Installation Guide

NSS-RMS-GW

RMS Groupwise Mailbox Plug-in

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RMS GroupWise Appointment Interface

Overview

The RMS *Novell GroupWise Appointment Interface* for appointment allows synchronization with Novell GroupWise calendars. The Novell GroupWise Appointment Interface provides access to GroupWise mailboxes.

If you are using the Scheduling/Appointment Management features of the RMS application and you are using the RMS application with Novell GroupWise, some additional configuration is needed. Each room in the RMS application that requires access to a GroupWise calendar needs to have access to that calendar through a GroupWise mailbox.

The Novell GroupWise Appointment Interface needs to logon to GroupWise using a single primary login account. After a successful logon, the Novell GroupWise Appointment Interface can fully access the mailbox's calendar and appointments.

The Novell GroupWise Appointment Interface can access other mailbox calendars using a proxy logon. Each GroupWise mailbox you wish to access must grant the primary logon account proxy access to their respective calendars.

For more information on how to grant proxy access to GroupWise mailboxes, see the *Configuring GroupWise Mailbox Proxy Access* section on page 7.

RMS GroupWise Appointment Interface - Technical Specifications / Requirements	
GroupWise Software Requirements	• Novell GroupWise® v6.0, v7.0, v8.0
RMS GroupWise Plug-in Software Requirements:	• The *Novell GroupWise Object API* must be installed. ***Note****: Installing Novell GroupWise® Client automatically installs Novell GroupWise Object API.*

Installation Checklist

Novell GroupWise Appointment Interface Install Checklist
• Create a primary GroupWise mailbox/account for the **RMS Scheduling Manager** service. This primary mailbox/account is used to actually logon to the GroupWise server.
• Create a GroupWise mailbox for each schedulable RMS application room. Grant proxy access to each of these room mailboxes to the primary mailbox/account. For information on how to configure proxy access, see the *Configuring GroupWise Mailbox Proxy Access* section on page 7).
• Install and configure the GroupWise 6.x Client using the primary mailbox/account on the RMS application server.
• In the Configuration Wizard, select *External Appointment Management/Schedule System* on the Scheduling page in the Welcome section.
• In the Configuration Wizard, configure the Scheduling Manager Service to run as the system account or an administrative account.
• In the Configuration Wizard, you must register and configure the *Novell GroupWise Appointment Interface* scheduling plug-in.
For Each Room in the RMS application:
• Set *Room Is Schedulable* to **Yes** when adding new rooms.
• When adding a new room, click the **Configure** button on the *Configure Novell GroupWise Appointment Interface* item and enter the appropriate GroupWise proxy mailbox.
• Use the **Test** button to ensure that the RMS application can access the GroupWise mailbox.

RMS GroupWise Plug-in Configuration

Overview

To use the *Novell GroupWise Appointment Interface* scheduling plug-in, it must first be registered. Only a single scheduling plug-in may be registered at one time.

The RMS application must be configured for External Scheduling Systems for the scheduling plug-in configuration dialog to be displayed.

The plug-in configuration is performed in the Configuration Wizard under the *System Settings*, *Scheduling* node of the navigation tree (FIG. 1).
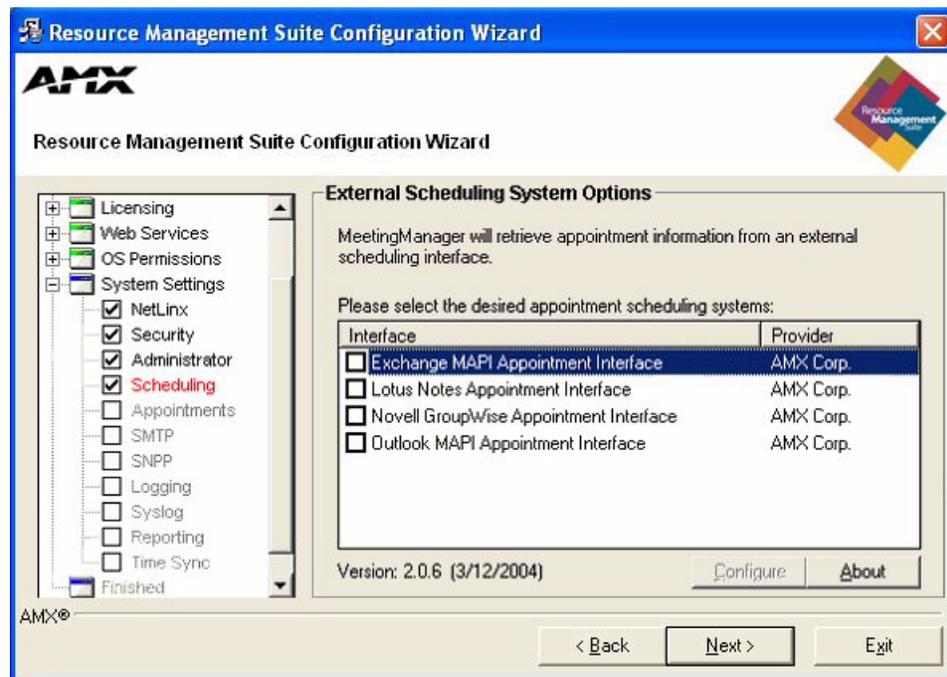
FIG. 1 RMS Configuration Wizard - External Scheduling System Options

Registering the Novell GroupWise Appointment Interface

You must configure the Novell GroupWise Client program on the RMS application server prior to configuring the Novell GroupWise Appointment Interface scheduling plug-in.

To register the *Novell GroupWise Appointment Interface:*

1. Place a checkmark in the box to the left of the entry in the scheduling plug-in list. This opens the *Plug-In Global Options* dialog - *GroupWise Mailbox* tab (FIG. 2).
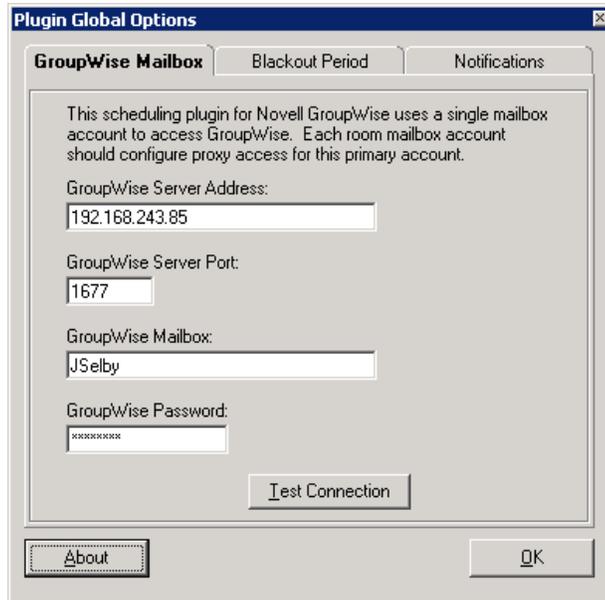
FIG. 2 Plugin Global Options dialog - GroupWise Mailbox tab

The *GroupWise Mailbox* tab contains the access settings for scheduling synchronization/trolling.

The *Novell GroupWise Appointment Interface* scheduling plug-in uses a single primary GroupWise mailbox/account to logon to the GroupWise server. All other mailboxes are accessed via proxy permissions.

- **GroupWise Server Address**: enter the IP Address of the GroupWise server.
- **GroupWise Server Port**: enter the port number of the GroupWise server.
- **GroupWise Mailbox**: enter the primary GroupWise account name.
- **GroupWise Password**: enter the primary GroupWise account password.

2. After entering the GroupWise primary account mailbox and password, you should test the GroupWise primary account/mailbox access. Click **Test Connection** to begin the connection test.

- If the connection is established successfully, you are prompted with a success message:

Connected successfully to GroupWise mailbox:

- If the Novell GroupWise Appointment Interface scheduling plug-in is not able to connect to the GroupWise mailbox, you are prompted with a connection failure message:

Connection to GroupWise Mailbox Failed!

Configuring a Blackout Period

The *Blackout Period* tab contains the settings for scheduling synchronization/trolling blackout (FIG. 3).
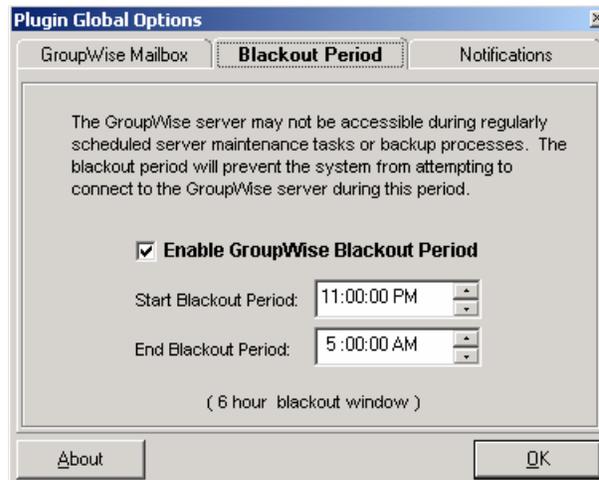
FIG. 3 Plugin Global Options dialog - Blackout Period tab

During this blackout period, the RMS application does not attempt to establish a connection to any GroupWise mailboxes. Many systems perform nightly backups or system related processing where the mailbox may not be available or should not be accessed. The blackout option prevents the RMS application from accessing the mailbox during these times.

This option is enabled by default and is recommended. You may change the time frame to accommodate your specific environment.

Configuring Notifications Preferences

The *Notifications* tab provides options for sending return notification e-mails to the appointment originator (FIG. 4).
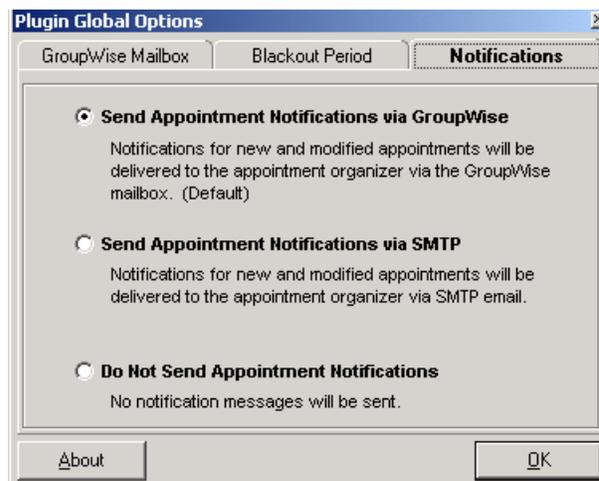
FIG. 4 Plugin Global Options dialog - Notifications tab

If you select **Do Not Send Appointment Notifications**, the Novell GroupWise Appointment Interface does not send any notification e-mails to the appointment originator. Otherwise, the RMS application can deliver this appointment notification message via either GroupWise or SMTP.

- Notifications routed via GroupWise are delivered to the originator directly on the GroupWise mailbox by the **Novell GroupWise Appointment Interface** scheduling plug-in.
- Notifications routed via SMTP are not delivered via the **Novell GroupWise Appointment Interface** scheduling plug-in, but rather through the standard RMS application e-mail and notification system.

After you set all the appropriate plug-in settings, click OK to complete the plug-in configuration. You can return to this configuration at any time using the Configuration Wizard, selecting this plug-in from the list, and clicking the **Configure** button.

Room Scheduling Configuration

For a given room to access a specific calendar on an GroupWise mailbox, the room must first be configured with the appropriate access information. In the web administrative interface, when you add a new room or modify an existing room, you will be provided with **Room Scheduling Settings**.

FIG. 5 Room Scheduling Settings

- **Configure Novell GroupWise Appointment Interface**: click the **Configure** button to access the room scheduling configuration.

  The room scheduling configuration popup page appears and allows you to configure this room's scheduling options.

- **GroupWise Account**: enter the desired GroupWise mailbox/account name with which this room should synchronize.

After completing the room configuration fields, it is recommended to test the mailbox and calendar access using the **Test** button in the room scheduling plug-in configuration window.

- If the RMS application successfully accesses the provided GroupWise mailbox, you are prompted with a success message.

  Success: Connected Successfully to Mailbox.

- If the RMS application connects to the GroupWise server and is unable to access the GroupWise mailbox, you are prompted with an error message.

  Failed: GroupWise Proxy Account Access Denied: Could not proxy for user.

  - If you get this error, the mailbox you are attempting to access is not configured for proxy access or does not have the appropriate proxy permissions.
  - For more information on how to grant proxy access to GroupWise mailboxes, see the *Configuring GroupWise Mailbox Proxy Access* section on page 7.

Once you have completed the room scheduling plug-in configuration and tested the mailbox successfully, make sure to click the **Save** button in the room scheduling plug-in configuration window to store your settings.

Configuring GroupWise Mailbox Proxy Access

Overview

This information is intended to assist you in configuring proxy access to Novell GroupWise mailboxes. The Network Administrator should perform this type of configuration.

Configuring GroupWise Mailbox Proxy Access

The RMS application uses a single GroupWise mailbox/account to logon to the GroupWise server. The RMS application rooms can be configured to access separate GroupWise mailboxes via proxy access. Each room's mailbox/account needs to grant proxy access to the primary logon mailbox/account.

Proxy access can be granted to each room mailbox/account using the GroupWise administration utility or by using the GroupWise client.

1. Begin by starting the GroupWise client.

2. Logon as a Room mailbox/account.

3. Select **Tools > Options** (FIG. 6).
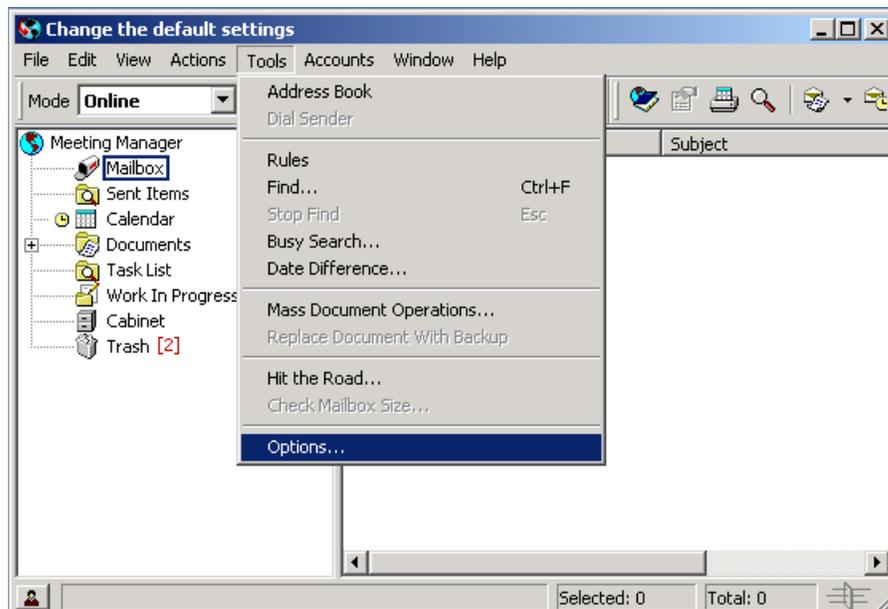
FIG. 6 GroupWise Account (Tools > Options)

This invokes the *Options* dialog (FIG. 7):

FIG. 7 Security Options

4. Double-click the **Security** option.

This invokes the *Security Options* dialog (FIG. 8):
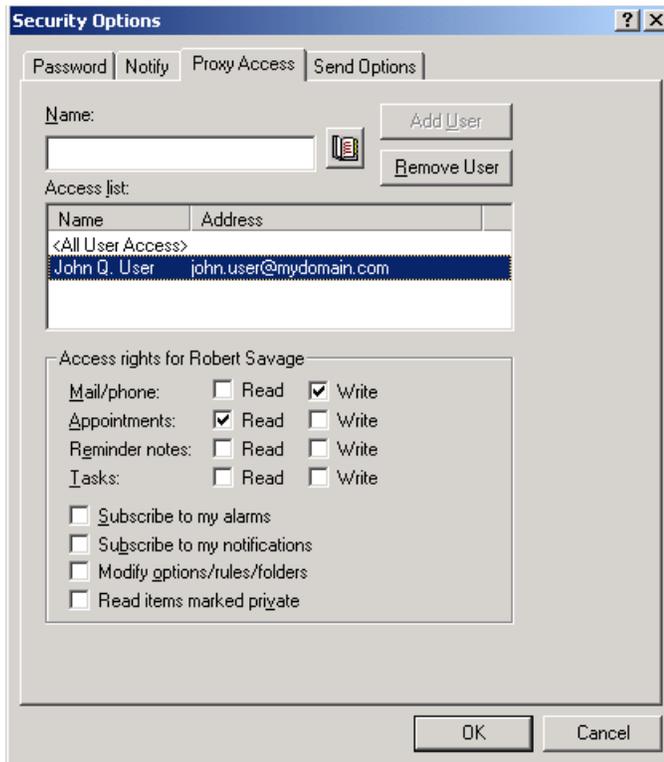
FIG. 8 Security Options dialog - Proxy Access tab

5. In the *Proxy Access* tab, enter the primary logon mailbox/account to grant access to this mailbox.

6. Select the newly added mailbox/account.

7. At a minimum, grant **write access** to *Mail/Phone,* and **read access** to *Appointments*.

8. Click **OK** to complete.

The example above grants primary mailbox/account "RMS" access to "John Q. User" mailbox.

A room in RMS could be configured to access the "RMS" mailbox or the "John Q. User" mailbox, since "RMS" now possesses access permissions to both.

Known Issues

1. Recurring event instances in GroupWise are handled as individual appointment reservations in RMS.

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