

GEM 5.0

BETA 2

INSTALL GUIDE

INTRODUCTION

The GEM 5.0 Beta 2 service pack contains all improvements and additions made since the release of GEM 5.0 Beta1.

This service pack does not include the RecFind Corporate and RecQuery TC components shipped with Beta1. It contains updated GEM 5.0 components only.

Updates:

- Routing has been added to the Configuration Utility.
- Help has been added.
- Agents for GroupWise 5.5 and 6.0 have been added.
- Improvements to GroupWise 6.5 Agent.

INSTALLATION

IMPORTANT!

You must have GEM 5.0 Beta 1 installed prior to Upgrading to GEM 5.0 Beta 2.

To install the GEM 5.0 Beta 2 service pack, complete the following steps:

1. Download the GEMBeta2.exe and copy it into your GEM installation Directory.
2. Run the GEMBeta2.exe on the same computer that you installed GEM Beta 1.
3. Specify the GEM installation directory when prompted.



4. Specify the Mail Server type and version you are using.



For Exchange 5.5 and GroupWise 6.5 users, your upgrade should now be complete. For GroupWise 5.5/6.0 users, please continue to the next section.

GroupWise 5.5 and 6.0 Users Only

IMPORTANT!

The following information applies to GroupWise 5.5 and 6.0 users only.

GroupWise API Gateway

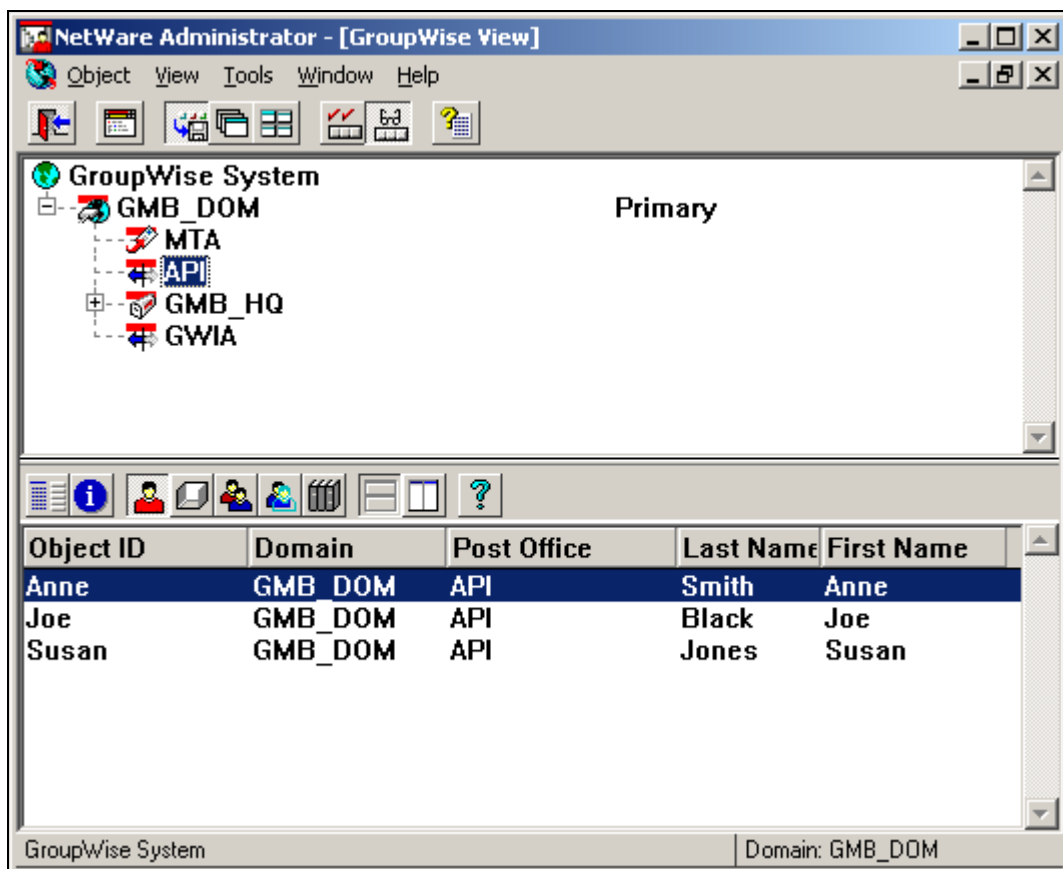
GEM utilises the GroupWise API Gateway in order to receive copies of email messages sent and received.

The GroupWise API Gateway may be downloaded from Novell (www.novell.com) and includes installation and configuration instructions.

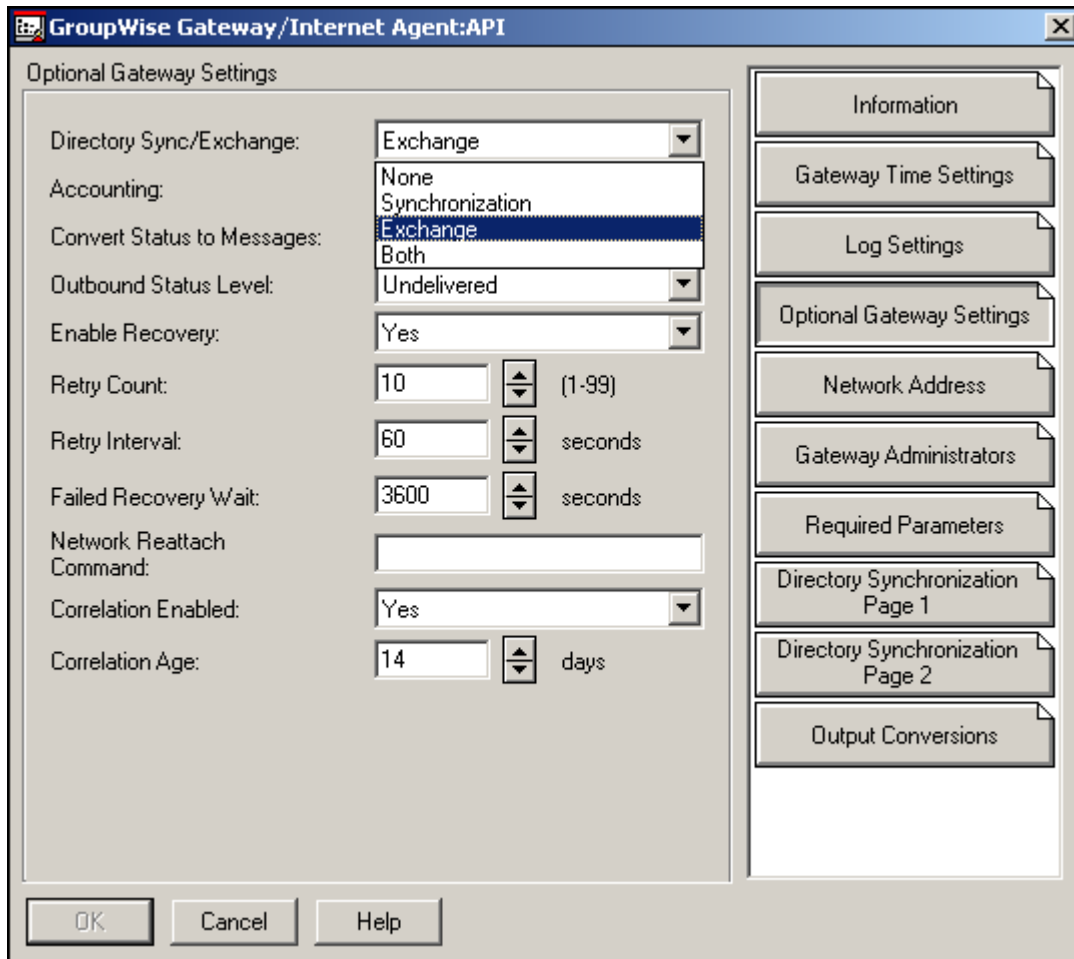
Please ensure to note the settings entered during installation, as these will be required during the installation of the GEM-Agent applications.

After installation of the GroupWise API Gateway, please perform the following:

Run the Novell Netware Administrator and double-click the *Domain Name NDS Object* eg. GMB_DOM, then double-click on your API gateway for settings (eg. API).

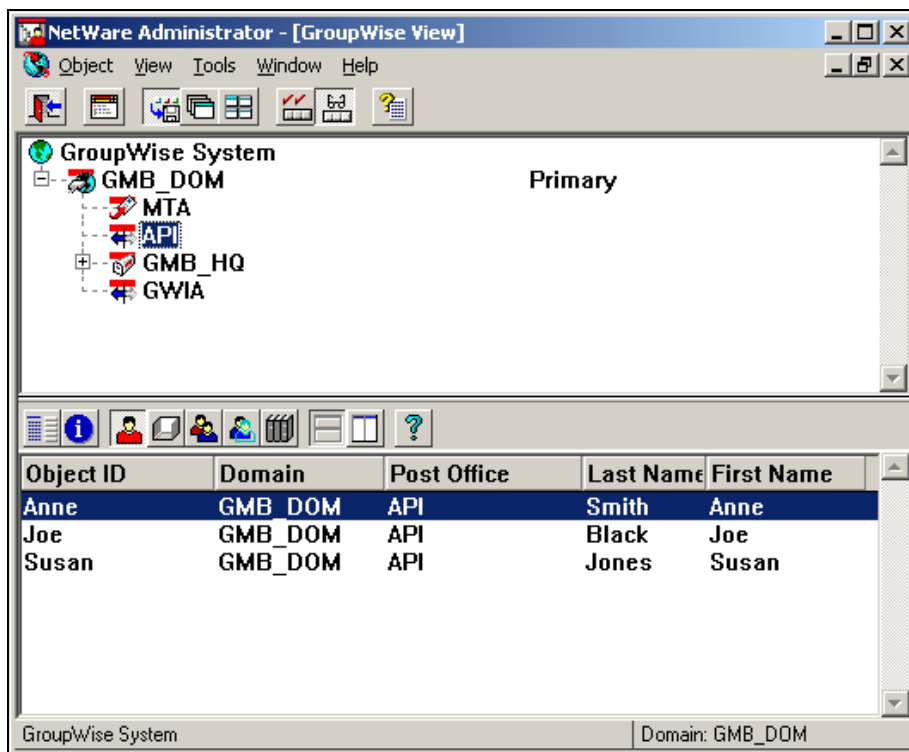


Select *Optional Gateway Settings*, *Directory Sync/Exchange* and change field to *Exchange* and click OK.

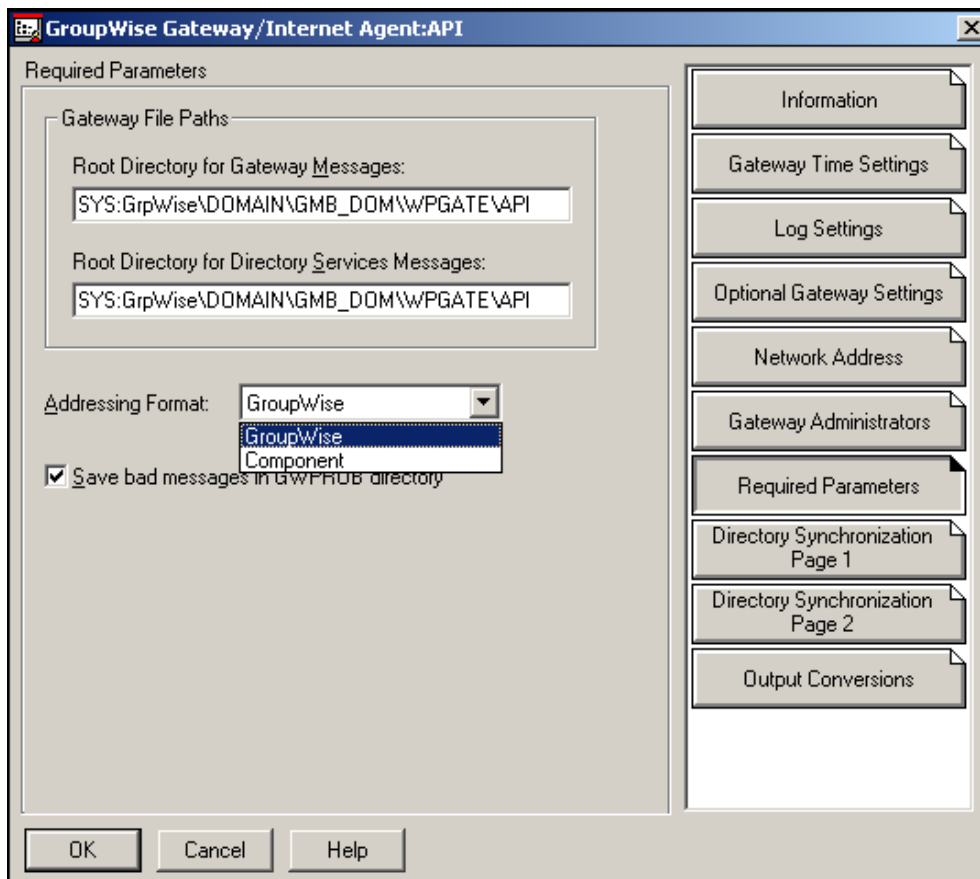


GroupWise API Gateway Configuration

The API gateway provides two addressing formats: GroupWise addressing format and Component addressing format. As the GEM Agent uses GroupWise addressing format the gateway must be switched from Component addressing format. To change the addressing format for GroupWise run the Novell Netware Administrator and double-click the *Domain Name NDS Object* eg. GMB_DOM, then double-click on your API gateway for settings.



Go to the *Required Parameters* tab and change the Addressing Format field to *GroupWise*.



Initial Configuration

Note – The following instructions apply to this Beta only. This process will be automated during later Beta/Production releases.

Prior to running the GroupWise 5.5/6.0 agent for the first time, you will need to edit some of the application startup parameters. The startup parameters can be found in the batch file “GroupwiseAPIAgent.bat” under the Gem installation directory.

Immediately after installation the file will contain:

```
GroupwiseAPIAgent [insert server version here] [insert the name of your domain here]
```

To set the startup parameters, insert the appropriate values where the square brackets are found.

The version of the server is an integer that corresponds to the current version of GroupWise. The correct value for GroupWise 5.5 is 3, for GroupWise 6 the value should be 4.

The second parameter is the name of the domain that is used by GroupWise. This should be a string without any spaces.

Examples

For a GroupWise 5.5 server where the domain is GMB_DOMAIN the file should read:

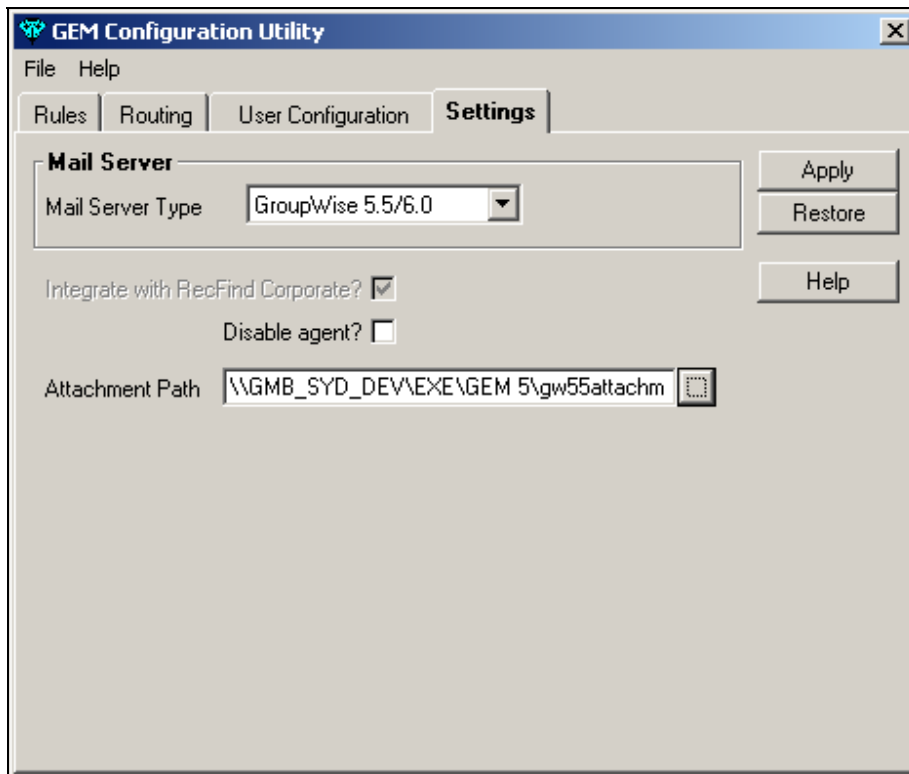
```
GroupwiseAPIAgent 3 GMB_DOMAIN
```

For a GroupWise 6 server where the domain is SALES the file should read:

```
GroupwiseAPIAgent 4 SALES
```

Stopping the Agent

While it is possible to stop the agent directly by closing the running application window, it is not recommended. Shutting down the agent in this way may cause emails to be lost. The Agent can be stopped through the configuration module. Open the Configuration utility and go to the Settings tab.



To disable the agent check the Disable agent? box and click Apply. It may take a little time for the agent to shutdown cleanly and ensure that emails aren't lost. The agent will not start again until you re-enable it by unchecking the Disable agent? box and clicking Apply.

Data Logging

The Agent logs significant amount information about the messages it is processing. Over time the space take by the agent data logs may need to be freed. There are two logging folders under the GEM installation directory, ErrorLog and MsgLog. The agent creates a new log file in the MsgLog

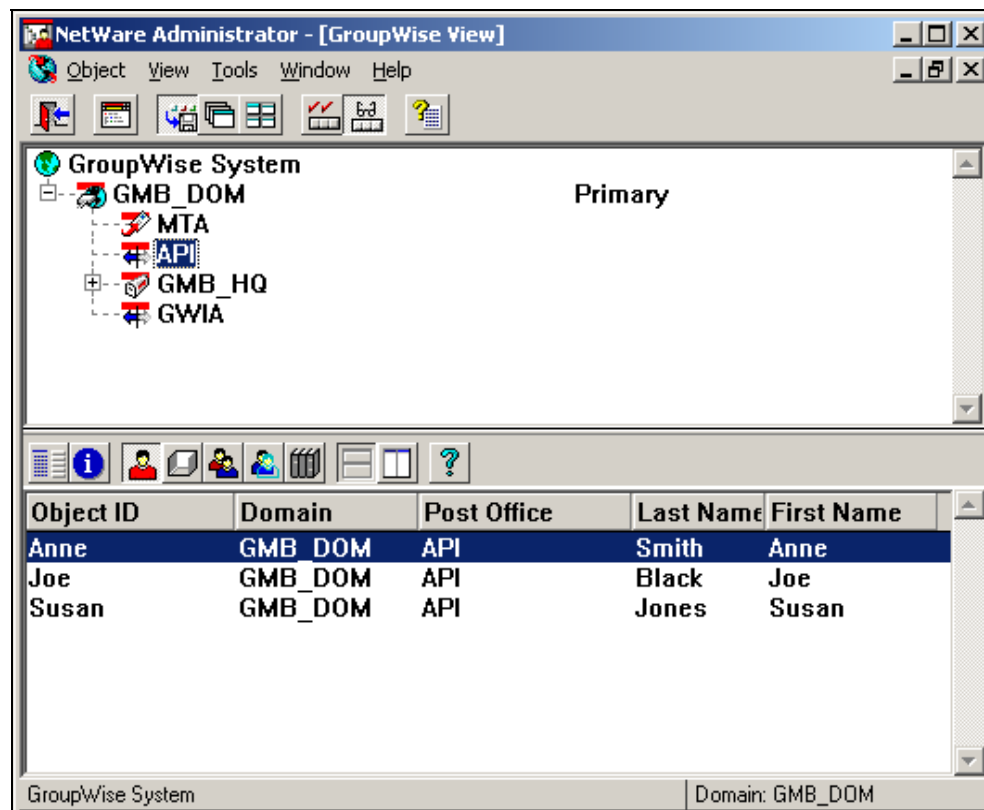
folder for each day of processing and creates a new error log if there were any errors.

If space does need to be freed it is recommended that error log files (under ErrorLog) are kept and the corresponding message log (MsgLog) for the day of the error. If space is an issue older log files can be compressed. The log files should compress to less than a 20th of their original size (or better) using a commercial compression solution (WinZip, ARJ).

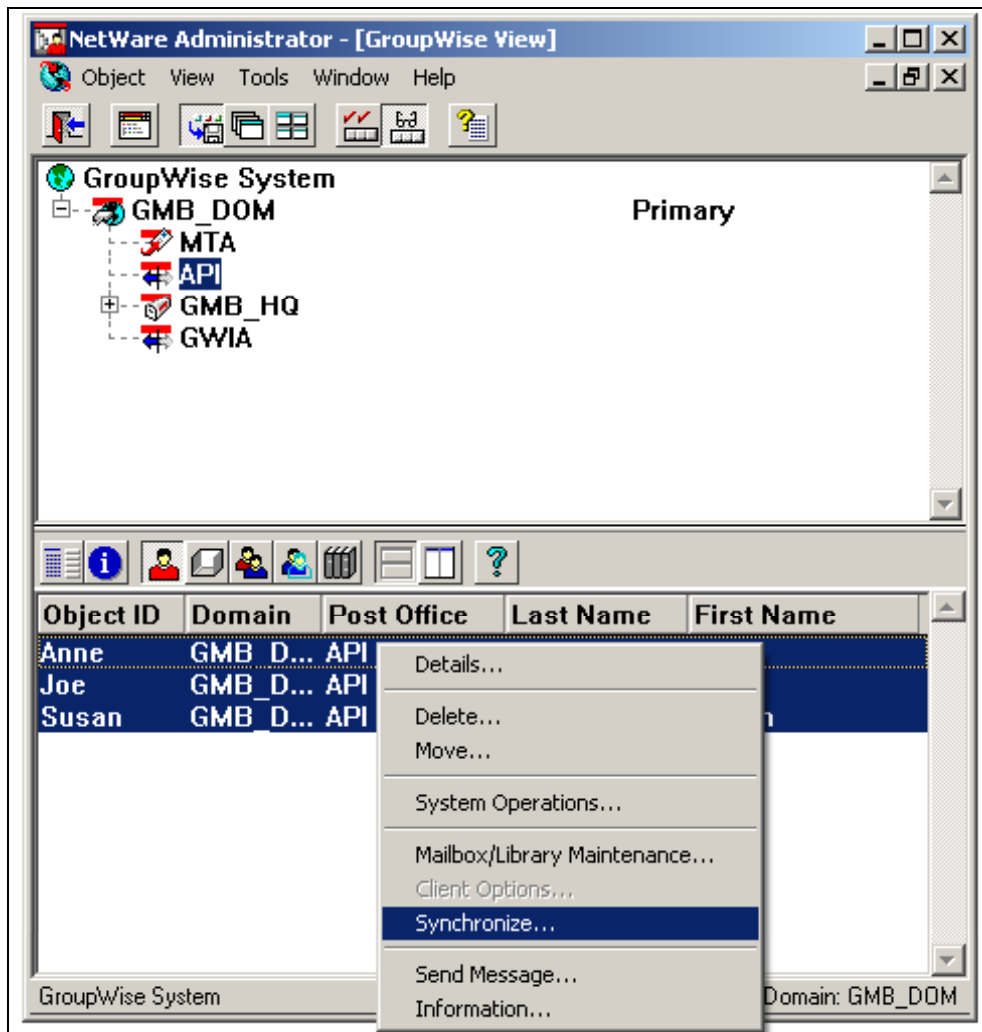
Hooking and Unhooking Users

Users can be hooked and unhooked using the GEM Configuration utility. To ensure that users are hooked correctly the system user must use the Netware administration tool and synchronize those users.

To synchronise the users run the Novell Netware Administrator and double-click the *Domain Name NDS Object* eg. GMB_DOM, then double-click on your API gateway for settings.



Select all the users and right click *Synchronize....*



Note that in order to use the Configuration Utility successfully you must log on as a GroupWise Administrator. If you do not have Administrator privileges you will not be able to select servers and users.

GETTING HELP

Should you experience difficulties during the upgrade, please contact our International Support Center by:

Email: support@gmbsupport.com

Phone: 1888 325 1614 (United States toll free)
1800 221 061 (*Australia toll free)
1888 405 9019 (Canada toll free)
0800 445 438 (New Zealand toll free)

* Please note, the Australian toll free number excludes Sydney customers. Sydney customers please phone 9420-8511.

To speed the technical support process, please have ready the following information before contacting the International Support Center:

- GMB Customer Number
- GMB Incident PIN Number (If you have purchased support 'Incidents')
- Product Version
- Type of Database Server (Oracle/MSSQL Server) and Version

GMB Web Site

Visit our web site at www.gmbsupport.com for information on the latest GMB products, support issues and training dates.