

# **Configuration Guide**

## **Data Synchronizer Mobility Pack 1.2.5 Connector for GroupWise**

January 28, 2013

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# About This Guide

The *GroupWise Connector Configuration Guide* helps you understand and customize the GroupWise Connector, which synchronizes data to and from GroupWise mailboxes in your Synchronizer system.

- ♦ [Chapter 1, “GroupWise Connector Management,” on page 7](#)
- ♦ [Chapter 2, “GroupWise Connector Configuration,” on page 11](#)
- ♦ [Chapter 3, “GroupWise Connector Monitoring,” on page 21](#)
- ♦ [Appendix A, “GroupWise Connector Troubleshooting,” on page 27](#)
- ♦ [Appendix B, “Documentation Updates,” on page 29](#)

## Audience

This guide is intended for Mobility Pack system administrators who want to synchronize data between GroupWise 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

For additional Data Synchronizer Mobility Pack documentation, see the following documentation provided at the [Novell Data Synchronizer Documentation Web site \(http://www.novell.com/documentation/datasynchronizer1\)](http://www.novell.com/documentation/datasynchronizer1).

- ♦ *Mobility Pack Readme*
- ♦ *Mobility Pack Installation Guide*
- ♦ *Mobility Pack Administration Guide*

For Mobility Pack connector documentation, see the following documentation provided at the [Novell Data Synchronizer Connectors Documentation Web site \(http://www.novell.com/documentation/datasync\\_connectors1\)](http://www.novell.com/documentation/datasync_connectors1).

- ♦ *Connector Readmes*
- ♦ *Mobility Quick Start*
- ♦ *GroupWise Connector Configuration Guide*
- ♦ *Mobility Connector Configuration Guide*

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

- ♦ [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 \(http://www.novell.com/communities/coolsolutions/datasynchronizer\)](http://www.novell.com/communities/coolsolutions/datasynchronizer)

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# 1 GroupWise Connector Management

The GroupWise Connector communicates between your GroupWise system and the Mobility Connector to synchronize data between GroupWise mailboxes and mobile devices. When you install the Mobility Pack, the GroupWise Connector starts automatically.

The GroupWise Connector is very easy to monitor and manage.

- ♦ [Section 1.1, “Installing the GroupWise Connector,” on page 7](#)
- ♦ [Section 1.2, “Monitoring the GroupWise Connector,” on page 7](#)
- ♦ [Section 1.3, “Starting and Stopping the GroupWise Connector,” on page 9](#)

## 1.1 Installing the GroupWise Connector

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

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

Your Synchronizer system needs just one GroupWise Connector. You cannot set up multiple GroupWise Connectors.

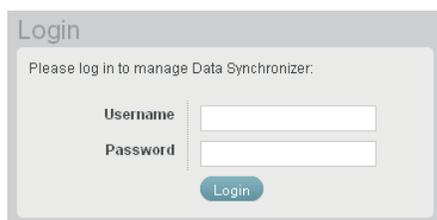
## 1.2 Monitoring the GroupWise Connector

When you install the Mobility Pack, the GroupWise Connector starts automatically. You can monitor its functioning in 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." Below the instruction are two input fields: "Username" and "Password". A blue "Login" button is positioned below the password field.

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

The screenshot shows the Novell Data Synchronizer web interface. At the top, it says "Novell® Data Synchronizer" and "Logged in as: admin". Below this are three main sections:

- Manage Connectors:** A table with columns Name, Type, Status, and Actions. It lists two connectors: "groupwise" (GroupWise v1.2.5.3942) and "mobility" (Mobility v1.2.5.3942), both with a status of "Running".
- Manage Engine:** A table with columns Name, IP Address, Status, and Actions. It lists one engine: "default (v1.2.5.3942)" with IP Address "localhost" and Status "Running".
- Manage Access:** A table with columns Type and Actions. It lists "Users" and "Groups", each with an edit icon.

The connectors should display a status of *Running*.

- 3 If the GroupWise Connector is not running, refer to [Appendix A, "GroupWise Connector Troubleshooting,"](#) on page 27 for assistance.

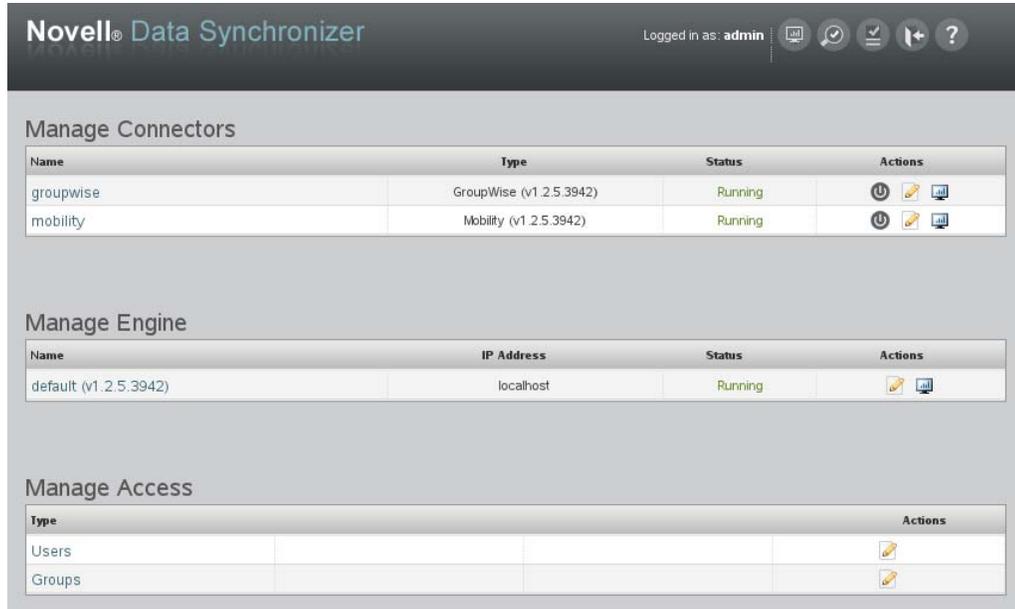
- 4 To monitor data flow between your GroupWise system and your Synchronizer system, follow the instructions in [Chapter 3, "GroupWise Connector Monitoring,"](#) on page 21.

See also ["Monitoring Your Synchronizer System"](#) in ["Synchronizer System Management"](#) in the [Mobility Pack Administration Guide](#).

## 1.3 Starting and Stopping the GroupWise Connector

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

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



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

The *Stop*  icon changes to *Start* .

- 3 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.



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# 2 GroupWise Connector Configuration

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

- ♦ Section 2.1, "Using Synchronizer Web Admin," on page 11
- ♦ Section 2.2, "Selecting GroupWise Items to Synchronize," on page 12
- ♦ Section 2.3, "Controlling Maximum Attachment Size," on page 13
- ♦ Section 2.4, "Increasing GroupWise Connector Reliability or Performance," on page 13
- ♦ Section 2.5, "Ignoring Old GroupWise Items," on page 14
- ♦ Section 2.6, "Clearing Accumulated GroupWise Events," on page 14
- ♦ Section 2.7, "Blocking/Unblocking Hidden Attachments," on page 15
- ♦ Section 2.8, "Changing the GroupWise Connector Listening Port," on page 16
- ♦ Section 2.9, "Enabling and Disabling SSL for POA SOAP Connections," on page 16
- ♦ Section 2.10, "Matching GroupWise Configuration Changes," on page 17
- ♦ Section 2.11, "Configuring the GroupWise Connector with an External IP Address and Port," on page 17
- ♦ Section 2.12, "Preventing Synchronization of Archived Items," on page 18
- ♦ Section 2.13, "Modifying or Preventing Synchronization of Specified Items," on page 18
- ♦ Section 2.14, "Enabling the SOAP/SUDS Debug Log," on page 19

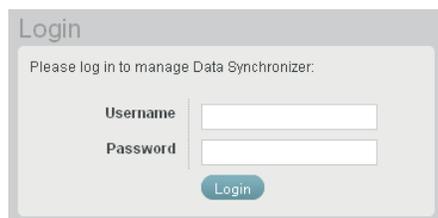
## 2.1 Using Synchronizer Web Admin

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

- 1 Access Synchronizer Web Admin at the following URL:

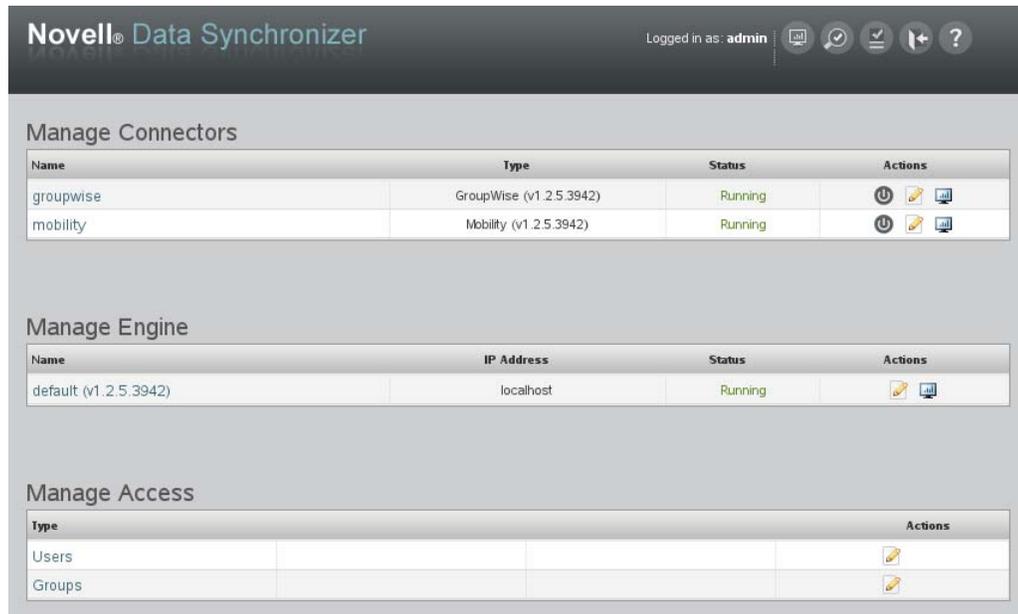
`https://data_synchronizer_server:8120`

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



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 connectors should display a status of *Running*.

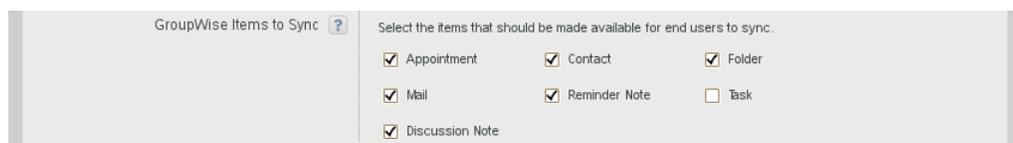
- If the GroupWise Connector is not running, refer to [Appendix A, “GroupWise Connector Troubleshooting,”](#) on page 27 for assistance.

For more information about Synchronizer Web Admin, see “[Configuring Synchronizer Web Admin](#)” in “[Synchronizer System Management](#)” in the *Mobility Pack Administration Guide*.

## 2.2 Selecting GroupWise Items to Synchronize

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

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

## 2.3 Controlling Maximum Attachment Size

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

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 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, so that the user knows that attachments are available in the GroupWise mailbox.

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



Maximum Attachment Size In kB ? 500

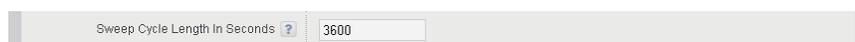
- 4 Click *Save Custom Settings*.
- 5 Click *Home* on the menu bar to return to the main Synchronizer Web Admin page.
- 6 In the *Actions* column for the GroupWise Connector, click *Stop*  to stop the GroupWise Connector, then click *Start*  to start the GroupWise Connector and apply the changes.

## 2.4 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 mobile devices. You can configure how often the GroupWise Connector polls the 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 improve connector performance.

- 1 In [Synchronizer Web Admin](#), click the GroupWise Connector to display the GroupWise Connector Configuration page.
- 2 Click *Advanced*.
- 3 In the *Sweep Cycle Length* field, increase or decrease the sweep cycle as needed.



Sweep Cycle Length In Seconds ? 3600

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

- 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 changes.

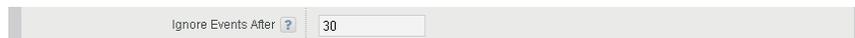
The GroupWise Connector now polls the POA according to the sweep cycle you set.

## 2.5 Ignoring Old GroupWise Items

By default, the GroupWise 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 to 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 Click *Advanced*.
- 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 changes.

The GroupWise Connector now receives items from POA according to the age limit you set.

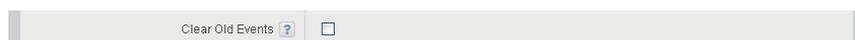
## 2.6 Clearing Accumulated GroupWise Events

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

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 you are troubleshooting):

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



This causes the GroupWise Connector to discard accumulated events and start processing new events immediately. The discarded events are never processed.

- 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 changes.
- 7 As soon as you are finished troubleshooting, return to the GroupWise Connector Configuration page and deselect *Clear Old Events*, so that GroupWise events are not accidentally lost during normal GroupWise Connector functioning.

## 2.7 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 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 Click *Advanced*.
- 3 Deselect *Block Hidden Attachments* so that the GroupWise Connector passes hidden attachments to other connectors in your Synchronizer system.

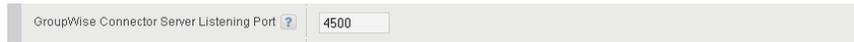


- 4 Click *Save Custom Settings*.
- 5 Click *Home* on the menu bar to return to the main Synchronizer Web Admin page.
- 6 In the *Actions* column for the GroupWise Connector, click *Stop*  to stop the GroupWise Connector, then click *Start*  to start the GroupWise Connector and apply the changes.

## 2.8 Changing the GroupWise Connector Listening Port

By default, the GroupWise Connector communicates with the GroupWise 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.



GroupWise Connector Server Listening Port

- 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 changes.

## 2.9 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 GroupWise 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.



GroupWise POA SOAP URL

- 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 changes.

## 2.10 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.
- 2 Change GroupWise Connector settings to match changes in your GroupWise system configuration as needed.

GroupWise Trusted Application Name ?	<input type="text" value="MobilityPackTrustedAppKey"/>
GroupWise Trusted Application Key ?	<input type="text" value="275A5C8106000008B6FE4B45162DB75275A5C8206000008E10B7"/>
GroupWise POA SOAP URL ?	<input type="text" value="http://172.15.6.17:7191/soap"/>
GroupWise Connector Server IP Address ?	<input type="text" value="172.15.6.22"/>

- 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.

## 2.11 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 GroupWise 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 and apply the changes.

## 2.12 Preventing Synchronization of Archived Items

If your GroupWise system is backed up by an archive solution that employs GroupWise stubbing, GroupWise items synchronize to mobile devices when the items 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 changes.

## 2.13 Modifying or Preventing Synchronization of Specified Items

If you are familiar with XSLT, you can configure the GroupWise Connector to modify or drop specified items. The sample filter below drops items that contain a specified subtype or that have a subject equal to a specified string. With a little XSLT knowledge, you can modify this sample filter to meet your needs.

- 1 Create the following directory:

```
/var/lib/datasync/groupwise/filter
```

## 2 Copy the following sample filter into a text editor:

```
<?xml version='1.0' encoding='utf-8'?>

<xsl:stylesheet version='1.0' xmlns:xsl='http://www.w3.org/1999/XSL/
Transform'>

<xsl:variable name="subtype" select="//*[local-name()='subType']"/>
<xsl:variable name="subject" select="//*[local-name()='subject']"/>
<xsl:template match="node()|@">
  <xsl:if test="not(contains($subtype, 'SearchText') or
    contains($subtype, 'SearchText') or
    ($subject = 'put_the_subject_here'))">
    <xsl:copy>
      <xsl:apply-templates select="node()|@"/>
    </xsl:copy>
  </xsl:if>
</xsl:template>

</xsl:stylesheet>
```

- 3 Fix any wrapping problems that you might see as a result of copying the text from the documentation into a text file.
- 4 Save the text file as `sourceCustomSample.xslt` in the new `groupwise/filter` directory.
- 5 Modify the file to identify the items that you want the GroupWise Connector to drop.
- 6 Save the `sourceCustomSample.xslt` file, then exit the text editor.
- 7 When you are ready to put the new filter into effect, rename `sourceCustomSample.xslt` to `sourceCustom.xslt`, then restart the GroupWise Connector.
- 8 (Conditional) If you need to remove the new filter, rename the `sourceCustom.xslt` file to a different name, then restart the GroupWise Connector.

## 2.14 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 GroupWise 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 it is 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 changes.
- 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 GroupWise Connector Monitoring

When you install the 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 GroupWise POA that the GroupWise Connector communicates with by using the POA Web console and GroupWise Monitor.

- ♦ [Section 3.1, “Monitoring GroupWise Connector Status,” on page 22](#)
- ♦ [Section 3.2, “Using the GroupWise Connector Log File,” on page 24](#)
- ♦ [Section 3.3, “Using the GroupWise POA Web Console,” on page 25](#)
- ♦ [Section 3.4, “Using GroupWise Monitor,” on page 25](#)

---

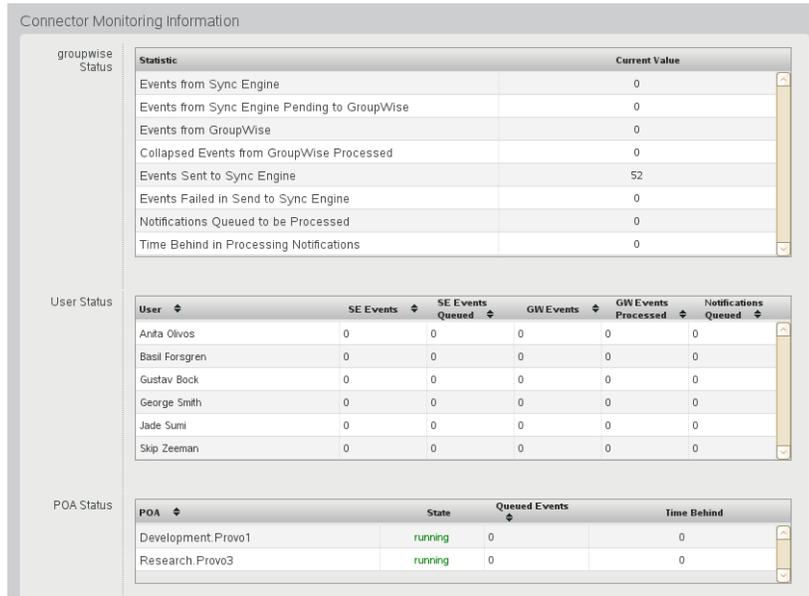
**IMPORTANT:** If synchronization is not proceeding as expected, increase the logging level for the GroupWise Connector log file to *Debug*, as described in [“Connector Log Files”](#) in [“Synchronizer System Management”](#) in the *Mobility Pack Administration Guide*, then check the GroupWise Connector log file for errors, as described in [Section 3.2, “Using the GroupWise Connector Log File,” on page 24.](#)

---

## 3.1 Monitoring GroupWise Connector Status

GroupWise Connector synchronization status indicates how well GroupWise 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.



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

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.

<b>Statistic</b>	<b>Explanation</b>
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:

<b>Statistic</b>	<b>Explanation</b>
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"><li>♦ <b>Running (green):</b> The GroupWise Connector is communicating successfully with the POA, indicating that the POA is running.</li><li>♦ <b>Behind (yellow):</b> The GroupWise Connector is communicating successfully with the POA, but the GroupWise Connector is behind in processing events from the Sync Engine.</li><li>♦ <b>Down (red):</b> The GroupWise Connector cannot communicate with the POA, indicating that the POA is down.</li></ul>
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*.

See also “[Monitoring Your Synchronizer System](#)” in “[Synchronizer System Management](#)” in the *Mobility Pack Administration Guide*.

## 3.2 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 27 for assistance.

### 3.3 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*.

### 3.4 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 *GroupWise 2012 Administration Guide*. Configure GroupWise Monitor to notify you when the `poaSOAPThreadBusy` variable exceeds a threshold of 20.



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# A GroupWise Connector Troubleshooting

- ♦ [“The GroupWise Connector cannot communicate with the GroupWise Post Office Agent \(POA\)” on page 27](#)
- ♦ [“Data does not transfer between GroupWise and the GroupWise Connector” on page 27](#)
- ♦ [“The GroupWise Post Office Agent \(POA\) shows errors communicating with the GroupWise Connector” on page 27](#)
- ♦ [“The GroupWise Connector takes a long time to start” on page 28](#)
- ♦ [“The GroupWise Connector fails to start after working successfully” on page 28](#)

See also:

- ♦ [“Working with Log Files”](#) in [“Synchronizer System Management”](#) in the *Mobility Pack 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 *Mobility Pack Installation Guide*.

**Action:** Check the GroupWise Connector application interface log, as described in [Section 3.2, “Using the GroupWise Connector Log File,”](#) on page 24.

**Action:** Check additional Synchronizer log files, as described in [“Working with 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](#) 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 Settings* 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 for Mobility Pack 1.2.5. 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 Configuration Guide* was republished. Within each dated section, the updates are listed by the section title.

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

- ♦ [Section B.1, "January 28, 2013 \(Mobility Pack 1.2.5\)," on page 29](#)

## B.1 January 28, 2013 (Mobility Pack 1.2.5)

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Location	Change
<b>GroupWise Connector Configuration</b>	
<a href="#">Section 2.13, "Modifying or Preventing Synchronization of Specified Items," on page 18</a>	Provided a sample XSLT filter file for dropping specified GroupWise events.

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