MICRO FOCUS

# GroupWise Forensics 18.0.1

## Installation and User Guide

**August 2018**

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# Contents

# Preface

GroupWise Forensics powered by Reveal version 18.

## About This Guide

This GroupWise Forensics Installation and User Guide helps you integrate this software into your existing GroupWise system.

## Audience

This manual is intended for IT administrators in their use of GroupWise Forensics or anyone wanting to learn more about GroupWise Forensics. It includes installation instructions and feature descriptions. This guide expects you to have knowledge about your GroupWise system.

## Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comment feature at the bottom of each page of the online documentation.

## Additional Documentation

Online documentation can be found on the Micro Focus (https://www.microfocus.com/products/) website.

Knowledge Base articles can be found on the Micro Focus Knowledge Base (https://www.microfocus.com/support-and-services/knowledge-base/) website.

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# Copyright Notice

# 1 GroupWise Forensics Installation and User Guide

This section includes the following topics:



## Introduction

GroupWise Forensics (GWF) powered by Reveal allows authorized users to review the contents of any employee' mailbox, search for messages based on key words or content and retrieve these messages from GroupWise while maintaining the security of the system and leaving no hint to the mailbox owner that their e-mail accounts have been inspected for policy compliance.

GroupWise Forensics provides protection from information leaks, misuse of company e-mail, and legal liability.

GroupWise Forensics ensures that executives are able to accurately evaluate e-mail activity so they can properly enforce policy and procedure.

## Product Overview

From a MS Windows workstation connected to the GroupWise system, GroupWise Forensics shows the executive any employee’s live mailbox without the need for IT staff assistance. Authorized executives to review the contents of any employee’s mailbox, search for messages based on key words or content and retrieve these messages from GroupWise.

Live Confidential e-mail Inspection For legal, human resources and compliance auditors, GroupWise Forensics provides the ability to maintain oversight to all e-mail communications within Micro Focus GroupWise. GroupWise Forensics monitors and scans all e-mail. This provides protection from information leaks, misuse of company e-mail, and legal liability. Executives can view live mailbox activity of individual users, and easily monitor company-wide e-mail communication.

Confidential e-mail investigations GroupWise Forensics show authorized users the exact same mailbox that the user sees without any modification by an outside source.

Retrieve e-mail for evidentiary review GroupWise Forensics can export e-mail into a wide range of formats for evidentiary review and assessment by your legal team including HTML, CSV, and XLS.

# About GroupWise Forensics

GroupWise Forensics is an e-mail auditing solution for Micro Focus GroupWise® that provides a quick, safe and immediate access to a company's GroupWise® system so executives can review e-mail use for best practices and security.

# Licensing

GroupWise Forensics is licensed per user. A license is required for GW Forensics to function. See your sales rep for an evaluation license.

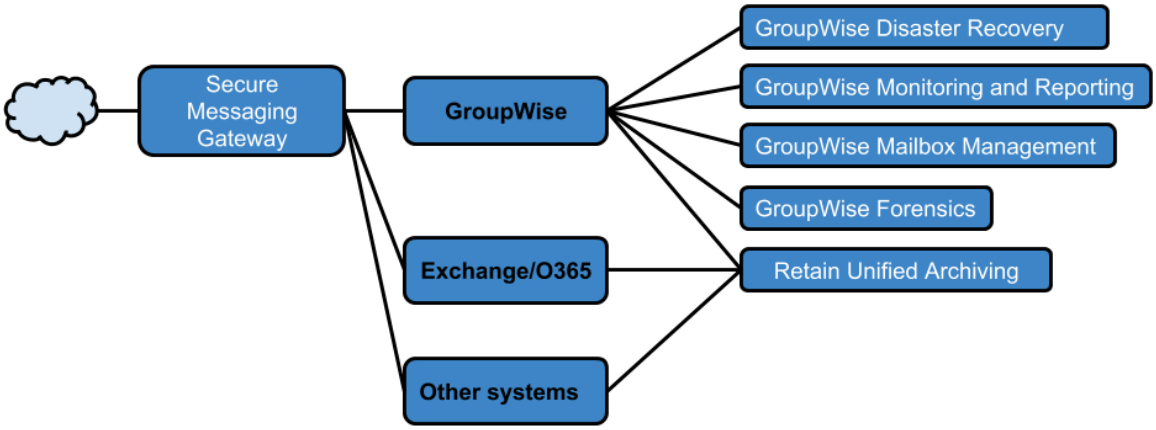
# Features

- Confidential e-mail Inspection
- Mailbox content review
- Designed for auditors and legal staff
- Search employee mail
- Print and export employee e-mail
- Confidential process - No modifications are made to the mailbox
- Complete logging for review of auditing activities
- Supports full search capabilities of GroupWise
- View employee proxy settings
- View, export, and print employee address book
- View, export, and print employee calendar

# Micro Focus Collaboration Products

- *Micro Focus Secure Gateway* is a message scanning product that protects your system from malware and spam.
- *Retain* is an archive storage product that is designed to keep messages from GroupWise, Exchange/O365, GMail, Blackberry, Bloomberg, Notes, mobile, social and other messaging platforms for the long term to meet data retention legal requirements and has powerful search capabilities for eDiscovery.
- *GroupWise Disaster Recovery powered by Reload for GroupWise* is a hot-backup and disaster recovery product for GroupWise. It keeps a few weeks of data and can easily restore messages, calendar items, address books, and even whole users. It can also act as a fully functional Post Office in times when the GroupWise POA is down. Now includes Blueprint for extracting important business intelligence data from your GroupWise message store by performing in-depth analysis on your Reload backups.
- *GroupWise Reporting & Monitoring powered by Redline* is a comprehensive, customizable, monitoring and reporting tool for GroupWise.

- *GroupWise Forensics powered by Reveal* provides essential auditing and oversight capabilities that legal, human resources, and auditing personnel need within GroupWise.
- *GroupWise Mailbox Management powered by Vertigo* is the Enterprise Mailbox Management tool for GroupWise.



# 2 System Requirements

This section includes the minimum system requirements.

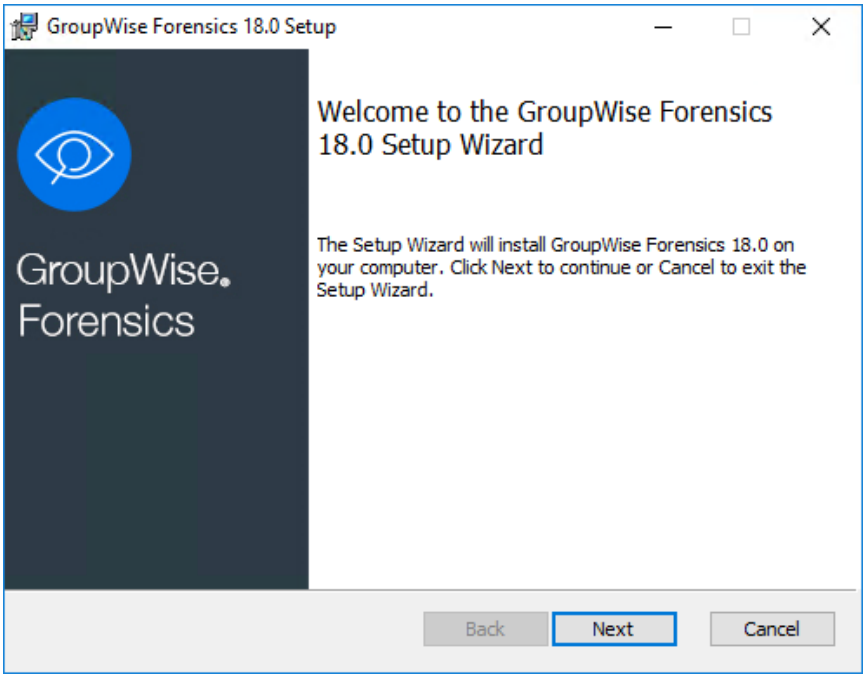
## Minimum System Requirements

- GroupWise 2014 or later.
- Network access to your GroupWise system.
- 256 MB RAM.
- 10 MB hard drive space.
- Microsoft Windows 7, 8.x, or 10.
- GroupWise Windows Client 2014 or later.
- .NET framework 3.5 or later.
- GW Forensics must be configured as a Trusted Application within GroupWise.
- To export into Excel or Word formats, those Microsoft products must be installed.

# 3 Installing GroupWise Forensics

GroupWise Forensics (GWF) installs on your Windows desktop with GroupWise Windows Client installed connecting to a GroupWise e-mail system.

Launch the GWF set up executable. The first screen is informational: click **Next** to begin. The executable runs a script to ensure its install wizard is configured correctly. Click **Next**.



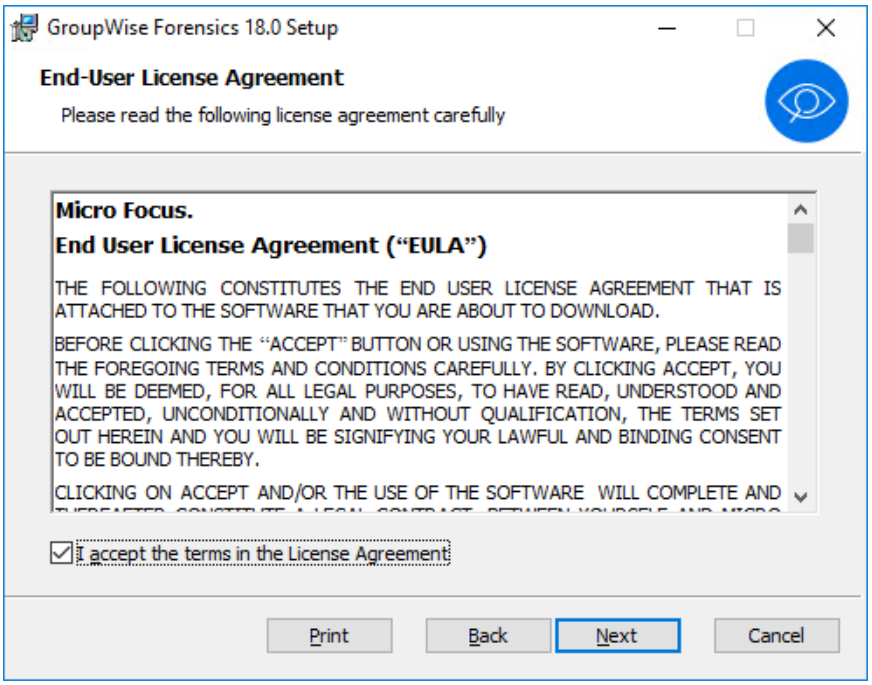

See the following topics to continue with the wizard:

- "License" on page 13
- "Destination Folder" on page 14
- "What's Next?" on page 16
- "Upgrading from a previous version" on page 16
- "Uninstalling GroupWise Forensics" on page 17

## License

GroupWise Forensics is commercial software and licenses for its operation must be purchased from GWAVA. Please read the license agreement and click to agree to the terms to continue. Click **Next** when ready.

Clicking **Back** or **Cancel** will leave your computer unchanged.



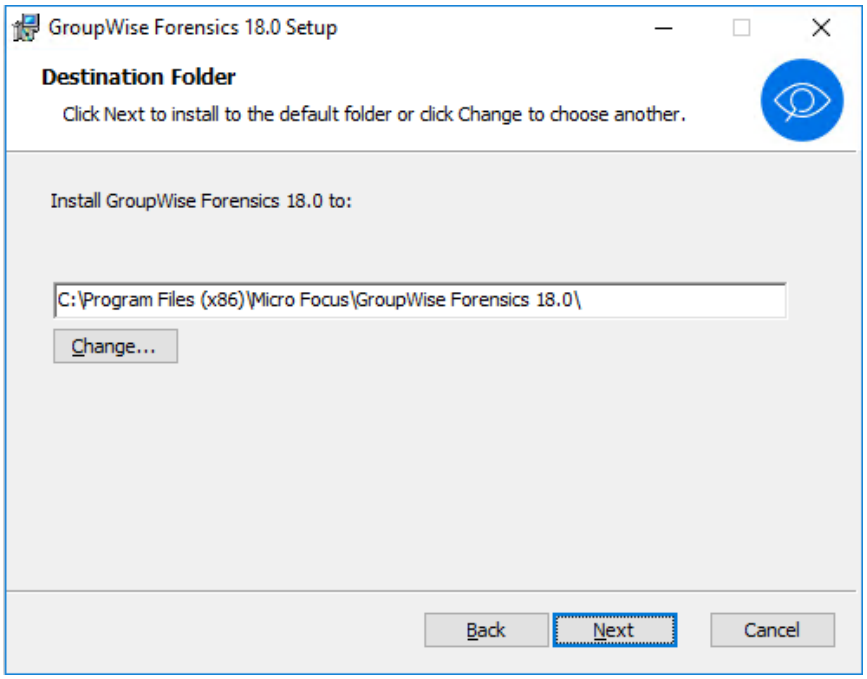

# Destination Folder

The next screen is used to select where on your workstation GroupWise Forensics will be installed. The default location is

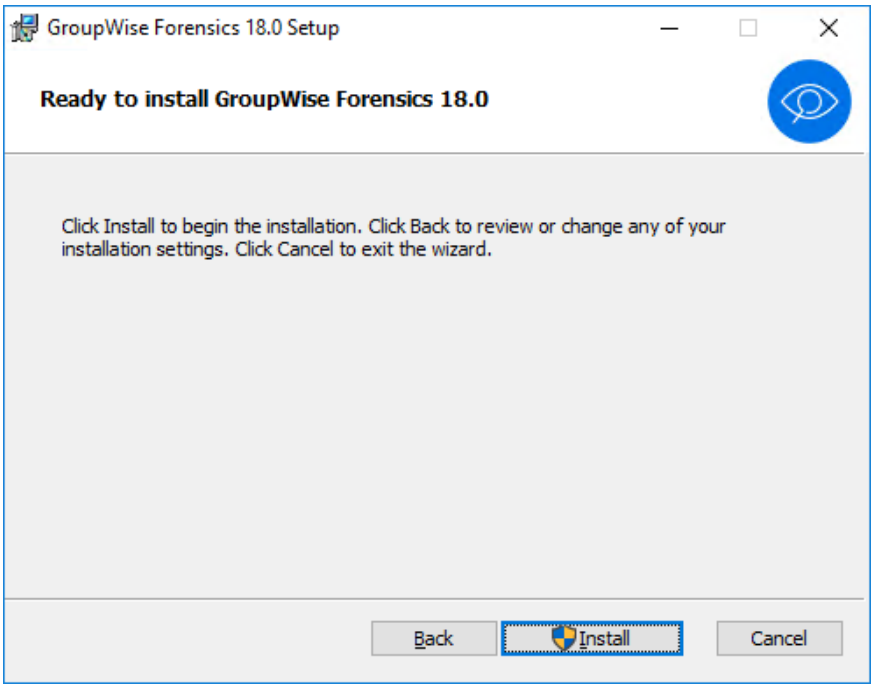
```
C:\Program Files (x86)\Micro Focus\GroupWise Forensics 18.0
```

However, another location can be chosen. Regardless, a shortcut to GroupWise Forensics will be placed on your desktop

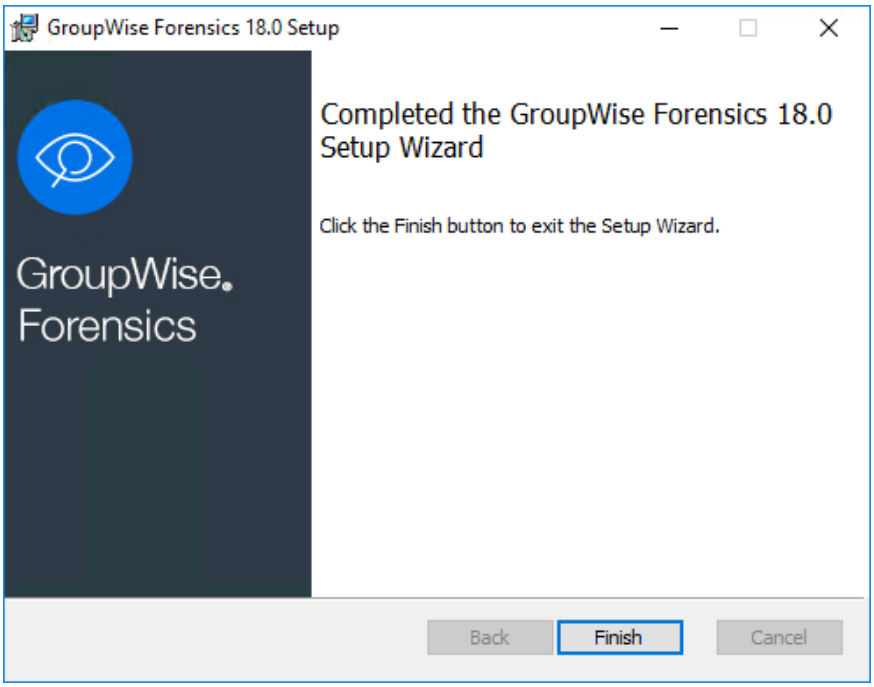
Clicking **Back** or **Cancel** will leave your computer unchanged.




The Install Wizard is now ready to create your GroupWise Forensics folder. Click Install to place a copy of the GroupWise Forensics software on your workstation. Clicking **Back** or **Cancel** will leave your computer unchanged.




The wizard will install GroupWise Forensics. Click Finish to close the installer. You can also enable the Launch GWAVA GroupWise Forensics check box to launch the software immediately.




# What's Next?

The software has been installed, but now it needs to be configured. This is a matter of letting GroupWise Forensics know where your GroupWise mail system keeps its files. Make sure to copy the license file to the program location or GroupWise Forensics will not function.

1. Install the License file "GroupWise Forensics Licensing" on page 16.
2. Connect GW Forensics to GroupWise. Chapter 4, "Connecting to the GroupWise System," on page 19

## GroupWise Forensics Licensing

For GroupWise Forensics to function correctly, the license file, ("license.pem"), must be copied into the program install directory prior to program use.  By default this is located at:

```
C:\Program Files (x86)\Micro Focus\GroupWise Forensics 18.0
```

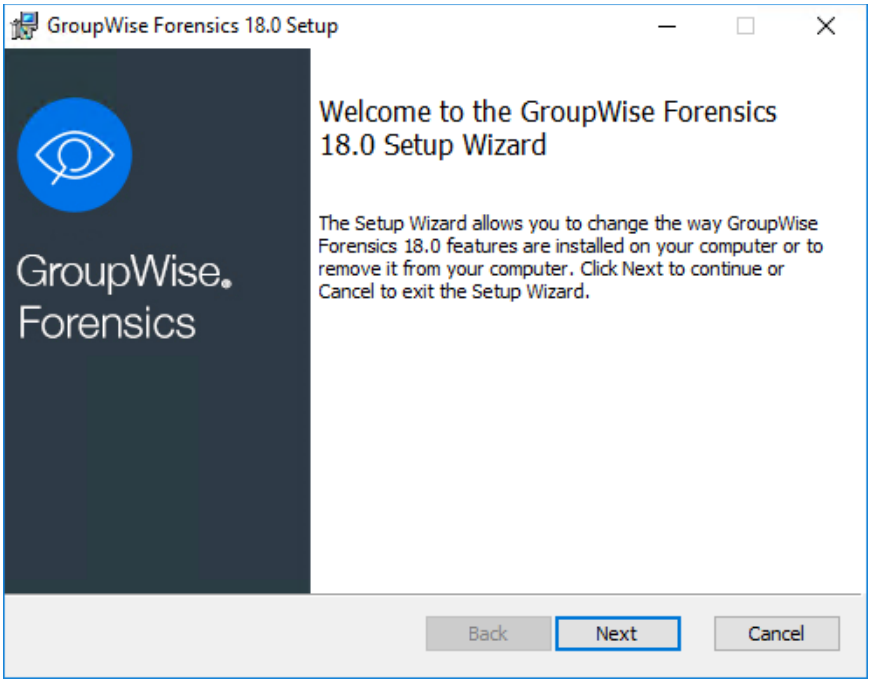
Always keep a copy of your program license for archive and backup use. The license must not be renamed, and must be named: `license.pem`

# Upgrading from a previous version

The GroupWise Forensics Installer also contains an updater for upgrading older versions of GroupWise Forensics.

Launch the installer. If the installer has a version of GroupWise Forensics that is newer than is installed, a dialogue box will be presented asking whether an upgrade should be applied. Click **Yes** to continue.

Click **Next** to apply the update and **Finish** when complete.



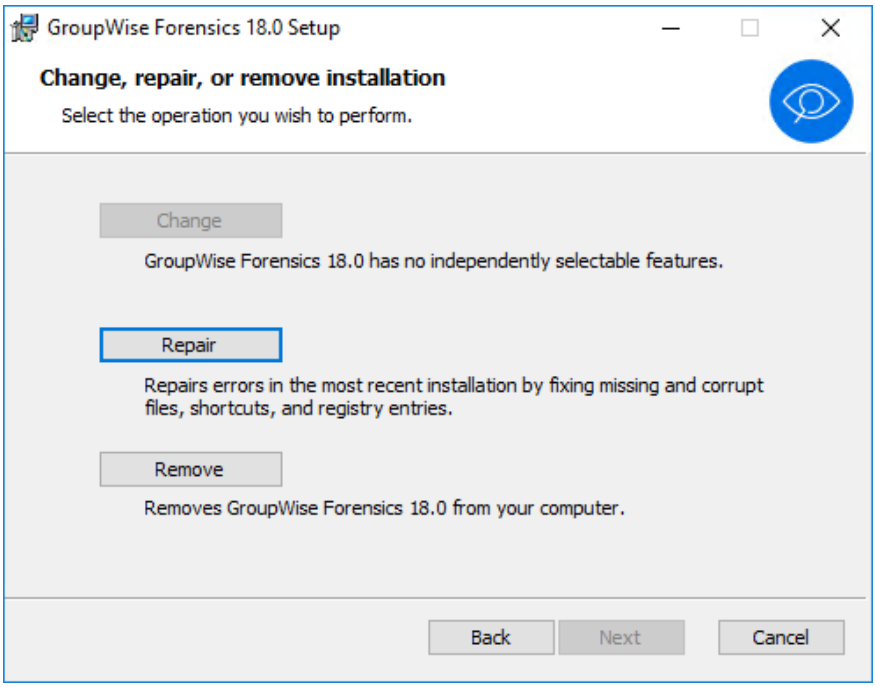

The Installer also has the ability to modify an installation by selectively applying new features. Run the installer. Select **Modify** and the specific features required, and then click **Next** and **Install**.

Do not forget to install the new license.

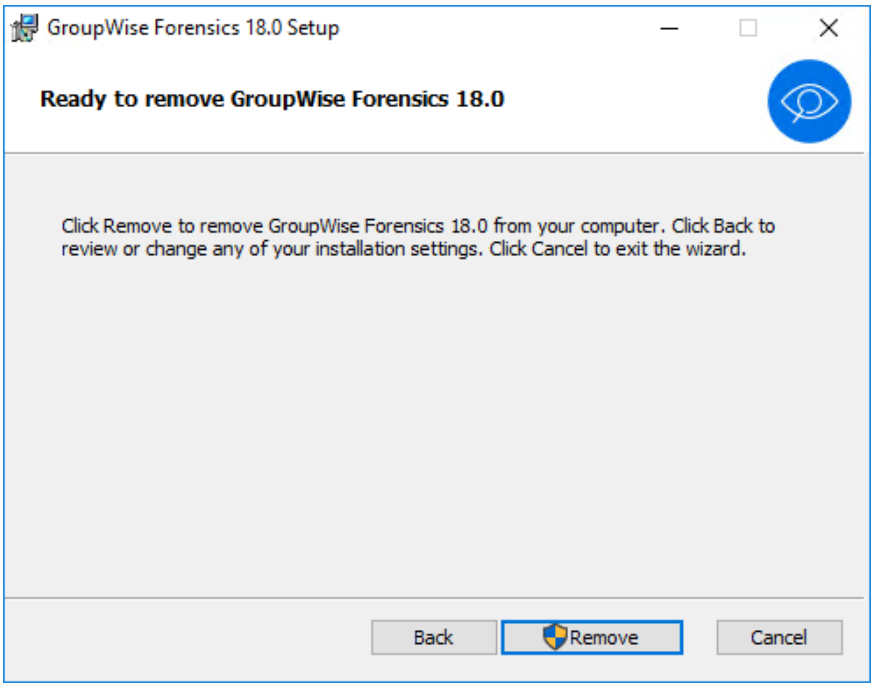
# Uninstalling GroupWise Forensics

Removing GroupWise Forensics is a straightforward, entirely automated process.

Launch the GroupWise Forensics set up executable. Click **Remove**, and then click **Next**.




You will be asked to confirm the removal. If you wish to proceed, click **Remove**. If not, click **Cancel** to leave your GroupWise Forensics installation untouched.

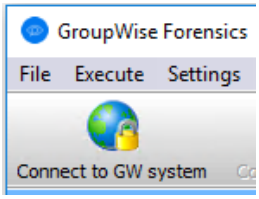



The installer will then remove the program from your computer. Once this has been accomplished, click **Finish**.

# 4 Connecting to the GroupWise System

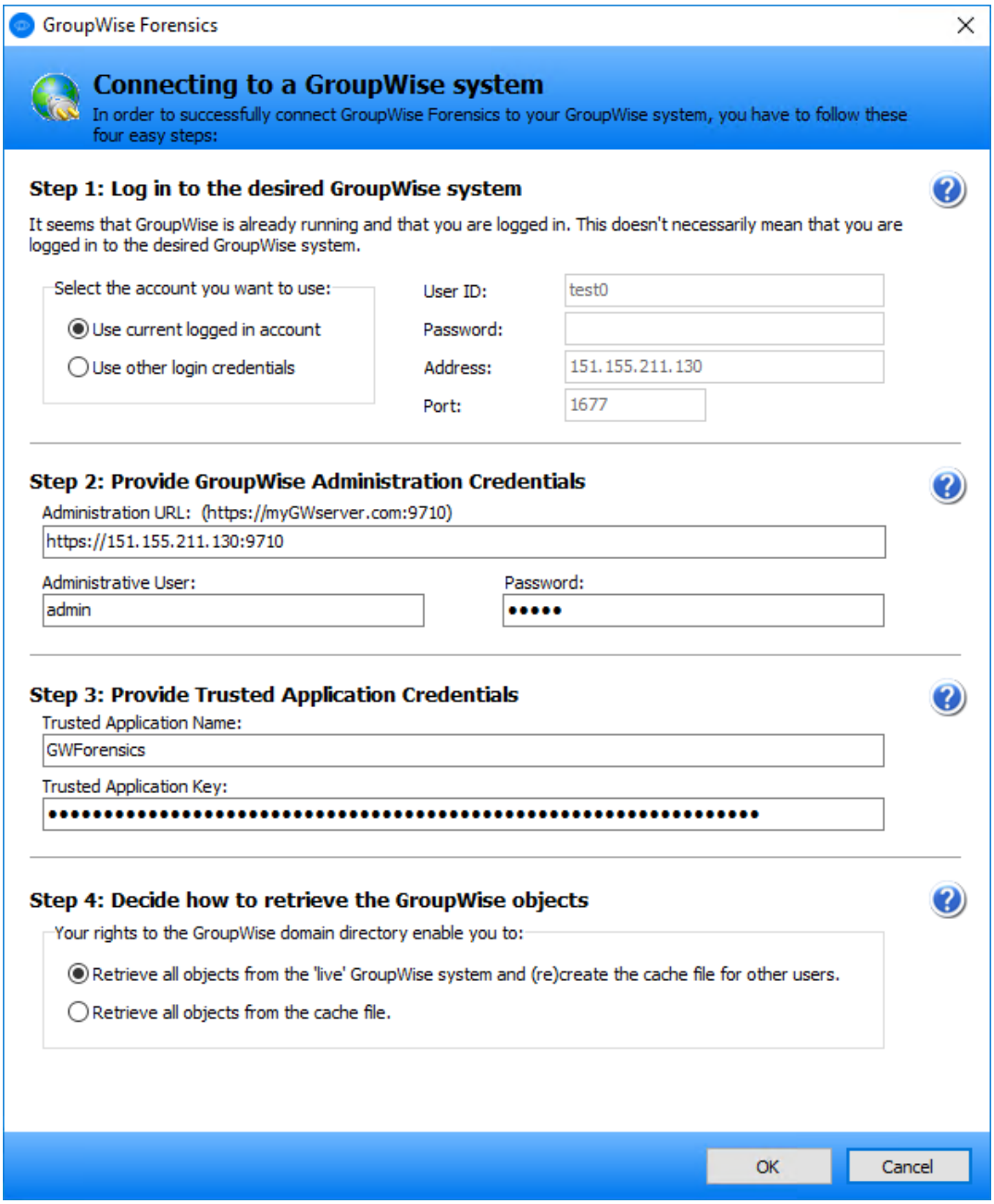
Connecting for the first time successfully involves nothing more than pointing GroupWise Forensics at the database where GroupWise mail is stored on your network.

Select the *Connect to GroupWise system* button.




The domains and post offices you wish to view must be set to visible in GroupWise Administration.

A screen will be presented asking you to provide appropriate credentials, including a Trusted Application Key.




Continue with the following steps:

1. Log into the Desired GroupWise System
2. Provide GroupWise Administration Credentials
3. Provide Trusted Application Credentials
4. Decide How to Retrieve the GroupWise Objects

If you want to also configure Auditing, see GroupWise Forensics Auditing.

# 1. Log into the Desired GroupWise System

In order to connect to the GroupWise system, you must have access to the GroupWise domain database, either through the local machine or over the network.

You may use the credentials of the currently logged in GroupWise Client user or you may login with other credentials, that must include the User ID, password, IP address or Hostname of the GroupWise server, and the POA Client/Server Internal Port (default: 1677).

If you are already signed-on with a GroupWise client, then you may use the current account. Otherwise you will have to provide credentials.

# 2. Provide GroupWise Administration Credentials

Enter the GroupWise Administration Credentials.

- The GroupWise Administration URL in the form https://GWServer IP Address or Hostname:Admin Port. For example: https://gwsrv.example.com:9710.
- A user ID with administrator privileges.
- The password.

# 3. Provide Trusted Application Credentials

Provide the Trusted Application Credentials.

From GroupWise Administration | System | Trusted Applications

- Copy the case-sensitive Trusted Application Name.
- Copy the Trusted Application Key.

# 4. Decide How to Retrieve the GroupWise Objects

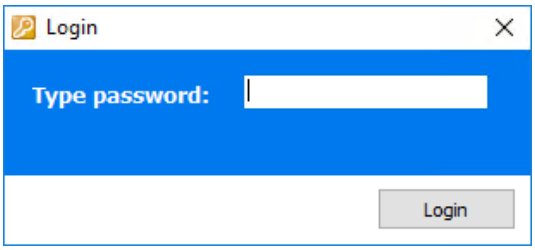
There are two options:

“Retrieve all objects from the ‘live’ GroupWise system and (re)create the cache file for other users.” will download all current data and update the local GW Forensics cache with new or updated data. This is the recommended configuration.

“Retrieve all objects from the cache file.” will use the locally cached GW Forensics data. This may not be up to date compared to the live system. It is recommended to connect to the live system often to update the data. The cache file is stored in the application directory in the file gwsystem.xml.

## Default Password

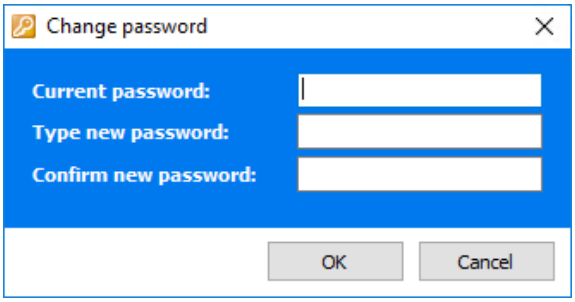
You will be asked for your case-sensitive GroupWise Forensics password. For new installations, your default administrator password is GWAVA (all capitals).




This completes the installation and first run requirements. The network—and users in it—will now appear in the left-hand pane. You can now use GroupWise Forensics.

REMEMBER to change the default password!

After logging-into GroupWise Forensics for the first time, select **Administrator | Change password** from the program menu to change the GroupWise Forensics system password.

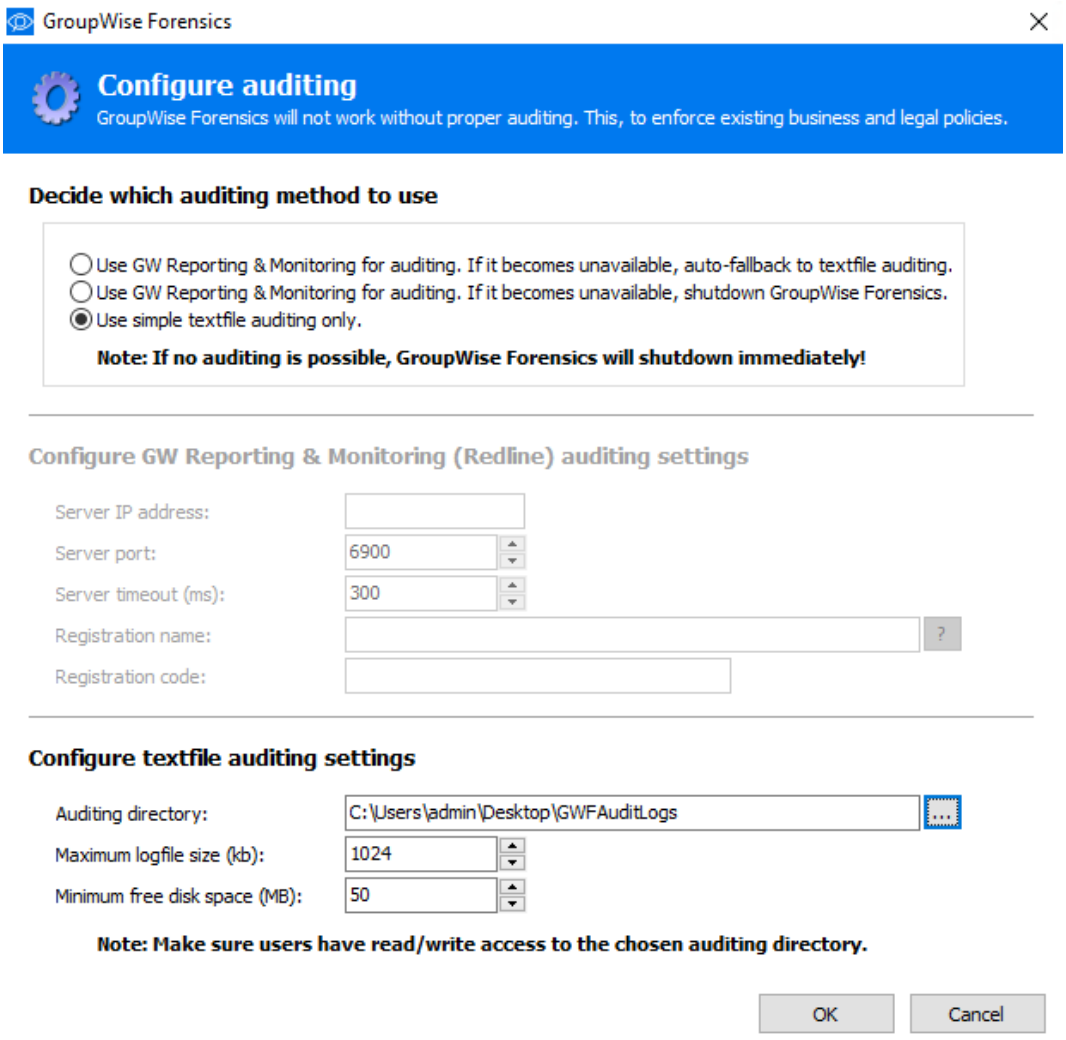



# GroupWise Forensics Auditing

If auditing has not been previously setup, such as when setting up GWF for the first time an error will be shown stating that auditing configuration has empty or invalid values and then it will be opening the auditing dialog.

If previously setup, this configuration may be accessed through the program menu **Administrator | Auditing**.

GroupWise Forensics Auditing keep logs and track of which users connect to the system, and which operations were performed, at which time. Auditing can be performed by simple text file, or GroupWise Forensics may integrate with GroupWise Reporting and Monitoring.




Select the desired method and enter the required information.

## GroupWise Reporting and Monitoring Setup

GroupWise Forensics can send the auditing logs to GroupWise Reporting and Monitoring.

To configure GroupWise Reporting and Monitoring auditing:

1. Enter in the IP address of the GW Reporting and Monitoring server, and the server port (default listening port 6900).
2. The timeout can be increased (default 300 ms) if the connection between the Forensics server and the GW Reporting and Monitoring server is across a slow connection.
3. Enter in the case sensitive Registration name and code in the field. The registration name and code can be found in the GroupWise Reporting and Monitoring interface under *Configure | Control Center | License*.

4. Alternatively, the rlcenter.conf file can be copied from the GroupWise Reporting and Monitoring Server (Linux: /opt/beginfinite/redline/conf) - Windows: C:\Program Files\Beginfinite\redline\conf) and uploaded into the auditing section in GroupWise Forensics.
5. Select **OK** to continue.

## Textfile Auditing Setup

GWF can keep an auditing text file locally.

1. Enter or browse to the directory to save the file in.
2. Set the maximum log file size (kilobytes). Default: 1024.
3. Set the minimum amount of free disk space (megabytes) required for the log file to be written to. Default: 10.
4. Select OK to continue.

# 5 The Menu System

This section explains how to use the GroupWise Forensics interface.

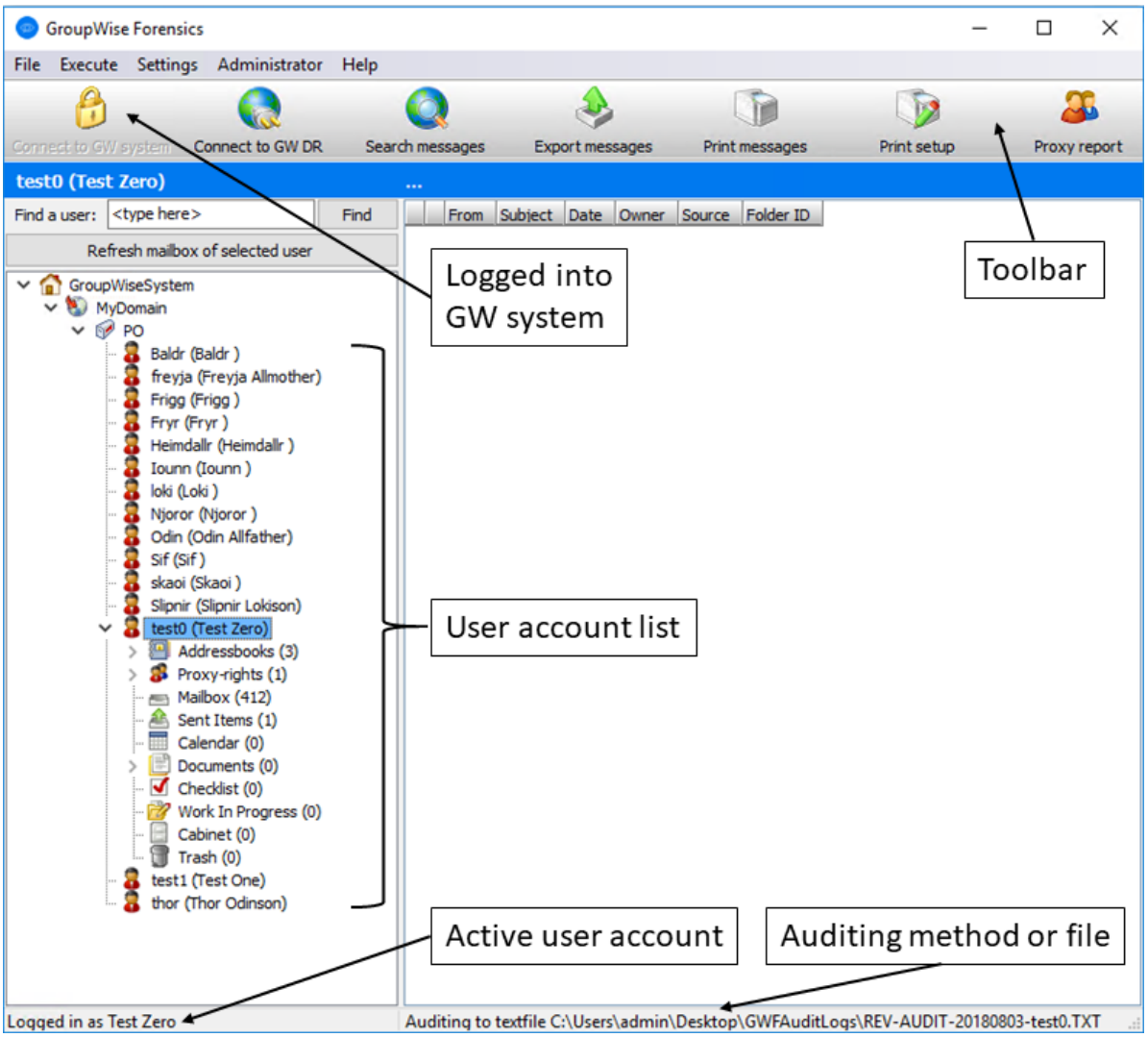


## Using GroupWise Forensics

From this interface, executives can examine their users' mailboxes instantly.

The toolbar and menu system provide easy access to program functions.

GroupWise Forensics (GWF) is organized with users to the left, and information to the right. To open a user's account, double-click on the desired user. Single clicking will only select, while double-clicking opens an item, mailbox, folder, or user. All columns in the information window can be set as filters to sort data. GWF also displays the active user and auditing file or method directly on the bottom of the interface.




# The Menu System

- File
  - Close
- Execute
  - Connect to GW system
  - Search messages
- Settings
  - Create logfile
- Administrator
  - Change password
  - Auditing
  - Rights

- Help
  - About GroupWise Forensics
  - GroupWise Forensics on the web (links to microfocus.com)
  - License info

### Create Log File

The debuglog.txt file is useful in diagnosing GWF's behavior and improving performance. It is stored in the GWF program directory.

### About

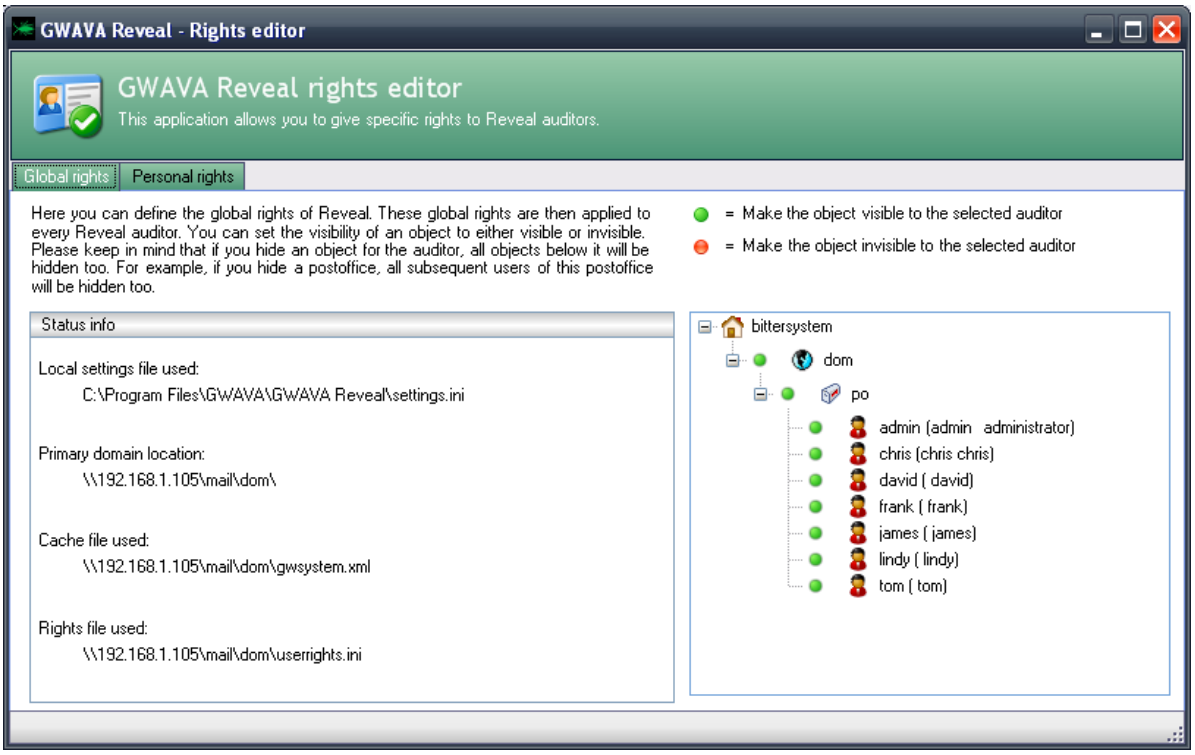
This informational screen presents information about your GWF installation. It is useful for determining which build version is in use and other general debugging requirements.

## GroupWise Forensics Rights

### User Specific Rights

GWF allows different users to be setup with specific rights to different accounts and domains. By default, users will have the same rights to accounts as they do in the GroupWise system. For Administrators, those rights will be global. All other users will only have the rights that have previously been granted, or which are granted in this system.

# Rights Editor



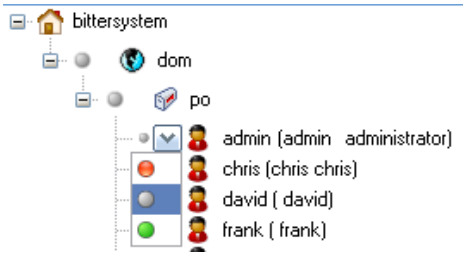

There are two sections to the GWF rights which may be modified, Global and Personal rights.

The Global rights menu modifies the rights to the entire system. Global rights do not override any personal rights which have been previously set.

Personal rights allow individual rights to be set for each selected user to allow or deny access to specific accounts.

ONLY the selected user's rights will be modified. To modify a user's rights, you must first select the desired user.

To modify rights for either Global or Personal, the item or user which rights are to be granted for must be modified. On mouse-over, a down arrow appears next to each user. Select the down-arrow and then select the setting desired. (Hidden, dependent on global rights, or shown.)




**NOTE:** Auditing and admin rights also depend on the rights of the logged-in account. For an auditor to have rights to see other account's mailboxes, their client login must have read and file scan rights to the primary domain. Limited rights auditors logged in using the admin account will be able to change their own rights within GWF.

## Editing the Rights File

User rights can also be changed in the userrights.ini file found in the program directory. See the file userrightssample.ini for an example user rights file.

Rights are assigned on a per user basis. The user is specified by the user name in square brackets `[username]`. Rights can also be granted to all users `[all users]`. Rights granted to specific users will override 'all user' settings.

Specify a GroupWise domain or post office by specifying its name in the file under the user. For example: `gwdom=` or `gwpo=`

To show all domains and post offices use `show all=`

A right is enabled with a 1 to make an item visible and disabled with a 0 to make an item invisible to the user.

A user can be set to have their GWF right expire on a certain date by using the `expire=` command. Format: Month/Day/Year.

For example, user Roel has been given GWF rights to the gwdom domain until 30 April 2006. Roel's section of the userrights.ini file would look like:

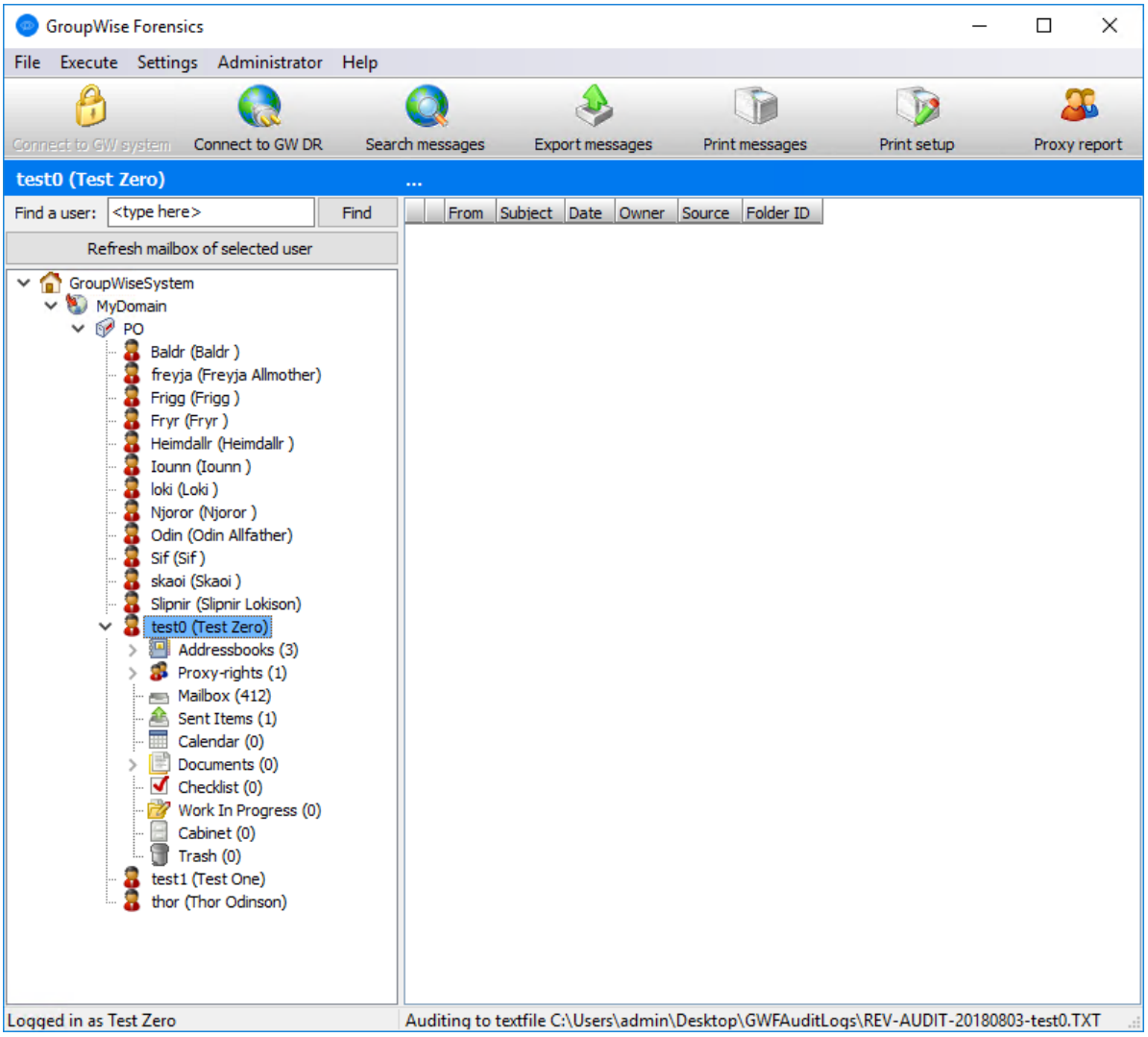
```
[roel]

gwdom=1

expire=04/30/2006
```

# 6 Finding Users

To examine a specific user's mail account, select the user from the list of accounts.




To locate a user, use the Find a user field. Enter a name and click the Find button.

---

**NOTE:** The Find field only locates users from the list, it does not search for content.

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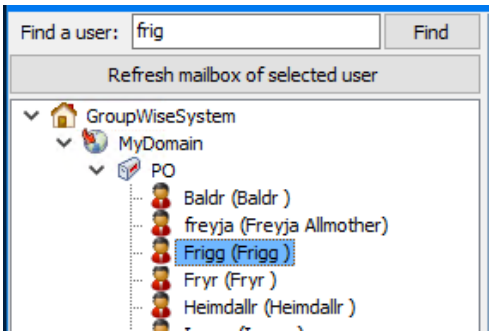
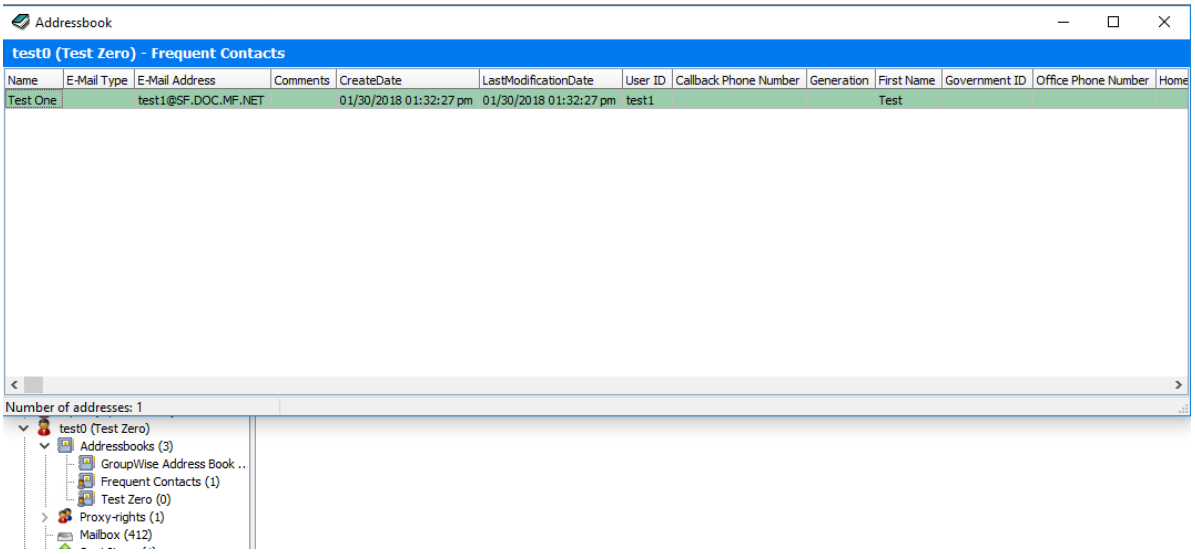
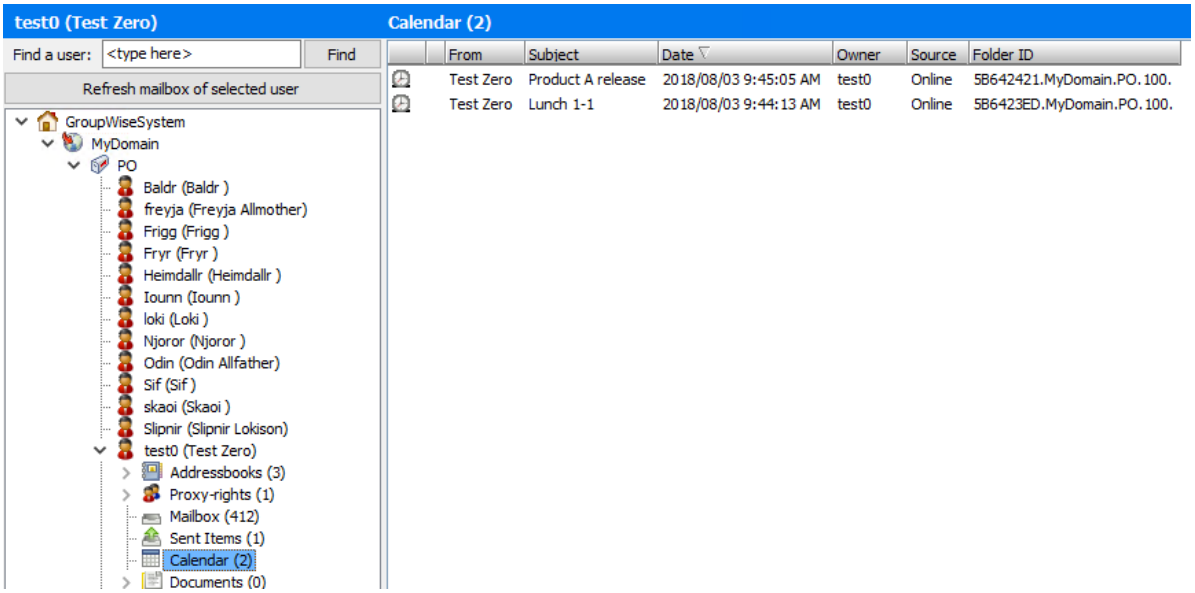



# Contacts and Calendars

Once GroupWise Forensics connects to a user mailbox, access is gained to that user's address book and calendar data.



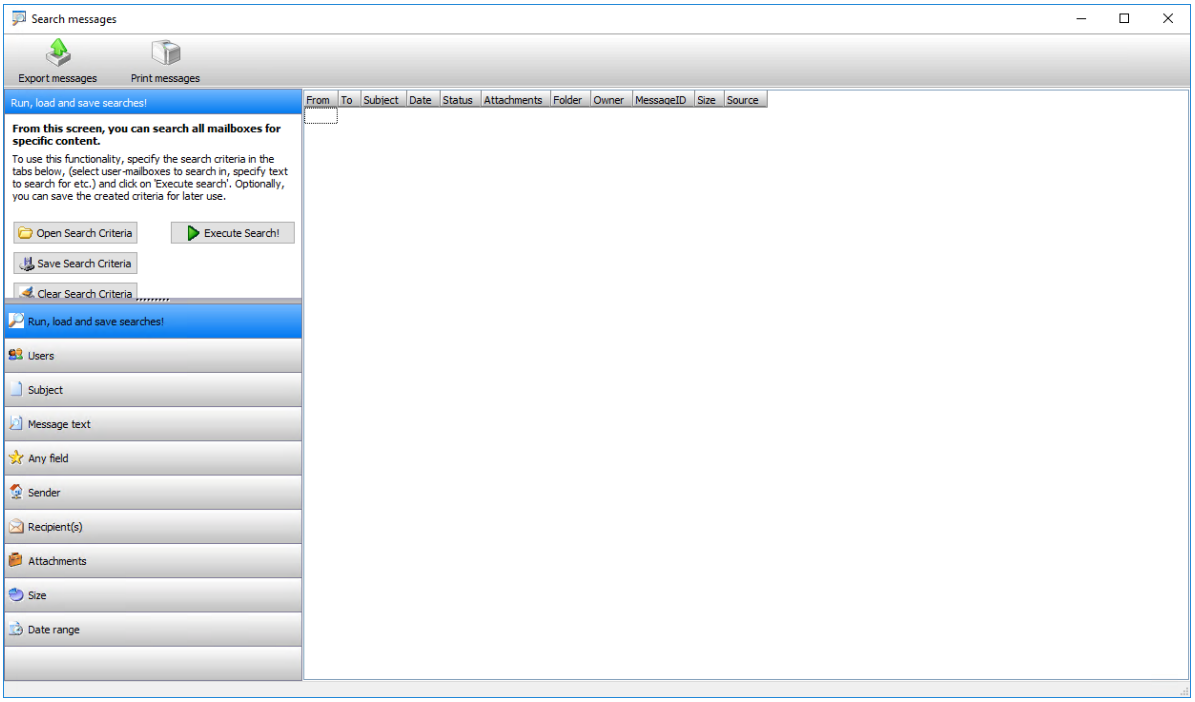
# 7 Searching Messages

The Search messages button presents the content searching tools window.


From this screen, administrators can search for any content, attachment or element of any e-mail.

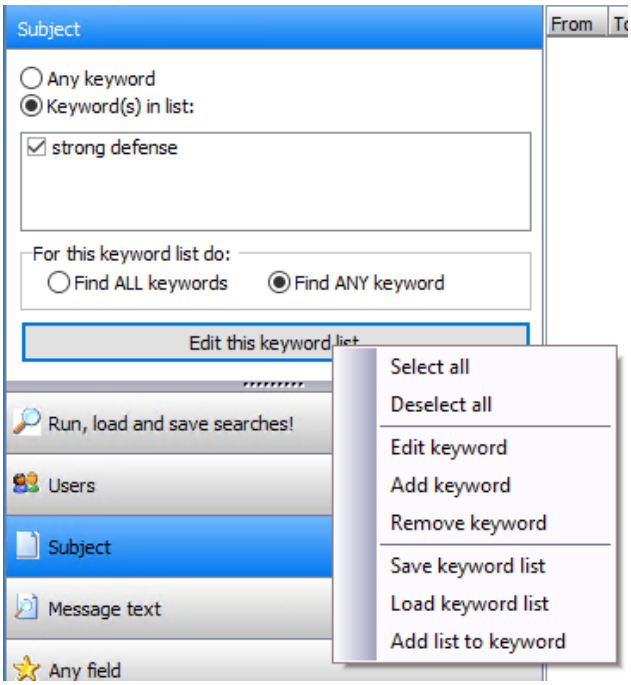
- Run, load and save searches
- Users
- Subject
- Message text
- Any field (any key words in any location)
- Sender
- Recipients
- Attachments
- Size
- Date Range

Search criteria is accessed from the toolbar on the left, organized under categories. To modify a category, select the desired category then add, remove, or define the desired criteria.

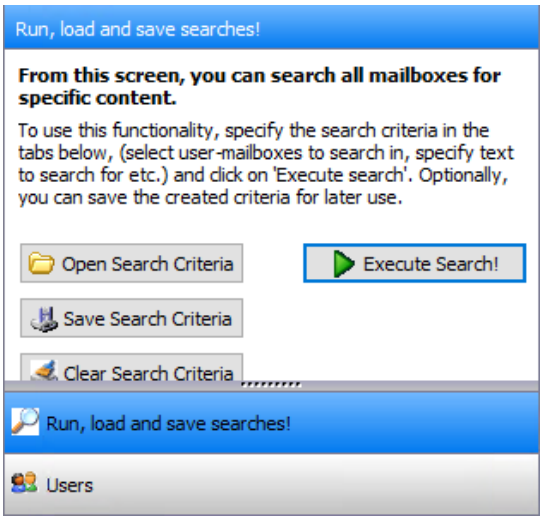


To perform a search, fill out the desired criteria and click the Execute Search button.

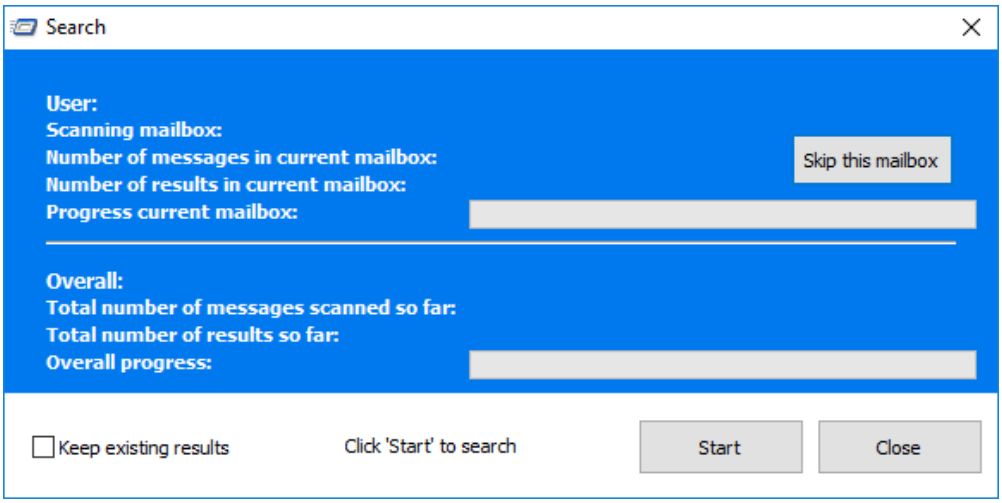
For example, to search for a message that contains the phrase “strong defense”. Select Subject, choose Keyword(s) in list, click on Edit this keyword list, select add keyword.



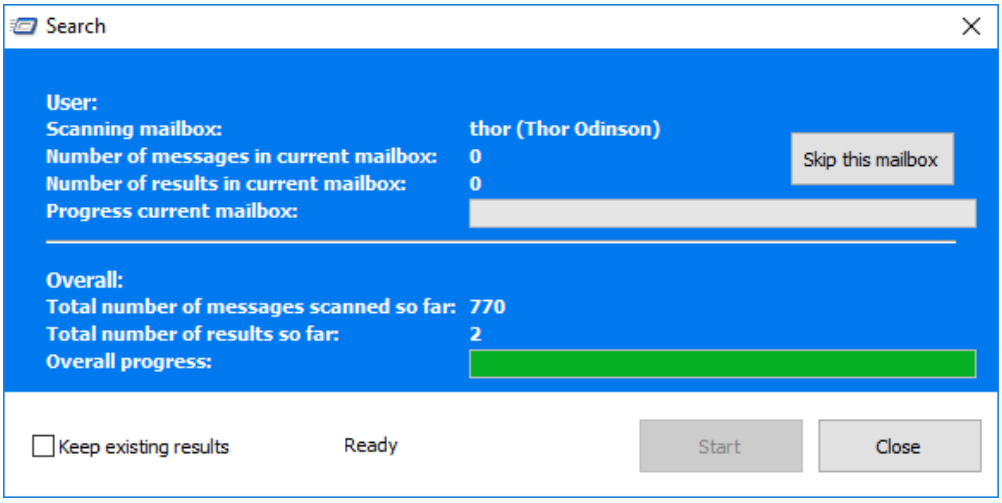

From the Run, load and save searches! panel select Execute Search!




The search window will appear and require the user to select the Start button. Searches on large mailboxes may take some time.  Select the Start button to continue.



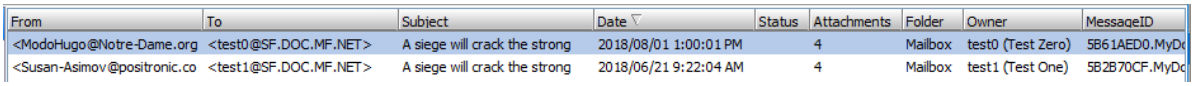

When the search has completed, you the search window will display the total number of messages searched and loaded. Click the Close button to continue to the search results.



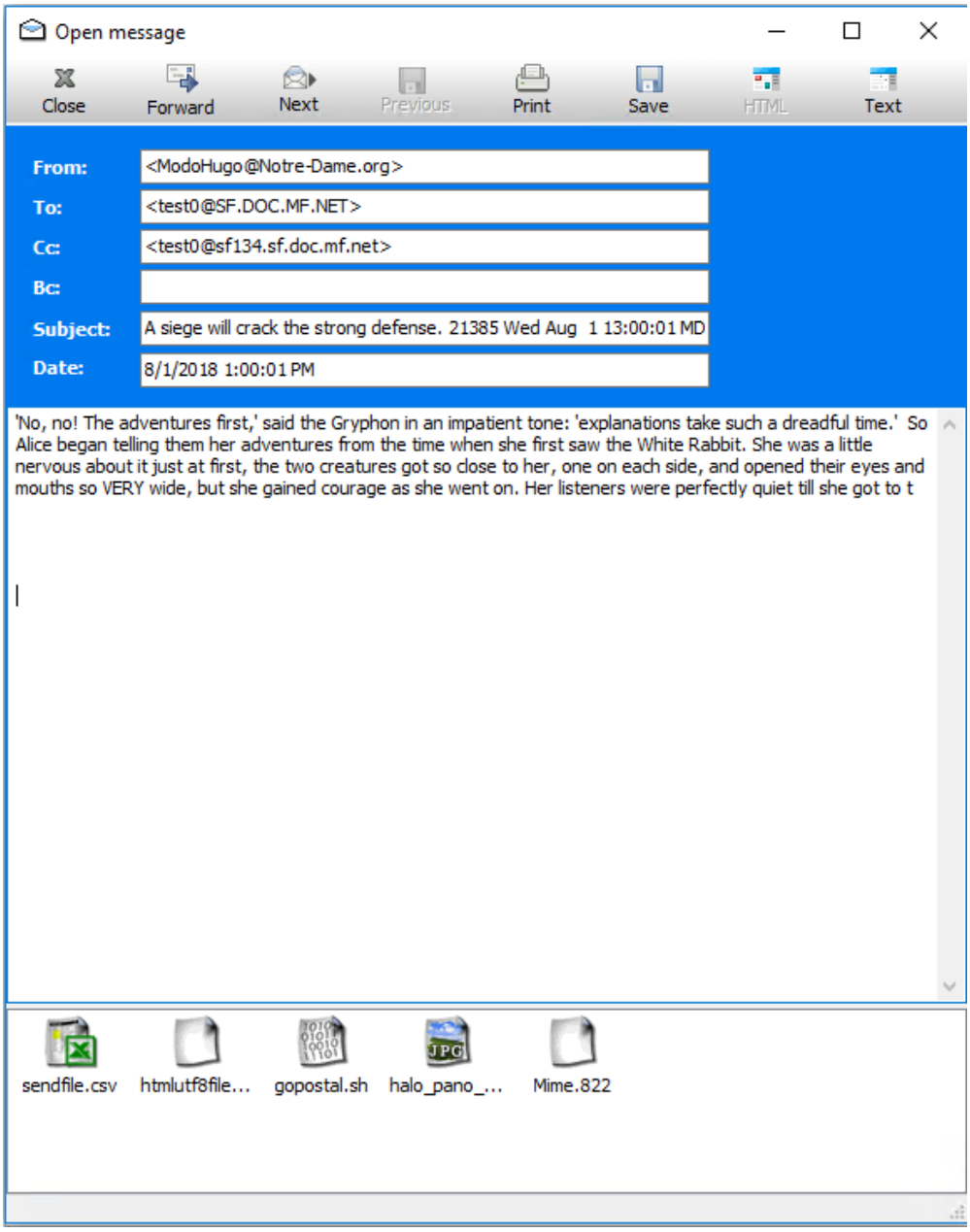

If the search results are excessive, specify more restrictive criteria.

The column titles are clickable and can be used to sort your messages.


The directional triangle indicates the sorting direction of the active column. For example, you can sort by Date.

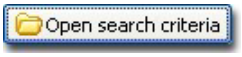



Click on a mail message to read or export. Note that for any message attachments, the attachments still require their programs. For example, to read a Microsoft Word document that was attached to a mail message, you must have Word installed.

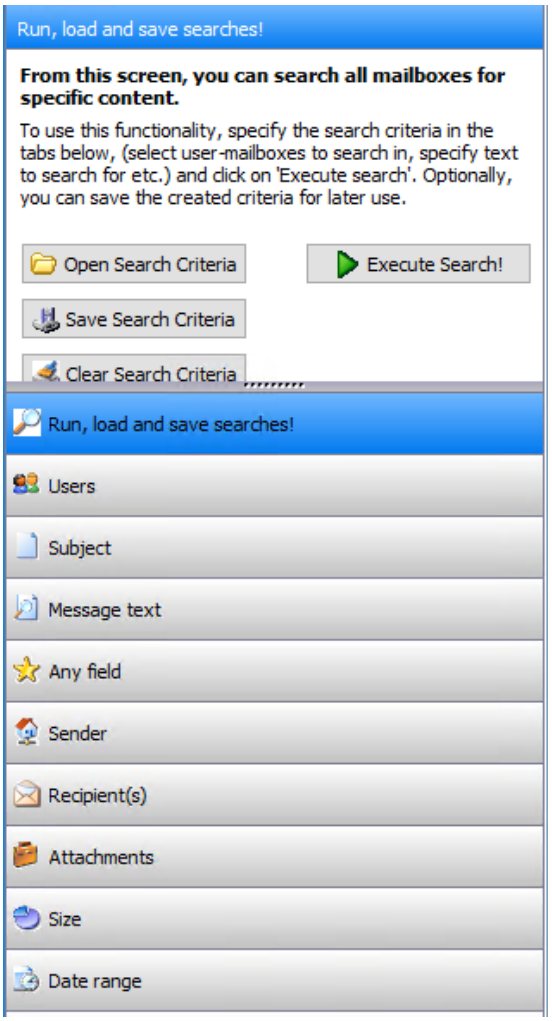



# Search Criteria

This feature lets GWF administrators save often used searches. GWF has several default searches installed as examples.




The Open Search Criteria button presents a new window with search scripts for your selection.



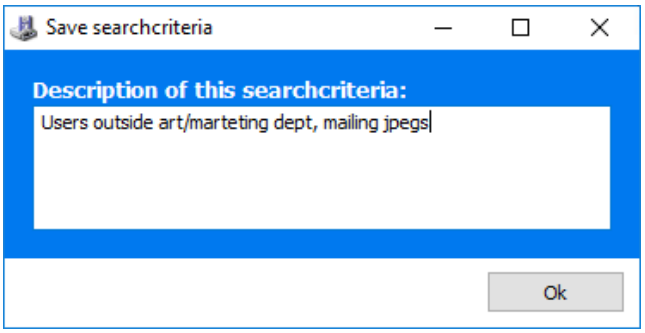

The default example searches are:

- Default – Empty (any search criteria)
- Date Range –1-5-2005 and 1-10-2005
- Too Big – All mail larger than 2 MB
- Unwanted attachments – All mail with non business-related attachments like mp3 and avi
- Unwanted senders – All mail from unwanted senders that have attachments

Click the Execute button to run the search


The last search can be saved by clicking the Save search criteria button.


You will be asked to name the search, and provide a description. Click OK once the description has been entered. Please use a plain text description that will be easy to understand in the future.




Clicking Search now will show your saved search in the list of available actions.

---

**NOTE:** Searches are stored in the C:\Program Files (x86)\Micro Focus\GroupWise Forensics 18.0\searches directory and can be directly edited by the more technically-minded.

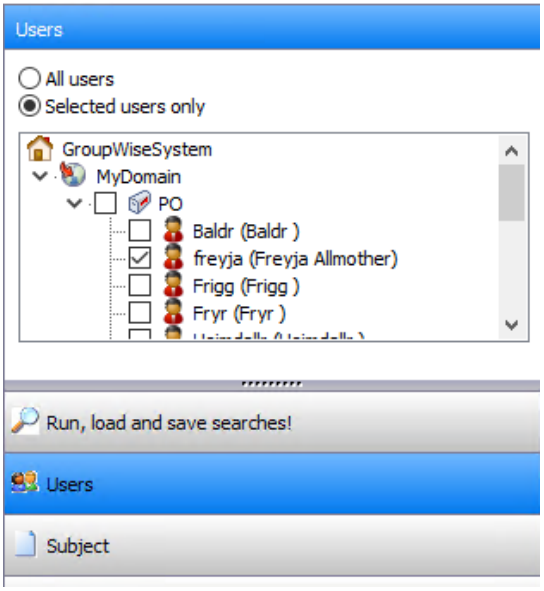
---

# Adding search criteria

When saved search criteria is loaded, the Add to existing criteria if possible checkbox allows complex searches to be built quickly. It adds the characteristics of the selected search to your existing search.

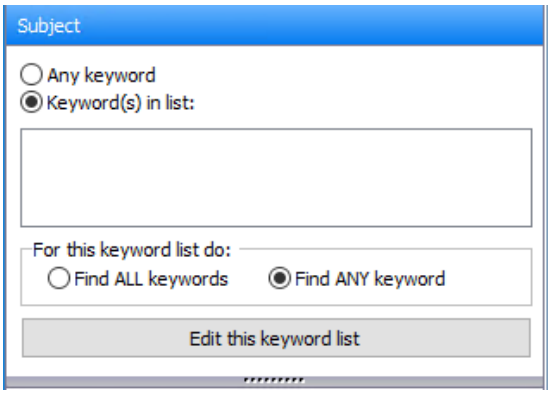
## Users

To search the mailboxes of specific accounts, click the Users tab. Then select the user or users to be included in your search.



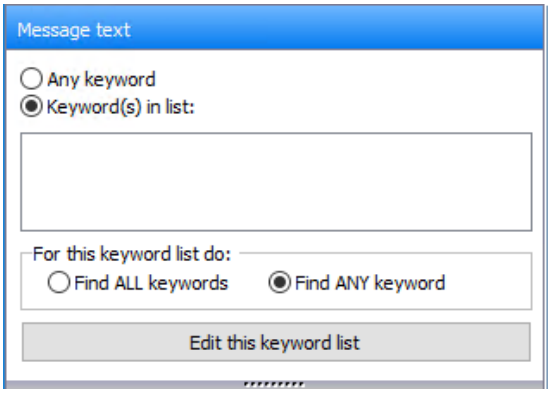

## Subject

To search the mailboxes for mail using specific subjects, click the Subjects tab and add keyword(s) to search by.




## Message Text

To search the message body for mail using specific text strings, click the Messages text tab and add keyword(s) to search by.

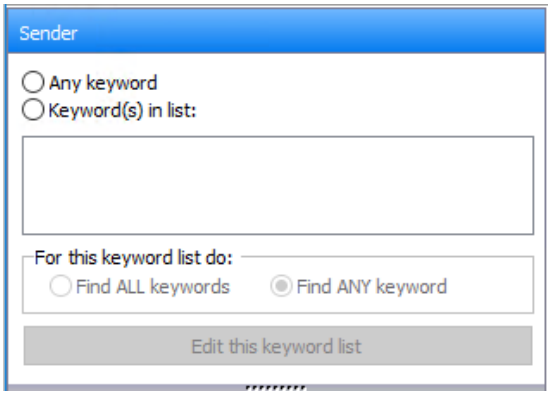



## Any Field

To search all fields in mail messages—not merely subject lines, to and from headers—select the Any Field tab.

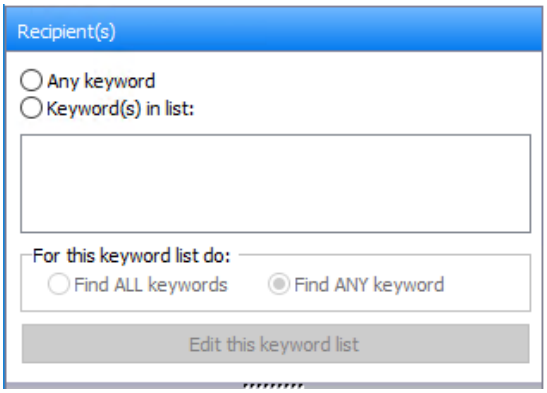
## Sender

To search for keywords in mail sent by users on your network, click the Sender tab.



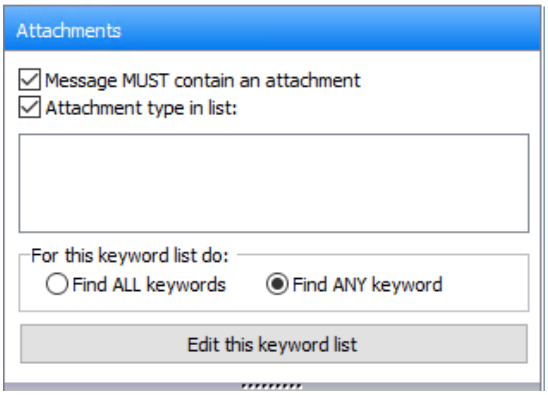
## Recipients

To search for mail recipients of mail with certain keywords, click the Recipients tab.




## Attachments

Click the Attachments tab to search for documents and files appended to e-mails in your system.

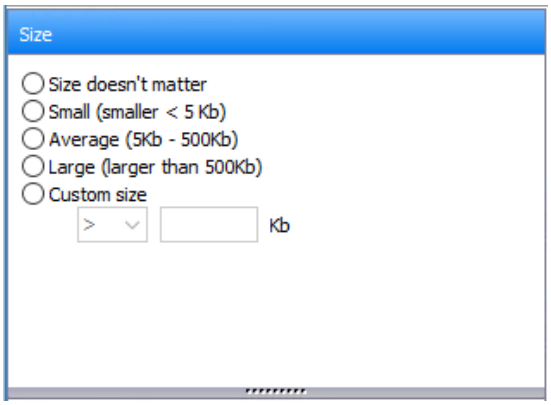



There are two options for helping narrow your searches for attachments:

- Message MUST contain an attachment - This returns all mail with attachments
- Attachment type in list (Select the attachment type required for your search.) This narrows search results

## Size

To search the mailboxes for e-mails based upon the size, click the Size tab.



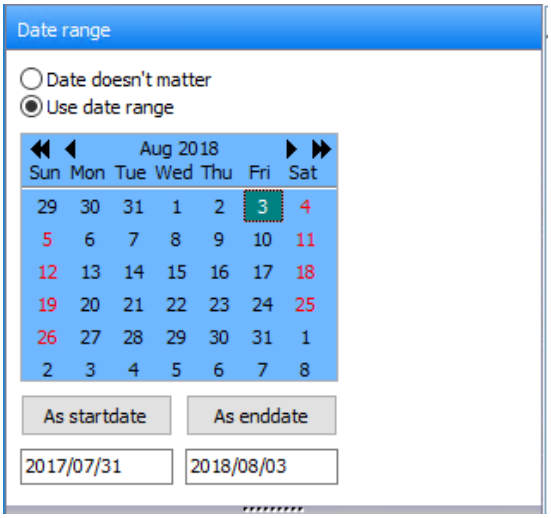

There are four options for helping narrow your searches for attachments:

- Size doesn't matter (the default)
- Small (Less than 5 k)
- Average (5kb-500kb)
- Larger (Larger than 500kb
- Custom size (insert operator with an integer value)

## Date Range

GWF allows administrators to search for messages by date.

The default is to report all messages (the date does not matter option). To narrow the search to within a date range, click on the calendar to choose a Start Date and an End Date.




The greater left and right arrows can be used to navigate months and years.


# Using the Keyword List

Most search functions require a keyword or keywords to narrow the search parameters:

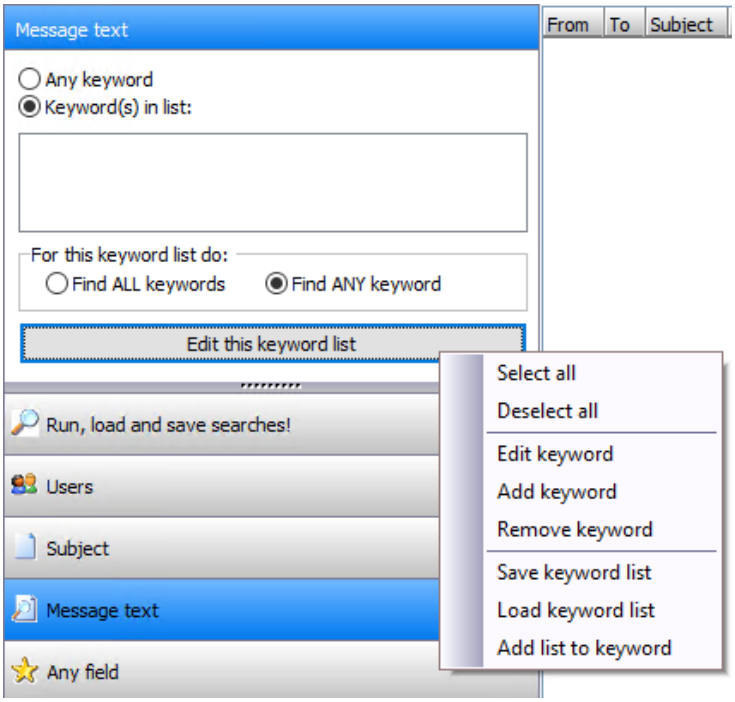
- Using the *Any keyword* function returns the broadest range of results. It will ignore all listed keywords and return everything.
- Using the *Keyword(s) in list* feature by selecting words from the list presented to narrow a search.

To edit the keyword list select the *Edit the keyword list* button to open the keyword list menu.


Select the action you wish to perform. Keywords must be present for some functions to work. (For example: You cannot Select all, Edit, or Remove keywords from an empty list.)

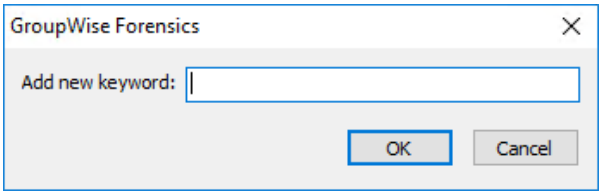
After desired keywords have been added, the list can be saved, loaded, and added to other lists.

If we are adding a keyword for a message text search. Click on the *Edit the keyword list* button to open the keyword list menu.



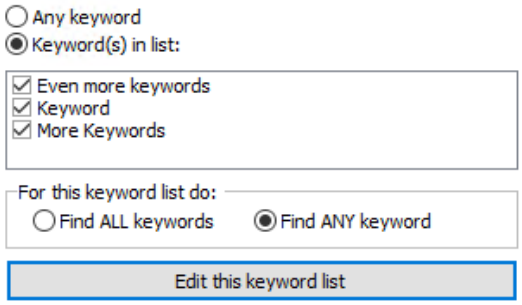

Select *Add keyword*.

The *Add new keyword* dialog will appear.

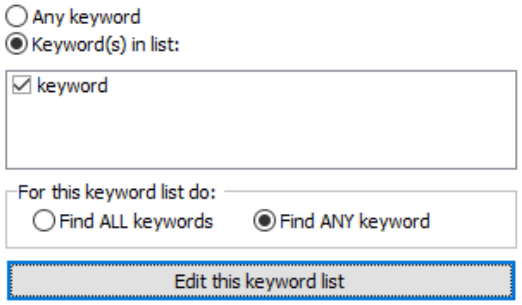



Enter the keyword or keywords. and press OK.

The keyword(s) will be added to the *Keyword(s) in list:* panel




The Keyword list panel is used for the Subject, Message Text, Any Field, Sender, Recipient(s), and Attachments criteria. Each search criteria requires the specified keywords under that search tab to be found in their respective areas.

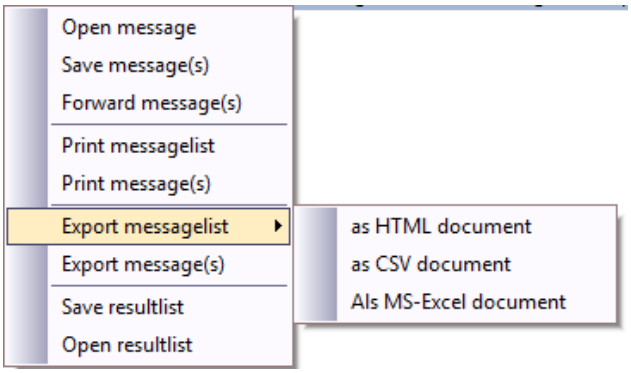



Find ALL keywords will search for all the words you are searching for, and if one of the keywords is not found, the result with return no results, like a Boolean AND expression.

Find ANY keywords will search for all the words and will return message that have any of the keywords found within it, like a Boolean OR expression.

# Exporting Search Results

To save a specific mail, or a range of mails, right click the results window.

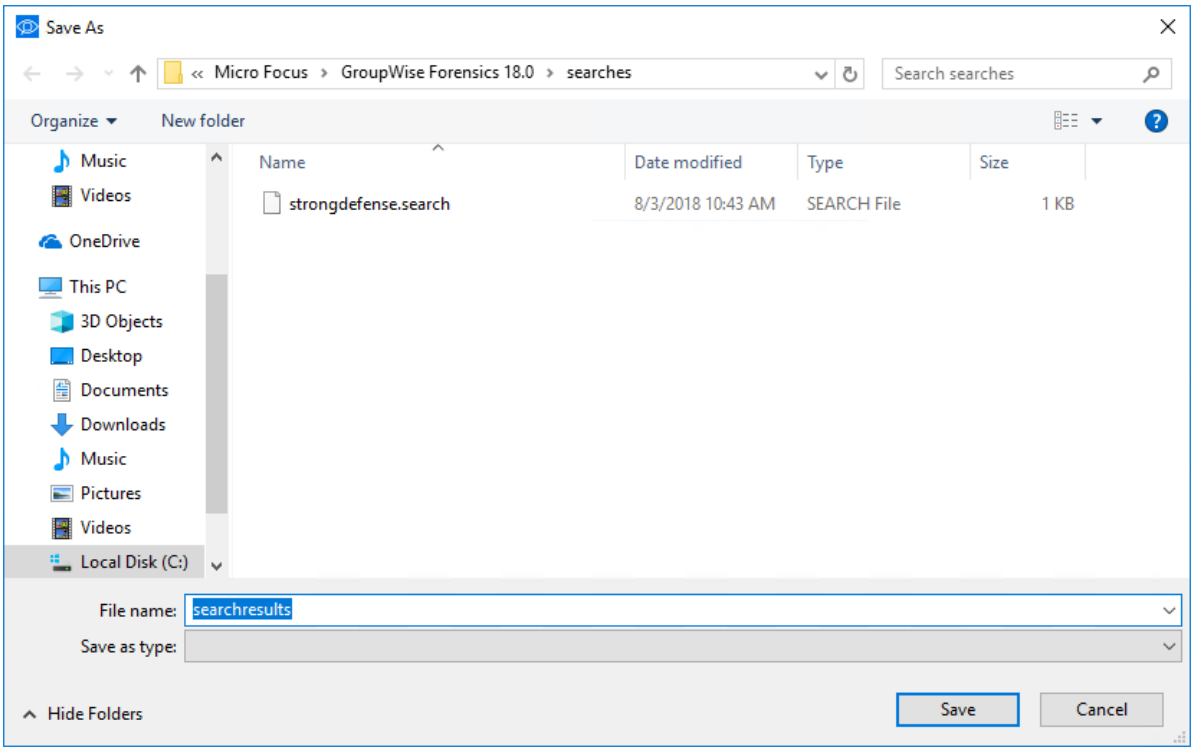



This presents a drop-down menu with the following options:

- Open Message
- Save Message(s)
- Forward Message(s)
- Export message list
  - As HTML document
  - As CSV document
  - As MS-Excel Document
- Save Result List
- Open Result List

## Result Lists

Results can be saved by right-clicking. Note that a range of messages can be selected. Previously saved result list can be opened.


Save As
« Micro Focus › GroupWise Forensics 18.0 › searches
Search searches
Organize
New folder
Music
Videos
OneDrive
This PC
3D Objects
Desktop
Documents
Downloads
Music
Pictures
Videos
Local Disk (C:)
Name
Date modified
Type
Size
strongdefense.search
8/3/2018 10:43 AM
SEARCH File
1 KB
File name:
searchresults
Save as type:
Hide Folders
Save
Cancel

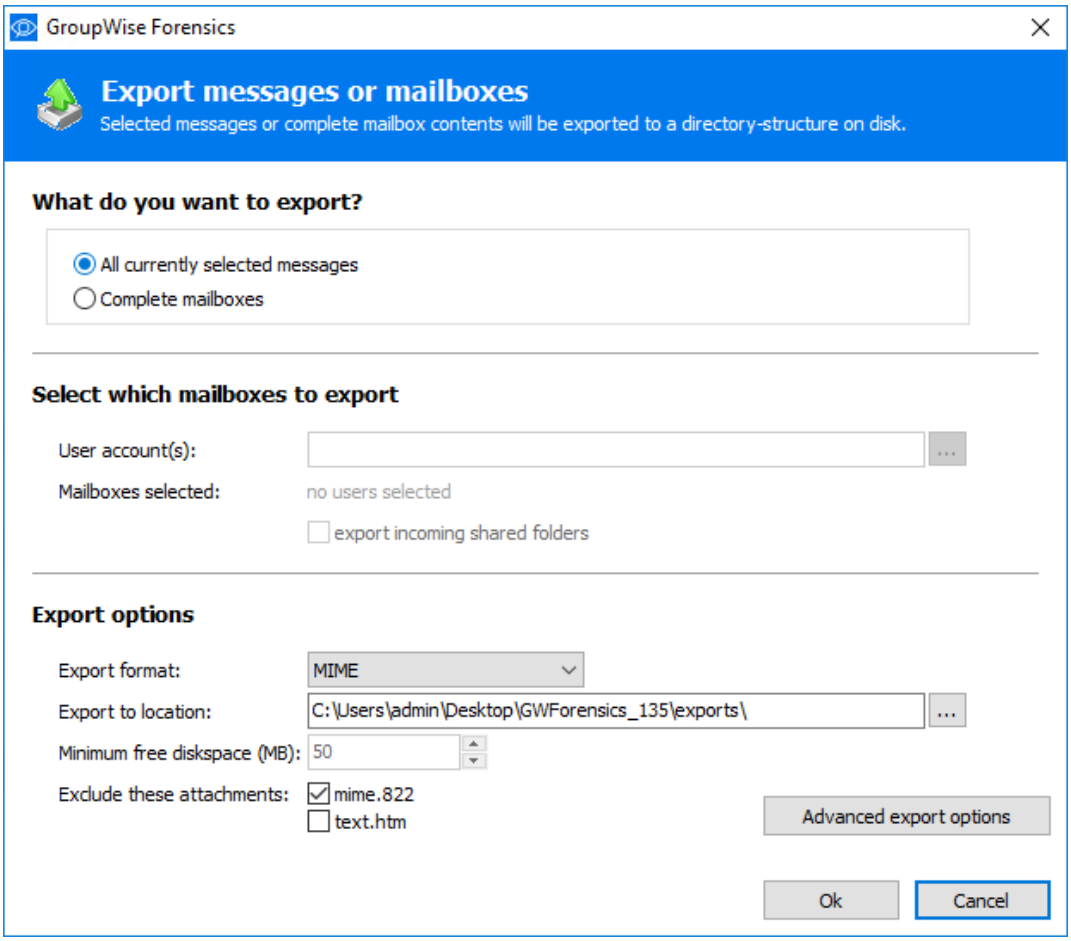
# 8 Export Messages

At any time after connecting to the GroupWise system, GroupWise Forensics can export messages from multiple or single mailboxes in the system. To Export messages, select the Export Messages button from the toolbar to launch the export utility.

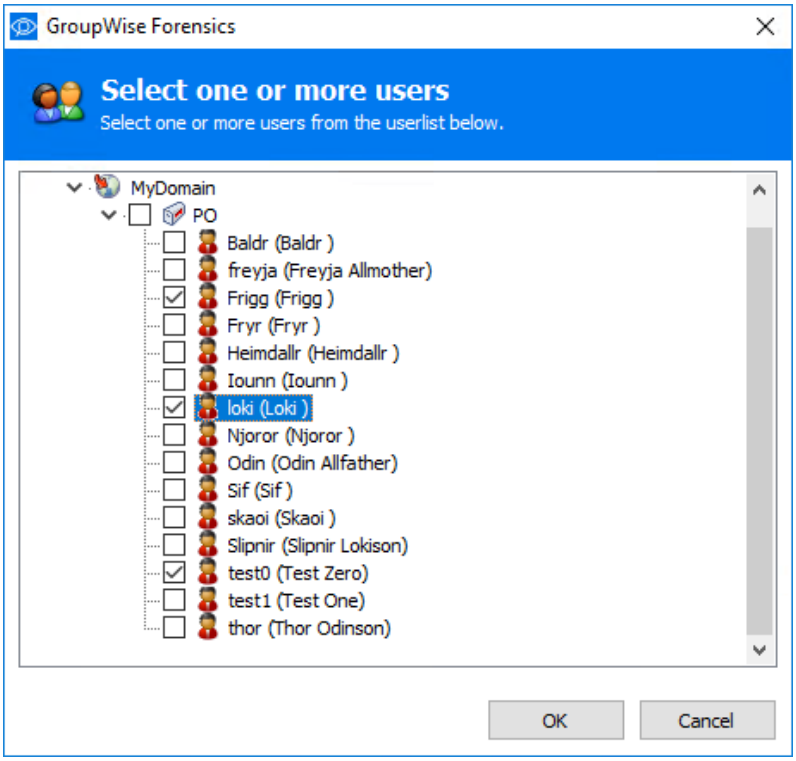

The Export utility can also be started from the right-click menu. This is most useful when export is desired for only a few messages. Select the message, or multiple messages using ctrl-click, then right-click on the messages and select Export message(s) from the right-click menu.

The export utility guides through the process of selecting and exporting mass amounts of messages from the system.

From the export utility, select either All currently selected messages or Complete Mailboxes as your export source.



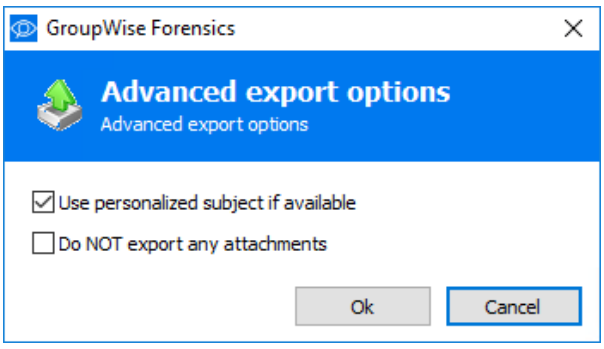
If you are exporting complete mailboxes, select which users you wish to export. Click the '…' browse button to select the desired mailboxes from the GroupWise tree.




Messages can either be exported in MIME, or Advansys Archive To Go format. The export utility asks where to export the files to, and defaults to the C:\reveal export directory. [fix me]

Users may also select to exclude the mime.822 and, or text.htm attachments to messages in the export list.

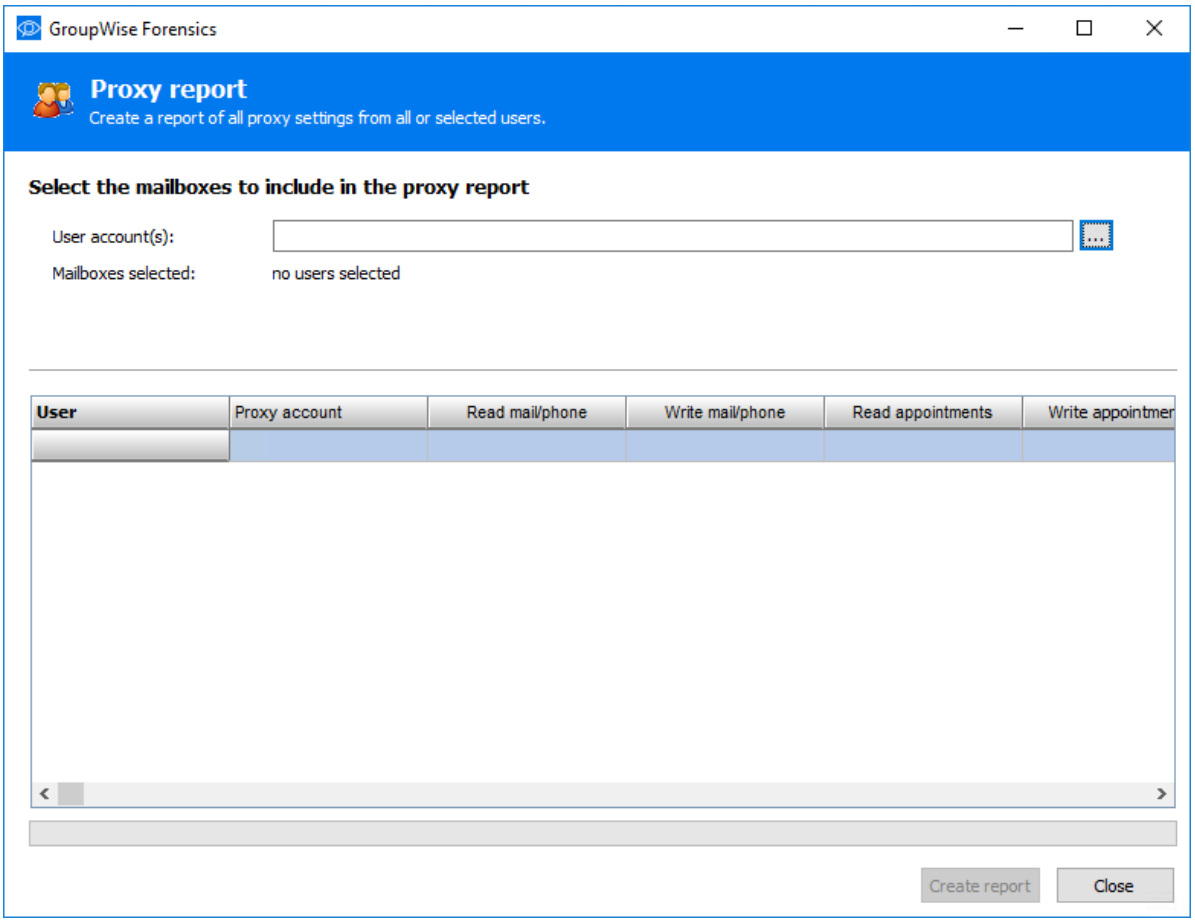
Advanced export options allow the exclusion of all attachments and the option to Use the personalized subject when available.



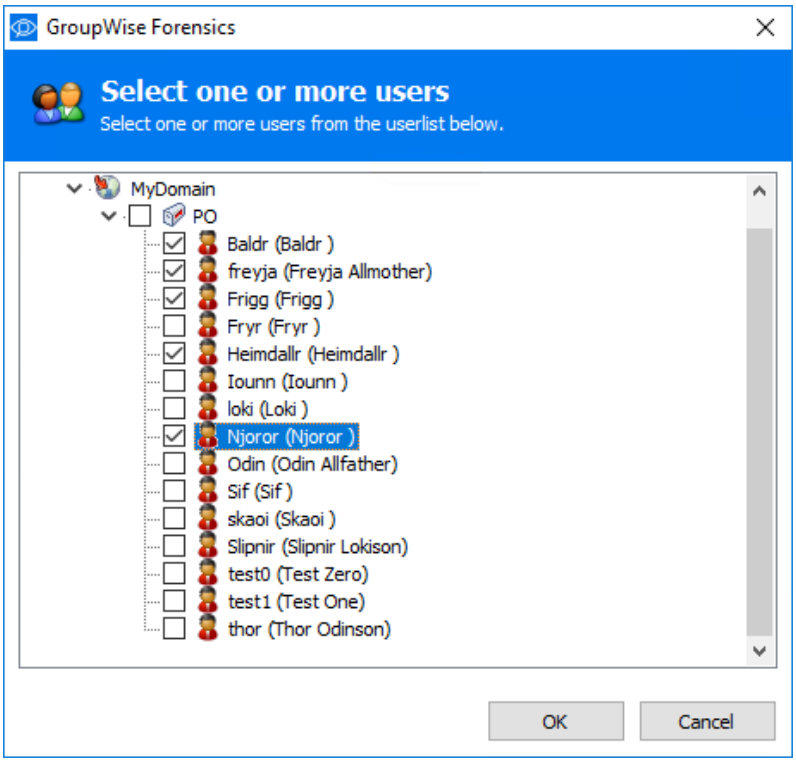
# 9 Proxy Report

GW Forensics can generate reports on which user has proxy rights applied for other accounts. First, select the Proxy report button from the toolbar to launch the utility.


You must specify the Users the proxy report will include.



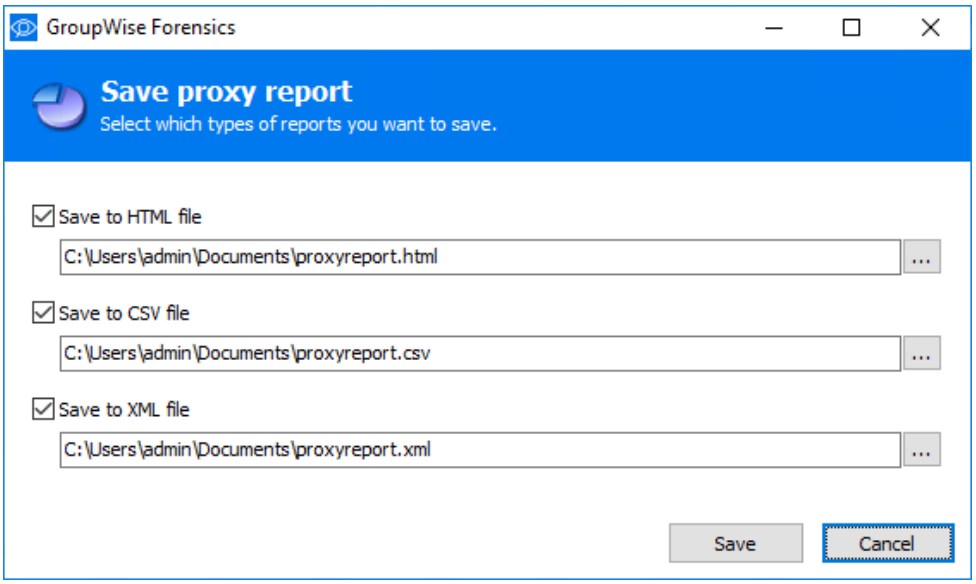

Entire post offices may be selected, or individual users. To select the users, click on the *'…' browse* button to launch the user selection window, and select the desired users from the GroupWise system tree.




When the users have been selected, click the *OK* button to return to the proxy rights utility.

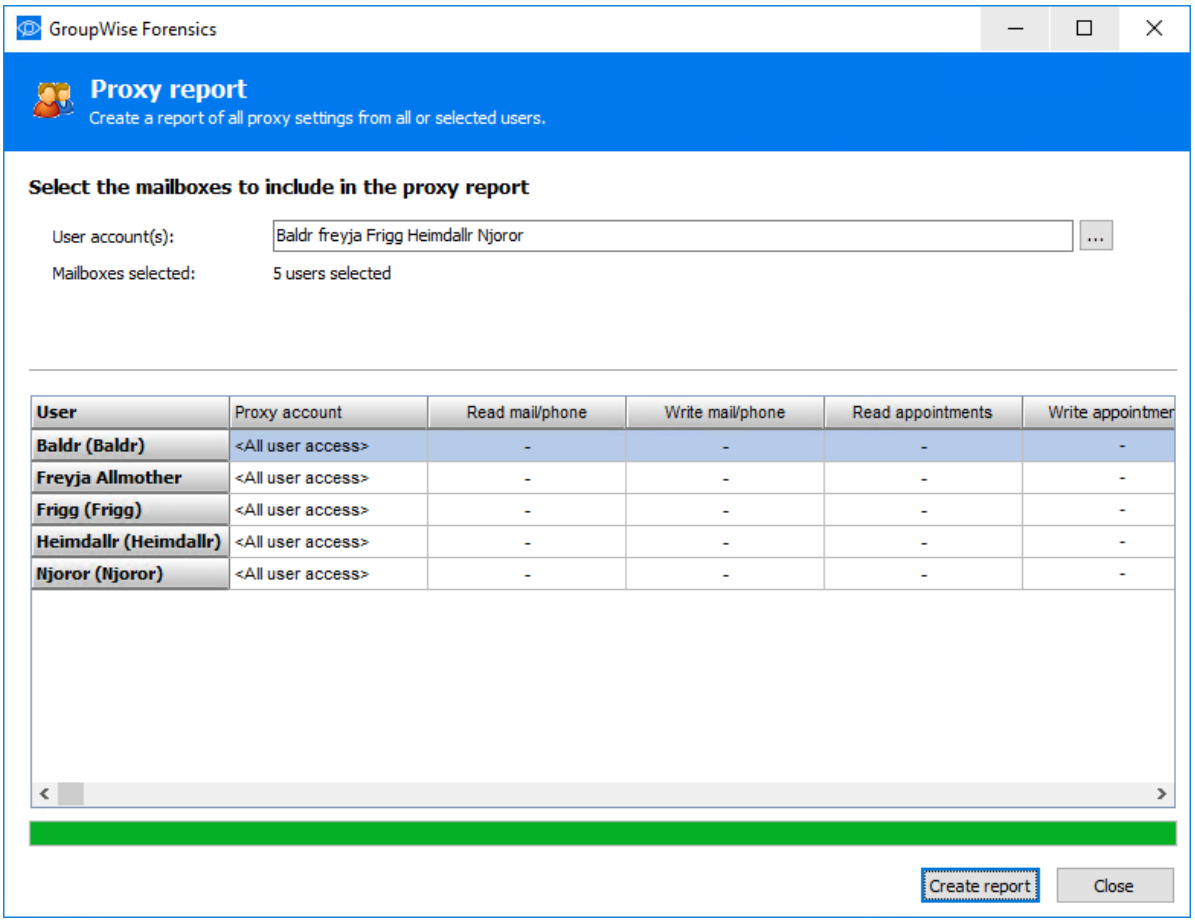
Select the *Create report* button to generate the report for the desired users.

When the report has been created, you are immediately prompted to save the report. By default, all format options are selected and will save in the specified locations.




Select or deselect the file formats and change locations as desired, then click Save.

If you select Cancel then the proxy report will not be saved and must be recreated to be viewed later. Once saved, the report will be displayed.

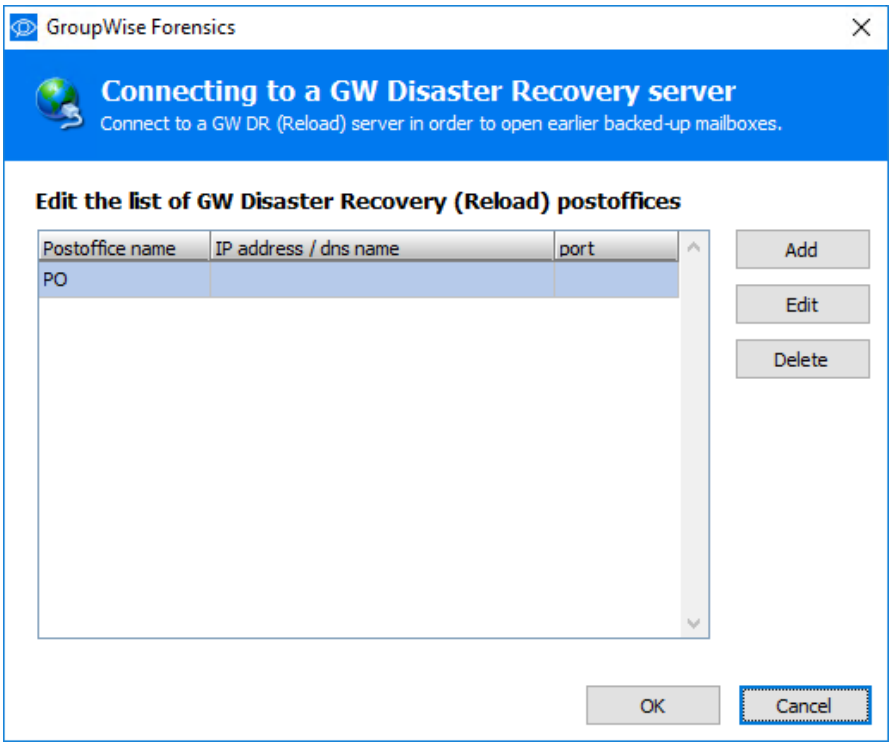

GroupWise Forensics
Proxy report
Create a report of all proxy settings from all or selected users.
Select the mailboxes to include in the proxy report
User account(s):
Baldr freyja Frigg Heimdallr Njoror
...
Mailboxes selected:
5 users selected
User
Proxy account
Read mail/phone
Write mail/phone
Read appointments
Write appointmer
Baldr (Baldr)
<All user access>
Freyja Allmother
<All user access>
Frigg (Frigg)
<All user access>
Heimdallr (Heimdallr)
<All user access>
Njoror (Njoror)
<All user access>
Create report
Close

# 10 Connect to GroupWise Disaster Recovery

GroupWise Forensics (GWF) can connect to a GroupWise Disaster Recovery (GWDR) system to browse a backup of the live system instead of the live post office. This can be used to browse the mail in a backup either to view deleted items, or to relieve the pressure on the live system.

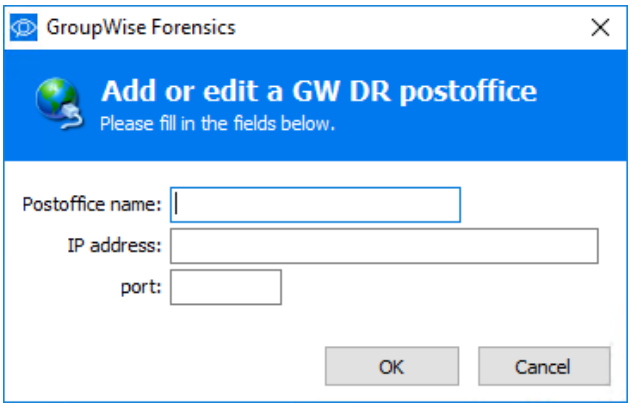
To connect to a GWDR system, select the *Connect to GWDR* button from the toolbar.


GroupWise Forensics will open a window listing the post offices in your system.




To connect to the GWDR system, the address and port of the archive must be specified.

**NOTE:** The Access Mode POA must be active on the GWDR server before GWF can connect.




Specify the connection information and select OK.

While GroupWise Forensics is connected to a GWDR system, the *Connect to GWDR* button on the toolbar will be highlighted.

To disconnect from the GWDR backup and return to the live system, click on the highlighted *Connect to GWDR* button to switch the GWDR connection off.

---

**NOTE:** To access the GWDR post office backup, the GroupWise Forensics Trusted Application Key must exist in the backup; GroupWise Forensics cannot access GWDR backups before the Trusted Application key was created.

---

# 11 Troubleshooting

There are only a few reasons GW Forensics (GWF) may have issues during operation.

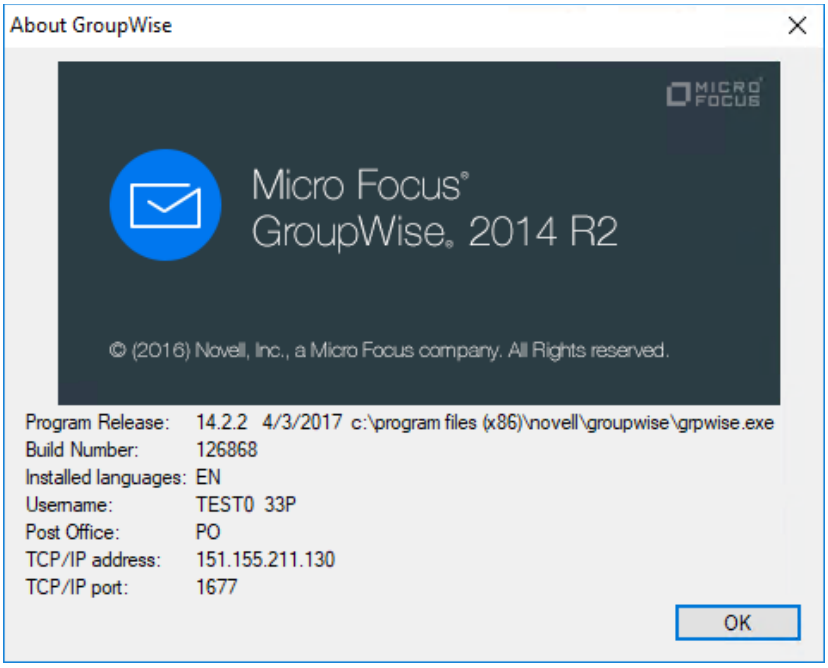
- You are not able to connect to the GroupWise system – Ensure that your GWF installation has access to the wpdomain.db.
- You are not using a GroupWise Client 2014 or later.
- You are not currently logged into GroupWise during operation of GWF.
- Your Trusted Application Key is invalid and must be recreated.
- User mailboxes are disabled.

## GroupWise version

Ensure your GroupWise client—the mail program installed on your PC—is at least GroupWise 2014 or later.

To check, launch your GroupWise client.

Select About GroupWise from the Help menu.




Note the Program Release field in the pop-up window. It must say ‘GroupWise 2014’ or later.

Click OK when done.

# If GWF Cannot Connect to Users' Mailboxes

If GWF cannot connect to user mailboxes it may be because user accounts are no longer enabled.

Ensure GWF is operating in on-line mode and not caching mode to ensure that the user list is up to date.

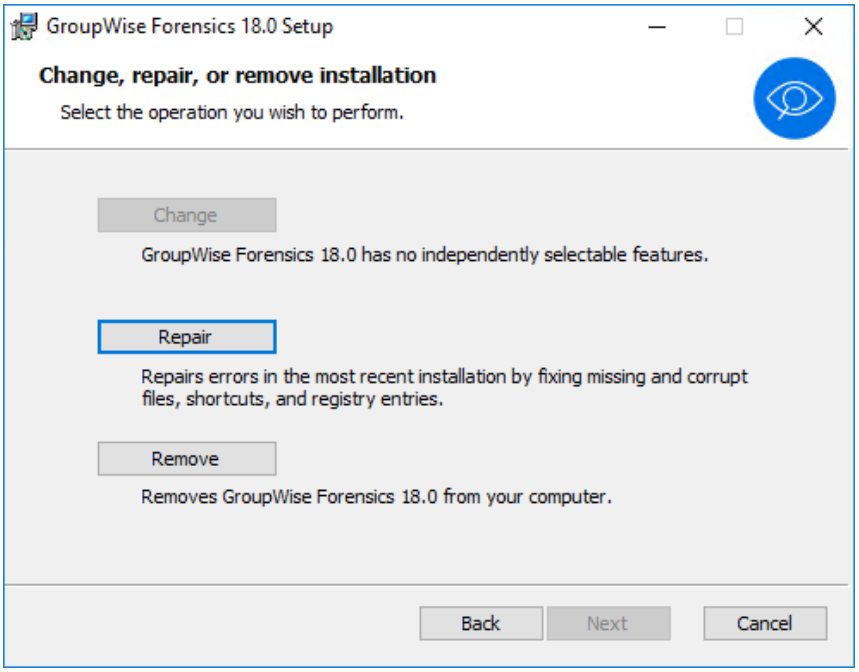
Also check that you are logged into a GroupWise mailbox of a GroupWise system with which GWF is to be used.

# Tip! - Create Log File

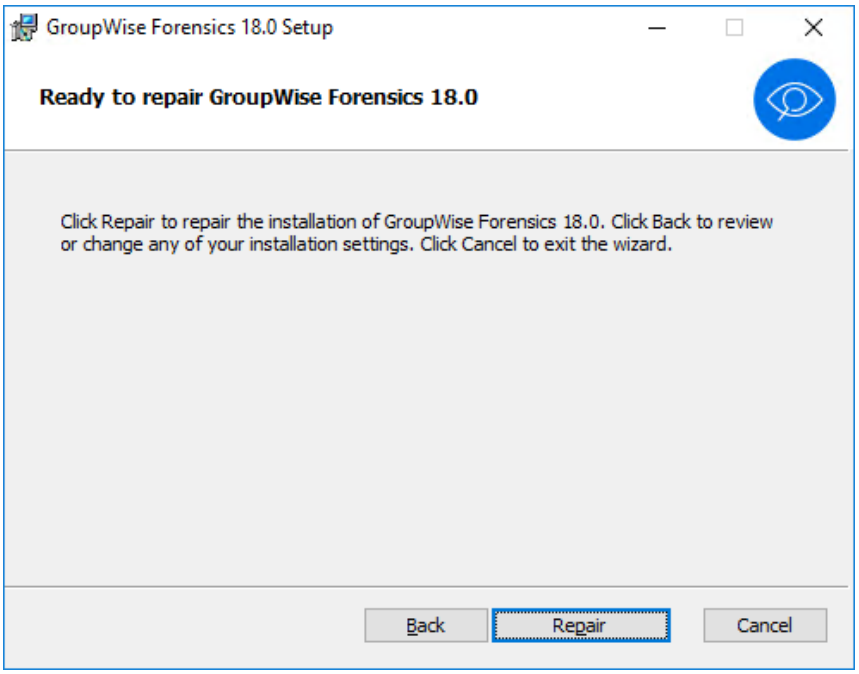
Enable log file creation from the Settings Menu. The Log file is useful in debugging GWF's behavior and can be found in the GWF program directory with the name debgugginglog.txt.

# Re-run the installer

The GWF installer has a built-in repair function. Launch the installer, click the Repair button, Next and then Install.




Then click the Repair button.


GroupWise Forensics 18.0 Setup
Ready to repair GroupWise Forensics 18.0
Click Repair to repair the installation of GroupWise Forensics 18.0. Click Back to review or change any of your installation settings. Click Cancel to exit the wizard.
Back
Repair
Cancel

# 12 Search Scripts

Below is an example of the search criterion script for non-business-related attachments. Saved scripts are in the C:\Program Files (x86)\Micro Focus\GroupWise Forensics 18.0\Scripts directory. Here is what a sample script looks like in its raw form.

```
[Description]
SearchDescription=All mail with unwanted attachments like mp3, avi, etc.

[Subject]
Any keyword=1
Selected subjects=0

[MessageText]
Any keyword=1
Selected MessageTexts=0

[Any field]
Any keyword=1
Selected AnyFields=0

[Sender]
Any keyword=1
Selected Senders=0

[Recipients]
Any keyword=1
Selected Recipients=0

[Attachments]
MustHaveAttachment=1
Selected Attachments=1
Item0=avi
Item1=mov
Item2=mp3
Item3=mpeg
Item4=mpg
Item5=ogg
Item6=swf
Item7=vqf
Item8=wav
```

```
[Size]
AllSizes=1
Small=0
Average=0
Large=0
Custom=0
CustomValue=2000

[Date]
AllDates=1
Selected dates=0
StartDate=<not set>
EndDate=<not set>
```

# 13 Switches

GroupWise Forensics has a list of switches, or extra features, that are not enabled into the program by default when installed. These switches allow you to do certain things within the program which are disabled by default,

These switches can be added to the settings.ini file found in "`C:\Program Files (x86)\Micro Focus\GroupWise Forensics 18.0`" directory by typing them into the file and setting them = 1.

The list of switches and descriptions are as follows:

`AllowTrustedAppInSecDom=0` This switch allows you to connect to a secondary domain and view mailboxes and messages within the secondary domain just as you would do in the primary domain. This is turned off by default.

`UseMultiLoginAddressbookSupport=1` This switch provides extra debug logging within GWF. By default it is turned on.

`UseOutgoingSharedFolders=1` This switch will show the shared folders for a mailbox that has shared the folder with other mailboxes. If turned off will not show the shared folders within GWF. By default it is turned on.

`UseSambaFix=0` This turns on the option to use a SAMBA share to connect to a primary domain on Linux. This is turned off by default.

`UseFullNamesInTree=1` This option shows you the full name within the mailbox tree list. This is turned on by default.

`UseArchiveBrowsing=1` This switch allows you to search the archives within GroupWise using GWF. When turned on it gives you new menu options to specify the locations of the archives. This option must be added in manually to the settings.ini file and by default is turned off.

`UseSearchInTrash=1` This switch turns on the ability to search messages within the trash container. This option must be added in manually to the settings.ini file and by default is turned off.

`UseExternalDomains=1` This switch allows you to connect GWF to external domains. This switch much be added in manually into the settings.ini and by default is turned off.

`CanDelete=1` This switch allows you to trash messages from the live GroupWise system using GWF. This option must be added in manually to the settings.ini file and by default is turned off. Note: To trash a message right click and click Delete Message. To delete a message you will have to empty trash from GroupWise.