

Steps for Upgrading to GroupWise 7.0 Manually using Archives

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Summary of Tutorial:

We will be creating a fresh new GW7 Server on a new server. First we will be moving the mail from the old server to the new server via GroupWise Archives thus creating a fresh new GW system *with* the old mail and frequent contacts preserved.

In our situation we had a very old and failing GroupWise 5.5 on NetWare 5 server. Part of the problem was that we were running extremely low on hard disk space, thus creating a bigger problem of upgrading. The machine also had a lot of other bugs and software issues that we did not want to chance carrying over to the new system. As well as when running GWCheck, it often pointed out DB errors, again something that we didn't want to bring along with us. This left us with little options:

- Recreate another GW 5.5 w/ NW 5 server mirror with more space to then upgrade to GW7.
- Try to free up as much space on the current server as we could, then try to squeak the basics of GW7 on there enough to be able to move it to another server
- Tell the users "too bad" and start with a fresh new system (obviously not an option).
- What I came up with in this tutorial.

Before getting involved, we knew that we wanted to change servers for a number of reasons. We also knew that we wanted to go with a Windows platform, not NetWare, which made things also a bit more involved. We ended up choosing one of our other servers that doesn't have many duties to serve as the new GW7 server. That machine being a Windows 2000 Server SP4 box.

Before doing any of this procedure, you will need (I suggest) the following things:

- A server in which you will be installing GW7 (POA, MTA, GWIA, and WebAccess are all installed on the same machine in this tutorial)
- All of the GW7 media discs
- A Windows Operating system (Win2K Server is used in this tutorial, in which there are a few glitches I found which I will point out along the way. I'm not sure if they apply to Win2K3 Server as well or not.)
- A test server to test this tutorial. I *highly* suggest this as if you mess up the test server during the install, nothing is lost!
- The [GroupWise 7 Upgrade Guide](http://www.caledonia.net/gw7upg.html) by Danita Zanrè and Eric Raff. (<http://www.caledonia.net/gw7upg.html>) Although I did not follow anything in this guide to a "T", it proved very useful in explaining the intricate modules of GroupWise and their functions to the system as a whole.
- Some caffeine, a comfy chair, and confidence!

Preemptive disclaimers before you continue:

The method used in this tutorial would prove to be far too complex and time consuming in a larger GroupWise system. But since we wanted a clean system to start with, and only having about 40 users in our GroupWise system, this proved to be a good strategy. If you are looking to upgrade 50+ users, I would suggest one of the other options mentioned above.

Now onto the good stuff...

The way I have decided to lay out this tutorial will state the name of the step, and then perhaps "sub-steps." In the end we will have a new, clean GW7 system on a new server, with the mail from previous accounts carried over as well as frequent contacts. ***Please keep in mind that this method is basically what I went through. It is very possible that I, as well, left steps out. I also do not take any responsibility of any carnage that may occur, the entire process is very tedious in itself.***

1. Install ConsoleOne onto new server (This can be found on the Admin CD)
2. Install Novell Client for Windows onto new server (This can be found on the eDirectory for Novell/Win CD)
 - After the computer reboots following installation, check the box to log into the local machine, as you do not want to log into a tree at this time.
3. Install eDirectory onto new server.
 - You will need the eDirectory serial number file to do this.
 - When asked about extending an existing tree, etc. select that you would like to create a new tree.
 - Give your new tree a name, we will go with GW7SVR for example
 - Under that Tree you will want to add an Organization called GW7SVR.
 - Continue through the rest of the installation accepting the defaults.
4. Install GroupWise 7 onto new server.
 - You are going to be installing GroupWise as a "new system."
 - To initiate installation, place the GroupWise 7 Admin CD into the CD-ROM and simply click "Create or Update a GroupWise System" on the auto-run application.
 - Through the installation you will need to create a new POA and MTA and provide names for each of them.
 - At the end of the installation the MTA and POA will start.
 - From this point, you basically have a working GroupWise 7 system. Although mail will not be going out, nor coming in from the outside.
5. Windows 2000 DNS fix (If this is not a Windows 2000 Server this might not apply)
 - Windows 2000 apparently stores it's DNS information in a different place than GroupWise expects it to be. Thus, when going through to set up the GWIA, you are told that the network configuration is incorrect, even though you are able to NSLOOKUP any domain of your choice through the CMD prompt. This is because GroupWise cannot retrieve your DNS information, but Windows can.
 - If you look up TID**10053688** you will find the solution to the problem by recreating your DNS information in the place that GroupWise is looking for it!
(<http://support.novell.com/cgi-bin/search/searchtid.cgi?/10053688>)
6. Install GWIA onto new server.
 - This step is pretty much straight forward. If you go to your Software Distribution directory (SDD), which should be YourDrive:\software\internet\gwia, unless you specified otherwise. It can also be found on the GW7 Admin CD.
 - If you experience an error of "An attempt to verify the Internet host name failed." towards the end of the GWIA setup, just ignore this and go on, and you should be just fine. If you search the novell.support.groupwise.7x.install-setup-admin newsgroup for the keywords of GWIA and DNS, you will find my original question which was answered by many of the people on the group. (Which is an excellent resource of great people!)

7. Configure Internet Addressing.
 - This will allow you to type username@domain.com and not be crossed out in the GroupWise client.
 - To configure, open ConsoleOne, go to your GroupWise system, click on Tools at the top, and then go to Internet Addressing and choose your GWIA that you setup.
8. Designate a Postmaster.
 - Locate the GWIA you installed in ConsoleOne. Go to Properties, click Gateway Administrators, add a person to the list, select them, and then check the box below for Postmaster.
9. Install WebAccess onto new server.
 - Basically if you follow the Novell guide for "Installing GroupWise WebAccess" you will be good to go. But there are a few tweaks that I did as well.
 - By default, WebAccess runs as a silent service and does not interact with the desktop (you cannot see anything that's going on). I went into the Services and disabled it from starting up on its own. If you create a shortcut to your drive:\webacc\strtweb.bat on your desktop, you can start WebAccess manually. By doing this, you will be presented with 2 windows, one being the main WebAccess window, the other being the document viewer agent. You will now be able to see who logs in and out of WebAccess. If this is of no value to you, then you can simply skip this step and you should have an up and running WebAccess!
 - You should be able to access the WebAccess via <http://ipaddressofserver/gw> or <http://ipaddressofserver/gw/webacc> which will skip the language prompt.

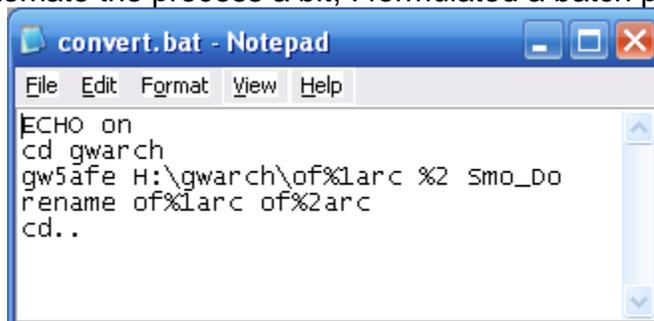
TAKE A BREAK AND RELAX....

Thus far you now have a fully operational GroupWise. If you were to create a user in ConsoleOne and install the GW7 Client on a computer, you should be able to log in, as well as send mail! You won't be able to receive mail until you modify your router or DNS pointers to the new server. In our situation, all I needed to change was where the router sent traffic to. Thus, I didn't have to endure the 24+ hours for the DNS change to take place. The next part is what took some time for me. We have a small GroupWise system, totaling about 40 users. Some users have e-mails back 5+ years. Mind you that this entire upgrade process took about 8 hours on a Saturday and about 10 hours on a Sunday.

Before removing your old GW system and dropping it off the second story of your building, you are going to need to get all of your users mail off of the system. The method that we used was to archive all of the users mail out, then restore their mail to the new system from the archive. Sounds easy, but sadly there are a few steps involved to get there.

1. Open an existing user's mailbox using the older version of GroupWise.
2. Ensure that they have an Archive Path set.
 - a. If you go to Tools, Options, Environment, you can specify a path to where the archive is to be created. I chose to put their archives on a networked drive. That way it was easily accessible for the rest of the process, as well as to promote the use of archiving mail, and not have to worry about people losing their archive, if their computer crashed.
3. Archive the users' mail.
 - a. Once you have verified that there is a path to the archive to be sent to, go ahead and select all of their mail, right click on it, and select Archive. This may take some time depending on a lot of different factors (server speed, LAN connection, volume of mail being archived, number of attachments and sizes, etc.)

4. Export the users' frequent contacts.
 - a. Open the Address Book.
 - b. Go to their favorite contacts.
 - c. Select all.
 - d. Go to File, Export, Export Selection, choose a location to save their frequent contacts, which will be later referred to in order to restore them.
5. Step by step (Your Choice!)
 - a. At this point, I started doing one by one. As soon as someone's mail was done archiving, I would convert their FID and begin to import their mail into the new system along with their frequent contacts. It is up to you if you would prefer the "batch" method and archive everyone, and then convert everyone's FID, then restore everyone. It is your choice, but take the following actions according to your plan.
6. Change the users' archive FID from old to new.
 - a. Each archive has its own FID. The FID is assigned when the archive is created. If you browse to where you told the clients to archive to, you will find many folders named ofxxxarc. The "xxx" part being the FID of the archive. In order for you to be able to open the archive in the new system, you will have to change the FID internally of the DB as well as the folder name.
 - b. Before going any further you are going to need a program called Archive FID Editor. This can be found by looking up TID2944905 (<http://support.novell.com/cgi-bin/search/searchtid.cgi?/2944905.htm>) This TID will inform you of how the FID editor works, as well as where to download the file.
 - c. You are going to need to create all of your existing users of your old system into the new GW7 via ConsoleOne. After you have finished this, when you locate each user, double click on the user and go to the GroupWise tab, you will see their 3 digit alphanumeric FID listed. You will need to take down all of your users' new FIDs in order to match their old to new. This same thing can be done in your old GroupWise system, that way you can match apples to apples. This was done via NWAdmin on our GW 5.5 NW 5 system. Once you have a list of old FIDs and new FIDs you can continue. **This step is essential to a successful transfer of data.**
 - d. The FID editor must be run on a computer with the Novell Client installed. This is not a problem if all of your clients have the Novell Client. At our company we do not. Thus the transformation had to be done on a separate computer.
 - e. To automate the process a bit, I formulated a batch program called convert.bat



```

convert.bat - Notepad
File Edit Format View Help
ECHO on
cd gwarch
gw5afe H:\gwarch\of%1arc %2 Smo_Do
rename of%1arc of%2arc
cd. .
  
```

- i.
- ii. The FID Editor program is stored in gwarch. I set all of the clients' archive locations to H:\gwarch. If you browse to gwarch on H:\ you will find a bunch of folders inside that are each of the individuals archives (In the ofxxxarc format that I mentioned earlier.) The first step the batch file takes is to convert the internal DB FID of the archive from the old to the new. You will be prompted to make sure the FID's are correct before continuing, so that if there is an error and you entered them wrong, you can cancel it out. **Note:** If you cancel during the beginning by entering in the wrong FID, it will still change the folder name! Next, it renames the archive folder from the old FID to the new one. It then returns back to the prompt.

The command to accomplish this is:

```
H:\convert.bat old new
```

With "old" being the old FID and "new" being the new FID to be converted to.

- f. After the FID conversion is finished, you are ready to continue setting up the new GW7 Client on each of your client computers.
7. Setting up the new GW7 Client on computers
 - a. Install the GW7 Client either from the Client CD or the client directory in the SDD.
 - b. If you wish not to utilize the document management function of GW7, be sure to uncheck that during installation, as well as the Tip-of-the-Day.
 - c. You should now be able to log into the new system using the new client at which point go to Tools, Options, Environment, File Locations and set the Archive directory to where you told the previous old clients to save their archive to. In my example, it would be H:\gwarch. Accept the changes and go back to the main GroupWise screen.
 - d. If you click on File, you should then be able to click on Open Archive. You should now be presented with a list of old mail in which you archived earlier! At this point, it is a matter of selecting the mail in which you would like to "revive" from the archive to the "live" system, right click, select "Move to Archive" and it will move it back into the system. Again this may be a time taking process due to various factors.
 - i. If you run into problems here, and you go to switch to the archive and no mail is seen, be sure to check your steps. There were a number of times that I typed in the wrong new FID. Confusing "1" and "l" happened a few times... But don't worry, everything is still there.
 - e. You will now want to restore the users' frequent contacts as well. This is done by opening up the Address Book, going to Frequent Contact, go to File, Import, and then locate the frequent contacts for the person being referred to.
 8. Almost done!
 - a. At this point you have all the old information into the new GroupWise 7 system.
 - b. Now is somewhat the moment of truth. You will need to change your router/DNS and point it to the new GW7 server. And then you should be able to send mail out and receive mail in. You will also want to change your pointers for the WebAccess to be able to gain access from outside the building (if that is your prerogative).
 9. DONE!!!!

If all has gone to plan, you now have a working GroupWise 7 mail system. I applaud you for taking the plunge into the world of GroupWise as I and my company have. Know that with all the effort comes a much higher security than Exchange, and when it's all said and done it is well worth your hard work!! Enjoy!