

System

- ♦ Chapter 1, “GroupWise System Administration,” on page 37
- ♦ Chapter 2, “ConsoleOne Administration Tool,” on page 39
- ♦ Chapter 3, “GroupWise View,” on page 43
- ♦ Chapter 4, “GroupWise System Operations,” on page 51
- ♦ Chapter 5, “GroupWise Utilities,” on page 73
- ♦ Chapter 6, “GroupWise Address Book,” on page 85
- ♦ Chapter 7, “Multilingual GroupWise Systems,” on page 105

GroupWise System Administration

1

As a GroupWise® system administrator, it is your responsibility to keep your GroupWise system running smoothly for your GroupWise users. This *GroupWise 7 Administration Guide* provides a wealth of information to help you accomplish this task. This System section provides an overview of the GroupWise administration tool, ConsoleOne®, and its capabilities. It summarizes administrative tasks that affect your GroupWise system as a whole and provides links to more specialized instructions.

The following sections of the *Administration Guide* detail the eDirectory™ objects where GroupWise information is stored. Instructions are provided for creating and managing all GroupWise object types.

- ◆ “Domains” on page 109
- ◆ “Post Offices” on page 153
- ◆ “Users” on page 201
- ◆ “Resources” on page 247
- ◆ “Distribution Lists, Groups, and Organizational Roles” on page 261
- ◆ “Libraries and Documents” on page 291

The following sections of the *Administration Guide* detail the GroupWise software components that make your GroupWise system run. Instructions are provided for configuring, monitoring, and optimizing each software component.

- ◆ “Post Office Agent” on page 461
- ◆ “Message Transfer Agent” on page 603
- ◆ “Internet Agent” on page 701
- ◆ “WebAccess” on page 853
- ◆ “Monitor” on page 963

The following additional sections of the *Administration Guide* provide supporting details and background information:

- ◆ “Databases” on page 371
- ◆ “Client” on page 1033
- ◆ “Security Administration” on page 1109
- ◆ “Security Policies” on page 1159

ConsoleOne Administration Tool

2

GroupWise® is administered using ConsoleOne®, a Java*-based tool for managing your network and its resources. When you create your GroupWise system, GroupWise snap-ins are added to your ConsoleOne installation and GroupWise objects are created in Novell® eDirectory™. As you manage your GroupWise system, you use ConsoleOne to create additional GroupWise objects, modify GroupWise object properties, and so on.

IMPORTANT: Because the GroupWise snap-ins to ConsoleOne are required in order to work with GroupWise objects, you cannot use other network management tools, such as Novell iManager, to administer your GroupWise system. Also, you should not use older network management tools, such as NetWare® Administrator, to administer your GroupWise system, unless your GroupWise system includes legacy gateways that require such tools to administer the corresponding Gateway objects and their properties.

Because GroupWise is a cross-platform product, you might have components of your GroupWise system located on NetWare servers, Linux servers, and Windows* servers. You can run ConsoleOne on Windows or Linux to manage GroupWise domains and post offices located on any of these platforms.

- ♦ [Section 2.1, “ConsoleOne on Windows,” on page 39](#)
- ♦ [Section 2.2, “ConsoleOne on Linux,” on page 40](#)
- ♦ [Section 2.3, “ConsoleOne in a Multiple-Platform Environment,” on page 41](#)

NOTE: For a GroupWise system on NetWare, you cannot run ConsoleOne to administer GroupWise at the NetWare server console. The GroupWise Administrator snap-ins to ConsoleOne do not run in that environment.

2.1 ConsoleOne on Windows

You can run ConsoleOne on Windows on any Windows machine that meets the requirements listed in “[GroupWise Administration Requirements](#)” in the *GroupWise 7 Installation Guide*.

- ♦ [Section 2.1.1, “Installing ConsoleOne on Windows,” on page 39](#)
- ♦ [Section 2.1.2, “Starting ConsoleOne on Windows,” on page 40](#)

2.1.1 Installing ConsoleOne on Windows

When you create your initial GroupWise system using the GroupWise Installation program (install.exe) on Windows, the GroupWise snap-ins to ConsoleOne are installed to the ConsoleOne installation on that machine. If necessary, you can install ConsoleOne itself to the machine where you are running the GroupWise Installation program. You are also given the opportunity to copy the GroupWise snap-ins to ConsoleOne into a GroupWise software distribution directory for later use.

After you have set up your GroupWise system, you can use the GroupWise Installation program to install ConsoleOne and the GroupWise snap-ins from the *GroupWise 7 Administrator for NetWare/*

Windows CD or you can run `admin\install.exe` to install the snap-ins from the software distribution directory to additional locations as needed.

2.1.2 Starting ConsoleOne on Windows

When you install ConsoleOne, a ConsoleOne icon is automatically created on your Windows desktop for starting ConsoleOne.

Before you start ConsoleOne, turn off file caching in the Novell Client to protect database integrity.

- 1 Right-click the red N in the notification area, then click *Novell Client Properties*.
- 2 Click *Advanced Settings*, select *File Caching*, then select *Off*.
- 3 Click *OK* to save your change.

2.2 ConsoleOne on Linux

You can run ConsoleOne on Linux on any Linux machine that meets the requirements listed in “[GroupWise Administration Requirements](#)” in the *GroupWise 7 Installation Guide*.

- ♦ [Section 2.2.1, “Installing ConsoleOne on Linux,”](#) on page 40
- ♦ [Section 2.2.2, “Starting ConsoleOne on Linux,”](#) on page 40

2.2.1 Installing ConsoleOne on Linux

When you create your initial GroupWise system using the GroupWise Installation program (`install`) on Linux, ConsoleOne should already be installed before you begin. If you are running Novell Open Enterprise Server Linux, you can install ConsoleOne from YaST using Software > Install and Remove Software. Linux ConsoleOne is also available on the [Novell Downloads page](http://download.novell.com/index.jsp) (<http://download.novell.com/index.jsp>).

After ConsoleOne is installed, the GroupWise Installation program on Linux installs the GroupWise snap-ins to ConsoleOne to the ConsoleOne installation on that machine. You are also given the opportunity to copy the GroupWise Administration RPM into a GroupWise software distribution directory for later use.

After you have set up your GroupWise system, you can use the GroupWise Installation program to the GroupWise snap-ins from the *GroupWise 7 Administrator for Linux* CD or you can install the GroupWise Administration RPM from the `admin` subdirectory of the software distribution directory to install the snap-ins to additional locations as needed.

2.2.2 Starting ConsoleOne on Linux

- 1 In a terminal window, become root by entering `sux` and the `root` password.

The `sux` command enables the X Window System*, which is required for running ConsoleOne.

- 2 Enter the following command:

```
/usr/ConsoleOne/bin/ConsoleOne
```

2.3 ConsoleOne in a Multiple-Platform Environment

If your GroupWise system includes multiple platforms, you can administer Linux domains from Windows ConsoleOne or to administer NetWare or Windows domains from Linux ConsoleOne. The cross-platform connections required for cross-platform GroupWise administration are described in the following sections of “Migration” in the *GroupWise 7 Installation Guide*:

- ◆ “Using Windows ConsoleOne to Access Domains and Post Offices on Linux”
- ◆ “Using Linux ConsoleOne to Access Domains and Post Offices on NetWare or Windows”

GroupWise View

3

When administering GroupWise® in ConsoleOne®, you can use the standard Novell® eDirectory™ View or you can use the GroupWise View. The following sections discuss the GroupWise View and how to use it:

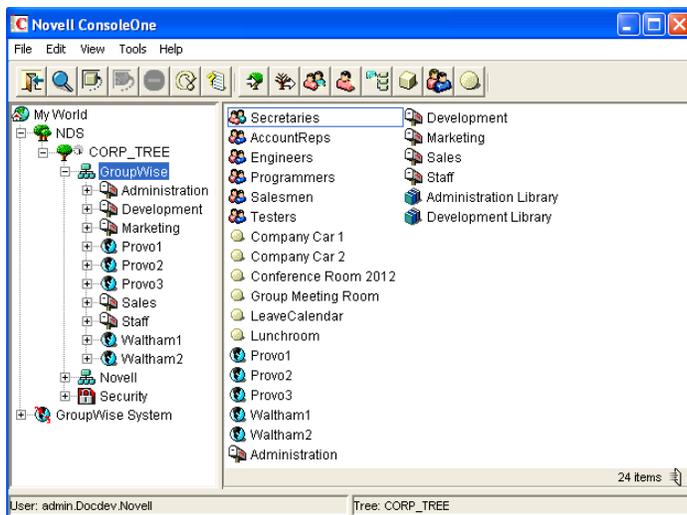
- ◆ Section 3.1, “eDirectory View vs. GroupWise View,” on page 43
- ◆ Section 3.2, “GroupWise Object Icons,” on page 44
- ◆ Section 3.3, “Customizing the GroupWise View,” on page 46
- ◆ Section 3.4, “Searching in the GroupWise View,” on page 48
- ◆ Section 3.5, “Performing Administrative Tasks from the GroupWise View,” on page 48

NOTE: The ConsoleOne illustrations used in the guide show ConsoleOne on Windows. ConsoleOne on Linux appears different but provides substantially the same functionality.

3.1 eDirectory View vs. GroupWise View

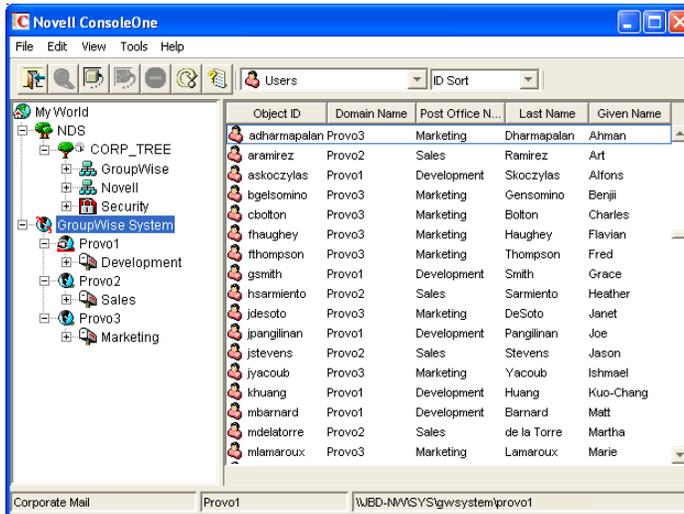
The eDirectory View displays the GroupWise objects in their contexts in the eDirectory tree, as shown in the following example.

Figure 3-1 eDirectory View



The GroupWise View filters out all non-GroupWise objects and shows how the GroupWise objects relate to each other in the GroupWise system, as shown in the following example.

Figure 3-2 GroupWise View



In the left pane, all Domain objects are displayed under the GroupWise system, and all Post Office objects are subordinate to the domains where they reside. You can select the GroupWise system, a domain, or a post office in the left pane and then use the drop-down list of GroupWise objects on the toolbar to display associated objects (Users, Resources, Message Transfer Agents, and so on) in the right pane. In the above example, the GroupWise System is selected in the left pane and the GroupWise Object list is set to Users, so the right pane is displaying all users in the entire GroupWise system.

3.2 GroupWise Object Icons

The following table lists all the GroupWise objects that are displayed in the eDirectory View or GroupWise View in ConsoleOne.

Table 3-1 Object Icons

Icon	GroupWise Object	Additional Information
	GroupWise System	Represents the GroupWise system you are currently connected to. The GroupWise system's name is displayed in the lower left corner of the ConsoleOne window.
	Primary Domain	Represents the system's primary domain. To ensure consistency, all replication of GroupWise information to the GroupWise domain and post office databases takes place through the primary domain. For additional information, see Part II, "Domains," on page 109 .
	Secondary Domain	Represents any additional domains, other than the primary, created in the GroupWise system. For additional information, see Part II, "Domains," on page 109 .
	Current Domain	Represents the domain to which ConsoleOne is currently connected. For information about changing the current domain, see Section 9.1, "Connecting to a Domain," on page 127 .

Icon	GroupWise Object	Additional Information
	External Domain	Represents a domain from another GroupWise system.
	Non-GroupWise Domain	Represents all or part of a non-GroupWise system.
	Post Office	Represents a collection of user accounts (mailboxes). For additional information, see Part III, “Post Offices,” on page 153 .
	External Post Office	Represents a post office in an external GroupWise system or a non-GroupWise system.
	User	Represents an eDirectory user who has been given a GroupWise account in a post office. For additional information, see Part IV, “Users,” on page 201 .
	External Entity	Represents a user not listed in eDirectory who has been given a GroupWise account in a post office. For additional information, see Part IV, “Users,” on page 201 .
	External User	Represents a user in an external GroupWise system or a non-GroupWise system.
	Resource	Represents a conference room or some other resource that can be scheduled by users. For additional information, see Part V, “Resources,” on page 247 .
	External Resource	Represents a resource that belongs to an external GroupWise system or a non-GroupWise system.
	Distribution List	Represents a group of users or resources that can all be addressed by using the distribution list’s name. For additional information, see Part VI, “Distribution Lists, Groups, and Organizational Roles,” on page 261 .
	Group	Represents an eDirectory group. eDirectory groups, like distribution lists, can be addressed by using the group’s name. Any members of the group who have GroupWise accounts receive the message. For additional information, see Part VI, “Distribution Lists, Groups, and Organizational Roles,” on page 261 .
	Organizational Role	Represents an eDirectory organizational role. eDirectory organizational roles, like distribution lists, can be addressed by using the organizational role’s name. Any members of the role who have GroupWise accounts receive the message. For additional information, see Part VI, “Distribution Lists, Groups, and Organizational Roles,” on page 261 .
	Library	Represents a collection of documents. For additional information, see Chapter 21, “Document Management Services Overview,” on page 293 .
	Nickname	Represents an additional address associated with a user, resource, or distribution list. For additional information, see Part IV, “Users,” on page 201 , Part V, “Resources,” on page 247 , or Part VI, “Distribution Lists, Groups, and Organizational Roles,” on page 261 .
	Message Transfer Agent	Represents a Message Transfer Agent (MTA) associated with a domain. For additional information, see Part X, “Message Transfer Agent,” on page 603 .

Icon	GroupWise Object	Additional Information
	Post Office Agent	Represents a Post Office Agent (POA) associated with a post office. For additional information, see Part IX, "Post Office Agent," on page 461 .
	Gateway	Represents a method of linking to another e-mail system or transport. For additional information, see the GroupWise gateway guides (http://www.novell.com/documentation/gwgateways) .

3.3 Customizing the GroupWise View

You can change the column display, order, and width to customize the GroupWise View.

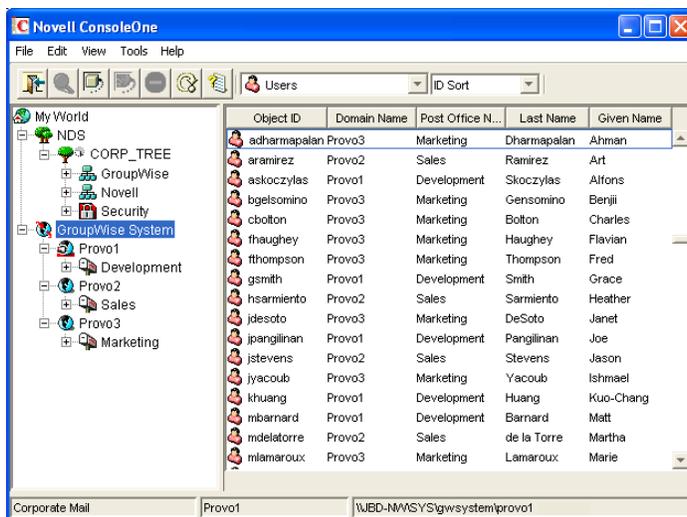
Changes are preserved from one ConsoleOne session to the next. In addition, your last view is persistent from session to session. For example, if you last used the Distribution Lists view, the next time you start ConsoleOne and open the GroupWise View, the Distribution Lists view is displayed. If the last-used view is not applicable (for example, you had the Gateways view open and when the new ConsoleOne session starts you select a Post Office object), the GroupWise View defaults to the Users view.

- ◆ [Section 3.3.1, "Changing the Column Display and Order," on page 46](#)
- ◆ [Section 3.3.2, "Changing the Column Widths," on page 47](#)

3.3.1 Changing the Column Display and Order

For each view (Users, Distribution Lists, Gateways, Post Offices, and so forth), you can determine which columns are displayed and the order in which they are displayed.

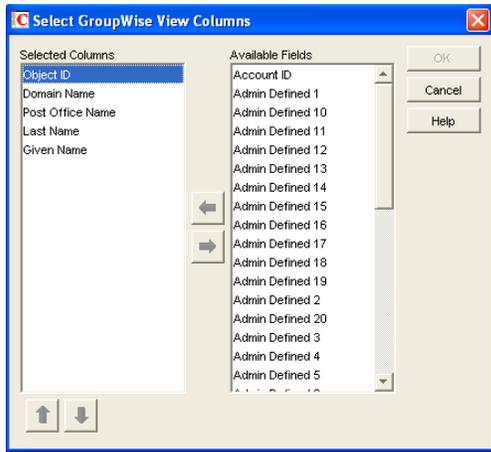
- 1 Select *GroupWise System* in the left (tree) pane, then select the view (for example, *Users*).



- 2 If you are changing the *Users* view, use the drop-down list to select how you want to sort users (ID Sort, User Name Sort, First Name Sort, or Last Name Sort).

The *Users* view allows you to sort by ID, user name, first name, or last name. Each of these is treated as a separate *Users* view for which you can determine the column display and order. The views for different objects offer different sort options.

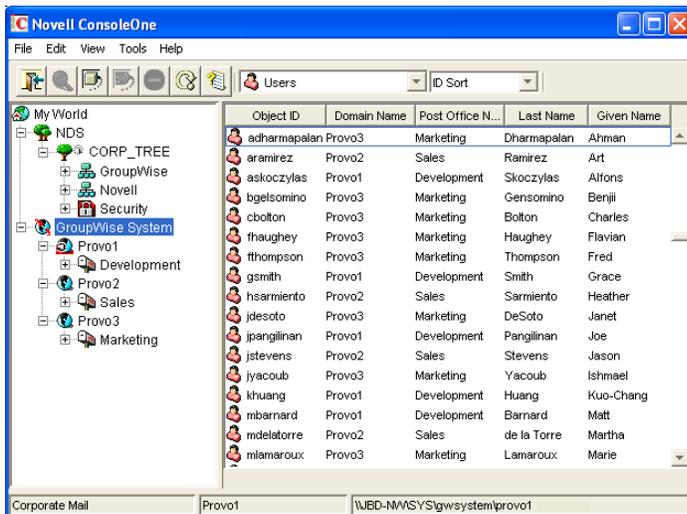
- 3 Click *View > Edit Columns* to display the Select GroupWise View Columns dialog box.



- 4 To add a column, select the column in the *Available Fields* list, then click the left-arrow to add it to the *Selected Columns* list.
- 5 To determine the display order, select a column in the *Selected Columns* list, then click the up-arrow and down-arrow to move it to the desired position.
- 6 To remove a column, select the column in the *Selected Columns* list, then click the right-arrow to add it to the *Available Fields* list.
- 7 When you are finished, click *OK* to save your changes.

3.3.2 Changing the Column Widths

You can change column widths in a view by dragging the right or left edge of the column label.



3.4 Searching in the GroupWise View

You can search for a specific entry in a view. The search is performed on the first column. For example, if the Resources view is displayed, you can search for a specific resource based on its object ID. If the *Users* view (with Last Name Sort selected) is displayed, you can search for a specific user based on the user's last name.

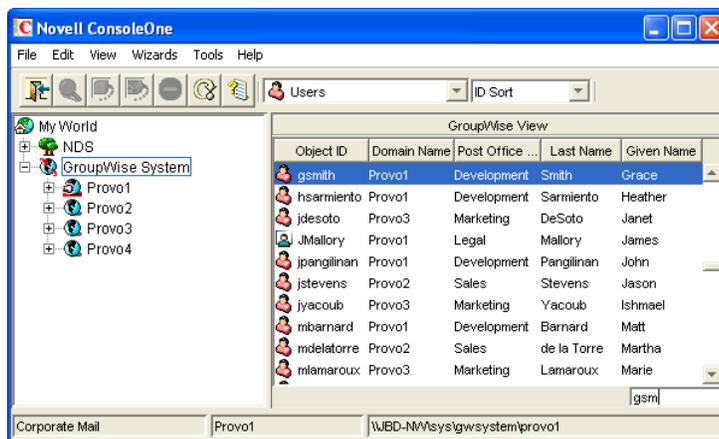
With the *Users* view, if you have *First Name Sort* or *Last Name Sort* selected, you can search for a complete user name (both first and last name) by using a comma as a delimiter between the names. A space after the comma is optional.

For example, if the *Users* view displays first names in the first column and last names in the second column, you can type John,Smith to go directly to that user name. If the columns were reversed, you could use Smith,John.

To perform a search:

- 1 Change to the view you want to search.
- 2 Select the first entry in the view.
- 3 Type the text to search for.

As you type text, a text box appears in the lower right corner of the GroupWise View.



3.5 Performing Administrative Tasks from the GroupWise View

You can perform many GroupWise administrative tasks from the GroupWise View as well as from the eDirectory View. For example, you can:

- ◆ Create new objects.
- ◆ Modify the properties of an object.
- ◆ Move, rename, or delete an object from the GroupWise system.
- ◆ Use the GroupWise utilities, system operations, and diagnostic options on the Tools menu.

In addition, external objects must be created and managed in the GroupWise View because they are, by definition, external to eDirectory and have no eDirectory context. For example, if you install the

GroupWise Internet Agent and want to simplify addressing for your users by adding the Internet as a non-GroupWise domain, you must perform the task in the GroupWise View.

GroupWise System Operations

4

The GroupWise® system operations in ConsoleOne® allow you to perform various tasks to maintain and optimize your GroupWise system. The following sections provide information about the system operations included on the *Tools* menu (*Tools > GroupWise System Operations*):

- ◆ [Section 4.1, “Select Domain,” on page 51](#)
- ◆ [Section 4.2, “System Preferences,” on page 53](#)
- ◆ [Section 4.3, “eDirectory User Synchronization,” on page 59](#)
- ◆ [Section 4.4, “Admin-Defined Fields,” on page 60](#)
- ◆ [Section 4.5, “Pending Operations,” on page 60](#)
- ◆ [Section 4.6, “Addressing Rules,” on page 61](#)
- ◆ [Section 4.7, “Time Zones,” on page 61](#)
- ◆ [Section 4.8, “External System Synchronization,” on page 64](#)
- ◆ [Section 4.9, “Software Directory Management,” on page 64](#)
- ◆ [Section 4.10, “Restore Area Management,” on page 68](#)
- ◆ [Section 4.11, “Internet Addressing,” on page 69](#)
- ◆ [Section 4.12, “Trusted Applications,” on page 69](#)
- ◆ [Section 4.13, “LDAP Servers,” on page 70](#)
- ◆ [Section 4.14, “Global Signatures,” on page 71](#)

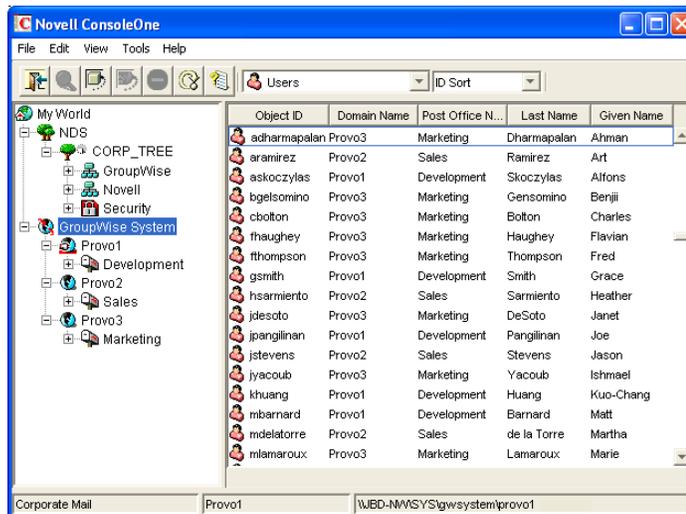
NOTE: If the majority of the items on the *GroupWise System Operations* menu are dimmed, you are connected to a secondary domain in a GroupWise system where *Restrict System Operations to Primary Domain* has been selected under *System Preferences*. For more information, see [Section 4.2, “System Preferences,” on page 53](#).

4.1 Select Domain

By default, ConsoleOne must be connected to a GroupWise domain in order for you to administer your GroupWise system. Being connected to a GroupWise domain ensures that information is replicated not only in Novell® eDirectory™ but also in the GroupWise domain and post office databases.

You can be connected to any domain in the GroupWise system. As shown in the following example, the domain to which you are connected is indicated by a plug on the domain’s icon. In addition, the connected domain is listed at the bottom of the ConsoleOne window.

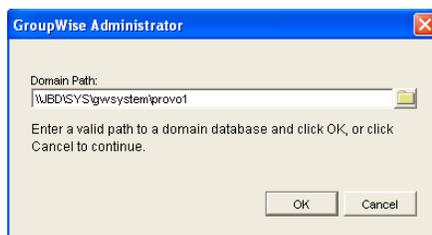
Figure 4-1 ConsoleOne Window Showing the Domain You Are Connected To



Some administrative tasks require you to be connected to a specific domain but others do not. In general, operations that create new GroupWise container objects or delete GroupWise container objects require you to be connected to the domain where the object resides. Operations that add or delete leaf object or modify the properties of an existing object do not require you to be connected to the object's domain.

To change the domain to which you are connected:

- 1 In ConsoleOne, click *Tools > GroupWise System Operations > Select Domain*.



- 2 Browse to and select the domain directory, then click *OK* to connect to the domain.

NOTE: You can also connect to a domain by right-clicking the domain in the GroupWise View and clicking *Connect*.

Being connected to a domain means that ConsoleOne has write access to the domain database (wpdomain.db). How the write access is achieved depends on the platform where you are running ConsoleOne and the platform where the domain is located.

Table 4-1 Domain Connection Options

ConsoleOne Platform	Domain Platform	Connection Options
Windows ConsoleOne	NetWare server	Mapped drive
	Linux server	Samba mount where the path to the domain on the Linux server is prefixed by the Linux server hostname from the point of view of ConsoleOne
	Windows server	Local drive Mapped drive
Linux ConsoleOne	NetWare server	File system mount where the mount point directory matches the NetWare server hostname and volume name
	Linux server	Local directory Mounted file system where the mount point directory matches the domain directory on the mounted file system
	Windows server	Mounted file system where the mount point directory matches the Windows server hostname and share

The database location is stored internally in UNC path format (`\\server\volume\directory`) but is displayed on the Domain object Identification page in ConsoleOne based on the platform of ConsoleOne and the database location.

Table 4-2 Database Locations

ConsoleOne Platform	Domain Platform	Database Location
Windows ConsoleOne	NetWare server	<code>\\NetWare_server\volume\domain_directory</code>
	Linux server	<code>\\Linux_server\domain_directory</code>
	Windows server	<code>\\Windows_server\share\domain_directory</code>
Linux ConsoleOne	NetWare server	<code>/mnt/NetWare_server/volume/domain_directory</code>
	Linux server	<code>/domain_directory</code>
	Windows server	<code>/mnt/Windows_server/share/domain_directory</code>

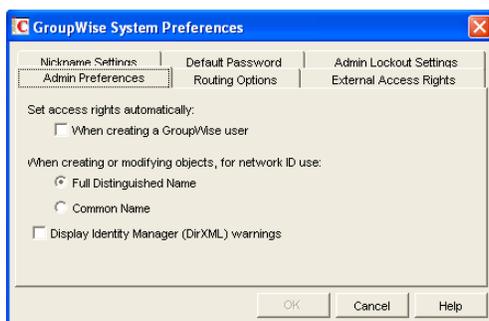
When you click *Connect*, ConsoleOne uses the domain's UNC path to automatically connect you to the correct domain if possible; otherwise, you must manually browse to and select the domain database in order to connect to the domain.

4.2 System Preferences

You can use the GroupWise system preferences to configure the defaults for various GroupWise system settings.

To change the system preferences:

1 In ConsoleOne, click *Tools > GroupWise System Operations > System Preferences*.



The GroupWise System Preferences dialog box contains the following tabs:

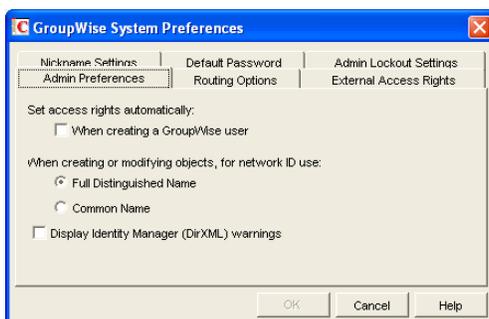
- ♦ **Admin Preferences:** Controls how rights are assigned and what network ID format is used when creating new GroupWise users. By default, rights are assigned automatically and the fully distinguished name format is used.
- ♦ **Routing Options:** Controls default message routing for your GroupWise system. By default, no routing domain is assigned.
- ♦ **External Access Rights:** Controls the access that users on external GroupWise systems have to your GroupWise users' information. By default, Busy Search and status tracking information is not returned to users on external GroupWise systems.
- ♦ **Nickname Settings:** Controls what happens when you move a user from one post office to another. By default, nicknames representing old addresses are not automatically created when users are moved.
- ♦ **Default Password:** Assigns a default password for new GroupWise user accounts. By default, you must manually assign a password for each GroupWise account you create.
- ♦ **Admin Lockout Settings:** Controls access to the GroupWise administration functions in ConsoleOne. By default, there are no restrictions.
- ♦ **Linux Settings (Linux ConsoleOne Only):** Establishes the mount directory where ConsoleOne can find mounted file systems where domains and post offices are located.

2 Change the system preferences as needed.

3 Click *OK* to save the changes.

4.2.1 Admin Preferences

1 Click the *Admin Preferences* tab to modify any of the following options:



Set Access Rights Automatically: Users require specific eDirectory and file system rights in order to use GroupWise (see [Chapter 77, “GroupWise User Rights,” on page 1149](#)). Select this option to automatically grant these rights when creating a GroupWise account for users.

Appropriate eDirectory object rights enable the GroupWise client to log in to the user’s post office without prompting the user for the post office location (IP address, UNC path, or mapped drive.)

Appropriate file system rights enable the GroupWise client to directly access the post office directory rather than use client/server access.

When Creating or Modifying Objects, For Network ID Use: Select *Full Distinguished Name* (for example, paul.engineering.ny) when users’ mailboxes reside on a NetWare® 4.1x or later server and users have an eDirectory connection to the server where the post office resides.

Select *Common Name* (for example, paul) under the following circumstances:

- ◆ The users’ mailboxes reside on a NetWare 3.1 server.
- ◆ The users’ mailboxes reside on a NetWare 4.1x server but users have a bindery emulation connection to the server where the post office resides.
- ◆ Users’ GroupWise IDs are different from their NetWare IDs.

Display Identity Manager (DirXML) Warnings: The Identity Manager Driver for GroupWise provides data integration between GroupWise users and groups in eDirectory. For example, you can have an e-mail account automatically created as soon as an employee is hired. The same driver can also disable an e-mail account when a user is no longer active.

If you are using the Identity Manager Driver for GroupWise, some GroupWise operations that you perform in ConsoleOne require you to take preliminary actions with the driver. For example, if you recover a deleted account, you need to stop the driver before recovering the account and restart it after the operation is complete.

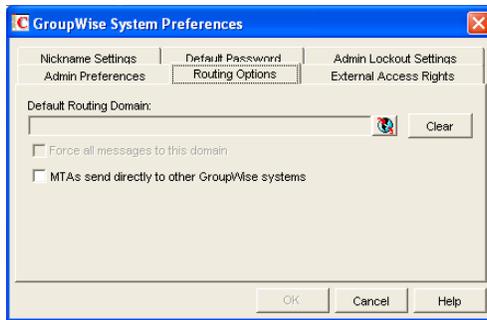
This option enables you to receive a warning message whenever you perform a GroupWise operation in ConsoleOne that is affected by the Identity Manager driver. The warning message includes instructions about the actions you need to take with the driver before continuing with the GroupWise operation. If you are using the Identity Manager Driver for GroupWise, we strongly recommend that you enable this option. If you are not using the driver, you can disable the option to avoid receiving unnecessary messages.

For more information, see “[GroupWise DirXML Driver for Novell Identity Manager](#)” in the *GroupWise 7 Interoperability Guide*.

- 2 Click *OK* to save the changes.

4.2.2 Routing Options

- 1 Click the *Routing Options* tab to modify any of the following options:



Default Routing Domain: If a domain’s MTA cannot resolve a message’s address, the message is routed to this default domain’s MTA. The default domain’s MTA can then be configured to handle the undeliverable messages. This might involve routing the message to another GroupWise domain or to an Internet address (by performing a DNS lookup). Browse to and select the GroupWise domain you want to use as the default routing domain.

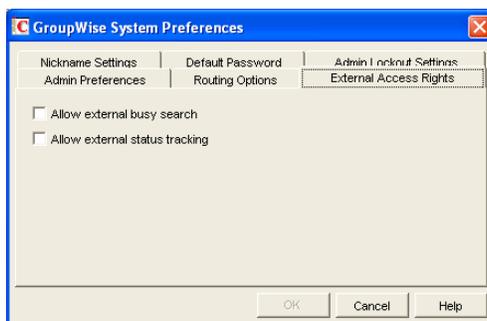
Force All Messages to this Domain: This option applies only if you select a default routing domain. Select this option to force all messages to be routed through the default routing domain regardless of the links you have configured for your GroupWise system’s domains.

MTAs Send Directly to Other GroupWise Systems: Select this option if you want all MTAs in your GroupWise system to perform DNS lookups and route messages out across the Internet. If you deselect this option, you can designate individual MTAs to perform DNS lookups and route messages to the Internet. For more information, see “[Using Dynamic Internet Links](#)” in “[Connecting to GroupWise 5.x, 6.x, and 7.x Systems](#)” in the *GroupWise 7 Multi-System Administration Guide*.

- 2 Click *OK* to save the changes.

4.2.3 External Access Rights

- 1 Click the *External Access Rights* tab to modify any of the following options:



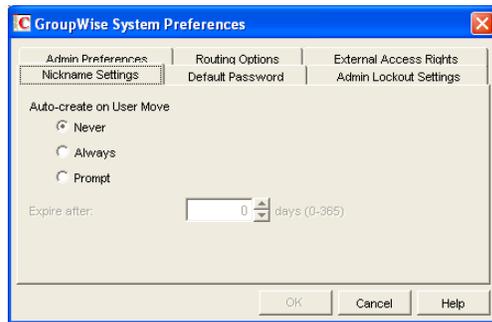
Allow External Busy Search: Select this option to enable users in other GroupWise systems to perform Busy Searches on your GroupWise users’ Calendars.

Allow External Status Tracking: Select this option to enable users in other GroupWise systems to receive message status information (such as whether a message has been delivered, opened, and so on) when messages arrive in your GroupWise system.

- 2 Click *OK* to save the changes.

4.2.4 Nickname Settings

- 1 Click the *Nickname Settings* tab to modify any of the following options:



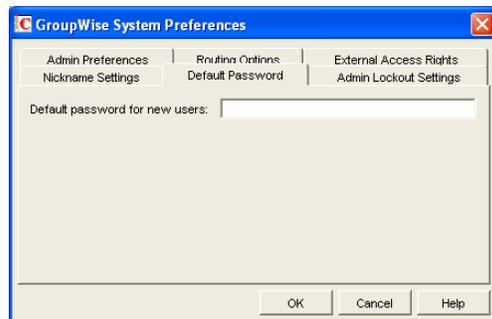
Auto-Create on User Move: A nickname is an alternative address that can be associated with a user. Whenever you move a user, GroupWise can automatically create a nickname with the user's old name and old post office. This enables messages sent to the old name to be automatically forwarded to the user's new address. Select whether or not you want GroupWise to never create nicknames, always create nicknames, or prompt you during the move process.:

Expire After: This option applies only if you selected *Always* or *Prompt*. If you want the nickname to be automatically removed after a period of time, specify the time period (in days). Valid values range from 1 to 365 days. A setting of 0 indicates that the nickname will not be automatically removed after the specified time period.

- 2 Click *OK* to save the changes.

4.2.5 Default Password

- 1 Click the *Default Password* tab to modify any of the following options:

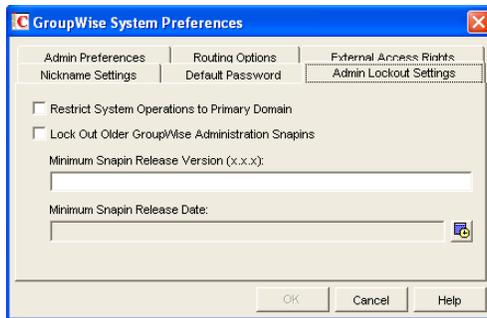


Default Password for New Users: Specify the default password you want assigned to new GroupWise user accounts.

- 2 Click *OK* to save the changes.

4.2.6 Admin Lockout Settings

- 1 Click the *Admin Lockout Settings* tab to modify any of the following options:



Restrict System Operations to Primary Domain: Enable this option to allow an administrator to perform system operations (*Tools > GroupWise System Operations*) only when he or she is connected to the primary domain. All operations except Select Domain, Pending Operations, and Restore Area Management are unavailable when connected to a secondary domain.

Lock Out Older GroupWise Administration Snap-Ins: Enable this option to prevent administrators from using older GroupWise ConsoleOne snap-ins for accessing GroupWise objects in eDirectory. You can override these system lockout settings for individual domains (Domain object > *GroupWise > Admin Lockout Settings*).

There are four GroupWise snap-ins to ConsoleOne, one for general administration, one for Internet Agent administration, and two for WebAccess administration. The ability to lock out older GroupWise snap-ins starts with GroupWise 6.5.

In the *Minimum Snap-In Release Version (x.x.x)* field, specify the version number of the oldest GroupWise snap-ins that can be used to administer your GroupWise system.

In the *Minimum Snap-in Release Date* field, select the date of the oldest GroupWise snap-ins that can be used to administer your GroupWise system.

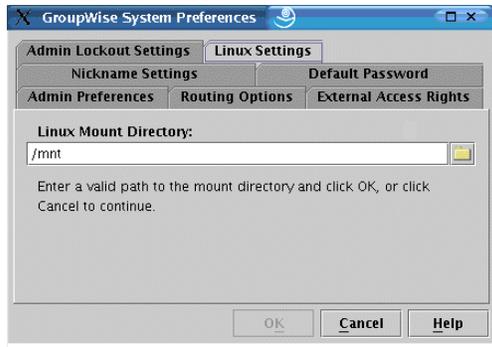
You can specify the minimum version, the minimum date, or both. If you specify both minimums, any administrator using snap-ins that are older than both minimums cannot use the GroupWise snap-ins. However, such an administrator can still run ConsoleOne for other purposes but must update the GroupWise snap-ins before GroupWise administration features are available again.

NOTE: Default admin lockout settings can be overridden on individual domains as needed.

- 2 Click OK to save the changes.

4.2.7 Linux Settings (Linux ConsoleOne Only)

- 1 On Linux, click the *Linux Settings* tab to specify the mount directory.



Mount Directory: Specify the mount directory where ConsoleOne can find mounted file systems where domains and post offices are located.

GroupWise databases can be located on Linux servers, NetWare servers, or Windows servers. In the Linux mount directory, you create directories that have the same names as the servers that are mounted to those mount points. You do this for each server where a domain or post office is located that you want to access from ConsoleOne. The following table illustrates the correspondence between UNC paths and mount point directories for GroupWise database locations on Linux, NetWare, and Windows, assuming the typical mount point directory of /mnt:

Platform	GroupWise Domain UNC Path	Corresponding Linux Mount Point
Linux	<code>\\Linux_server\GW_partition\domain_directory</code>	<code>/mnt/Linux_server/ GW_partition</code>
NetWare	<code>\\NetWare_server\GW_volume\domain_directory</code>	<code>/mnt/ NetWare_server/ GW_volume</code>
Windows	<code>\\Windows_server\GW_share\domain_directory</code>	<code>/mnt/ Windows_server/ GW_share</code>

GroupWise administrators can have different mount points depending on the workstation or server where they are running ConsoleOne. The mount directory information is stored in a user-specific preferences file (`.consoleone/SnapinPrefs.ser` in each GroupWise administrator's home directory).

- 2 Click *OK* to save the changes.

4.3 eDirectory User Synchronization

For user information to be displayed in the GroupWise Address Book, it must be stored not only in eDirectory but also in the GroupWise domain and post office databases. If you add or modify user information using an installation of ConsoleOne with the GroupWise Administrator snap-in, the GroupWise Administrator snap-in adds the user information to the GroupWise databases. However, if you add or modify user information using a ConsoleOne installation that is not running the GroupWise Administrator snap-in, the user information is not changed in the GroupWise databases. This is also true if you add or modify user information using Novell iManager or older administration tools such as NetWare Administrator.

To ensure that the user information stored in the GroupWise databases is always synchronized with the user information in eDirectory, you can set up eDirectory user synchronization. For detailed information see [Section 41.4.1, “Using eDirectory User Synchronization,” on page 638](#).

4.4 Admin-Defined Fields

eDirectory includes user information that is not associated to GroupWise user fields. For example, a User object includes Postal Address fields named *City*, *State*, and *Zip Code*. By default, these fields are not displayed in the GroupWise Address Book. However, you can use the Admin-Defined Fields feature to map eDirectory user fields to GroupWise fields so that they can be displayed in the GroupWise Address Book. For instructions, see [Section 6.1.1, “Adding eDirectory Fields to the Address Book,” on page 86](#).

4.5 Pending Operations

Pending operations are the results of administrative operations, such as adding GroupWise objects and modifying GroupWise object properties, that have not yet been permanently written to the appropriate GroupWise databases. While operations are pending, GroupWise data is not in a consistent state.

For example, you can maintain any domain’s objects you have administrative rights over. However, because a secondary domain owns its own objects, any operation you perform from the primary domain on a secondary domain’s objects must be validated by the secondary domain. While the operation is being validated, the Pending Operations dialog box displays object details and the pending operation.

While the operation is pending, the object is marked Unsafe in the primary domain database. The Operation field in the dialog box displays the pending operation. An unsafe object can have other operations performed on it, such as being added to a distribution list; however, the object record is not distributed to other domains and post offices in the system until it is marked Safe.

All pending operations require confirmation that the operation was either successfully performed or could not be performed. If the operation was successful, the pending operation is removed from the list, the record is marked in the database as Safe, and the record is distributed to all other domains and post offices in your system. If the operation could not be performed, the pending operation remains in the list where you can monitor and manage it.

- 1 In ConsoleOne, connect to the domain whose pending operations you want to view, as described in [Section 4.1, “Select Domain,” on page 51](#).
- 2 Make sure the agents are running for the domain and/or post office where you are checking for pending operations
- 3 Click *Tools > GroupWise System Operations > Pending Operations*.

While an operation is being validated, the Pending Operations dialog box displays the object and the operation waiting completion and confirmation.

- 4 For more detailed information, select the pending operation, then click View.
- 5 If conditions on the network have changed so that a pending operation might now succeed, select the pending operation, then click *Retry*.
- 6 If you want to cancel a pending operating that has not yet taken place, select the pending operation, then click *Undo*.

4.6 Addressing Rules

You can use the Addressing Rules feature to configure GroupWise so that users can enter shortened forms of e-mail addresses. For more information, see [Section 6.8, “Facilitating Addressing through GroupWise Gateways,”](#) on page 100.

4.7 Time Zones

When you create a domain or post office, you select the time zone in which it is located. This ensures that GroupWise users in other time zones receive Calendar events and tracking information adjusted for local time.

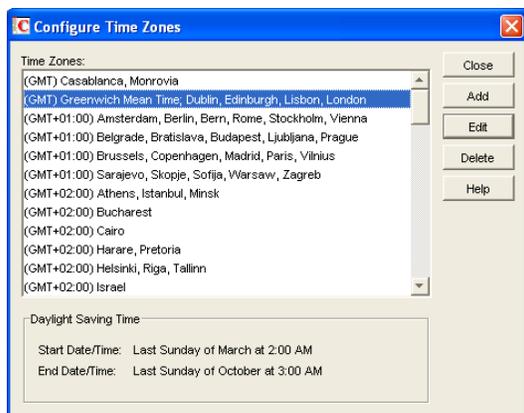
The time zone list includes predefined definitions for each time zone. Most time zones include multiple definitions to account for different locations within the time zone. Each time zone definition allows you to specify the Daylight Saving Time dates and bias (1 hour, 30 minutes, etc.).

You can modify existing time zone definitions, add new definitions, or delete definitions.

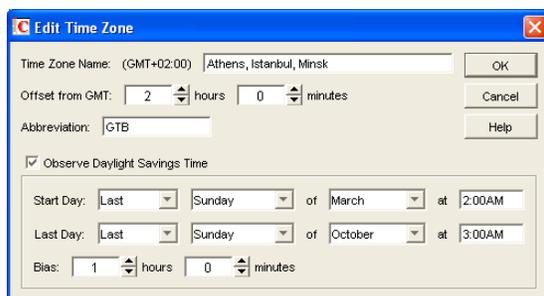
- ◆ [Section 4.7.1, “Modifying a Time Zone Definition,”](#) on page 61
- ◆ [Section 4.7.2, “Adding a Time Zone Definition,”](#) on page 62
- ◆ [Section 4.7.3, “Deleting a Time Zone Definition,”](#) on page 63

4.7.1 Modifying a Time Zone Definition

- 1 In ConsoleOne, click *Tools > GroupWise System Operations > Time Zones*.



- 2 Select the time zone to modify, then click *Edit* to display the Edit Time Zone dialog box.



3 Modify any of the following fields:

Time Zone Name: Provide a name for the time zone definition (for example, some of the major cities in the time zone). We suggest you include a reference (+ or -) to GMT, for example (GMT-07:00). The time zone list is sorted by the GMT offset.

Offset from GMT: Specify the hours and minutes that the time zone is offset from Greenwich Mean Time. The offset from GMT keeps your different locations synchronized. For example, if a conference call is scheduled for 4:00 p.m. June 1 in Salt Lake City, the call would appear on a schedule in Adelaide at 8:30 a.m. June 2. If you are in the western hemisphere (west of the Greenwich Meridian and east of the International Date Line) be sure the hour offset is negative (-). If you are in the eastern hemisphere (east of the Greenwich meridian and west of the International Date Line) be sure the hour offset is positive.

Abbreviation: Specify an abbreviation for the time zone. For example, the abbreviation for Atlantic Standard Time could be AST; the abbreviation for Atlantic Daylight Time could be ADT.

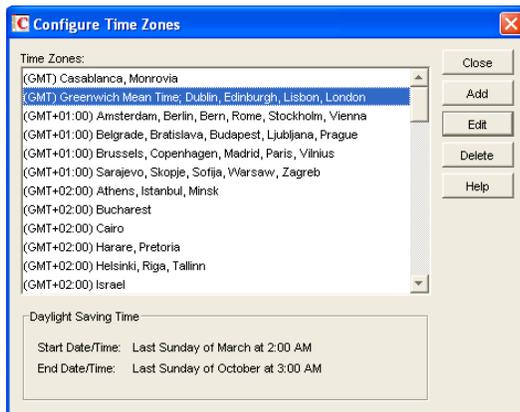
Observe Daylight Saving Time: If the time zone observes daylight saving time, click the *Observe Daylight Saving Time* box, then fill out the remaining fields:

- ◆ *Start Day:* Select the day and time that daylight saving time starts.
- ◆ *Last Day:* Select the day and time that daylight saving time ends.
- ◆ *Bias:* Select the number of hours and minutes that the clock changes at the daylight saving time start day, such as 1 hour or 1 hour 30 minutes.

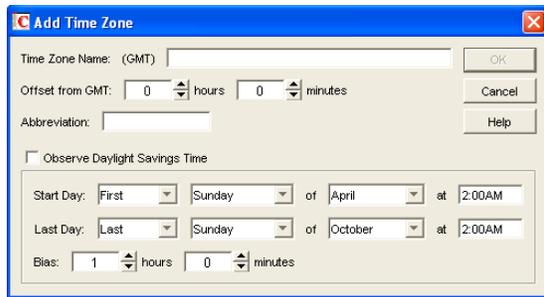
4 Click *OK* to save the changes.

4.7.2 Adding a Time Zone Definition

1 In ConsoleOne, click *Tools > GroupWise System Operations > Time Zones*.



2 Click *Add* to display the Add Time Zone dialog box.



3 Fill in the following fields:

Time Zone Name: Provide a name for the time zone definition (for example, some of the major cities in the time zone). We suggest you include a reference (+ or -) to GMT, for example (GMT-07:00). The time zone list is sorted by the GMT offset.

Offset from GMT: Specify the hours and minutes that the time zone is offset from Greenwich Mean Time. The offset from GMT keeps your different locations synchronized. For example, if a conference call is scheduled for 4:00 p.m. June 1 in Salt Lake City, the call would appear on a schedule in Adelaide at 8:30 a.m. June 2. If you are in the western hemisphere (west of the Greenwich Meridian and east of the International Date Line) be sure the hour offset is negative (-). If you are in the eastern hemisphere (east of the Greenwich meridian and west of the International Date Line) be sure the hour offset is positive.

Abbreviation: Specify an abbreviation for the time zone. For example, the abbreviation for Atlantic Standard Time could be AST; the abbreviation for Atlantic Daylight Time could be ADT.

Observe Daylight Saving Time: If the time zone observes daylight saving time, click the *Observe Daylight Saving Time* box, then fill out the remaining fields:

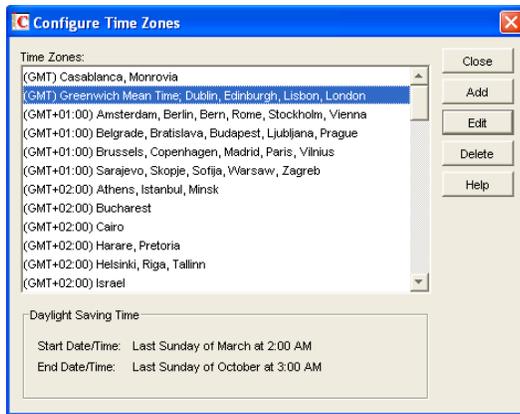
- ♦ *Start Day:* Select the day and time that daylight saving time starts.
- ♦ *Last Day:* Select the day and time that daylight saving time ends.
- ♦ *Bias:* Select the number of hours and minutes that the clock changes at the daylight saving time start day, such as 1 hour or 1 hour 30 minutes.

4 Click *OK* to add the definition to the time zone list.

4.7.3 Deleting a Time Zone Definition

When you delete a time zone from the list, you can no longer select it for a domain or post office.

- 1 In ConsoleOne, click *Tools > GroupWise System Operations > Time Zones*.



- 2 Select the time zone to remove from the list, click *Delete*, then click *Yes* to confirm the deletion.

4.8 External System Synchronization

The External System Synchronization feature lets you automatically synchronize information between your system and an external GroupWise system connected to your system. For information about connecting GroupWise systems and keeping information synchronized between them, see “[Connecting to GroupWise 5.x, 6.x, and 7.x Systems](#)” in the *GroupWise 7 Multi-System Administration Guide*.

4.9 Software Directory Management

The Software Directory Management feature lets you manage GroupWise software distribution directories. A software distribution directory is simply an image of the GroupWise CDs located on a network server. Diagrams of the contents of software distribution directories are provided in “[Directory Structure Diagrams](#)” in *GroupWise 7 Troubleshooting 3: Message Flow and Directory Structure*:

- ◆ “[NetWare/Windows Software Distribution Directory](#)”
- ◆ “[Linux Software Distribution Directory](#)”

From this network location, you can distribute the GroupWise client software to users or install additional GroupWise software such as the Message Transfer Agent, Post Office Agent, Internet Agent, WebAccess, and Monitor.

When you install GroupWise, one software distribution directory is created automatically. Using Software Directory Management, you can create additional software distribution directories, update existing software distribution directories, or delete existing software distribution directories. A single software distribution directory can service multiple post offices and can contain software for multiple platforms.

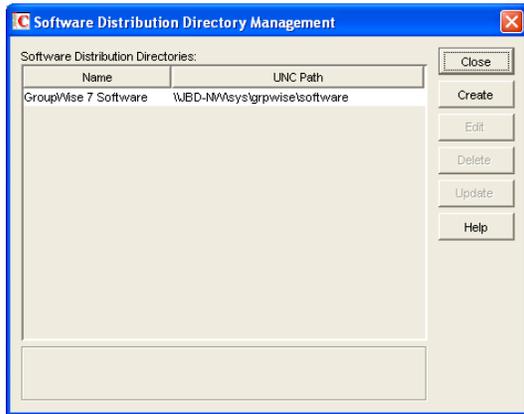
- ◆ [Section 4.9.1, “Creating a Software Distribution Directory,”](#) on page 65
- ◆ [Section 4.9.2, “Updating a Software Distribution Directory,”](#) on page 67
- ◆ [Section 4.9.3, “Deleting a Software Distribution Directory,”](#) on page 68

4.9.1 Creating a Software Distribution Directory

- 1 Make sure the directory you want to use as the software distribution directory exists.

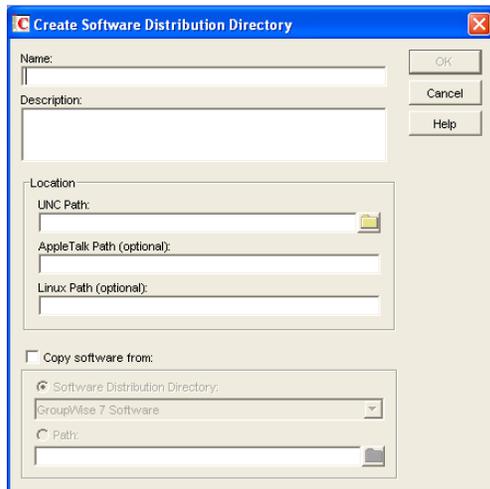
All distribution subdirectories (admin, agents, client, and so forth) will be created under this directory.

- 2 Click *Tools > GroupWise System Operations > Software Directory Management* to display the Software Distribution Directory Management dialog box.



The *Software Distribution Directories* list includes all software distribution directories defined in your GroupWise system.

- 3 Click *Create* to display the Create Software Distribution Directory dialog box.



- 4 Fill in the following fields:

Name: Specify a name to identify the software distribution directory within your GroupWise system. For example, whenever you create a post office, you associate it with a software distribution directory. The software distribution directory's name, not its location, appears in the list of directories from which you can select. The name can include any characters; there are no restrictions.

Description: Specify an optional description for the software distribution directory. You might want to use this description to indicate the software version or to give other pertinent information.

Location: Specify the location where you want to create the software distribution directory. If you specify a path to a directory that does not exist, ConsoleOne creates the directory for you.

NetWare and Windows: In the *UNC Path* field, specify the location where you want to create a software distribution directory based on the *GroupWise 7 Administrator and Client (NetWare/Windows)* CDs. The Windows client checks this location for software updates.

Linux: In the *Linux Path* field, specify the location where you want to create a software distribution directory based on the *GroupWise 7 Administrator and Client (Linux)* CDs. The Cross-Platform client checks this location for software updates for both the Linux and Macintosh versions of the Cross-Platform client.

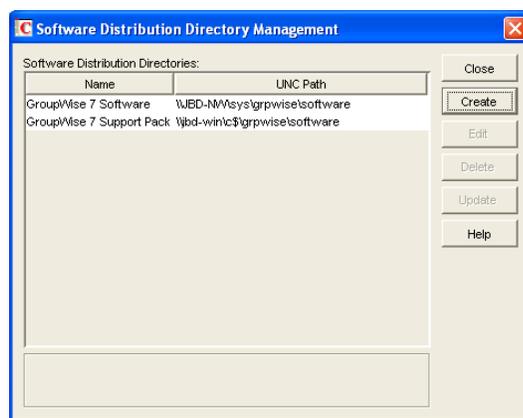
Macintosh: The *AppleTalk Path* field is used only if you are still running the GroupWise 5.2 Macintosh client.

You can fill in more than one field in order to distribute software for multiple platforms from a single software distribution directory.

Copy Software From: Select this option to copy GroupWise software to the new directory, then choose from the following source locations:

- ♦ **Software Distribution Directory:** If you want to copy software from an existing software distribution directory, select this option, then select the software distribution directory. All directories are copied.
- ♦ **Path:** If you want to copy software from a location that is not defined as a software distribution directory in your GroupWise system (such as the GroupWise CDs), select this option, then browse for and select the correct path.

5 Click OK to create the software distribution directory and add it to the list.

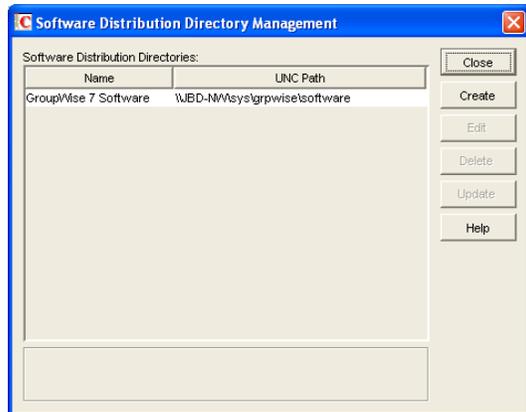


6 Click *Close* to exit the dialog box.

Each time it starts, the POA checks to make sure it can access all of the software distribution directories in the list. If it encounters a problem accessing any software distribution directory, the POA notifies you of the problem through the POA agent console and the POA log file. This helps ensure that each software distribution directory is always available.

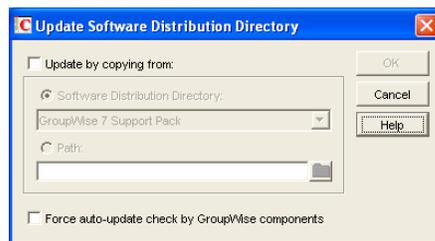
4.9.2 Updating a Software Distribution Directory

- 1 Click *Tools > GroupWise System Operations > Software Directory Management* to display the Software Distribution Directory Management dialog box.



The *Software Distribution Directories* list includes all software distribution directories defined in your GroupWise system.

- 2 Select the software distribution directory to update, then click *Update* to display the Update Software Distribution Directory dialog box.



- 3 Fill in the following fields:

Update by Copying From: Select this option, then choose from the following source locations:

- ♦ *Software Distribution Directory:* If you want to copy software from an existing software distribution directory, select this option, then select the software distribution directory. All files and subdirectories are copied.
- ♦ *Path:* If you want to copy software from a location, that is not defined as a software distribution directory in your GroupWise system (such as the GroupWise CDs), select this option, then browse for and select the correct path.

Force Auto-Update Check by GroupWise Components: This option causes the GroupWise Post Office Agent (in client/server access mode) or the GroupWise client (in direct access mode) to check the software distribution directory for a new version of the GroupWise client; if a new version is found, the next time a user starts the GroupWise client, he or she is prompted to update the client software.

The *Force Auto-Update Check by GroupWise Components* option is automatically selected when you select the *Update by Copying From* option. If you don't select the *Update by Copying From* option, you can still select this option and then click *OK*. This forces an auto-

update check of the client software version, but the software distribution directory's files are not updated.

To determine the current client software version in ConsoleOne, click *Tools > GroupWise Diagnostics > Record Enumerations* to display a list of records types in the domain database. From the drop-down list, select *Areas by ID*, select a software distribution directory, then click *Info* to list detailed information about the software distribution directory. Check the *Software Version* field to determine the GroupWise client software version.

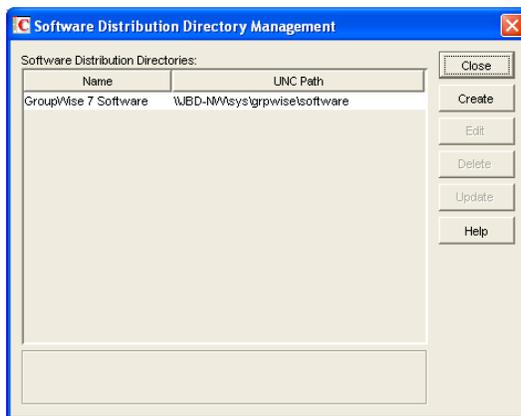
- 4 Click *OK* to update the directory's software.

4.9.3 Deleting a Software Distribution Directory

When you delete a software distribution directory, the directory is removed from the file system and no longer appears in the list of software distribution directories. Any post office that was assigned to that software distribution directory defaults to the first directory in the list.

To delete a software distribution directory:

- 1 Click *Tools > GroupWise System Operations > Software Directory Management* to display the Software Distribution Directory Management dialog box.



The *Software Distribution Directories* list includes all software distribution directories defined in your GroupWise system.

- 2 Select the directory to delete, click *Delete*, then click *Yes* to confirm the deletion.

4.10 Restore Area Management

A restore area is a location you designate to hold a backup copy of a post office so that you or GroupWise users can access it to retrieve mailbox items that are unavailable in your live GroupWise system. The Restore Area Management feature lets you manage your GroupWise system's restore areas.

Detailed information for using restore areas is provided in [Section 32.5, "Restoring Deleted Mailbox Items," on page 413](#). Information about backing up post offices is provided in [Section 31.2, "Backing Up a Post Office," on page 407](#).

4.11 Internet Addressing

By default, GroupWise uses a proprietary address format consisting of a user's ID, post office, and domain (*userID.post_office.domain*). After you install the GroupWise Internet Agent, you can configure your GroupWise system to handle one or more formats of Internet e-mail addresses. For setup instructions, see [Chapter 45, "Configuring Internet Addressing," on page 703](#)

4.12 Trusted Applications

Trusted applications are third-party programs that can log into Post Office Agents (POAs) and Internet Agents in order to access GroupWise mailboxes. Trusted applications might perform such services as message retention or synchronization with mobile devices. The Trusted Application feature allows you to edit and delete trusted applications that are available in your GroupWise system.

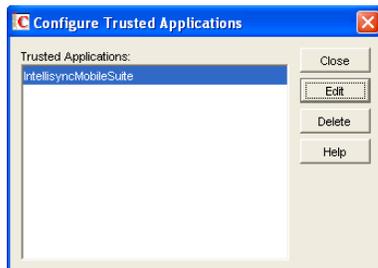
For information about creating and installing trusted applications, search for *GroupWise Trusted Application API* at the [Novell Developer Kit Web site \(http://developer.novell.com/wiki/index.php/Category:Novell_Developer_Kit\)](http://developer.novell.com/wiki/index.php/Category:Novell_Developer_Kit). For security guidelines for managing trusted applications, see [Section 81.6, "Protecting Trusted Applications," on page 1165](#)

- ◆ [Section 4.12.1, "Editing a Trusted Application," on page 69](#)
- ◆ [Section 4.12.2, "Deleting a Trusted Application," on page 70](#)

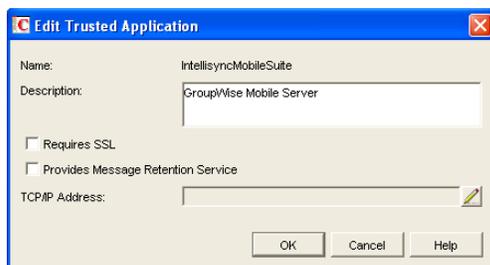
4.12.1 Editing a Trusted Application

You can edit a trusted application's description, IP address, port, and SSL settings.

- 1 Click *Tools > GroupWise System Operations > Trusted Applications* to display the Configure Trusted Applications dialog box.



- 2 In the *Trusted Applications* list, select the application you want to edit, then click *Edit*.



- 3 Modify any of the following fields:

Name: This field displays the trusted application's name. You cannot change the name.

Description: Specify a description for the trusted application.

Requires SSL: Select this option to require a secure (SSL) connection between the trusted application and POAs and Internet Agents.

Provides Message Retention Service: Select this option if the purpose of the trusted application is to retain GroupWise user messages by copying them from GroupWise mailboxes (user databases) into another storage medium.

Turning on this option only defines the trusted application as a Message Retention Service application. In order for GroupWise mailboxes to support message retention, you must turn on the *Enable Message Retention Service* option in the GroupWise Client Options (*Tools* menu > *GroupWise Utilities* > *Client Options* > *Environment* > *Retention*). You can enable individual mailboxes, all mailboxes in a post office, or all mailboxes in a domain by selecting the appropriate object (User, Post Office, or Domain) before selecting GroupWise Client Options. For more information, see [Chapter 65, "Setting Defaults for the GroupWise Client Options," on page 1045](#).

For information about the complete process required to use a trusted application for message retention, see [Chapter 33, "Retaining User Messages," on page 419](#).

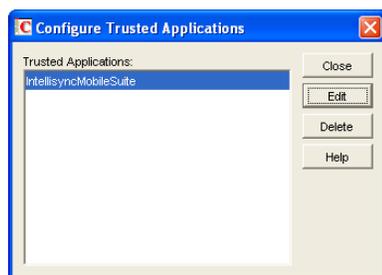
TCP/IP Address: If you want to restrict the location from which the trusted application can run, specify the IP address of the server from which the application can run. To do so, click the *Edit* (pencil) button, then specify the IP address or DNS hostname of the trusted application's server.

If you want to allow the trusted application to be run from any server, do not specify an IP address or DNS hostname.

For information about how the POA handles trusted application processing of message files, see [Section 36.3.6, "Configuring Trusted Application Support," on page 507](#).

4.12.2 Deleting a Trusted Application

- 1 Click *Tools* > *GroupWise System Operations* > *Trusted Applications* to display the Configure Trusted Applications dialog box.



- 2 In the *Trusted Applications* list, select the application you want to delete, click *Delete*, then click *Yes* to confirm the deletion.

4.13 LDAP Servers

The LDAP Servers feature lets you define the LDAP servers you want to use for LDAP authentication to GroupWise mailboxes.

For information about defining LDAP servers, see [“Providing LDAP Server Configuration Information”](#) on page 501.

For information about using LDAP for user authentication to GroupWise mailboxes, see [“Providing LDAP Authentication for GroupWise Users”](#) on page 501.

4.14 Global Signatures

You can build a list of globally available signatures that can be automatically appended to messages sent by GroupWise client users. The global signature is appended to messages after any personal signatures that users create for themselves. For setup instructions, see [Section 14.3, “Adding a Global Signature to Users’ Messages,”](#) on page 219.

GroupWise Utilities

5

The GroupWise® utilities in ConsoleOne® are used to perform various maintenance and configuration tasks for your GroupWise system. The following sections provide information about the system utilities included on the *Tools* menu (*Tools > GroupWise System Utilities*):

- ◆ [Section 5.1, “Mailbox/Library Maintenance,” on page 73](#)
- ◆ [Section 5.2, “System Maintenance,” on page 74](#)
- ◆ [Section 5.3, “Backup/Restore Mailbox,” on page 74](#)
- ◆ [Section 5.4, “Recover Deleted Account,” on page 74](#)
- ◆ [Section 5.5, “Client Options,” on page 74](#)
- ◆ [Section 5.6, “Expired Records,” on page 74](#)
- ◆ [Section 5.7, “Email Address Lookup,” on page 75](#)
- ◆ [Section 5.8, “Synchronize,” on page 75](#)
- ◆ [Section 5.9, “User Move Status,” on page 75](#)
- ◆ [Section 5.10, “Link Configuration,” on page 75](#)
- ◆ [Section 5.11, “Document Properties Maintenance,” on page 76](#)
- ◆ [Section 5.12, “Import/Export,” on page 76](#)
- ◆ [Section 5.13, “New System,” on page 76](#)
- ◆ [Section 5.14, “Check eDirectory Schema,” on page 76](#)
- ◆ [Section 5.15, “Gateway Alias Migration,” on page 77](#)
- ◆ [Section 5.16, “GW / eDirectory Association,” on page 77](#)
- ◆ [Section 5.17, “Standalone GroupWise Utilities,” on page 82](#)

In addition to the system utilities included on the *Tools* menu in ConsoleOne, GroupWise includes the following standalone utilities:

- ◆ [Section 5.17.1, “GroupWise Check Utility \(GWCheck\),” on page 82](#)
- ◆ [Section 5.17.2, “GroupWise Target Service Agent \(GWTSA\),” on page 82](#)
- ◆ [Section 5.17.3, “GroupWise Target Service Agent for File Systems \(TSAFSGW\),” on page 82](#)
- ◆ [Section 5.17.4, “GroupWise Backup Time Stamp Utility \(GWTMSTMP\),” on page 83](#)
- ◆ [Section 5.17.5, “GroupWise Database Copy Utility \(DBCOPY\),” on page 83](#)
- ◆ [Section 5.17.6, “GroupWise Generate CSR Utility \(GWCSRGEN\),” on page 83](#)

5.1 Mailbox/Library Maintenance

You can use the Mailbox/Library Maintenance utility to check the integrity of and repair user/resource, message, and library databases, and to free disk space in post offices.

For detailed information and instructions, see [Chapter 27, “Maintaining User/Resource and Message Databases,” on page 385](#), [Chapter 28, “Maintaining Library Databases and Documents,” on page 391](#), and [Chapter 30, “Managing Database Disk Space,” on page 399](#).

5.2 System Maintenance

You can use the System Maintenance utility to check the integrity of and repair domain and post office databases.

For detailed information and instructions, see [Chapter 26, “Maintaining Domain and Post Office Databases,”](#) on page 377.

5.3 Backup/Restore Mailbox

You can use the Backup/Restore Mailbox utility to restore an individual user’s Mailbox items from a backup copy of the post office database.

For detailed information and instructions, see [Chapter 32, “Restoring GroupWise Databases from Backup,”](#) on page 411.

5.4 Recover Deleted Account

If you have a reliable backup procedure in place, you can use the Recover Deleted Account utility to restore recently deleted user and resource accounts from the backup version of the GroupWise primary domain database. After the account has been re-created, you can then restore the corresponding mailbox and its contents to complete the process. Membership in distribution lists and ownership of resources must be manually re-established.

For complete instructions, see [Section 32.6, “Recovering Deleted GroupWise Accounts,”](#) on page 416.

5.5 Client Options

You can use the Client Options utility to set the default options (preferences) for the GroupWise client. You can set options at the domain, post office, or user level. Options set at the domain level apply to all users in the domain, and options set at the post office level apply to all users in the post office. If you don’t want users to change options, you can lock the options.

NOTE: The GroupWise Cross-Platform client does not yet support all of the client options that can be set in ConsoleOne.

For detailed information and instructions, see [Chapter 65, “Setting Defaults for the GroupWise Client Options,”](#) on page 1045.

5.6 Expired Records

You can use the Expired Records utility to view and manage the GroupWise user accounts that have an expiration date assigned to them.

For detailed information and instructions, see [Chapter 14.10, “Removing GroupWise Accounts,”](#) on page 241.

5.7 Email Address Lookup

You can use the Email Address Lookup utility to search for the GroupWise object (User, Resource, Distribution List) that an e-mail address is associated with. You can then view the object's information. For more information, see [Section 14.7.1, "Ensuring Unique E-Mail Addresses," on page 236](#).

5.8 Synchronize

GroupWise automatically replicates information (domain, post office, user, resource, and so forth) to all domain and post office databases throughout your GroupWise system. This ensures that the information in each database is synchronized.

Situations might occur, however, that result in information not being replicated to all domain and post office databases. If you think that some information has not been replicated correctly, you can cause the information to be replicated again so that it becomes synchronized throughout your entire GroupWise system. For example, if you notice that a user's information is incorrect in the Address Book, you can synchronize that user's eDirectory™ User object so that his or her information is replicated to all domain and post office databases again.

For detailed information and instructions, see [Chapter 29, "Synchronizing Database Information," on page 395](#).

5.9 User Move Status

You can use the User Move Status utility to track progress as you move users from one post office to another. Using the User Move Status utility, you can:

- ◆ List users that are currently being moved and filter the list by domain, post office, and object.
- ◆ View the current status of the move for each object and see any errors that have occurred.
- ◆ Immediately retry a move where some of the information on the user inventory list failed to arrive at the destination post office. By default, the POA retries automatically every 12 hours for seven days to move all the information included on the user inventory list.
- ◆ Stop the POA from continuing its automatic retries.
- ◆ Restart (from the beginning) a move that has stopped before successful completion.
- ◆ Refresh the list to display current move status and clear completed moves from the list.

For more information, see [Section 14.4.7, "Monitoring User Move Status," on page 228](#).

5.10 Link Configuration

GroupWise domains and post offices must be properly linked in order for messages to flow throughout your GroupWise system. You can use the Link Configuration utility to ensure that your domains and post offices are properly linked and to optimize the links if necessary. For detailed information and instructions, see [Chapter 10, "Managing the Links between Domains and Post Offices," on page 137](#).

5.11 Document Properties Maintenance

Each document stored in the GroupWise Document Management Services (DMS) has properties associated with it. These properties identify the document, determine its disposition (archive, delete, keep), set its level of security, and provide information for locating it in searches. Certain document properties are standard in GroupWise. You can also customize DMS for your organization by defining additional properties. For detailed information and instructions, see [Section 23.2.1, “Customizing Document Properties,”](#) on page 338.

NOTE: On Linux, Document properties maintenance is not available in ConsoleOne.

5.12 Import/Export

The GroupWise Import utility reads an ASCII-delimited text file created by the GroupWise Export utility or by a third-party export, and creates Novell® eDirectory and GroupWise objects with attributes from the file. The Import utility supports most eDirectory classes (including extensions) and GroupWise classes. You can specify the delimiters, eDirectory contexts, and file field positions to use during import. For instructions, see [Section 13.2.4, “Creating GroupWise Accounts by Importing Users,”](#) on page 209.

NOTE: On Linux, the Import/Export utility is not available for use in ConsoleOne.

5.13 New System

You can use the New System utility to create a new GroupWise system.

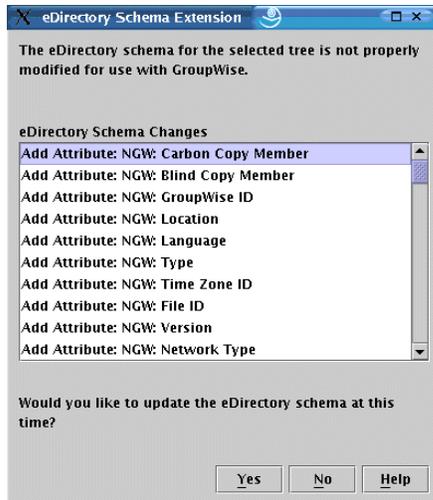
The process for creating a new GroupWise system is similar to the process of creating your initial GroupWise system (see [“Installing a Basic GroupWise System”](#) in the *GroupWise 7 Installation Guide*), except that you don’t install the software from the GroupWise CDs. Instead, during creation of the new system, you are asked to specify an existing software distribution directory to use in the new system. If you don’t want to share software distribution directories between systems, you should create a new distribution directory. For information about creating software distribution directories, see [Section 4.9, “Software Directory Management,”](#) on page 64.

5.14 Check eDirectory Schema

GroupWise systems include GroupWise-specific objects that are not available in eDirectory until the eDirectory schema for the tree has been extended for these objects. Schema extension takes place automatically when you create a GroupWise system using the GroupWise Setup Advisor. You can check an eDirectory tree to determine whether its schema has been extended for GroupWise.

- 1 In ConsoleOne, select a tree to check.
- 2 Click *Tools > GroupWise Utilities > Check eDirectory Schema*.

If the eDirectory tree has not yet been extended for GroupWise, the eDirectory Schema Extension dialog box lists the changes that are required for GroupWise.



3 Click *Yes* to extend the schema for GroupWise so that you can create GroupWise objects in the selected tree.

or

Click *No* if you decide you do not want to be able to create GroupWise objects in the selected tree.

If the schema of the tree has already been extended for GroupWise objects, a message notifies you of this and you can immediately create new GroupWise objects in the selected tree.

5.15 Gateway Alias Migration

If you have been using SMTP gateway aliases to handle e-mail addresses that do not fit the default format expected by the Internet Agent or to customize users' Internet addresses, the Gateway Alias Migration utility can convert the usernames in those gateway aliases into preferred e-mail IDs. The Preferred E-Mail ID feature was first introduced in GroupWise 6.5 and is the suggested method for overriding the current e-mail address format, as described in [Section 14.7.2, "Changing a User's Internet Addressing Settings," on page 236](#). The Gateway Alias Migration utility can also update users' preferred Internet domain names based on their existing gateway aliases.

For usage instructions, see [Section 45.3, "Transitioning from SMTP Gateway Aliases to Internet Addressing," on page 713](#).

5.16 GW / eDirectory Association

The GW / eDirectory Association menu includes the following options:

- ◆ [Section 5.16.1, "Graft GroupWise Objects," on page 78](#)
- ◆ [Section 5.16.2, "Invalid Associations," on page 78](#)
- ◆ [Section 5.16.3, "Associate Objects," on page 80](#)
- ◆ [Section 5.16.4, "Disassociate GroupWise Attributes," on page 81](#)
- ◆ [Section 5.16.5, "Convert External Entity to User," on page 81](#)
- ◆ [Section 5.16.6, "Convert User to External Entity," on page 82](#)

5.16.1 Graft GroupWise Objects

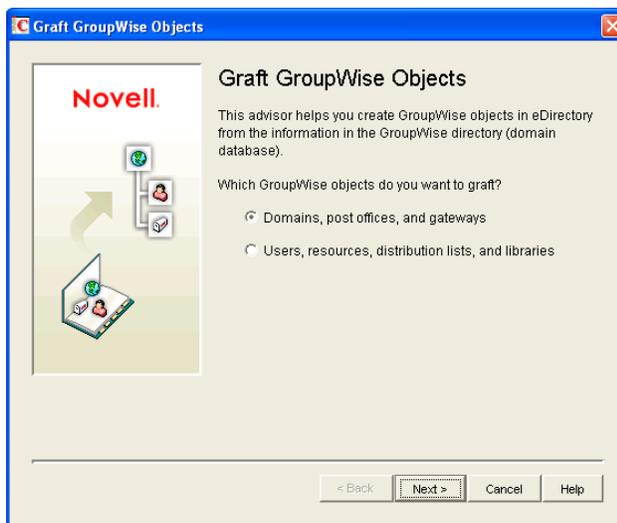
You can use the Graft GroupWise Objects utility to create GroupWise objects in the eDirectory tree from the information in your GroupWise domain database. The utility creates Domain, Post Office, and Gateway objects as well as User, Resource, and Distribution List objects. When grafting GroupWise user information from the GroupWise database into eDirectory, you can match the GroupWise user information to an existing User object, or you can create a new eDirectory External Entity object and convert it into an eDirectory User object, as described in [Section 5.16.5, “Convert External Entity to User,”](#) on page 81.

Grafting GroupWise objects from the GroupWise database into eDirectory can be useful in the following situations:

- ♦ The GroupWise database includes information that is not included in eDirectory.
- ♦ You want to move GroupWise information (domains, post offices, gateways, users, or resources) from one eDirectory tree to another.

To graft GroupWise objects:

- 1 In ConsoleOne, select a container in the eDirectory view.
- 2 Click *Tools > GroupWise Utilities > GW / eDirectory Associations > Graft GroupWise Object* to display the Graft GroupWise Objects dialog box.



- 3 Follow the on-screen prompts. If you need information about a dialog box, click the *Help* button.

5.16.2 Invalid Associations

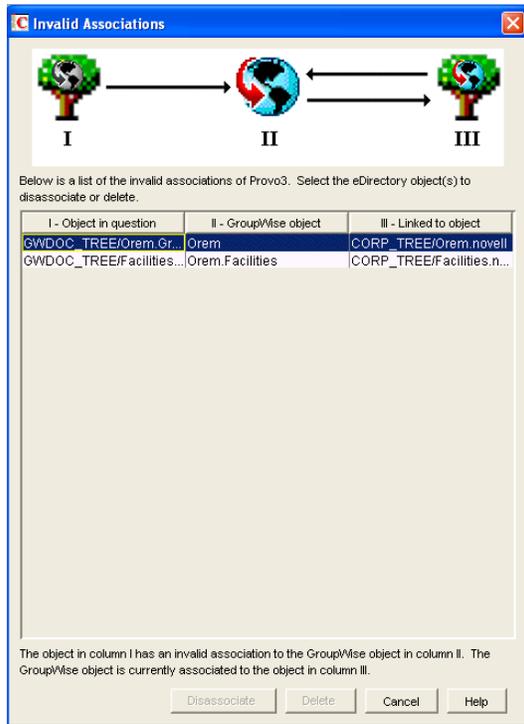
Normally, a GroupWise object in eDirectory points to corresponding information in the GroupWise domain database. In turn, the information in the GroupWise domain database points back to its corresponding object in eDirectory.

Occasionally, a situation might arise where information in the GroupWise domain database no longer points to the same eDirectory object that points to it. This results in an invalid association between the information in the two directories.

You can use the Invalid Associations utility to correct invalid associations between information in the GroupWise domain database and eDirectory.

To check for invalid associations:

- 1 In the eDirectory View in ConsoleOne, select the container whose objects you want to check for invalid associations (for example, an Organization, Organizational Unit, Domain, or Post Office).
- 2 Click *Tools > GroupWise Utilities > GW / eDirectory Associations > Invalid Associations* to display the Invalid Associations dialog box.



The dialog box lists each invalid association for the objects in the selected container. The dialog box fields are described below:

- ♦ **Object in Question (Column I):** This field lists the eDirectory object that has an invalid association to a GroupWise object. The eDirectory object points to the GroupWise object listed in Column II, but the GroupWise object, according to the GroupWise domain database, does not point back to the eDirectory object.
 - ♦ **GroupWise Object (Column II):** This field lists the GroupWise object to which the eDirectory object listed in Column I is associated.
 - ♦ **Linked to Object (Column III):** This field lists the eDirectory object to which the GroupWise object listed in Column II has a valid association.
- 3 To remove the invalid association by disassociating the eDirectory object in Column I with the GroupWise object in Column II, select the association, then click *Disassociate*.
 - 4 To remove the invalid association by deleting the eDirectory object listed in Column I, select the association, then click *Delete*.

5.16.3 Associate Objects

You can use the Associate Objects utility to associate GroupWise information with an eDirectory object.

For example, if you delete a user's eDirectory account but not his or her GroupWise account, the user's GroupWise information is retained as a GroupWise External User object in the GroupWise database and can be viewed in the GroupWise View. You can then associate the GroupWise External User object with another eDirectory User object. In essence, you are moving the GroupWise information from one eDirectory User object to another.

In some circumstances, it is possible for the link between an eDirectory User object and its GroupWise information to be lost. If this occurs, the GroupWise information, which still exists in the GroupWise database, appears as a GroupWise External User object in the GroupWise View. You can use the Associate Objects utility to reassociate the GroupWise information with the eDirectory User object.

The Associate Objects utility can be used to associate the following objects:

- ◆ GroupWise User or External User objects with eDirectory User objects
- ◆ GroupWise External Entity objects with eDirectory External Entity objects

Associating GroupWise User or External User Objects with eDirectory User Objects

- 1 In the GroupWise View in ConsoleOne, select the GroupWise User or External User object you want.

or

In the eDirectory View, select the eDirectory User object you want.

- 2 Click *Tools > GroupWise Utilities > GW / eDirectory Associations > Associate Objects*.
- 3 If you selected a GroupWise User or External User object in **Step 1**, select the eDirectory User object you want to associate with it.

or

If you selected an eDirectory User object in **Step 1**, select the GroupWise User object you want to associate with it.

- 4 Click *OK* to create the association.

If the eDirectory User object is already associated with another GroupWise object, you receive a warning message indicating this. If you continue, the eDirectory User object is associated with the selected GroupWise object and its association with the other GroupWise object is removed.

If the GroupWise User or External User object is already associated with another eDirectory User object, you receive a warning message indicating this. If you continue, the GroupWise User object is associated with the selected eDirectory object and its association with the other eDirectory object is removed.

Associating GroupWise External Entity Objects with eDirectory External Entity Objects

- 1 In the GroupWise View in ConsoleOne, select the GroupWise External Entity object you want.

or

In the eDirectory View, select the eDirectory External Entity object you want.

- 2 Click *Tools > GroupWise Utilities > GW / eDirectory Associations > Associate Objects*.
- 3 If you selected a GroupWise External Entity object in **Step 1**, select the eDirectory External Entity object you want to associate with it.

or

If you selected an eDirectory External Entity object in **Step 1**, select the GroupWise External Entity object you want to associate with it.

- 4 Click *OK* to create the association.

If the eDirectory External Entity object is already associated with another GroupWise object, you receive a warning message indicating this. If you continue, the eDirectory External Entity object is associated with the selected GroupWise object and its association with the other GroupWise object is removed.

If the GroupWise External Entity object is already associated with another eDirectory External Entity object, you receive a warning message indicating this. If you continue, the GroupWise External Entity object is associated with the selected eDirectory object and its association with the other eDirectory object is removed.

5.16.4 Disassociate GroupWise Attributes

You can use the Disassociate GroupWise Attributes utility to disassociate GroupWise information from an eDirectory User object. This results in two separate eDirectory objects:

- ♦ The User object, which no longer includes any GroupWise information.
- ♦ A GroupWise External User object, which represents the user's record in the GroupWise database and is displayed only in the GroupWise View. The External User object allows the user to continue to have access to GroupWise and also enables you to graft the user record to another eDirectory User object. For more information, see [Section 5.16.1, "Graft GroupWise Objects," on page 78](#).

To disassociate the GroupWise attributes from an eDirectory User object:

- 1 In ConsoleOne, select the User object whose GroupWise attributes you want to remove.
- 2 Click *Tools > GroupWise Utilities > GW / eDirectory Associations > Disassociate GroupWise Attributes*.

5.16.5 Convert External Entity to User

You can use the Convert External Entity to User utility to convert a GroupWise External Entity object to an eDirectory User object.

- 1 In ConsoleOne, select the GroupWise External Entity object that you want to convert to an eDirectory User object.
- 2 Click *Tools > GroupWise Utilities > GW / eDirectory Associations > Convert External Entity to User*.
- 3 Click *Yes* to confirm that you want the conversion performed.

5.16.6 Convert User to External Entity

You can use the Convert User to External Entity utility to convert a User object to a GroupWise External Entity object.

- 1 In ConsoleOne, select the User object that you want to convert to an GroupWise External Entity object.
- 2 Click *Tools > GroupWise Utilities > GW / eDirectory Associations > Convert User to External Entity*.
- 3 Click *Yes* to confirm that you want the conversion performed.

5.17 Standalone GroupWise Utilities

Although ConsoleOne provides the primary administrative tool for managing your GroupWise system, additional standalone utilities are provide to meet specialized needs. These utilities perform tasks that might need to be performed in environments where ConsoleOne is not available.

- ♦ [Section 5.17.1, “GroupWise Check Utility \(GWCheck\),” on page 82](#)
- ♦ [Section 5.17.2, “GroupWise Target Service Agent \(GWTSA\),” on page 82](#)
- ♦ [Section 5.17.3, “GroupWise Target Service Agent for File Systems \(TSAFSGW\),” on page 82](#)
- ♦ [Section 5.17.4, “GroupWise Backup Time Stamp Utility \(GWTMSTMP\),” on page 83](#)
- ♦ [Section 5.17.5, “GroupWise Database Copy Utility \(DBCOPY\),” on page 83](#)
- ♦ [Section 5.17.6, “GroupWise Generate CSR Utility \(GWCSRGEN\),” on page 83](#)

5.17.1 GroupWise Check Utility (GWCheck)

GroupWise Check is a standalone version of the ConsoleOne Mailbox/Library Maintenance utility. Like the Mailbox/Library Maintenance utility, GroupWise Check checks and repairs GroupWise user, message, library, and resource databases. However, in addition to checking post office, user, and library databases, it also checks users’ remote, caching, and archive databases.

For information about using GroupWise Check, see [Section 34.1, “GroupWise Check,” on page 423](#).

5.17.2 GroupWise Target Service Agent (GWTSA)

The GroupWise Target Service Agent (GWTSA) works with software backup programs to provide reliable backups of a running GroupWise system on NetWare 5.1.

For information about using GWTSA, see [Section 34.2.1, “GroupWise Target Service Agent \(GWTSA\) for NetWare 5.1,” on page 435](#).

5.17.3 GroupWise Target Service Agent for File Systems (TSAFSGW)

The GroupWise Target Service Agent for File Systems (TSAFSGW) works with software backup programs to provide reliable backups of a running GroupWise system on NetWare 6.x/OES and Linux

For information about using TSAFSGW, see [Section 34.2.2, “GroupWise Target Service Agent for File Systems \(TSAFSGW\) for NetWare 6.x/OES and Linux,”](#) on page 439.

5.17.4 GroupWise Backup Time Stamp Utility (GWTMSTMP)

The GroupWise Backup Time Stamp utility (GWTMSTMP) can be used to place a time stamp on a GroupWise user database to indicate the last time the database was backed up. If a user deletes an item from his or her mailbox and purges it from the Trash, the item is only deleted from the user’s database if the time stamp shows that the item would have already been backed up. Otherwise, the item remains in the user’s database until the database is backed up, at which time it is deleted from the working database.

For information about using the GroupWise Backup Time Stamp utility, see [Section 34.3, “GroupWise Time Stamp Utility,”](#) on page 448.

5.17.5 GroupWise Database Copy Utility (DBCOPY)

The GroupWise Database Copy utility (DBCOPY) copies files from a live GroupWise system to a static location for backup. During the copy process, DBCOPY prevents the files from being modified, using the same locking mechanism used by other GroupWise programs that access databases. This ensures that the backed-up versions are consistent with the originals even when large databases take a substantial amount of time to copy.

For information about using the GroupWise Database Copy utility, see [Section 34.4, “GroupWise Database Copy Utility,”](#) on page 455.

5.17.6 GroupWise Generate CSR Utility (GWCSRGEN)

To provide secure communication through an SSL (Secure Socket Layer) connection, the GroupWise Agents (MTA, POA, and Internet Agent) require access to a server certificate and private key.

You can use the GroupWise Generate CSR utility (GWCSRGEN) to generate a Certificate Signing Request (CSR) file and a Private Key file.

The CSR file, which is Base64 encoded, contains the information required for a Certificate Authority (CA) to issue you a server certificate. This server certificate, when paired with the private key generated by the GroupWise Generate CSR utility, enables GroupWise agents to use SSL connections.

For information about SSL and certificates, see [Section 71.2, “Server Certificates and SSL Encryption,”](#) on page 1119.

The GroupWise® Address Book plays a central role in a GroupWise user’s experience with addressing messages. The default configuration of the GroupWise Address Book is often sufficient for a typical GroupWise system, but some customization options are available to enable the GroupWise Address Book to meet user needs.

- ◆ [Section 6.1, “Customizing Address Book Fields,” on page 85](#)
- ◆ [Section 6.2, “Controlling Object Visibility,” on page 89](#)
- ◆ [Section 6.3, “Supporting Messenger Presence Display in GroupWise,” on page 90](#)
- ◆ [Section 6.4, “Updating Address Book Information,” on page 91](#)
- ◆ [Section 6.5, “Controlling Address Book Synchronization for Remote Client Users,” on page 91](#)
- ◆ [Section 6.6, “Enabling Wildcard Addressing,” on page 92](#)
- ◆ [Section 6.7, “Adding External Users to the GroupWise Address Book,” on page 95](#)
- ◆ [Section 6.8, “Facilitating Addressing through GroupWise Gateways,” on page 100](#)

NOTE: In addition to the administrator-controlled changes you can make to the Address Book, GroupWise users can make individual changes such as creating personal address books, sharing personal address books, and accessing LDAP address books. For information about the Address Book functionality available to users, see:

- ◆ [Using the Address Book in the *GroupWise 7 Windows Client User Guide*](#)
 - ◆ [Using the Address Book in the *GroupWise 7 Cross-Platform Client User Guide*](#)
 - ◆ [Using the Address Book in the *GroupWise 7 WebAccess Client User Guide*](#)
-

6.1 Customizing Address Book Fields

The GroupWise clients display specific fields in the GroupWise Address Book by default:

Table 6-1 *Default Address Book Fields in the GroupWise Clients*

Windows Client	Cross-Platform Client	WebAccess Client
Name	Name	Name
E-Mail Address	E-Mail Address	E-Mail Address
Title	Department	
Office Phone Number	Office Phone Number	
	Fax Number	
	User ID	
	Last Name	
	First Name	

NOTE: Address Book fields in the WebAccess client are set permanently and cannot be changed by you or by client users

Windows and Linux/Mac client users can add more columns to their own Address Book. In the client, users right-click the Address Book column header, then select a column from the drop-down list or click *More Columns* to display a longer list of possible columns.

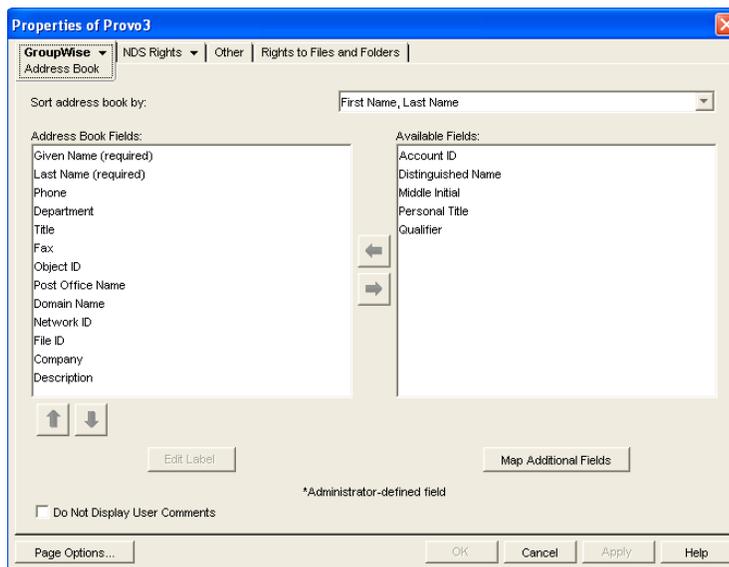
In ConsoleOne[®], you can add columns to the list that is displayed in the GroupWise clients when users click *More Columns*. This is configured at the domain level.

- ♦ [Section 6.1.1, “Adding eDirectory Fields to the Address Book,” on page 86](#)
- ♦ [Section 6.1.2, “Adding LDAP Fields to the Address Book,” on page 87](#)
- ♦ [Section 6.1.3, “Changing the Default Sort Order,” on page 88](#)
- ♦ [Section 6.1.4, “Removing Fields from the Address Book,” on page 89](#)
- ♦ [Section 6.1.5, “Preventing the User Description Field from Displaying in the Address Book,” on page 89](#)

6.1.1 Adding eDirectory Fields to the Address Book

Adding an eDirectory field makes the field available in the GroupWise Address Book when users click *More Columns* in the GroupWise client. Users must manually select the columns you add in ConsoleOne in order to make the available in the GroupWise client.

- 1 In ConsoleOne, right-click the Domain object whose Address Book you want to modify, then click *Properties*.
- 2 Click *GroupWise > Address Book* to display the Address Book page.



The *Address Book Fields* list shows all fields that are available for selection in the Address Book in the GroupWise client.

The *Available Fields* list shows additional predefined GroupWise user fields that can be added to the Address Book. Novell[®] eDirectory[™] also includes user information that is not associated

to GroupWise user fields. For example, a User object includes Postal Address fields named *City*, *State*, and *Zip Code*. By default, these fields are not included as GroupWise fields. However, you can use the *Map Additional Fields* button to map eDirectory user fields to GroupWise fields so that they can be displayed in the GroupWise Address Book.

- 3 To add a field that is not displayed in the *Available Fields* list, click *Map Additional Fields*, select an unmapped Admin-defined field, click *Edit*, select the eDirectory property to map to the Admin-defined field, then click *OK* twice to add it to the *Available Fields* list.

NOTE: To add fields independent of a specific domain's Address Book, use *Tools > GroupWise System Operations > Admin-Defined Fields* to display the Administrator-Defined Fields dialog box. The fields defined in this dialog box are available for selection and display in the Address Book belonging to any domain.

- 4 In the *Available Fields* list, select the field you want to make available in the Address Book, then click the left-arrow to move it to the Address Book Fields list.
- 5 If the field is an Administrator-defined field and you want to change how the field is labeled in the Address Book, select the field, click *Edit Label*, specify a new label in the *Address Book Label field*, then click *OK*.

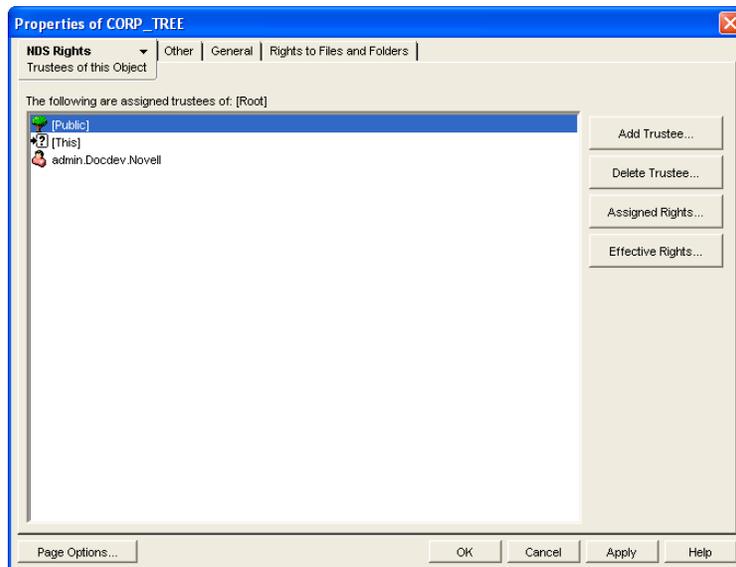
Administrator-defined fields are marked with an asterisk (*). You can only edit an Administrator-defined field that is in the Address Book Fields list.

- 6 When you are finished, click *OK* in the Address Book page to save your changes.

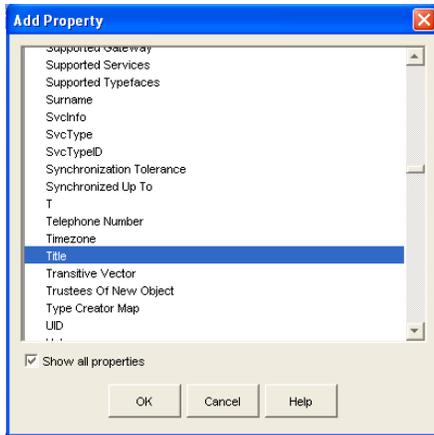
6.1.2 Adding LDAP Fields to the Address Book

A number of LDAP fields that are available in ConsoleOne are not listed on the Address Book property page of the Domain object. These LDAP fields can also be added to the GroupWise Address Book by making them visible in eDirectory.

- 1 In ConsoleOne, right-click your Tree object, then click *Properties*.



- 2 Select *Public*, click *Assigned Rights*, then click *Add Property*.



In the Add Property dialog box, all capitalized property names sort ahead of all uncapitalized property names.

- 3 Select *Show All Properties*, scroll down to locate the property you want to add to the GroupWise Address Book, select the property (for example, Title), then click *OK*.



- 4 With the new property highlighted, select *Inheritable*, then click *OK* twice to save the new property settings.

When you return to the Address Book property page of the Domain object, you can select the new property to display in the GroupWise Address Book, as described in [Section 6.1.1, “Adding eDirectory Fields to the Address Book,”](#) on page 86.

6.1.3 Changing the Default Sort Order

NOTE: The *Sort Address Book By* field on the [Address Book](#) page of the Domain object is obsolete and no longer affects Address Book sorting in the GroupWise clients.

6.1.4 Removing Fields from the Address Book

If there are fields in the Address Book that are not used or that you don't want displayed to users, you can remove them.

On the **Address Book** page of the Domain object:

- 1 In the *Address Book Fields* list, select the field you want to remove, then click the right-arrow to move the field to the *Available Fields* list.

The fields in the *Available Fields* list are not displayed in the Address Book.

- 2 Repeat **Step 1** to remove additional fields you don't want to use.
- 3 Click *OK* to save your changes.

6.1.5 Preventing the User Description Field from Displaying in the Address Book

The GroupWise Address Book provides detailed user information as well as e-mail addresses. A user's detailed information includes a comments field that displays the information stored in the User object *Description* field (User object > *General* > *Identification*). If you have included information in the *Description* field that you don't want displayed in the GroupWise Address Book, you can prevent the field's contents from being displayed.

TIP: To view a user's detailed information, including the comments field, in the Address Book, select the user's address, then click *View > Details*.

On the **Address Book** page of the Domain object:

- 1 Enable the *Do Not Display User Comments* option.
- 2 Click *OK* to save your changes.

6.2 Controlling Object Visibility

An object's visibility determines which post office databases the object's information is distributed to. A post office's users can only see an object's information in the Address Book if the object's information has been distributed to its post office.

Visibility applies to the following objects: user, external user, external entity, resource, external resource, distribution list, eDirectory group, eDirectory organizational role, and nickname.

IMPORTANT: Unlike the other objects listed above, nicknames that have been distributed to a post office do not actually appear in the post office's Address Book. Users must type the nickname's address in the message rather than select it from the Address Book.

You can choose from the following visibility levels:

- ♦ **System:** The object is visible in every post office Address Book throughout the system; if external system synchronization is turned on, it is also available for distribution to other GroupWise systems. This is the default for users, external users, resources, external resources, external entities, and nicknames.

- ♦ **Domain:** The object is visible only in the Address Book of the post offices located in the object's domain.
- ♦ **Post Office:** The object is visible only in the Address Book of the object's post office. This is the default for distribution lists, groups, and organizational roles.
- ♦ **None:** The object is not visible in the Address Book of any post offices.

For information about setting visibility for various GroupWise objects, see:

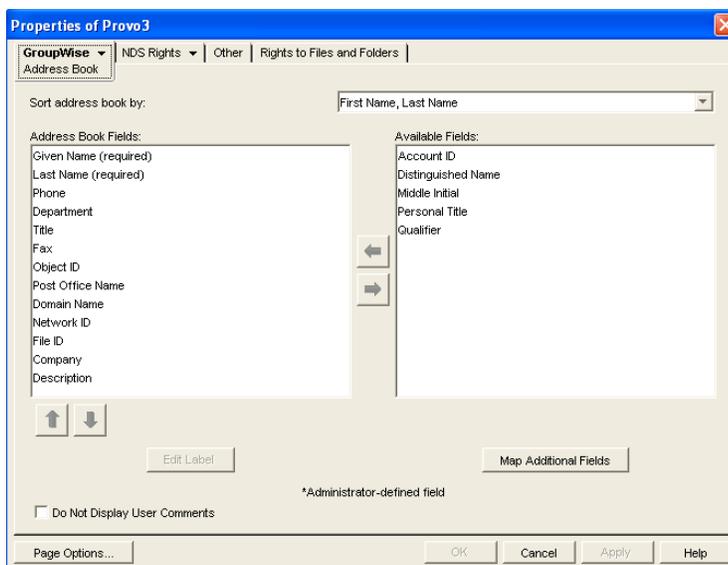
- ♦ [Section 14.7.3, “Changing a User’s Visibility in the Address Book,” on page 238](#)
- ♦ [Section 16.6.2, “Changing a Resource’s Visibility in the Address Book,” on page 258](#)
- ♦ [Section 18.8.2, “Changing a Distribution List’s Visibility in the Address Book,” on page 274](#)
- ♦ [Section 19.3, “Changing a Group’s Visibility in the Address Book,” on page 281](#)
- ♦ [Section 20.3, “Changing an Organizational Role’s Visibility in the Address Book,” on page 287](#)

6.3 Supporting Messenger Presence Display in GroupWise

GroupWise and Messenger can be integrated so that Messenger presence information displays in the GroupWise Windows client. Messenger presence enables users to easily choose instant messaging as an alternative to e-mail. Messenger presence icons appear in the From field of a received message, in the Quick Info for users specified in the To, CC, and BC fields of a new message, and in the Quick Info for users in the Address Book. Messenger presence is enabled by default.

To provide the GroupWise client with the information it needs to display Messenger presence, you need to modify the configuration of the Address Book for each domain where there are users who use Messenger.

- 1 In ConsoleOne[®], browse to and right-click the Domain object, then click *Properties*.
- 2 Click *GroupWise > Address Book*.



- 3 In the *Available Fields* list, select *Distinguished Name*, then click the left-arrow to move *Distinguished Name* into the *Address Book Fields* list.
- 4 Click *OK* to save your change.
- 5 After the Address Book is properly configured, use the Client Options feature to enable or disable Messenger presence on a domain, post office, or user level.
See [“Show Messenger Presence” on page 1052](#).

6.4 Updating Address Book Information

Each post office database includes all the information displayed in the GroupWise Address Book that is stored in the domain. By keeping the information in the post office, the post office’s users have quick access to it. Whenever changes are made in eDirectory that affect Address Book information, the information is replicated to each domain database and each post office database.

If information in a post office’s Address Book is out-of-date or missing, you can synchronize the missing information with eDirectory or rebuild the post office database to obtain updated information from the domain.

- ♦ [Section 6.4.1, “Synchronizing Information,” on page 91](#)
- ♦ [Section 6.4.2, “Rebuilding the Post Office Database,” on page 91](#)

6.4.1 Synchronizing Information

The information for each object (user, resource, distribution list, and so forth) in the GroupWise Address Book is contained in eDirectory. When an object’s information is incorrect in a post office’s Address Book, you can synchronize the object’s information in the Address Book with the information stored in eDirectory. This causes the correct information to be replicated to each domain and post office database in the GroupWise system. For instructions, see [Chapter 29, “Synchronizing Database Information,” on page 395](#).

6.4.2 Rebuilding the Post Office Database

If the post office Address Book is missing a lot of information, or if you are having other difficulties with information in the Address Book, you might want to rebuild the post office database. This causes all information to be replicated to the post office database from the domain database. For instructions, see [Section 26.3, “Rebuilding Domain or Post Office Databases,” on page 381](#).

6.5 Controlling Address Book Synchronization for Remote Client Users

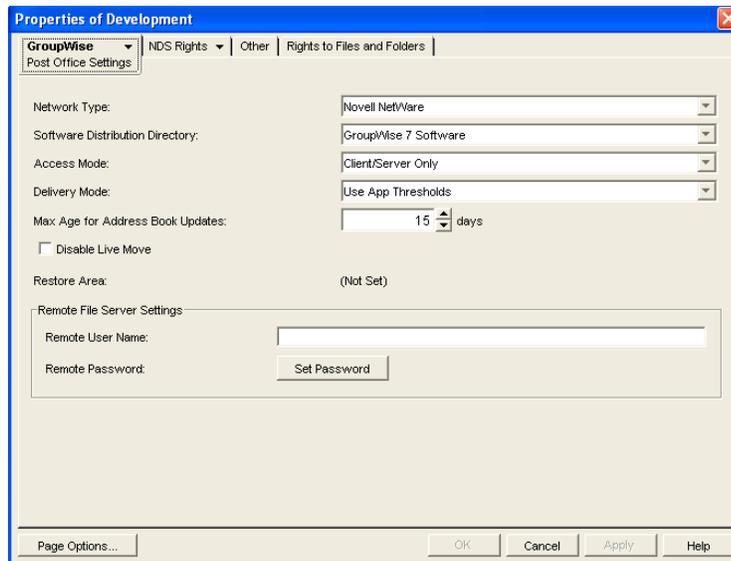
Before GroupWise 7, Remote client users received updated system Address Books based on the *Refresh Address Books and Rules Every nn Days* setting under *Accounts > Mail > Properties > Advanced*. The entire Address Book was downloaded to the Remote client according to the specified schedule. The downloadable version of the Address Book was created by the POA according to the schedule described in [Section 36.4.3, “Performing Nightly User Upkeep,” on page 513](#)

Starting in GroupWise 7, the POA automatically updates the post office database with changes to the Address Book as they occur. As a result, whenever a Remote client connects to the GroupWise system, it automatically downloads any updates to the Address Book that have occurred since the

last time it connected. This means that Remote client users always have an up-to-date Address Book to work with.

Because the Address Book updates are stored as records in the post office database (`wphost.db`), this feature causes the post office database to grow in size as time passes. Therefore, in ConsoleOne, you can specify the maximum number of days you want to store the incremental update records. The longer the incremental update records are stored, the larger the post office database becomes, which can impact available disk space and backup time.

- 1 Browse to and select a Post Office object, then click *Properties*.
- 2 Click *GroupWise > Post Office Settings*.



- 3 In the *Max Age for Address Book Updates* field, specify the number of days you want to retain Address Book update records.

The default is 15 days. The maximum number of days is 90.

- 4 Click *OK* to save the setting.

Remote client users should not deselect *Refresh Address Books and Rules Every nn Days* because rules are still downloaded according to this schedule. Even if users do not want to download their rules, they still should not deselect this option because it would turn off the Address Book delta sync. They can, however, set the option to a greater number of days to cause the download of the full Address Book to occur less frequently.

6.6 Enabling Wildcard Addressing

By default, users address messages by selecting users and distribution lists from the Address Book. If you enable wildcard addressing, users can send items to all users in a post office, domain, GroupWise system, or connected GroupWise system by using asterisks (*) as wildcards in e-mail addresses.

You can limit wildcard addressing to a specific level (system, domain, or post office) or allow unlimited wildcard addressing. The default is to limit the wildcard addressing to post office only,

meaning that a user can use wild card addressing to send to all users on his or her post office only. You can change the default for individual users, post offices, or domains.

When using wildcard addressing, the sender only sees whether the item was delivered to a domain, post office, or system (by viewing the item's properties). The properties do not show the individual usernames or additional statuses. Recipients can reply to the sender only. Reply to All is unavailable.

- ♦ [Section 6.6.1, “Setting Wildcard Addressing Levels,” on page 93](#)
- ♦ [Section 6.6.2, “Wildcard Addressing Syntax,” on page 94](#)

NOTE: Wildcard addressing cannot be used for assigning shared folders or shared address books, granting proxy rights, performing busy searches, or sending routing slips.

6.6.1 Setting Wildcard Addressing Levels

By default, wildcard addressing is enabled at the post office level for all users in your GroupWise system. You can change the level (post office, domain, or system) or disable wildcard addressing.

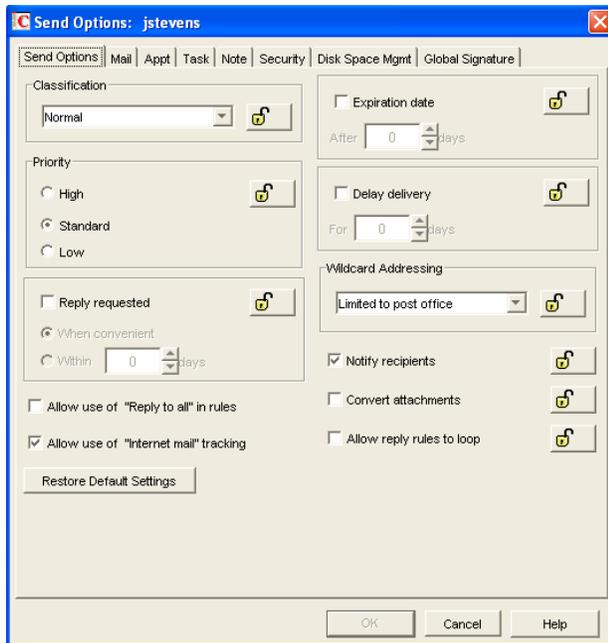
Wildcard addressing levels can be applied to a single user, to all users in a post office, or to all users in a domain.

To set wildcard addressing defaults:

- 1 In ConsoleOne, select a Domain, Post Office, or User object.
- 2 Click *Tools > GroupWise Utilities > Client Options* to display the GroupWise Client Options dialog box.



- 3 Click *Send* to display the Send Options dialog box.



4 In the *Wildcard Addressing* list, select from the following options:

- ♦ **Not Allowed:** Select this option to disable wildcard addressing.
- ♦ **Limited to Post Office (Default):** Select this option to limit wildcard addressing to the user's post office. The user can use wildcard addressing to send items to users in his or her post office only.
- ♦ **Limited to Domain:** Select this option to limit wildcard addressing to the user's domain. The user can use wildcard addressing to send items to users in his or her domain only.
- ♦ **Limited to System:** Select this option to limit wildcard addressing to the user's GroupWise system. The user can use wildcard addressing to send items to all users in his or her system only. This excludes external users (users from other systems) who have been added to your GroupWise address book.
- ♦ **Unlimited:** Select this option to allow unlimited use of wildcard addressing. The user can use wildcard addressing to send to all users (including external users and non-visible users) defined in the GroupWise address book.

5 Click *OK* to save the changes.

6.6.2 Wildcard Addressing Syntax

The following table shows the syntax that must be used when using wildcard addressing to send items.

Table 6-2 *Wildcard Addressing*

Wildcard Addressing Setting	To send an item to...	Type in the To field...
Limited to Post Office	All users in your post office	*

Wildcard Addressing Setting	To send an item to...	Type in the To field...
Limited to Domain	All users in your post office	*
	All users in your domain	*.*
	All users in another post office in your domain	*.post_office
Limited to System	All users in your post office	*
	All users in your domain	*.*
	All users in another post office in your domain	*.post_office
	All users in a post office in another domain	*.post_office.domain
	All users in another domain	*.domain
	All users in your GroupWise system	*.*.*
Unlimited	All users in your post office	*
	All users in your domain	*.*
	All users in a different post office in your domain	*.post_office
	All users in a post office in another domain. You can also use this for external post offices and external domains.	*.post_office.domain
	All users in a another domain. You can also use this for external domains.	*.domain
	All users in the GroupWise address book (all users in the same system, all external users, and all non-visible users)	*.*.*

6.7 Adding External Users to the GroupWise Address Book

The GroupWise Address Book lists all users that belong to your GroupWise system. When users receive incoming messages, the senders are added to users' Frequent Contacts Address Books to facilitate replying to users who are not included in the GroupWise Address Book. If necessary, you can configure GroupWise so that external (non-GroupWise) users appear in the GroupWise Address Book and are therefore available to all GroupWise users.

The following sections help you add non-GroupWise users to the GroupWise Address Book:

- ◆ [Section 6.7.1, “Creating a Non-GroupWise Domain to Represent the Internet,” on page 96](#)
- ◆ [Section 6.7.2, “Linking to the Non-GroupWise Domain,” on page 96](#)
- ◆ [Section 6.7.3, “Creating a Non-GroupWise Post Office to Represent an Internet Host,” on page 98](#)
- ◆ [Section 6.7.4, “Creating External Users,” on page 100](#)

6.7.1 Creating a Non-GroupWise Domain to Represent the Internet

- 1 In ConsoleOne[®], right-click GroupWise System (in the left pane), then click *New > Non-GroupWise Domain*.



- 2 Fill in the fields:

Domain Name: Specify a name that has not been used for another domain in your system (for example, Internet).

Time Zone: This should match the time zone for the Internet Agent. If it does not, select the correct time zone.

Link to Domain: Select a domain where the Internet Agent is running.

- 3 Click *OK* to create the non-GroupWise domain.

The non-GroupWise domain appears under GroupWise System in the left pane.

- 4 Continue with [Linking to the Non-GroupWise Domain](#).

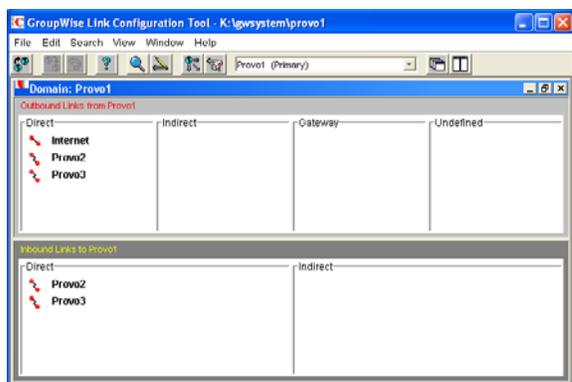
6.7.2 Linking to the Non-GroupWise Domain

After you have created the non-GroupWise domain, you must modify the link between the domain where the Internet Agent is running and the non-GroupWise domain. This enables the GroupWise system to route all Internet messages to the MTA of the Internet Agent domain. The MTA can then route the messages to the Internet Agent, which sends them to the Internet.

To modify the link to the non-GroupWise domain:

- 1 In ConsoleOne, click *Tools > GroupWise Utilities > Link Configuration* to display the Link Configuration tool.

By default, the Link Configuration tool displays the links for the domain that you are currently connected to.

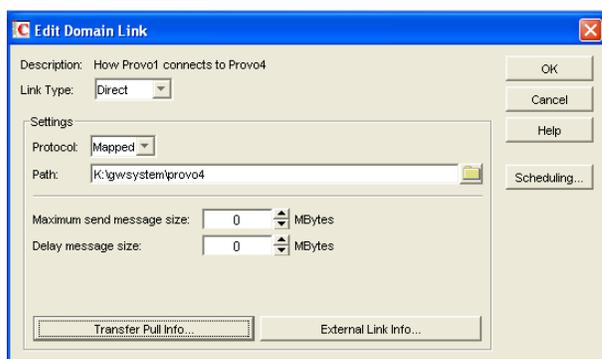


- 2 If the Internet Agent domain is not the currently displayed domain, select it from the list of domains on the toolbar.

The non-GroupWise domain should be displayed in the *Direct* column. In the graphic displayed under step 1, Internet is the non-GroupWise domain.

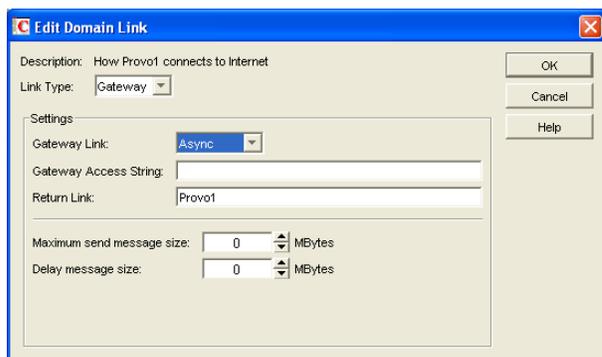
- 3 Double-click the non-GroupWise domain to display the Edit Domain Link dialog box.

NOTE: If you are prompted that the mapped path is empty, click *Yes* to dismiss the prompt and display the Edit Domain Link dialog box.



- 4 In the *Link Type* field, select *Gateway*.

After you select Gateway, the dialog boxes changes to display the settings required for a gateway link.



- 5 Fill in the following fields:

Gateway Link: Select the Internet Agent.

Gateway Access String: If you want to specify the conversion format (RFC-822 or MIME) for messages sent to the domain, include one of the following parameters: `-rfc822` or `-mime`. If you do not use either of these parameters, the Internet Agent converts messages to the format specified in its startup file. The default is for MIME conversion (as specified by the Internet Agent's `/mime` startup switch).

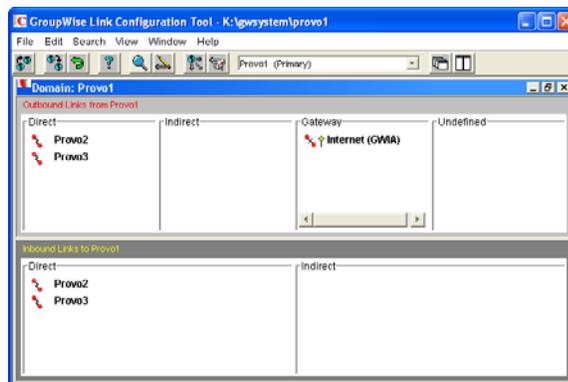
Return Link: Leave this field as is. It does not apply to the Internet Agent.

Maximum Send Message Size: If you want to limit the size of messages that the MTA for the Internet Agent domain passes to the Internet Agent, specify the maximum size. This is applied to all messages. If you want to limit the size of messages sent by specific users or groups of users, you can also use the Access Control feature. For details, see [Section 47.1, "Controlling User Access to the Internet,"](#) on page 747.

Delay Message Size: If you want the MTA to delay routing of large messages to the Internet Agent, specify the message size. Any messages that exceed the message size are assigned a lower priority by the MTA and are processed after the higher priority messages.

- 6 Click *OK* to save the changes.

The non-GroupWise domain is moved from the *Direct* column to the *Gateway* column. For a description of the link symbols in front of the domain names, see the Help in the Link Configuration tool.



- 7 Click the *File* menu, click *Exit*, then click Yes to exit the Link Configuration tool and save your changes.
- 8 Continue with [Creating a Non-GroupWise Post Office to Represent an Internet Host](#).

6.7.3 Creating a Non-GroupWise Post Office to Represent an Internet Host

When creating a post office to represent an Internet host, the post office name cannot be identical to the hostname because the period that separates the hostname components (for example, novell.com) is not a valid character for post office names. GroupWise reserves the period for its addressing syntax of `user_ID.post_office.domain`. Therefore, you should choose a name that is closely related to the hostname.

To create a non-GroupWise post office:

- 1 In ConsoleOne, right-click the non-GroupWise domain that represents the Internet, then click *New > External Post Office*.



- 2 Fill in the following fields:

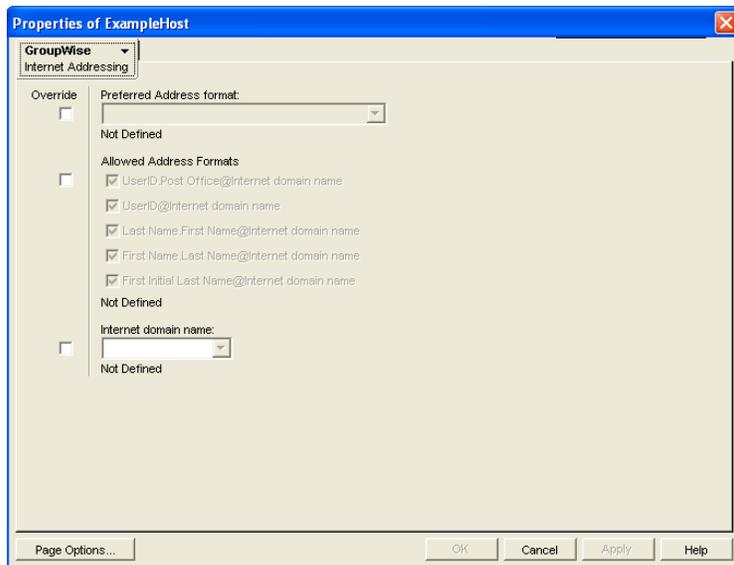
Post Office Name: Specify a name to associate the post office with the Internet host. Do not use the fully-qualified hostname.

Time Zone: Select the time zone in which the Internet host is located.

- 3 Click *OK* to create the post office.

The non-GroupWise post office is added under the non-GroupWise domain.

- 4 Right-click the new non-GroupWise post office, then click *Properties*.
- 5 Click *GroupWise > Internet Addressing*.



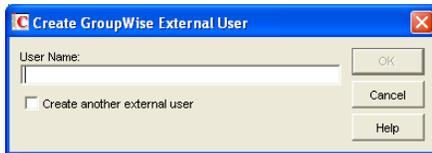
- 6 If you want to override the GroupWise system allowed address formats, select *Override* beside *Allowed Address Formats*, then select the allowed address formats for this Internet host.
- 7 Beside *Internet Domain Name*, select *Override*, then specify the actual name of the Internet host that the external post office represents.
- 8 Click *OK* to save your changes.
- 9 Continue with [Creating External Users](#).

6.7.4 Creating External Users

By creating external users, you add them to the GroupWise Address Book for easy selection by GroupWise users when addressing messages.

To add an Internet user to a post office:

- 1 In ConsoleOne, right-click the post office that represents the user's Internet host, then click *New > External User*.



- 2 In the *User Name* field, specify the exact user portion of the user's Internet address. If the address is `jsmith@novell.com`, the portion you would specify is `jsmith`.
- 3 Click *OK* to create the external user.

- 4 Provide personal information about the external user:

4a Right-click the new External User object.

4b Fill in the desired fields on the Identification page.

Because the user is displayed in the GroupWise Address Book, you might want to define the user's first name and last name. This is especially important if the allowed address formats for the Internet host include first name and last name information.

4c Click *OK* to save the user's personal information.

If you have only a few users on some Internet hosts, you can create a single external post office for these users, then define their Internet domain names on the Identification pages of the External User objects instead of on the External Post Office object.

6.8 Facilitating Addressing through GroupWise Gateways

Current GroupWise Gateways, such as the GroupWise Gateway 2.0 for Microsoft* Exchange and the GroupWise Gateway 3.0 for Lotus Notes*, provide convenient addressing features for users on both sides of the gateway. Earlier GroupWise gateways made use of addressing rules to simplify addressing through the gateway. Setting up addressing rules is not necessary for current GroupWise gateways.

Addressing rules let you search for text in an address and replace it with other text. Addressing rules are created at the system level and enabled by domain. Gateway-specific instructions are available on the [GroupWise Gateways documentation page \(http://www.novell.com/documentation/gwgateways\)](http://www.novell.com/documentation/gwgateways). The following sections provide some general instructions for setting up addressing rules:

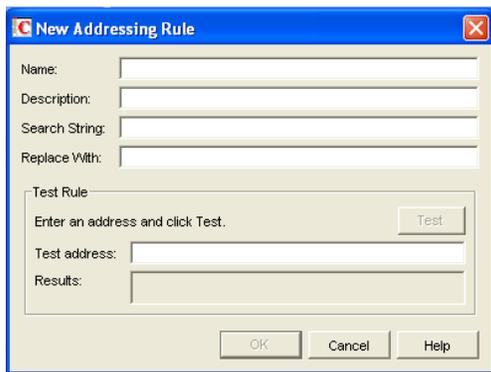
- ♦ [Section 6.8.1, "Creating an Addressing Rule," on page 101](#)
- ♦ [Section 6.8.2, "Enabling an Addressing Rule," on page 102](#)

6.8.1 Creating an Addressing Rule

- 1 In ConsoleOne, click *Tools > GroupWise System Operations > Addressing Rules*.



- 2 Click *New* to display the New Addressing Rule dialog box.



- 3 Fill in the following fields:

Description: Specify a short description for the rule. The description is what appears when the rule is listed in the Addressing Rules dialog box.

Name: Specify the name you want to use for the rule.

Search String: Specify the text string that determines which addresses the rule is applied to. You can use an asterisk as a wildcard to represent one or more characters. For example, if you want the rule to apply to all addresses with JSmith as the userID, specify `jsmith.*.*` (the first asterisk represents the post office and the second represents the domain).

Replace With: Specify the replacement text. You can use variables (`%1`, `%2`, and so forth) to reference the wildcard text used in the search string. For example, if you use two wildcards in the search string, you could use two variables (`%1` and `%2`) to insert the matched wildcard text into the replacement string. `%1` (replace string 1) replaces the first wildcard in the search string, `%2` replaces the second wildcard, and so on. The replacement variables must be placed in the string according to the order required for the explicit address, not according to their numerical order (for example, `%2` could come before `%1`).

Using the `jsmith.*.*` example, assume that you want to replace `jsmith` with `jjones`. You would specify `jjones.%1.%2`. The resulting addressing would include the same post office and domain but a different userID.

4 If desired, you can test the rule on an address. To do so, specify an address in the Test Address dialog box (the address does not have to be real) > click *Test* to see the results.

5 Click *OK* to add the rule to the list.

The rule is automatically enabled, which means that it is available for use. To apply it to a domain, however, you need to enable it in the domain. For instructions, see [Section 6.8.2, “Enabling an Addressing Rule,”](#) on page 102.

6 If necessary, select the rule, then use the up-arrow and down-arrow to move the rule to the position in which you want it executed.

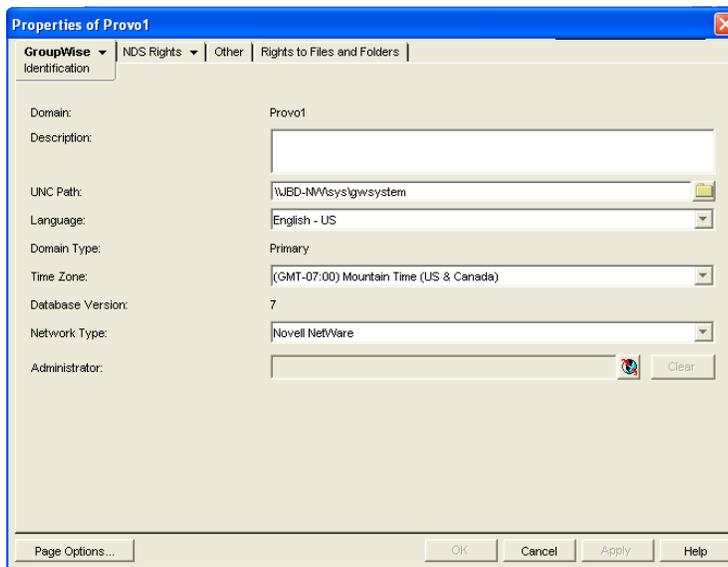
Addressing rules are executed in the order they are listed. When an addressing rule is applied to an address, no further addressing rules are applied.

7 When you are finished creating rules, click *OK* to close the Define Addressing Rules dialog box.

6.8.2 Enabling an Addressing Rule

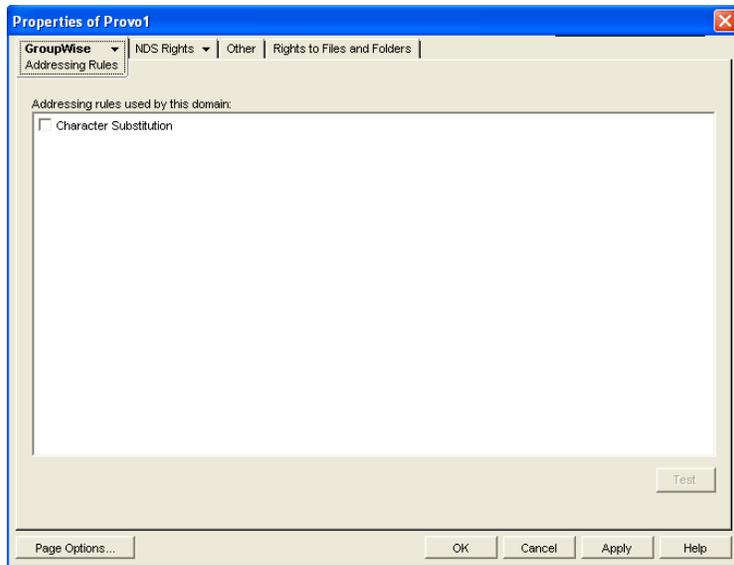
After you create an addressing rule, you need to enable it in the domains where you want it applied.

1 In ConsoleOne, right-click the Domain object, then click *Properties*.



2 Click *GroupWise > Addressing Rules*.

The list displays all addressing rules that have been made available in the system. However, an addressing rule does not apply to the domain until you enable it.



- 3 Click the check box in front of an addressing rule to enable it.
- 4 When you are finished enabling rules, click *OK* to save your changes.

Multilingual GroupWise Systems

7

GroupWise® is a multilingual e-mail product that meets the needs of users around the world. The following sections provide guidance if your GroupWise system includes users that speak a variety of languages:

- ♦ [Section 7.1, “Client Languages,” on page 105](#)
- ♦ [Section 7.2, “Administration Languages,” on page 106](#)
- ♦ [Section 7.3, “International Character Considerations,” on page 106](#)
- ♦ [Section 7.4, “Multi-Language Workstations,” on page 107](#)

7.1 Client Languages

You can run the GroupWise client in the following languages:

Arabic	Hungarian
Czech	Italian
Chinese - Simplified	Japanese
Chinese - Traditional	Korean
Danish	Norwegian
Dutch	Polish
English	Portuguese
Finnish	Russian
French	Spanish
German	Swedish
Hebrew	

Users can select the languages they want when they install the GroupWise client. If users have access to the GroupWise client media, they can choose from all languages. If users are installing from a software distribution directory, they can choose from the languages you installed in the software distribution directory, as described in “[GroupWise Languages](#)” in “[Installing a Basic GroupWise System](#)” in the *GroupWise 7 Installation Guide*. The maximum disk space required to store all the GroupWise software components for one language in the software distribution directory is approximately 500 MB. Each additional client language adds about 20 MB.

Users should have at least 200 MB available on their workstations to install the GroupWise client software in one language. Users need an additional 20 MB of disk space for each additional language they install.

By default, the GroupWise client starts in the language of the operating system, if it is available. If the operating system language is not available, the next default language is English. When starting the GroupWise client, you can use the `/l` startup switch to override the English default and select an interface language from those that have been installed.

The online help available in the GroupWise clients is provided in all languages into which the client software is translated. The GroupWise client user guides available from the GroupWise clients and on the GroupWise Documentation Web site are translated only into the **administration languages**. If you try to access a user guide from a client that is running in a language into which the user guide has not been translated, you can select any of the available languages.

By default, the GroupWise clients use UTF-8 for MIME encoding. This accommodates the character sets used by all supported languages.

7.2 Administration Languages

You can run the GroupWise Installation program, administer your GroupWise system in ConsoleOne[®], and run the GroupWise agents in the following languages:

English
French
German
Portuguese
Spanish

When you select a language for a domain, it determines the sorting order for items in the GroupWise Address Book. This language becomes the default for post offices that belong to the domain. You can override the domain language at the post office level if necessary.

For example, if you set the domain and post office language to English-US, the Address Book items are sorted according to English-US sort order rules. This is true even if some users in the post office are running non-English-US GroupWise clients such as German or Japanese. Their client interface and Help files are in German or Japanese, but the sort order is according to English-US standards.

By default, the agents start in the language selected for the domain. If that language has not been installed, the agents start in the language used by the operating system. If that language has not been installed, the agents start in English-US.

The POA also includes language-specific files in all client languages so that information returned from the POA to the GroupWise client, such as message status and undeliverable messages, is displayed in the language of the GroupWise client rather than the language in which the POA interface is being displayed.

7.3 International Character Considerations

GroupWise client users have complete flexibility in the characters they use in composing messages. Accented characters used by various European languages and double-byte characters used by various Asian and Middle Eastern languages are all acceptable in the GroupWise client and can even be combined in the same message text.

As an administrator, the only limitation you need to be aware of is that double-byte Asian and Middle Eastern characters should not be used in directory names and filenames within your GroupWise system. This limitation is based on operating system capabilities. You should also not use double-byte characters in passwords. You are free to use double-byte characters in GroupWise usernames, domain names, post offices names, and so on.

7.4 Multi-Language Workstations

If GroupWise users receive messages in multiple languages, their workstations need to be configured to handle the character sets used by these languages.

On Windows XP:

- 1 From the Control Panel, double-click *Regional and Language Options*, then click *Languages*.
- 2 If you receive messages in Arabic, Hebrew, or other complex languages, select *Install Files for Complex Script and Right-to-Left Languages*.
- 3 If you receive messages in Chinese, Japanese, or other similar languages, select *Install Files for East Asian Languages*.
- 4 Click *OK* to install the required language files.

On Windows 2000:

- 1 From the Control Panel, double-click *Regional Options*.
- 2 Select the languages you want to use on the workstation, then click *OK* to install the required language files.

On Linux and Macintosh workstations, if users see the correct characters at the operating system and desktop levels, they see the correct characters in GroupWise as well.