



GWAVACon

Solutions for GroupWise



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Teaching an Old Dog New GroupWise Tricks



Background Information

- MCNE - Messaging (GW5)
- CNE since 1991
- Consulting background
- Moved to a 'traditional' engineering role again in late 2005



Current Environment

- GroupWise 7.03
- No FTFs are allowed in production
- 1 Domains
- 2 POAs
- 1 GWIAs
- 1 MTAs
- 1 WebAccess (on virtual server)
- 1 Test Domain and POA for testing patches and upgrades
- Total Users: 1853



Cool Tools

- GWMBSize
 - great for reporting on statistics
 - Parses GWCheck log to export CSV
- BrainStorm's Quick Start Cards
 - GroupWise Admin Reference
 - Cross platform client & WebAccess
- GroupWise 7 Administrator book by Tay Kratzer
- Novell's GroupWise Forums
 - Danita Zanre & Michael Bell are often there
- Cool Solutions
- GWCheck Audit
- NGWList
- GWCheck.com site



Useful Cool Solutions Articles

- Changing Default Print Size in GroupWise 7.01
 - Florian Albers
 - Default sizes changed from 6.5 to 7.01
 - Provides RegEdit information for Windows
- Merge Multiple Archives
 - Issued 19-May-2005
 - Good advice on quickest way to resolution
 - Link to GroupWise Archive Merge Utility trial version



DBCOPY

- DBCopy is often forgotten over time
- Useful tool for migrating to Linux
- To backup a post office:
 - `dbcop <po_directory.> <destination_directory>`
- To backup a domain:
 - `dbcop <domain_directory.> <destination_directory>`
- Use the `-m` switch for migration
- Takes a long time to migrate



Restoring Messages and Users

- Restore Area Management
 - Use multiple restore areas whenever possible
 - Create restore close to volume root
 - Keep folder name to 8.3 format
 - Limit users access to area
- Restore complete post office directory
 - Can't connect?
 - Try restoring to same volume as PO
 - Verify 8.3 naming format
 - Have users restore on their own
 - File | Open Backup
 - Select message to be restored
 - Right-click on message, select "Restore"
 - Adjust backups to skip restore areas



Restoring Messages and Users (cont.)

- GWAVA Reload
 - Great alternative for sites with disk-to-disk backup solution
 - Ask Tay Kratzer for a demo
- Restoring a Deleted User
 - Restore domain database to safe location
 - ConsoleOne select:
 - Tools | GroupWise Utilities | Recover Deleted Account
 - Locate deleted user and follow prompts



GWCheck Switches

- **ATTClip**
 - Great to use before performing an upgrade or implementing quotas
 - Removes references to lost or orphaned attachments
 - Cuts down on QuickFinder index errors
- **CLEARTZ**
 - Useful with the new time zone changes
 - Resolves time-zone setting issues for WebAccess
- **DELDUPFOLDERS**
 - Resolves folder issues for Mac users
 - Deletes hidden folder records
- **FOLDERRESET**
 - Useful for Mac users
 - Fixes mailboxes “stuck” under Calendar
 - Removes system folder so it can be re-generated



GWCheck Switches (cont.)

- **NOSUBJECTPURGE**
 - Good for generic accounts and spam-targets
 - Deletes all messages with no subject line
- **PABONLY**
 - Short, easy way to check a users address book for issues
- **PABFIX**
 - Fixes bad addresses
- **PABSKIP**
 - Useful when running ATTClip switch first time
 - Skips the PAB checks



GWCheck Switches (cont.)

- **PROXYMINRESET**
 - Useful for users assigning inappropriate proxy rights
 - Removes all proxy user minimum rights
 - Resolves issue if a users assigns all users proxy rights
- **STORELOWERCASE**
 - Use before migrating from NetWare to Linux
 - Store names are saved in lowercase in Guardian database
- **UNHIDEFOLDERS**
 - Useful tool for Mac users with folder issues
 - Unhides all hidden folder records



Standalone or via ConsoleOne?

- ConsoleOne can cause the POA to become “over busy”
- ConsoleOne version is more consistent when applying quota limits
- Standalone version can be run against individual post offices, resources, or users
- Automated checks occur once a week by default
- GWCheck verifies available free space every 5 minutes by default
 - To change this setting open the Properties pages for the POA object and adjust the settings under the GroupWise Maintenance tab



GWCheck for Regular Maintenance

- Automated checks should run once weekly
 - Schedule checks to occur AFTER routine backups are complete
 - Sundays at 10:00pm seem to work okay
- Regular checks should include:
 - Delete expired items from users mailboxes
 - Empty expired items from trash
 - Advance uncompleted tasks to the next day
 - Generate a current copy of the system Address Book for remote or caching users



Often “Overlooked” GWCheck Options

- **Mailbox Statistics**
 - Use in conjunction with the GWMBSize tool
 - Helps identify users taking the most space
 - Useful when trying to get users to clean up drive space
 - Can be used to identify users who may need training
 - Identifying traits include:
 - » Large number of items in trash
 - » Large number of Sent Items
- **Audit Report**
 - Can be used to identify invalid/unused accounts
 - Useful for systems with lots of generic accounts
 - Good to use in conjunction with a quotas
- **Archive/Delete Documents**
 - Use to reclaim disk space
 - All documents whose document life has expired, to be either archived or deleted
 - Moves document BLOB files eligible for archive to the library's ARCHIVE directory
- **Expire/Reduce Messages**
 - Can be used to help free up space during crisis
 - Best used in standalone mode
 - Useful when users aren't cooperating server space is short



General System Tips

- eDirectory synchronization
 - Enable if you want passwords to match
 - For some security conscious folks, leave synchronization disabled
- User Moves - improved monitoring
 - In ConsoleOne: Tools | GroupWise Utilities | User Move Status
- Enable Intruder Detection
- Turn off relay - should be off by default
- Verify an administrator is identified for each domain
 - GWCheck logs mailed to administrator
- Access Mode - is best in Client/Server mode
- Use TCP/IP links rather than server names



General System Tips (cont.)

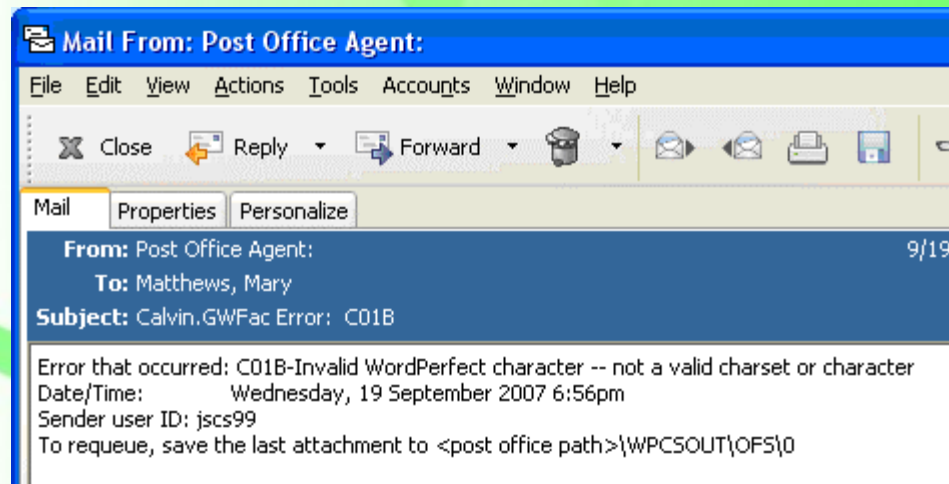
- For GroupWise 7.0x systems running multiple agents on one server
 - Down the Document Viewer first to avoid an abend
 - Down the remaining agents or services in this order
 - Anti-virus
 - WebAccess
 - GWIA
 - POA
 - MTA
 - GWAVA SNMP Relay
- If not using Document Management, disable it
- Agents should be run on separate servers whenever possible this includes the:
 - MTA
 - POA
 - GWIA
 - WebAccess
 - At a minimum keep POA on a different server if possible



C01B Errors

Started showing up regularly in 7.01 Multi-lingual version

- C0xx errors indicate a content problem and generally spam
- First determine if it's an internal or external user
- External example:



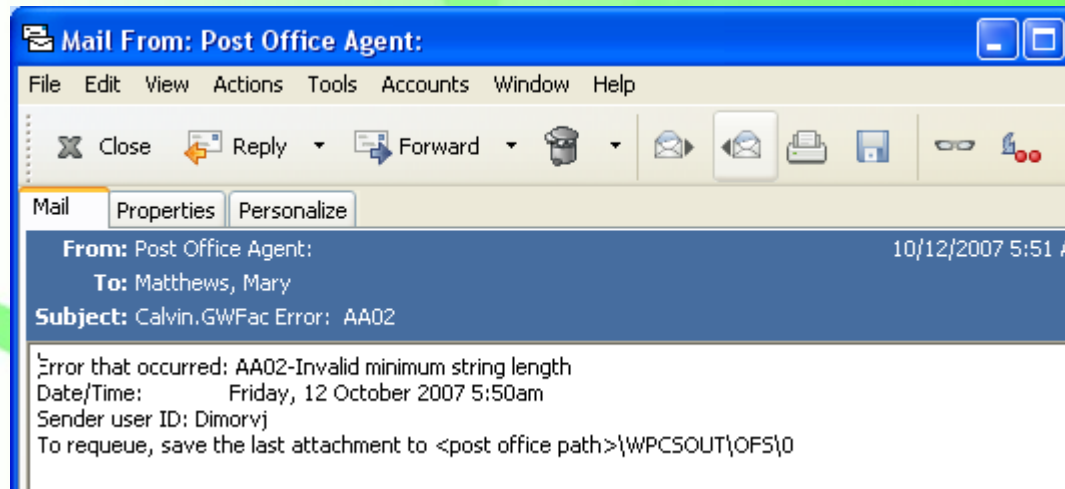
C05D and C067 Errors

- The C05D and C067 errors are flip sides of the same coin.
- The C05D is always that the database in question is registered in the Guardian database but is not on disk.
- The C067 is always that the database in question is found on disk but is not registered in the guardian database. In both cases the POA is not able to resolve the problems on it's own so manual intervention is needed.

Misc. Errors in 7.02

AA02 - Invalid String length

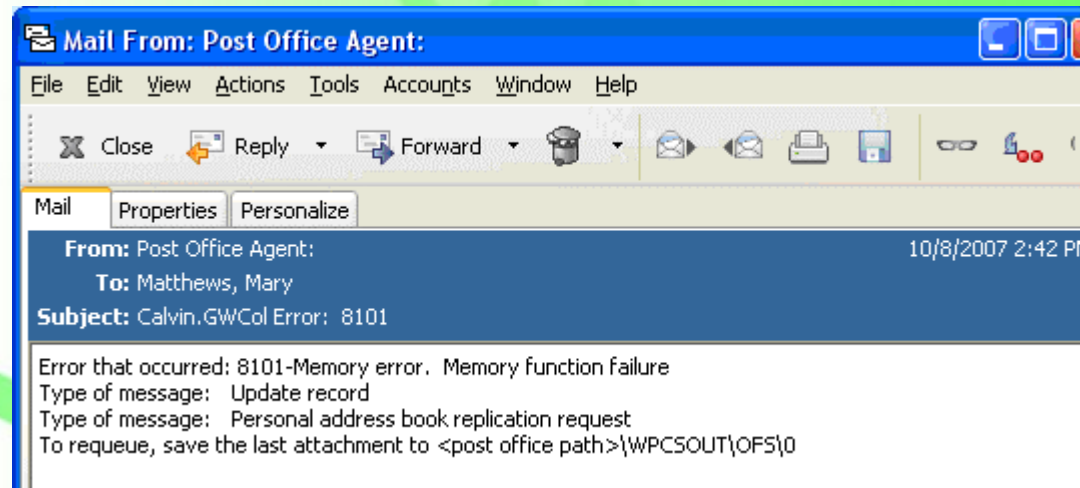
- It's ba-ack, with 7.01
- More prevalent with multi-language version
- Supposedly fix with the latest hot patches
- Example:



Misc. Errors in 7.02

8101 - Memory error

- It's a generic error, could be at your PO or at the client side
- Example:

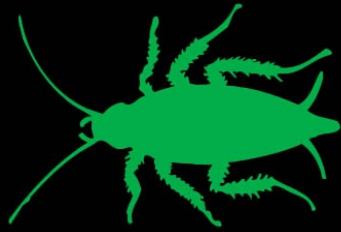




Q & A



Thank You!



GWAVA



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