



GroupWise

Best Practices

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System

- Addressing rules
 - Are they enabled/needed? Typically, they are not really used these days
- Admin defined fields
 - Are they needed/used/replicated
- Set up separate administrators as required (distributed admin)
 - System (restrict system operations to primary domain)
 - Domain
 - Post office



System

- Check expired records
 - Remove any expired users not needed to save licensing costs
 - Expired users still need to have an inactive license
- Check internet addressing
 - Are all the iDomains needed
 - Are all the formats still needed
 - What addresses are you syncing back to the directory



System Synchronization

- Regularly check the system synchronisation
 - Connect to each domain and check system information
 - Is it the same
- If out of synchronisation try manually replicating the missing object(s)
 - If the problem persists initiate a top down rebuild
 - Remember to synchronise primary with secondary for all domains first
 - gwadminutil sync -d path -p path



System

- LDAP
 - Need to use SSL, beware of passwords in plain text
 - Do you need an LDAP server
 - Local authentication server
 - Provides redundancy
 - Active Directory password changes
 - Requires SSL
 - Be careful with LDAP certificates
- Legacy
 - Do you still need the old Gateways?
 - Do you need the SSD?



Link Configuration IP

- Domain to domain
- Domain to post office
- Domain to GWIA

- Use a meshed, routed, or mixed infrastructure
 - Balancing act
 - Always use direct links to and from the primary to all secondary domains
 - Can set maximum size limit for slow links
 - Can set a delay size limit



System

- Regularly check on pending operations
 - From each administration domain
- Record enumerations
 - Useful for looking at raw data
 - Check gateway administrators
 - Check x.400 addresses



System

- Only make system changes from the primary
 - Set preference so major changes can not be done remotely
- Auto create nickname on move to prevent user not found errors
 - Do expire after a while
- Regularly Check user move status
 - From all relevant domains



Moving Users

- Prepare the mailbox
 - Delete unwanted mail and empty trash
 - Remove ownership of any resources
- Run a GWCheck
 - Use the Attclip and DelDupFolders options
 - Clear all issues
- Ensure that you are using the live move functionality
- If moving many users
 - Increase “Max Thread Usage for Priming and Moves”

Domain

- Ensure a Notify User is defined for each domain
 - Otherwise, no error messages or GroupWise Check logs delivered
- Description
 - Useful for non regular administrators
- Check internet addressing
 - Do you need all those iDomains?
 - Set an alternate Internet Agent for redundancy





Domain

- Ensure adequate disk space
 - Novell GroupWise will get corrupted if you run out
 - Queues can build up Quickly
 - Especially if links are down
- Check queues\folder structure regularly
 - Check for stuck messages
- Validate database twice a year
 - Can fix issues



Message Transfer Agent

- Check retry interval
 - Can be 60 seconds or less
- Enable 2nd High Priority Scanner
 - And 2nd mail priority scanner
- Bind exclusively
 - Only needed if you have 2 nics
- Enable SSL on all communications
 - Do not necessarily need to have a valid certificate

Message Transfer Agent

- Enable HTTP monitoring
 - Ensure that there are authentication details set
 - Additional functionality enabled
 - Ensure that Secure Sockets Layer (SSL) is enabled
 - Your administrators can authenticate with their GW account
- Logging
 - Have logging set at normal
 - 7 days at most
 - Use verbose logging
 - When trouble shooting
 - If needed by third party monitoring software



Message Transfer Agent

- Message logging
 - Useful for tracking messages through the system
 - Available from MTA HTTP Monitor
 - Available from Novell GroupWise Monitor
 - Required by some third party monitoring tools
 - Do not keep logs forever
 - Delete after 14 days or so
 - Turn off if not being used
 - Clear out MSLOCAL\MSGLOG directory
 - Check even if not enabled





MTA

- Need a scheduled sync event
 - If using an external directory
 - Can now set an interval
- Disable LDAP if not used
 - Enable SSL if required

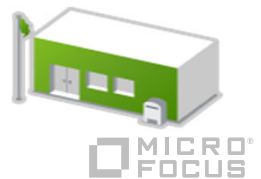


Post Office

- Check description
 - Useful for others when you are away
- Check DB version
 - Is it at the correct level
- Ensure live move is enabled
 - Far more efficient move mechanism
- Ensure Intruder detection is enabled
 - Can prevent brute force attack

Post Office

- Ensure adequate disk space
 - DBs may get corrupted if you run out
 - Can Use the Disk check event
 - Can use monitor to check the threshold
- Validate database
 - Can resolve issues





POA

- Ensure adequate threads
 - Check HTTP console
- Enable SSL
 - Use a valid cert to avoid confusing the punters
- Bind exclusive
 - Unless using multiple nics
- Disable features such as IMAP and Calendar publishing
 - If not used

POA

- Scheduled events
 - Default Daily Maintenance Event
 - Structural check
 - Default Weekly Maintenance Event
 - Contents check (attachment check option is available)
 - Audit
 - Reports inactive mailboxes
 - Reports versions and platforms of clients
 - Weekly Reduce
 - Default Disk Check Event, check thresholds
 - Check Threshold for actions, is it enough
 - Threshold to stop message processing





POA

- Ensure Automatic database recovery is enabled
 - Will self heal issues
 - Ensure than a notify user is specified on the domain
- Ensure at least 2 DVAs are defined
 - Needed for resilience
- QuickFinder™ indexing
 - Do not turn off
- Do use the HTML console

Novell GroupWise Internet Agent

- Disable features that are not used
 - Post Office Protocol (POP)
 - Internet Message Access Protocol (IMAP)
 - Consider using a Dedicated GWIA for POP/IMAP
- Monitor the accounting file
 - Can give useful information
 - Better still when integrated with GWMonitor
- Use MTP
 - Enables alternate Internet agent for fail over





GWIA

- Ensure Administrators are defined
 - Accountant
 - Postmaster (RFC)
- Kill threads on restart
 - Faster turn around
 - Will restart sending messages
- Enable iCal
 - Otherwise issues with external appointments



GWIA

- Ensure SSL is required for authentication
 - Passwords in plain text
 - Enables port 587
- What are you going to do with Problem mail
 - Do you look at it?
- Do not allow rule forwarding
 - Security issue
- Set your relay settings as needed
 - Open relays are awfully bad

File System (NSS)

- Turn Compression off
 - GroupWise compresses all files itself
- Purge immediate on
 - WPCSIN, WPCSOUT and MSLOCAL and other queues
- Disable atime and diratime
- Turn off file-based virus checking
 - There is no point as files are encrypted



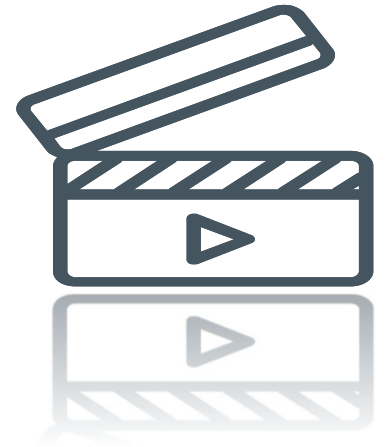


Good Housekeeping

- Domain and post office directories
 - Tidy up / Delete stuck messages from queues
- Remove users that have left
 - Use lastClientLoginTime
 - (lastclientlogintime < now(-1, month))
 - Security issues
- Large Mailbox size
- Remove unused objects from the system
 - Domains, post offices, gateways

GroupWise Check Support Options

- **AttClip**
 - Removes references of lost attachment files
- **DelDupFolders**
 - Deletes .dup folders
- **SubjectPurge - (alias ItemPurge)**
 - Purge items if subject matches
- **AttachPurge (alias AttFindPurge)**
 - Deletes attachments that match the specified file name





Data Base Administration

- Use the Scheduled GWCheck Contents Log files
 - Two elements
 - Uncorrectable “Errors”
 - Correctable “Problems”
- Documentation says Problems are automatically fixed (not!)
- Do regularly check the log files!



Data Base Administration

- Clear off all Errors immediately
 - Sort Problems on a scheduled basis
 - Do not just leave them to fester
 - Use the Wiki/Knowledgebase to find all of the fixes
- Combined with the scheduled events – will keep the system working well
- Regular Extras
 - Clean out lost check jobs from PO/wpcsout/chk
 - Re-Index every other year as a minimum

Novell GroupWise Monitor

- Is part of GroupWise
- Track messages through the system
- Ensure all agents monitored
- Set up thresholds
 - Warnings before users notice things have gone wrong
- Consider GroupWise Reporting and Monitoring





Advanced Authentication

Consider using your Advanced Authentication limited entitlement

- Gives Multi factor authentication to groupwise
 - SMS OTP. TOTP typically are the ones used
 - Can be enabled per user/post office/domain
- You can purchase full product for
 - Smartcard
 - Smartphone (with geo fencing)
 - Risk assesment



Enterprise Messaging Add On

Suite of products

- Retain
 - Message Archiving
- Secure Message Gateway
 - Anti Virus/Spam
- Mailbox management
 - Push down settings to the client
- Reporting and Monitoring
 - Know what is happening in your environment
- Disaster Recovery
 - Hot backups and fail over
- TeamWorks
 - Chat based collaboration and online editing
- Filr Advanced
 - Enterprise File Sync and Sharing



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