

**Some GroupWise features do not work
under Windows XP SP2 while
connected to a Win2000/2003 Server**

**Who may need this
document ?**

This document is intended for System Specialists and applies to the following scenario :

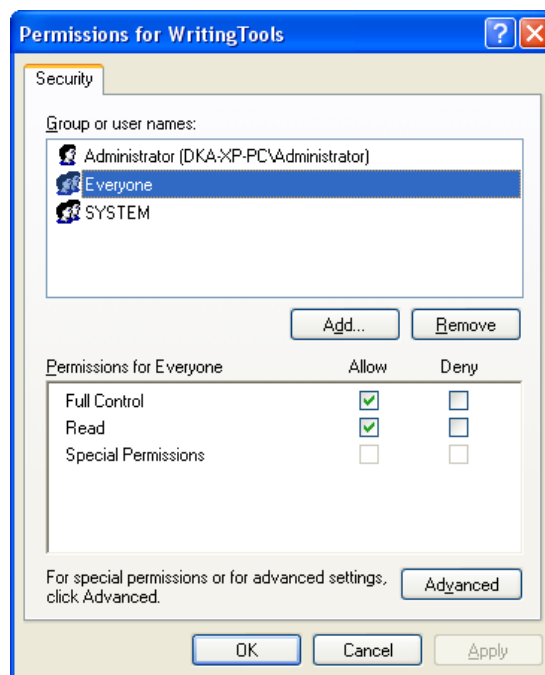
- You have installed **Novell GroupWise 6.5** on a Windows XP PC (note that it is possible that this document may also apply to earlier versions of GroupWise, such as versions 6.0 and 5.5).
- The PC is running **Windows XP SP2** (or a later Service Pack)
- The XP PC is logged in to both a Novell network and one or more Windows 2000 or Windows 2003 servers with Active Directory, and therefore Domain users.
- You are unable to use or open specific GroupWise features such as the Month View calendar view, or the Spell Checker when composing an email.

Why is it happening ?

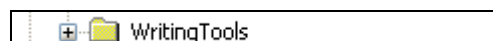
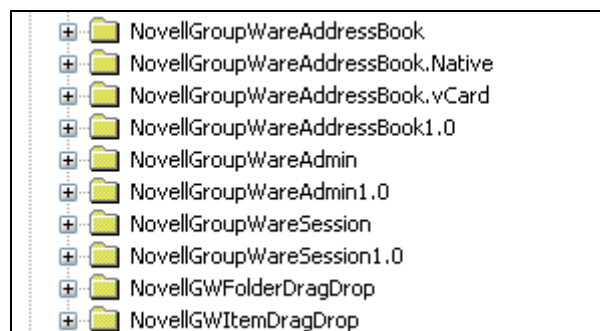
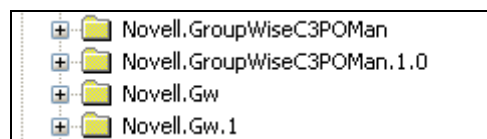
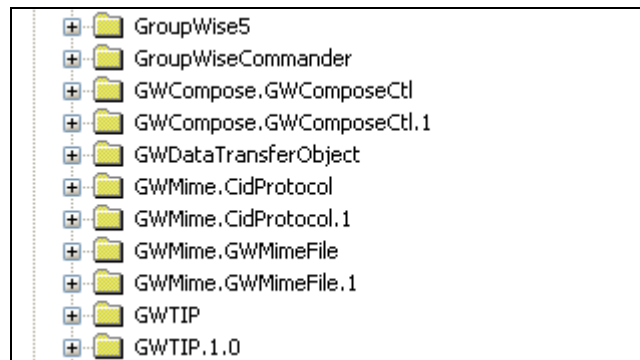
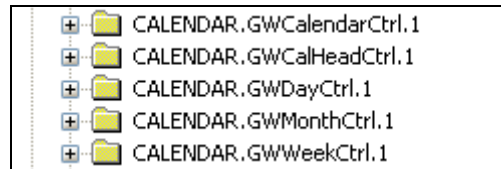
This problem does not occur on Windows XP SP1 – it occurs only on **XP SP2** and is caused by SP2 overly restrictive permission settings on Windows Registry keys used by GroupWise.

Resolving the problem

- Login to the PC as the **Local Administrator** user – Do not login to any Windows 2000/2003 server on your network. Assuming you are using version **4.91 SP1** of the NetWare Client (or later), you do this by checking the Workstation Only box, then clicking ADVANCED, then choosing the local PC from the drop-down rather than a Domain server, and then login in as **Administrator**.
- Once into Windows, start **REGEDIT** to edit the Registry.
- Expand the **HKEY_CLASSES_ROOT** branch (HKCR).
- For every single registry key branch shown below, edit the permissions to that key branch and ensure that the permissions for the existing listed users all include “**Full Control**”. Crucially, also add the **Everyone** user group and give it “**Full Control**” as well. At the end of this process the permissions for each of the key branches in question should be similar to this :



- ☐ Find below all the **HKEY_CLASSES_ROOT** key branches whose permissions you need to change as explained above :



- If you have never changed permissions of registry keys on a Windows XP PC which has connected at least once to a Windows domain, you may run into some confusing dead-ends while attempting to do so. If so, here are the steps you need to follow :
- Open the **Permissions** dialogue.
 - Click on **ADD** to add the **Everyone** user group.
 - On the next dialogue box you will find that the *"From this location"* field is pointing to one of your Windows servers rather than the local PC. Click the **LOCATIONS** button.
 - Because you are currently logged in locally to your PC rather than to a Windows server, you will next be prompted to login to a Windows domain/server. Click **CANCEL**.
 - A *"Locations"* window will now open. Click on your PC.
 - Click **OK**.
 - The *"From this location"* field should now be pointing to your PC. Click on **ADVANCED**.
 - Click on **FIND NOW** on the next dialogue which pops up.
 - Scroll the list of users and user groups which comes up and highlight the **Everyone** user group and click **OK**.
 - **Give Everyone "Full Control" permissions and then apply the changes.**
- Once you have changed the permissions on all the specified HKCR key branches, restart your PC.
- That's it. You're done !**

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