



**PureConnect®**

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# Novell GroupWise Support for CIC

## Technical Reference

### Abstract

Customer Interaction Center (CIC) supports the Novell GroupWise mail system, allowing the CIC system administrative access to user mailboxes to play back user voicemail and faxes through the TUI and email. CIC features a SOAP-based GroupWise Connector. This document provides procedures for installing and configuring CIC for a GroupWise system using the SOAP-based GroupWise Connector.

For the latest version of this document, see the PureConnect Documentation Library at: <http://help.genesys.com/cic>.

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# Introduction to Novell GroupWise Support for CIC

Customer Interaction Center (CIC) supports the Novell GroupWise® mail system, allowing the CIC system administrative access to user mailboxes to play back user voicemail and faxes through the TUI and e-mail. CIC features a SOAP-based GroupWise Connector.

This document provides procedures for installing and configuring CIC for a GroupWise system using the SOAP-based GroupWise Connector.

# About this document

This document is for the GroupWise and/or CIC administrator responsible for the GroupWise system and for configuring CIC for the SOAP-based GroupWise Connector.

# About the GroupWise Connector

The GroupWise Connector uses the Web services available in GroupWise to provide the CIC/GroupWise integration. CIC and GroupWise use the SOAP API to communicate over HTTP between the GroupWise Connector and a Post Office Agent (POA) with SOAP enabled.

The SOAP-based GroupWise Connector has several advantages over the GroupWise Connector supported in previous CIC releases, which was based on the GroupWise Object API. The advantages include easier installation, improved performance and reliability, and less troubleshooting.

## Trusted Application

The GroupWise Connector requires that you install CIC as a Trusted Application in GroupWise. This is accomplished by running the GroupWise snap-in in ConsoleOne. The Trusted Application Key file is then imported by CIC in Setup Assistant or Interaction Administrator. When the CIC configuration is completed, CIC automatically provides users access to their mailboxes through e-mail or the TUI.

The Trusted Application Key file eliminates the need for the administrator to individually grant the CIC administrator account proxy access to each user mailbox that CIC will access. In previous CIC releases, the proxy access requirement proved to be time consuming for the administrator, and often resulted in support cases.

## GroupWise client no longer required on the CIC Server

To further simplify the installation procedure, CIC no longer requires that the GroupWise client be installed on the CIC Server.

# Installation and configuration

This section describes how to install and configure CIC for GroupWise using the SOAP-based GroupWise Connector:

- GroupWise prerequisites
- Configure the GroupWise POA(s) for SOAP
- Generate the Trusted Application file for GroupWise
- Configure CIC for GroupWise
- Install GroupWise client on user workstations

## GroupWise prerequisites

A GroupWise system is a collection of POAs, which may be running on one or more GroupWise servers. (A post office is a collection of user mailboxes and GroupWise objects. The POA delivers messages to mailboxes.) Multiple POAs are useful for load balancing and/or user provisioning.

This document assumes you have already installed and configured a GroupWise system consisting of one or more POAs, and have created user accounts.

CIC supports the following GroupWise versions:

- GroupWise 8
- GroupWise 2012 (CIC 4.0 SU 4 to SU 6, CIC 2015 R1 or later)

Visit the Product Information site [at https://my.inin.com/products/cic/Pages/Software-Requirements.aspx](https://my.inin.com/products/cic/Pages/Software-Requirements.aspx) for mail system support updates.

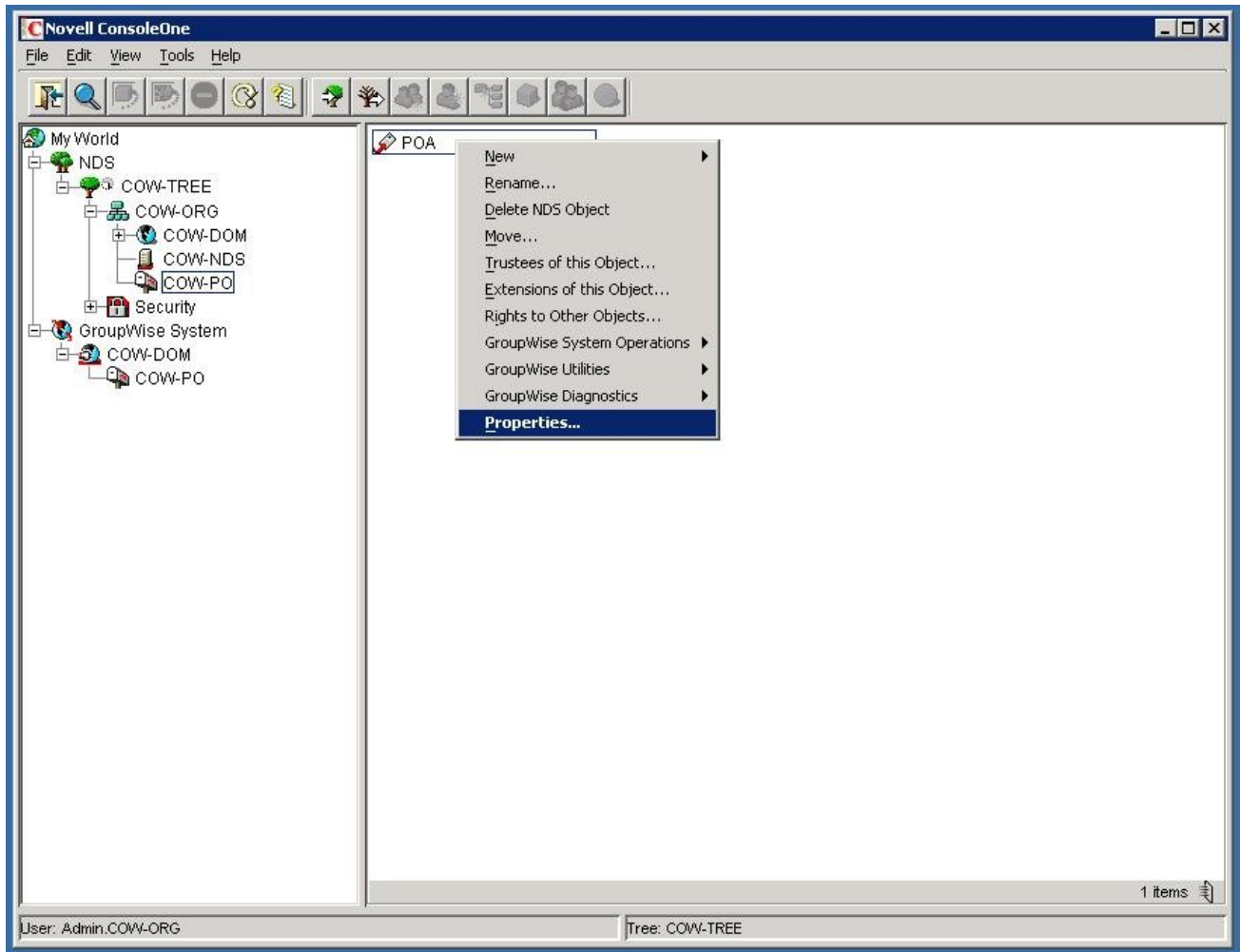
Refer to the GroupWise installation and administration documentation on the Novell Web site at <http://www.novell.com/products/groupwise>.

## Configure the GroupWise POA(s) for SOAP

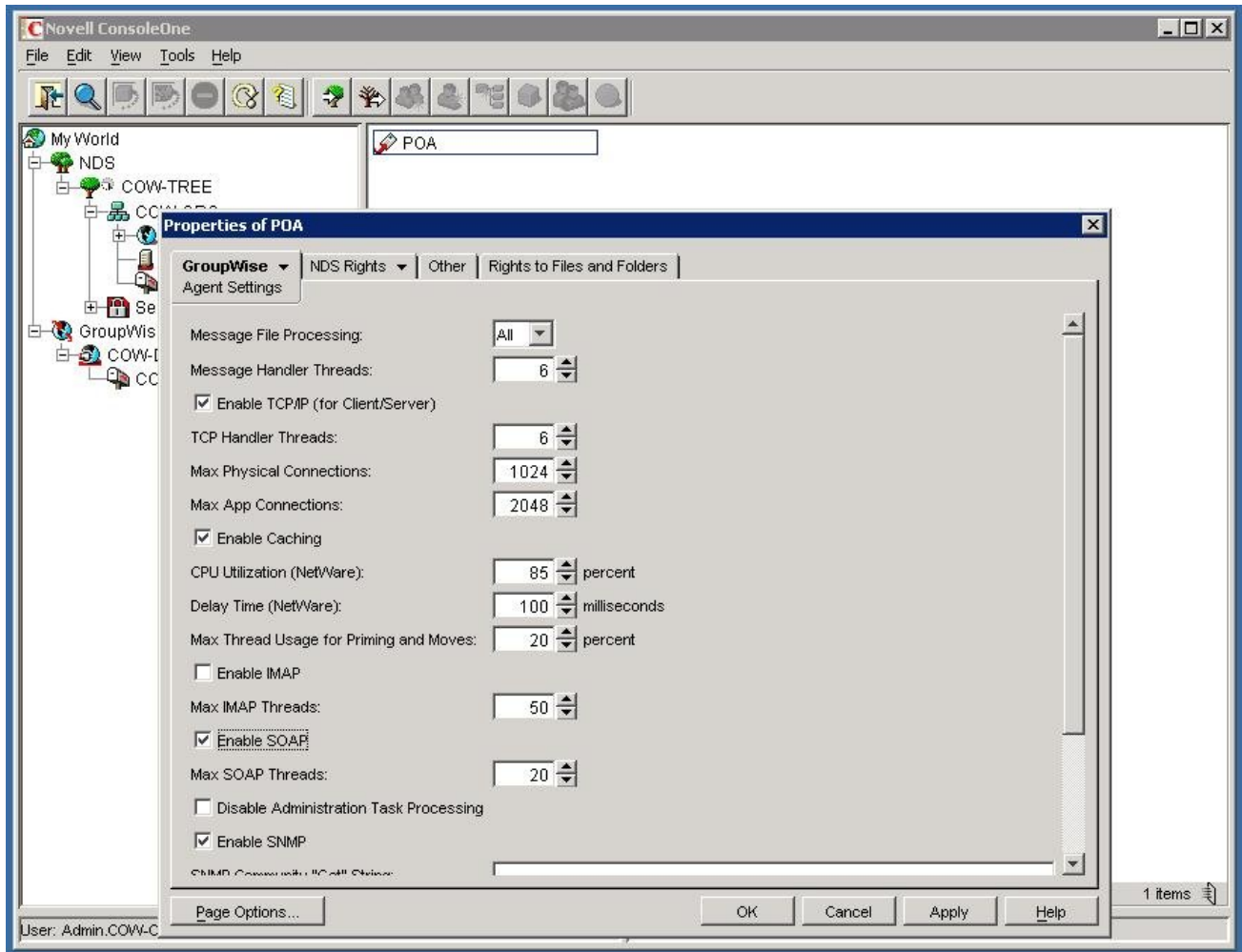
Perform the following procedure to configure each POA that will be accessed by CIC.

To configure the POA(s) for SOAP:

1. Open the ConsoleOne application, select a POA, and select **Properties**.

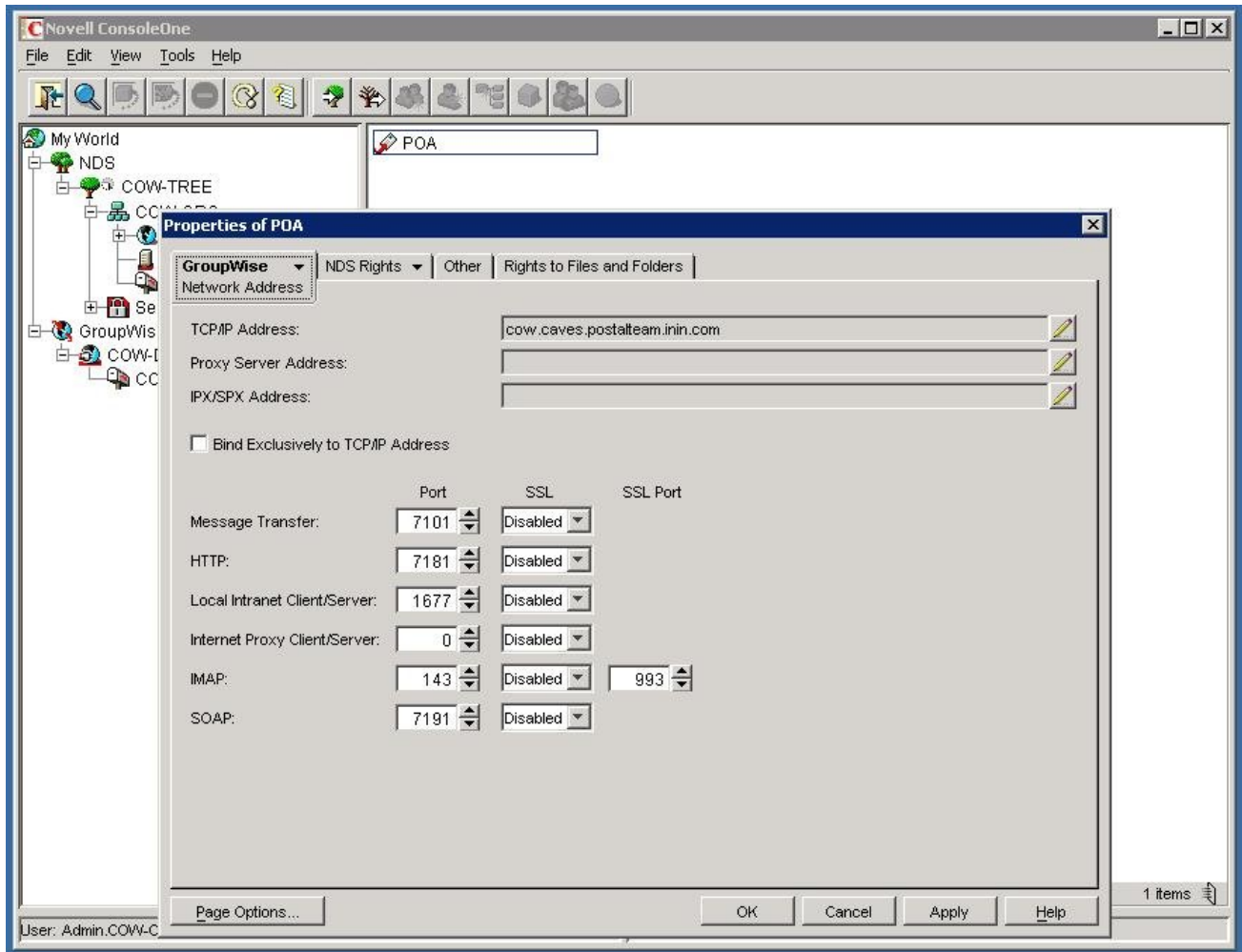


2. On the **GroupWise** tab, select **Agent Settings**, and check the **Enable SOAP** checkbox.



3. On the **GroupWise** tab, select **Network Address**, and review or change the **Port** and **SSL** settings for SOAP, as needed. These settings will be used in CIC.





### Port

The default SOAP port is 7191.

### SSL

The default SOAP SSL setting is Disabled. If you want use SSL/TLS for SOAP, change the setting to Enabled. Please note that in order to use SSL, you must obtain a server certificate for this POA and assign it to the POA in GroupWise through ConsoleOne. The certificate for the POA must be trusted by the CIC Server. You will enable SSL for SOAP in CIC when you configure CIC for GroupWise.

4. If SOAP was not previously enabled, restart the POA.
5. Repeat steps 1 through 4 for the other POAs that will be accessed by CIC.

## Generate the Trusted Application Key file for GroupWise

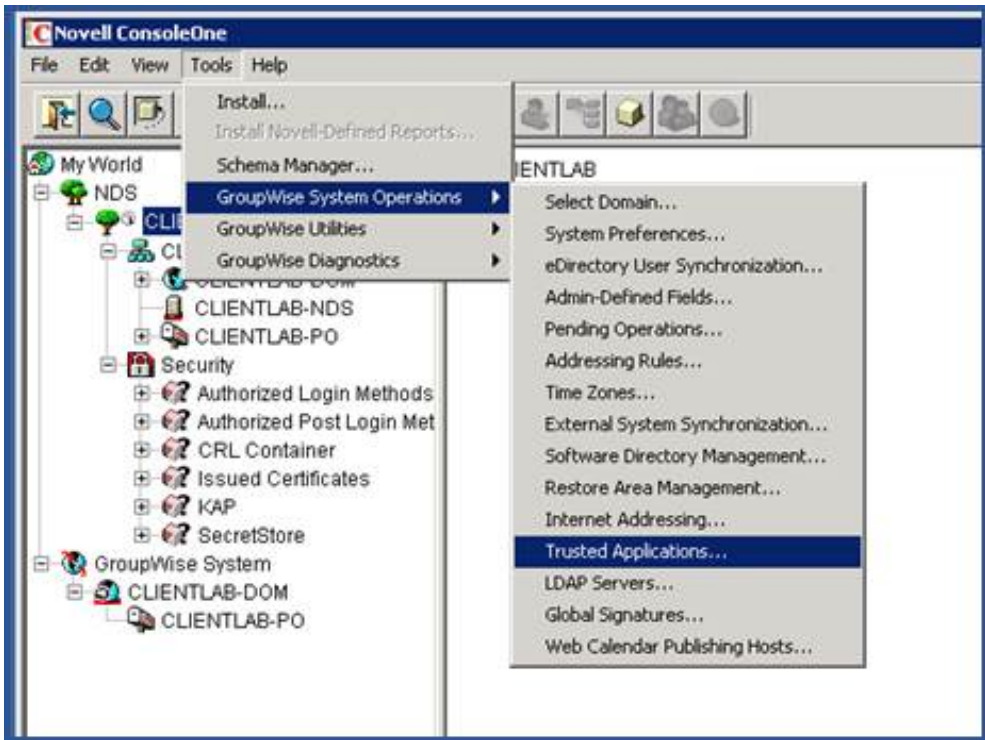
The GroupWise Connector requires that you install CIC as a Trusted Application in GroupWise. This is accomplished by running the GroupWise snap-in in ConsoleOne. The Trusted Application Key file is then imported by CIC in Setup Assistant or Interaction Administrator.

### Note:

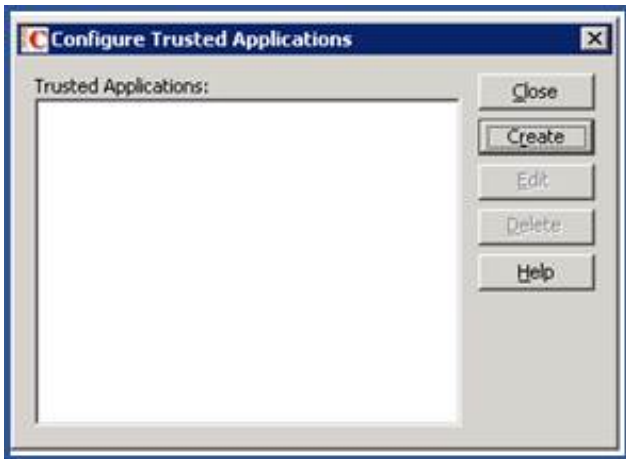
The following procedure is written for GroupWise 2012. The same functionality is also available in GroupWise 8.

To generate the Trusted Application Key file for GroupWise:

1. In ConsoleOne, under the **Tools** menu, point to **GroupWise System Operations** and then click **Trusted Applications**.

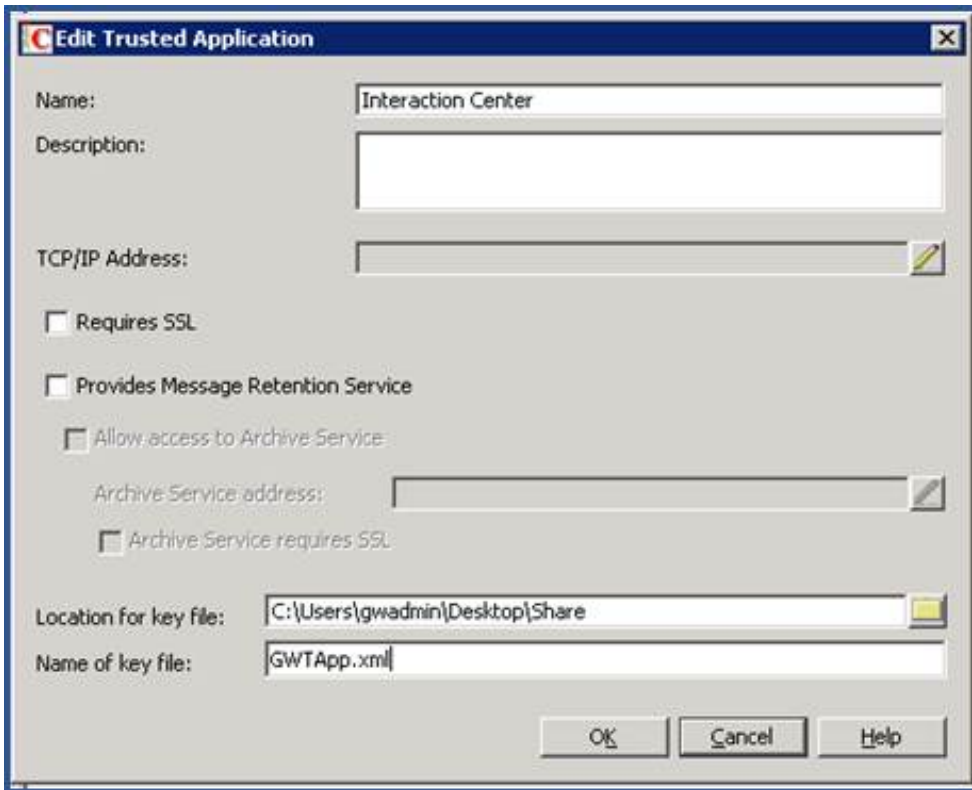



The **Configure Trusted Application** dialog box appears.



2. Click **Create**.

The **Edit Trusted Application** dialog box appears.

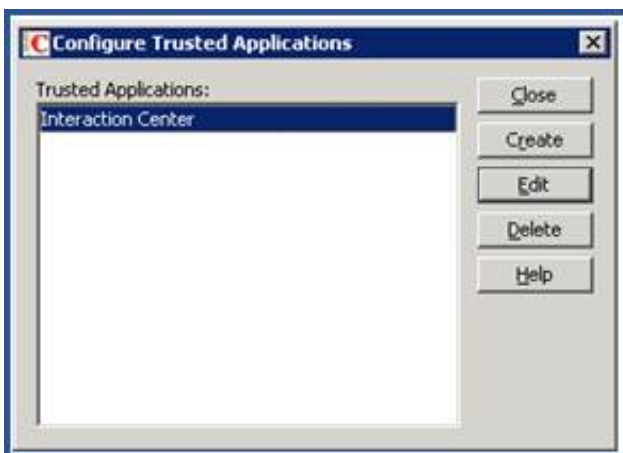


3. In the **Name** field, type `Interaction Center`.
4. In the **Location** field, click the  button to navigate to the directory where the Trusted Application Key file should be stored.
5. In the **Location for key file** field, type `GWTAApp.xml`.

**Note:**

The file name must be `GWTAApp.xml`.

6. Click **OK**.  
Interaction Center appears in the **Trusted Applications** field.



7. Click **Close** to close the dialog box.
8. In a text editor such as Notepad, open the `GWTAApp.xml` file.
9. Insert the `<gwtaapp><key>` and `</gwtaapp></key>` XML tags, as shown in the following screenshot.



10. Copy the `GWTAApp.xml` file to the CIC Server.

**Important!**

This is a one-time procedure. The same Trusted Application Key file is used for all CIC Servers. If another Trusted Application Key file is re-generated at some point in the future, CIC will immediately become an untrusted application until the newly generated Trusted Application Key file is copied to the CIC Server and imported in Interaction Administrator.

## Configure CIC for GroupWise

Install CIC as described in *CIC Installation and Configuration Guide*, in the [PureConnect Documentation Library](#).

After the CIC Server software has been installed, you can configure the GroupWise mail provider in IC Setup Assistant as part of the initial CIC installation procedure or post-installation in the Interaction Administrator Mail container.

### IC Setup Assistant

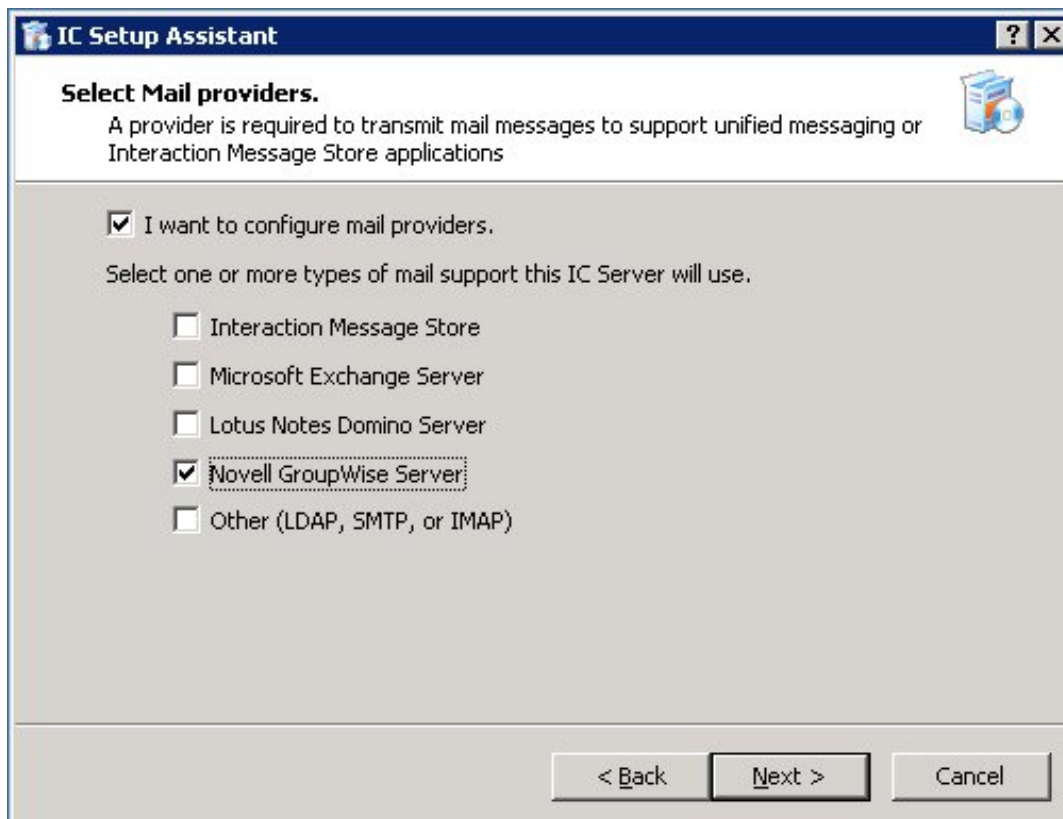
You may wish to skip the GroupWise configuration in IC Setup Assistant and perform the configuration post-installation in the Interaction Administrator Mail container if you have not yet performed the GroupWise prerequisites of configuring each GroupWise POA for SOAP and/or generating the GroupWise Trusted Application Key file.

**Note:**

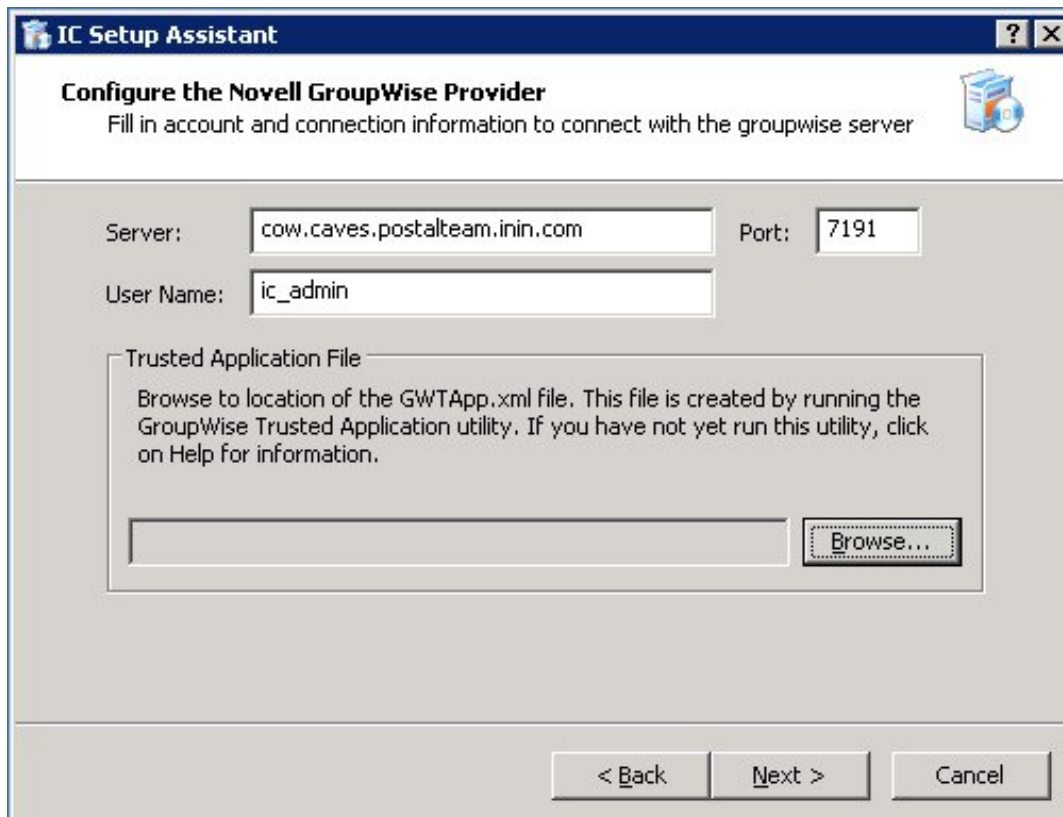
If plan you to use SSL/TLS for SOAP, you will need to enable SSL/TLS in the Interaction Administrator GroupWise Configuration dialog. This setting is not available in IC Setup Assistant. (Obtaining a server certificate for the GroupWise server, assigning it to the POA, and enabled SSL for SOAP in the POA is also required.)

To configure CIC for GroupWise in Setup Assistant:

1. Run IC Setup Assistant as part of a new CIC 2015 R1 or later installation.
2. In the **Select Mail Providers** dialog, check **I want to configure mail providers**, and select **Novell GroupWise Server**.



3. In the **Configure the Novell GroupWise Provider** dialog, fill in the information required to connect to the GroupWise server.



#### Server

Enter the name or IP address of the GroupWise server hosting the POA containing the most CIC users.

While the GroupWise Connector can connect to any POA with SOAP enabled, it is most efficient to connect to the POA that will be used the most. If the GroupWise Connector attempts to access a mailbox on a different post office than the one handled by the POA selected here, the Connector redirects the message to the correct POA.

#### Port

The port value should be the same as the SOAP port for this POA, which by default is 7191. If the POA uses a different port value, enter it here.

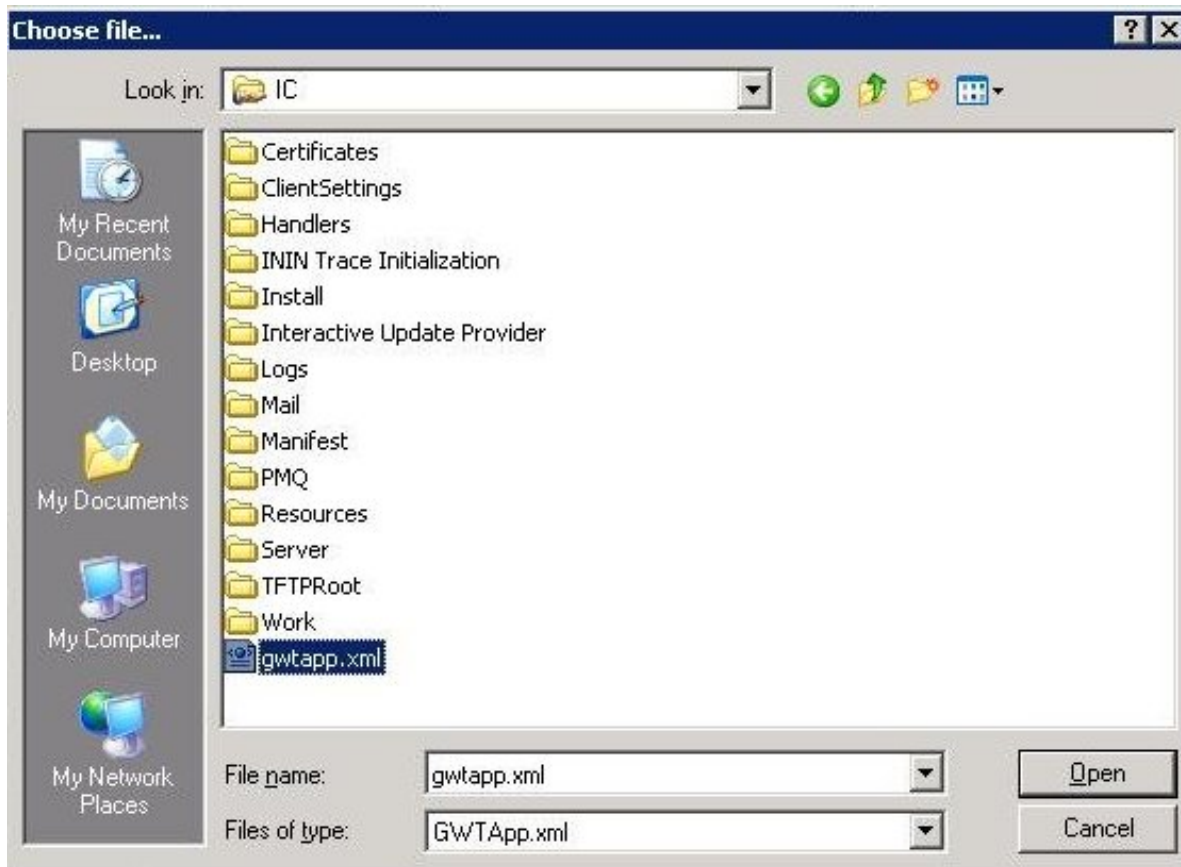
#### User Name

Enter the account that will be used to access the system address book and to send voicemails left by external callers. Typically, it is an account created just for use by CIC.

#### Trusted Application Key File

You should have already generated the Trusted Application Key file (GWApp1.xml) and copied it to a directory on the CIC Server, as described in [Generate the Trusted Application Key file for GroupWise](#).

Click the **Browse** button and select the GWApp.xml file from the appropriate CIC Server directory.



**Note:**

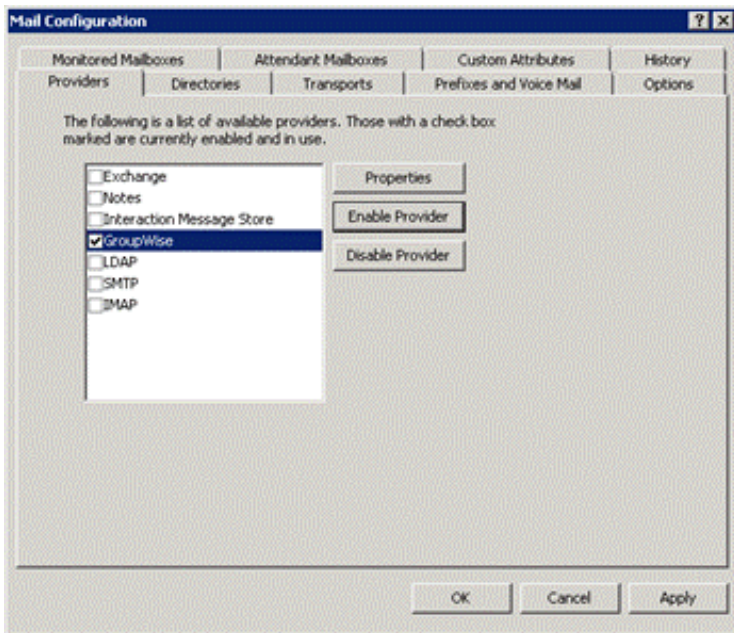
If you have not yet generated the Trusted Application Key file and copied it to the CIC Server, either do so now before continuing in Setup Assistant or skip the entire GroupWise configuration in Setup Assistant, and perform it in the Interaction Administrator Mail container. Problems may result from partial completion of the GroupWise configuration. See "Troubleshooting" for details.

## Interaction Administrator

After the CIC installation, perform the following steps in Interaction Administrator.

To configure CIC for GroupWise in Interaction Administrator:

1. In Interaction Administrator, open the **Mail Container**.
2. In the **Mail Configuration** dialog, select **Providers**.
3. Select **GroupWise** and click **Enable Provider**.



4. In the **GroupWise Configuration** dialog, fill in the information required to connect to the GroupWise server.



#### Server

Enter the name or IP address of the GroupWise server hosting the POA containing the most CIC users.

While the GroupWise Connector can connect to any POA with SOAP enabled, it is most efficient to connect to the POA that will be used the most. If the GroupWise Connector attempts to access a mailbox on a different post office than the one handled by the POA selected here, it will be redirected to the correct POA.

#### Port

The port value should be the same as the SOAP port for this POA, which by default is 7191. If the POA uses a different port value, enter it here.

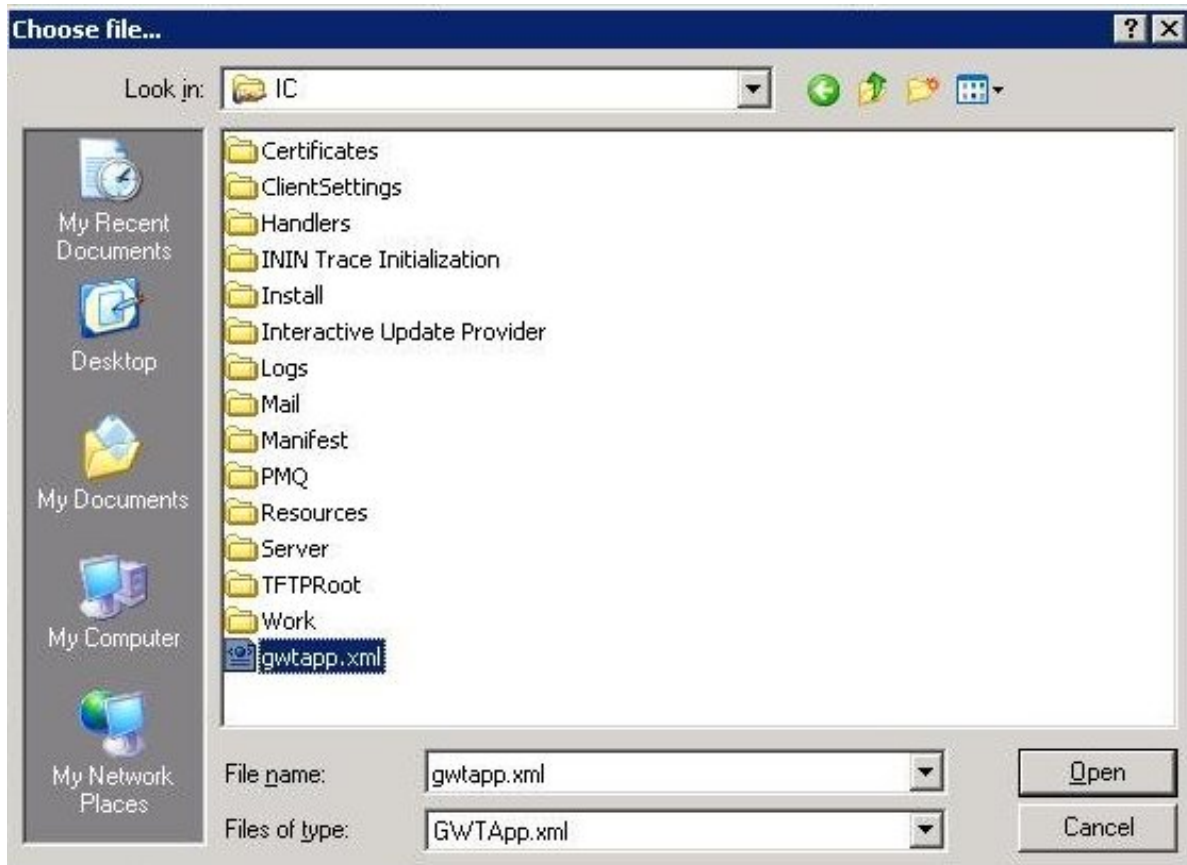
#### User Name

Enter the account that will be used to access the system address book and to send voicemails left external callers. Typically, it is an account created just for use by CIC.

#### Trusted Application Key File

If you have not yet generated the Trusted Application Key file ( `GWTApp.xml` ) and copied to a directory on the CIC Server as described in [Generate the Trusted Application file](#), do so now.

Click the **Browse** button and select the `GWTApp.xml` file from the appropriate CIC Server directory.



### Use secure connections (TLS)

SSL/TLS provides protects transmissions between the CIC Server and e-mail server.

If you are using SSL/TLS for SOAP, we recommend that you install and configure the CIC Server first without configuring for SSL/TLS. Once you have determined that the CIC System is functioning properly, configure CIC for SSL/TLS.

**Prerequisites:** You must have first obtained the server certificate, assigned it to the POA, and enabled SSL for SOAP in the POA. The server certificate must be available and trusted, before **Use Secure Connections (TLS)** takes effect.

#### Note:

GroupWise uses certificates stored in the Windows certificate store. The GroupWise server has to be using a certificate that has been issued by a CA (Certification Authority, like Verisign) and trusted in the Windows certificate store. If the certificate is self-signed (not issued by a CA), manually add the server's certificate to your Windows certificate store. To view certificates, run the certificate manager ( `certmgr.msc` ) from the Start menu.

Examples:

- The GroupWise administrator has a certificate issued from Verisign. Since Verisign shows up in `certmgr.msc` under Trusted Root Certification Authorities, just select **Use Secure Connections (TLS)**, and TLS is enabled.
- The GroupWise administrator has a certificate issued from a certificate shop that does not have a Windows certificate store listing. Manually add the certificate to your Trusted Root Certification Authorities, and then select **Use Secure Connections (TLS)**.
- The GroupWise administrator created a self-signed certificate (not issued by a CA). Manually add the certificate to your Trusted Root Certification Authorities, and then select **Use Secure Connections (TLS)**.

### Enable server-side tracing

Check this setting to enable GroupWise server tracing for troubleshooting purposes.



## **Install GroupWise client on user workstations**

The GroupWise Connector does not require that the GroupWise client be installed on user workstations. However, we recommend it if you want users to access voicemails and faxes via e-mail as well as the TUI.

If you choose to install the GroupWise client on user workstations, please refer to the GroupWise client installation documentation on the Novell website at <http://www.novell.com/products/groupwise>. No GroupWise client configuration is needed.

# Troubleshooting

## The Add Users Assistant cannot find mail users

### Problem

When running the Add Users Assistant to discover users from the mail server, either in Setup Assistant or Interaction Administrator, no users are returned.

### Solution

The most likely causes of this error are partial or mis-configuration of CIC as a Trusted Application in GroupWise. When configuring the GroupWise mail provider in Setup Assistant or Interaction Administrator, it is possible, though not recommended, to only supply partial information without any errors noted. However, the GroupWise Connector will not work until all of the information is provided.

Try the following:

- Open the Interaction Administrator **GroupWise Configuration** dialog (**Mail > GroupWise > Properties**) and check the **Trusted Application File** field to verify that A key was previously entered. If this is not the case, perform the [Generate the Trusted Application file](#) procedure described in this document and import it in Interaction Administrator as described in [Configure CIC for GroupWise](#).
- Check to see that the SOAP Port value for the GroupWise POA is same as the **Port** value in the Interaction Administrator **GroupWise Configuration** dialog.
- Check to see if the GroupWise POA is using SSL for SOAP, and if it is, make sure that the **Use secure connections (TLS)** setting in the Interaction Administrator **GroupWise Configuration** dialog is checked.
- To ensure that the Trusted Application Key file has not been regenerated since the original key was imported in Setup Assistant or Interaction Administrator, regenerate a new key file, copy it to the CIC Server and import it in Interaction Administrator as described in [Generate the Trusted Application Key file for GroupWise](#).

## Users report losing TUI access to voicemails

### Problem

Users report that when they try to access their voicemail boxes via the TUI, they are informed that their mailbox was "unavailable at this time". Also, there are warnings in the Application Event viewer from Post Office.

### Solution

At some point after the original Trusted Application Key file was generated and imported, a new Trusted Application Key file was generated and imported in Setup Assistant or Interaction Administrator. This may not be immediately obvious as some mail functions may appear to continue to work until the GroupWise Connector is restarted. Regenerate the Trusted Application Key file, copy it to the CIC server, and import the new key file in the Interaction Administrator **GroupWise Configuration** dialog (**Mail > GroupWise > Properties**).

# Change Log

The following changes have been made to this document since it was distributed for the CIC 4.0 GA release.

Date	Change
7-August-2013	<ul style="list-style-type: none"><li>• Added support for GroupWise 2012, available in CIC 4.0 SU 4 and later.</li><li>• Removed references to the CIC Trusted Application Installer.</li><li>• Added new content about using ConsoleOne to generate the Trusted Application Key file.</li></ul>
11-August-2014	Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Product Information site URLs, and copyright and trademark information.
25-September-2015	Updated documentation to reflect rebranding in CIC 2016 R1.
22-March-2018	Rebranded to Genesys.

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2001 Junipero Serra Boulevard  
Daly City, CA 94014  
Telephone/Fax (844) 274-5992  
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