

Novell iManager 2.7 Readme

October 12, 2007

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1 Support Information

Be aware of the following information as it relates to the iManager 2.7:

- ♦ [Section 1.1, “Supported Platforms on iManager \(server based\),” on page 1](#)
- ♦ [Section 1.2, “Supported Platforms on iManager Workstation,” on page 2](#)

1.1 Supported Platforms on iManager (server based)

iManager 2.7 supports the following server platforms:

1.1.1 Operating Systems

- ♦ NetWare
 - ♦ NetWare 6.5 Service Pack 7 (NW65SP7)
- ♦ Linux
 - ♦ Red Hat* 4 (both 32-bit and 64-bit)
 - ♦ SLES 9, SLES 10, and SLES 10 SP1 (both 32-bit and 64-bit)
 - ♦ Open Enterprise Server 2
- ♦ Windows
 - ♦ 2000 Server SP4
 - ♦ 2000 Advanced Server SP4
 - ♦ Server 2003 R2

NOTE: iManager 2.7 does not include Solaris as a supported platform. However, iManager can still manage and work with applications and resources, such as eDirectory, running on the Solaris platform.

1.1.2 Application Servers

- ♦ Tomcat 5.0.x

1.1.3 Web Servers

Except for the Open Enterprise Server 2 (OES 2) platform (Linux and NetWare), iManager uses only Tomcat 5 for its Web Server requirements. On the OES 2 platform, iManager 2.7 uses both Tomcat 5 and Apache 2.2.3.

Because of this change, on platforms other than OES 2 you must specify the Tomcat port as part of the iManager URL. The default URL to start iManager 2.7 is as follows:

Secure URL: `https://<server ip address>:8443/nps/iManager.html`

iManager 2.7 on the OES 2 platform, both Linux and NetWare, use the following default iManager URL:

Secure URL: `https://<server ip address>/nps/iManager.html`

1.1.4 Browsers

- ♦ IE 6 (SP1 and later) or 7
- ♦ Firefox* 1.5.x, or 2.x

IMPORTANT: Although you might be able to access iManager via a Web browser not listed, we do not guarantee full functionality.

iManager 2.7 does not support access through an iChain[®] server with a path-based multihoming accelerator, and with Remove Sub Path from URL enabled.

1.1.5 Directory Services

- ♦ eDirectory 8.7.3
- ♦ eDirectory 8.8

1.2 Supported Platforms on iManager Workstation

iManager Workstation supports the following desktop platforms:

1.2.1 Linux

- ♦ openSUSE 10.2
- ♦ Red Hat Enterprise Linux Work Station 4
- ♦ SUSE Linux Enterprise Desktop 10 (SLED) and SLED 10 SP1 (both 32-bit and 64-bit)

1.2.2 Windows

- ♦ Windows XP Professional SP2 or later
- ♦ Windows 2000 Professional SP4 or later
- ♦ Windows Vista (32-bit only)

2 Enhancements

iManager 2.7 includes the following product enhancements:

- ♦ [Section 2.1, “Web Server Support,” on page 3](#)
- ♦ [Section 2.2, “Tree View,” on page 3](#)
- ♦ [Section 2.3, “File System Browse,” on page 3](#)
- ♦ [Section 2.4, “Enhanced Volume Restriction and File System Rights Control For Template Objects,” on page 3](#)
- ♦ [Section 2.5, “Available Novell Plug-in Modules,” on page 4](#)
- ♦ [Section 2.6, “Subordinate Count,” on page 4](#)

2.1 Web Server Support

Except for the Open Enterprise Server 2 platform (both Linux and NetWare), iManager 2.7 now requires and installs only Tomcat 5 in support of its Web services. Apache is no longer installed or configured by iManager. However, iManager can co-exist with Apache or IIS if those are properly configured. For more information, consult your Apache or IIS documentation.

On the Open Enterprise Server 2 platform, iManager 2.7 utilizes both Tomcat 5 and Apache.

2.2 Tree View

The iManager tree view approximates functionality available in ConsoleOne's Console View. The left-side navigation frame displays the tree structure of the current directory tree, and lets you navigate that tree structure, expanding and collapsing container objects as necessary. The right-side content frame displays contents and menu items for the object selected in the navigation frame.

2.3 File System Browse

iManager 2.7 lets you browse through an eDirectory Volume object into the physical NSS volume. Within the volume structure, you can select File and/or Directory objects.

File system browsing does not support accessing the file system through NCP Server objects or NSS junction point objects.

File system browsing is available from the Object Selector, Object View and Tree View, but is not available in Advanced Browsing mode. Also, file system browsing is not accessible from the Search or Advanced Search panes.

2.4 Enhanced Volume Restriction and File System Rights Control For Template Objects

iManager 2.7 now provides access to additional Template object property pages that let you specify Volume space restrictions and specific file system rights assignments for new objects created through the template.

2.5 Available Novell Plug-in Modules

iManager 2.7 lists all the available iManager plug-ins contained in the packages directory/download site by default. You can download and install plug-ins from within iManager by querying the [Novell download Web site \(http://download.novell.com/index.jsp\)](http://download.novell.com/index.jsp). The previous versions of iManager listed only the updates to the installed plug-ins modules.

2.6 Subordinate Count

In iManager 2.7 both the Object View and Tree View offer the ability to list a subordinate object count next to each container object in the view.

3 Known Issues

The following issues exist in the iManager 2.7 environment:

- Section 3.1, “Tree View Issues,” on page 5
- Section 3.2, “Invalid RBS Member Association can cause Java Exception,” on page 5
- Section 3.3, “Authentication Error with SLES 9,” on page 5
- Section 3.4, “Plug-in Compatibility,” on page 5
- Section 3.5, “iManager Does Not Automatically Redirect to Secure Port,” on page 6
- Section 3.6, “Universal Password and the Set Password Link,” on page 6
- Section 3.7, “iManager Login Page Issues,” on page 6
- Section 3.8, “International Characters Might Not Display Correctly During Install,” on page 7
- Section 3.9, “(Linux only) Installing iManager 2.7 before eDirectory 8.7.3,” on page 7
- Section 3.10, “(Windows only) Installing eDirectory and iManager on the Same Machine,” on page 7
- Section 3.11, “(Windows 2000 and 2003 Servers only) iManager Doesn't Work after Installing Groupwise 7.0 WebAccess,” on page 7
- Section 3.12, “Blank Screen or Missing Roles and Tasks,” on page 7
- Section 3.13, “Timeout Setting for Dynamic Groups Returns an Error Message When the Timeout Is Set to a Value That Can Be Exceeded,” on page 8
- Section 3.14, “Special Characters,” on page 8
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- Section 3.16, “(Internet Explorer only) Inability to Edit a Value in a Control such as Group Membership or Security Equal to Me,” on page 9
- Section 3.17, “Javaw.exe Application Error when closing iManager Workstation or SDK,” on page 9
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- ◆ Section 3.23, “Null Pointer Exception trying to load iManager Login page,” on page 10
- ◆ Section 3.24, “(NetWare only) Plug-in Install Does Not Proceed without Mouse,” on page 10
- ◆ Section 3.25, “(NetWare only) On a non-English server install, iManager 2.6 is displayed instead of iManager 2.7,” on page 10
- ◆ Section 3.26, “After a post install of iManager 2.7 on NetWare 6.5 sp7 the login page may not appear,” on page 10
- ◆ Section 3.27, “Unable to create AdminNamespace.java.lang.NoClassDefFoundError,” on page 11

3.1 Tree View Issues

The following issues exist in the new Tree tab of the Object View:

3.1.1 Navigation Frame Object List Does Not Update

In the Object View’s Tree tab, the effects of container actions are not immediately reflected in the Navigation frame’s object list. For example, adding a container, or changing an existing container’s name, is not reflected in the Navigation frame until you manually refresh the view by leaving the Tree view and then re-opening it.

3.1.2 Tree View Does Not Save State Information

Tree View does not currently save its state, including current position within the tree, when switching between Tree View and the Browse/Search tabs.

3.2 Invalid RBS Member Association can cause Java Exception

If you inadvertently specify an invalid user name or scope when creating RBS Member Associations, when you try to save the changes iManager displays the following error:

The system encountered an unknown error. Please contact Novell Support.

This error prevents a successful save operation for any valid data that you might have entered. To avoid this problem, use the Object Selector to locate valid objects and scopes when configuring iManager RBS.

3.3 Authentication Error with SLES 9

You might encounter the following error when authenticating to iManager on a SLES 9 server with SP3 installed:

Unable to create AdminNamespace. java.lang.NoClassDefFoundError" when authenticating on SLES 9.

This indicates that the SLES 9 server isn’t fully patched. To resolve this issue, update the SLES 9 SP3 server with the latest YOU patches.

3.4 Plug-in Compatibility

Because of changes to class structure and organization, iManager plug-ins must be recompiled to work with iManager 2.7. The iManager 2.7 Web site contains all currently available plug-ins, and

will be regularly updated with additional plug-ins as they become available. If you add an older plug-in using Add Plug-in link, it does not display an error even though the plug-in is not added. You can view specific error information in the debug log.

Similarly, the OES 2 download includes the currently available iManager 2.7 plug-ins.

WARNING: Do not install older plug-ins from a local drive into iManager 2.7. While the plug-in might install, it will not run and can be very difficult to remove.

3.5 iManager Does Not Automatically Redirect to Secure Port

iManager 2.7 does not automatically redirect to a secure port. You must specify the secure URL if you want a secure connection. iManager 2.7 URLs are listed in [Section 2.1, “Web Server Support,” on page 3](#).

3.6 Universal Password and the Set Password Link

If you create a policy when Universal Password is enabled, assign the policy to a user (or a user’s container), and then open the *Modify User* page for that user and click *Restrictions > Set Password*, the *Set Password* link does not open the new Universal Password Set page.

To get full Universal Password functionality, make sure NMAST[™] 2.3 or later is present on your server and use the Set Universal Password task.

3.7 iManager Login Page Issues

Be aware of the following login-related issues with iManager 2.7:

3.7.1 iChain Single Sign-On (SSO)

The iChain[®] Single Sign-On functionality (including Forward authentication, OLAC, and Form Fill) does not work in a multitree environment. iManager 2.7 requires a username, password, and tree name for login, whereas iChain requires only a username and password.

Form Fill from iChain also fails because the Exit button in the iManager toolbar directs you back to the initial login form. When Form Fill is active, you are simply logged back in to iManager.

In a single server environment, it is possible to use the iManager default settings and iChain will work correctly.

3.7.2 NetIdentity Login

For the same reasons as iChain SSO, NetIdentity can cause problems with iManager login.

When using iManager 2.7 on a NetWare 6.5 SP3 server that was previously running iManager 2.x and Virtual Office, NetIdentity clients see a NetIdentity login dialog box that only requires a username and password, instead of the iManager login dialog box that requires a username, password, and tree name.

3.8 International Characters Might Not Display Correctly During Install

If, during the installation, there are problems with the display of the characters, you might need to change the system's character encoding to UTF-8.

Installing remotely via an ssh client might also require UTF-8 character encoding on the client to display characters properly.

For example, set the system variable `LC_ALL=de_DE.utf8`, then try running the install again.

3.9 (Linux only) Installing iManager 2.7 before eDirectory 8.7.3

If iManager 2.7 is installed before eDirectory 8.7.3, the iManager login might fail and Tomcat might crash. To work around this problem, do the following:

1. Delete `/var/novell/nici/100/`
2. Restart Tomcat (`/etc/init.d/novell-tomcat5 restart`)

3.10 (Windows only) Installing eDirectory and iManager on the Same Machine

If you want to install eDirectory and iManager on the same physical machine, you must install eDirectory before you install iManager. This allows eDirectory to perform the initial system configuration as required.

3.11 (Windows 2000 and 2003 Servers only) iManager Doesn't Work after Installing Groupwise 7.0 WebAccess

On Windows 2000 and 2003 Server with IIS 5 or 6, installing Groupwise® 7.0 WebAccess to IIS automatically installs Tomcat 5.5.

As the iManager installation begins, the iManager installer program detects that IIS and Tomcat are available for use. The installer reports the inability to stop the iisadmin service. Near the end of the install, the installer reports the inability to start Tomcat.

After the install is completed, GroupWise WebAccess still works, but iManager does not (HTTP 404: Page not found).

Workaround: Do not install iManager and GroupWise on the same Windows 2000 or Windows 2003 computer.

3.12 Blank Screen or Missing Roles and Tasks

This most commonly occurs when accessing different versions of iManager with the same browser. Resolve this problem by clearing the browser's stored cookies and cache and restarting the browser.

3.13 Timeout Setting for Dynamic Groups Returns an Error Message When the Timeout Is Set to a Value That Can Be Exceeded

When this occurs, the following message appears: Unknown meaning for error number - 6016; Please call a Novell provider, but the value is saved. When you access Dynamic Groups, another error message appears: The system encountered an unknown error. Please contact Novell support.

To workaround this issue, give the Timeout setting an adequate and reasonable value.

3.14 Special Characters

iManager does not escape special characters automatically. Using a special character in an object name will cause an error unless you manually escape the character. More information is available in the [iManager documentation \(http://www.novell.com/documentation/imanager27/imanager_admin_27/data/bovjgnu.html\)](http://www.novell.com/documentation/imanager27/imanager_admin_27/data/bovjgnu.html).

3.14.1 Plug-in Studio Can't Find the RBS Collection When Trying to Install an Edited Plug-In.

Plug-In Studio can't find RBS Collections that have special characters in their names, so attempting to edit a plug-in that has been previously installed into an RBS Collection with special characters in its name causes the install to fail.

3.14.2 Using Special Characters When Creating a Property Book

Creating a Property Book, and naming it using special characters might cause a DNS Error 603 message. For more information about naming a Property Book, see “Creating a New Property Book” in the [iManager documentation \(http://www.novell.com/documentation/imanager27/imanager_admin_27/data/bypd8g8.html\)](http://www.novell.com/documentation/imanager27/imanager_admin_27/data/bypd8g8.html).

3.14.3 iManager Framework Does Not Support Special Characters in Plug-In IDs.

To create a plug-in ID that includes extended characters, create the plug-in using standard characters, then use *Advanced Properties* to change the plug-in display name after it has been created.

3.15 Two Instances Do Not Maintain Connections to Two Different Trees

Two instances in Firefox and Internet Explorer 7 tabbed views do not maintain connections to two different trees. Internet Explorer 6 maintains one session per instance, while Firefox uses the same session for all instances that use the same profile.

This difference in Web browser behavior gives the appearance that Firefox can't support two different sessions and that connection information is crossing over. iManager can maintain a connection to two different trees at the same time in the Firefox browser, but only if each instance is using a different profile.

To work different sessions simultaneously, modify your profile using Firefox's [Profile Manager](http://www.mozilla.org/support/firefox/profile) (<http://www.mozilla.org/support/firefox/profile>). In Firefox 2.0 you can use the `-no-remote` option when launching Firefox to run multiple profiles simultaneously.

3.16 (Internet Explorer only) Inability to Edit a Value in a Control such as Group Membership or Security Equal to Me

You cannot edit a value in a control such as “Group Membership” or “Security Equal to” in Internet Explorer.

To work around this issue, highlight the value, press the Delete key, then add the correct value.

3.17 Javaw.exe Application Error when closing iManager Workstation or SDK

When closing iManager Workstation or SDK, you might encounter a `javaw.exe` Application Error. The error is benign and does not indicate any system problems or instabilities. You can safely close the error message box and continue working normally.

3.18 Control Characters in Login Script

Using ASCII control characters in a login script might cause an Unhandled Exception Error in iManager. For this reason, Novell recommends using only the standard ASCII character set when creating login scripts.

3.19 Translation Errors in InstallAnywhere Installer

iManager leverages Macrovision* InstallAnywhere* for its installation routine. Because of this, some of the language translation for the installation routine is provided by Macrovision. Novell has encountered a few errors in these Macrovision translations that it cannot access to correct. For example, when you are prompted to select a language for the installation, the language selection “Slovak” is translated to “Anglictina”, which means English rather than Slovak.

Novell is working with Macrovision to get these translation errors corrected.

3.20 Replica Type and Replica State Message String Language

The iManager Language Preferences setting does not change language of the message strings for Replica Type and Replica State.

To work around this issue, change the operating system default language where the iManager server is running.

3.21 eDirectory Error Messages Language Settings

The iManager Language Preferences setting does not change the language of eDirectory error messages, even though the language of iManager Web interface is changed.

To work around this issues, change the operating system default language on the eDirectory server that iManager is using.

3.22 Link Disappears or Unable to View the all the Options

Novell iManager might not display the links or third row of options in the Property Book, if the window size is minimized.

To work around this issue, expand the window or consider using a resolution greater than 1024 x 768.

3.23 Null Pointer Exception trying to load iManager Login page

When you try to access iManager from a browser, the Login page fails to load and displays the following error message:

exception

```
java.lang.NullPointerException
```

```
com.novell.emframe.fw.servlet.AuthenticatorServlet.service(Authenticat  
orServlet.java:334)
```

```
javax.servlet.http.HttpServlet.service(HttpServlet.java:856)
```

There is a possibility of browser cookies being corrupt. To work around this problem, clear the browser cookies and then retry.

3.24 (NetWare only) Plug-in Install Does Not Proceed without Mouse

During iManager 2.7 installation, you may not be able to change focus to the dialog that asks if you want to install iManager 2.7 plug-ins without using a mouse. This may prevent you to proceed with the install.

3.25 (NetWare only) On a non-English server install, iManager 2.6 is displayed instead of iManager 2.7

If you perform a non-English install of NetWare 6.5 SP 7, iManager 2.6 is displayed as the product in multiple places during the install. Also, the list of installed products will display a product of iManager 2.6 with a version of 2.7.0. Even though iManager 2.6 is displayed as the product, iManager 2.7 is the version that is installed..

3.26 After a post install of iManager 2.7 on NetWare 6.5 sp7 the login page may not appear

This is the result of the iManager 2.0.2 uninstall not removing the line "Include sys:/tomcat/4/conf/nps-Apache.conf" from SYS:\Apache2\conf\httpd.conf. You will also see a Apache2 startup error in SYS:\Apache2\logs\startup.err.

Workaround: You must perform the following:

1. Edit SYS:\Apache2\conf\httpd.conf

2. Remove the line "Include sys:/tomcat/4/conf/nps-Apache.conf" from the bottom of the file.
3. Save the changes.
4. Start Apache2, ap2webup.

3.27 Unable to create AdminNamespace.java.lang.NoClassDefFoundError

You might encounter the above error when authenticating to eDirectory with iManager 2.7 Workstation or SDK on SLED 10. This indicates the problem while updating NCI. You may notice a message when you updated NCI that primenici was unsuccessful.

NCI 2.7.0 is installed with SLED 10 and the Open Desktop Edition add-on (ODE). iManager 2.7 requires NCI 2.7.3 and prompts you to install when you run iManager 2.7 Workstation or SDK for the first time. The issue is due to NCI 2.7.0 not successfully upgraded to NCI 2.7.3. During the update you will get a message that primenici was not successful. The solution is to remove both versions of NCI on the system, ignoring any dependencies, and re-install the version that came with iManager 2.7 Workstation, NCI 2.7.3. The ODE add-on itself has a dependency on NCI. So remove NCI by telling Software Management to ignore the dependency. Before you install NCI 2.7.3 make sure you delete the `/var/novell/nci` directory.

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4.4 XML Parser License (XP.jar)

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