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GENESYS

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.

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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.

The *Novell GroupWise Support for CIC Technical Reference* is for the GroupWise and/or CIC administrator responsible for the GroupWise system and for configuring CIC for the SOAP-based GroupWise Connector. It provides procedures for installing and configuring CIC for a GroupWise system using 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

For information about how to install and configure CIC for GroupWise using the SOAP-based GroupWise Connector, see the following:

- <u>GroupWise prerequisites</u>
- <u>Configure the GroupWise POA(s) for SOAP</u>
- Generate the Trusted Application file for GroupWise
- <u>Configure CIC for GroupWise</u>
- 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.

Ensure that you installed and configured a GroupWise system consisting of one or more POAs, and 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)

For mail system support updates, see the Product Information site <u>at https://my.inin.com/products/cic/Pages/Software-</u><u>Requirements.aspx</u>.

For GroupWise installation and administration instructions, see the documentation on the Novell Web site at <u>http://www.novell.com/products/groupwise</u>.

Configure the GroupWise POA(s) for SOAP

Complete the following procedure to configure each POA that CIC will access.

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.

CNovell ConsoleOne	
File Edit View Tools Help	4
🔊 My World	
Properties of POA	
GroupWise Agent Settings Agent Settings Agent Settings	
E- C GroupWis Message File Processing:	
COW-[Message Handler Threads: 6	
Enable TCP/IP (for Client/Server)	
TCP Handler Threads: 6	
Max Physical Connections: 1024 🚔	
Max App Connections: 2048 🚖	
I Enable Caching	
CPU Utilization (NetWare): 85 🚔 percent	
Delay Time (NetWare): 100 🚔 milliseconds	
Max Thread Usage for Priming and Moves: 20 🚔 percent	
Enable IMAP	
Max IMAP Threads: 50 🚔	
Max SOAP Threads: 20 🚔	
Disable Administration Task Processing	
I Enable SNMP	
Shihdi Communitur "Cod" Otrinor	N
User: Admin.COW-C	16 美

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.

CNovell Console0	ne	_ 🗆 🗙
File Edit View T	ools <u>H</u> elp	4
My World MDS COW- COW	Properties of POA GroupWise NDS Rights Other Rights to Files and Folders Proxy Server Address: Port SSL Port SSL Port SSL Port SSL SSL Port Message Transfer: 7101 Disabled Local Intranet Client/Server: Other Disabled Internet Proxy Client/Server: Other Sisabled Internet Proxy Client/Server: Other Sisabled Internet Proxy Client/Server: Image: Client/S	
	IMAP: 143 Disabled 993 SOAP: 7191 Disabled	1 items 卦
J User: Admin.COVV-C_	Page Options OK Cancel Apply Help	

Port

The default SOAP port is 7191.

SSL

The default SOAP SSL setting is Disabled. To use SSL/TLS for SOAP, change the setting to Enabled. To use SSL, you must obtain a server certificate for this POA and assign it to the POA in GroupWise though ConsoleOne. The certificate for the POA must be trusted by the CIC Server. Enable SSL for SOAP in CIC when you configure CIC for GroupWise.

- 4. If SOAP was not enabled previously, restart the POA.
- 5. Repeat this procedure for the other POAs that CIC will access.

Generate the Trusted Application Key file for GroupWise

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

Note:

The following procedure is 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.

Configure Trusted Applications	
rusted Applications:	Close
	Create
	Edit
	Delete
	Help

2. Click Create. The Edit Trusted Application dialog box appears.

CEdit Trusted App	ication	×
Name:	Interaction Center	
Description:		
TCP/IP Address:	, 	
Requires SSL		
Provides Message	Retention Service	
F Allow access to	Archive Service	
Archive Service	address:	
T Archive Ser	ice requires SSL	
Location for key file:	C:\Users\gwadmin\Desktop\Share	
Name of key file:	GWTApp.xml	
	окІс	ancel Help

- 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 GWTApp.xml.

Note:

The file name must be GWTApp.xml.

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

Create Edit Delete	isted Applications:	Glose
Edit Delete Help	teraction Center	Create
Delete Help		Edit
Help		Delete
		Help

- 7. Click **Close** to close the dialog box.
- 8. In a text editor such as Notepad, open the ${\tt GWTApp.xml}$ file.
- 9. Insert the <gwtapp></key> and </gwtapp></key> XML tags, as shown in the following screenshot.

GWTA	pp.eml -	Notepad	-	
Elle Edk	Format	Rein Rein		
<gwtap;< td=""><td>p><key< td=""><td>>>OCB38DE117620000980D70582AEECF960C838DE217620000826AD52D83164</td><td>61F8</td><td>1</td></key<></td></gwtap;<>	p> <key< td=""><td>>>OCB38DE117620000980D70582AEECF960C838DE217620000826AD52D83164</td><td>61F8</td><td>1</td></key<>	>>OCB38DE117620000980D70582AEECF960C838DE217620000826AD52D83164	61F8	1

10. Copy the GWTapp.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 the *PureConnect Installation and Configuration Guide* at <u>https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/Installation_Configuration_Guide.pdf</u>.

After installing the CIC Server software, configure the GroupWise mail provider in IC Setup Assistant during the initial CIC installation procedure or post-installation in the Interaction Administrator Mail container.

For information about configuring the GroupWise mail provider in IC Setup Assistant, see <u>Configure GroupWise Mail Provider in</u> <u>Interaction Administrator</u>.

For information about configuring the GroupWise mail provider in Interaction Administrator, see <u>Configure GroupWise Mail Provider</u> in Interaction Administrator.

Configure GroupWise Mail Provider in IC Setup Assistant

During the CIC installation, you can configure the GroupWise Mail Provider in IC Setup Assistant. For information about configuring GroupWise during the CIC installation, see <u>Configure GroupWise Mail Provider in Interaction Administrator</u>. This configuration method is useful when you have not completed the GroupWise prerequisites of configuring each GroupWise POA for SOAP and/or generating the GroupWise Trusted Application Key file.

Note:

To use SSL/TLS for SOAP, 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.

Select one or more types of mail support this IC Server will use. Interaction Message Store Microsoft Exchange Server Lotus Notes Domino Server Novell GroupWise Server
 Interaction Message Store Microsoft Exchange Server Lotus Notes Domino Server Novell GroupWise Server
 Microsoft Exchange Server Lotus Notes Domino Server Novell GroupWise Server
 Lotus Notes Domino Server Novell GroupWise Server
Novell GroupWise Server
Other (LDAP, SMTP, or IMAP)
C Other (LDAP, SMTP, or IMAP)

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

Server:	cow.caves.postalteam.inin.com Port	7191
User Name:	ic_admin	
Browse to	o location of the GWTApp.xml file. This file is created b	y running the
GroupWis	e Trusted Application utility. If you have not yet run t	his utility, click
on Help F	or information.	
onneiph		
onneiph		
		Browse
		Browse

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 (GWTAppl.xml) and copied it to a directory on the CIC Server, as described in <u>Generate the Trusted Application Key file for GroupWise</u>.

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

Look in: CCrtificates My Recent Documents My Documents My Documents	? ×	. //#####		Choose file
Image: Construction of the construc		- 0 🕫 🖾 -) IC	Look jn:
			Certificates ClientSettings Handlers ININ Trace Initialization Install Interactive Update Provider Logs Mail Manifest PMQ Resources Server TFTPRoot Work	My Recent Documents Desktop My Documents My Documents
My Network File name: gwtapp.xml	<u>O</u> pen		le <u>n</u> ame: gwtapp.xml	My Network Places

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. Issues may result from partial completion of the GroupWise configuration. For more information, see <u>Troubleshooting</u>.

Configure GroupWise Mail Provider in Interaction Administrator

After the CIC installation, you can configure the GroupWise Mail Provider in Interaction Administrator. For information about configuring GroupWise during the CIC installation, see <u>Configure GroupWise Mail Provider in IC Setup Assistant</u>.

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.

Monitored Malboxes Attenda	nt Mailboxes Custom Attributes	History
Providers Directories 1	ransports Prefixes and Voice Mail	Options
The following is a list of available provi marked are currently enabled and in u	ders. Those with a check box se. Properties	
Notes		
Interaction Message Store	Enable Provider	
Croupwise DAP	Disable Provider	
SMTP		
IMAP		
and a second		

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

Server:	cow.caves.postalteam.inin.com
Port:	7191
Username:	ic_admin
Trusted Applic	aton File
Browse to the created by ru utility. If you information.	e location of the GWTApp.xml file. This file is unning the GroupWise Trusted Application have not yet run this utility, click on Help for
	Browse
Use secure o	connections (SSL/TLS)
Use secure o Enable Group	onnections (SSL/TLS) pWise server side tracing

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 <u>Generate the Trusted Application file</u>, do so now.

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

Choose file				And a		? ×
Look jn:	IC 😂		•	01	• 🖽 👏	
	Certificates					
Mu Becent		ġs				
Documents	ININ Trace Initialization					
	Tinstall					
		Update Provider				
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	Mail					
	Manifest					
My Documents	PMQ					
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My Network	File <u>n</u> ame:	gwtapp.xml			_ _	<u>O</u> pen
Flaces	Files of type:	GWTApp.xml			•	Cancel

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 installing the GroupWise client 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, see the GroupWise client installation documentation on the Novell website at http://www.novell.com/products/groupwise. No GroupWise client configuration is needed.

Troubleshooting

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 <u>Generate the</u> <u>Trusted Application file</u> procedure described in this document and import it in Interaction Administrator as described in <u>Configure CIC for GroupWise</u>.
- 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 <u>Generate the Trusted Application Key file for GroupWise</u>.

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 tables lists the changes to the Novell GroupWise Support for CIC Technical Reference since its initial CIC 4.0 GA release.

Date	Change		
07-August-2013	 Added support for GroupWise 2012, available in CIC 4.0 SU 4 and later. Removed references to the CIC Trusted Application Installer. Added new content about using ConsoleOne to generate the Trusted Application Key file. 		
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.		
17-June-2019	Reorganized the content only, which included combining some topics and deleting others that just had an introductory sentence such as, "In this section".		