

GWARC Add-On User Manual **for the Tangent Datacove Server Appliance**

Manual Version 1.1

May 2007
© Copyright 2007 Tangent Inc.
Datacove is a trademark of Tangent Inc.
www.tangent.com
© Copyright 2007 Chris Bracy

Table of Contents

Table of Contents	3
Table of Figures	4
Requirements	5
Introduction.....	5
Who Should Read This Guide?.....	5
How to Read This Manual	5
Planning for Installation.....	5
Installation	7
Turn on Message Retention Service	8
First Run	9
Subsequent Runs	9
Troubleshooting	9

Table of Figures

Figure 1 - GwARC Data Flow	6
----------------------------------	---

Requirements

- Windows workstation (Windows 2000, XP) with NetWare Client
- GroupWise Client

Introduction

This manual assumes a working knowledge of the setup and configuration of GroupWise. Instructions on how to install and configure GroupWise is beyond the scope of this document. Please refer to your GroupWise user's manual for further information.

GWARC is a GroupWise add-on product that uses Novell's **Trusted Application Interface** to collect email from mailboxes in a GroupWise Post Office and send them to an archive. GWARC will either send those messages found in the mailbox folders via SMTP to another administrator defined archive mailbox for the Datacove to retrieve using the IMAP, or GWARC will send them directly to the Datacove via the SMTP (RFC 2821) protocols. GWARC searches the Post Office for messages that have not been flagged as archived, sends a copy of the non-archived messages on, and then flags the messages as archived so they may be deleted from the mailbox.

Who Should Read This Guide?

The intended reader of this GWARC manual is the person(s) who will be responsible for setting up and configuring the Datacove appliance. We recommend that network administrators use this guide as a reference to configure their Novell mail servers to work with the Datacove. This guide is not meant to give specific directions, as the setup will largely depend on the individual mail server setup.

How to Read This Manual

Please thoroughly read this manual before attempting to use the GWARC utility. A solid knowledge of both the utility and your Novell server is required before the installation of the GWARC utility. Look for the following symbols throughout the manual, as they identify important information points or areas where there is additional, more detailed information.



Planning for Installation

You will need to run GWARC for each Post Office you have in GroupWise. For example, if you have multiple GroupWise servers, a copy of GWARC is needed for each server. If you have two or more Post Offices configured on the same server, a configuration file (herein called an "ini" file) for each Post Office is required, however you may use the same GWARC executable file.

The placement of the executable is the biggest criterion in planning your installation. We recommend that the executable be run on the same server which GroupWise is installed on. Bandwidth of GwARC to the post office can be twice as much as the bandwidth between GwARC and the archive host. If bandwidth is a concern, place GwARC as close to the post office as possible. If the post office is running on a NetWare or Windows server, the executable should go on that server.

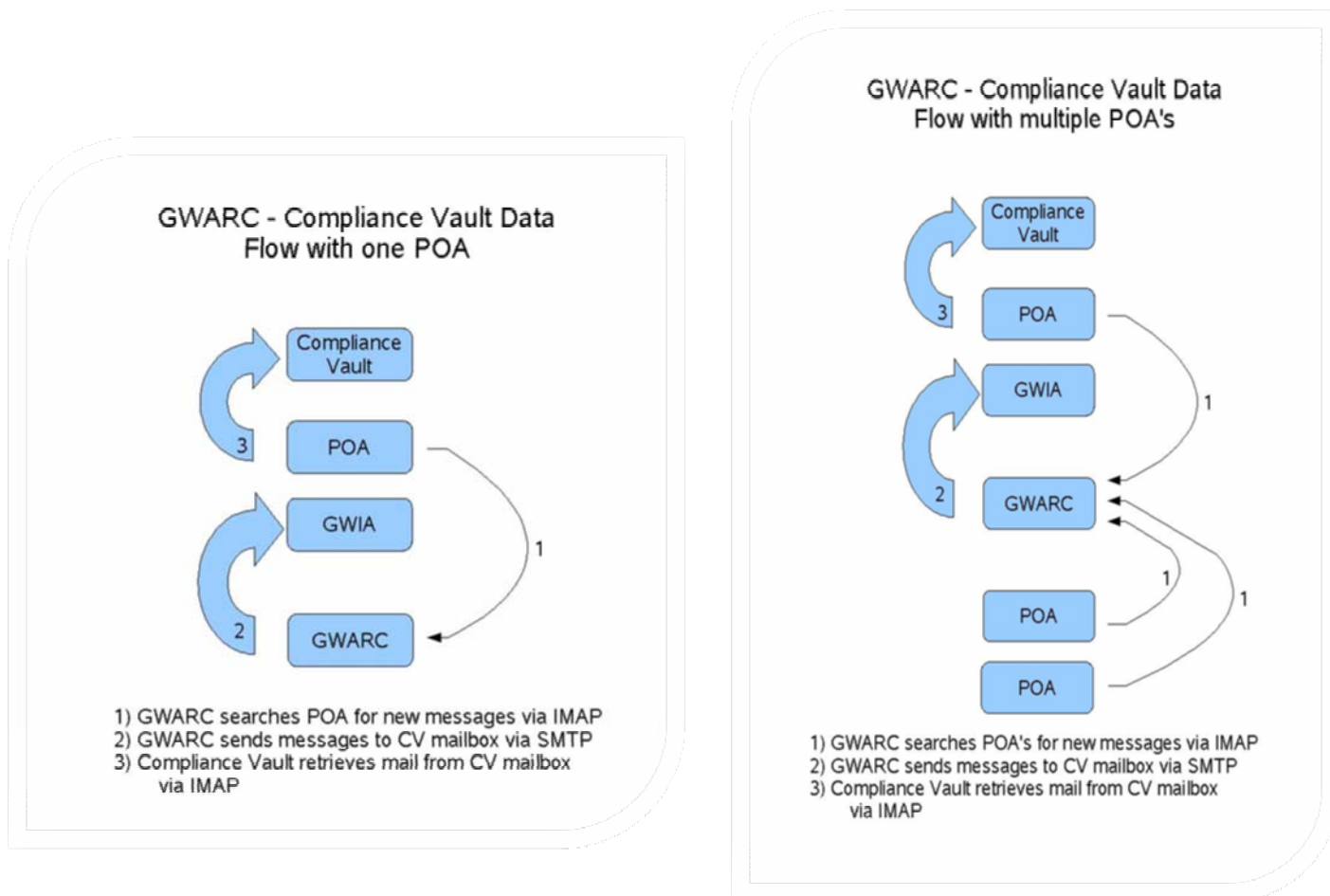


Figure 1 - GwARC Data Flow

The Datacove can either pull messages from the GroupWise archive mailbox (using IMAP) or it can receive messages directly via SMTP. Regardless of the method you use to place the messages on the Datacove, GwARC uses SMTP to send all messages it identifies as needing to be archived. The only difference is the destination (another mailbox on the Post Office for the IMAP method, or the Datacove directly for SMTP delivery). Which method you use is entirely up to you; there is no additional overhead with the exception of storage space on your GroupWise server.

GWARC can run either as a Windows executable, or a Netware Loadable Module (NLM), depending on your version of GroupWise.

You will need to know the following information in order to complete the installation of GWARC:

1. Where GWARC will run for each post offices (if running more than one):
 - Will this be an .exe or .nlm (Netware Loadable Module)?
 - What is the IP address for the post office?
 - What is the IMAP port for the post office (default 143)?
2. Where will GWARC send its output:
 - What is the IP address of the GWIA (GroupWise Internet Agent)?
 - What is the method of archiving email: Push or Pull (SMTP or IMAP)?
 - What is the username of the mailbox created for the Datacove to poll (if archiving to another mailbox on the Post Office)?
 - What is the SMTP port used (default 25)?



NOTE: If GWIA (GroupWise Internet Agent) and a Post Office are on the same server (or same IP Address), the IMAP ports will conflict. In a default configuration, GWIA will take port 143 and GWARC will not work. You have two options: Either disable IMAP support for GWIA (in the case you do not use it for client access to mailboxes from the Internet) or select a different port for the Post Office IMAP to use (i.e. port 8143.)

Installation

Prerequisites:

- GroupWise client version 6.0 SP3 or newer, 6.5 any SP, or 7.0 any SP.
 - At least 1 MB of free disk space (a floppy can be used if you have no free disk space).
 - Well-connected to GroupWise system.
 - GroupWise version 6.0 SP3 or newer, 6.5 any SP, or 7.0 any SP.
 - At least one Post Office
 - At least one Domain
 - At least one GWIA
1. Create a directory and copy the installation files from the Datacove CD. Nothing will be installed on this workstation and this directory may be deleted when the installation is completed.
 2. Run Install.exe. A dialog box will appear asking for the location of your primary domain database: (wpdomain.db). Navigate to the directory containing your primary domain database and click OK.
 3. This creates the 256-bit key needed for GWARC to access the post offices. It writes this key in Base64 format in the GWARC.ini configuration file.

4. For IMAP “pull” method only (ignore if you use the “SMTP push” method):

- a. Create a GroupWise user to act as the holding area for the Datacove to pick up its’ messages. We recommend a name of CV, but you may use any name that you like. Set a GroupWise password.

5. Edit the gwarc.ini and fill in the SMTP section with the appropriate values.

```
[SMTP]
IPAddress=1.2.3.4
IPPort=25
UserName=CV
```

- a. The “IPAddress” is either the IP address of the Datacove (SMTP “push method”), or the IP address of the GroupWise GWIA.
- b. The “UserName” should match the username of the GroupWise User account created previously.

6. Make a copy of GWARC.ini for each Post Office (if applicable).

- a. For each GWARC.ini, edit the GWPOA section:

```
[GWPOA]
IPAddress=1.2.3.6
IPPort=8143
```

7. Copy the executable and the ini files to the appropriate directory.

- a. For Netware, the GWARC.NLM firl is required. We recommend placing the files in SYS:SYSTEM.
- b. For Windows, we recommend \Program Files\GWARC.



NOTE: Please note that it is not necessary to put the files in these locations because they do not “register” with the system. If there is only one .ini file in a directory (single Post Office instance), we recommend that it is named GWARC.INI as the program will default to using that configuration file name. If you prefer to use a different name, you will have to specify the name of the .ini file on the command line as a command-line switch.

Turn on Message Retention Service

You will need to lock the GroupWise system so that users can not empty their trash until messages are archived. To do this, use ConsoleOne with the GroupWise snap-in. Highlight each domain, choose “Tools”, “Client Options”, “Environment”. Select the retention tab and check the box “Enable Message Retention Service”. Repeat for each domain.

If using the IMAP option, you'll need to uncheck, or clear the retention option for that single mailbox where you are archiving mail to. To do so, select the mailbox where you will send all of the archived email and choose "Tools", "Client Options", "Environment". Select the retention tab and uncheck the box "Enable Message Retention Service".

If using the IMAP function, you will need to configure Datasave per the appliance setup instructions. Use the username and password for your holding account and port and IP address of the post office of your archive mailbox.

If using the SMTP function of the Datasave, you will need to activate the SMTP server option in the Email Server Setup of the Datasave.

First Run

The first time you run GWARC, every email in your system will be backed up. On successive runs, only new emails will be backed up. We highly recommend that you manually run GWARC for your first run. To do this, go to a console prompt (NetWare or Windows) and type "GWARC <.ini file>, (including the .ini file is optional if you used the default file name GWARC.INI). If the .ini file is not in the same directory as the executable, you will need its full path. If GWARC is not in a search path, you will also need to specify its path.

Subsequent Runs

For subsequent runs, use a scheduler program to periodically run the program on a schedule. On NetWare, this is CRON. On Windows, you can use the AT command scheduler. Please refer to the product documentation on how to set up either scheduler programs.

Troubleshooting

Under normal operating conditions, GWARC will display the name of each user as it start processing the user. If it finds a message to be archived, it will print '+'.

When GWARC finishes sending the message, it will print an '-'. After it sets the flag which indicates the message was sent, it will print another '-'. For each message in a search set that has already been backed up, it will print a '.'. Typically, you will see something like '+---+---+---.....+---+---+---+---+---.....'

You may get additional output by adding to the inifile:

```
[DEBUG]
Level=x
```

Where x is the sum of:

- 1 - Display the stream being sent to a socket. Date will be enclosed in '<< >>'.
- 2 - Display the stream being received from a socket. Date will be enclosed in '{{}}'.
- 4 - Miscellaneous information including start date and time, retention date and time, and more.

128 – Wait for a keypress to exit so that the output can be viewed. **Do not use this option when running GWARC on a timer.**

The '-', '+', and '.' will only be displayed if options 1 and 2 are off. Generally, option 4, is the best way to begin debugging a problem.