

Quest® Coexistence Manager™ for
GroupWise 1.7

Quick Start Guide



© 2017 Quest Software Inc.

ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.
Attn: LEGAL Dept.
4 Polaris Way
Aliso Viejo, CA 92656

Refer to our website (<https://www.quest.com>) for regional and international office information.

Patents

Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <https://www.quest.com/legal>.

Trademarks

Quest, the Quest logo, and Join the Innovation are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. All other trademarks and registered trademarks are property of their respective owners.

Legend

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

 **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

Contents

About the CMG documentation	4
Product overview	5
The challenges of a GroupWise-Exchange coexistence	5
The solution: Quest Coexistence Manager for GroupWise	5
Scenario case study	6
CMG Directory Connector	7
CMG Mail Connector	8
CMG Free/Busy Connector	10
Getting started	11
Deployment considerations	11
AutoRun	12
Installing Quest Coexistence Manager for GroupWise	12
Product licensing	14
Configuring Quest Coexistence Manager for GroupWise	15
Uninstalling CMG components	15
About us	16
We are more than just a name	16
Our brand, our vision. Together.	16
Contacting Quest	16
Technical support resources	16

About the CMG documentation

The documentation for Quest Coexistence Manager for GroupWise includes these documents:

- **Release Notes (printable PDF):** Describes the current CMG release—any new and enhanced features, resolved issues, and known issues. Also documents minimum and recommended installation requirements, and provides Quest contact information.
- **Quick-Start Guide (printable PDF):** An orientation to the product's basic purposes, features and capabilities, with brief case studies showing how its primary components are most commonly used within a typical coexistence scenario. Also documents System Requirements, and explains how to download and install the software.
- **CMG User Guide (printable PDF):** Overview of features, deployment considerations and typical configurations for the CMG Directory Connector, Mail Connector and Free/Busy Connector. Also provides process instructions and application notes for installing, configuring, starting and running the CMG Directory Connector and Mail Connector, and explains how to configure the GroupWise and Exchange/AD environments to work with these CMG components. (The same information for the F/B Connector is deferred to a separate *FBC Configuration Guide*—see next item below.)
- **CMG FBC Configuration Guide (printable PDF):** Process instructions and application notes for installing and configuring CMG's Free/Busy Connector (FBC). An introductory chapter is followed by 12 chapters that each describe the complete process for installing and configuring the FBC for a particular combination of GroupWise environment and Exchange environment, for either a single- or multi-namespace environment.
- **CMG Program Parameters Reference (printable PDF):** Listing of all CMG program parameters that are not associated with UI fields in CMG's Management Console, with descriptions and default values and usage/application notes. (Parameters associated with UI fields do appear in the *Configuration.xml* files, but should not be edited manually.)
- **Management Console Online Help (three compiled Windows Help files, one for each CMG component):** Context-sensitive instructions and application notes for the various screens and features of CMG's Management Console utility.

This table shows where you can find particular types of information about particular CMG components:

	for Dir Connector & Mail Connector	for Free/Busy Connector
Introduction and orientation:	— — CMG Quick-Start Guide and User Guide — —	
Installation instructions:	— — CMG Quick-Start Guide — —	
Configuration instructions:	CMG User Guide	CMG FBC Configuration Guide
Operating instructions:	— — CMG User Guide — —	
Troubleshooting info:	CMG User Guide	CMG FBC Configuration Guide

The CMG application Help files contain the same information as the *User Guide*, but make the information available on-screen at the push of a button (from the CMG Management Console).

All CMG documentation is intended for network administrators, consultants, analysts, and any other IT professionals who will install or use the product components, or who may help plan for their use in a coexistence scenario. All of these documents, including the online Help, are bundled and installed with the product, and all except the Help files are also available separately at Quest's [Support Portal](#).



IMPORTANT: CMG provides coexistence solutions for several GroupWise versions, whose directory services are variously named *NDS* and *eDirectory*. CMG supports both NDS and eDirectory. For simplicity, our CMG documentation uses the more generic term "*Novell directory*" to specify either NDS or eDirectory.

Note also that the GroupWise Global Address Book (also called *Global Address List*, or *GAL*) is different from the Novell directory. The GAL is a separate entity, periodically refreshed from the Novell directory, but the GAL is then an independent data source until it is next refreshed from the Novell directory. This is an important distinction for understanding the data flows facilitated by CMG's Directory Connector.

Product overview

The challenges of a GroupWise-Exchange coexistence

The GroupWise and Exchange environments offer similar email, calendar and directory capabilities, but implement many of these features differently. An effective coexistence between the GroupWise and Exchange environments will address three primary concerns:

- **Directory coexistence:**

Novell's directory and Microsoft's Active Directory are typically used to manage different user populations. The two directories save, classify and manage object data differently, and do not track all the same data elements. Mail routing and free/busy queries between the two environments require that each directory contain information about users in the other environment. The two directories must therefore be synchronized and regularly updated to reconcile the inevitable staff additions, departures and transfers that would otherwise introduce data inconsistencies. Directory updates reconcile these differences and create new object records for users in the other directory. Bidirectional updates ensure both directories contain all of the organization's users, resources and groups.

- **Mail coexistence:**

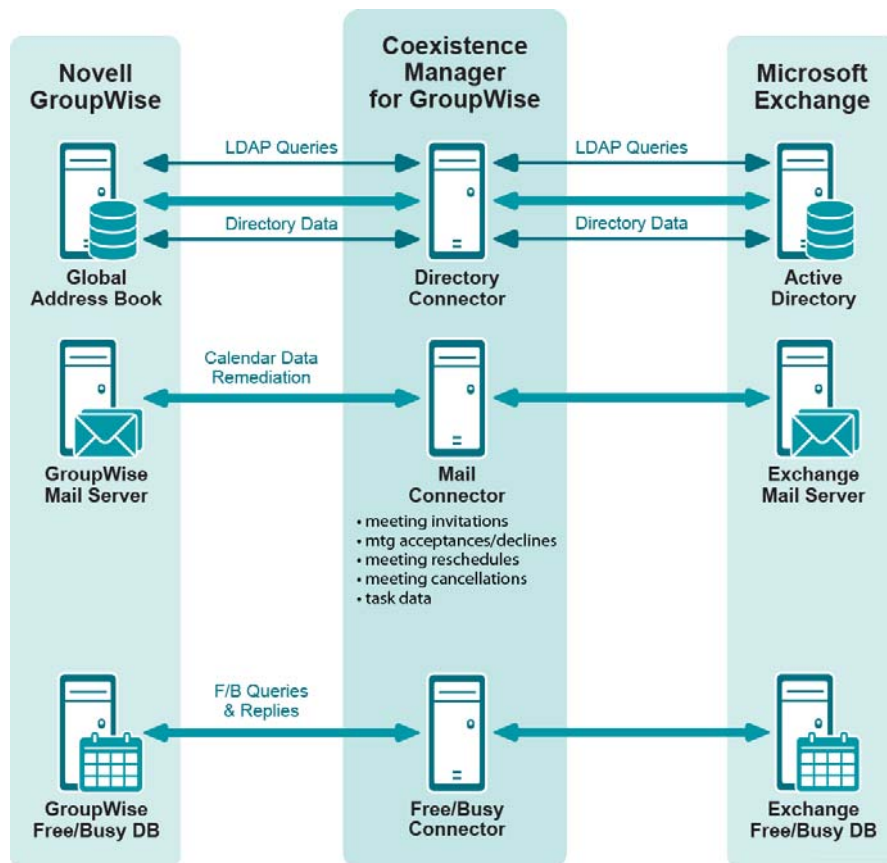
SMTP mail routing does not preserve or compensate for substantial cross-platform losses in the fidelity of message contents, especially in messages that carry calendar data. Meeting proposals, acceptances, declines and cancellations are especially vulnerable to the differences between GroupWise and Exchange. Often the recipient client can display the pertinent information correctly, but cannot perform the calendar updates that would have been automatic if the recipient and sender were using the same email system. Or sometimes the receiving client can perform automatic calendar updates, but introduces errors—incorrect times, missing dates, or extraneous meetings, etc.—and will not detect or report the errors.

- **Free/Busy coexistence:**

The GroupWise and Exchange environments also implement calendar free/busy queries differently, making the availability status of users in the other system unavailable. Both applications need assistance to reliably determine the free/busy status of users within the other environment.

The solution: Quest Coexistence Manager for GroupWise

Quest Coexistence Manager for GroupWise (CMG) provides rich directory, email and calendar coexistence features between Novell GroupWise and Microsoft Exchange — both on-premises servers and hosted Exchange environments. CMG can be deployed either for a finite transition period, as when migrating from GroupWise to Exchange, or for indefinite or even permanent coexistence.



To accommodate the three primary elements of a GroupWise–Exchange coexistence, Coexistence Manager for GroupWise includes three primary components:

- **Directory Connector (DC):** Updates directory data between the Novell directory and Active Directory, configurable for any number of servers.
- **Mail Connector:** Remediates calendar-data emails to permit delivery of fully functional meeting invitations, acceptances/declines, reschedules and cancellations, and task data.
- **Free/Busy (F/B) Connector:** Facilitates lookups of calendar free/busy data between users in the two different environments.

CMG's three components are separate, but designed to work together in any combination to suit a broad range of coexistence needs, as shown in the illustration. The [Scenario case study](#) later in this Guide explains these components in greater detail—what they do, and how they are installed and configured in typical scenarios.

Scenario case study

American Widgets Corp. recently acquired a regional rival, Midwest Widgets Inc. Naturally, American Widgets wants to integrate all of Midwest Widgets' administrative operations, processes and infrastructure with its own operations, but American Widgets and Midwest Widgets have until now run their email and collaboration applications in different worlds. American Widgets is a Microsoft shop, using an Exchange 2010 server and Outlook clients for the email and calendaring needs of its 26,000 employees. But Midwest Widgets' 8,000 workers have been using Novell GroupWise for those same functions.

American Widgets doesn't want to force either group to immediately give up the apps they've used daily. Its CIO, Ellen Oliver, believes they can implement a coexistence between the two. She is hopeful a good coexistence strategy will allow the two groups to communicate and collaborate effectively and uneventfully. Ellen knows that she is going to need some specialized solutions to accomplish the integration of the two disparate mail, calendar and directory systems.

Ellen knows she can configure SMTP routing between the two environments, but she also knows SMTP routing alone will be insufficient because it will forfeit email fidelity and calendaring features. Ellen has heard of a Quest product called Coexistence Manager for GroupWise (CMG) that facilitates a richer coexistence solution between GroupWise and Exchange. CMG addresses the three primary elements of coexistence with three components: a **Directory Connector** for cross-environment directory updates, a **Mail Connector** for SMTP email and calendar remediation, and a **Free/Busy Connector** to facilitate free/busy queries between the two environments.

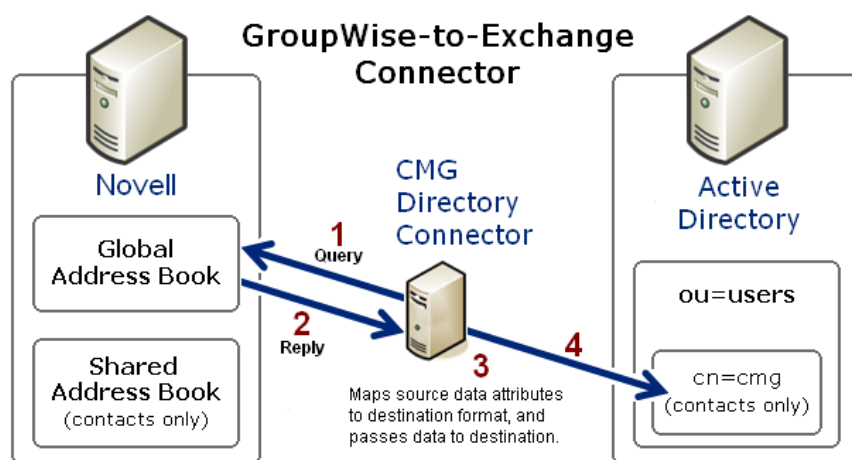
The full installation and configuration details are beyond the scope of this summary narrative, but we will briefly view each component and see how it addresses Ellen's coexistence needs.

CMG Directory Connector

The Quest CMG Directory Connector (DC) updates directory information between the Novell directory and Active Directory (AD). Within the DC component, one or more individual *connectors* are defined, each to copy directory data in only one direction. A bidirectional update is accomplished by defining a pair of connectors to run sequentially in opposite directions.

Note that while *Directory Connector* is the name of the CMG component as a whole, and of the Windows service that performs directory updates, the term *connector* also refers to the individual processes within the component, each defined to perform a particular directory update in just one direction. Think of the DC *service* as the engine that does the actual work, while the individual *connectors* are the instructions that tell the engine how to apply its capabilities. A connector definition tells the DC service the direction of the update, where the source objects reside, which object types to include, where within the target server the objects should be copied, access credentials to both the source and target servers, when to run updates, and so forth.

For each defined connector, the CMG Directory Connector sends a query to the source directory (step 1 in the illustration below), which then (2) replies by transmitting its object data back to the Directory Connector. The illustration below shows the process for a typical GroupWise-to-Exchange connector (coexisting with GroupWise 8 or later).



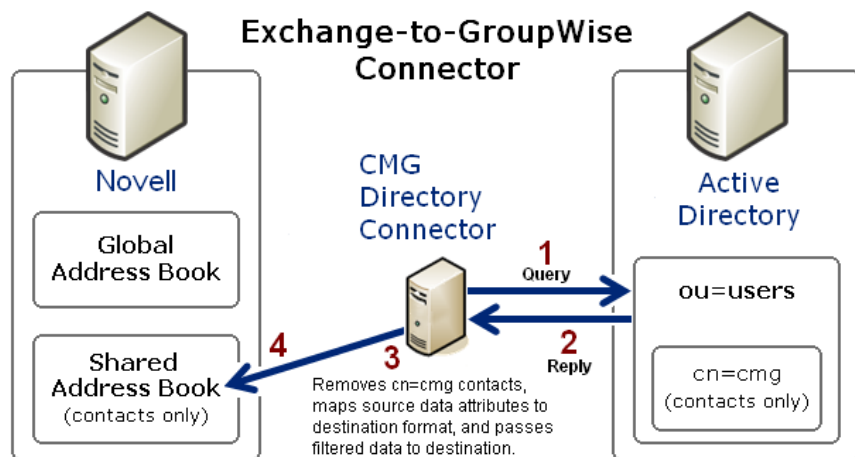
External contact objects in the Novell directory reside in a shared address book, reserved for CMG use to keep contact records for external AD objects separate from Novell's own local users, and thereby prevent directory loops between the two systems. In a connector that updates AD with Novell directory objects, as shown here, the GroupWise source data is drawn only from the Global Address Book.

The Directory Connector then (3) maps the attributes of the GroupWise source objects to the corresponding contact attributes in AD. If an object in the source already exists in the target, a configuration setting tells the connector whether object data collected in the source should overwrite any corresponding data in the target.

Finally (4), the DC passes the data to the reserved *cn=cmg* container within Active Directory. If a target container by that name does not already exist, CMG will create it, within a target container that you specify. The *cn=cmg* container thus will be a subset of the specified target container ("*ou=users*" in the illustration).

When a connector is defined to run from Exchange to GroupWise, the process works approximately the same way in reverse. CMG's Directory Connector queries the source Active Directory (step 1 in the illustration below), which then (2) replies by transmitting its object data back to the DC.

In an Exchange-to-GroupWise update, as shown below, AD sends object records for its entire *ou=users* container, which in AD includes the contact records in *cn=cmg*, a subcontainer within *ou=users*. The CMG Directory Connector therefore (3) filters (removes) the objects that were in the source *cn=cmg* container, to prevent object looping, before finally (4) passing the filtered object data on to a shared GroupWise address book. As noted above, the GroupWise shared address book is reserved for CMG use, to keep external AD objects separate from Novell's own local users, to prevent looping.



Each of the query–reply processes illustrated above is defined within the CMG Directory Connector as one *connector*. Two connectors defined for opposite directions, and run sequentially, together facilitate a bidirectional update.

The DC lets you define as many connectors as you need to facilitate separate directory updates for different administrative entities or geographic locations, etc., and/or for updates among multiple directory servers on either or both sides. If multiple AD-to-GroupWise connectors are defined, you can define them to flow to different, separate shared address books.

CMG's Directory Connector service is started manually, and once started it runs continuously. The DC service is idle most of the time except for periodic momentary checks to determine whether a defined connector is scheduled to run. If so, the service verifies that any prerequisite connectors have already run, and then launches the connector. When the connector finishes, the DC service returns to its idle state, waiting for the next scheduled connector.

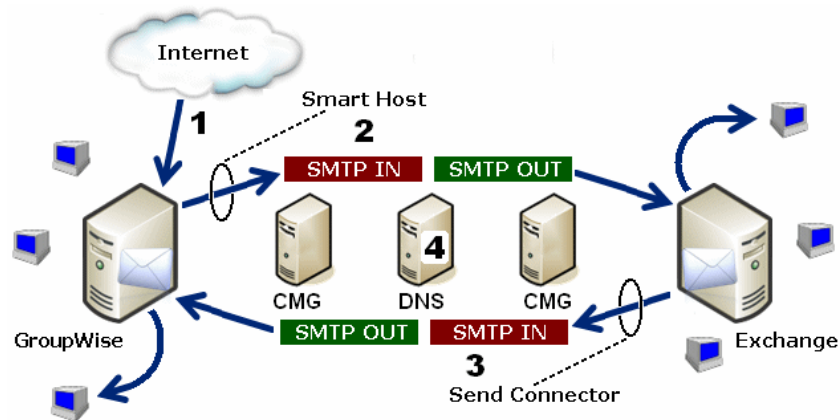
CMG Mail Connector

The CMG Mail Connector is a Windows service that monitors SMTP traffic between GroupWise and Exchange to resolve calendar-email incompatibilities. The service permits delivery of functional event invitations, acceptances, declines, cancellations, and reschedules, including for complex recurring meeting patterns.

The Mail Connector functions as a passive SMTP interface between GroupWise and Exchange. That is, the Mail Connector does not store output of processed messages. The Mail Connector translates message elements that would otherwise be lost or misunderstood by the other mail system, and converts messages containing calendar data, while other messages simply pass through to the destination server.

Before introducing CMG, Ellen configures Novell directory object records to permit internal SMTP mail-routing during coexistence. SMTP mail routing can be configured for either single- domain or multi-domain environments, and Ellen prefers using smart hosts to configure a single-domain routing scheme, as shown here.

She configures Exchange to route mail to a smart host if Exchange determines the recipient is not in the local internet domain, via the *targetAddress* attribute in the AD object record. Meanwhile, she configures GroupWise to do the same thing in reverse for a recipient whose local internet domain address does not occur in any Novell directory object record. Then she configures both smart hosts to point to the CMG Mail Connector server.



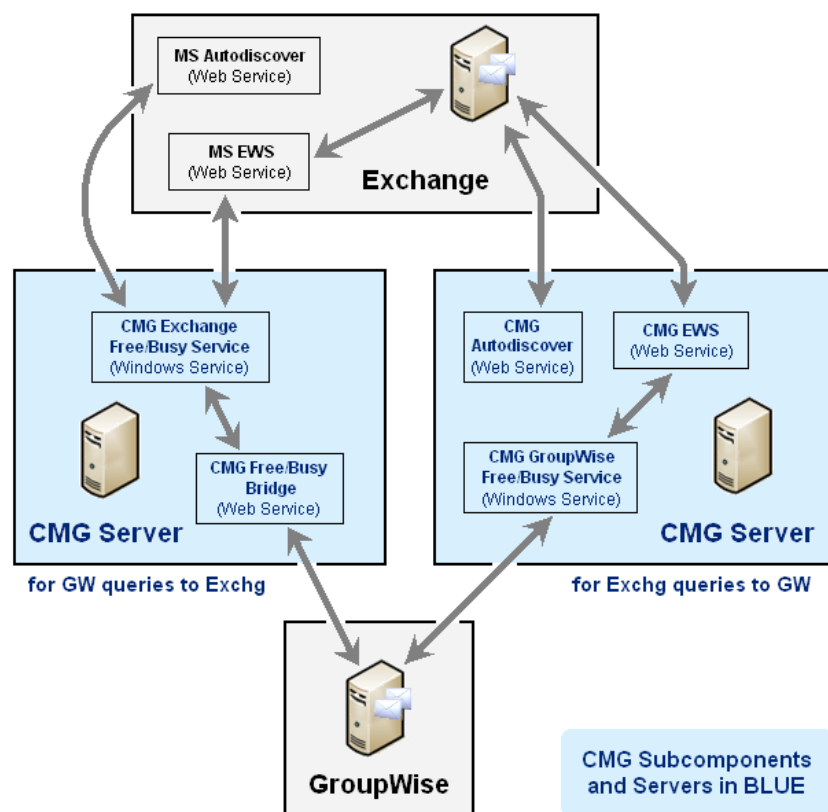
Once installed, CMG occasionally encounters an incompatibility between GroupWise and Exchange that it cannot correct by any practical means. CMG is able to detect most such instances and insert a brief note into the message body notifying the recipient and recommending a manual resolution.

For example, if this invitee is on an Exchange server in a different time zone from your GroupWise server: The counterproposed date shown here may be a day off from the actual date, due to incompatibilities between the GroupWise and Exchange servers.

Your calendar will process the counterproposal correctly, but you should then check your calendar to verify the date for your own information.

In some uncommon scenarios, uncorrectable calendar incompatibilities prevent the completion of whatever the sender intended. In such cases, CMG will abort the attempt rather than relay an item that is known to fail.

CMG Free/Busy Connector



Ellen knows that calendar features are popular among all American Widgets users, but obviously the features will be useful only if they have access to accurate, timely free/busy information for *all* users. CMG's Free/Busy (F/B) Connector is a coordinated set of applications that together let Exchange and GroupWise query the calendar availability of each other's users. This sharing of free/busy data between GroupWise and Exchange makes possible automatic calendar updates when accepting a meeting invitation, or changing the day/time or canceling a meeting, or making some other change to an existing meeting or recurring series.

When a user in one environment requests F/B information about a user in the other environment, the asking server's query must be translated into a form the other server will understand. Likewise, the data reply has to be translated into a form that the asking server will understand. This is true of free/busy queries and replies in both directions, and a separate translator application is required for each direction.

Both the Exchange and GroupWise servers also require services to facilitate data communications between themselves and external data sources and destinations (each other). Exchange uses an Exchange Web Service (EWS) to enable communications between Exchange and other applications, while GroupWise requires a similar application for the same purpose. Exchange also requires an *Autodiscover* service to track and report the location (URL) of the EWS. Microsoft provides EWS and Autodiscover services that are suitable for incoming queries and outbound replies, but are not suitable for queries and replies in the other direction.

To support bidirectional F/B queries and replies between GroupWise (version 8 or later) and Exchange (with Outlook 2007 or later clients), CMG's Free/Busy Connector provides the five necessary subcomponents that Microsoft does not provide, as shown here.

(Other CMG subcomponents, not shown here, support scenarios with GroupWise 7 and an API Gateway, and/or Outlook 2003 clients with Exchange 2003 or 2007 servers.)

Ellen maps out a deployment plan for American Widgets and installs the subcomponent software. Next she uses CMG's Directory Connector to run a bidirectional directory update between the two. And finally, she configures the F/B Connector components so the service will work in her American Widgets environment, according to her preferences.

Getting started

- [Deployment considerations](#)
- [AutoRun](#)
- [Installing Quest Coexistence Manager for GroupWise](#)
- [Product licensing](#)
- [Configuring Quest Coexistence Manager for GroupWise](#)
- [Uninstalling CMG components](#)

System requirements

CMG system requirements are documented in the RTM Release Notes that accompany every CMG release.

i | **IMPORTANT:** When configuring CMG for a hosted Exchange (such as Office 365), it is particularly important to involve your IT security specialists early in the project planning, to accommodate all of the account permissions and configuration requirements that are unique to the hosted system.

Deployment considerations

Before installing CMG, it is important to document a deployment plan. The plan should specify the components, where they will be installed, and how many instances will be required. You can install and configure the CMG components in any order you like, but consider that the Directory Connector provides directory updates the Free/Busy Connector needs to facilitate its functionality.

It is possible to install two or more CMG components on a single server, but some production environments with a greater volume of message and free/busy traffic may benefit from installing on separate servers for optimal performance. One common approach involves installing the three CMG components to three separate computers, one for each component.

Environments with very high message volume may also deploy multiple Mail Connectors and/or install the Free/Busy components on different computers:

Directory Connector	Free/Busy Connector for GW-to-Exchg F/B queries
Mail Connector 1	Free/Busy Connector for Exchg-to-GW F/B queries
Mail Connector 2	
Mail Connector ... [n]	

For more information, review *Mail Connector Deployment Options* in chapter 3 of the *CMG User Guide*.

CMG's Free/Busy Connector subcomponents are deployed in different configurations for different combinations of GroupWise environment and Exchange environment. These scenarios and their associated deployment considerations are fully described in the *FBC Configuration Guide*.

The relative processing and hardware requirements of the different components will vary based on the typical activity in each environment. However, the Free/Busy Connector will see heavier demand in many environments. The Mail Connector will also have requirements around mail and calendar processing, but the volume of required updates may not be excessive for many GroupWise and Exchange coexistence environments. Directory Connector activity is typically scheduled and requires resources only during active processing. As a result, the demands and requirements are typically lower than either the Mail Connector or Free/Busy Connector.

AutoRun

The installation media for CMG includes an *autorun.exe* application. The *AutoRun* application provides access to useful information and links to tools needed for the CMG product, including:

- Prerequisites
- Documentation
- Installation
- Community
- Quest Support
- Quest Contact Information

The *AutoRun* **Install** tab includes links to install CMG components, and some additional tools:

- **Software Updates:** Includes a link to versions of CMG available for download.
- **Coexistence Manager for GroupWise Mail Connector:** Includes a link to open the CMG Mail Connector Setup Wizard.
- **Coexistence Manager for GroupWise Directory Connector:** Includes a link to open the CMG Directory Connector Setup Wizard.
- **Coexistence Manager for GroupWise Free/Busy Connector:** Includes a link to open the CMG Free/Busy Setup Wizard.
- **PowerGUI:** Includes a link to open the Quest PowerGUI Installation Wizard. PowerGUI is an extensible graphical administrative IDE for managing systems based on Windows PowerShell.
- **Mobile IT:** Mobile IT allows administrators to take advantage of Quest tools from their mobile devices.
- **Mobile Pack:** Provides CMG information to the Mobile IT system.

Installing Quest Coexistence Manager for GroupWise

The CMG *AutoRun* installer lets you choose the CMG component you want to install, and *must be run on the computer where you want to install the component*. (If you want to install different CMG components on different computers, you must run *AutoRun* on each computer.)

- [Upgrade considerations](#)
- [To install Quest Coexistence Manager for GroupWise](#)

Upgrade considerations

Upgrading from CMG 1.5.x

A 1.5.0.x Directory Connector (only) must be uninstalled before you can install the current 1.6 version in its place. Use Windows' Add/Remove Programs feature (in the Control Panel) to uninstall the earlier Directory Connector version, and then install the current DC version as a fresh install. This process will preserve your configuration settings from the earlier DC version.

There is no need to uninstall a version 1.5.5 or 1.5.6 CMG Directory Connector, or any version 1.5.x Mail Connector or Free/Busy Connector, before installing this new version. The CMG *AutoRun* application will detect these previous versions and install the new software accordingly.

Upgrading from CMG 1.4.x

There is no need to uninstall a version 1.4 CMG before installing this new version. The CMG *AutoRun* application will detect any previous version 1.4.x and install the new software accordingly. But see [Upgrading the Directory Connector from a pre-1.5 version](#) and [Upgrading the Free/Busy Connector](#) below for some helpful tips.

Upgrading from pre-1.4 versions of CMG

There is no direct upgrade path to CMG 1.6.5 from any pre-1.4 version of CMG. To upgrade from a pre-1.4 version to CMG 1.5.6 you must first upgrade to 1.4 (as described in the *Quick-Start Guide* for that version), and then upgrade to 1.5.6.

Upgrading the Directory Connector from a pre-1.5 version

The Directory Connector's underlying engine was updated in version 1.5, requiring a reconfiguration of the associated SQL database. This release of CMG includes a special utility that can perform this reconfiguration automatically. After you have upgraded the DC software:

- Find and run the file **CMX.Apps.QcUpgradeConfiguration.exe** (in the Directory Connector's installation directory, typically *C:\Program Files\Quest\Coexistence Manager for GroupWise\Directory Connector*).

This utility should be run just once, before your first run of the Directory Connector after you upgrade from a pre-1.5 version.

Upgrading the Free/Busy Connector

Upon upgrading a pre-1.6 version of the Free/Busy Connector to CMG 1.6, the F/B Management Console may ask if you want to "save changes" to the configuration even if you haven't made any changes. This may be confusing, but the Console is actually detecting changes that accompanied the FBC upgrade, so just confirm that you want to save the changes, and the Console will not ask again.

To install Quest Coexistence Manager for GroupWise



IMPORTANT: Quest recommends that you temporarily turn off Microsoft's UAC (User Account Control) during CMG installation, because UAC interferes with some CMG installer functions in many environments. UAC can then be re-enabled after CMG installation.

If you choose to not disable UAC while installing CMG, then you must perform this procedure for CMG to work properly:

- 1 Install CMG as described below.
- 2 Right-click on a shortcut to cmd.exe, and select "run as administrator."
- 3 Enter the command:
`regsvr32 "c:\program files (x86)\common files\quest\questlicense.dll"`

NOTE: Running the installer with admin privileges will **not** negate the need for this workaround.

- 1 Review the [Deployment considerations](#) above, and map out your intended deployment before you begin to install CMG components.
- 2 Download *Quest Coexistence Manager for GroupWise* from the *software.quest.com* website, and extract all files into a temporary folder. Then run **AutoRun.exe** from the installation folder.

Note: You could instead simply insert a CMG product CD, which runs the *AutoRun* utility automatically.

In the *AutoRun* utility you can browse product information including the **Prerequisites** and all CMG **Documentation** before installing the product.

- 3 Verify that your environment conforms to the [System requirements](#) specified above, and in the CMG *Release Notes*. Several of the required third-party components may be downloaded from links on the *AutoRun Prerequisites* tab.
- 4 When you are ready to install, select the *AutoRun Install* tab. CMG components are listed separately and installed independently.
- 5 Click the name of the component you want to install.
- 6 Click **Next**, and then read and accept the license agreement.

- 7 Follow the remaining instructions and prompts in the CMG Installer.

i **NOTE:** CMG's Free/Busy Connector (only) includes a wizard for scanning the environment and determining whether it conforms to system requirements. This Prerequisites Checker looks for required software and settings, connectivity, permissions, and access rights. The wizard can be launched automatically from the exit page of the CMG FBC installer, by marking a checkbox before clicking the installer's Finish button:

Start Prerequisites Checker when setup exits

The checker can also be run independently from your Windows Start menu, in the *Quest / Coexistence Manager for GroupWise* group. The Prerequisites Checker log file is written to `%SystemDrive%\ProgramData\Quest\`.

Click **Finish** from the last screen to complete the installation. The CMG Installer then exits, and returns you to the *Autorun* utility, on the Install tab. If you are installing the Free/Busy Connector and have marked the Prerequisites Checker checkbox, that wizard now runs (in a separate window).

- 8 If you want to install another CMG component on this same computer, go back to step 5. If not, you may browse the other *AutoRun* tabs if you like.
- 9 When you are finished installing components and browsing other tabs, click the **Close** box (**[X]** in the top-right corner of the window) to close the *AutoRun* utility.
- 10 Unbind the default website from ports 80 and 443.
- 11 If you are upgrading your Directory Connector from a pre-1.5 version, be sure to see [Upgrading the Directory Connector from a pre-1.5 version](#) above.

i **NOTE:** When making backups of CMG directories, do not keep the backups in the same subtree root folder as the original program directories. The CMG programs will see and try to use the backups if they reside in the same subtree root folder.

Product licensing

Quest Coexistence Manager for GroupWise is a metered-use product that requires the application of a valid license key. When the product is installed you must install a Quest license key before you can run any CMG Windows service and before the CMG Management Console will save any configuration entries. The license key must be installed in the CMG Management Console, in the *Common / Licenses* screen.

You can obtain your first or a subsequent license key by contacting a Quest Software sales representative. For either a trial or perpetual license, the key takes the form of a file *CoexManagerGroupWise-###-#####.asc* (where *###-#####* represents your unique license number), sent to you from Quest Licensing as an email attachment.

If you are upgrading from an earlier version of CMG, the automated upgrade process will transfer the existing license key into the new version, so you do not have to re-install it.

To install your license key if you are installing CMG for the first time:

- 1 Copy to your Desktop, or to some other convenient location, the license file (*CoexManagerGroupWise-###-#####.asc*) sent to you by email from Quest Licensing.
- 2 If you have not installed CMG, run the *Setup* program to install the software.
- 3 Once the software is installed, run the CMG Management Console. Select **Licenses** under the **Common** section of the Management Console. Click the **Update License...** button. Select your license, and then click **OK**.
- 4 You may review your installed licenses in the *Licenses* section of the configuration utility.
- 5 If you have previously installed a trial or other permanent license on your computer, you can upgrade to your new license by using the *License* screen within the Configuration utility. Click on the **Update License...** button to direct the program to the License Key file.

Configuring Quest Coexistence Manager for GroupWise

CMG's three primary components are installed, configured and run independently. Each component's operation requires the connection and coordination of three separate environments: the GroupWise and Exchange environments, and the workstation(s) between them hosting the CMG applications. CMG operations also require the use of accounts with suitable access rights to Exchange and GroupWise, and of course the CMG components themselves must be configured for your own environment and operational preferences.

CMG component operations are configured and controlled by settings and values entered in a *Management Console*—for names and locations of mail servers and directories, scope of operations, operational options, scheduled runs, and so forth. The CMG Management Console is used to configure all three CMG components, although different components' settings are managed on different screens.

Detailed configuration instructions for CMG components are beyond the scope of this *Quick-Start Guide*. Those instructions and pertinent notes are provided in the *CMG User Guide* and, for the Free/Busy Connector, the *FBC Configuration Guide*.

Uninstalling CMG components

To uninstall a CMG component: Use the **Add/Remove Programs** feature of Windows' **Control Panel**.

CMG components appear in the list alphabetically, beginning with *Quest Coexistence Manager for GroupWise...*

Remember that CMG components can be uninstalled only from the computers on which they reside.

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece—you—to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit <https://www.quest.com/company/contact-us.aspx> or call +1-949-754-8000.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.

