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See Change Log for summary of changes.

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/pureconnect.

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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:

- 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.

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 at https://my.inin.com/products/cic/Pages/Software-Requirements.aspx.

For GroupWise installation and administration instructions, see the documentation on the Novell Web site at http://www.novell.com/products/groupwise.
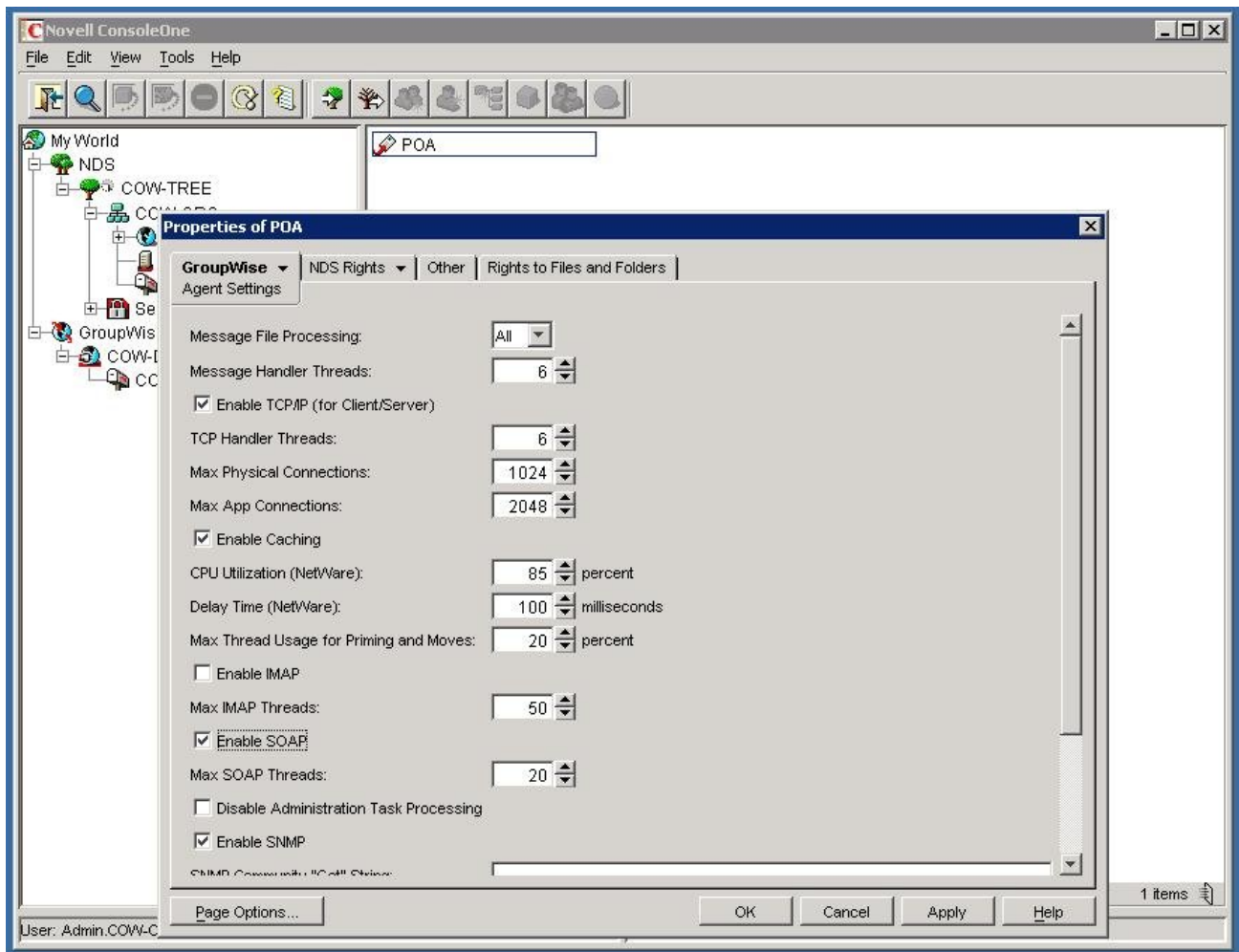
Configure the GroupWise POA(s) for SOAP

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**.

Novell ConsoleOne

File   Edit   View   Tools   Help

My World
  NDS
    COW-TREE
      COW-ORG
        COW-DOM
        COW-NDS
        COW-PO
      Security
  GroupWise System
    COW-DOM
      COW-PO

POA

New   ▶
Rename...
Delete NDS Object
Move...
Trustees of this Object...
Extensions of this Object...
Rights to Other Objects...
GroupWise System Operations ▶
GroupWise Utilities   ▶
GroupWise Diagnostics   ▶
Properties...

1 items

User: Admin.COW-ORG   Tree: COW-TREE

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.
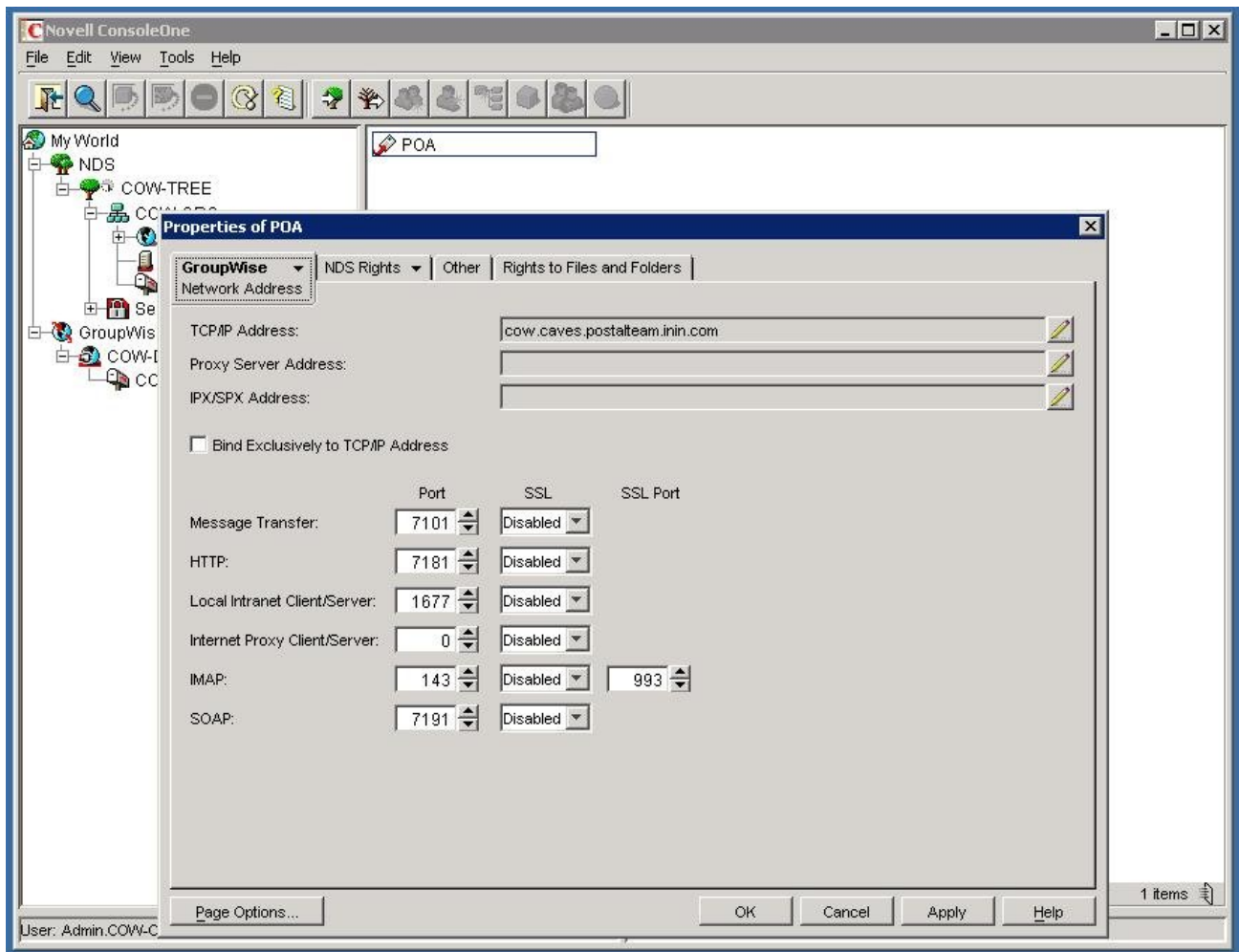
Port

> The default SOAP port is 7191.

SSL

> The default SOAP SSL setting is Disabled. 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.
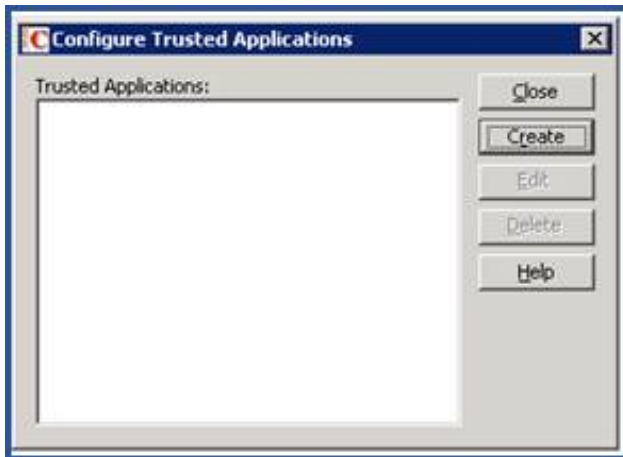
> **Note:**
> The following procedure is for GroupWise 2012. The same functionality is also available in GroupWise 8.

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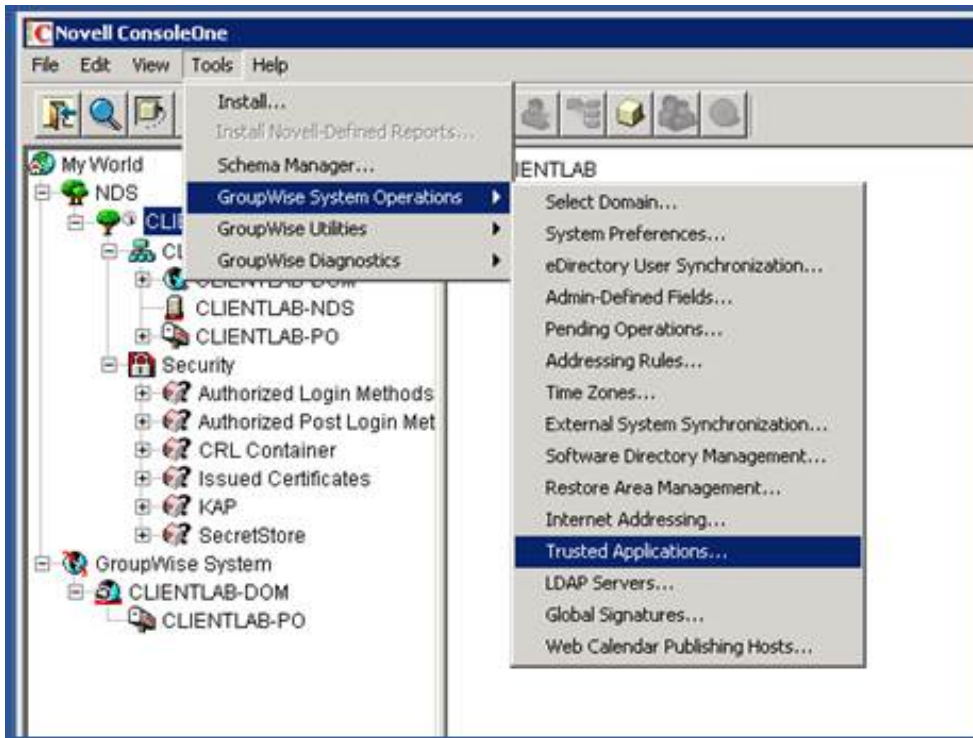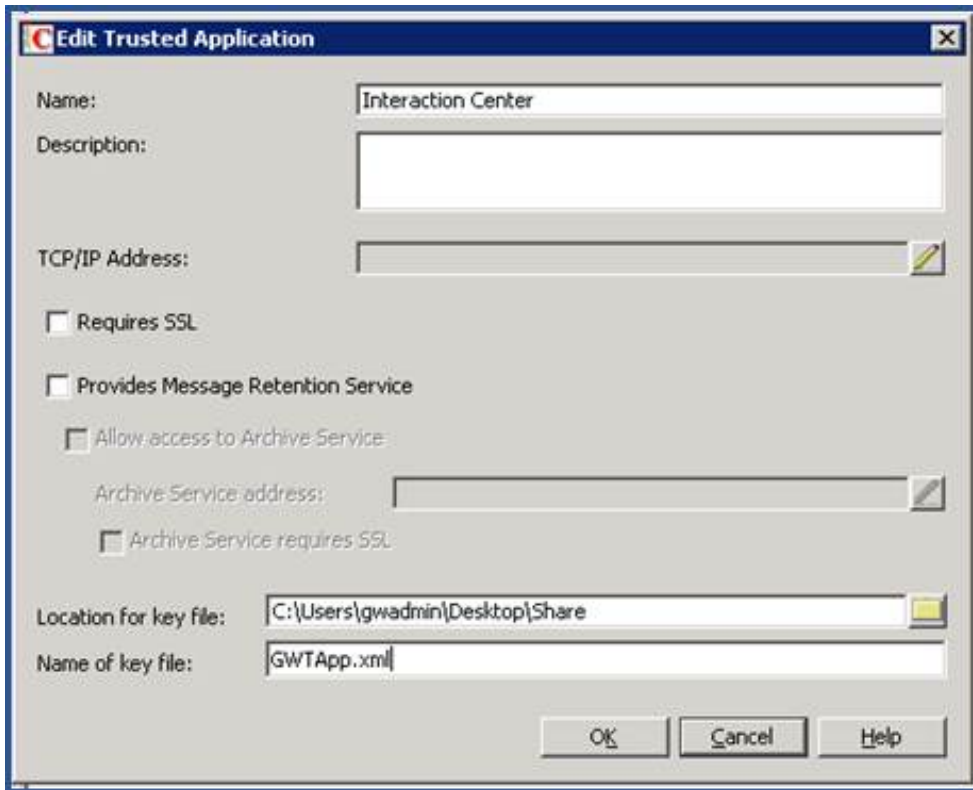
The **Configure Trusted Application** dialog box appears.

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 `GWTApp.xml`.

> **Note:**
> The file name must be `GWTApp.xml`.

6. Click **OK**. Interaction Center appears in the **Trusted Applications** field.
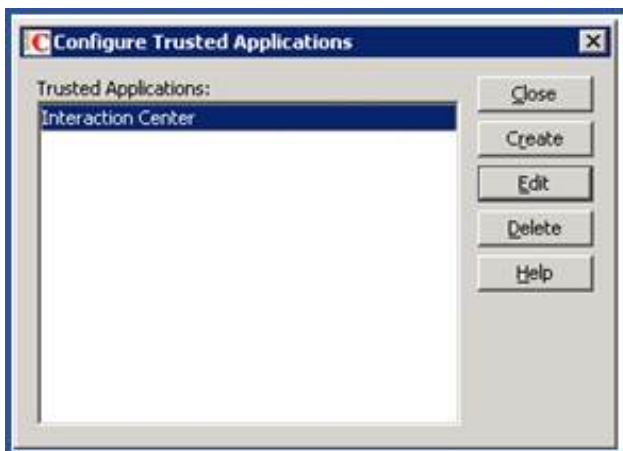
7. Click **Close** to close the dialog box.

8. In a text editor such as Notepad, open the `GWTApp.xml` file.

9. Insert the `<gwtapp><key>` and `</gwtapp></key>` XML tags, as shown in the following screenshot.

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
https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/Installation_Configuration_Guide.pdf.

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 Configure GroupWise Mail Provider in Interaction Administrator.

For information about configuring the GroupWise mail provider in Interaction Administrator, see Configure GroupWise Mail Provider 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 Configure GroupWise Mail Provider in Interaction Administrator. 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**.
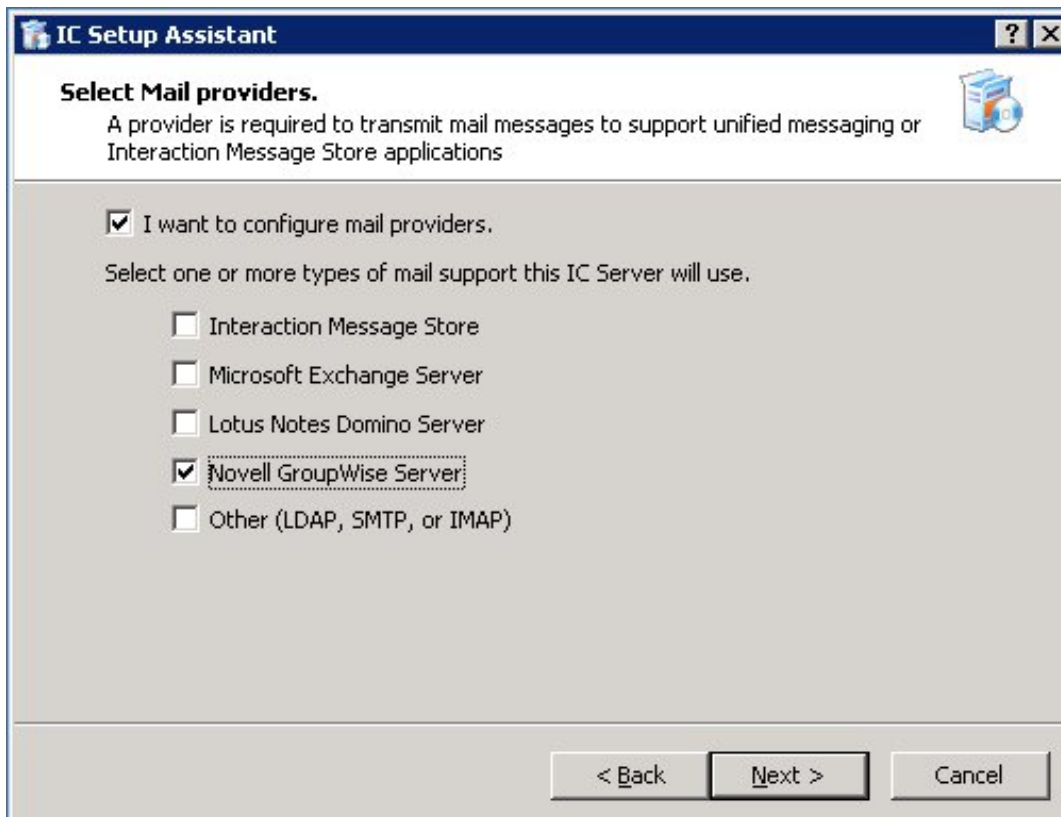
3. In the **Configure the Novell GroupWise Provider** dialog, fill in the information required to connect to the GroupWise server.
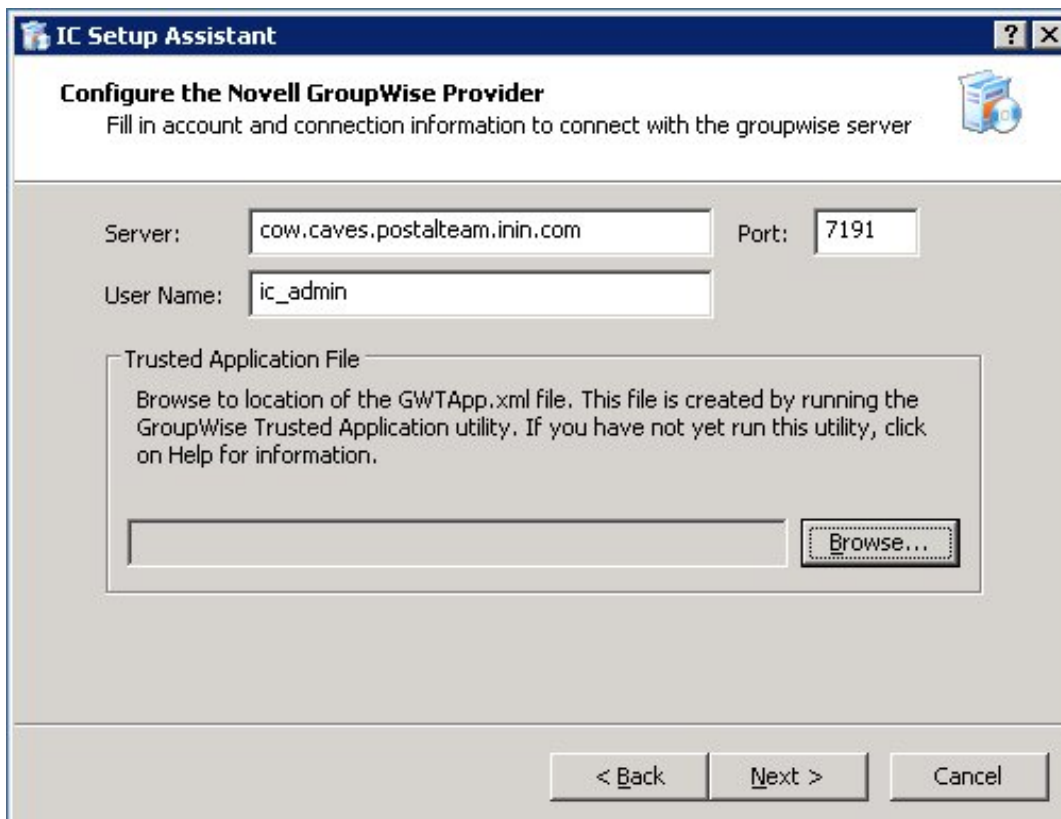
Server

> 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 (`GWTAppl.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 `GWTApp.xml` file from the appropriate CIC Server directory.
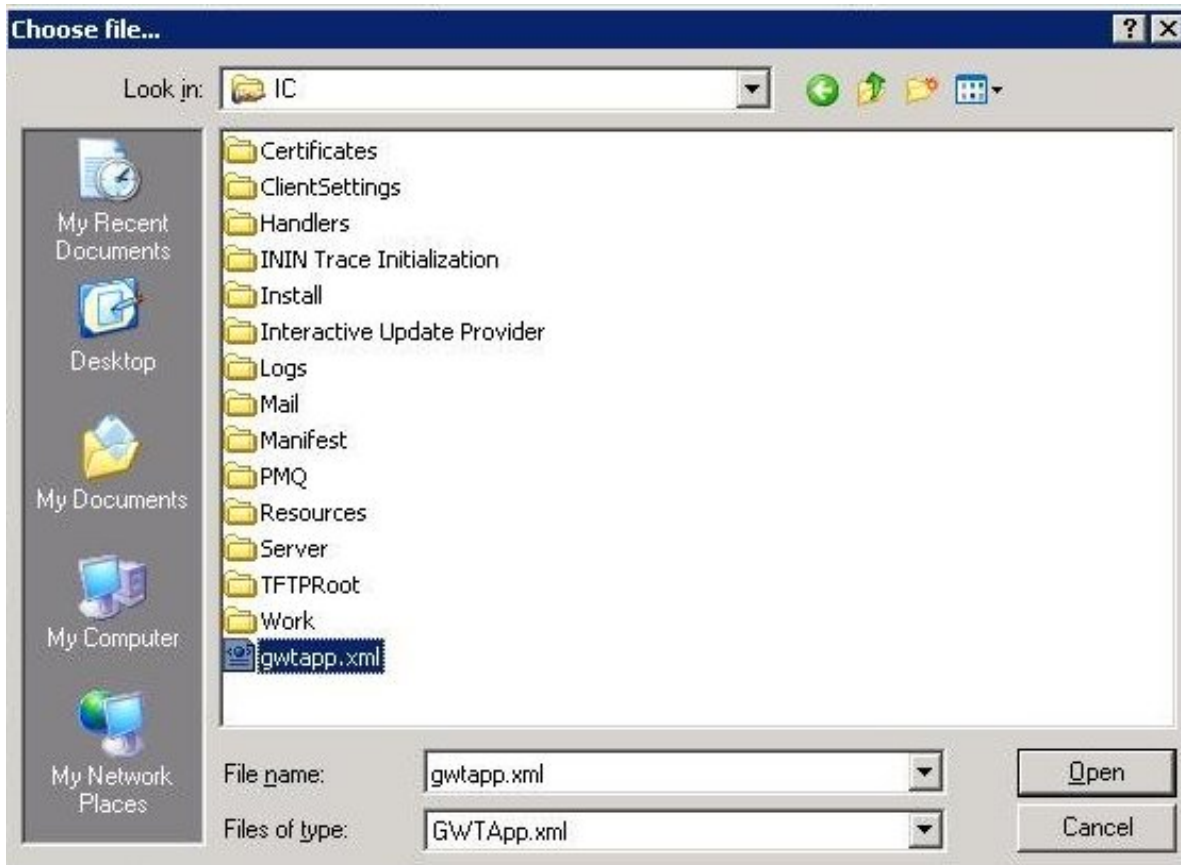

> **Note:**
> If you have not yet generated the Trusted Application Key file and copied it to the CIC Server, either do so now before continuing in Setup Assistant or skip the entire GroupWise configuration in Setup Assistant, and perform it in the Interaction Administrator Mail container. Issues may result from partial completion of the GroupWise configuration. For more information, see Troubleshooting.

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 Configure GroupWise Mail Provider in IC Setup Assistant.

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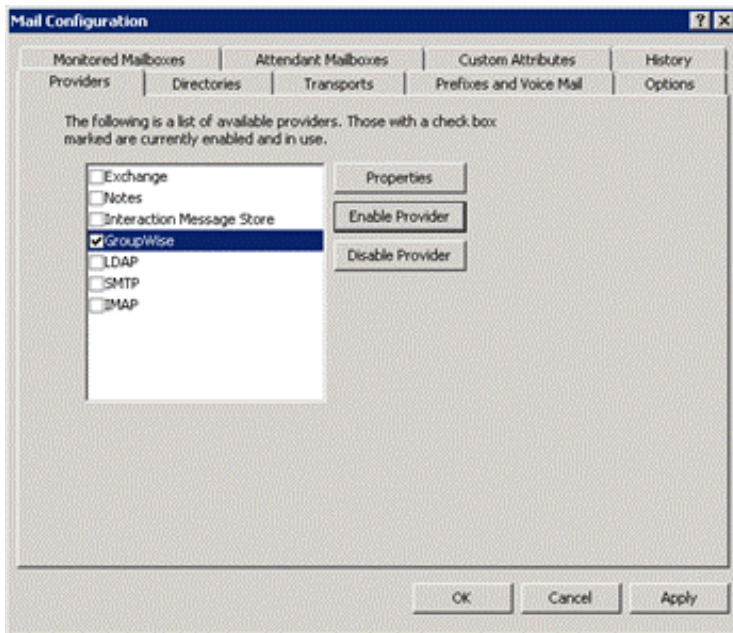
4. In the **GroupWise Configuration** dialog, fill in the information required to connect to the GroupWise server.

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 <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.
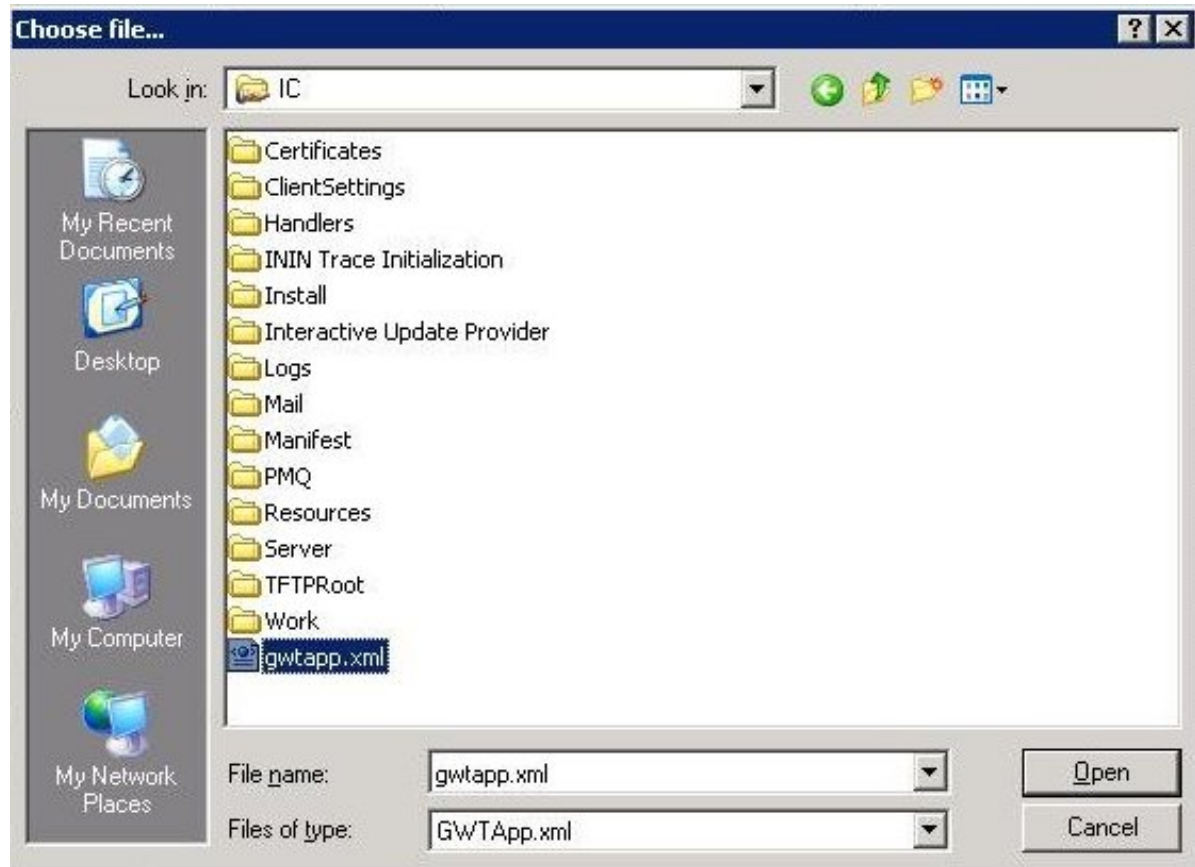
Use secure connections (TLS)

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 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 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...".