Novell Teaming 1.0 Support Pack 3

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1 Product Overview

Novell® Teaming is an enterprise collaboration tool that integrates with GroupWise®. Novell Teaming can increase individual productivity, team effectiveness, and organizational success by providing the right set of tools. Key teaming features include:

- Team workspaces, calendars, task lists, and milestone tracking
- Easy document management and document sharing
- Discussion threads, wikis, blogs, and RSS feeds
- Workflow automation with customized forms
- Global searches

2 Teaming Installation Instructions

System requirements and installation instructions are available in the *Teaming 1.0 Installation and Configuration Guide* on the Novell Teaming 1.0 Documentation Web site (http://www.novell.com/documentation/team_plus_conf).

On the Teaming Installer Welcome Screen:

1 If you are updating an existing Teaming installation with Support Pack 3, select the *Upgrade* option.

   This option preserves your existing databases and other configuration information of your existing system.

   or

   If you are installing Novell Teaming Support Pack 3 as your initial Teaming installation, select the *New installation* option.

   This option creates new databases and walks you through the configuration of Novell Teaming.

2 Click *Next* to continue the installation or upgrade.

2.1 Selecting a Server for Novell Teaming

Novell Teaming is designed to be installed on a different server from the Conferencing component of the Teaming + Conferencing product. However, it is possible, though somewhat more difficult, to install both components on the same server. Production deployment typically uses two or more separate servers.

2.2 Multiple License Key Files

If you purchased a number of Novell Teaming licenses in such a way that you received multiple license key files, or if you purchased licenses to enable additional Teaming features, you must consolidate the license information.

1 Use any one of the license key files when you install Novell Teaming.

2 After Novell Teaming is installed and running, copy all your license key files to the following directory:

```
../icecore/liferay-portal-tomcat-5.5-jdk5-4.3.0/webapps/
ssf/WEB-INF/license
```

3 Log in to Novell Teaming as the Teaming Site Manager.

4 In the Teaming Administration portlet, click *Manage License*.

Your current license information is displayed.

5 Scroll to the bottom of the license information, then click *Reload License File*.

The Teaming server reads all the license key files in the `license` subdirectory and displays your total license information.

6 Restart the server to put the new licenses into effect.

2.3 Reindexing the Search Index

If you are updating an existing Teaming system to Support Pack 3, you must completely reindex the search index in order to resolve existing index problems that are now fixed.

After installing Support Pack 3:

1 In the Teaming Administration portlet, click *Manage the Search Index*.

2 Select the top workspace, then click *OK*.

Depending on the size of your Novell Teaming site, the reindexing process might be lengthy. If you have a large site, you might want to perform this process when the site is not busy. The reindexing process might prevent users from accessing workspaces and folders on the site.

2.4 Upgrading Backup Directory

On an upgrade, the installer now creates a backup directory called `icecore-backup` in the install directory that contains copies of a large number of configuration files. With additional upgrades, previous icecore-backup folders are renamed with date and time appended: `icecore-backup-20080516-1218`

The `icecore-backup` directory with no date appended is always the most recent backup. The reason for creating the `icecore-backup` directory is to preserve any manual changes customers may have made to configuration files (such as Tomcat, or Liferay files).

The upgrade process has to copy in new versions of many files, and there is no reliable way to automatically merge the Teaming software changes with any changes the customer has made. If the customer has made changes, they can copy their from the backup files in the `icecore-backup` directory into the new files that Teaming installs as part of the upgrade.

3 Teaming Known Issues for Support Pack 3

To review the known issues for Support Pack 1 or Support Pack 2, see the Teaming 1.0 Support Pack 1 or Support Pack 2 Readme (http://www.novell.com/documentation/team_plus_conf/).

3.1 WebDAV / Edit-in-Place Issues with Microsoft Windows Vista

Microsoft* Windows Vista* has numerous problems with WebDAV access that affect all WebDAV interactions. There is also a Vista-specific issue with applets that can prevent the Edit-in-Place feature from working properly. Be sure you are running the latest version of Vista.

Vista users who are using Internet Explorer might see a Java* warning when they try to use Edit in Place. Firefox users do not see this error.

To configure Internet Explorer to support Edit-in-Place:

1 Click *Tools > Internet Options*.

2 Click the *Security* tab, select *Trusted Sites*, then click *Sites*.

3 In the *Add this website to the zone* field, specify the URL of your Teaming server, then click *Add*.

4 Select or deselect *Require server verification (https:) for all sites in this zone* as appropriate for your Teaming server.

5 Click *Close*, then click *OK* to save the security settings.

To get Edit-in-Place to work in Novell Teaming with Office 2003, Office 2007, and Vista, complete Step 1 through Step 3 in any order:

1 If you are using Internet Explorer, set your Internet security options as described above.

  Firefox users do not need to change their Internet security settings.

2 Install the latest Microsoft Web Folder update.

  This is available from the Microsoft Knowledgebase article 907306 (http://support.microsoft.com/kb/907306).

3 Add new keys to the registry for each MS Office application:

   3a In Windows Explorer, navigate to `Program Files/Microsoft Office/ Office12.`

   3b Scroll down to each MS Office `.exe` in turn:
```
excel.exe
powerpnt.exe
winword.exe
...
```

   3c Right-click each executable, then click *Properties*.

   3d Click the *Compatibility* tab.

   3e Select *Run this program in compatibility mode for*, then select *Windows XP (Service Pack 2)* from the pull-down list.

   3f Reboot the computer.

You should now be able to use Edit-in-Place for MS Office files.

NOTE: Although these steps enable Edit-in-Place for Novell Teaming, they do not fix Vista's inability to attach via WebDAV in Novell Teaming.

For additional information on applets, view the following Sun* bulletins:

- Bug 6440902 (http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6440902)
- Bug 6432317 (http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6432317)

3.2 Updated JRE Required on SLED for Drag-and-Drop Functionality

At release time, the current version of SUSE® Linux Enterprise Desktop (SLED) ships with an older 1.4.*x* version of the Java Runtime Environment. That version has a bug that prevents drag-and-drop from operating properly with the Novell Teaming file upload applet. However, copy-and-paste still works. Updating the JRE* to 1.5.*x* on the SLED client system removes this restriction.

3.3 Authentication by E-Mail Address Not Supported by Default

The Liferay* portal allows authentication by IDs other than screen name (for example, e-mail address). Enabling this feature requires a number of prerequisites and has some side effects that might not be desirable:

- All e-mail addresses must be unique.
- Liferay's LDAP search filter must be changed from `cn=@screen_name@` to `mail=@email_address@`
- Unique screen names must still be defined for each user.
- WebDAV and Web Services only support authentication by username (screen name), not the e-mail address.

Alternatively, you can use the e-mail address as the screen name (so that the screen name and the e-mail address fields are identical). However, this is a decision that cannot be changed; it must be part of the initial population of the database from LDAP.

3.4 Folder Summary Update Failure When Tasks Are Modified "In Place"

If you modify a task "in place," the summary page underneath does not update to reflect the change. You must refresh the page. A similar behavior can be seen in calendars.

3.5 Extra Directory in the FileRepository Tree

A directory tree named `jackrabbit` is created in the `FileRepository` root directory. This is the result of initialization of software components that are not yet supported in the current release.

3.6 Novell Teaming Error Log on Internet Explorer

If you try to download the Novell Teaming system error log by using the Teaming Administration portlet *Reports* menu with Internet Explorer*, you must have *security* set to *Medium* or less for the download to work. Firefox* works in all cases.

3.7 Liferay Session Timeout Box Obscured

If your Teaming session times out while you are viewing a folder with a table view, the Liferay pop-up box is obscured. This will be fixed in a future update.

3.8 Benign Warnings in the Liferay Log File

Five warnings appear in the Liferay startup log file (`catalina.out`). These are benign and can safely be ignored:

- `service.impl.PortletLocalServiceImpl - "Portal with name EXT_1..."`
- `deploy.hot.PluginPackageHotDeployListener`
- `org.hibernate.imple.SessionFactoryObjectFactory - "Initial context...`
- `No appenders for log4j`
- `net.sf.ehcache.config.Configurator - "No configuration found..."`

3.9 Benign Error at Shutdown

When you shut down the product, the log file contains a message about a NullPointerException. This error is benign.

3.10 Logout/Login Required for Password Change

If you change your password through the portal or by other means, you might need to log out and log in again in order for WebDAV access to work properly.

3.11 Chinese Characters in Activity Logs

When a `report.csv` file for an activity report is opened in Excel, Chinese characters do not display correctly, even though the `report.csv` file has been created correctly by default because Excel always reads the file using the ISO Latin character set.

As a workaround:

1 Import the `report.csv` file into Excel using *Data > Import External Data > Import Data*.

2 Select the `report.csv` file, then click *Open*.

3 Select *Delimited*, select *UTF-8*, then click *Next*.

4 Select *Comma* as the delimiter, click *Next*, then click *Finish*.

Excel should now display the Chinese characters correctly.

4 Teaming Bug Fixes in Support Pack 3

To review the bug fixes in Support Pack 1 or Support Pack 2, see the Teaming 1.0 Support Pack 1 or Support Pack 2 Readme (http://www.novell.com/documentation/team_plus_conf/).

4.1 Performance Improvements

- Minimized database flushes during index operation.
- Sped up ACL changes in the search index.

4.2 User Interface Fixes

- Use brackets in folder tree if there are more than 25 sub-folders in a folder or workspace.
- Fixed display problems when showing a deleted user account.
- Show the team member list properly sorted.
- Fix tree buckets when a folder name includes the "&" symbol.
- Allow users to right-click and save attached JPG, TXT and PDF files.
- Changed the name of the Conferencing product from "Zon" to "Conferencing."
- Added a way to specify that date elements in entry definitions should not be initialized to today's date.
- If you delete an attached file from a file entry, the title is left unchanged.

- Fixed "bleed through" problem of select box elements on IE6.
- iFRAMEs works better in IE6 (eliminated error message if the site is running through https).
- Provide better error message if a document cannot be shown in HTML.
- Display file names correctly when the file name has UTF-8 characters.
- Allow text elements to be columns in the discussion table view.

4.3 Search Fixes

- Fixed searching within a folder and all of its sub-folders to include the starting folder.

IMPORTANT: To take advantage of these fixes, make sure you follow the instructions in Section 2.3, "Reindexing the Search Index," on page 2 after you install Support Pack 3.

4.4 Administration Fixes

- Logout/Login no longer required for Language Change.
- Added configuration option for using different hostname for all generated webdav URLs. This allows iChain to work with WebDAV better.
- When a user changes language or time zone settings from the Liferay My account form, propagate those changes to Teaming immediately. This eliminates the need for the user to log out and log in to see the changes.
- Added Hungarian as a supported language.
- When creating new user accounts via LDAP Synchronization, use the system's Locale as the default Locale for the new accounts.
- Fixed the tree widget to work in Italian.

4.5 Documentation Fixes

- New Installer process added to installation guide.
- Post installation configuration information moved to the administration guide.

4.6 E-Mail Fixes

- Better handling of attached files when mailing entries into a folder.
- No longer send mail notifications if there is nothing new.
- Do not send empty alternate content in e-mail notification messages.

4.7 New Web Service APIs

- Get all principals.
- Start a workflow on an entry (including specifying the desired starting state).
- Web services for setDefinitions, setTeamMembers, getDefinitionListAsXML and add name to principals.
- Add a comment to an entry.

- Web service to perform a synchronize operation on a mirrored folder.
- Other Web Service calls to support the migration from SiteScape Forum to Teaming.

4.8 Other Fixes

- Properly start the workflow timer if a workflow specifies a timer in the first state of the workflow process.
- Correctly copy binder attributes when building templates.
- No longer crashes in hibernate mode if a user double clicks on an entry that has never been viewed.
- Allow HTML elements in the definition builder to be nested.
- Allow height to be set for an IFRAME accessory.
- Fix Move operation to work when the "saved location" is changed.
- Fixed applets (file upload, edit in place, and workflow) to work when iChain is being.
- Conferencing names now work in Teaming even though there are spaces in the name or there are uppercase characters in the name.
- Added SXI as an extension that can be viewed as html.

5 Teaming Documentation

The following sources provide information about Novell Teaming 1.0:

- Installation: The following files are available after you extract the software from the `.exe` file and before you install the software:
  - `readmeen.html`
  - `TeamingInstallationGuide.pdf` (the *Novell Teaming 1.0 Installation and Configuration Guide*)
- Product documentation included in Novell Teaming:
  - To access the Teaming Help system, log in to Novell Teaming, then click the *Help* link.
  - To access the Teaming guides from within Novell Teaming, click the *Getting Started* link on the Teaming Home page.
- Online product documentation: Novell Teaming 1.0 Documentation Web site (http://www.novell.com/documentation/team_plus_conf)

6 Documentation Conventions

In this documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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