

Quest® Coexistence Manager™ for GroupWise 1.7.1

Release Notes

July 2019

These release notes provide information about the Quest® Coexistence Manager™ for GroupWise release.

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About this release

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 like Office 365. CMG can be deployed either for a finite transition period, as when migrating from GroupWise to Exchange, or for indefinite or even permanent coexistence.

CMG version 1.7.1 is a minor release with the following enhancements.

- Support for Windows Server 2016. (Hotfix 2)
- Support for GroupWise 18 and 18.1. (Hotfix 1)
- Support for Microsoft Exchange 2019.
- Support for TLS 1.2.



NOTE: Exchange 2019 and TLS 1.2

Exchange 2019 only supports TLS version 1.2 and higher.

GroupWise supports TLS 1.2 in GroupWise version 2014 R2 and higher.

In order to use CMG with Exchange 2019, your Groupwise version must be 2014 R2 or higher.

Known issues

The following is a list of issues, including those issues attributed to third-party products, known to exist at the time of release.

Table 1. General known issues

Known issue	Issue ID
Localization of CMG for other locales and languages is not yet available. The screens and documentation in the current release are English only.	—
CMG's Mobile IT Agent (x86) fails to restart after a Repair installation executed from CMG's AutoRun. If the Repair installation is then cancelled, and services.msc is opened, the Mobile IT Agent Service starts with no errors. Quest engineers are investigating this issue.	—

Table 2. Directory Connector known issues

Known issue	Issue ID
An Exchange-to-GroupWise Connector does not sync an Exchange user's description field to GroupWise.	316698
After enabling the Add and Delete Verification features at particularly low limits (e.g., Add limit at 50 and Delete limit at 5), in some environments and scenarios a DC connector may run inordinately long without displaying either an error message or any "in-process" indication, while CMG reports the connector status as Running.	258858
In some instances the CMG Management Console is unable to automatically restart the Directory Connector service. Workaround: Simply restart the service manually in Windows' Services Control Panel.	—
The Management Console creates a folder for each defined DC connector (under ...\\Directory Connector\\Tools\\Connections) to store connector-specific information. In order to be conservative with the deletion of data, the Remove feature does not remove this corresponding connector folder. The folders can be manually removed (if you like) after removing the DC connector.	—
External Recipients do not sync in a GroupWise-to-Exchange directory update.	—
CMG connectors may not be able to automatically create a new shared address book in GroupWise 8.0.0. Workaround: The administrator can manually create the shared address book before the first connector run—as suggested in step 2 of the DC Configuration procedure (in chapter 2 of the CMG User Guide).	—
GroupWise does not honor the read-only permissions that CMG assigns to its DC's GroupWise shared address books, so end users are able to delete, change and add contacts. Quest is investigating remedies for this issue, and expects to resolve it in an upcoming CMG release. In the meantime, note that each re-run of the same Exchange-to-GroupWise connector should restore the data to the current state of the corresponding objects in the AD source if any unwanted modifications are made.	—

Table 3. Mail Connector known issues

Known issue	Issue ID
Within a few environments, customers have reported that some recurring meetings created in (or routed through) GroupWise are split into individual appointments rather than maintained as a recurring series. This behavior has been corrected in these environments by using a separate SMTP domain for the Exchange/Office 365 users, which modifies how GroupWise sends the invitations. Novell / Attachmate have reported that this behavior has been resolved in GroupWise 2014, so upgrading the GroupWise environment may be another alternative to consider when Quest certifies 2014 as a supported GroupWise environment.	365924
GroupWise 7 does not display meeting requests in a rich context, nor does it display the calendar description. When CMG modified a meeting request with more than 365 occurrences, the user receives the request but is not apprised of the required modifications. This additional information can be revealed by choosing the View HTML option in the menu.	—
When an Exchange user cancels a single instance of a recurring meeting after the instance had previously been rescheduled, the instance is not automatically removed from a GroupWise invitee's calendar. In these instances, CMG sends a message to any GroupWise recipients with instructions for updating their calendars.	—
When a GroupWise meeting organizer changes the date/time of one instance (only) of a recurring meeting series whose attendees include one or more Outlook users, and the organizer then later changes the entire series, the series will appear duplicated in the organizer's GroupWise calendar.	—
When a GroupWise user organizes a meeting whose invitees include one or more Exchange users, and the organizer then migrates to Exchange, and an Exchange invitee then proposes a new time, the organizer's Outlook calendar is unable to find the meeting. This scenario generates a duplicate meeting in attendees' calendars: 1GroupWise user organizes a meeting whose invitees include one or more Exchange users. 2GroupWise organizer migrates to Exchange. 3Exchange invitee proposes time change. 4Migrated organizer replies "tentative and propose new time." 5Invitees all accept organizer's alternate proposal. Although no duplicates occur if the organizer replies "decline and propose new time" in step 4.	—
An invitation to a yearly recurring meeting spanning more than three years, originating in GroupWise and sent to an Exchange invitee, will be returned by CMG to the GroupWise originator.	—
When an Exchange user invites one or more GroupWise users to a meeting series, then reschedules a single instance to a different time, and then later changes the location of the entire series, GroupWise calendars are not updated for the location change except for the single instance that was earlier rescheduled, but that instance appears once at its original location and twice more at the new location (for a total of three instances).	—
An Exchange user's calendar is not correctly updated when a GroupWise meeting organizer reschedules a meeting that was originally accepted by the invitee in GroupWise, but then migrated (by Quest MFG) to Exchange.	—

Table 4. FreeéBusy Connector known issues

Known issue	Issue ID
Outlook 2007 does not update Free/Busy changes as quickly as OWA.	—

Table 5. Third-party known issues

Known issue	Issue ID	
In the Directory Connector: The object Description field is not mapped from GroupWise to Exchange, due to a GroupWise API memory corruption issue.	251958	
OWA can render meeting start and end times only on the half-hour—e.g., 1:00, 1:30, 2:00, 2:30, etc. A meeting with a start time other than on a half-hour appears in OWA as starting at the preceding half-hour, and a meeting with an end time other than on a half hour appears in OWA as ending at the next (following) half-hour. So, for example:	—	
<u>Actual meeting time</u>	<u>Appears in OWA as</u>	<u>Outlook attached to Office 365</u>
2:00-2:45	2:00-3:00	2:00-2:45
2:15-2:30	2:00-2:30	2:15-2:30
2:15-2:45	2:00-3:00	2:15-2:45
2:25-3:35	2:00-3:00	2:25-3:35

This is an OWA rendering issue rather than a CMG issue, and occurs only in OWA, not in Outlook. The actual meeting times are correctly tracked in Exchange, so the same meeting appears in Outlook at its correct time, and free/busy queries are unaffected.

System requirements

Before installing or upgrading Coexistence Manager for GroupWise 1.7.1, ensure that your system meets the following minimum hardware and software requirements.

GroupWise server requirements

Table 6. Requirements for particular environments

Requirement	Details
Supported GroupWise versions (for all CMG components)	GroupWise 18.1 GroupWise 18 GroupWise 2014 R2: RTM GroupWise 2014: RTM and SP1 GroupWise 2012: RTM, SP1, SP2, SP3 and SP4 GroupWise 8.0.0-8.0.3 (and see below) GroupWise 7.0.1-7.0.4 (and see below)
For GroupWise 7 support	The GroupWise API Gateway and GroupWise Proxy GWIA must be installed to support the newer router/postoffice configuration option, which is required for connection to GroupWise 7.
For GroupWise 8 support	Admins may choose between the router/postoffice configuration (requiring the GroupWise API Gateway and GroupWise Proxy GWIA, as noted above for GroupWise 7), and the original shared-address-book configuration.
For mixed GroupWise 7 and 8 environment	If CMG's Free/Busy Connector is configured, the API Gateway and Proxy GWIA must be installed and running in a version 7 domain. If only the Directory Connector is configured, however, CMG can connect to GroupWise 8 via SOAP in a mixed 7/8 environment.

Table 7. Requirements for CMG Directory Connector

Requirement	Details
For GroupWise 8.0.x (only)	<p>The GroupWise SOAP web service, enabled on the GroupWise Post Office where the CMG service account resides. To enable and configure SOAP, see this Novell article, and this one too.</p> <p>A GroupWise admin account with valid Internet Address and Name attributes, and sufficient permissions to:</p> <ul style="list-style-type: none"> • own the shared address book (to serve as repository for the contacts created from AD object data), and • access the GW domain files specified by the GW path. <p>(For multiple GroupWise servers, DC requires one such account for each server.)</p>
For GroupWise 7.0.x (only)	<p>A non-GroupWise domain and non-GroupWise post office.</p> <p>An account with:</p> <ul style="list-style-type: none"> • GroupWise admin rights to the External Domain and Post Office to which CMG's Exchange-to-GroupWise Directory Connector will write. • GroupWise rights to be able to see all requisite objects in the GroupWise domain (including but not limited to all trees in the Novell environment), to be used for CMG's GroupWise-to-Exchange Directory Connector. <p>An account to permit the assignment of the rights cited above.</p>

Table 8. Requirements for CMG Mail Connector

Requirement	Details
General requirements	<p>Smart hosts required, if not using internal routing domains. (If necessary see Email coexistence before and after CMG in User Guide chapter 3.)</p> <p>GroupWise Default message encoding (on the SMTP/MIME tab of GWIA Properties) must be set to MIME, not Basic RFC-822.</p>
For GroupWise 8.0.x (only)	Flat forwarding enabled in the GWIA.
For GroupWise 7.0.x (only)	<p>A defined non-GroupWise domain and non-GroupWise post office.</p> <p>A Novell Netware server version 6.0–6.5 running the API Gateway version 4.1v2.</p>

Table 9. Requirements for CMG Free/Busy Connector

Requirement	Details
General requirements	The GroupWise SOAP web service, enabled on the GroupWise Post Office where the CMG service account resides. For information about enabling and configuring SOAP, see this Novell article, and this one too.
For GroupWise 7.0.x (only)	<p>A non-GroupWise domain and non-GroupWise post office.</p> <p>A Novell Netware server version 6.0–6.5 running the API Gateway version 4.1v2.</p> <p>A proxy GWIA: Copy the entire GWIA folder (the “real” GWIA) to a new proxy GWIA directory, and then delete the \wpcout\gwiaXXXX subfolder (where XXXX is the gateway unique ID), and delete the \wpcsin subfolder. Do not start/enable the proxy GWIA, since the F/B Connector must process the files in the proxy GWIA folders. The proxy GWIA in turn requires:</p> <ul style="list-style-type: none"> Account rights with a minimum of Read, Write and Delete rights for all folders in the proxy GWIA. These rights may vary depending on the OS to which the proxy GWIA is installed. For example, the equivalent rights on Netware are Read, Write, Create, Modify, Erase and Filescan [RWCEMF]. A GroupWise mailbox for use with the F/B Connector and associated services.

GroupWise client on end-user workstations requirements

Table 10. Supported GroupWise clients

CMG Components	Supported GroupWise clients
CMG Mail Connector and/or Free/Busy Connector	<p>GroupWise 18.1</p> <p>GroupWise 18</p> <p>GroupWise 2014 R2: RTM</p> <p>GroupWise 2014: RTM and SP1</p> <p>GroupWise 2012: RTM, SP1, SP2, SP3 and SP4</p> <p>GroupWise 8.0.0-8.0.3</p> <p>GroupWise 7.0.1–7.0.4</p>

NOTE: CMG does not support GroupWise Web Access.

Exchange server requirements

Table 11. Supported Exchange target types

Exchange environments	Supported by
Office 365	Mail Connector and F/B Connector, but not Directory Connector
Exchange 2016: RTM	All CMG components
Exchange 2013: RTM or SP1	All CMG components
Exchange 2010 CAS Array: RTM or SP1	All CMG components

Table 11. Supported Exchange target types

Exchange environments	Supported by
Exchange 2019: RTM	All CMG components
Exchange 2010: RTM, SP1, SP2 or SP3	All CMG components
Exchange 2007: SP1, SP2 or SP3	All CMG components
Exchange 2007: RTM	Directory Connector and Mail Connector, but not F/B Connector

Table 12. Apple iPhone support: CMG processes GroupWise-to-Exchange messages so they will be compatible with Apple iPhone's iOS6 and iOS7.

CMG Components	Requirements for particular components
Directory Connector	An Exchange user account with membership in Exchange View-Only Administrators (for Exchg 2007) or Organization Management (Exchg 2010/2013/2016). This user must be added to the ACL for the Windows domain, and must have Create and Delete All Child Objects object permissions applied onto This object and all descendant objects (domain object Properties Security tab Advanced Security Settings Edit).
Mail Connector	Smart hosts, if not using internal routing domains. (If necessary, see Email coexistence before and after CMG in User Guide chapter 3.)

Active Directory server requirements

Table 13. CMG Component requirements

CMG Component	Requirements for particular components
Directory Connector	The Exchange schema extensions on the AD server. Read/write access rights for the account configured to run the Directory Connector service. At a minimum, the target OU must be delegated to this account.

SQL server requirements

CMG Directory Connector requires access to a Microsoft SQL Server, installed on the CMG workstation or by connecting to an existing SQL instance, with a minimum of 20GB free disk space. Note:

- You may use an existing (installed) Microsoft SQL Server version 2012, 2008 or 2008 Express, 2008 R2, 2005 or 2005 Express, or 2000, or you can download and install a free copy from Microsoft, from the link provided in the CMG AutoRun installer.
For best performance, particularly at sites with a large number of groups or domains, Quest recommends a full-featured (non-Express) edition of SQL Server.
- CMG running with SQL Server 2008 requires the SQL 2005 Native Client on the admin server to communicate with SQL. The SQL 2008 Native Client is not supported at this time.
- Any account used for SQL access must be configured (in SQL) with sysadmin and dbcreator permissions. If the DC will connect to SQL via Windows Authentication, the account must also have "logon as a service" permission.

Outlook end-user workstation support

Table 14. Support for Outlook clients

Outlook clients	Mail Connector	Free/Busy Connector
Outlook 2016: RTM	•	•
Outlook 2013, 32- or 64-bit: RTM	•	•
Outlook 2010, 32- or 64-bit	•	•
Outlook 2007: SP2	•	•
Outlook 2007: RTM or SP1	•	
Outlook 2003	•	•

Outlook Web Access host server support

CMG supports Outlook Web Access 2007, 2010 or 2013.

Admin CMG servers (running CMG components) support

IMPORTANT: Admin CMG servers must reside on separate machines from the Exchange and GroupWise servers.

Table 15. Support for Admin CMG server operating systems

Operating Systems supported		Directory Connector	Mail Connector	Free/Busy Connector
Windows Server 2016	RTM	•	•	•
Windows Server 2008	32-bit, SP1 or SP2 *	•	•	•
	64-bit, SP1 or SP2	•	•	•
Windows Server 2008 R2	RTM or SP1	•	•	•
Windows Server 2012	RTM	•	•	•
Windows Server 2012 R2	RTM	•	•	•

* Win Server 2008 32-bit SP2 is not supported for coexistence with Office 365.

Table 16. Hardware Specifications

CMG Component	Minimum Requirement	Recommended
Directory Connector	<ul style="list-style-type: none"> • 500MB disk space • 2GHz processor • 4GB memory 	<ul style="list-style-type: none"> • 1+GB disk space • 2- or 4-core processor • 8GB memory
Mail Connector and/or Free/Busy Connector (for each)	<ul style="list-style-type: none"> • 20GB disk space • 4-core 3+GHz processor • 4GB memory 	<ul style="list-style-type: none"> • 20GB disk space • 4-core 3+GHz processor • 8-16GB memory

Table 17. Component specific requirements

CMG Component	Requirement for particular component
On every computer hosting any CMG component	Microsoft .NET Framework 2.0, and 4.0 Full Framework. (The CMG Installer provides links to these, for your convenience if they are not already installed.)
Directory Connector	<p>GroupWise client installed, version 7.0.4 (for any supported 7.0.x server), or version 8.0.x or GW 2012 or GW 2014 or 2014 R2 or 18 or 18.1 (to match the version of the installed GroupWise server).</p> <p>Novell NetWare client installed: NetWare client ver 2 SP2 (IR2A) for Server 2008 or Server 2012.</p> <p>If running under Win Server 2008, Data Execution Prevention (DEP) must be disabled in Windows system settings.</p> <p>No drives may be mapped to NetWare.</p> <p>For GroupWise 8.0.x (only): Computer cannot contain a mapped drive pointing to the same location (<i>wpdomain.db</i>) as the UNC path for a GroupWise-to-Exchange connector. (DC connectors will not run if a mapped drive points to that location.)</p>
Mail Connector	Any antivirus software running on the host CMG admin server must be turned off prior to running the Mail Connector.
Free/Busy Connector	<p>Microsoft PowerShell 2.0, 32- or 64-bit (a component of Windows Management Framework, downloadable at this Microsoft link). Also: Depending on your environment, you may need to run this command to enable the PowerShell layer using remote PowerShell:</p> <pre>get-executionpolicy set-executionpolicy \$unrestricted</pre> <p>For CMG's Autodiscover, EWS and F/B Bridge: Microsoft IIS 7.0–8.5, configured and enabled to use ASP.NET 4.0.</p> <p>Web services certificates on any server with CMG's Free/Busy Connector Web Server components.</p>

Table 18. Port assignments on CMG servers

CMG Component	Requirement for particular component
All CMG component	DNS port 53 (uses UDP protocol, not TCP)
Directory Connector	<p>LDAP 389: read/write both directions</p> <p>LDAP 3268: read to AD</p> <p>If the SQL DB is running on a separate server, the corresponding port must be open to CMG</p>
Mail Connector	SMTP port 25: both directions
Free/Busy Connector	<p>1352: outbound to GroupWise</p> <p>TCP 8961: inbound from GroupWise (default port, update if modified)</p> <p>TCP 8960: CMG to CMG (default port, update if modified)</p> <p>SSL 443: inbound from Exchange</p> <p>For Office 365 scenarios: Ports 80 and 443 out, and port 443 inbound</p> <p>Port 7191: outbound to GroupWise web services</p>

Upgrade and compatibility

Upgrading from CMG 1.5.5 and later versions

There is no need to uninstall a version 1.5.5 or later 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 versions earlier than 1.5.5

CMG versions earlier than 1.5.5 must be uninstalled before you can install the current 1.7 version in its place. Use Windows' *Add/Remove Programs* feature (in the Control Panel) to uninstall the earlier version, and then install the current version as a fresh install. This process will preserve your configuration settings from the earlier version.

Upgrading the Free/Busy Connector

Upon upgrading the Free/Busy Connector to CMG 1.7, 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.

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 CMG version, the automated upgrade process will transfer the existing license key into the new version, so you need not 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 Coexistence Manager for GroupWise, run the Setup program to install the software (as described in [Upgrade and installation instructions](#) below).
- 3 Once the software is installed, run the CMG Management Console. Select Licenses under the Common section of the Management Console, and 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.

Upgrade and installation instructions

Deployment considerations

CMG's three primary components are installed, configured and run independently. Each component's operations require the connection and coordination of three separate environments: the GroupWise and Exchange environments, and the server(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.

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.

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, such as:

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

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, Exchange environment, and single- vs. multi-namespace 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.

IMPORTANT: CMG's Directory Connector, Mail Connector and Free/Busy Connector are independent components that are installed separately. 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 and installation instructions

See [Upgrade and compatibility](#) above for important notes and requirements pertaining to upgrading from certain earlier CMG versions.

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.

To install Coexistence Manager for GroupWise:

- 1 Review the [Deployment considerations](#) above, and map out your intended deployment before you begin to install CMG components.
- 2 Download 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.
(Or you could instead simply insert a CMG product CD, which starts 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. 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.

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 Inc. | 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 8. If not, you may browse the other AutoRun tabs if you like.
- 9 When you are finished installing components on this computer, 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.

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 these installation instructions. Configuration instructions and pertinent notes are provided in the CMG User Guide.

NOTE: Upon upgrading the Free/Busy Connector to CMG 1.7, 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.

NOTE: After upgrading to release 1.7, you must restart the server hosting the Directory Connector and perform the following steps.

- 1 Under Directory Connector, select **SQL Settings**.
- 2 Check the box **Use Existing Configuration**.
- 3 Click **Set Configuration**.

IMPORTANT: 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.

Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan. The release supports Complex Script (Central Asia – India, Thailand).

This release has the following known capabilities or limitations: Localizability will be built in, but localization will be some quarters off.

Customers can customize end-user facing messages, allowing them to localize some content themselves.

About us

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.

Third-party contributions

This product contains the following third-party components. For third-party license information, go to <https://www.quest.com/legal/license-agreements.aspx>. Source code for components marked with an asterisk (*) is available at <https://opensource.quest.com>.

Table 19. List of third-party contributions

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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.