Our Vision: As GroupWise experts, users, and enthusiasts, our goal is to offer the best and most professional GroupWise consulting services on the entire planet. We do this via remote or onsite services, and handle projects, upgrades, migrations, troubleshooting, maintenance and support, and more on a daily basis. And we guarantee our services. Period.

TOP 5 THINGS YOU NEED TO KNOW ABOUT GROUPWISE 2012

With progress comes change. Depending on your situation, change can be a good thing, or it can cause challenges that must be overcome. However, change is inevitable. With the release of GroupWise 2012, Novell made some significant changes that may affect your organization. It's important that you understand these changes so you can address them adequately prior to embarking on an upgrade project. The most important changes are outlined in this document, along with suggestions for how to best handle these changes.

#1 – NetWare is gone in GroupWise 2012

With GroupWise 2012, you will only be able to use a Microsoft Windows Server , SUSE Linux Enterprise Server, or Novell Open Enterprise Server for your GroupWise system backend. A "NetWare" version is not included. Realistically, this may be a challenge for some people, but it should actually be seen as an opportunity to achieve better stability and performance. GroupWise often had problems on NetWare that caused complete server failure. We have found that GroupWise in general is much more stable on Linux and even Windows.

Strategic Advice

If you're still running an older version of GroupWise on NetWare, you'll need to include a Migration to either Linux or Windows in your upgrade planning. This will add to the overall cost of your project, and may add some technical challenges. Migrating GroupWise to a new OS Platform is not for the faint of heart due to the various nuances of each specific server platform. It's best to work with someone that has been through it before.

If you're not sure what direction you should take, we'd recommend that you discuss the pros and cons with someone that can help you make the right decision and ensure the project is a complete success. At the end of this document, we outline our own methods and strategies for having this technical discussion.

We generally recommend Linux as the platform of choice for GroupWise, and we are very pleased with the overall performance and stability of the Linux platform. Windows is also a viable option for running GroupWise, and sometimes easier for administrators to manage due to the familiarity of the interface.

Virtualization

If you are currently running GroupWise on physical NetWare servers, we highly recommend including a virtualization strategy into your migration plan. This helps you avoid a subsequent migration at a later date. Virtualization is out of the scope of this white paper, but offers many advantages over a physical server model.

#2 – Mac and Linux Clients are Gone

Novell made the decision to stop development on the Linux and Mac GroupWise clients. There will not be a GroupWise 2012 Linux or Mac Client.

Strategic Advice

Novell will be including the GroupWise 8 Linux/Mac client with GroupWise 2012. Users can use the GroupWise 8 Linux/Mac client to connect to GroupWise 2012, and Novell will support it. It will not, however, support or use any of the new GroupWise 2012 features. Novell's intent is for Linux and Mac users to take advantage of the greatly improved WebAccess client.

You may find that the new WebAccess client meets your needs, or you may want to stick with the GroupWise 8 Linux client. These are your best options, but you could also use IMAP or POP3 to access email with a 3rd party email client.

GroupWise 2012 Beta Team

Marvin Huffaker Consulting was an active participant on the GroupWise 2012 private beta team. We were also on the GroupWise 8 private beta team. We've been running GroupWise 2012 in our production environment, working closely with Novell GroupWise developers, and providing feedback to Novell on various issues since the process started. We've upgraded, migrated, destroyed, and abused our own GroupWise 2012 system to ensure that we understand every last detail of how GroupWise 2012 works. Since only a handful of companies are selected to be on the Beta team, it's likely that we have more experience with GroupWise 2012 than anybody else – except Novell.

#3 – WebAccess Architecture Change

Novell has drastically changed the architecture for the WebAccess component of GroupWise 2012. In previous versions of GroupWise, WebAccess used a server agent to handle communication between the WebAccess application and the Post Office. This was one of the more problematic components of GroupWise.

With GroupWise 2012, the WebAccess server agent has been eliminated. Now, the WebAccess application talks directly to the Post Office agent via the SOAP protocol. Novell's goal was to streamline the functionality and eliminate the problematic WebAccess Agent.

Strategic Advice

In general, this change will simplify your WebAccess deployment. In many cases, it's likely that you will be able to keep your current WebAccess deployment model without any drastic changes. However, the changes do not create a one-to-one feature change. Certain components will behave differently, especially in multiple-WebAccess agent deployment scenarios that take advantage of failover and high availability. If you are currently running a configuration with multiple WebAccess agents, it would be best to discuss your current deployment needs with a qualified GroupWise 2012 consultant.

#4 – GroupWise 2012 Upgrade Options

Novell has done a great job at keeping the GroupWise architecture standardized and consistent over the life of the product. Unlike other email platforms that often require a "forklift" upgrade, GroupWise 2012 can likely be upgraded in place. Yes, there are technical considerations, and you certainly need to plan and prepare properly for the upgrade. But it's possible that you can keep your existing servers in place and perform an in-place upgrade of most components. This will reduce the overall cost of a migration, proving once again that GroupWise is a viable and cost effective solution.

Strategic Advice

We recommend upgrading in place if your current GroupWise system is running on a supported platform. We recommend migrating to a supported platform if your GroupWise system is running on a legacy platform. The following list outlines some of the possible scenarios and our recommended upgrade strategy:

- Current platform is NetWare: You must migrate to a supported platform.
- Current platform is supported by GroupWise 2012: You should be able to perform an in-place upgrade.
- Current platform is not supported by GroupWise 2012: We recommend that you migrate to a supported platform.
- Current platform is a physical server: We recommend a physical to virtual migration as well as upgrading the OS to the latest supported version.

Practical Advice

Over the years, we have been hired to "recover" from failed migrations and upgrades numerous times. Customers either contracted with a less experienced company, or they tried to tackle the project themselves. Either way, they were not able to overcome certain hurdles, and in some cases, created extensive outages and/or data loss in the process. For the sake of your data and productivity, please consider talking to us prior to your upgrade/migration to learn the benefits of hiring a qualified and highly experienced consulting firm to do the job. We find that it is more cost effective to hire us to do the job right the first time than it is to hire us to do it over.

GroupWise 2012 / Supported OS Platforms

GroupWise 2012 supports the following operating systems:

- Novell Open Enterprise Server 2 (OES2)
- Novell Open Enterprise Server 11 (OES11)
- SUSE Linux Enterprise Server 10 (SLES10)
- SUSE Linux Enterprise Server 11 (SLES11)
- Windows 2003 / Windows 2003R2 *
- Windows 2008 / Windows 2008R2

* Even though Windows 2003 is supported, it should be noted that Windows 2003 has reached "end of life" status and is no longer supported by Microsoft. For that reason, we recommend migrating to Windows 2008 R2, the most current Windows server version at time of publication of this document.

Upgrading Older Versions of GroupWise

In the event that you are running a legacy version of GroupWise (Older than GroupWise 8), you might wonder if you can upgrade directly to GroupWise 2012 or if it requires an incremental version upgrade instead. The GroupWise 2012 documentation states the following:

> *"The process and procedures for updating a GroupWise 5.x, 6.x, or 7 system to version 2012 are essentially the same as updating a GroupWise 8 system to version 2012."*

This means that if you are currently running GroupWise 5.x, 6.x, or 7, you can upgrade directly to GroupWise 2012. However, the caveat to this scenario lies in the platform for which you are currently running your legacy GroupWise system. If you are currently running an older version of GroupWise on NetWare (Or another non-supported GroupWise 2012 Operating System), you will not be able to upgrade in-place. You will need to also perform a migration to a new platform, and then upgrade GroupWise from there. This is a critical element to consider when planning your project, as it will add to the total project time and expense.

Since it is impossible to outline in detail every possible scenario where this may be a challenge, we invite you to contact us to discuss your specific environment and concerns. At the end of this document, we outline our methods and strategies for this technical discussion.

#5 – GroupWise Licensing Entitlements

The Novell licensing model for GroupWise is extremely simple and straightforward. In most cases, you simply pay for the number of active mailboxes in your GroupWise system. This is no different than previous versions. If you have active Maintenance entitlements from Novell at the time GroupWise 2012 is released, you are automatically entitled to GroupWise 2012 and should not incur any additional licensing fees. If your maintenance has lapsed, you will be required to buy "Upgrade" licenses.

When you purchase GroupWise 2012 licenses, or if you have active maintenance, the following components are included in your purchase price. You will generally not incur any additional fees:

- SUSE Linux Licenses – For use only with your GroupWise system.
- Novell GroupWise Messenger – Instant Messenger component for corporate communications.
- Novell Data Synchronizer Mobility Pack – A software component used to connect mobile devices to GroupWise, such as iPhone and Android. Uses native phone functions to sync calendar, contacts, and email.
- Novell GroupWise Client and GroupWise WebAccess Client – Both client access methods are included in the licensing. A separate Client Access License (CAL) is not required.
- Novell GroupWise Agents – Since licensing is on a "per mailbox" basis, no separate licensing is required for the backend server components. You are entitled to deploy as many components as necessary to meet the needs of your organization.

Strategic Advice

Because SUSE Linux licenses are included in your GroupWise 2012 purchase, we often recommend using SUSE Linux as the platform of choice. This avoids extra licensing costs associated with Microsoft Windows Server. Also, you should check with Novell or a qualified Novell Partner to determine SLES licensing requirements for the Data

Synchronizer Mobility Pack. This is a "gray" area that is commonly misunderstood. You should assume that a separate SLES license is required for this component.

Other Licensing Entitlements

You may have originally acquired GroupWise as an individually purchased item, or you may have received it as part of a bundle with Novell Open Workgroup Suite (NOWS) or NOWS Small Business pack. Regardless of how you obtained GroupWise, as long as your maintenance is up to date and current, you will automatically be entitled to GroupWise 2012. We confirmed this directly with the Novell GroupWise product manager.

Novell License Compliance

Novell typically requires that customers perform an audit of their license usage either on an annual basis (if active maintenance) or upon new purchases. This ensures that your company is in compliance with the license agreement for your specific purchase. We would be happy to help you run your audit and determine your compliance status, just give us a call.

WHERE TO GO FROM HERE

Thank you for downloading this white paper. This valuable information about GroupWise 2012 should help you get started through the critical planning process required for your own GroupWise system upgrade.

Because there are likely other technical and business considerations that need to be discussed, you may wish to **contact us directly at 1-888-690-0013**.

Step 1 - Technical Discussion

- Discuss your system architecture and company overview.
- Identify possible roadblocks and technical challenges.
- Determine best approach for minimal end user interruption.

Step 2 - Licensing and Project Costs

- Ensure licensing compliance and help with your purchase or renewal.
- Provide a cost estimate based on your specific project needs.
- Provide an estimated time frame for project completion from start to finish.

100% Zero Data Loss Guarantee

When you are ready to upgrade or migrate your GroupWise system, we guarantee **zero data loss and minimal downtime**. We've developed our own exclusive methodologies that guarantee a successful migration and/or upgrade, **100% of the time**.

Contact Information

You can reach us via the following methods:

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