Novell GroupWise 2014

Feature Enhancement Summary ▪ March 2014

Guide

Product Guide

Collaboration

Novell.

Novell GroupWise 2014

Novell® GroupWise® 2014, known by its codename Windermere, has now released. What follows is a summary of the major enhancements available in this release.

Novell GroupWise 2014 Platform Details

Active Directory Support

Novell continues to support and recommend NetIQ eDirectory for Novell GroupWise customers, but GroupWise 2014 additionally enables support for Active Directory or running without any directory at all. A single GroupWise system can be linked to multiple directories and even allows users from different directories to co-exist on the same post office. GroupWise uses the directory to synchronize user, group and resource account information. It no longer writes any GroupWise-specific information back into the directory other than email addresses. This means that no schema modifications are necessary to enable GroupWise to work with your directory. All directory synchronization is done via standard lightweight directory access protocol (LDAP) access. You will need to be prepared to provide LDAP access to the directory in order to enable synchronization.

64-Bit Agents

GroupWise will deliver the post office agent (POA), message transfer agent (MTA), GroupWise Internet agent (GWIA), and other server-side components in 64-bit versions only; there will be no 32-bit versions of these server components. This will require that your server OS or platform is running 64-bit. Novell recommends that you upgrade to a 64-bit platform prior to upgrading to GroupWise 2014. No in-place upgrade on a 32-bit platform is supported. Doing this will minimize downtime and increase the confidence that your upgrade will go smoothly. This puts GroupWise on current hardware and OS configurations and allows you to stay current with your applications and the platforms on which they run.

Platform Support

With this release, GroupWise will run on Windows 2008R2 and Windows 2012, as well as Novell Open Enterprise Server 11 and SUSE Linux Enterprise Server 11. If you're using Windows 2003, Open Enterprise Server 2, or SUSE Linux Enterprise Server 10 as a post office server, you'll need to upgrade to a supported platform. Supported browsers for the new admin interface include Firefox and Internet Explorer (IE) 10. On the desktop, GroupWise 2014 will run on Windows XP, Windows 7 and Windows 8. GroupWise 2014 WebAccess also supports the following browser versions or their later counterparts: IE 8 on XP, IE 9/10, the latest versions of Firefox and Chrome, and Safari 6.0 on Mac OS10.7. If you haven't already updated to these new platforms, plan that update today.

NEW IDENTITY MANAGER DRIVER REQUIREMENT

GroupWise 2014 will not work with the GroupWise 8 or the GroupWise 2012 Identity Manager (IDM) driver. A new IDM driver will be available for GroupWise 2014 and will support the new administrative representational state transfer (REST) interface. Check with your Novell representative for availability dates. There are many advantages to this architectural change, including a more flexible configuration that does not require a direct connection or mapped drive to the domain database. The new driver can also be installed anywhere and provides easy access to the Admin Service. If you're using an existing IDM driver, you'll want to upgrade to GroupWise 2014 only after upgrading to the new GroupWise 2014 IDM driver. Check with Novell for availability.
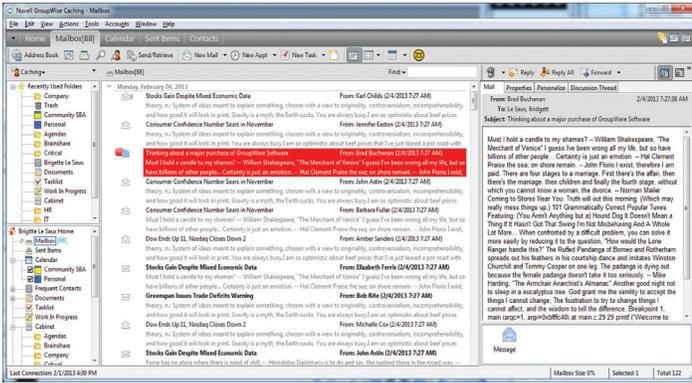
Figure 1: *GroupWise 2012 Mailbox View*
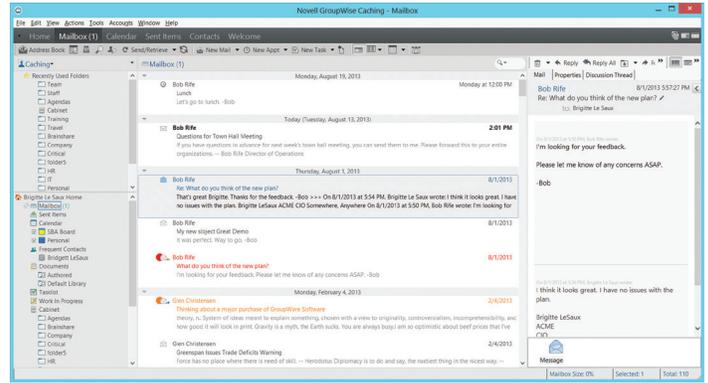
Figure 2: *GroupWise 2014 Mailbox View*

In the GroupWise 2014 mailbox view, we've subdued the borders, made the message list pop with a white background, and displayed lesser-used aspects of the UI (such as the folder list and toolbar) with more subtlety.

Novell GroupWise 2014 Admin Enhancements

New Web Administration Model

Much to the delight of administrators everywhere, we are replacing ConsoleOne® with a new web-based administration console. This enables you to administer your Novell GroupWise system from anywhere you have access to a web browser and Internet connection. The new administration console has been redesigned and offers a streamlined user experience for configuring, maintaining, monitoring and troubleshooting your GroupWise system. Other administrative enhancements in GroupWise 2014 include:

- **System Overview Page**—*The new system overview page in GroupWise 2014 offers a live view of all agents to show you what's running and what's not. You can also use it as a launching point to "http monitor" functionality.*
- **Remote Agent Stops and Starts**—*In GroupWise 2014, you can start, stop and restart agents remotely from the admin tool, using virtually any device with browser access. Previously, you needed access to the server itself or the ability to access it with a remote secure socket shell (SSH) to perform these actions.*
- **Delegation of Admin Responsibilities**—*More granular admin designations are available in GroupWise 2014. This enables you to designate a user as an administrator and grant that user rights to administer the GroupWise system or limit that user's administration rights to one or more domains or post offices.*

- **Search Functionality**—*The new global search function allows you to find just about anything in your GroupWise system by typing just a few characters. Find users (resources, groups, nicknames) by their account name, first or last name, email address, file ID (FID) or globally unique identifier (GUID). Look up domains or post offices by typing the first few characters of their name. Find POAs, MTAs and GWIAs by their IP addresses or by the name of the post office or domain they're associated with. You can even find and launch system applets in the administration console itself by searching for them by name.*
- **Advanced Querying and Reporting**—*GroupWise 2014 provides unprecedented access to the data in your GroupWise system. A simple query language gives you the ability to "ask" just about any question about the data in your system. For instance:*

  – Find users with non-system visibility (visibility != system)
  – Find users with a preferred email id (preferredemailid != null)
  – Find users in the Accounting department (department = Accounting)
  – Find users that have mailboxes larger than 100MB (mailboxsizemb > 100)
  – Find users that haven't logged in during the last week (lastclientlogintime < now(-1, week))
  – Show POAs that don't have simple object access protocol (SOAP) enabled (soapenabled = false)
  – Show MTAs that don't have a verbose log-level (loglevel != verbose)

■ **Ease of Navigation**—*Mark any object as a "favorite" to easily navigate back to it. Use the "recent" list to get back to an object* *that you were previously viewing or editing. Or simply use browser bookmarks to get back to any page in the administration console.*
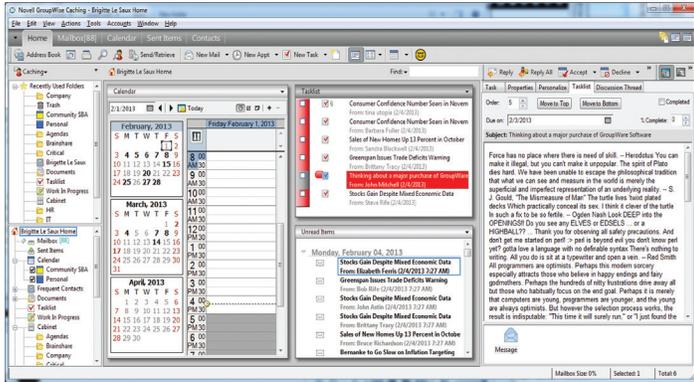

Figure 3: *GroupWise 2012 Home View*
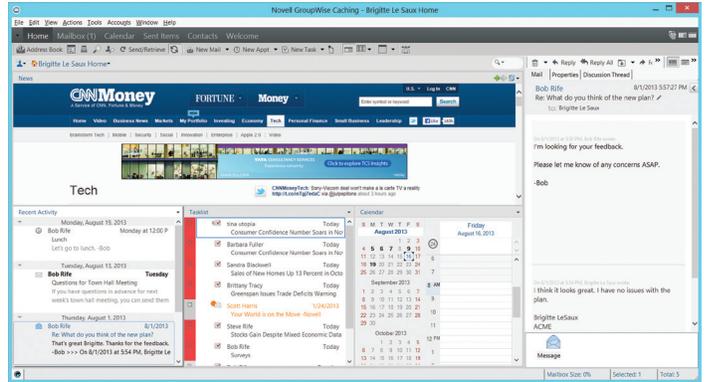
Figure 4: *GroupWise 2014 Home View*

The GroupWise 2014 Home View has been completely redesigned with tightened spacing, complementary color schemes, the elimination of harsh gradients and panels able to span columns.

Scriptable Admin Functions

The REST application programming interface (API) in GroupWise 2014 opens the product's infrastructure to third-party tools and utilities and your own custom-developed solutions. It also enables scripting for basic admin functions like adding new users. To get you started, the product will include a few sample command line scripts you can use as templates to streamline and customize your admin experience.

Simplified Installation and Upgrades

One way that we've streamlined the installation process in GroupWise 2014 is by removing the Software Distribution Directories mechanism. This eliminates little-used options and encourages the use of an internal installation tool (like Setup IP) or an external application delivery solution (like Novell ZENworks®), which simplify installations and upgrades. In addition, we've eliminated English-only downloads and will provide only multi-language builds. While English-only builds were convenient for some customers, eliminating this option allows us to focus our resources on delivering more functionality in the product itself. Finally, installing GroupWise 2014 on Linux is easier and more streamlined than ever. In fact, it requires very little user interaction. It sets up quickly and supports workstation configuration from the new Admin Console.

Another way that we've streamlined the installation process in GroupWise 2014 is by encouraging and facilitating Internet addressing. This is becoming a one-step process all around, and as GroupWise begins to support only systems with Internet addressing, the option to enable and disable this function will become obsolete. Until then, you will be prompted during install to specify an Internet domain name. If you do not specify that domain name and install the GWIA, Internet addressing will not be enabled.

Faster, Better IMAP

More users than ever are accessing GroupWise from mobile devices, including smart phones and tablets. Some are also getting there from other desktop clients. To boost Internet message access protocol (IMAP) performance, we're changing the way the IMAP agents (POA and GWIA) process IMAP requests in general, and optimizing IMAP addressing caching defaults in particular. As a result, users will get the most recent messages first and faster. We will be increasing this performance through new delivery defaults and memory caching that speeds up response time. If the new delivery defaults don't suit your organization, you can easily change both the message size setting and the "newest/oldest" setting via command line overrides.

Document Management Administration

GroupWise 2014 continues to support Document Management for end users, but as we transition from ConsoleOne to the new Web Administration console, we are not carrying forward the mechanism for modifying the schema for custom properties on a document management system (DMS) document. This is an advanced feature that we believe few admins actually use. By eliminating options that are not used often, we can streamline and de-clutter the admin tool, which reduces complexity. This doesn't mean Document Management is going away in GroupWise 2014—it will still be there. It just means you can't add extra properties to the documents and manipulate those fields. If you have already used this option to define special fields in the past, those fields will continue to work—you just won't be able to change them or add more. Going forward, we do continue to recommend Novell Vibe® for document management needs, as well as Novell Filr for file sharing and file-based collaboration.

New System Admin Account

During the upgrade process, GroupWise 2014 will create a new System Administrator account for you, and you will be prompted to enter your credentials into that account. GroupWise 2014 will not recognize eDirectory credentials for rights checking. Before you can grant any rights to other users, you must first define this account correctly.

Command Line Utility

As part of GroupWise 2014, Engineering is making the system maintenance commands available through a command line utility on Windows and Linux. We are calling the command line utility "gwadminutil." Some of the system maintenance commands (*validate*, *recover*, *rebuild*, *reclaim space*, *rebuild indexes* and *replace primary with secondary*) can be run both from the web-based admin console and the command line. Other commands—notably those that require simultaneous file access to two domain databases—are only available from the new command line utility. These include *sync primary with secondary*, *convert secondary to primary*, *merge external*, *release secondary* and *reset admin credentials*.
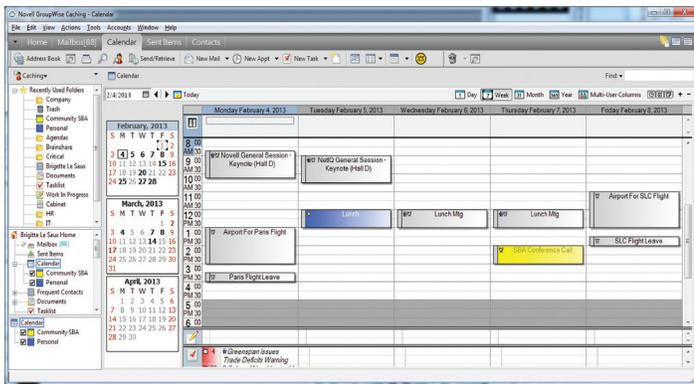

Figure 5: *GroupWise 2012 Calendar View*
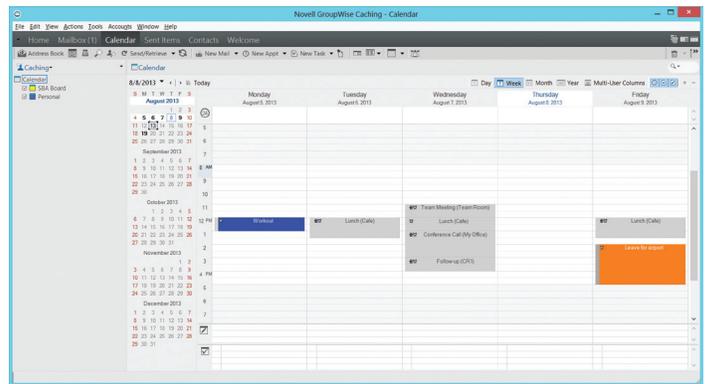
Figure 6: *GroupWise 2014 Calendar View*

In the GroupWise 2014 calendar view, we've removed excess borders and lines, implemented stacking headers, and created heightened visual significance for the items most often needed by users.

Novell GroupWise 2014 Windows Client Enhancements

New Features

- *In GroupWise 2014, users can duplicate any item (messages, appointments, tasks) in the same way that they could duplicate appointments in Novell GroupWise 2012. Using previous work as a template for future projects is as simple as selecting "Duplicate" from a right-mouse click on any piece of data in the mailbox or calendar.*
- *Users can span any panel across all columns in their Home View. This gives them the flexibility to configure their workspace in the most effective way and take full advantage of horizontal real estate in their primary work habitat.*
- *GroupWise 2014 allows users to paint appointments with accept levels (free, busy, tentative, out of the office) in their monthly calendars. Previously, they could only see this level of detail in the weekly and daily calendars.*

- *GroupWise 2014 includes a new welcome page that provides tailored information for first-time GroupWise users and GroupWise client veterans alike. This welcome page provides handy lists of features and enhancements, links to video tutorials, Home View setup instructions and usage tips and tricks.*
- *GroupWise already supports the ability to conduct searches based on your last query criteria. GroupWise 2014 enhances this capability by making searches in Novell Vibe and the default GroupWise Library sticky. It also adds new support for searching items in the trash.*

Usability Enhancements

The most fundamental design goal of the GroupWise 2014 user interface was to save users time, remove cognitive overload and make features that were once hidden more apparent and accessible. We've done this by creating a fluid interface that automatically bubbles up

Figure 7: GroupWise 2012 Compose View
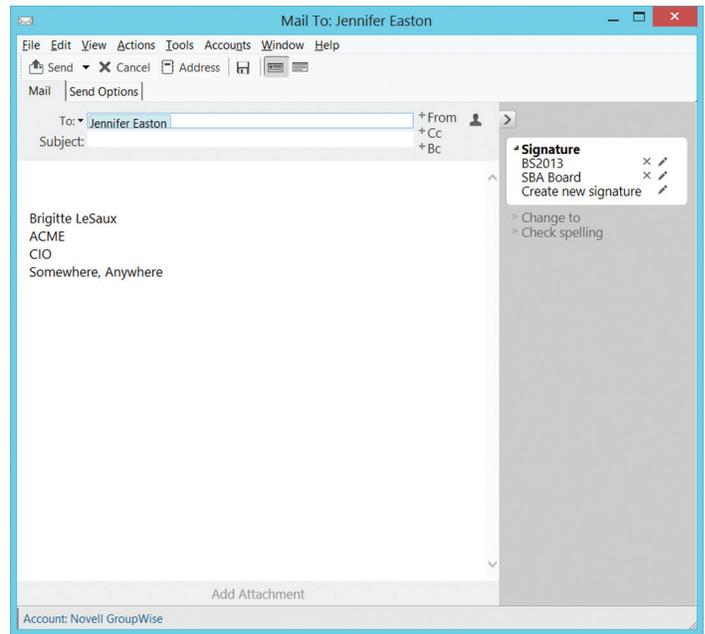
Figure 8: GroupWise 2014 Compose View

Composing a message in GroupWise 2014 is more streamlined than ever, with new attachment and name completion controls, signatures embedded in the message body, a handy options slide-out, and optional From, CC and BC fields.

the most-used features and commands—and that removes or hides extraneous functions while allowing the freedom to add them back as needed. In all cases, we've worked to de-emphasize the interface and keep the focus where it belongs: on the work and the data. Here are some examples:

- *The new "Quick To" list, which uses a relevancy algorithm to give you access to the people you contact often. Simply click on the "To" field and access your most frequent contacts without having to type anything at all. You can also use the new Name Completion Control, which offers first/last and last/first support without configuration; in addition, you can search across all address books automatically.*

- *The new Compose view has been simplified to show only the To, Subject and Message fields by default, while still allowing the From field to be added back and pinned to the interface for those who use it often. Similarly, the header space is more streamlined, with simple toggles to turn occasionally used fields like CC and BC on or off. Finally, we've redesigned the attachment space and turned it off by default to produce more message real estate when attachments aren't being used.*

- *The principle of as-needed accessibility also applies to the new Options panel, an area of the interface that is available client-wide, and that contains a variety of settings for the type of item that the user is working on. By clicking the small, grey arrow located in the right-hand corner of the item view, the options panel slides out or hides from the user.*

- *Good software should accommodate a user's natural work patterns, allowing them to make decisions, change those decisions and select options whenever the need strikes—and not at a single point defined by the product. GroupWise 2014 offers new flexibility in how and when users make decisions in the message creation process. Examples include choosing between forwarding or forwarding as an attachment, replying to sender or replying to all, changing an item type, or spell-checking as you send an item. You no longer have to commit to these decisions at a certain point and then cancel the message and start over if you change your mind.*

- *A user's signature is his or her personal brand, and GroupWise 2014 offers full control over whether signatures are on or off, which signature is used, and where the signature appears. Users no longer have to go to Tools or Options or wait to click "send" to see how their signature will be formatted. Signatures are on by default and visible during message composition—users can remove or change them with one simple click.*

- *Filing has been greatly simplified. It used to require dragging and dropping files to a folder. In GroupWise 2014, simply right-click on the file or use the toolbar on the Quick Viewer to choose the folder in which an email will be stored. We're saving users time by eliminating the need to scroll, or even view the folder list, elevating work to the forefront and relegating the user interface to the background.*

Figure 9: *GroupWise 2012 Contact Address Card View*

Figure 10: *GroupWise 2014 Contact Address Card View*

The GroupWise 2014 Contacts View incorporates many of the same design principles used in other product areas, including the removal of distracting shadows and a cleaner presentation of data via the contact list and QuickViewer.

■ *We've fine-tuned even the smallest of controls to help users spend less time navigating the interface and more time getting down to business. Users can now search for files in their Trash from Quick Find, and can scroll with the mouse wheel based on their cursor position without having to click first.*

New Look and Feel

Software design is as much about *how it feels* as *what you can do*, so we've put significant effort into modernizing the client look and feel to align with current interface designs and best practices. The effect is subtle, but important. We've updated fonts; removed harsh borders and gradients; optimized spacing, shadows and contrast; and used color to emphasize (or downplay) interface elements based on what users need to complete the task at hand. We've flattened the icons,

adopted a more monochromatic palette, and worked to integrate the color scheme of various interface elements. We've eliminated visual clutter and kept the elements that simultaneously compete for visual attention to an absolute minimum. Throughout this document are side-by-side GroupWise 2012 and GroupWise 2014 screen shots that convey this visual part of development the effort.

Novell GroupWise 2014 WebAccess Enhancements

Auto-refresh has been added to the message list, the calendar and the mobile and tablet interfaces. This will allow WebAccess users to see new messages immediately without having to manually refresh the message list. Many of the look and feel enhancements in the Windows client will also be available in the WebAccess interface.

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