

Currently, there is no audit type of logging in the administration logs. This is something that has been requested, but is not part of GroupWise 2014.

Q: If I create a user in GroupWise 2014 admin console can it create a user in AD as well? Or vice versa?

A: Yes and No. If you create a user in Active Directory, you can import that user into GroupWise or if you are using the new MMC plug-in, it can be configured to automatically create the user in GroupWise. The reverse is not possible. You cannot create a user using the GroupWise Admin console and have it create a user in your directory – eDirectory or Active Directory. The above information also applies to eDirectory and the iManager plug-in.

Q: What about GroupWise user management from iManager. Does admins need to use two different management suites?

A: There will be an iManager plug in provided with GroupWise 2014, but this tool will have limited functionality. Almost all of the GroupWise administration will be done via the new GroupWise 2014 Admin console. In short – yes, you will need to use two different management consoles or more. The many experiments Novell has undertaken over the years to create a single management console has failed. There are no plans to create yet another one.

Q: How will the users email address attribute in eDirectory get updated, can GW2014 write that data to eDirectory or do we need IDM?

A: The GroupWise Admin console writes very little data back to the directory where the actual user object resides. However, the email address attribute is essentially the only field that is actually pushed back to the directory. All other fields/attributes are one direction....directory to GroupWise.

Q: Can AD be used as the one and only user-directory?

A: Oh Yes – absolutely!

Q: How many of the GroupWise customers are really running it on a Microsoft server? What are their experiences?

A: Today, about 20-25% of our current customer base runs their GroupWise system on a Microsoft Windows server platform. Scalability between Windows and Linux are really comparable, the real performance and scalability improvements come from improving disk I/O. GroupWise is not processor bound, but I/O bound. However, some customers have reported significantly better performance with Linux.

Q: Is there any address book-management improvements on the client side?

Yes, for example an easy tagging of address book entries to select later for building a new sender list . There is also a new integration of address book with MS-Word application

Q: Are there 3rd party-solutions for address book management?

Novell is not aware of any 3rd-party solutions for enhanced address book management. Honestly we don't see a need anyway.

Q: Will there Client Look & Feel as well as its functionality be improved in order to be competitive with the Outlook Client finally?

A: The GroupWise 2014 Windows Client and WebAccess client have a brand new look and feel and a variety of new usability and productivity enhancements. Please review the GroupWise Feature Summary document for additional details and join the Windermere Tech Preview to see and play with the new features first hand.

Q: We know GroupWise is secure – Will it be even more secure with GroupWise 2014?

A: Security continues to be a focus point and priority for all of Novell's products including GroupWise. The release after GroupWise 2014 is code named Cornell and one of its principal focuses is Security.

Q: Can current eDirectory and GroupWise account's managed thru one common tool? Create, manage, delete and etc.? Like now with ConsoleOne?

A: Yes and No. GroupWise will provide both an MMC plugin for Active Directory and an iManager plugin for iManager. However, in both cases the majority of the administration for GroupWise 2014 and beyond will need to be done via the new GroupWise Admin console. While many of our administration console will look and act similarly, we will no longer attempt develop a single administrative console for all Novell products. You can see a lot of similarity already today between GroupWise, Filr, Vibe, and GMS.

Q: How about s/MIME SHA-256 or AES-256 support in GroupWise (signing and encryption)? When it will be supported?

A: This is a prioritized feature for Cornell. The next release of GroupWise after GroupWise 2014.

Q: Will GroupWise support Active Directory?

A: Yes. Any user currently residing in an Active Directory can become the source for a user in GroupWise and assigned to a post office. This is a simple association mechanism within the new GroupWise 2014 Admin console.

Q: Will Outlook work against a GroupWise 2014?

A: Novell is working on a solution that would provide support for Outlook connecting to a GroupWise post office. This solution would leverage the GroupWise Mobility Server and ActiveSync protocol. While we do not have anything to announce yet, we hope to announce more concrete details, schedules, functionality, and limitations to this type of solution at the time that GroupWise 2014 ships early next year.

Q: Are there any improvements to report regarding backup/restore?

A: There have not been any significant or noteworthy improvements regarding backup/restore. We do have several partners that provide excellent backup/restore solutions and we encourage our customers to visit the Novell partner page to get a list of solutions and then to contact these partners directly.

Q: We will move from eDirectory to Active Directory when rolling out GroupWise 2014 – If we point to AD, will GroupWise catch email addresses of existing users?

A: GroupWise 2014 will disallow duplicates upon importing new users into your system. All duplicate email addresses will need to be resolved manually. As GroupWise owns the internet addresses of any directory associated users, the product does push of valid email addresses for GroupWise users to the directory, but only if the Administrator selects the Publish Email Address option as part of the Directory Configuration.

Q: Is there a change in restoring single e-mails in GroupWise 2014?

A: There have not been any significant or noteworthy improvements regarding backup/restore. We do have several partners that provide excellent backup/restore solutions and we encourage our customers to visit the Novell partner page to get a list of solutions and then to contact these partners directly.

Q: GroupWise 2014 on SLES 10 / OES2 is not supported, right?

A: That is correct. OES 2 and SLES 10 are not supported platforms for GroupWise 2014.

Q: What file systems will be supported/recommended, on Linux, NSS reiserfs EXT3? Others?

A: With GroupWise 2014, Linux (SLES, OES) will support Ext3 and NSS. For Windows, the supported file system is NTFS. However, we expect to support all file systems on a particular platform. These are just the ones engineering will test. There may be some features of a particular file system that may not work with GroupWise. As long as you are simply using the basics of the file system, just about anyone will work. In general, most file system issues are resolved and supported by the file system

manufacturer and not the applications that run on them. Caution: If you use a file system that Novell does not test, we may not have that file system setup internally or in any of our labs and therefore will be unable to duplicate, troubleshoot, or solve any file system related issues.

Q: Will Novell provide the updates/patches over the SMT Server now?

A: No- Updates and patches for GroupWise continue to be delivered in the same way that they always have. We are assuming that the SMT server is some sort of OES channel / red carpet etc. On Linux, the updates and patches are delivered as RPMs. The change in GroupWise 2014 will utilize 'zypper' to obtain any necessary dependencies that are required which will be downloading and installed from whichever repositories have been configured.

Q: Our setup uses an IP address rather than a DNS name for our server. Will 2014 continue to let me do this or will I need to use a DNS name?

A: If you are referring to our user logs into GroupWise from a supported client, GroupWise 2014 will continue to allow this.

Q: Why is it not possible to run a GroupWise 2014 client against a GroupWise 8 server?

A: There are new features in the GroupWise 2014 clients that leverage fields, data, and algorithms only available in a GroupWise 2014 server.

Q: Is it possible to let GroupWise 2014 communicate with an external Telephone Infrastructure (like Microsoft LINQ)

A: GroupWise integrates with Skype, and Novell IM, but I'm not aware of plans for Microsoft LINQ. GroupWise does have a variety of partners who provide Unified Communication and Telephony integration with GroupWise. We encourage to view the GroupWise Partner page for a list of partners that provide these integrations and then contact them directly.

Q: What is the process to upgrade the Data Synchronizer piece?

A: There is well documented information available via Novell Technical Services. Here is a link to this technical document. <http://www.novell.com/support/kb/doc.php?id=7007012>

Q: What about the Document Management functionality? Is it still supported with GroupWise 2014?

A: GroupWise Document Management has not changed in GroupWise 2014. It continues to be a feature of the product and is expected to continue to work. However, Novell has not enhanced this capability for several releases and we are now actively encouraging our customers to migrate away from GroupWise Document Management Services (DMS) to Novell Vibe or Novell Filr.

Q: Has the the client user dictionary been upgraded along with the client?

A: Yes – however, the dictionary and speller technology used by GroupWise 2012 and GroupWise 2014 is the same. We are now using Hun spell and client user dictionaries can be viewed and edited at any time. GroupWise overwrites the main language dictionary with every client install. The default location of dictionaries is C:\Program Files (x86)\Novell\GroupWise\dictionaries in Windows 64 bit systems. GroupWise does not make a lot of changes to these dictionaries unless there are reports of errors by

users. If you are experiencing some issue with the dictionaries, the problems should be reported through Novell Technical Services.

Q: Can we have a look at the new web client?

A: We invite you to join the Windermere Tech Preview and download, install, and play with all of the new components of GroupWise 2014. You can also attend or view a variety of events, webinars, presentations that demo the new features and show the new look and feel of all of the clients and the new web based administration console.