

Installation and Configuration Guide

Data Synchronizer 1.2

Connector for GroupWise

August 22, 2012

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1800 South Novell Place
Provo, UT 84606
U.S.A.
www.novell.com

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About This Guide

The Novell Data Synchronizer Connector for GroupWise is a bidirectional connector for synchronizing data between GroupWise and other applications for which Data Synchronizer connectors are available. It is provided as a component of the Data Synchronizer Mobility Pack, which consists of Data Synchronizer, the GroupWise Connector, and the Mobility Connector. It is also available separate from the Mobility Connector, for use with other connectors.

- ♦ [Chapter 1, “GroupWise Connector Product Overview,” on page 7](#)
- ♦ [Chapter 2, “GroupWise Connector Installation,” on page 11](#)
- ♦ [Chapter 3, “GroupWise Connector Configuration,” on page 15](#)
- ♦ [Chapter 4, “GroupWise Connector Monitoring,” on page 25](#)
- ♦ [Appendix A, “GroupWise Connector Troubleshooting,” on page 31](#)
- ♦ [Appendix B, “Documentation Updates,” on page 33](#)

Audience

This guide is intended for GroupWise administrators who want to synchronize data between their GroupWise system and other supported systems and mobile devices.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

Additional Documentation

Novell Data Synchronizer documentation is available at the [Novell Data Synchronizer Documentation Web site \(http://www.novell.com/documentation/datasynchronizer1\)](http://www.novell.com/documentation/datasynchronizer1):

- ♦ Novell Data Synchronizer Readmes
- ♦ Novell Data Synchronizer installation and administration guides

Novell Data Synchronizer connector documentation is available at the [Novell Data Synchronizer Connector Documentation Web site \(http://www.novell.com/documentation/datasync_connectors1\)](http://www.novell.com/documentation/datasync_connectors1)

- ♦ Connector Readmes
- ♦ Connector Quick Starts
- ♦ Connector installation and configuration guides

In addition to the Data Synchronizer product documentation, the following resources provide additional information about Data Synchronizer:

- ♦ [Novell Support and Knowledgebase \(http://www.novell.com/support\)](http://www.novell.com/support)
- ♦ [Data Synchronizer Support Forum \(http://forums.novell.com/forumdisplay.php?&f=939\)](http://forums.novell.com/forumdisplay.php?&f=939)

- ◆ Data Synchronization Cool Solutions (<http://www.novell.com/communities/coololutions/datasynchronizer>)
- ◆ Data Synchronizer Connector Marketplace (<http://www.novell.com/products/data-synchronizer/connectors>)

1 GroupWise Connector Product Overview

- ♦ [Section 1.1, “What Is the GroupWise Connector?”](#) on page 7
- ♦ [Section 1.2, “GroupWise Connector System Requirements,”](#) on page 9

1.1 What Is the GroupWise Connector?

The Novell Data Synchronizer Connector for GroupWise transfers user data to and from other supported applications through a Synchronizer system. It is provided as a component in the Data Synchronizer Mobility Pack, which consists of Data Synchronizer, the GroupWise Connector, and the Mobility Connector. It is also available separate from the Mobility Connector, for use with other connectors.

- ♦ [Section 1.1.1, “GroupWise Connector Capabilities,”](#) on page 7
- ♦ [Section 1.1.2, “GroupWise Connector Components,”](#) on page 8
- ♦ [Section 1.1.3, “GroupWise Connector Configurations,”](#) on page 8

1.1.1 GroupWise Connector Capabilities

The GroupWise Connector is one of several connectors that synchronize user data through a Synchronizer system in a hub-and-spoke configuration that allows GroupWise information to be synchronized with any of the following applications:

- ♦ [ActiveSync \(http://www.microsoft.com/windowsmobile/en-us/help/synchronize/device-synch.aspx\)](http://www.microsoft.com/windowsmobile/en-us/help/synchronize/device-synch.aspx), for synchronizing GroupWise data with your mobile device
- ♦ [Salesforce.com \(http://www.salesforce.com\)](http://www.salesforce.com), for synchronizing GroupWise data with this social computing application
- ♦ [SharePoint \(http://sharepoint.microsoft.com\)](http://sharepoint.microsoft.com), for synchronizing GroupWise data with this collaboration application
- ♦ [SugarCRM \(http://www.sugarcrm.com/crm/\)](http://www.sugarcrm.com/crm/), for synchronizing GroupWise data with this customer relationship management application

If you installed the GroupWise Connector as part of the Data Synchronizer Mobility Pack, see [“Data Synchronizer vs. the Mobility Pack”](#) in [“Mobility Pack Product Overview”](#) in the *Novell Data Synchronizer Mobility Pack Installation Guide* for more information.

If you installed the GroupWise Connector for use with another connector, see [“What Is Data Synchronizer?”](#) in [“Data Synchronizer Product Overview”](#) in the *Novell Data Synchronizer Installation Guide* for more information.

1.1.2 GroupWise Connector Components

The GroupWise Connector consists of the following components:

- ♦ [“Connector Software” on page 8](#)
- ♦ [“Connector Filters” on page 8](#)

Connector Software

When you install Data Synchronizer, the GroupWise Connector software is installed within the Synchronizer software directory structure:

```
/opt/novell/datasync/syncengine/connectors/groupwise
```

The GroupWise Connector interacts with the Synchronizer system through the Synchronizer Connector Manager, which connects it to the Sync Engine.

You manage the GroupWise Connector through Synchronizer Web Admin, as described in [“Synchronizer Web Admin”](#) in the *Novell Data Synchronizer System Administration Guide*.

Connector Filters

The GroupWise Connector consists of a set of [XSLT \(http://en.wikipedia.org/wiki/XSLT\)](http://en.wikipedia.org/wiki/XSLT) filters that perform the following functions:

- ♦ Converting native GroupWise formatted data into application-neutral formatted data for use by the Sync Engine.
- ♦ Converting application-neutral formatted data received by the Sync Engine from other applications into native GroupWise formatted data

Data is transferred between the GroupWise Connector and the Sync Engine as XML files.

1.1.3 GroupWise Connector Configurations

When you install Data Synchronizer, the components are all installed on the same server. However, if your GroupWise system is distributed across a wide geographical area, you can install the Data Synchronizer on multiple servers so that the GroupWise Connector can run in close proximity to the GroupWise Post Office Agent (POA) that connects it to your GroupWise system.

- ♦ [“Single-Server Configuration” on page 9](#)
- ♦ [“Multi-Server Configuration” on page 9](#)

If you installed the GroupWise Connector as part of the Data Synchronizer Mobility Pack, see [“Data Synchronizer Configurations”](#) in [“Mobility Pack Product Overview”](#) in the *Novell Data Synchronizer Mobility Pack Installation Guide* for more general information about multi-server Synchronizer systems.

If you installed the GroupWise Connector for use with another connector, see [“Data Synchronizer Configurations”](#) in [“Data Synchronizer Product Overview”](#) in the *Novell Data Synchronizer Installation Guide* for more general information about multi-server Synchronizer systems.

Single-Server Configuration

In a single-server configuration, the GroupWise Connector communicates with one POA, which then communicates with other POAs throughout your GroupWise system by means of a GroupWise name server, as described in [“Simplifying Client/Server Access with a GroupWise Name Server”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*. In this configuration, all data synchronization to and from mobile devices passes through the single GroupWise Connector and the single POA.

If you anticipate a large amount of synchronization, you might want to establish a post office and associated POA specifically for servicing Synchronizer communication.

Multi-Server Configuration

In a multi-server configuration, you install the Data Synchronizer on multiple servers. Each instance of the GroupWise Connector can be configured to connect with a different POA, thus distributing the data synchronization load across multiple GroupWise Connectors and multiple POAs and allowing the GroupWise Connector to communicate with a POA that is in close proximity to it on the network. You add users to the GroupWise Connector that is closest to each user’s post office.

1.2 GroupWise Connector System Requirements

You, as the Synchronizer administrator, must ensure that your system meets GroupWise Connector system requirements, so that your Synchronizer system can function properly.

- ♦ [Section 1.2.1, “Data Synchronizer System Requirements,”](#) on page 9
- ♦ [Section 1.2.2, “GroupWise System Requirements,”](#) on page 9

1.2.1 Data Synchronizer System Requirements

If you installed the GroupWise Connector as part of the Data Synchronizer Mobility Pack, see [“Data Synchronizer System Requirements”](#) in [“Mobility Pack Product Overview”](#) in the *Novell Data Synchronizer Mobility Pack Installation Guide* for Synchronizer system requirements.

If you installed the GroupWise Connector for use with another connector, see [“Data Synchronizer System Requirements”](#) in [“Data Synchronizer Product Overview”](#) in the *Novell Data Synchronizer Installation Guide* for Synchronizer system requirements.

1.2.2 GroupWise System Requirements

In order for the GroupWise Connector to interact successfully with your GroupWise system, your GroupWise system must meet the following requirements:

- ♦ In post offices that have mobile device users:
 - ♦ GroupWise 2012
 - or
 - ♦ GroupWise 8 Support Pack 2

For best synchronization performance, the latest version of GroupWise is strongly recommended.

- ♦ You must have at least a basic GroupWise system (one domain and one post office) set up and running, as described in [“Installing a Basic GroupWise System”](#) in the *GroupWise 2012 Installation Guide*.
- ♦ The GroupWise Post Office Agent (POA) that the GroupWise Connector communicates with must have SOAP enabled, as described in [“Supporting SOAP Clients”](#) in [“Post Office Agent”](#) in the *GroupWise 2012 Administration Guide*. It must also be configured with an HTTP user name and password on the Agent Settings property page of the POA object in ConsoleOne.
- ♦ A GroupWise trusted application key is required so that the GroupWise Connector can authenticate to GroupWise mailboxes without needing GroupWise users’ mailbox passwords, as described in [“Creating a Trusted Application and Key”](#) in [“System”](#) in the *GroupWise 2012 Administration Guide*.

2 GroupWise Connector Installation

- ♦ [Section 2.1, “Installing the GroupWise Connector,” on page 11](#)
- ♦ [Section 2.2, “Monitoring the GroupWise Connector,” on page 11](#)
- ♦ [Section 2.3, “Starting and Stopping the GroupWise Connector,” on page 12](#)
- ♦ [Section 2.4, “Adding Users to the GroupWise Connector,” on page 13](#)

2.1 Installing the GroupWise Connector

The GroupWise Connector can be installed as part of the Data Synchronizer Mobility Pack or it can be installed for use with other connectors. For instructions, see the applicable guide:

- ♦ [Novell Data Synchronizer Mobility Pack Installation Guide](#)
- ♦ [Novell Data Synchronizer Installation Guide](#)

2.2 Monitoring the GroupWise Connector

When you install Data Synchronizer, the GroupWise Connector starts automatically. You can monitor its functioning by using Synchronizer Web Admin.

All customization of the GroupWise Connector is done through Synchronizer Web Admin:

- 1 Access Synchronizer Web Admin at the following URL:

`https://data_synchronizer_server:8120`

Replace `data_synchronizer_server` with the IP address or DNS hostname of the Synchronizer server.



The screenshot shows a login form titled "Login" with the instruction "Please log in to manage Data Synchronizer:". It contains two input fields: "Username" and "Password", and a "Login" button.

- Specify the Synchronizer administrator user name (such as admin) and password that were established during installation, then click *Login*.



The GroupWise Connector should display a status of Running. If it is not running, refer to [Appendix A, "GroupWise Connector Troubleshooting,"](#) on page 31 for assistance.

- To monitor data flow between your GroupWise system and your Synchronizer system, follow the instructions in [GroupWise Connector Monitoring](#).

2.3 Starting and Stopping the GroupWise Connector

You cannot stop and start the GroupWise Connector from the command line. You must use Synchronizer Web Admin.

- Log in to [Synchronizer Web Admin](#).



- On the GroupWise Connector line under *Manage Connectors*, click  to stop the GroupWise Connector.

The  (*Stop*) icon changes to  (*Start*).

- Click  (*Start*) to start the GroupWise Connector.

Sometimes, the GroupWise Connector might take a long time to start. The length of time depends on how many users have been added to the GroupWise Connector and on where the users are located in the GroupWise system. If the GroupWise Connector is communicating directly with the POA for the post office where the users are located, it starts more quickly than if the users are scattered

throughout the GroupWise system. The GroupWise Connector requests events for all users that have been added to it. POA-to-POA communication is required when the users are on post offices other than the one that the GroupWise Connector communicates with directly.

2.4 Adding Users to the GroupWise Connector

When you add users to the GroupWise Connector, the GroupWise Connector communicates with the GroupWise POA to obtain data from users' mailboxes. The GroupWise Connector then passes the users' mailbox data to the Sync Engine for distribution to the Mobility Connector and other connectors.

- ♦ [Section 2.4.1, "Adding Users in Synchronizer Web Admin," on page 13](#)
- ♦ [Section 2.4.2, "Adding Users with LDAP Groups," on page 13](#)
- ♦ [Section 2.4.3, "Using Profiles to Customize New Users," on page 14](#)

2.4.1 Adding Users in Synchronizer Web Admin

After installation, additional user information might have been obtained from your LDAP directory by configuring Synchronizer to search additional LDAP containers, as described in ["Searching Multiple LDAP Contexts for Users and Groups"](#) in ["Synchronizer System Management"](#) in the *Novell Data Synchronizer System Administration Guide*.

If only a few users want to synchronize GroupWise data with mobile devices, you can add these users individually to the GroupWise Connector, as described in ["Adding a User to a Connector in Synchronizer Web Admin"](#) in ["Connector and User Management"](#) in the *Novell Data Synchronizer System Administration Guide*.

IMPORTANT: Be sure to add users to the GroupWise Connector before adding them to other connectors.

2.4.2 Adding Users with LDAP Groups

If you added users to the GroupWise Connector by adding LDAP groups, simply add users to the LDAP group in your LDAP directory and the users are automatically added to the GroupWise Connector. For more information, see:

- ♦ ["Planning How to Add Users"](#) in ["Mobility Pack Installation"](#) in the *Novell Data Synchronizer Mobility Pack Installation Guide*
- ♦ ["Planning How to Add Users"](#) in ["Data Synchronizer Installation"](#) in the *Novell Data Synchronizer Installation Guide*

2.4.3 Using Profiles to Customize New Users

When users are added during Data Synchronizer installation, they are configured with the default set of synchronization options for the GroupWise Connector:

Item Type	Sync Engine to GroupWise	GroupWise to Sync Engine
Appointment	Yes	Yes
Contact	Yes	Yes
Discussion Note	Yes	Yes
Folder	Yes	Yes
Mail	Yes	Yes
Reminder Note	Yes	Yes
Task	Yes	Yes

By default, all the listed item types are synchronized both to and from GroupWise. If you want to create new users with different synchronization settings, you can create one or more user profiles before adding more users to the GroupWise Connector. For instructions, see [“Managing User Profiles”](#) in [“Connector and User Management”](#) in the *Novell Data Synchronizer System Administration Guide*.

3 GroupWise Connector Configuration

After you have installed Data Synchronizer, you can refine the configuration of the GroupWise Connector to meet your Synchronizer system's needs.

- ♦ [Section 3.1, "Using Synchronizer Web Admin," on page 15](#)
- ♦ [Section 3.2, "Selecting GroupWise Items to Synchronize," on page 16](#)
- ♦ [Section 3.3, "Controlling Maximum Attachment Size," on page 17](#)
- ♦ [Section 3.4, "Increasing GroupWise Connector Reliability or Performance," on page 17](#)
- ♦ [Section 3.5, "Ignoring Old GroupWise Items," on page 18](#)
- ♦ [Section 3.6, "Clearing Accumulated GroupWise Events," on page 18](#)
- ♦ [Section 3.7, "Blocking/Unblocking Hidden Attachments," on page 19](#)
- ♦ [Section 3.8, "Changing the GroupWise Connector Listening Port," on page 20](#)
- ♦ [Section 3.9, "Enabling and Disabling SSL for POA SOAP Connections," on page 20](#)
- ♦ [Section 3.10, "Matching GroupWise Configuration Changes," on page 20](#)
- ♦ [Section 3.11, "Configuring the GroupWise Connector with an External IP Address and Port," on page 21](#)
- ♦ [Section 3.12, "Preventing Synchronization of Archived Items," on page 22](#)
- ♦ [Section 3.13, "Enabling the SOAP/SUDS Debug Log," on page 22](#)
- ♦ [Section 3.14, "Customizing General Connector Configuration Settings for the GroupWise Connector," on page 23](#)

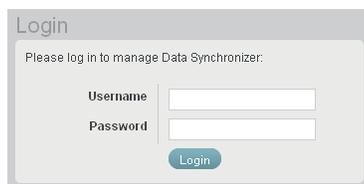
3.1 Using Synchronizer Web Admin

All configuration of the GroupWise Connector is done through Synchronizer Web Admin:

- 1 Access Synchronizer Web Admin at the following URL:

`https://data_synchronizer_server:8120`

Replace `data_synchronizer_server` with the IP address or DNS hostname of the Synchronizer server.



Login

Please log in to manage Data Synchronizer:

Username

Password

Login

- Specify the Synchronizer administrator user name (such as admin) and password that were established during installation, then click *Login*.



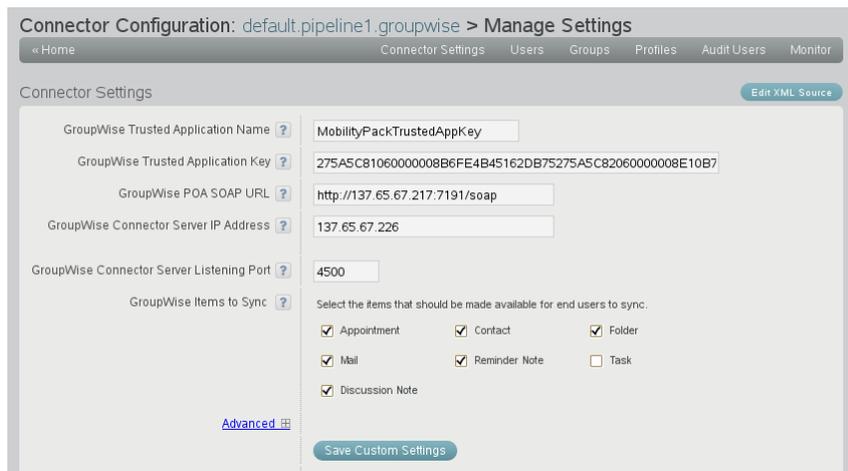
The GroupWise Connector should display a status of Running. If you cannot start the GroupWise Connector by clicking  (Start), refer to [Appendix A, "GroupWise Connector Troubleshooting,"](#) on page 31 for assistance.

For more information about Synchronizer Web Admin, see "Configuring Synchronizer Web Admin" in "Synchronizer System Management" in the *Novell Data Synchronizer System Administration Guide*.

3.2 Selecting GroupWise Items to Synchronize

Most GroupWise items are synchronized by default; a few are not. You change which items the GroupWise Connector synchronizes.

- In *Synchronizer Web Admin*, click the GroupWise Connector to display the GroupWise Connector Configuration page.



- Select and deselect items as needed to configure the GroupWise Connector to synchronize additional items or fewer items.
- Click *Save Custom Settings*.
- Click *Home* on the menu bar to return to the main Synchronizer Web Admin page.

- 5 In the *Actions* column for the GroupWise Connector, click  (*Stop*) to stop the GroupWise Connector, then click  (*Start*) to start the GroupWise Connector and apply the changes. The GroupWise Connector now synchronizes only the GroupWise items that you have selected.

3.3 Controlling Maximum Attachment Size

Synchronizing large attachments to other applications and mobile devices can put a substantial load on the GroupWise Connector. By default, attachments are synchronized from GroupWise to the Sync Engine if they are smaller than 500 KB. Attachments larger than 500 KB are dropped by the GroupWise Connector and do not synchronize to other applications or mobile devices.

Other connectors might have different attachment size limits. The attachment size limit for the Mobility Connector is also configurable, as described in “[Controlling Maximum Attachment Size](#)” in “[Mobility Connector Configuration](#)” in the *Mobility Connector Installation and Configuration Guide*.

You can increase or decrease the attachment size limit to control the load that attachment processing puts on the GroupWise Connector. When a user receives an item for which attachments have not been synchronized, the item includes a list of the attachments that are on the original item but not on the synchronized item.

- 1 In [Synchronizer Web Admin](#), click the GroupWise Connector to display the GroupWise Connector Configuration page, then click *Advanced*.
- 2 In the *Maximum Attachment Size* field, adjust the maximum attachment size as needed.



Maximum Attachment Size in kB

- 3 Click *Save Custom Settings*.
- 4 Click *Home* on the menu bar to return to the main Synchronizer Web Admin page.
- 5 In the *Actions* column for the GroupWise Connector, click  (*Stop*) to stop the GroupWise Connector, then click  (*Start*) to start the GroupWise Connector and apply the change.

3.4 Increasing GroupWise Connector Reliability or Performance

If the GroupWise POA encounters an error and stops notifying the GroupWise Connector about GroupWise events, GroupWise events stop synchronizing with other applications. You can configure how often the GroupWise Connector polls the GroupWise POA for events that have not yet been synchronized. The default sweep cycle is 3600 seconds (1 hour).

Decreasing the sweep cycle causes the GroupWise Connector to poll more frequently, so that synchronization is more reliable. However, if you have a large number of users on the GroupWise Connector, you might want to increase the sweep cycle in order to increase connector performance.

Set the sweep cycle to 0 (zero) to disable the sweep cycle.

- 1 In [Synchronizer Web Admin](#), click the GroupWise Connector to display the GroupWise Connector Configuration page.
- 2 At the bottom of the basic GroupWise Connector configuration options, click *Advanced*, then scroll down if necessary.

- 3 In the *Sweep Cycle Length* field, increase or decrease the sweep cycle as needed.



- 4 Click *Save Custom Settings*.
- 5 Click *Home* on the menu bar to return to the main Synchronizer Web Admin page.
- 6 In the *Actions* column for the GroupWise Connector, click  (*Stop*) to stop the GroupWise Connector, then click  (*Start*) to start the GroupWise Connector and apply the change.
The GroupWise Connector now polls the GroupWise POA according to the sweep cycle you set.

3.5 Ignoring Old GroupWise Items

By default, the POA does not transfer items to the GroupWise Connector if they are older than 30 days. Typically, mobile device users have an even smaller time window during which they want items retained on their mobile devices. Allowing the GroupWise Connector to accept items into your Synchronizer system that will ultimately be discarded by the Mobility Connector is not an efficient use of system resources.

You can decrease this setting to decrease connector traffic for old items and align more closely with the needs of mobile device users. If necessary, you can increase this setting to a maximum of 60 days.

- 1 In [Synchronizer Web Admin](#), click the GroupWise Connector to display the GroupWise Connector Configuration page.
- 2 At the bottom of the basic GroupWise Connector configuration options, click *Advanced*, then scroll down if necessary.
- 3 In the *Ignore Events After* field, increase or decrease the item age as needed.



- 4 Click *Save Custom Settings*.
- 5 Click *Home* on the menu bar to return to the main Synchronizer Web Admin page.
- 6 In the *Actions* column for the GroupWise Connector, click  (*Stop*) to stop the GroupWise Connector, then click  (*Start*) to start the GroupWise Connector and apply the change.
The GroupWise Connector now receives items from GroupWise POA according to the age limit you set.

3.6 Clearing Accumulated GroupWise Events

When the GroupWise Connector stops synchronizing for some reason, GroupWise events accumulate in users' GroupWise databases until the communication with the GroupWise Connector resumes.

By default, when the GroupWise Connector starts again, it processes all accumulated events. This default behavior prevents the loss of events and is the desired behavior for normal GroupWise Connector functioning. However, when you are troubleshooting a problem with the GroupWise Connector, you might find it helpful to skip processing accumulated events so that the GroupWise Connector starts processing current events more quickly.

To clear old events (not recommended unless troubleshooting):

- 1 In [Synchronizer Web Admin](#), click the GroupWise Connector to display the GroupWise Connector Configuration page.
- 2 At the bottom of the basic GroupWise Connector configuration options, click *Advanced*.
- 3 Select *Clear Old Events*.



- 4 Click *Save Custom Settings*.
- 5 Click *Home* on the menu bar to return to the main Synchronizer Web Admin page.
- 6 In the *Actions* column for the GroupWise Connector, click  (*Stop*) to stop the GroupWise Connector, then click  (*Start*) to start the GroupWise Connector and apply the change. The GroupWise Connector discards accumulated events and starts processing new events immediately.
- 7 Return to the GroupWise Connector Configuration page and deselect *Clear Old Events* as soon as you are finished troubleshooting, so that GroupWise events are not accidentally lost during normal GroupWise Connector functioning.

3.7 Blocking/Unblocking Hidden Attachments

In order to handle some kinds of messages properly, GroupWise attaches extra files to messages. In GroupWise, the extra files are hidden from GroupWise users. For example:

- ♦ **Text.htm:** The HTML information that is displayed in HTML messages in GroupWise. HTML message format is not currently supported on mobile devices. Graphics associated with HTML messages are also blocked.
- ♦ **Mime.822:** Header information, including routing information, on messages that originate outside of the GroupWise system.
- ♦ **message.ics:** Appointment information in iCalendar format.

The default is to block hidden attachments, because some mobile devices are not prepared to handle them, and because synchronizing them to mobile devices increases synchronization traffic that can adversely affect synchronization performance for more important types of data. However, you can unblock them if your circumstances require.

- 1 In [Synchronizer Web Admin](#) click the GroupWise Connector to display the GroupWise Connector Configuration page.
- 2 At the bottom of the basic GroupWise Connector configuration options, click *Advanced*.
- 3 Deselect *Block Hidden Attachments* so that the GroupWise Connector passes hidden attachments to other connectors in your Synchronizer system.

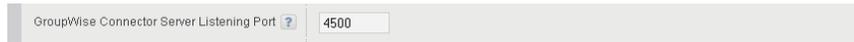


- 4 Click *Save Custom Settings*.
- 5 Click *Home* on the menu bar to return to the main Synchronizer Web Admin page.
- 6 In the *Actions* column for the GroupWise Connector, click  (*Stop*) to stop the GroupWise Connector, then click  (*Start*) to start the GroupWise Connector and apply the change.

3.8 Changing the GroupWise Connector Listening Port

By default, the GroupWise Connector communicates with the POA using port 4500. If necessary, you can configure the GroupWise Connector to use a different port.

- 1 In [Synchronizer Web Admin](#) click the GroupWise Connector to display the GroupWise Connector Configuration page.
- 2 In the *GroupWise Connector Server Listening Port* field, change the port number as needed.



- 3 (Conditional) If there is a firewall between the Synchronizer server and the POA server, make sure that the specified port is open.
- 4 Click *Save Custom Settings*.
- 5 Click *Home* on the menu bar to return to the main Synchronizer Web Admin page.
- 6 In the *Actions* column for the GroupWise Connector, click  (*Stop*) to stop the GroupWise Connector, then click  (*Start*) to start the GroupWise Connector and apply the change.

3.9 Enabling and Disabling SSL for POA SOAP Connections

During Mobility Pack installation, you chose whether to use SSL for connections between the GroupWise Connector and the POA. The default is to use SSL. You can change the setting after installation as needed.

- 1 Enable or disable SSL as needed for the SOAP connection with the POA, as described in “[Supporting SOAP Clients](#)” in “[Post Office Agent](#)” in the *GroupWise 2012 Administration Guide*.
- 2 In [Synchronizer Web Admin](#), click the GroupWise Connector to display the GroupWise Connector Configuration page.
- 3 In the *GroupWise POA SOAP URL* field, use `https` for a secure SSL connection or `http` for a non-secure connection.



- 4 Click *Save Custom Settings*.
- 5 Click *Home* on the menu bar to return to the main Synchronizer Web Admin page.
- 6 In the *Actions* column for the GroupWise Connector, click  (*Stop*) to stop the GroupWise Connector, then click  (*Start*) to start the GroupWise Connector and apply the change.

3.10 Matching GroupWise Configuration Changes

Changes in your GroupWise system can require changes to the configuration of the GroupWise Connector.

To change the GroupWise Connector configuration because of changes in your GroupWise system configuration:

- 1 In [Synchronizer Web Admin](#), click the GroupWise Connector to display the GroupWise Connector Configuration page.

Connector Configuration: default.pipeline1.groupwise > Manage Settings

Connector Settings

GroupWise Trusted Application Name: MobilityPackTrustedAppKey

GroupWise Trusted Application Key: 275ASC8106000008B6FE4B45162DB75275ASC8206000008E10B7

GroupWise POA SOAP URL: http://137.65.67.217:7191/soap

GroupWise Connector Server IP Address: 137.65.67.226

GroupWise Connector Server Listening Port: 4500

GroupWise Items to Sync: Select the items that should be made available for end users to sync.

Appointment Contact Folder

Mail Reminder Note Task

Discussion Note

Advanced

Save Custom Settings

- 2 Change GroupWise Connector settings to match changes in your GroupWise system configuration as needed.
- 3 Click *Save Custom Settings*.
- 4 Click *Home* on the menu bar to return to the main Synchronizer Web Admin page.
- 5 In the *Actions* column for the GroupWise Connector, click (*Stop*) to stop the GroupWise Connector, then click (*Start*) to start the GroupWise Connector and apply the changes.

3.11 Configuring the GroupWise Connector with an External IP Address and Port

On the GroupWise Connector Configuration page in Synchronizer Web Admin, you specify the GroupWise Connector server IP address and port for internal communication within your local network. However, you need to configure the GroupWise Connector to use an external IP address and port for the following configurations:

- ♦ There is a firewall between the GroupWise Connector and the POA that it communicates with.
- ♦ The GroupWise Connector and the POA are located on two different logical networks with NAT (network address translation) between them.
- ♦ The GroupWise Connector is running in a virtual machine.

To configure the GroupWise Connector to use an external IP address and port:

- 1 In [Synchronizer Web Admin](#), click the GroupWise Connector to display the GroupWise Connector Configuration page.
- 2 Click *Edit XML Source*.
- 3 Add the following lines between the `<custom>` and `</custom>` tags:

```
<externalAddress>external_ip_address</externalAddress>
<externalPort>external_port_number</externalPort>
```

- 4 Replace *external_ip_address* and *external_port_number* with the IP address and port number for the GroupWise Connector to communicate with the POA across whatever network configuration lies between them.
- 5 Click *Save Custom Settings*.
- 6 Click *Home* on the menu bar to return to the main Synchronizer Web Admin page.
- 7 In the *Actions* column for the GroupWise Connector, click  (*Stop*) to stop the GroupWise Connector, then click  (*Start*) to start the GroupWise Connector configured and apply the change.

3.12 Preventing Synchronization of Archived Items

If your GroupWise system is backed up using an archive solution that employs GroupWise stubbing, GroupWise items synchronize to mobile devices when they are archived and stubbed. Stubbing replaces an existing item with a copy of the item, without any attachments and without the message body text, thereby modifying the stubbed items and making them eligible for synchronization. This default behavior ensures that items are never automatically eliminated during the synchronization process.

To configure the GroupWise Connector to drop stubbed items so that they do not synchronize to mobile devices:

- 1 In [Synchronizer Web Admin](#), click the GroupWise Connector to display the GroupWise Connector Configuration page.
- 2 Click *Edit XML Source*.
- 3 Locate the following line near the bottom of the `<custom>` section:


```
<dropGWStubbedItems>0</dropGWStubbedItems>
```
- 4 Change 0 to 1 to enable the feature.
- 5 Click *Save Custom Settings*.
- 6 Click *Home* on the menu bar to return to the main Synchronizer Web Admin page.
- 7 In the *Actions* column for the GroupWise Connector, click  (*Stop*) to stop the GroupWise Connector, then click  (*Start*) to start the GroupWise Connector and apply the change.

3.13 Enabling the SOAP/SUDS Debug Log

In the rare event that you need to work with Support to resolve a communication issue between the GroupWise Connector and the POA, you can enable the SOAP/SUDS debug log to collect detailed data about the SOAP communication between the GroupWise Connector and the POA.

IMPORTANT: Do not enable the SOAP/SUDS debug log unless requested by Support.

- 1 In [Synchronizer Web Admin](#) click the GroupWise Connector to display the GroupWise Connector Configuration page.
- 2 Click *Edit XML Source*.
- 3 Scroll down to the following line:


```
<debugSuds>0</debugSuds>
```
- 4 Change 0 to 1 to enable the SOAP/SUDS debug log.

- 5 Scroll further down to the following line:

```
<debugSudsLogfileLocation/>
```

- 6 Replace this line with the following line, providing the file name to use for the SOAP/SUDS debug log:

```
<debugSudsLogfileLocation>file_name.log</debugSudsLogfileLocation>
```

The SOAP/SUDS debug log is created in the following directory:

```
/var/log/datasync/connectors
```

- 7 Click *Save Custom Settings*.
- 8 Click *Home* on the menu bar to return to the main Synchronizer Web Admin page.
- 9 In the *Actions* column for the GroupWise Connector, click  (*Stop*) to stop the GroupWise Connector, then click  (*Start*) to start the GroupWise Connector and apply the change.
- 10 Collect the data requested by Support to resolve the communication problem between the GroupWise Connector and the POA.
- 11 Disable the SOAP/SUDS debug log as soon as you have the data you need.

3.14 Customizing General Connector Configuration Settings for the GroupWise Connector

All Synchronizer connectors have some general configuration settings in common. The default settings of the general connector configuration options are typically appropriate for an initial installation of the GroupWise Connector. After your GroupWise Connector is up and running, you can modify the general connector configuration options as needed to meet the needs of your Synchronizer system. For instructions, see "[Customizing General Connector Configuration Settings](#)" in "[Connector and User Management](#)" in the *Novell Data Synchronizer System Administration Guide*.

4 GroupWise Connector Monitoring

When you install the Data Synchronizer Mobility Pack, the GroupWise Connector starts automatically. You can monitor the synchronization of data to and from GroupWise mailboxes by using Synchronizer Web Admin and the GroupWise Connector log file. You can monitor the POA that the GroupWise Connector communicates with by using the POA Web console and GroupWise Monitor.

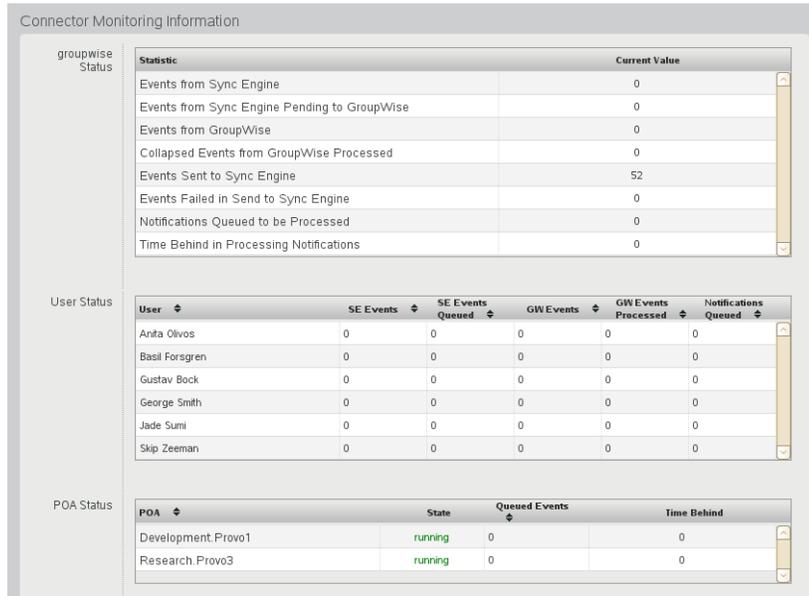
- ♦ [Section 4.1, “Monitoring GroupWise Connector Status,”](#) on page 26
- ♦ [Section 4.2, “Using the GroupWise Connector Log File,”](#) on page 28
- ♦ [Section 4.3, “Using the GroupWise POA Web Console,”](#) on page 29
- ♦ [Section 4.4, “Using GroupWise Monitor,”](#) on page 29

IMPORTANT: If synchronization is not proceeding as expected, increase the logging level for the GroupWise Connector log file to Debug, as described in [“Controlling Connector Logging”](#) in [“Connector and User Management”](#) in the *Novell Data Synchronizer System Administration Guide*, then check the GroupWise Connector log file for errors, as described in [Section 4.2, “Using the GroupWise Connector Log File,”](#) on page 28.

4.1 Monitoring GroupWise Connector Status

GroupWise Connector synchronization status indicates how well data is flowing from the Sync Engine to the GroupWise Connector, from the GroupWise Connector to users' mailboxes, from users' mailboxes to the GroupWise Connector, and from the GroupWise Connector back to the Sync Engine. The GroupWise Connector synchronization status includes statistics for all users.

- 1 In [Synchronizer Web Admin](#), click  (*Monitoring*) in the *Actions* column for the GroupWise Connector to display the Connector Monitoring Information page.



The screenshot displays the 'Connector Monitoring Information' page, which is divided into three main sections: GroupWise Status, User Status, and POA Status.

GroupWise Status: A table with two columns: 'Statistic' and 'Current Value'. The data is as follows:

Statistic	Current Value
Events from Sync Engine	0
Events from Sync Engine Pending to GroupWise	0
Events from GroupWise	0
Collapsed Events from GroupWise Processed	0
Events Sent to Sync Engine	52
Events Failed in Send to Sync Engine	0
Notifications Queued to be Processed	0
Time Behind in Processing Notifications	0

User Status: A table with columns: 'User', 'SE Events', 'SE Events Queued', 'GW Events', 'GW Events Processed', and 'Notifications Queued'. The data is as follows:

User	SE Events	SE Events Queued	GW Events	GW Events Processed	Notifications Queued
Anifa Olivos	0	0	0	0	0
Basil Forsgren	0	0	0	0	0
Gustav Bock	0	0	0	0	0
George Smith	0	0	0	0	0
Jade Sumi	0	0	0	0	0
Skip Zeeman	0	0	0	0	0

POA Status: A table with columns: 'POA', 'State', 'Queued Events', and 'Time Behind'. The data is as follows:

POA	State	Queued Events	Time Behind
Development.Provo1	running	0	0
Research.Provo3	running	0	0

NOTE: If your Synchronizer system services a large number of GroupWise users, you might need to wait for this page to display.

In the *GroupWise Connector Status* section, statistics are provided for all events processed by the GroupWise Connector. Events are what happens to GroupWise items (messages, appointments, contacts, and so on) in users' mailboxes, such as being added, modified, moved, or deleted.

Statistic	Explanation
Events from Sync Engine	The total number of events that have been received by the GroupWise Connector from the Sync Engine.
Events from Sync Engine Pending to GroupWise	The total number of events that the GroupWise Connector has received from the Sync Engine but not yet transferred to GroupWise. As events pass through the GroupWise Connector, they are converted from application-neutral format into GroupWise format. Typically, the number of pending events should be low or zero. If the number is high, it indicates that the GroupWise Connector is backlogged for some reason, and it is not converting events into GroupWise format fast enough to keep up with demand.
Events from GroupWise	The total number of events that the GroupWise Connector has received from GroupWise.

Statistic	Explanation
Collapsed Events from GroupWise Processed	The number of events for which multiple GroupWise events have been consolidated into a single event for transfer to the Sync Engine. For example, two GroupWise events such as delivering an item into the Mailbox folder and then having a rule move that item to a different destination folder, can be consolidated into a single event where the item is delivered directly into the destination folder. Collapsing GroupWise events lessens the load on the Sync Engine and on the connectors that receive the GroupWise events.
Events Sent to Sync Engine	The total number of events that the GroupWise Connector has sent to the Sync Engine. This number indicates the amount of traffic that is passing from GroupWise mailboxes to the Sync Engine.
Events Failed in Send to Sync Engine	The number of events that have failed to transfer from the GroupWise Connector to the Sync Engine. Not all errors indicate a problem. For example, if the GroupWise Connector receives a modify event for which no item currently exists, it waits for a corresponding add event. If the GroupWise Connector receives a modify event for an item that has already been deleted at the destination (for example, on a mobile device), the GroupWise Connector drops the event.
Notifications Queued to Be Processed	The number of SOAP event notifications that the GroupWise Connector has received from the POA, but has not yet processed. Typically, the number of queued notifications should be low or zero. If the number is high, the GroupWise Connector is backlogged for some reason, and it is not processing SOAP notifications fast enough to keep up with demand.
Time Behind in Processing Notifications	The amount of time that the oldest SOAP notification received from the POA has been waiting for processing by the GroupWise Connector.

The *User Status* section displays event statistics for individual users:

Statistic	Explanation
SE Events	The total number of events that the GroupWise Connector has received from the Sync Engine for each user.
SE Events Queued	The number of events received from the Sync Engine that the GroupWise Connector has not yet processed for each user. Typically, the number of queued events should be low or zero. If the number is high, it indicates that the GroupWise Connector is backlogged for some reason, and it is not converting events into GroupWise format fast enough to keep up with demand.
GW Events	The total number of events that the GroupWise Connector has received from the POA for each user.
GW Events Processed	The number of events that the GroupWise Connector has successfully processed for each user
Notifications Queued	The number of SOAP event notifications that the GroupWise Connector has received from the POA for each user, but has not yet processed. Typically, the number of queued notifications should be low or zero. If the number is high, the GroupWise Connector is backlogged for some reason, and it is not processing SOAP notifications fast enough to keep up with demand.

The *POA Status* section helps you assess the communication between the GroupWise Connector and the POAs that service the mailboxes of mobile device users:

Statistic	Explanation
State	<ul style="list-style-type: none">♦ Running (green): The GroupWise Connector is communicating successfully with the POA, indicating that the POA is running.♦ Behind (yellow): The GroupWise Connector is communicating successfully with the POA, but the GroupWise Connector is behind in processing events from the Sync Engine.♦ Down (red): The GroupWise Connector cannot communicate with the POA, indicating that the POA is down.
Queued Events	The number of events received from the Sync Engine that the GroupWise Connector has not yet processed. Typically, the number of queued events should be low or zero. If the number is high, it indicates that the GroupWise Connector is backlogged for some reason, and it is not converting events into GroupWise format fast enough to keep up with demand.
Time Behind	The amount of time that the oldest queued event received from the Sync Engine has been waiting for processing by the GroupWise Connector.

For more information about monitoring the connection between the GroupWise Connector and the POA, see “[Monitoring SOAP Events](#)” in “[Post Office Agent](#)” in the *GroupWise 2012 Administration Guide*.

4.2 Using the GroupWise Connector Log File

You can use the GroupWise Connector log file (default.pipeline1.groupwise-AppInterface.log) to verify that a message sent from GroupWise is received by your Synchronizer system.

- 1 Monitor GroupWise Connector activity in the GroupWise Connector log file:
 - 1a In a terminal window, enter `su -` to become the root user, then enter the root password.
 - 1b Change to the following directory:

```
/var/log/datasync/connectors
```
 - 1c Display the end of the GroupWise Connector log file:

```
tail -f default.pipeline1.groupwise-AppInterface.log
```
 - 1d Observe the messages that the GroupWise Connector writes out.
- 2 Press Enter several times to create a break in the flow of log messages.
- 3 Log in to your GroupWise mailbox, then send a message to yourself.
- 4 Observe the messages that are being written to the GroupWise Connector log file.

You should be able to identify messages that include the test user name and indicate that a mail message was received by the Sync Engine.

This test shows that the GroupWise Connector is successfully synchronizing GroupWise data to the Sync Engine. If the message does not appear to be received, refer to [Appendix A, “GroupWise Connector Troubleshooting,”](#) on page 31 for assistance.

For more information about tracking data through your Synchronizer system, see “[Flatfile Connector Troubleshooting](#)” in “[Synchronizer System Management](#)” in the *Novell Data Synchronizer System Administration Guide*.

4.3 Using the GroupWise POA Web Console

The POA Web console provides information about SOAP events that are passing between the GroupWise Connector and the POA. For information, see “[Monitoring SOAP Events](#)” in “[Post Office Agent](#)” in the *GroupWise 2012 Administration Guide*.

4.4 Using GroupWise Monitor

GroupWise Monitor can be configured to notify you when a POA is running out of SOAP threads. When you receive the notification, you can restart the POA. For setup instructions, see “[Configuring Email Notification for Agent Problems](#)” in “[Monitor](#)” in the *Novell Data Synchronizer System Administration Guide*. Configure GroupWise Monitor to notify you when the `poaSOAPThreadBusy` variable exceeds a threshold of 20.

A GroupWise Connector Troubleshooting

- ♦ [“The GroupWise Connector cannot communicate with the GroupWise Post Office Agent \(POA\)” on page 31](#)
- ♦ [“Data does not transfer between GroupWise and the GroupWise Connector” on page 31](#)
- ♦ [“The GroupWise Post Office Agent \(POA\) shows errors communicating with the GroupWise Connector” on page 32](#)
- ♦ [“The GroupWise Connector takes a long time to start” on page 32](#)
- ♦ [“The GroupWise Connector fails to start after working successfully” on page 32](#)

See also:

- ♦ [“Working with Synchronizer Log Files” in “Synchronizer System Management” in the *Novell Data Synchronizer System Administration Guide*](#)

The GroupWise Connector cannot communicate with the GroupWise Post Office Agent (POA)

Explanation: The GroupWise Connector must be able to communicate with a POA in order to synchronize mailbox data. The GroupWise Connector is unable to establish the connection.

Possible Cause: The POA is not running.

Action: Start the POA.

Data does not transfer between GroupWise and the GroupWise Connector

Possible Cause: Varied.

Action: Make sure that the required ports are open on the GroupWise POA server and the GroupWise Connector server. For more information, see [“Preparing the Network” in “Mobility Pack Installation” in the *Novell Data Synchronizer Mobility Pack Installation Guide*](#).

Action: Check the GroupWise Connector application interface log, as described in [Section 4.2, “Using the GroupWise Connector Log File,” on page 28](#).

Action: Check additional Synchronizer log files, as described in [“Working with Synchronizer Log Files”](#).

The GroupWise Post Office Agent (POA) shows errors communicating with the GroupWise Connector

Explanation: As you monitor the POA, you might see 890F and “8910 TCP/IP read failed on an established connection ” error codes.

Possible Cause: The connection between the GroupWise Connector and the POA has temporarily closed.

Action: None. The connection is re-established automatically. These error codes are benign and can be ignored.

The GroupWise Connector takes a long time to start

Possible Cause: The GroupWise Connector services users that are scattered throughout your GroupWise system. Therefore, POA-to-POA communication is required to gather the events from the GroupWise users and return them to the GroupWise Connector.

Action: None. When all GroupWise user events have been received for users on the connector, the status changes to Running.

The GroupWise Connector fails to start after working successfully

Possible Cause: Another application that communicates with the POA using SOAP has created SOAP event configurations that are causing a problem for the GroupWise Connector.

Action: Delete residual SOAP event configurations:

- 1 In the POA Web console, click *Configuration*.
- 2 In the Internet Protocol Agent Setting section, click *Event Configuration List*.
- 3 Click each user, select *Delete Event Configuration*, then click *Submit*.
- 4 After all event configurations have been cleared, start the GroupWise Connector.

B Documentation Updates

This section lists updates to the *GroupWise Connector Installation and Configuration Guide* that have been made since the initial release of the Novell Data Synchronizer Mobility Pack. The information helps you to keep current on documentation updates and software updates.

The information is grouped according to the date when the *GroupWise Connector Installation and Configuration Guide* was republished. Within each dated section, the updates are listed by the section title.

The *GroupWise Connector Installation and Configuration Guide* has been updated on the following dates:

- ♦ [Section B.1, “August 22, 2012 \(Mobility Pack 1.2.4\),” on page 33](#)
- ♦ [Section B.2, “May 23, 2012 \(Mobility Pack 1.2.3\),” on page 33](#)
- ♦ [Section B.3, “December 12, 2011 \(Mobility Pack 1.2.1\),” on page 34](#)
- ♦ [Section B.4, “August 4, 2011 \(Mobility Pack 1.2\),” on page 34](#)
- ♦ [Section B.5, “June 2, 2011 \(Mobility Pack 1.1.2\),” on page 34](#)
- ♦ [Section B.6, “March 2, 2011 \(Mobility Pack 1.1\),” on page 34](#)

B.1 August 22, 2012 (Mobility Pack 1.2.4)

Location	Change
GroupWise Connector Product Overview	
“GroupWise System Requirements” on page 9	Clarified the GroupWise system requirements for use with the Mobility Pack.

B.2 May 23, 2012 (Mobility Pack 1.2.3)

Location	Change
GroupWise Connector Troubleshooting	
“The GroupWise Connector fails to start after working successfully” on page 32	Added a new troubleshooting strategy.

B.3 December 12, 2011 (Mobility Pack 1.2.1)

Location	Change
GroupWise Connector Configuration	
Section 3.12, "Preventing Synchronization of Archived Items," on page 22	Explained the new functionality of dropping the stubbed items created by some archive solutions.

B.4 August 4, 2011 (Mobility Pack 1.2)

Location	Change
GroupWise Connector Overview	
Section 1.2.2, "GroupWise System Requirements," on page 9	The Hot Patch 2 or later version of GroupWise 8.0.2 is now required.
GroupWise Connector Configuration	
Section 3.1, "Using Synchronizer Web Admin," on page 15	Updated the Synchronizer Web Admin URL.

B.5 June 2, 2011 (Mobility Pack 1.1.2)

Location	Change
GroupWise Connector Configuration	
Section 3.1, "Using Synchronizer Web Admin," on page 15	Updated the Synchronizer Web Admin URL.
Section 3.3, "Controlling Maximum Attachment Size," on page 17	Clarified that the user can now see when attachments have been dropped because they exceeded the size limit.

B.6 March 2, 2011 (Mobility Pack 1.1)

Location	Change
GroupWise Connector Installation	
Section 2.4.3, "Using Profiles to Customize New Users," on page 14	Added discussion notes to the list of item types that are synchronized by default.

Location	Change
GroupWise Connector Configuration	
Section 3.2, "Selecting GroupWise Items to Synchronize," on page 16	Added a complete list of GroupWise events that can be synchronized.
GroupWise Connector Monitoring and Management	
Section 4.1, "Monitoring GroupWise Connector Status," on page 26	Introduced the new GroupWise Connector Monitoring Information page.
